

Essentials of Conference Call



Purpose of a conference call

We know that A conference call is an audio call in which multiple participants join the same call at the same time. And a conference call that includes real-time video of participants is called a video conference and following are the purposes with some common applications of it-

Used to meet with remote parties, both internally and outside of the company.

Collaboration with colleagues from afar.

To facilitate remote job interviews.

And for common applications it is used in-

- Client meetings
- Project meeting and updates
- Training classes and
- Communication with employees who work in various locations etc.



Agenda Preparation



The key points that should be taken care of before "Agenda preparation" are as follows:



Identify meeting's goal.



Ask participants for inputs beforehand.



List the questions that we want to address in the meeting.



Identify the purpose of each task assigned.



Estimate the amount of time to spend on each topic.

Dear all,

I request you to join the meeting to discuss the concerns reported by the client.

Agenda:

Meeting Agenda				
Sl.No.	Agenda Particulars	Role	Name	Time
1	Clarify the delay in delivering the prototype of the project	Team Lead	Lakshmi Prasanna	4 mins
2	Database was not in the desired format, there were 3 tables instead of 5	SDD	Kasiram K	4 mins
3	Field names mismatch in the tables	JDD	Abdul Amir	4 mins
4	The login panel is placed in the corner- supposed to be in the center	SFD	Sujitha R	4 mins
5	The primary links do not respond	JFD	Lakshmi Priya	4 mins
6	Out of 25 test cases 15 failed.	QA	Daniel M	4 mins
7	Summary and conclusion	Team Lead	Lakshmi Prasanna	6 mins

Please go through the BRD before you join the call.

Regards,
Lakshmi Prasanna
GenC - Intern
CDE- Java Full Stack
Cohort code: INTCDE23JFSE006
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Scenario

- Prototype was delivered late
- Client sent a mail to the project lead reporting the delay and the bugs found in the prototype.
- Project lead wanted the team lead to have a call with the client along with the team members.



Scheduling a call



PRIORITIZE THE SCHEDULE
OF LEADERS.



CHECK THE AVAILABILITY OF
ALL ATTENDEES.



PROVIDE AS MUCH DETAIL
AS WE CAN ABOUT WHAT
THE MEETING WILL BE
COVERING.



CLARIFY WHICH MODE OF
COMMUNICATION WILL BE
USED DURING THE
MEETING.



CONSIDER ALL TIME ZONES
IF THE ATTENDEES ARE IN
VARIOUS LOCATIONS.

Roles played by people in a conference call

1.The Leader

- Determines meeting location, time, and attendees.
- Develop an agenda.
- Ensures equal speaking.

2.The Recorder

- Distribute agenda before the meeting.
- Compiles the notes.
Works with Leader to develop agenda.

3.The timekeeper

- Manages time Limits set for each item.
- Also Perform all Participant Responsibility.

4.The Participants

- Understand the agenda and Purpose of the Meeting.
- Contribute Insights to the agenda items.
- Contribute to the Positive, Safe Atmosphere.

General Etiquette for Business Conference Calls

1. Introduce yourself at the beginning of the conference.
2. Avoid putting people on hold for a long time.
3. Speak loudly and clearly.
4. Let everyone at the conference know if you have any disturbance on your end.
5. If you have organized the conference, make sure to either introduce everyone else,
or let everyone introduce themselves before starting with the agenda.
6. Make sure you have proper reception when you are taking the conference call.
7. If you want to share a presentation, make sure you do not share the presentation via email.
Instead present it through screen share, and make sure it works before the conference starts.
8. Make sure your points are short and precise.
9. Try not to have "dead air" or periods of silence between points, as it might cause confusion.

Technical Setup



CHECK YOUR INTERNET
CONNECTION.



BE AWARE OF YOUR
LOCATION.



CREATE A CONFERENCE CALL
ACCOUNT IF YOU DO NOT
HAVE ONE.



TEST YOUR
EARPHONES/HEADPHONES
BEFORE A CALL.



SEND A CONFERENCE CALL
INVITE.



MAKE SURE ALL THE
EQUIPMENT IS IN ORDER
BEFORE STARTING THE
MEETING.

Attention and Engagement

- Make sure that only relevant people are on call. The motive/discussion of the call must be relevant to the people attending it.
- Various measures like polls, questionnaires, reactions etc. must be adopted to engage the audience.
- People asking questions must be encouraged.
- People reacting or expressing their opinions must also be encouraged.
- Seeking constructive feedback from people in the call helps maintain the interest of the participants.
- If there are people yet to join in the meeting, rather than awkwardly waiting for them silently icebreaker topics can be introduced.
- This will help in keeping the audience engaged throughout.

Evaluation and Feedback

- As a meeting leader, you must be able to assess the results of your conference call, to follow up on pending action items, and to plan better meetings in the future. Every meeting is a process, and evaluation makes the process complete.
- As you examine and evaluate these issues, you need to look at five key meeting characteristics:
 - Meeting Results
 - Meeting Process
 - Participation and Tone
 - Next Steps
 - Future Improvements
- Feedback being the very last part of the meeting but not the least part, as it is equally important just as discussion, agenda, and summary. It is necessary for many reasons some of which are listed below:
 - It helps us in creating future business.
 - It helps us to know that our presentation met the expectation or not.
 - At the end it helps us to handle any comments (if any)
 - Also, it encourages openness of everyone.

Minutes of Meeting

BDO Project - Meeting Minutes

August 27, 2021

Location: Chennai

Date: 27-08-2021

Time: 5:00PM – 5:30 PM

Attendees:

S. No	Name of the Attendee	Role
1	Murugan Balachandran	Client
2	Tagore Sai Mudunuri	Team Lead
3	Kavitha Chavala	SFD
4	Prakhar Prakash	JDD
5	Subhadip Bhunia	JFD
6	Rajath Koushik	SDD
7	Polamarasetty Praveen	QA

Agenda:

Bugs Reported by the Client

S. No	Agenda Items
1	The database was not in the desired format, there were 3 tables instead of 5 -SDD.
2	The field names mismatch in the tables – JDD.
3	The login panel is placed in the corner- supposed to be in the centre - SFD
4	The primary links do not respond – JFD
5	Out of 25 test cases 15 failed. – QA

Action:

S. No	Team member	Role	Responsibility	Due date
1	Rajath Koushik	SDD	To normalize the database into 5 tables	28-08-2021
2	Prakhar Prakash	JDD	To correct the field names in the table	28-08-2021
3	Kavitha Chavala	SFD	To place the login panel in centre	28-08-2021
4	Subhadip Bhunia	JFD	To make sure that the primary links are correct	28-08-2021
5	Polamarasetty Praveen	QA	To make sure that none of the test cases are failed	28-08-2021

Minutes submitted by: Kavitha Chavala.

Minutes approved by: Tagore Sai Mudunuri.

Thank You

