



MCI  
Viewpoint

# Audioconferencing Features to Help Keep Your Calls Secure

## About MCI®

Owns the world's farthest-reaching global IP network based on number of company-owned POPs

Operates in more than 60 countries

Delivers an industry-leading array of comprehensive voice, data, Internet, and international services

**MCI Conferencing understands that conference leaders and participants are concerned about the security of conference calls, particularly when sensitive topics are discussed. This document details a variety of security features offered by MCI Conferencing to help ensure your communications reach the audiences you want.**

MCI offers operator-assisted and automated call types. These services offer numerous security features that help ensure that only the parties you choose may join your calls. All MCI personnel that are involved in setting up and managing customer conference calls are required to sign confidentiality and non-disclosure agreements. At your request, conference coordinators can monitor calls continuously to help manage security requirements. Other options to help ensure conference call security are discussed below.

- **Personnel Training.** Supervisors randomly monitor employees' performances to ensure they are following proper procedures. Our conferencing personnel also take several precautions to protect your privacy. For example, only authorized personnel are involved with conference calls.
- **Operator-Assisted Calls.** MCI has conferencing personnel that are professionally trained to assist customers with their conferencing needs. Our most secure type of call is when a conference operator receives a list of participants from the conference leader to perform a Dial Out call. The conference operator will dial out to each participant using the phone numbers provided by the conference leader. At your direction, the conference details may be left on the participant's messaging system if they are not available to answer their phone. Calls can be set up so that each participant attempting to join a call must give a customer-specified passcode. When Premier Service is used, each caller may be pre-screened based on predefined criteria given by the customer. A conference leader may request that the conference operator lock the conference. When the conference is locked, no additional parties may join the conference; and the conference operator is locked out, as well.
- **Dial Out.** A conference operator will dial out to participants that the conference leader specifies. Dialing out to a customer-specified list of participants is a way to ensure that only leader-specified numbers are joined on the conference bridge.
- **Passcode Verification.** A conference leader may specify a customer-specific passcode that conference participants must provide before they are entered into the conference. The conference operator will ask each participant for the passcode. If the participant is not able to provide a passcode, the conference operator may ask the conference leader whether or not they would like to admit the participant or tell the participant to contact the conference leader for the passcode.



- **Conference Lock.** At the conference leader's request, the conference may be locked. Locking the conference ensures that no other parties may enter the conference. This feature also locks out the conference operator.
- **Pre-Screening.** The conference leader may specify that each caller be pre-screened based on pre-defined criteria provided by the conference leader. The feature is available with Premier Service.
- **Automated Calls.** MCI offers Instant Meeting, a reservationless service available to conference leaders on demand. This service offers a conference leader two different passcodes for conference security. The leader passcode enables certain call management features that are not available with a participant passcode. Both passcodes are six digits in length and randomly generated. The conference leader should not share the leader passcode with others. Both leader and participant passcodes may be changed at any time by the conference leader. Instant Meeting allows a conference leader to manage their call features using subscription-level settings, touch tone commands, or Web Moderator.

### Instant Meeting Subscription Level Settings

- **Name Record.** By enabling this feature, participants will be prompted to record their name prior to entry into an Instant Meeting call, and the participant's recorded name may be played during a roll call.
- **Entry/Exit Setting Set to Recorded Name.** The recorded names of participants can be played as they join or exit the conference.
- **Quick Start.** When a conference leader selects Quick Start set to "No," conference participants will be on music hold until the leader passcode is entered. If the leader passcode is not entered within 20 minutes, the call will terminate.
- **Touch Tone Commands.** Touch tone commands that assist the conference leader with call security include using the Name Record feature. The Name Record feature allows each participant to be prompted to record their name before entry into the conference call. When the conference leader initiates a roll call, the recorded names of the participants will be played.

The conference leader may also lock and unlock the conference using touch tone commands. The conference leader will be played an announcement when the conference is locked and unlocked. When using the Web Moderator, there is a visual indicator that shows the conference leader that the conference is locked in addition to the announcement.

