Telephone Conference calls can be a cost-effective resource for conducting meetings in diverse locations (when video conferencing is not available) for Pace University staff and faculty. Pace offers two options for telephone conference calls: “In House” Telephone Conferencing and Genesys Conferencing.

“In House” Telephone Conferencing

- In general, “In House” Telephone Conferencing via the Pace operators and switchboard is the most cost-effective way of placing conference calls.

- Up to 6 conferees including the originator (system limitation).

- “In House” Telephone Conferencing must be scheduled at least one work day in advance. Send the request to the doit@pace.edu listing:
  1. the name and extension of the Pace requester (and contact person, if different)
  2. date and time of the proposed conference
  3. names and direct-dial phone numbers (no extensions allowed here!) of the conferees

- “In House” Telephone Conferencing calls may be placed by our switchboard between the hours of 9:00 am and 4:30 pm on normal Pace workdays.

- All conferees must be available for the initial connection to an “In House” Telephone Conference, as our system does not allow the operators to add anyone once the call has begun.

- Periodically, DoIT will review individual usage for exceptions and possible violations of our Appropriate Use of Information Technology Policy.

- Use of the “In House” Telephone Conferencing service is intended for University or University-related business only.

Genesys Conferencing

- When conference calls cannot be placed by the Pace operators (i.e., after hours or on non Pace work days), or when they require more than 6 conferees, telephone conference calls may be placed directly through our external vendor, Genesys Conferencing. We have negotiated a reduced-rate structure and a simple subscription plan. Departments will pay for their own use of Genesys Conferencing, through established purchasing procedures requiring the issuance of an authorized purchase order—a blanket order is suggested.
Departments at Pace can set up their own permanent Departmental accounts with Genesys Conferencing by submitting the following information to doit@pace.edu at least one week before they need the use of the service:

1. name, billing address and extension of the Pace Department contact person and
2. Departmental Budget Code and Blanket Purchase Order number (required).

DoIT will set up the Departmental Account with Genesys Conferencing and arrange for direct billing. Once the accounts are established, DoIT will provide the requestor with the Department PIN and procedures for conference initiation.

Periodically, DoIT will review individual usage for exceptions and possible violations of our Appropriate Use of Information Technology Policy.

Use of the Genesys Conferencing service is intended for University or University-related business only.

Questions concerning this or any other Information Technology Policy can be directed to doit@pace.edu.