



*Service providers, give your customers
powerful, fully customized Web interfaces
with CONTEXWeb.*

CONTEXWeb™ for Service Providers

Financial

CONTEXWeb is a powerful software platform that gives your customers real-time conference access and control from a standard Web browser **at anytime, from anywhere in the world**. CONTEXWeb will make you the service provider of choice for your customers by saving money, increasing productivity, and providing convenient Web-based conference viewing and control. Whether they are in the office, at home, or on the road, their conferencing resources are always available!

Government

Your customers who hold many meetings with geographically dispersed groups will find CONTEXWeb a vital daily tool. Experienced users will find CONTEXWeb invaluable for holding **frequent unattended audioconference calls** as well as facilitating **large event attended calls**.

Education

CONTEXWeb is:

Comprehensive: CONTEXWeb is a complete solution from Compunetix — a name service providers trust to deliver **robust, reliable** conferencing infrastructure. We've developed a Web-enabled collaboration solution that provides service bureaus with the platform to host end-user, browser-based audioconference viewing and control applications.

Retail

Flexible: We designed CONTEXWeb to allow for **quick and easy customization** of the end-user interface. The open architecture allows service providers to offer branded interfaces for different customers and multiple "environments" with different sets of features. This customization enables them to create, provide, and bill for varying levels of service. For example:

Health Care

- One interface may only allow the end-user to view conference participants and manage a question and answer session.
- A second application may allow the end-user to view the participants, mute them, and conduct a voting session.
- A third interface may allow the end-user to initiate new conferences; control the conference by adding parties and calling, joining, muting, and disconnecting them; and listen to recorded roll calls.

High Tech

Customizable: CONTEXWeb uses Java Servlet technology to serve HTML pages for the control application. This eliminates corporate firewall issues and provides the simple foundation for customization. In-house Web designers with HTML and JavaScript experience can **tailor** the interfaces and create very specific vertical market environments. CONTEXWeb has a fully documented API that you can use to **develop custom applications** and interfaces utilizing all of the CONTEX's powerful and sophisticated conferencing features.

Service

Scalable: CONTEXWeb is a powerful software technology that can **connect to multiple** CONTEX systems, allowing you to **access** a large pool of ports on which to base your service. Using Multibridge Q&A you may also **view and control** a conference question and answer session across multiple bridges.

Manufacturing

Compatible: CONTEXWeb can **connect** to, and **manage** conferences on, the same CONTEX systems that you are already using for other call types and services. This solution, and the CONTEX platform, allows the same conference bridge to host operator **attended, unattended, on-demand (reservationless), and CONTEXWeb-controlled conferences** — all at the same time. Either through the Web interface or via DTMF, users can request that a meeting specialist join and assist their call.

Convenient: With CONTEXWeb text chat, users may **send messages** to the whole conference, individuals, or selected participants.

Secure: Because the host can monitor conferences in real time via the Web, they can observe and **eject unauthorized callers.**

A **CONTEX** bridge is the most **reliable** bridge in the industry. The CONTEX platform features central-office architecture, continuous real-time diagnostics and a hot-swappable module design. Compunetix builds each bridge from the ground up. The CONTEX is not a personal computer, but bridging technology manufactured to ISO 9000 and Mil-Spec standards. This means that **we guarantee the quality** of each bridge. Your system is backed by our company's stability, reputation and more than 35 years of design and manufacturing experience.

Conference Initiation

Initiate On-Demand Conference or Connect to Conference Established by Pass Code or Operator

Viewable Conference Details

Conference Subject/Name, Host Name, Account Host/Guest Pass Code

Viewable Participant Information

Participant List (names), ANI (caller ID), DNIS (dialed number), Talk/Mute Status, Pass Code, Port Number, User Defined Field (company name)

Host Control

Dial Out to Participants, Place Participants On Hold, Toggle Participant Talk/Mute Status, Disconnect Participants, Play Roll Call to Host Only, Toggle Participant Name Announce On/Off, Signal for Operator Assistance, Update Conference Subject/Name

Conference Control

Mute/Unmute Entire Conference, Place Entire Conference On Hold, Lock/Unlock Conference, Play Roll Call Into Conference, Break Down Conference

Voting/Polling Session Management

Initiate/Close Voting Session, Configure Questions and DTMF Choices, View Polling Results

Q&A Session Management

Initiate/Close Q&A, View Question Queue, Promote Questioner, Remove Questioner from Queue, Add/Remove Speaker to Answer Panel

Client Browser Requirements

Microsoft IE / Netscape 4.0 or above, JavaScript Enabled

Infrastructure Elements

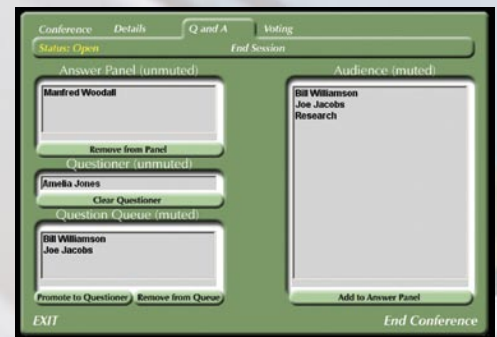
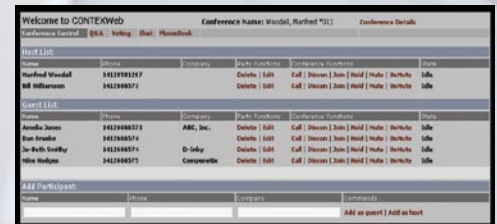
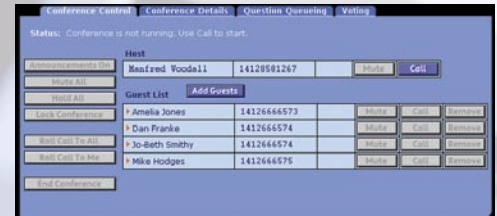
CONTEX Access Server Software, Web Server with Java Servlet Support, CONTEX Audioconferencing MCU

Environmental Support

Supports Open Database Connectivity via JDBC/ODBC Connection, Supports Easy Secure Socket Layer (SSL) Implementation, Supports Secure Login and User ID Authorization

Customization

Customize Included Templates or Create All New Templates, Utilize Extended HTML Tags, Integrate Existing Web Applications



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