

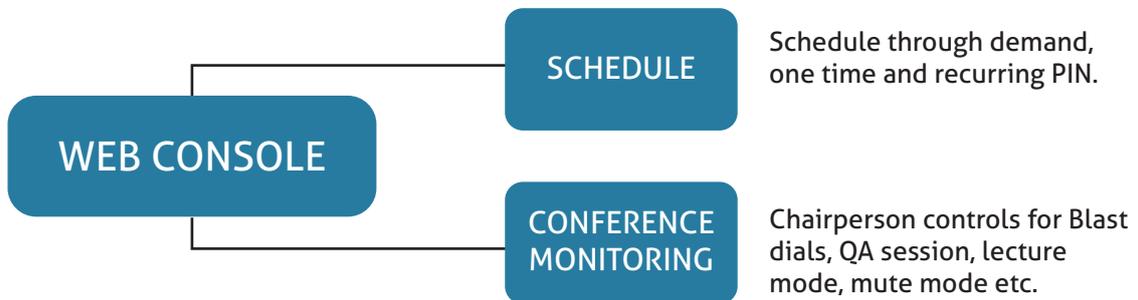


Converse. Collaborate. Create.

Your Quick Start Guide to effective conferencing

Booking a conference using the web console

To schedule / monitor a call log on to the web console provided by DSNL @ www.dsnl.in.

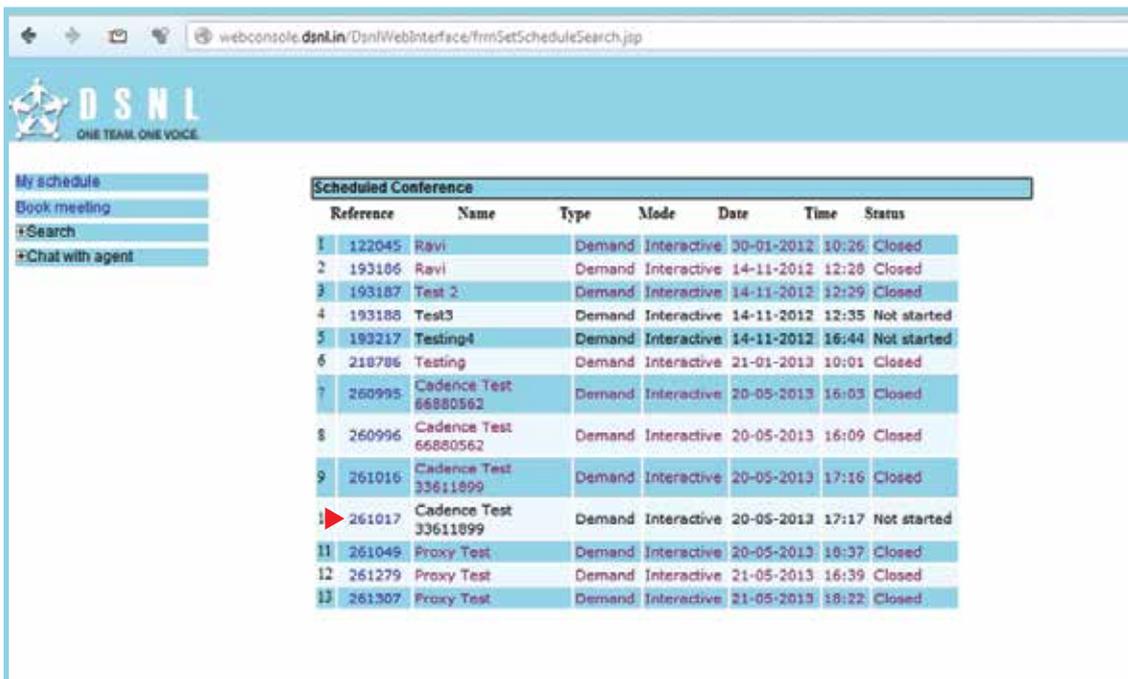


SCHEDULE



- ▶ Click on Login.
- ▶ Click on Schedule
- ▶ Enter the Email ID and the verification password sent to the mobile number

MY SCHEDULE



Reference	Name	Type	Mode	Date	Time	Status
1	122045 Ravi	Demand	Interactive	30-01-2012	10:26	Closed
2	193106 Ravi	Demand	Interactive	14-11-2012	12:28	Closed
3	193187 Test 2	Demand	Interactive	14-11-2012	12:29	Closed
4	193188 Test3	Demand	Interactive	14-11-2012	12:35	Not started
5	193217 Testing4	Demand	Interactive	14-11-2012	16:44	Not started
6	218786 Testing	Demand	Interactive	21-01-2013	10:01	Closed
7	260995 Cadence Test 66880562	Demand	Interactive	20-05-2013	16:03	Closed
8	260996 Cadence Test 66880562	Demand	Interactive	20-05-2013	16:09	Closed
9	261016 Cadence Test 33611899	Demand	Interactive	20-05-2013	17:16	Closed
10	261017 Cadence Test 33611899	Demand	Interactive	20-05-2013	17:17	Not started
11	261049 Proxy Test	Demand	Interactive	20-05-2013	18:37	Closed
12	261279 Proxy Test	Demand	Interactive	21-05-2013	16:39	Closed
13	261307 Proxy Test	Demand	Interactive	21-05-2013	18:22	Closed

