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Overview

Our GlobalMeet® Operator Assisted service is the industry leader in large audio conferences. Customers rely on us for the highest quality audio performance, a global presence with a consistent worldwide experience, and professional end-to-end management of their conferences. Our managed Operator Assisted conferences allow your organization to present a polished, professional image to your conference participants.

Operator Assisted is a true white glove experience. Our Event Conference Specialists are highly trained and ready to assist you throughout your conference. Your Event Conference Lead Specialist remains on the line for the duration of the conference to direct the flow of the call, make announcements at the start and end of the call, coordinate polling and question and answer sessions, and generally make sure that you have a successful conference.

About This Guide

The GlobalMeet Operator Assisted Reference Guide provides a description of the Operator Assisted offering. This guide describes:

- **Operator Assisted Conference Features** and how they are billed – whether included or additional cost, billed at a flat rate or per-minute/period, etc.
- **Operator Assisted Setup** – the reservation process, and options for rescheduling, canceling, and no-show policy
- **Speaker Experience** – from pre-conference through wrap-up, what you can expect when you host a conference with GlobalMeet Operator Assisted
- **Participant Experience** – the in-conference experience, greeted v. passcode entry, PIN validation, and more
- **Meeting Follow-Up** – post-conference services such as recordings, transcription, polling results, call-in audio replay, and reporting
What's New in This Guide
Event Conferencing is now GlobalMeet® Operator Assisted. This guide updates the previous version of the Reference Guide released in October 2017. It includes the following product changes and updates to the guide.

- Throughout the guide, the service name has been updated to GlobalMeet Operator Assisted or Operator Assisted.
- Support and knowledgebase information for GlobalMeet Operator Assisted is located here: https://www.mymeetinghelp.com/Home/Operator_Assisted
- In Web Conferencing Products, iMeetLive is now GlobalMeet Webcast.
Operator Assisted Conference Features

There are two types of Operator Assisted conferences, determined by how participants’ calls are answered and how participants are connected to the conference.

**Greeted Entry**
In a greeted entry conference, live Event Conference Specialists answer the phones when participants dial in to join the conference. The specialists confirm participants are registered for the conference, gather requested participant information, and connect the participant to the Operator Assisted conference. Greeted entry conferences support up to 1,000 participants.

**Passcode Entry**
In a passcode entry conference, an automated system greets participants and asks for the passcode for the conference. After the passcode is verified, participants can be asked to record their names and other requested information before being connected to the conference. Passcode entry conferences support up to 15,000 participants.

**Feature Matrix**
The following table describes many of the available features of Operator Assisted and how those features are billed.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Setup and Basic Features</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greeted Entry</td>
<td>An Event Conference Specialist greets participants and directs them to the appropriate conference. Event Conference Specialists can also perform enhanced services such as collecting participant information. Up to 1,000 participants.</td>
<td>Per minute</td>
</tr>
<tr>
<td>Passcode Entry</td>
<td>An automated system greets participants who join by entering a passcode specific to the conference using their phone keypad. The automated system can also collect participant information. Up to 15,000 participants.</td>
<td>Per minute</td>
</tr>
<tr>
<td>Conference Language</td>
<td>Select the language you would like the Event Conference Lead Specialist to use for the conference. Available languages include: English, Mandarin Chinese, Canadian French, French, German, Italian, Japanese, Korean, Portuguese (Brazilian), and Spanish.</td>
<td></td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>Billing</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Scheduling/Reservations        | You must schedule your conference at least 24 hours in advance or pay an additional fee. Additional charges apply for rescheduling, cancellations, conferences canceled without notification, overbooking participant lines, and going over time on the conference. Schedule online or by speaking to a Reservations Specialist. | Scheduling fee  
Late notice scheduling fee:  
- 24 hours  
- 30 minutes  
Rescheduling fee  
Cancellation fee  
No show without canceling fee  
Overbooking participant lines fee  
Time overage fee |
| Pre-Event Consultation         | If you need to meet with Event Conference Specialists prior to the conference to discuss setup, logistics, or conference best practices, a pre-event consultation is available. | Consultation fee |
| Test Call                      | For customers who want to have a test run before the actual conference. Test calls can include the following features:  
- Up to 3 lines  
- 15-minute pre-conference  
- 30-minute call length  
- Communication line  
- Conference Controls | Flat fee for the call |
| Speaker Features               |                                                                             |                                                                         |
| Pre-Conference                 | The conference is open to speakers a minimum of 15 minutes before the start time. The Event Conference Specialist joins the pre-conference to assist with preparations. If you need more than the included 15 minutes, you can reserve additional time prior to the conference start. | 15 minutes included  
Additional time billed in 15-minute increments  
Fee for communication line |
| Communication Line             | An additional, dedicated voice line between the Event Conference Specialist and a customer representative. The communication line is used to coordinate the conference behind the scenes. | Fee per communication line |
### Feature | Description | Billing
---|---|---
Conference Controls Dashboard | The Conference Controls Dashboard is a website that allows speakers to see in real time who has joined the conference, manage question and answer queues, view polling results, and communicate behind the scenes with the Event Conference Specialist and other speakers. | Additional fee

