JOIN
CONFERENCING PROVIDER

we simplify your business

OUR SERVICES

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About JOIN

**Join is the only Italian-owned company in the conferencing market.
We have been in the Italian market for 15 years
and our staff has a proven experience in conferencing of more than 20 years.
We are a worldwide Conferencing Service Provider for
professional audio, video and web communication services:
conference call, video conferencing, web conferencing and streaming.**

JOIN Offer

**Join is the first Italian conferencing provider offering
a complete range of communication services:**

JOIN AUDIO

A professional audio conference service that allows you to access meetings from any country in the world, using toll and toll-free access numbers or the appropriate app. The service offers management of reports, registrations and Q&A sessions. It is also possible to manage the conference online thanks to the dedicated web interface.

JOIN EVENT

An operator-assisted audio conference service based on Arkadin technology . Dedicated to major audio events such as quarterly financial statements, annual announcements, the service offers high professionalism and unparalleled audio quality.

JOIN VIDEO

An innovative HD video conferencing service in the cloud on Vidyo technology that will amaze you with high definition quality, clear audio and ease of use from any terminal: personal computer, laptop, tablet, smartphone, videoconference endpoint. and SIP.

JOIN VISION

A H .323 multi-videoconference service based on Arkadin Cloud technology. It is aimed at companies that use standard H .323 / SIP endpoints but do not intend to purchase complex and expensive multi-videoconferencing infrastructures, nor acquire personnel dedicated to organizing and managing meetings.

JOIN WEB

A full-featured videoconferencing service based on the Zoom platform . Accessible from your PC, Mac, tablet and smartphone. IP and audio access. Statistics, HD audio, full HD video, recording, chat, screen sharing, and any other features a videoconferencing service can offer today.

JOIN CAST

This service is based on 24 technology and offers the widest variety of tools for broadcasting events and content on the web . It is the most innovative and complete service available to reach the largest possible audience.

JOIN STREAMING

A service based on Livestream technology; it is the easiest service for audio / video webcast at the most affordable price. It allows you to reach a wide audience with video and slide presentation without any technical installation or special requirements.

JOIN CONNECT

An audio, video, instant messaging, file sharing service that allows customers and suppliers to get in touch with you in an innovative way through your website, an App from a smartphone or a PC browser.

JOIN PHONE

A new solution aimed at small and medium-sized companies that need an advanced telephone switchboard, taking advantage of high-tech services, reducing telephone costs.

JOIN INTERPRETER

Thanks to this innovative service it is possible to instantly break down the geographical and linguistic barriers that can hinder business development, especially with emerging countries with a stronger economic growth rate

JOIN TEAM

A Unified Communication service that exploits the potential of the Slack engine to offer audio, video, chat, file sharing, presence, calendar, to do services in addition to connecting to over 300 apps.

JOIN AUDIO

THE EVOLUTION OF THE AUDIO CONFERENCE

Main features of the service

JOINAUDIO is an innovative and unique audio conferencing service that allows the integration between traditional telephone conferences and those made in VoIP (Voice over IP) . It is the first service to be connected via iNum, the new single global telephone number of the ITU - International Telecommunication Union . In any part of the world the same iNum can be used to participate in conferences without having to consult the PoP list. The possibility of connecting to VoIP also eliminates the cost of telephone traffic for those who use a softphone

from a PC, tablet or smartphone. JOINAUDIO is not just audio conferencing: it offers real-time conference management with a few simple clicks and innovative management of reports and registrations.

You can also participate in conferences from tablets and smartphones. With the client integrated in the Moderator application it is possible to connect in VoIP with HD audio quality. JOINAUDIO is also accessible by Skype.

Access telephone numbers (PoP)

Telephone accesses are available in over 40 countries worldwide with the possibility of activating up to 3000 PoP . In Italy, 6 expandable accesses are available on request up to 238. The JOINAUDIO service is available 24/7/365 with no reservation required . You connect to the conference simply by calling the nearest access PoP, often a national number or a toll-free number. Local telephone operators will only bill a national call instead of an international call.

i Num, a unique number valid worldwide

In addition to traditional telephone PoPs, iNum is available: a new type of international number that makes access to audio conferences even easier and more immediate . iNum is based on the use of the +883-prefix created by the ITU and valid worldwide . iNum transports the voice in high definition, thus offering an audio quality that is considerably higher than traditional telephone.

Free app for IOS & Android

 For those who are often traveling or attending audio conferences when out of the office, the JOINAUDIO Call app allows you to access conferences with a simple click, both as an organizer and as a participant. It is the perfect app to manage conference calls from mobile IOS and Android: the preferred codes and phone numbers are always at hand and you

no longer need to consult the PoP list because the device will automatically locate the nearest PoP. By enabling VoIP you can use a third-party app to get further savings on telephone traffic. The app is free and can be downloaded from.

Conference Call from Skype

To join a JOINAUDIO conference call from Skype (also with a smartphone and tablet) just add joinaudio . joinconferencing com to your Skype contact list and then make the normal Skype audio call.