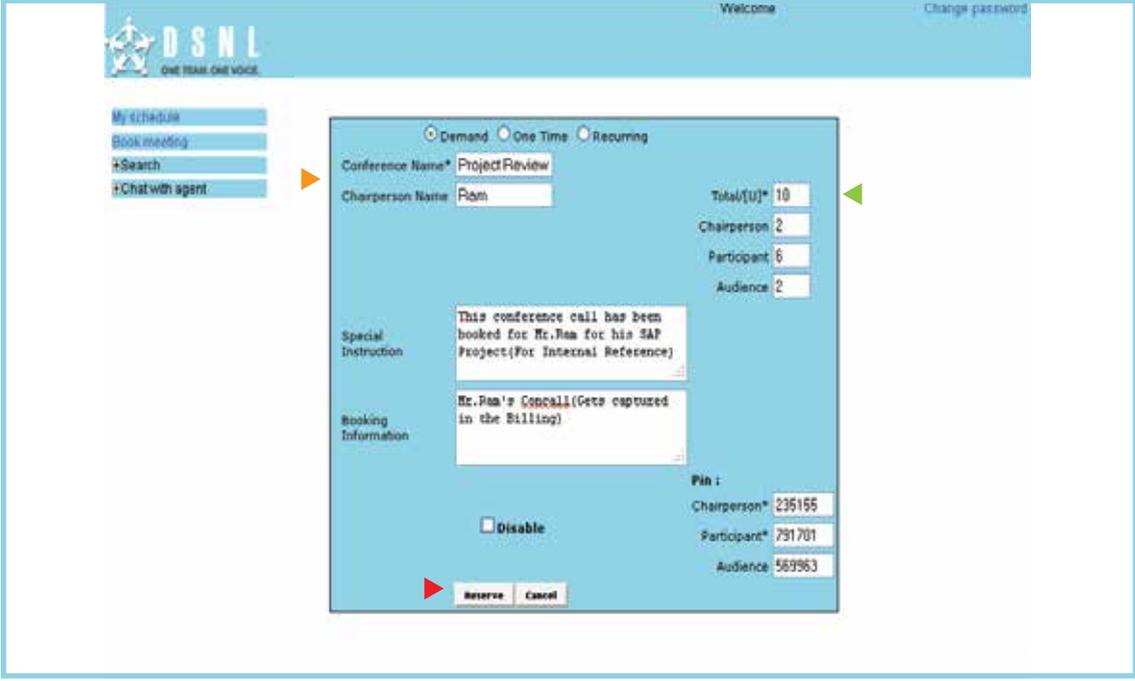
- ▶ Click on My Schedule to view the bookings made along with the status indicating whether the PIN has been used or not.
- ▶ Click on Book Meeting to schedule a conference
- ▶ Click on the reference number to see the booking made.

SCHEDULE

In the Book Meeting section there are three options 'Demand', 'One -Time' and 'Recurring'.

- ▶ 'Demand'-This is for creating permanent PIN numbers.
- ▶ 'One -Time'- This is a one time PIN where a conference call booking is made for a particular time duration.
- ▶ 'Recurring'-This are recurring conference calls where booking can be on a Daily /Weekly/Monthly or Yearly basis for a specified timing

DEMAND PIN



DSNL ONE TEAM, ONE VOICE. Welcome Change password

My schedule
Book meeting
+Search
+Chat with agent

Demand One Time Recurring

Conference Name* Project Review

Chairperson Name Ram

Total[U]* 10

Chairperson 2

Participant 6

Audience 2

Special Instruction
This conference call has been booked for Mr. Ram for his SAP Project.(For Internal Reference)

Booking Information
Mr. Ram's Concall.(Gets captured in the Billing)