Post-Conference Consultation | Post-conference consultations allow moderators and speakers to review the conference with the Event Conference Specialist, receive poll or voting results, and perform any additional follow-up coordination between speakers and the Event Conference Specialist. | 15 minutes included Additional time billed in 15-minute increments

Participant Dial-Out | Provides a list of participants who an Event Conference Specialist will dial out to and connect to the meeting. | Per participant + per minute Voice mail fee: domestic and international

### Participant PIN Validation and Participant Lists

**Participant PIN Validation** | For Passcode Entry conferences. Participants must enter their PIN numbers to join the conference. Post conference reports include a list of PIN numbers tied to each participant. | Quote provided

**RSVP/Web Registration** | For Greeted Entry and Passcode Entry conferences. Gather participant information in advance and identify the participants for post conference reporting. You can collect information such as name, company name, phone number, email address, etc. You can also choose to add custom fields and have questions appear in any order. | Setup/change fees Report fees

**Participant List** | Participants’ names are collected as they join the conference. A participant list is provided to the organizer after the conference. Up to six additional pieces of participant information (such as company or title) can be captured for an additional fee, depending on the number of pieces of information. While our standard list of available fields covers most customers’ needs, custom prompts are also available for an additional fee. | Per participant + number of pieces of information in addition to name Participant list Priority (4 hours after conference ends) fee Participant list Rush (<2 hours after conference ends) fee Quote provided if custom fields are required
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recorded Name on Entry</td>
<td>For Passcode Entry conferences. An automated system records the participant information required to create the participant lists. The participant information is then transcribed into text in an Excel file. Turnaround time is 24 hours.</td>
<td>Per participant + number of pieces of information in addition to name</td>
</tr>
<tr>
<td>Custom Scripts</td>
<td>Provide custom scripts for Event Conference Specialists answering the lines to use when prompting participants for their information.</td>
<td>Quote provided</td>
</tr>
<tr>
<td>Web Products and Pre-Recorded Conferences</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web Conferencing Product Use</td>
<td>Include a web product component for sharing slides, screens, or videos with participants. Organizers can include a variety of web products. Slide Assist is available for an additional fee.</td>
<td>Included when using your company’s service Fee for communication line if using a third-party recording service Per minute fees for Slide Assist Fee for recording file</td>
</tr>
<tr>
<td></td>
<td>If you require assistance with your web product integration, you must also purchase Web Event Production. In addition to Slide Assist, the Event Production Team supports:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- GlobalMeet Webcast</td>
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<tr>
<td></td>
<td>- Adobe Connect</td>
<td></td>
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<tr>
<td></td>
<td>- Cisco WebEx</td>
<td></td>
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<tr>
<td></td>
<td>Learn more.</td>
<td></td>
</tr>
<tr>
<td>Web Event Production</td>
<td>The Event Production Team is available to assist when you are using a web conference, webinar, or webcast with your conference. Common services that the Event Production Team provides include (but are not limited to):</td>
<td>Per 15 minutes Rush fee (less than 15 business days to the event) Additional fees may apply</td>
</tr>
<tr>
<td></td>
<td>- Booking</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Tool setup and loading files</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Rehearsals</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Sending invite emails</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- In-conference support for web products</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Event Production Team charges by the quarter hour. Additional rush fees may apply if you need to engage Event Production staff on short notice.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Learn more.</td>
<td></td>
</tr>
</tbody>
</table>
## Operator Assisted Conference Features

### Pre-Recorded Conference
For a more polished event, the conference can be pre-recorded prior to the date of the conference. The recorded conference is then played into the conference during the scheduled conference time. The speakers are on the conference live to answer questions after the recording is played.