Virtual rooms for audioconferencing meetings

When subscribing to the service, the customer is assigned a virtual meeting room characterized by an access code for the moderator and one for the participants . To open the conference, the moderator must dial the most convenient access phone number and enter the room code. Participants will also have to dial a phone number from those available and enter the participant code that was previously provided by the moderator. It is possible to create rooms to be used only once for specific conferences: this option is useful in case codes are requested to be changed for each conference. Reservations for these rooms can be made independently via the JOIN service portal.

Spot conference calls

The JOINAUDIO Spots are conferences for which the moderator and participant codes are valid only within the time frame of the reservation . These conferences can be created directly from the JOIN portal . To create a spot conference, access the JOIN portal (with your username / password) and enter the name of the conference, date and time of start and end . Once the conference is created, two emails are sent with information, access numbers and conference codes: one email is for the moderator and the other for the participants .
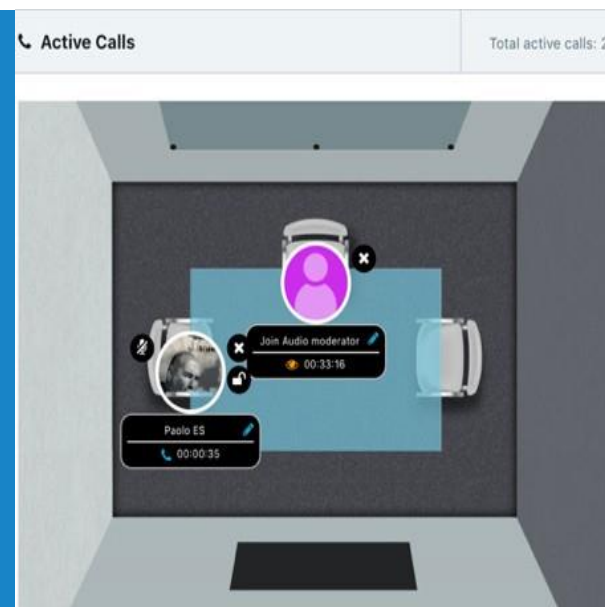
One-click audio conference control

Thanks to the Moderator application it is possible to easily control and manage audio conferences from a PC or a tablet connected to the Internet: see who is connected, control the microphones, activate and manage a Q&A session and much more. During the period of validity of the codes, the moderator can use the Moderator

application to manage the conference through a web interface . Thanks to the Moderator it is possible to directly control and manage audio conferences from a PC or tablet connected to the Internet: see who is connected, control the microphones, activate recording, download the audio file in MP3 format and much more.

FOR EXAMPLE IT IS POSSIBLE:

• See the numbers of the participants

• Open and close the microphones

• Manage Questions & Answers sessions

• Block access to the conference

• Call participants dial-out

• Participate in the conference in VoIP thanks to the integrated client

Conference management via the web is possible both for JOINAUDIO Spots and for permanent conferences.
Reset telephone costs with the VoIP client integrated in the Moderator
Thanks to the client integrated in the Moderator application it is possible to connect in VoIP with high definition audio quality . Just one click to access the conference without using the phone. The numeric keypad also allows the insertion of DTMF commands . If you have a VoIP switchboard you can connect it directly to the JOINAUDIO service . The platform that delivers the service is based on a VoIP core completely in SIP standard . This makes it possible to configure any switchboard to make calls to the JOINAUDIO service directly in SIP, thus avoiding the costs of traditional telephone traffic.

24-hour operator assistance

The JOINAUDIO automatic conferences are very simple: just dial the phone number of the nearest PoP and enter the participant or moderator code. Anyone who prefers to be connected to the conference by an operator can count on a call center available 24/7 and multilingual: Italian, English, German, French, Spanish and Russian.

SUMMARY OF THE SERVICE

• No hardware or software to install on company servers
• More than 40 PoPs in as many countries
• Activation on request of new PoPs, with more than 3000 numbers available
• Access also via iNum, the only worldwide phone number
• Softphone with HD audio integrated in the Moderator interface
• Compatibility with standard SIP phones and softphones, even on smartphones and tablets
• Compatibility with any hands-free audio conference phone
• Conferences with all telephone providers
• Possibility of SIP trunking with company IP switchboards
• Narrow band audio codec: G711, G729, iLBC
• HD audio codec: Wideband G722, G722-1, G722 s (AMR-WB), ISAC, SILK
• Conference control via Moderator interface or via DTMF
• Recording conferences via DTMF
• Easy call flow: a code for the moderator and a code for the participants
• Call flow modifiable from the service web portal
• Permanent audio rooms with up to 100 participants, expandable on request
• Spot conferences with timed access codes
• Conferences with operator concierge
• Dial out via DTMF
• Operator assistance in Italian, English, French, German, Spanish, Russian
• Detailed reports for cost centers, for users and for conferences

Audio conferencing made easy
On-demand, self-service audio conferencing, available 24/7 for an unlimited number of participants. With local live assistance from Join's customer service team, JoinEvent is the perfect solution for collaborating with your colleagues and business contacts around the globe .