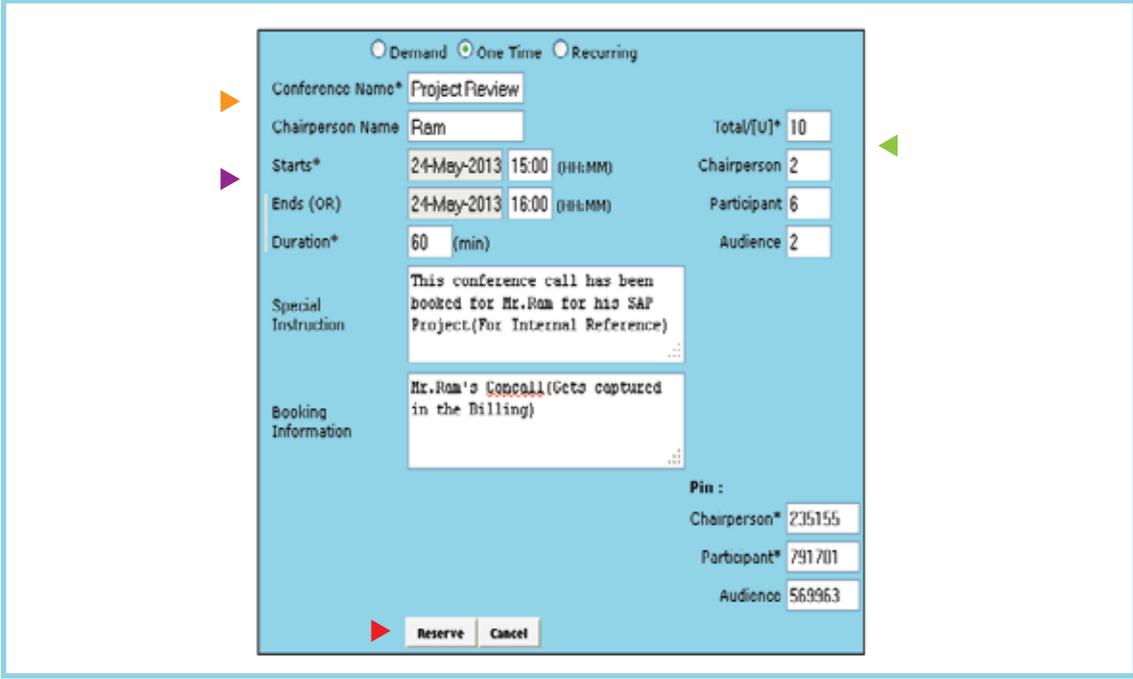
Pin :
Chairperson* 235155
Participant* 731701
Audience 563963

Disable

Reserve Cancel

- ▶ Mention total count of participants expected to join the conference call (Including Chairperson).
Enter chairperson count
Enter participant count
Enter audience count – (The moment they join through audience PIN they are automatically muted)
- ▶ Enter conference name and chairperson name
- ▶ Click on the Reserve and the conference gets booked.

ONE TIME PIN



Demand One Time Recurring

Conference Name*

Chairperson Name

Starts*

Ends (OR)

Duration* (min)

Special Instruction

Booking Information

Total(TU)*

Chairperson

Participant

Audience

Pin :