<table>
<thead>
<tr>
<th>Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard fee</td>
</tr>
<tr>
<td>Rush fee</td>
</tr>
<tr>
<td>Change/Reschedule fee</td>
</tr>
<tr>
<td>Cancel fee</td>
</tr>
</tbody>
</table>

Learn more.

### Participant Experience Features

#### Exclusive Participant List
Limit the conference and allow only participants on a list to join. Participants are verified by Event Conference Specialists when they dial in to the conference. The exclusive participant list can include up to 500 names.

Learn more.

#### Participant Limit
Limit the conference to a specific number of participants. No additional charge

### Polling and Question and Answer

#### Polling
Create a poll with a question or questions that you provide during conference setup. The Event Conference Specialist can provide a summary of the results at the end of the conference.

You can receive a separate poll results report after the conference for an additional fee. If you need to see results by dial-in number, you must purchase a detail report.

Guest Polling: Learn more.

Polling Reports: Learn more.

#### Question and Answer
The Event Conference Specialist moderates a question and answer session where participants can ask questions of the speakers.

Speaker Q and A experience: Learn more.

Guest Q and A experience: Learn more.

### Translation and Transcription

#### Live Translation
An interpreter is provided during the conference to translate communication between Event Conference Specialist and moderators, speakers, and participants. Additional conference and/or communication lines are required for each language. Live translation is available in 40 languages including French, German, Spanish, and others.

Per 15 minutes per interpreter.
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transcription</td>
<td>Transcription can be provided for an event. There is a basic fee per 15 minutes to receive the written text of the conference. Transcripts are available within three days. Additional rush fees apply.</td>
<td>Per 15 minutes Rush fees:  • 6 hours (due to time restrictions, must be approved when reserving)</td>
</tr>
<tr>
<td></td>
<td>Transcription requires that you also purchase a recording file.</td>
<td>• 24 hours  • 2 business days  • 3 business days</td>
</tr>
<tr>
<td></td>
<td>Learn more.</td>
<td></td>
</tr>
<tr>
<td>Translated Transcription</td>
<td>Event transcriptions can also be translated to different languages. Translation requires that you also purchase transcription and a recording file.</td>
<td>Per word</td>
</tr>
<tr>
<td></td>
<td>Available in 40 languages including French, German, Spanish, and others.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Learn more.</td>
<td></td>
</tr>
<tr>
<td><strong>EP Editing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recording File</td>
<td>Operator Assisted can provide a WAV or MP3 recording file of the Operator Assisted conference.</td>
<td>Setup fee  Recording fee  Download fee  Rush fees:  • 1 business day</td>
</tr>
<tr>
<td></td>
<td>The organizer is provided login information to download the recording file from a secure portal.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Recording files are normally available within five business days.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Learn more.</td>
<td></td>
</tr>
<tr>
<td>EP Editing and Editing</td>
<td>The EP Editing Team can edit recorded Operator Assisted conferences for recording files, CDs, or call-in audio replays. Standard editing includes cutting out or splicing together specific sections of a recording. Fine editing involves removing all audio stumbles and mistakes so that the content is polished. Fine editing is very time-consuming and may take up to six times the length of the recording to complete. Audio editing is normally completed in five business days.</td>
<td>Standard editing  Fine editing  Rush fees:  • 2 business days  • 3 business days</td>
</tr>
<tr>
<td></td>
<td>Learn more.</td>
<td></td>
</tr>
</tbody>
</table>
## Feature Assisted Conference Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CD Recording</strong></td>
<td>If you purchase a recording file, Operator Assisted can also provide a CD of the Operator Assisted conference. You can select either an audio or a data CD of the Operator Assisted conference.</td>
<td>CD recording&lt;br&gt;CD duplication (per copy)&lt;br&gt;CD splitting (events longer than 75 minutes)&lt;br&gt;Shipping fee</td>
</tr>
<tr>
<td><strong>Call-In Audio Replay</strong></td>
<td>Live Operator Assisted conferences can be recorded and made available so that participants who were not able to make the event live can dial in and hear a recording later. Participants dial in and enter a code to hear the recording.</td>
<td>Setup fee + per day fee&lt;br&gt;Rush fee&lt;br&gt;Toll-free/Free phone number&lt;br&gt;Toll/Local Access number</td>
</tr>
<tr>
<td><strong>Call-In Audio Replay: Web Registration</strong></td>
<td>Web registration is available to capture basic contact and custom information from participants accessing the call-in audio replay.</td>
<td>See report fees below.</td>
</tr>
<tr>
<td><strong>Call-In Audio Replay: Utilization Report</strong></td>
<td>This report lists the number dialed from, dial-in time, and disconnect time for all participants who dial in to the audio replay of an Operator Assisted conference. Operator Assisted provides this report as an Excel file via email to the organizer.</td>
<td>Per report</td>
</tr>
<tr>
<td><strong>Call-In Audio Replay: Web Registration Report</strong></td>
<td>This report lists the participant information captured when participants complete web registration for an Operator Assisted conference. Operator Assisted provides this report as an Excel file via email to the organizer.</td>
<td>Per report + per field of participant info</td>
</tr>
</tbody>
</table>

