



PRIMUS Conference Services

On-Line Moderator Guide

Application functionality:

- 1) Call Details, Summaries and Usage reports
- 2) Individual Moderator (User) Profiles

Sign-In

Users are presented with the option to log in as an **Administrator** or a **Moderator**.

Moderators: These are the moderators that have been set-up with an account at PRIMUS.

Choose Moderator Access:

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Use this section if you wish to administer your own account. From here you can check your conferencing usage, conference call details, and your user profile.

Are you an:

Administrator:

Moderator:

Submit

▶ Required fields

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Moderator Sign-In

All Moderators have access to their Conference details On-Line unless this is blocked by the company Administrator.

Sign-in requires the Moderator Code and Participant Code (both are on the moderator wallet card):

Secure Public Website Moderator Log-In

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Moderator Login

Moderator Code ▶ 6812420

Participant Code ▶

Remember my moderator code

Submit

▶ Required fields

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Remember my moderator code

If the Moderator selects this option by placing a check in the box the Moderator Code will always be present when they log in from the same computer terminal. This is a time saving, convenience feature.



Once the Moderator has access to the sight they must choose an application. Account manager is only activated at the discretion of the Administrator for your company.

Select an Application

After logging on successfully, a Moderator will be able to choose from the applications available to their account.

When "Online Reports" is chosen from the menu:



The Moderator will be greeted and then be prompted to select one of 2 options.



Select an Option:

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[Sign Out](#)

Welcome, Joe Parent

My Call Details
 My Profile

Submit

Required fields

If "Call Details" is the option selected:



Call Details

This portion of the on-line reporting application is used to review call details for a moderators account only. The moderator will have certain criteria they can use to make their search more specific. Please see the screen shot below:

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← Sign Out

Moderator Selection Criteria

Start date ▶ — — —

End date ▶ — — —

Reference Number **No References**

Last Invoice Submit

▶ Required fields

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- 1) "Last Invoice" will provide call details for the previous invoice period
- 2) End date of search
- 3) Start date of search



The Call Details View Screen:

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User Profile

[Sign Out](#) Page 1 of 1 [Export to TXT file](#) [Send to Printer](#)

Total: \$ 178.05	Access Code: 5000001954	Report Period: Apr 01, 2003 to Apr 30, 2003	Report Date: May 30, 2003
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Moderator Summary	Moderator	Description	Amount
	Joe Parent	Conferencing Services	145.23
		Inbound Long Distance	32.82
		Total	178.05

[Back to Selection Criteria](#)
[Select Another Service](#)

4/29/2003

Anytime™	Caller ID	Start	End	Duration	Bridge	Toll	Total
Joe Parent				52:26(Mins)	10.49	0.00	\$10.49

[Add Ref. Number](#)

4/29/2003

Anytime™	Caller ID	Start	End	Duration	Bridge	Toll	Total
Joe Parent				75:09(Mins)	15.01	0.00	\$15.01

[Add Ref. Number](#)

Exporting the Details to MS Excel

This button will export any results to a text file. This file can be saved as a MS Excel document for analysis.

Services available in the Call Details

The following products/services are available through the on-line reporting module:

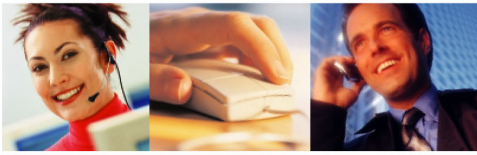
- 1) PRIMUS Anytime Conferencing
- 2) PRIMUS Anytime Plus Conferencing (rates will show in detail)
- 3) PRIMUS Onetime Conferencing
- 4) Replay Services



Exporting the Details to MS Excel (TXT File):

The exported files will be in the following format.