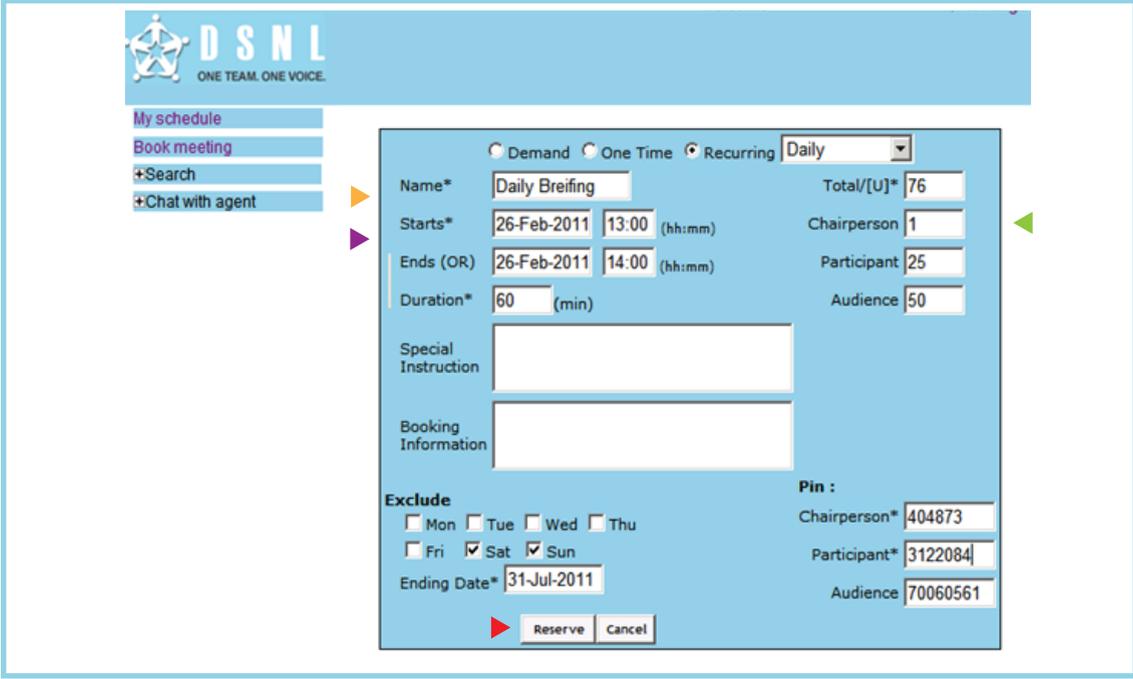
Chairperson*

Participant*

Audience

- ▶ Mention total count of participants chairperson count, participant and audience count as in case of demand pin.
- ▶ Enter conference name and chairperson name
- ▶ Select the Start and End date & time from the calendar
 Ex: If you need a conference call at 1 pm to 2 pm , then the start and end time would be 13:00 to 14:00
- ▶ Click on the Reserve and the conference gets booked

RECURRING PIN



DSNL ONE TEAM. ONE VOICE.

My schedule
 Book meeting
 Search
 Chat with agent

Demand One Time Recurring Daily

Name* Total/[U]*

Starts* (hh:mm) Chairperson

Ends (OR) (hh:mm) Participant

Duration* (min) Audience

Special Instruction

Booking Information

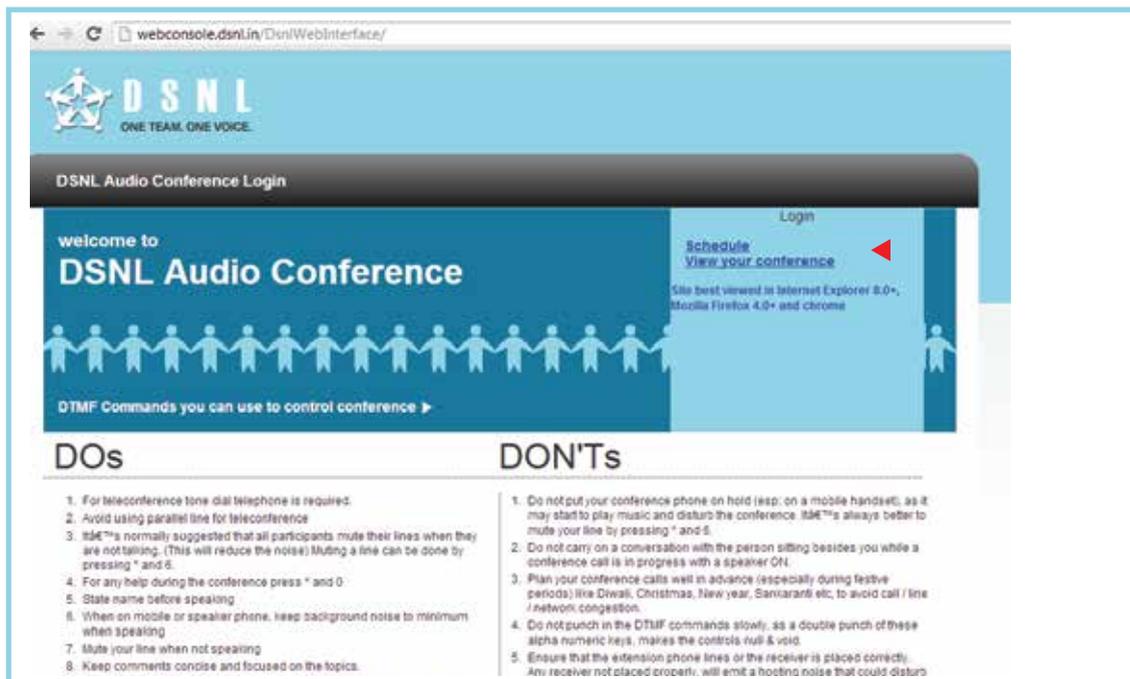
Exclude
 Mon Tue Wed Thu
 Fri Sat Sun

Pin :
 Chairperson*
 Participant*
 Audience

Ending Date*

- ▶ Mention total count of participants chairperson count, participant and audience count as in case of demand pin.
- ▶ Enter conference name
- ▶ Select the Start and End date & time from the calendar
 Give an ending date , meaning that the concall is booked till that date. If you do not have concall on a particular day you can also exclude those date in the exclude section
- ▶ Click on the Reserve and the conference gets booked