[**Simple and easy audio conferencing, for small meetings or large events, at anytime, and from anywhere**]

Instantly organize and manage your conference calls with crystal clear audio, while ensuring all attendees are able to effortlessly join and participate

JOIN EVENT
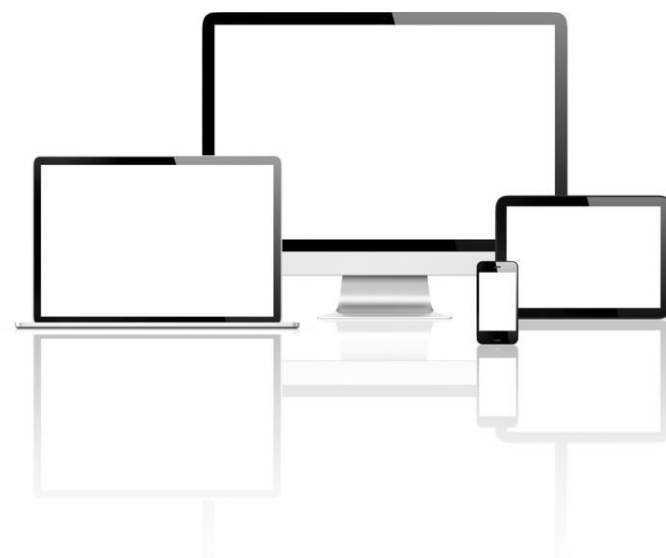
ENJOY BUSINESS BENEFITS

Travel expense savings with instant global conference access.

Crystal clear and stable audio for efficient conference calls.

Local live assistance to help you and your participants in conference.

Global access with local country numbers for international attendees .

Additional security with optional single-use PIN codes .

Fast and simple to use

Reservation-less audio conferencing service (no pre-booking required).

Only two steps for quick and easy access: Connect and enter your PIN code to join the conference.

Receive a call from the conference using the 'call-me-back' function.

24/7 immediate local language live assistance for all participants.

With anyone, from anywhere

Ideal for communicating with remote colleagues, clients, suppliers, or partners .

Hosting up to 100 participants per call (and many more if pre-arranged) .

Toll and toll free access numbers available from 50+ countries .

Integration available with our portfolio of web and video solutions.

Feature-rich and secure

In-conference control functions via the phone keypad, such as mute participants and lock conference .
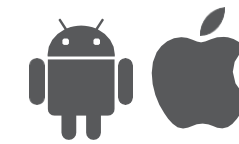
Advanced meeting control via online audio console.

Save and replay your strategic calls using the recording function.

Private and secure audio platform delivering high-quality conferencing.

[]11

Join Service - VIDEO

For **conference rooms** there is a wide range of HD terminals which can satisfy any needs of group videocommunication . This service is compatible with any videoconferencing terminal of **H.323** and **SIP** standards.

The purchase options of this service are simple, clear and affordable for everyone: on a pay-per-use basis with per minute billing or an annual flat-fee subscription basis.

IOS & ANDROID

PERSONAL TELEPRESENCE

GROUP MEETINGS

JOIN VIDEO

TABLET • SMARTPHONE • PC • LAPTOP • ROOM SYSTEMS

THE REVOLUTION OF THE PERSONAL TELEPRESENCE

JOINVIDEO is a state-of-the-art videoconferencing service that will amaze you with its HD video quality, clear sound and simplicity of use directly on your PC, which turns into your personal telepresence station.

To access your meeting room just enter your data on the portal of the service . You can start a videoconference with one simple click!

During the meeting you can share documents, presentations, the entire desktop and any other application on your or other participants' computers.

A virtual room is always at your disposal for your meetings with telepresence quality, and you don't need any special hardware or QoS networks. ADSL internet connection and a PC are enough.

Supported operating systems for **PCs** and **laptops** are **Windows** and **Mac.**

A free application for **iPad** e **iPhone** mobile devices can be downloaded from the AppStore .

For **tablets** e **smartphones** running the Android operating system there is a free application on Google Play.

1080 HD

HD video quality

Excellent audio

Desktop sharing

Data Sharing & Chat

Simple Interface

Privacy & Security

Flat-fee cost

HD on PC

VIDEODESKTOP SOLUTION

Videoconferencing saves your time and money

Videoconferencing brings huge benefits to companies: travel costs and unproductive time reduction, internal and external communication improvement, faster decision-making, more effective workgroups collaboration. These benefits can be easily quantified in time and money, saved in daily company management . Videoconferencing is therefore an essential advantage for those companies that want to fight the crisis and compete in the global market.

HD videoconferencing for everyone

With JOINVIDYO service everyone, from a single professional to large companies, will have at their disposal our cloud-based videoconferencing infrastructure, which can be used via ASDSL Internet connection on PCs, tablets, smartphones and room videoconferencing systems . The prices of this service are affordable for everyone and the purchase options are simple and clear: on a pay-per-use basis with per minute billing or an annual flat-fee subscription basis.

Privacy and security

The use of entry codes and moderation codes, which can be modified for every new event, protect videoconferences from an unauthorized access . Privacy options allow you to manage transmission and suspension of your audio or video during the conference.

Recording e streaming

Videoconferences can be recorded on a DVD or transmitted in streaming for the benefit of people who didn't manage to attend the meeting but are interested in its viewing .