PRIMUS ONLINE REPORT								
Account Number	5000001954							
Report Period	Apr 01, 2003 to Apr 30, 2003							
Report Date	30-May-03							
MODERATOR SUMMARY								
Joe Parent	Conferencing Services	145.23						
	Inbound Long Distance	32.82						
	Total	178.05						
CONFERENCE CALL DETAILS								
4/29/2003								
Anytime™	CallerID	Start	End	Duration	Bridge	Toll	Total	
Joe Parent	(416) 646-3608	1:24:10pm	1:28:39pm	0:04:29	0.9	0	0.9	
	(905) 337-6020	1:24:18pm	1:51:07pm	0:26:49	5.36	0	5.36	
	(416) 646-3555	1:30:00pm	1:51:08pm	0:21:08	4.23	0	4.23	
				52:26(Mins)	10.49	0	10.49	
4/29/2003								
Anytime™	CallerID	Start	End	Duration	Bridge	Toll	Total	
Joe Parent	(416) 646-3608	11:21:03am	11:58:44am	0:37:41	7.54	0	7.54	
	(905) 337-6222	11:21:20am	11:58:41am	0:37:21	7.47	0	7.47	
				75:09(Mins)	15.01	0	15.01	
4/29/2003								



Select a Service:

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[Sign Out](#)

Welcome, Joe Parent

My Call Details
 My Profile

Submit

[Required fields](#)

If "My Profile" is the option selected:



View Moderator Profile

This part of the application allows the Moderator to view the conference set-up for their Moderator account.

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Customer Care
User Profile

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Usage Profile Report

Name	Joe Parent
Phone	416-555-1212
Email	parent@primus.ca
Department	No Department

Conference Operating Profile

Moderator Code	6812420
Participant Code	7896045
Entry Exit Tones	
Names Prompt	Active
Name Announce	Active
Name Announce Exit	Active
Moderator Wait	
Reference Number	
Record Option	Active

[Select Another Service](#)

Usage Information Profile

	Date	Time
First Call	January 15, 2003	2:44:16 PM
Last Call	May 20, 2003	1:38:03 PM

Year to Date Summary

Anytime™		Onetime™	
Number of Calls	30	Number of Calls	0
Cost to Date	\$ 619.74	Cost to Date	\$ 0.00



Once the Moderator has access to the sight they must choose an application. Account manager is only activated at the discretion of the Administrator for your company.

Account Manager Application

If the account has been set up with this feature active then a moderator will be able to enter their operating profile and make changes. The most frequent use of this is to shut-off Name Announce or Entry and Exit Tones for large conferences when it may become to cumbersome or distracting.

To access choose "Account Manger" from the menu:

The screenshot shows the Primus Customer Care website. At the top left is the Primus logo. To the right are navigation links: "About Primus", "Business Services", "Residential Services", and "F". Below these is the text "Customer Care" and "PRIMUS Conferencing Service". A "Sign Out" link with a left-pointing arrow is visible. A box titled "Select an Application" contains two buttons: "Online Reports" and "Account Manager". Both buttons have a question mark icon to their right. The "Account Manager" button is highlighted with a black border. At the bottom right of the page, there is a "Required fields" label with a right-pointing arrow.



Once the Moderator has entered the Account Manager they may make changes to these profile features. Once the new setting have been selected simply press the “submit changes” button and the changes will be made immediately.

Select Conferencing Operating Profile

Name Prompt :	<input type="checkbox"/> Yes
Entry / Exit Tones :	<input type="checkbox"/> Tone
Moderator Wait :	<input type="checkbox"/> No
Call Record :	<input type="checkbox"/> Option
Matter # :	<input type="checkbox"/> No

Submit Changes

The next screen will let you know the change has been accepted with the message “Moderator Edit Successful”.

Moderator Edit Successful

Select Conferencing Operating Profile

Name Prompt :	<input type="checkbox"/> Yes
Entry / Exit Tones :	<input type="checkbox"/> Tone
Moderator Wait :	<input type="checkbox"/> Yes
Call Record :	<input type="checkbox"/> Never
Matter # :	<input type="checkbox"/> No

Submit Changes