————— VIEW YOUR CONFERENCE —————

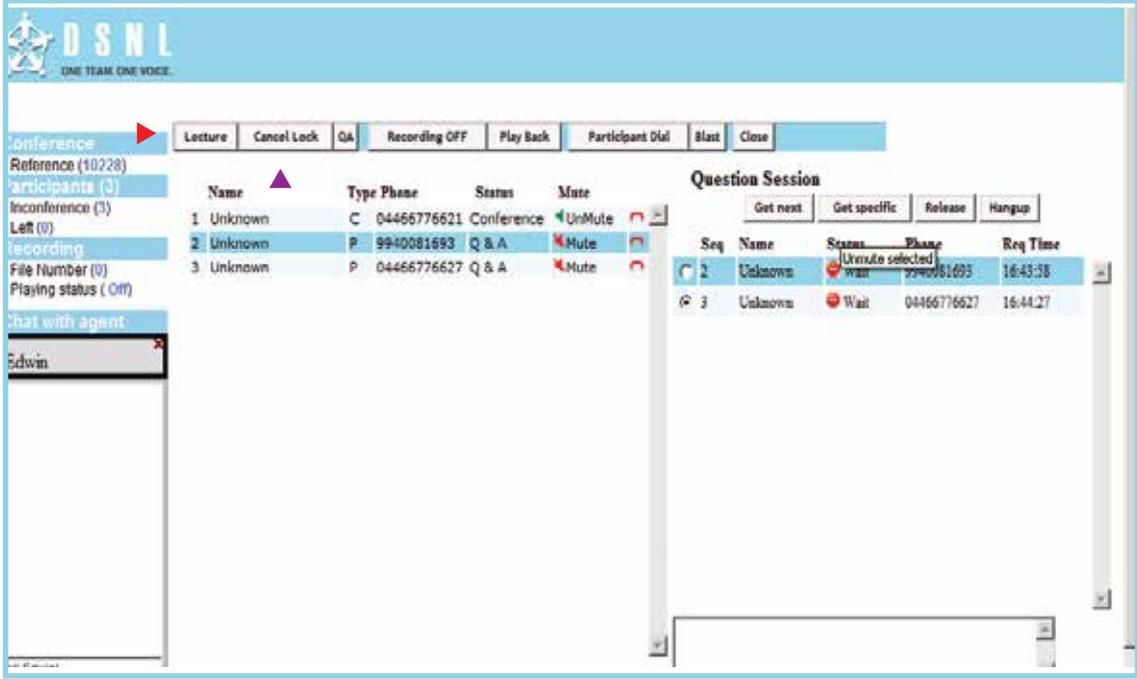


- ▶ Click on 'View your conference'



- ▶ Enter the phone number through which the chairperson has logged into the conference call.
 Ex. If the chairperson has entered the conference call through 022 6666666 Landline, enter 022 6666666. If the landline is from Chennai you do not enter the STD Code.
- ▶ Enter the Chairperson PIN without the # key and click on Login to monitor the conference call

———— VIEW YOUR CONFERENCE ————

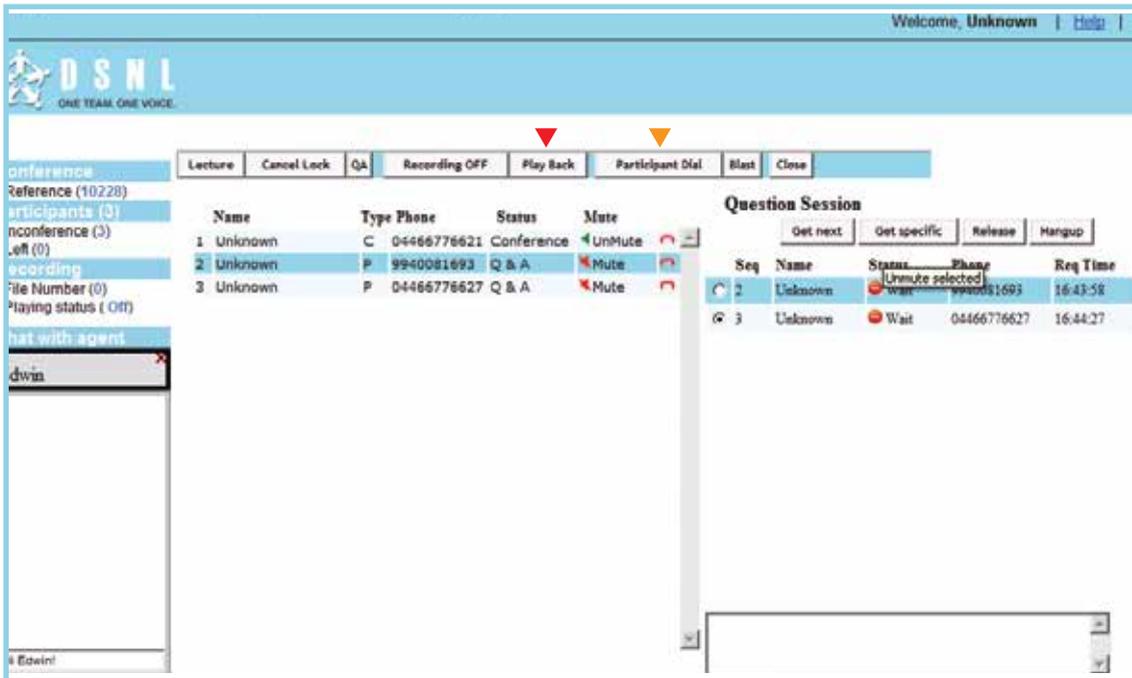


Name	Type	Phone	Status	Mute
1 Unknown	C	04466776621	Conference	UnMute
2 Unknown	P	99-0081693	Q & A	Mute
3 Unknown	P	04466776627	Q & A	Mute

