



We manage the technology, so you can manage the meeting!

Do you just want to focus on your meetings and not the technology behind them? Do you want to make sure that your important meetings run smoothly and start on time – even outside of business hours? Then sign up to Kinly Concierge. Kinly Concierge provides the ultimate experience to end-users.

Our concierge operators offer personalized assistance with call scheduling, call pre-test, call launch, in-call assistance, call extension, technical monitoring and call termination. This means that you can focus on your meetings and not lose valuable time having to worry about the technology as well.

Call scheduling

Customers can contact our concierge operators by video, phone, web portal or via email (using a predefined scheduling form) to schedule their calls. Your concierge will make sure the conference is scheduled.

Call pre-test

Your concierge operator will pre-test your video calls to ensure that connectivity is available between all call participants. The quality of video and audio will also be tested to ensure it meets agreed and expected quality standards. The call pre-test will take place at a time agreed by you and your concierge; usually one-day prior to the call if a third-party video system is involved or 30 minutes prior to the call if you're using a Kinly managed video system.

Call launch

The concierge operator will connect all participants without requiring the on-premises users to dial-out.

In-call assistance

Whenever required, your concierge operator will assist during a call. Usual in-call assistance requests include: Call-out to a new participant not included in the original booking process, and call duration extension.

Call extension

Your concierge operator will extend the duration of a call when requested, providing the video rooms are available. If the current room is not available, your concierge operator may suggest changing to another available room if appropriate.

Call technical monitoring

The concierge operator will technically monitor the call and re-connect it if it is unexpectedly disconnected. The operator will not view or listen to the actual call, they will simply monitor the connectivity between the video systems and the Cloud Room in your managed video service bridge.

Call termination

Unless otherwise requested, your concierge operator will terminate your call call termination process.

Availability

Kinly Concierge is available 10x5, 24x5 and 24x7. We can provide concierge operators who are fluent in Dutch, English, French, German and Spanish.

