



*Enjoy limitless, reliable, accessible,
flexible, and feature-rich audioconferencing
with CONTEX On-demand*

CONTEX On-demand

On-demand Unattended Conferencing

Web-based Conference Viewing and Control

Chairperson Interactive Voice Response

Centralized Passcode DB Management

Operator Assistance

Enhanced Enunciator Messaging

Multiple Languages

Customizable Call Flows

Passcode + PIN Conferencing

Third Party Integration via APIs

In today's increasingly competitive marketplace, conferencing service providers (CSPs) are challenged by customers who want **always available, inexpensive, and flexible conferencing services**. These customers want the convenience of industry-leading, reliable conferencing in an on-demand, reservationless environment. To help CSPs meet this demand, Compunetix has developed **CONTEX On-demand** — a special set of features designed into the large scale CONTEX platform. It provides CSPs with the on-demand features their customers want, while maintaining the CONTEX platform's **legendary reliability** and industry-standard attended features.

With CONTEX On-demand, your customers can meet each other at **anytime**, from **anywhere** in the world using **any standard telephone, mobile device, or Web-browser**.

CONTEX On-demand Features

- **High port density** From as few as 24 to nearly 10,000 ports, CONTEX systems have the capacity to meet the demands of reservationless subscription services.
- **Conference security** Hosts and guests have unique passcodes, and the host holds the key — configure conferences to not start until the host arrives, helping prevent fraudulent use of the system.
- **Optional Web-based conference tools** With CONTEXWeb, you can give your customers access to their conferences in real time. They can view who's on the call, manage participants, and even run Q&A or polling sessions.
- **Enhanced Enunciator functionality** Customers can use participant name record (PNR) to manage conference participants through chairperson IVR.
- **Passcode Server** A centralized database that can serve multiple bridges simultaneously, passcode server can be used for passcode+PIN to identify participants as they join the conference.
- **Service Flexibility** Because CONTEX On-demand is built upon the industry-leading CONTEX platform, you can simultaneously run attended and on-demand conferences on the same bridge. The system's built-in flexibility enables you to tailor the bridge's call flows to match your service offerings and give your customers the convenience of *0 operator assistance.

Multi-Bridge Help Console (optional)

One of the challenges faced by CSPs who deploy large numbers of on-demand ports is the management and administration of multiple bridges by a small team of administrators. To answer this challenge, Compunetix developed the Multi-Bridge Help Console (MHC). The MHC provides system administrators with a single overview of bridge traffic and bridge usage across multiple (up to 99) bridges. System administrators easily manage individual bridges, conferences, and even callers.

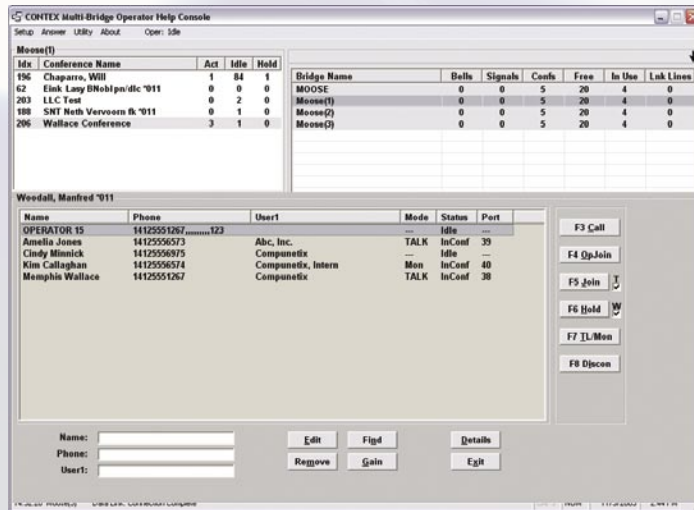
The MHC has an easy-to-use interface that is similar to the CONTEX WOC interface CSPs are already familiar with. It offers additional tools for connecting to and managing multiple bridges, while presenting a simplified conference control set that administrators can use if hands-on operators are needed.

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MHC Features

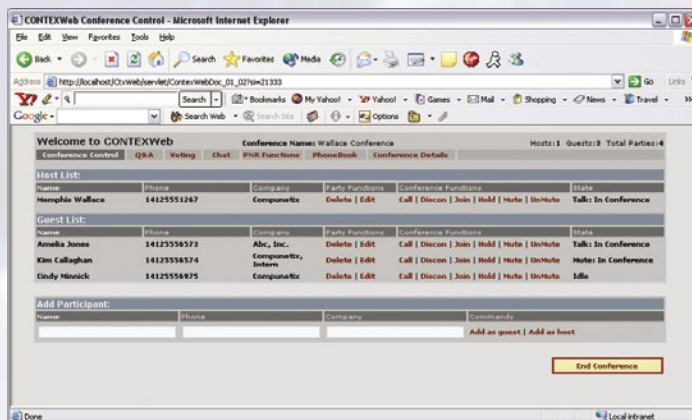
- Multiple Bridge Support** Configure the MHC to connect to as many on-demand systems as you are using. And since the application can handle up to 99 bridges, you can feel confident that you have the tools for future expansion.
- Bridge Status View** The MHC gives you an overview of the current status for all connected systems. You can quickly view each system's in-coming calls, assistance signals, active conferences, free vs. in-use ports, and link lines if used. This information allows you to assess your call center's status instantaneously.
- View All Active Conferences on a Single Bridge** Like the WOC, you can use the MHC to view all of the active conferences on a single bridge, giving you instant access to that bridge's status. You can then examine individual conferences when monitoring system performance.
- Shortcut Windows** Use the shortcut windows to view all incoming calls or signals as they are received by the systems. These windows give you the time of the call or signal, what port it arrived on, and the bridge name. Clicking on an entry automatically selects the bridge and conference for the operator, requiring fewer keystrokes when assisting callers.
- Managing Active Conferences** System agents can directly control any conference on any connected bridge. With a continuous audio link to all connected bridges, they can manage callers in any conference by monitoring and assisting them at any time.
- Viewing Conference Settings** The settings for any single conference can be viewed, but not edited, from the MHC. This can help system administrators determine how conferences are being used and what features are associated with any conference.



CONTEXWeb (optional)

You can add powerful Web-based conference viewing, control, and management features to your on-demand offerings with CONTEXWeb. CONTEXWeb is a powerful software platform that gives your customers real-time bridge access from any standard Web browser. CONTEXWeb features include:

- Flexibility and Customization** CONTEXWeb's open architecture enables you to create multiple environments with different service levels for different users, as well as creating "branded" service offerings.
- Convenience and Security** CONTEXWeb can offer your more experienced conferencing customers added value by allowing them access to their own conferences. And, conferences are more secure since the host can see exactly who is on the conference, and their current status.
- Scalability and Compatibility** Connect to multiple bridges with CONTEXWeb to view and manage conferences across the multiple systems you are already using.
- Easy Integration** You can develop your CONTEXWeb solution using standard tools for easy integration into third-party applications and Web sites.



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