Seq	Name	Status	Phone	Req Time
2	Unknown	Unmute selected	99-0081693	16:43:58
3	Unknown	Wait	04466776627	16:44:27

- ▶ Click on Lecture to mute/unmute all participants
- ▶ Click on lock /unlock to prevent unauthorized users from joining the conference call

———— PLAY BACK, PARTICIPANT DIAL ————



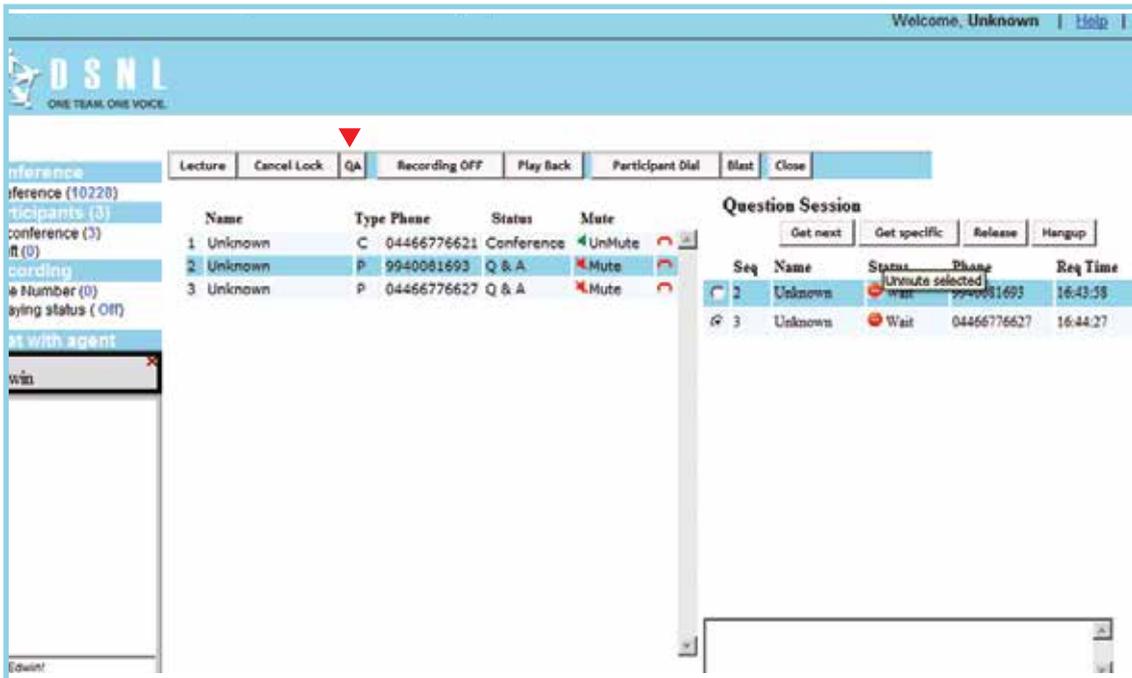
The screenshot shows the DSNL software interface. At the top, there is a header with the DSNL logo and the text 'ONE TEAM. ONE VOICE.'. Below the header, there is a navigation bar with several buttons: 'Lecture', 'Cancel Lock', 'QA', 'Recording OFF', 'Play Back', 'Participant Dial', 'Blast', and 'Close'. The 'Play Back' and 'Participant Dial' buttons are highlighted with red and yellow triangles respectively. Below the navigation bar, there is a table with columns: 'Name', 'Type', 'Phone', 'Status', and 'Mute'. The table contains three rows of data. To the right of the table, there is a 'Question Session' section with buttons 'Get next', 'Get specific', 'Release', and 'Hangup'. Below this, there is another table with columns: 'Seq', 'Name', 'Status', 'Phone', and 'Req Time'. The table contains two rows of data. On the left side of the interface, there are several panels: 'Conference', 'Participants (3)', 'Recording', 'File Number (0)', 'Playing status (Off)', 'Chat with agent', and 'dwin'.