H.323/SIP and ISDN compatibility

The service is perfectly compatible with any videoconferencing terminal of H 323 and SIP standard. At your request, ISDN systems can also be connected, as well as telephone devices (audio only).

Event management

Our skilled technical stuff is always at your disposal to manage particularly important events, as well as videoconferences, where professional equipment and operators for audio/video administration may be needed.

VIDEOCONNECT SOLUTION

Features & Capabilities
Maximum participants in a meeting
50 standard – **200 optional**

Ways to Meet
• Meet in a virtual meeting room or speed dial users directly
• Join from an app (Windows, Mac, iOS & Android)
• Join from the browser with WebRTC
• Join from legacy 3rd party video conferencing systems (H 323/SIP)
• Join from VidyoRoom systems
• Join from a standard phone line.

In-Meeting Features & Performance
• Share content from any application or screen (room, desktop and browser) . Undock shared content to view in a separate window or screen.
• Record meetings, with 10GB of recording storage per user included*
• Group text chat for sharing links or asking questions.
• Control pan/tilt/zoom cameras in far-end room system endpoint (videodesktop)
• Receive up to 4K resolution and send up to 1080p30

Management & Security
• Analytics dashboard for real-time insights
• Enterprise security standards (TLS, SRTP, H 235, and AES 128-bit encryption)
• Customized support for embedded iFrame technology (videodesktop)
• Personalized vanity URL (optional)
•Controls to moderate meeting (videodesktop)

Options
• Integration with productivity apps (Slack and HipChat)
• Support for Microsoft Skype for Business (optional)
• Deep calendar integration with Microsoft Outlook or Google Calendar
• Hybrid deployment for WAN optimization (optional)
• High-capacity meeting rooms, up to 500 participants (optional)

Bringing business to life
Arkadin Vision is an end-to-end, Cloud-based collaboration platform, delivering a Digital Meeting Space and ensuring ease of use – regardless of time, location, or device .

Combining the best-of-breed audio, web, and video conferencing, Arkadin Vision delivers collaboration for the digital age, helping to quickly connect people and teams at a global level .

[
Be free to choose how you collaborate with your customers and colleagues anytime, anywhere, and on any device.
]

Whether you're in the office, at home, or on the move, Arkadin Vision helps you control your day – and not allowing your day to control you

JOIN VISION

ENJOY BUSINESS BENEFITS
Unified user experience across desktop, mobile, and video room systems.

No local software downloads or plug-ins required to join the meeting .

Interoperability enables external parties to communicate directly from Skype for Business .

Personalized adoption for all users with the Arkadin Smart Start on-boarding program .

24/7 live assistance from Arkadin's award winning customer service team .

User friendly

Instant access from your web browser, no local software download to attend meetings

Interoperability with Skype for Business, video rooms, desktops, and mobile users

HD video and screen sharing at the click of a button

Extend the Arkadin Vision unified user experience with the mobile app, available from the Apple App Store for iOS devices

Quick to onboard

Features Arkadin Smart Start, a dedicated training platform to accelerate adoption and onboard users quickly and easily

No local software downloads or plug- ins required to join the meeting

Email toolbars: Schedule, invite, and start meetings directly from Outlook and Chrome

Training videos: Bite-size hints and tips to get you started

Simple to pay

Affordable solutions with fixed licensing pricing to provide more financial planning control

Procurement with ease; transparent terms and conditions to accelerate onboarding of solution

Single collaboration provider with a single invoice

JOIN WEB

SIMPLIFIED VIDEO CONFERENCING AND MESSAGING ACROSS ANY DEVICE

Unparalleled usability

Enable quick adoption with meeting capabilities that make it easy to start, join, and collaborate across any device .

Join anywhere, on any device

Zoom Meetings syncs with your calendar system and delivers streamlined enterprise-grade video conferencing from desktop and mobile.

Video for every need

Enable internal and external communications, all-hands meetings, and trainings through one communications platform .

BUILT FOR MODERN TEAMS

HD video and audio
Bring HD video and audio to your meetings with support for up to 1000 video participants and 49 videos on screen.

Built-in collaboration tools
Multiple participants can share their screens simultaneously and co-annotate for a more interactive meeting.

Meet securely
End-to-end encryption for all meetings, role-based user security, password protection, waiting rooms, and place attendee on hold .

Recording and transcripts
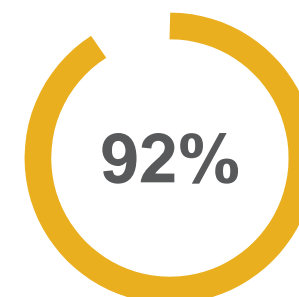Record your meetings locally or to the cloud, with searchable transcripts .

Streamlined calendaring
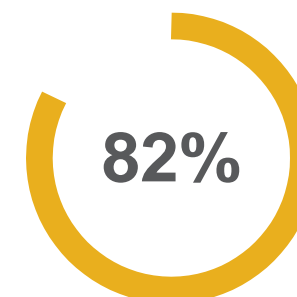Support scheduling or starting meetings from Outlook, Gmail, or iCal .

