

MaxxBridge

Cloud-based audio conferencing with no reservations

Business decisions are made in groups, which is why in today's world of geographically dispersed workforces and customer bases, IT departments are looking for a secure, reliable collaboration solution that works as well for large sessions as it does for quick, impromptu conference calls.

MaxxBridge is an audio collaboration solution that allows you to quickly and easily bring people together to meet business objectives. MaxxBridge is a reliable solution that does not require reservations or operators, giving you have the ability to quickly start meetings and invite participants when needed. You have complete control of your conference through easy button-based commands.

BENEFITS

Flexibility.

MaxxBridge gives you freedom to conduct a conference call at any time, from any phone. If you have back-to-back conferences, you can place participants on hold in a waiting room until you are ready to start your call.

Consistent call flow.

MaxxBridge delivers a consistent experience to both the user and participants each time you use it. Permanent dial-in information for all of your calls means easier joining..

Convenience.

With MaxxBridge, there are no reservations needed for conference calls. A conference call of any size can be initiated at any time with up to 125 participants. An operator is not necessary to initiate a call, but is always available. MaxxBridge is simple enough that you can have the confidence to take full control of your calls from beginning to end.

Unparalleled Service.

With MaxxBridge, you'll experience customer service never before offered with an audio conferencing solution. With just simple keystrokes on your phone, you'll be able to access an operator during the call. The NOC is available 24/7/365 and is staffed with Cisco-certified technicians ready to assist you.



MaxxBridge FEATURES	FEATURE BENEFITS
Auto Continuation	Allow participants to stay on the conference call without your attendance. The conference will end once the last participant disconnects.
Dial-Out	Directly from your conference, you are able to dial-out to domestic participants and bring them into your call.
Force Disconnect	Clear your conference by disconnecting all participants from your call while you stay connected. This feature is useful when you have scheduled back-to-back meetings.
Group Mute/Unmute	Silence all participants' lines by pressing a keypad command on your telephone. Group mute/unmute helps reduce background noise and limits interruptions during your conference.
Leader Express Entry	Start your conference in one easy step by consecutively entering your conference code followed by * and your leader PIN followed by #.
Lecture Mode	Mute all participants during your conference to reduce background noise. Participants will not have the capability to unmute their lines, allowing you to deliver your message uninterrupted.
Lock/Unlock	Lock your conference call to prevent additional participants from joining the call, with the exception of dialing out.
Mobile Assistant	Control and access your conference call from a large selection of mobile phones.
Operator Assistance	At any time during your call, you can request an operator simply by pressing *0 to join your conference or 00 to speak to the operator privately.
Private Participant Count	Privately announces the number of participants on the conference call at any participants' request
Record & Playback	Digitally record your Reservationless-Plus call for participants who were unable to attend or for participants who would like to listen to the conference call again. For easy, 24/7 availability, the recording can be accessed by dialing a toll-free number.
Record Pause/Resume	Pause your recording in progress and then resume the recording when you are ready to continue. This is ideal for long conferences where a ten to 15 minute break may occur and silence during the playback is not wanted.
Roll Call	Prompt participants to record their name as they join the conference call. Any time during the conference, names can be replayed privately to any conference participant.
Self Mute/Unmute	Allow participants to silence their own lines by pressing a keypad command on their telephones. Self mute/unmute reduces background noise from cell phones, speaker phones, etc.
Sub-conference	Allow pre-selected guests to join a private discussion during your conference call. Sub-conferencing allows you to discuss side issues and other non-public information.
Third-Party Conference Start	As a participant, bypass the hold music and start the conference as the leader if your leader is running late or unable to host your call at the last minute.
Waiting Room	Have your participants placed on music hold until you are ready for them to join the conference call. This feature is helpful when you have two back-to-back conferences scheduled with two different groups.

NEXT STEPS

West IP Communications can help you maximize the business benefits of audio conferencing powered by the cloud and how it integrates into your overall unifications strategy. Our skilled Solution Design teams will work with you to implement MaxxBridge for your enterprise. The next steps include detailed discovery sessions to assess current collaboration needs and performance, evaluate business requirements and build an understanding of your enterprise. Our approach to customer support is what makes the West IPC experience different – we become an integrated component of the enterprise IT department, providing the level of expertise that fits each client's unique needs.