Name	Type	Phone	Status	Mute
1 Unknown	C	04466776621	Conference	UnMute
2 Unknown	P	9940081693	Q & A	Mute
3 Unknown	P	04466776627	Q & A	Mute

Seq	Name	Status	Phone	Req Time
2	Unknown	Unmute selected	9940081693	16:43:58
3	Unknown	Wait	04466776627	16:44:27

- ▶ Click on the Live playback to listen to audio. The duration and the recording file number has to be keyed in for this
- ▶ The chairperson can also bring additional participants by clicking on Participant Dial and then enter the name, number , location , type and then click add. (Activated on request)

— QUESTION AND ANSWER SESSION —



The screenshot shows the DSNL software interface during a Question and Answer session. The top navigation bar includes buttons for Lecture, Cancel Lock, QA (highlighted with a red triangle), Recording OFF, Play Back, Participant Dial, Blast, and Close. The main window is divided into several sections:

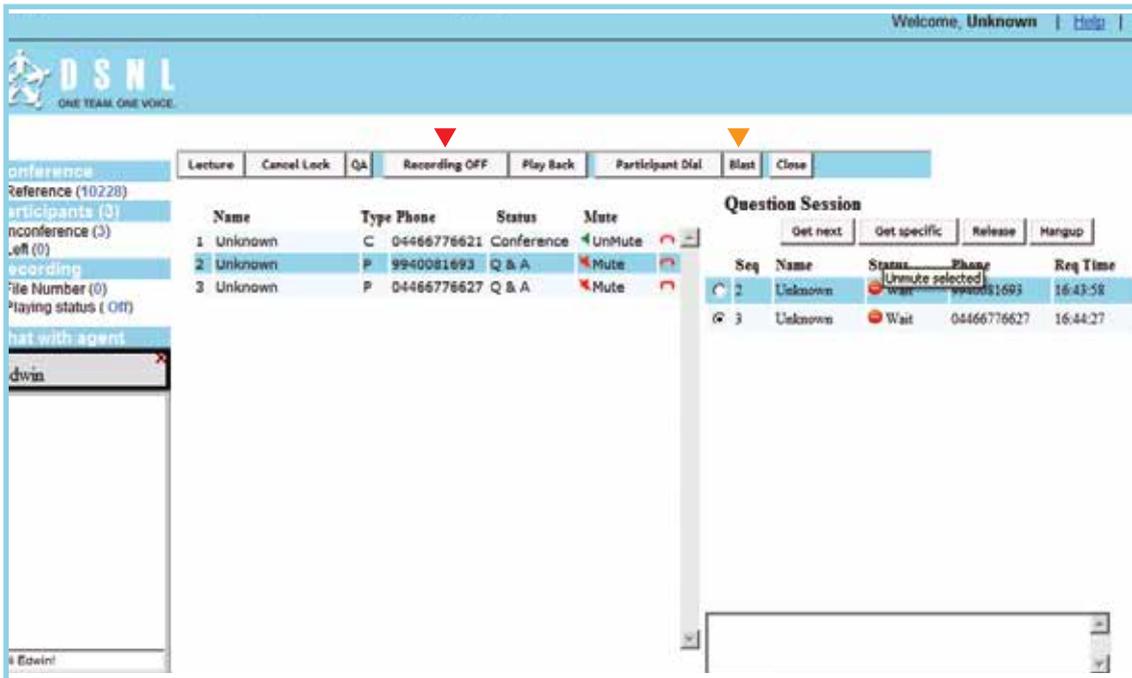
- Left Panel:** Contains a list of participants and session controls. The 'QA' button is highlighted.
- Center Table:** A table listing participants and their current phase.

Name	Type	Phase	Status	Mute
1 Unknown	C	04466776621	Conference	UnMute
2 Unknown	P	9940081693	Q & A	Mute
3 Unknown	P	04466776627	Q & A	Mute
- Right Panel (Question Session):** A table showing the queue of questions.

Seq	Name	Status	Phone	Req Time
2	Unknown	Unmute selected	9940081693	16:43:58
3	Unknown	Wait	04466776627	16:44:27

- ▶ Click QA (Question and Answer) for the chairperson to moderate the session. If the participants have a question, the chairperson can request them to key in *1. The participant will then enter the queue. The chairperson can select the person and click to address the question. Click on release to bring the participant back into the normal mode. During this session, the rest of the participants would be muted automatically.