Dial Out via touch tone command or Web Moderator allows the conference leader to dial out to participants both individually and in groups of 10. Dial Out ensures that only those parties that the conference leader chooses may join the call.

Feature	Touch Tone Command
Roll Call – Private	*2
Roll Call – Public	*3
Conference Lock	*7
Dial Out	*8

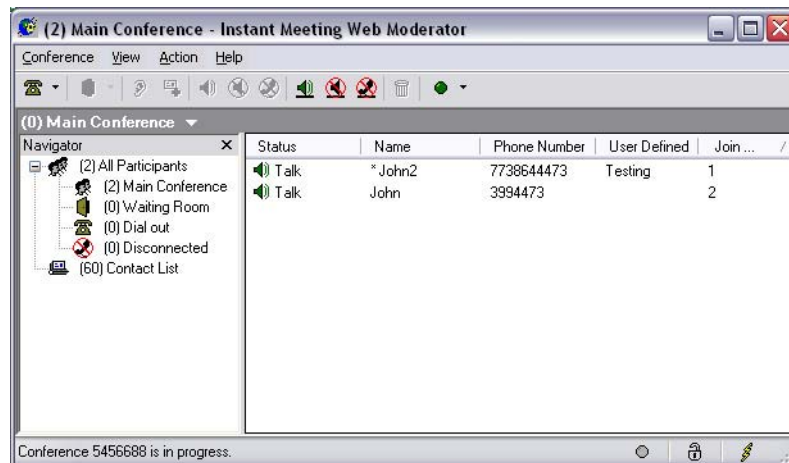
- **Web Moderator.** The Instant Meeting Web Moderator is a Web-based tool that offers a conference leader a view of the conference and advanced call management options. The Web Moderator allows the leader to see who is dialing into their call, line by line. When the ANI (Automatic Number Identification) is delivered to the Web Moderator, the phone number of the participant is displayed and the conference leader may add the phone number with participant information into a contact list. Each time the phone number is registered by the Web Moderator, the phone number and participant name is displayed when the line is connected.

The Web Moderator offers advanced call management tools, such as the ability to disconnect individual participants or end the call at any time during conference.

- **Phone Number Display.** When ANI is delivered, the Web Moderator displays the 10-digit phone number of each participant as they join a call. When the phone number is displayed, the conference participant's name may be added so that in the future the participant's name will be displayed along with the phone number, and their contact information is stored in the leader's contact list.



- **View of Connected and Disconnected Participants.** The Web Moderator provides a list of both participants, so that the conference leader can determine who is connected or disconnected.
- **Conference Lock.** The conference leader may lock the conference using the Web Moderator, preventing any additional parties from joining a call, including a conference operator.
- **End Conference.** The conference leader may end the conference using the End Conference feature at any time if they feel that the security of their call has been breached.
- **Disconnect Individual Participant.** The conference leader may disconnect individual participants or lines if they cannot identify who is on the line.
- **Dial Out to Participant (individual and blast dial).** The conference leader may dial out to one or up to 10 participants at a time. Dialing out to participants is a sure way to identify who is on the call.
- **Play Recorded Name.** The conference leader can play the recorded name for each individual participant or line that has joined conference. If the participant did not use the Recorded Name feature, the conference leader has the option of disconnecting that participant or line if the phone number or participant name is not displayed.



### Future Security Enhancements for Automated Calls

The following audioconferencing features will soon be available.

- **Waiting Room.** This feature will allow the conference leader to receive participants in a waiting room prior to entry into the main conference. The conference leader may then decide whether or not to permit access to the conference call.
- **Always on Web Moderator.** The ability for the Web Moderator to remain active on the desktop allows the conference leader to not only initiate back-to-back conference calls but will also alert them if someone joins their bridge. The Web Moderator tab will "flash" when someone joins the bridge. This will allow the conference leader to monitor activity on their Instant Meeting subscription.

### Contact Us

Please visit us at [www.e-meetings.mci.com](http://www.e-meetings.mci.com) for more information about our conferencing service, or contact your Conferencing Account Manager.