### Support Options

<table>
<thead>
<tr>
<th>Support Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*0 – Operator</td>
<td>During the event. Default is English unless local language in use</td>
</tr>
<tr>
<td>*0 – Operator local languages</td>
<td>During the event. Cantonese, French, German, Italian, Japanese, Korean, Mandarin, Norwegian</td>
</tr>
<tr>
<td></td>
<td>If no local language agent is available, routed to English support.</td>
</tr>
<tr>
<td>Online web chat</td>
<td>English only</td>
</tr>
<tr>
<td>Telephone support</td>
<td>Available for EMEA, Canada, United States.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Learning and knowledgebase info</td>
<td>English only.</td>
</tr>
</tbody>
</table>
Operator Assisted Setup

This section describes the process for setting up an Operator Assisted conference.

Reservation Process
To make a reservation for a new Operator Assisted conference, call the reservations line or use the Online Booking Request form to enter the information needed to set up your event.

Book over the Phone
The Event Manager will ask for your account information, such as name and company. The Event Manager will then ask for the date and time of your Operator Assisted conference and the number of lines needed for participants.

The Event Manager will also ask you about which additional features you need for your Operator Assisted conference, including:

- Communication line – Will you need a dedicated communication line between the presenting customer and the Event Conference Specialist? Learn more.
- Length of pre-conference – Will you need more than the standard 15 minutes before the conference begins to coordinate the conference? Learn more.
- Speakers – Who are the speakers and which of the speakers should the Event Conference Lead Specialist hand the conference off to when the conference starts?
- Web presentation needs – Will you be using a web product to include a visual presentation or other visuals for your Operator Assisted conference? Learn more.
- Would you like to present a PowerPoint slide deck during the event? With Slide Assist by Operator Assisted, you can present a slide deck to up to 1,000 participants. Learn more.
- Event Production needs – If you are using a web product to display a presentation, will you need assistance setting up or managing the web event? Learn more.
- Recording, transcription, translation, and reporting needs – Do you need to receive follow-up information from your Operator Assisted conference, such as audio recordings, transcripts, or reports on attendance? Learn more.
Book Online
To book your event online, go to the Operator Assisted support page (https://www.mymeetinghelp.com/Home/Operator_Assisted) and at the top of the page, click Schedule a Conference.

The online booking request captures most of the same information as our Event Managers do when you book over the phone. It is organized into three sections:

- **Company** – enter the name and contact information for the moderator, the person requesting the event, and one additional contact, if needed.
- **Conference** – enter the conference title (used in email communications), event date and time, and choose how many lines you will need.
- **Event Details** – enter names of your speakers, indicate whether you would like an Event Conference Specialist to dial out to any speakers, and then choose enhanced services.
Operator Assisted Setup

Company Details
Enter your name and contact information and the name of the moderator. You can also add one additional contact, if needed.

The moderator will be referenced on the invoice.

**TIP:** Enter + and the country code before your phone number.
Conference Details
Next, enter information about the conference, and choose how many lines you will need.