Team Chat
Chat with groups, searchable history, integrated file sharing, and 10-year archive. Easily escalate into 1:1 or group calls.
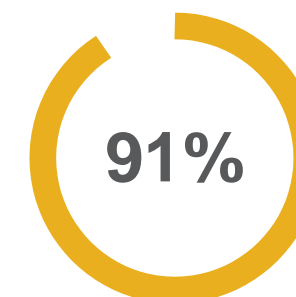
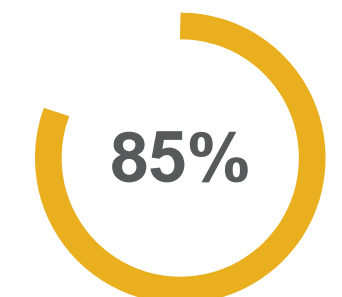### CUSTOMERS WHO SWITCH TO ZOOM REPORT AN INCREASE IN PERFORMANCE, TRUST, AND ENGAGEMENT

92% Report an increase in performance

82% Eporta greater sense oftrust

91% Reporta greater sense of engagement

85% Saw an increase in video usage

Modernize your meeting solution

JoinWeb for desktop and mobile provides the tools to make every meeting a great one .

- Focus on your meeting – click record to leave the note taking to Zoom's auto-generated, searchable transcripts
- Share and play videos with full audio and video transmit without uploading the content
- Look meeting-ready with Virtual Backgrounds and Touch Up My Appearance

A thoughtful approach to mobile meetings

Today's mobile professionals need to be able to work and video conference wherever they are . Joinweb for mobile provides the same great experience that you'd expect from the desktop client and more .
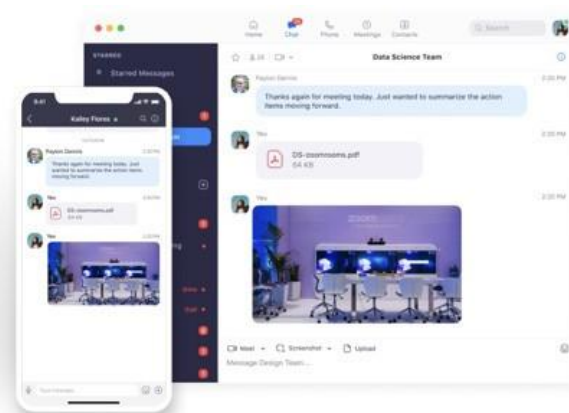
• Turn on Virtual Backgrounds and select the image of your choice (iPhone 8+ required)

• Share your screen and co-annotate

• Use Safe Driving Mode or Apple Carplay (iPhone only)

Zoom Chat

Integrated persistent messaging streamlines workspace collaboration across the desktop and mobile clients.

• Create private or public groups

• Share files and search content

• Seamlessly start a meeting

Keep participants engaged
Power interactive meetings from any location .

• Enable polling and Q&A

• Allow virtual hand-raising

• Track engagement with Attention Indicator

Administration and remote assistance made easy

Centralized IT management and remote assistance simplifies deployment and support.

• Track utilization and usage trends

• View version distribution

• Assign granular permission settings (account, group, and user level)

Expanded Audio

Add audio options for everyone .

• Free VoIP and toll-based dial-in for 55+ countries

• Global toll free and call-out

• Dedicated dial-in numbers

Integrations

Easily schedule and join meetings from your existing email or calendar application .

OVER 20 WEBINAR INTERACTIVITY TOOLS

Q&A
Allow your audience to submit questions whenever they want and your presenters (or supporting staff) to answer them during a live broadcast. For on-demand webinars, you can configure the Q&A widget to email questions to supporting staff members.

Speaker Bio
Introduce your presenter with their name, photo, title, company and a brief biography. The Speaker Bio widget allows rich text formatting, including different font styles and sizes, bullets and hyperlinks.

Twitter
The Twitter widget allows your attendees to view multiple feeds from within your webinars and share information with their followers .

Idea
Designed for webinars that require brainstorming, feedback or focus-group functionality, the Idea widget allows you to pose a question or topic to your audience.

Group Chat
The group chat widget lets audience members communicate directly with one another in a text module display. During a live webinar, presenters and moderators can facilitate the discussion through the presenter interface.

Polls
Pose questions to your webinar audience within your slide presentation, get the results in real-time and share the poll results with webcast attendees.

Survey
The survey widget allows you to ask multiple choice, true/false and open-ended questions, which attendees can reply to directly from within the webinar.

Test
The test widget gives you the ability to quiz webinar attendees by creating questions that have specific answers. You can define how many correct answers they need to earn a passing grade, as well as how many times they can retake the quiz.

ENGAGE ON YOUR AUDIENCE'S TERMS

Open your eyes to the impact of interactive, data-rich webinars from ON24. Learn more

Live Webinars
Hold live, online webinars to engage your audience in real-time and get instant analytics on that behavior. Get live feedback to adjust your content dynamically and encourage audience participation. Safeguard against webinar fails with the greatest reliability, security and attendee capacity in the industry.

Simulive Webinars
Give your audience all the excitement of a live event, while reducing your own anxiety with simulive webinars. Record your webinars in one or multiple takes to put presenters at ease and even edit together multiple presentations. Then, engage with your audience in real-time during the pre-recorded presentation and roll-over to live mode after for further interaction and live engagement.