RECORDING, BLAST DIAL



The screenshot shows the DSNL software interface. At the top, there is a header with the DSNL logo and the text "ONE TEAM. ONE VOICE.". Below the header, there is a navigation bar with buttons: Lecture, Cancel Lock, QA, Recording OFF, Play Back, Participant Dial, Blast, and Close. The "Recording OFF" button is highlighted with a red triangle. Below the navigation bar, there is a list of participants with columns: Name, Type, Phone, Status, and Mute. The list contains three entries:

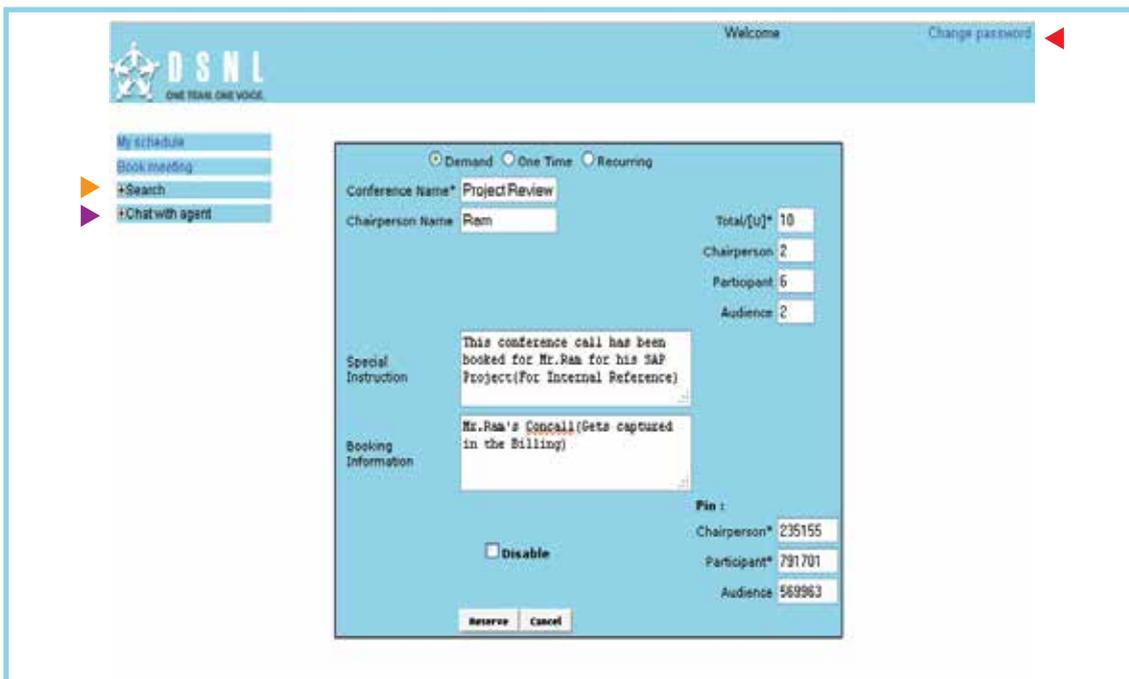
Name	Type	Phone	Status	Mute
1 Unknown	C	04466776621	Conference	UnMute
2 Unknown	P	9940081693	Q & A	Mute
3 Unknown	P	04466776627	Q & A	Mute

To the right of the participant list, there is a "Question Session" panel with buttons: Get next, Get specific, Release, and Hangup. Below these buttons is a table with columns: Seq, Name, Status, Phone, and Req Time. The table contains two entries:

Seq	Name	Status	Phone	Req Time
2	Unknown	Unmute selected	9940081693	16:43:58
3	Unknown	Wait	04466776627	16:44:27

- ▶ Click on Recording to record the conference call. The recording will be notified to all participants (as per regulatory norms). Note the file number and send a mail to customer care team to retrieve the file.
- ▶ Click on Blast and all the participants will receive an incoming call. When the participant answers the call he is entered into the conference call. (Activated on request)

CHANGE PASSWORD, SEARCH, CHAT WITH AGENT



The screenshot shows the DSNL web interface with a navigation menu on the left containing 'My schedule', 'Book meeting', '#Search', and 'Chat with agent'. The main content area displays a conference booking form for 'Project Review' with the following details:

- Conference Name: Project Review
- Chairperson Name: Ram
- Total: 10
- Chairperson: 2
- Participant: 6
- Audience: 2
- Special Instruction: This conference call has been booked for Mr. Ram for his SAP Project (For Internal Reference)
- Booking Information: Mr. Ram's Concall (gets captured in the Billing)
- Pin:
 - Chairperson: 235155
 - Participant: 791701
 - Audience: 569963
- Buttons: Reserve, Cancel

- ▶ Here you can enter the old password the one which was sent on mobile and enter the new password.
- ▶ Search the bookings made in during that period (Enter start date and end date). Alternatively you can also key-in the reference number of the conference call and search a particular booking.
- ▶ When you have a large party conference you can also chat with the agent and give them periodical instruction.

DSNL is India's largest Independent Integrated Conferencing provider offering a wide range of generic and industry-specific conferencing solutions to over 2000 corporate customers worldwide.

CONTACT US FOR MORE INFORMATION.

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