- **Conference Type**: Choose Operator Greeted (up to 1,000 participants) or Passcode Entry (up to 15,000 participants).
- **Conference Language**: The language that the Lead Operator will use during the conference.
- **Additional Dates**: Book multiple events with the same information (for example, HR Benefits meetings for different locations).

**Phone Numbers by Region**
On the left side, choose how many **participant** lines to reserve in each region.

**Phone Numbers by Country**
On the right side, click Add Location and select lines for your **speakers** by country. You can also add participant dial-in numbers from specific locations.
Event Details
Enter the names of your speakers, indicate whether you would like an Event Conference Specialist to dial out to any speakers, and then choose enhanced services, as desired. To learn more about enhanced services, see Participant Experience and Meeting Follow-Up, later in this guide.
Confirm and Submit the Request
Finally, add any special instructions for the operator and submit your booking request. To request web services or other options, select the check box and an agent will contact you.

After You Book
After you complete your Operator Assisted conference, you will receive a confirmation email with the details of the conference, including:

- Confirmation number
- Date and time
- Number of lines
- Speaker
- Dial-in information for speakers
- Dial-in information for participants
- Web login information for Conference Controls (if purchased)
- Login and setup links for Slide Assist (if purchased)
- Any additional features you have requested

You can use the details from your confirmation email to send invitations to your speakers and guests. The confirmation email also includes information on how to follow up with the Operator Assisted Team for additional assistance or services for your conference.
Rescheduling, Cancellation, and No Show

Use the follow-up contact information from your confirmation email if you need to reschedule or cancel an Operator Assisted conference. Due to the efforts needed to reschedule staff for managed Operator Assisted conferences, rescheduling and cancellation fees apply:

- A basic rescheduling fee applies. The rescheduling fee increases if you reschedule with less than 24 hours' notice.
- A basic cancellation fee applies. The cancellation fee increases if you cancel with less than 72 hours' notice, and again if you cancel with less than 24 hours' notice.

Additionally, if you schedule an Operator Assisted conference and do not show up for the Operator Assisted conference but do not cancel the conference prior to the scheduled time, you will be charged.
Keys to a Successful Conference

Review the tips in this section to help make your Operator Assisted conference a success.

Schedule the Conference

- Schedule the conference at least three weeks in advance to allow participants and speakers to fit it into their calendars.
- Before you confirm a date and time, check with your speakers to see if they are available.
- Try not to schedule a conference that starts or ends within one hour of another event to allow for possible delays and to avoid overlapping events.
- **Look professional.** Pay close attention to spelling, grammar, capitalization, and punctuation in all your materials promoting the conference.
- For invitation-only conferences, have contact lists ready and in the correct format (CSV) before you start. Spell your participants’ names correctly!
- If you plan on having the conference dial out to connect participants, prepare your dial-out contact list, as well. Preparing your dial-out list as a CSV file makes it faster to enter.

Rehearse and Prepare

- A few days before your conference, schedule at least one 30- to 60-minute run-through with your speakers to work out any unresolved questions or technical issues. Have an agenda ready with estimated times for each topic.
- Use the same phone you intend to use for the live conference.
- Test features like any web product integration, polling, and Q and A.
- Make sure your speakers also know how to join the web portion (if applicable) on the day of the event.

Conduct Your Operator Assisted Conference

- Move to a quiet area and close the door.
- Silence those noisy digital devices: set your smartphone to silent, turn off the ringer on your second phone line, and disable audible alerts on your tablet.
- Use a landline connection instead of a mobile device to connect to your Operator Assisted conference. For the best sound quality, avoid speakerphone and instead use a headset.
- Join your conference 15 minutes prior to start time (or when the pre-conference period begins) to make final preparations with the Event Conference Specialist and other speakers.
Keys to a Successful Conference

- Participants can join the conference 15 minutes before the official start time and will be placed on hold unless you requested to have your additional pre-conference time.
- When it is time to start, the Event Conference Specialist will greet the audience and start the event by handing it off to the first speaker.
Operator Assisted Experience

The Operator Assisted service has many features that you can select to meet the unique needs of your specific conference. The following sections describe these features and how they affect the experience of joining a conference as a speaker or a participant.

Speaker Experience

Speakers dial in to the conference using the speaker dial-in number provided in the confirmation email. Speakers are placed into the pre-conference if dialing in before the conference starts. All speakers have their voice audio enabled by default.