On-Demand Webinars
Automatically convert your live webinars into an on-demand webinar, or produce a webinar as an on-demand presentation that can be chapterized or translated into 35 languages. Sustain interactivity and set alerts to follow up on any questions asked while watching on demand . Continue to gather engagement analytics to maximize results.

DESIGN AND BRAND YOUR WEBINAR

A great webinar design draws your audience in and brings your brand to life . See how our customers are creating amazing digital experiences through their webinars.

Corporate Branding Identity
Whether it's using your corporate colors, icons or photos, bringing key elements of your creative identity into your webcasting console creates a unified brand experience that helps differentiate your webinar from the competition.

Slides Match Console Designs
By matching your console design to your presentation slides, impress your audience with a continuous branding experience . This adds to the visual impact of your webinar and immerses

attendees in your brand. BrightEdge, a marketing technology company with a winning SEO platform, delights with a coordinated look. Check it out

Topic-Specific Custom Console
Reinforce the topic of your webinar by using a related image. This provides a visual reminder of your webinar's theme to help the audience stay focused on the content while engaging with your webinar. QASymphony, a software testing platform for DevOps, creatively encourages a forum for live Q&A.

Creative Widget Utilization
Select the right engagement tools for your audience and objective to boost interactivity and allow attendees to customize their own experience. You can design the look of your own widgets with custom colors, shapes and designs.

Presentation tools built for webinar presenters
Our easy-to-use graphical interface removes the most common frustrations that come with delivering a webinar, so presenters can focus on what they do best: presenting. According to our customers, setting up and running a webinar is the easiest thing you'll do.

Personalized screen views
We reinvented the user interface with movable, resizable windows . Now your presenters can take full advantage of the whole screen area and view the slides and other elements at any size they want.

Customizable interface
Give your presenters everything they need to set up their ideal workspace and tweak it over the course of the presentation to make real-time adjustments and meet their unique needs.

Interactive storyboard
This unique interactive tool puts more control in the hands of your presenters, giving them the power to be agile and adapt their delivery to the audience's needs.

Multi-presenter architecture
Sophisticated multi-presenter architecture uses an auto-refresh engine and live chat to keep multiple presenters in sync throughout the presentation.
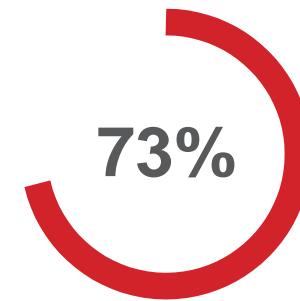
Role-based access
Restrict functionality with role-based access, so everyone can get to the tools they need, and no one needs to worry about unnecessary features.
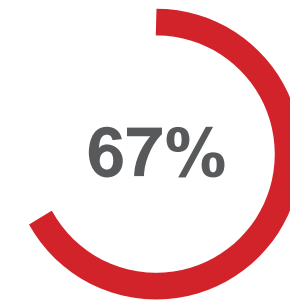
Enhanced Q&A
Live Q&A is one of the best ways to connect with your webinar audience . A presentation manager makes it easy to sort questions into folders, prioritize them for follow-up and flag them as answered or unanswered.
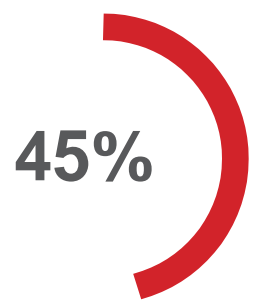
An End-to-End Solution
From hardware and software to services and analytics, Livestream has all your streaming needs covered .

73%

of B2B businesses
using live video report
positive results
to their ROI.

67%

of audiences
who watched a
livestream purchased
a ticket to a similar event
the next time it occurred.

45%

of audiences would pay
for live video from a
favorite team, speaker,
or performer.

Trusted by over 10,000 active customers around the world
No matter your size or budget, Livestream has an end-to-end solution that meets your conference's live video needs.

JOIN STREAMING

CAPTURE > ENCODE > GO LIVE!

Reach Millions Live
Stream across the web and to Facebook Live, YouTube, Periscope, and more with Livestream's Simulcast dashboard.

Build the Return-On-Investment of Your Event
Monetize your conference live stream through pay-per-view, via an OTT subscription service, Google DFP ads, or leverage our lead capture feature to collect email or other information from virtual attendees.

An End-to-End Livestreaming Solution
Everything you need to broadcast your events

live and engage your audience anywhere: pf, hardware, services, and support. Work with our experienced team of producers and directors to make your event shine.

Everything you need to broadcast your events live - **Brand Control**
Watermark your stream with your logo or add sponsors as well.

Unlimited Viewership*
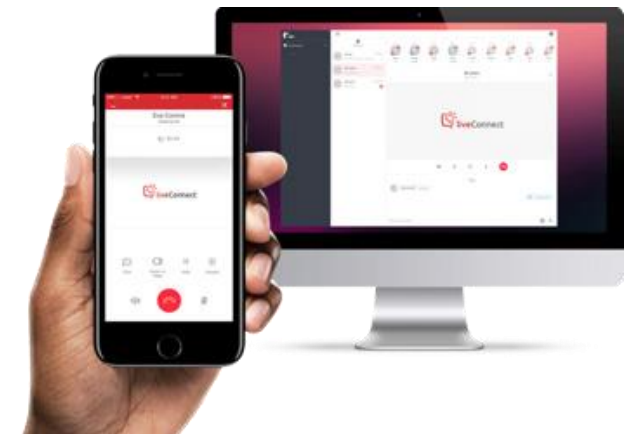Reach millions without penalty for audience spikes around events.

Account Management
Dedicated phone support whenever you go live.

JoinConnect: voice and voice calls

Customers and operators can activate conferences and video calls in order to facilitate communication within and outside the organization.

Video call, voice call (toll-free number and VoIP) and Conference call are the 3 competitive advantages that make the JoinConnect proposition unique.
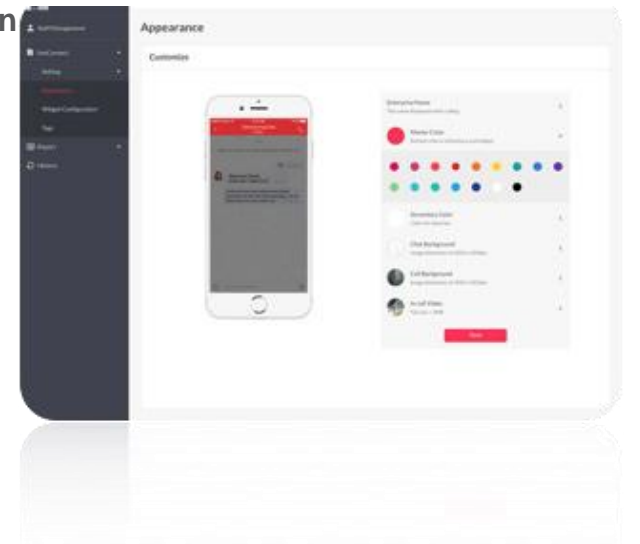
JoinConnect: a totally customizable solution

Your site as well as the associated App can be totally customized.
"Color, Wallpaper, Video Caller and Languages" Live Connect supports the following languages: Italian, English, French, German, Chinese and Arabic.

JoinConnect: Data analysis and performance

JoinConnect will provide a series of useful reports for statistical and agent monitoring purposes

End User's info
- Total numbers of visitors(daily/monthly)
- Number of visitators turning on the site
- Average browsing time
- Total number of IMs
- Total number of calls
- Duration of calls
- Chat History & Archive

Agent's info
- Num. Total requests
- num.Requests managed (daily / monthly)
- Missed requests
- Categories / Tag type
- Top 5 requests

JOIN CONNECT

WHAT IS JOINCONNECT?

JoinConnect allows customers and suppliers to get in touch in an innovative way through the website using:

Voice and video call

Instant messages

File sharing

Through an app on a smartphone or simply via a PC browser

WHY USE JOINCONNECT?

When all is well an offline assistant is a valid solution BUT…. when something goes wrong? An online and two-way interaction could make the difference !!!!

1. Improved communications.

2. Website visitors will be encouraged to get in touch with the company.

3. Website visitors will be able to converse through various tools such as VoIP calls, toll-free numbers, instant messages and video calls.

4. Live Connect can support the management of the entire sales process, including the delivery process and the end-user technical assistance.

da tradurre!!!

Mailboxes with e-mail sending

includes a voice mail management system to create an answering machine company and

/ or a response system in the occupied or unavailable interior. Received messages can be listened to by telephone or sent to your e-mail address as an attached voice file.

Videocall

You can make video calls (with phones and operators that support this technology) between the local extension and the ZERO remote cost.

Numbering and extension backupsl

The system offers two backup modes: the first for the geographic number, the second for the absence of ADSL connectivity with the customer. Servizio fax virtuale
Electronic fax service that allows you to send and receive faxes even outside the office. Thanks to Fax2Mail System you will receive your faxes as a simple e-mail.

REMOVAL OF TELECOM QUOTE
• No internal hardware limit to full mobility.
• Supports remote offices and remote users.
• Fax2Mail integrated VoiceMail VoiceMail Conferencing and Video Call
• Flexible and scalable virtual platform.
• A hi-tech switchboard at your disposal Plug & Phone.

JOIN PHONE

The JoinPhone switchboard allows you to innovate your communication system by exploiting the advantages of VoIP technology. The new JoinPhone solution is aimed at small and medium-sized businesses that need an advanced telephone switchboard, which exploits high-tech services and at the same time reduces telephone costs. JoinPhone offers all the services that usually characterize very expensive solutions.

Landline phone everywhere
L'estensione del telefono può essere installata

dove vuoi: una connessione Internet è sufficiente e l'estensione della tua azienda è con te . Molto comodo anche per installazioni multi-sito, basta collegare un'estensione a Internet

della filiale di Roma e l'altra alla rete di uffici di Milano E ecco fatto!

Abatement of Telecom tariffs

Thanks to the transfer of VoIP numbers, the Telecom commission will be completely abolished.

Mobile extension via mobile phone
The VoIP technology and the now widespread Hsdpa 3G technology of the cellular network allow you to configure the mobile phone or tablet as an extension of the office phone.

Multilevel IVR
The voice responder can accept incoming calls by offering a voice menu.

Compatible

Join Phone is compatible with most phones based on the sip standard on the market: softphone for pc, mobile or tablet (android, blackberry, ios).

Reliable

Since there is no physical hardware in your company, you no longer have to worry about maintenance and upgrading of the telephone exchange. We will take care of all this!

Simple Startup
The service is started remotely and once the phones are configured, you will be immediately operational thanks to a web configuration panel reserved for you.

equipped with double "switch" ports: one to be connected to your LAN, the other to the PC's Ethernet port. In this way we will exploit the already existing wiring of the local network.

DISCOVER THE OFFER

Basically, JoinPhone service is provided in phoneless mode, which means that we will put the customer in a position to configure the Pbx extensions he has purchased on devices already in his possession (IP Phones, Smartphones with SIP Client installed, Wi-Fi Phones SIP, SoftPhone).

The PLUS PHONE Option allows the customer the choice of a telephone (or videophone) to be included in its offer.

PLUSPHONE TELEPHONES

The Yealink T21P IP phone is a product dedicated to those who need a basic, easy-to-use telephone. The Yealink T21P supports the SIP protocol and is compatible with the major IP exchanges on the market

It is the ideal phone for environments such as offices and companies where you need a phone complete with the basic features

The Gigaset A510 phone is a standard SIP compatible IP cordless phone with graphic display and phonebook with up to 150 numbers that can be stored

Thanks to its simplicity of use and the support of all the major codecs, the A510 cordless phone is ideal for flexible use of its telephone extension.

AND MORE…

• Import and export of telephone directories

• Activation and / or deactivation of audio notifications for instant messages

• Inserting images in correspondence with each of the contacts in the phonebook

• Separation of one's personal agenda from that of the office

• Many other customizations.

YOUR VIRTUAL SWITCHBOARD CANNOT BE HANDIER THAN THAT!

AN INNOVATIVE INTERPRETATION SERVICE IN VIDEO CONFERENCING

JOININTERPRETER puts at your disposal a network of business and community interpreters from all over the world, providing your video conferences with professionals who are able to interpret over 200 languages, including those spoken in emergent countries, whose role in the world economy becomes more and more significant.

MOST REQUESTED LANGUAGES ARE:

Arabic, Albanian, Armenian, Bosnian, Bulgarian, Coreen, Croatian, Chinese, Czech, Danish, Dutch, English, French, Finnish, German, Greek, Hungarian, Italian, Japanese, Latvian, Lithuanian, Mandarin, Norwegian, Polish, Portuguese, Rumanian, Russian, Spanish, Serbo-Croatian, Slovak, Slovenian, Swedish, Turkish, Ukrainian, Urdu.

JOININTERPRETER breaks the linguistic barriers both in public institutions and private sector, such as health care, government, legal, retail, bank and finance, utilities, insurance and other working environments, offering on-demand video remote interpreting in the palm of your hand

Thanks to the JOININTERPRETER web portal, you will be able to choose from hundreds of interpreters based on their language combination and specialization. You will be able to communicate instantly with your chosen interpreter and book an interpreting session.

All this, without ever having to move from your desk or pick up the phone.
In a few moments you will be connected by video conference with the interpreter through your iPad, tablet, laptop, PC, Mac, smartphone or other video conferencing equipment.

Thanks to JOININTERPRETER, companies can increase their ability to do business with foreign customers all over the world.

The JOININTERPRETER web portal is extremely intuitive and user-friendly and does not necessitate specific IT skills. As soon as you login to your account you find essential information, such as available credits and scheduled and on-demand events.

If you need to contact an interpreter immediately, for example in the case of emergency rooms or public bodies such as police stations, courts, hospitals, etc., just go to the 'Call an Interpreter' page. After selecting the language, a list of interpreters connected to the portal appears. Select one to be immediately linked to them via the video conferencing platform.
You can also book a specific interpreter day in advance. You can select the most suitable interpreter

by choosing from a list of specializations, from art to engineering. You can filter the interpreters specialized in the requested field.

TWO DIFFERENT SCENARIOS ARE POSSIBLE:

If you are in the same place as your interlocutor, with whom you cannot communicate, the video conference will be conducted between 2 points you and the interpreter. This is what happens in emergency rooms, hospitals, and public bodies, in law firms, courts, police stations and in all circumstances in which the only person to be connected via the video conferencing platform other than the client is the interpreter.

If you intend to conduct a video conference with a foreign partner located in another country, the video conference will be held between you, the interpreter, and whoever you want to participate . This is what happens when companies need to meet distributors or partners located on the other side of the world and want to save time and money by using a video conference, with the support of an interpreter.

At the end of each video conference, the client will be asked to rate the performance of the interpreter. In this way feedback left by customers will allow us to manage the interpreters according to their performance. The score you give your interpreter will be taken into consideration when calculating a global average with the scores previously received. This average will be made available to every client looking for interpreters offering the same languages.

Clients may at any time review the video conferences they have organized, search for the interpreter used during a video conference, book the same person on other occasions, check the details of each video conference carried out and verify the outstanding balance on their account.

www.joinconferencing.com