At the scheduled starting time, the Event Conference Lead Specialist verifies that the speakers are ready to begin before placing the speakers into the conference. When the conference begins, the Event Conference Lead Specialist makes any requested announcements and then turns the conference over to the moderator, the speaker indicated during the reservation as the lead speaker.

Pre-Conference

Operator Assisted conferences are open to speakers 15 minutes prior to the start of the event for pre-conference communication. Speakers can communicate among themselves to discuss logistics and make final plans and preparations.

The Event Conference Lead Specialist joins the pre-conference to run through logistics and answer any final questions speakers may have.

You can schedule additional time for your pre-conference in 15-minute increments if the included 15 minutes is not enough time.

Communication Line

The communication line is a separate line that allows representatives from the presenting company to communicate with Event Conference Specialists behind-the-scenes during the Operator Assisted conference.

Communication lines are useful for coordinating meeting logistics. For example, communication lines may be used to get approval for participants to join on greeted entry conferences or to prioritize questions for question and answer sessions.

Question and Answer

You can schedule question and answer sessions in which participants can ask questions of speakers. You may have a single Q and A session, for example, at the end of the Operator Assisted conference. Or you may have multiple Q and A sessions, for example, after each speaker.
At the scheduled point in the Operator Assisted conference, the speaker gives a verbal cue to the Event Conference Specialist that it is time to begin the Q and A session. Participants can press *1 to be placed in the Q and A queue. Normally, the Event Conference Specialist will announce the participants’ name and company or ask the participants to introduce themselves and then open the line for participants to ask their questions.

If Conference Controls are enabled, speakers can use conference controls to reorder the queue to facilitate the flow of questions.

Polling sessions and question and answer sessions cannot be conducted at the same time during an Operator Assisted conference. The Operator Assisted conference may feature both, but they cannot be conducted simultaneously.

**Conference Controls**

Conference Controls is a web-based interface that Operator Assisted conference speakers and Event Conference Specialists can use to:

- View attendee data in real-time so you can see who has joined.
- Sort the list of participants and find a specific individual or company.
- Send private instructions to the Event Conference Specialist or other support team members.
- Prioritize participants in the Q and A queue.
- See real-time results of in-event survey responses.

For instructions on using Conference Controls, see the *Conference Controls Guide*. 
Post-Conference Consultation
You can schedule additional time on the line after the Operator Assisted conference has concluded for a post-conference consultation with the Event Conference Specialist. The post-conference consultation allows you time to have a quick review of what happened on the conference and discuss any applicable next steps. The post-conference consultation also gives you a chance to get a summary of polling results (total numbers for each answer for each Operator Assisted conference; if you need a detailed report by participant, you must order a polling report.)

Pre-Recorded Conferences
Rather than running a live Operator Assisted conference, you also have the option of pre-recording the conference to help you present a more polished experience. On a date prior to when the recording is available, you will run your Operator Assisted conference while the Event Production Team records it. The Event Production Team joins the conference to take notes for audio editing and the EP Editing Team will edit the recorded conference.

After the EP Editing Team finishes editing the recording, the recording is sent to the customer for approval. The Operator Assisted conference will then be available for participants to dial in at the appointed date. The speakers are on the conference live to answer questions at the end of the recording.

Rush fees for pre-recorded conferences apply based on the date the audio recording needs to be available for customer review, not the date of the conference. For example, if your conference is fifteen days away but you need to review the recording file the next day, you will be charged a rush fee.

Include Web Conferencing Products
Operator Assisted is an audio-only product; however, if you need to use a web product to share visuals with your audience, we can assist.

The Event Production Team is available to assist when you use a web product with your Operator Assisted conference. Whether you use a web product provided by Operator Assisted like Slide Assist or another web product that the Event Production Team supports such as GlobalMeet Webcast, Adobe Connect, or Cisco Webex, the Event Production Team helps with services including (but not limited to):

- Booking
- Tool setup and loading files
- Rehearsals
- Sending invite emails
- In-conference support for web products

The Event Production Team charges by the quarter hour. Additional rush fees may apply if you need to engage Event Production staff on short notice (less than 15 days before your Operator Assisted conference).
After signing up for Event Production during your reservation call, an Event Production Manager will get in contact with you within one business day to begin working with you on the details of your conference.

A typical process for engaging with the Event Production Team begins with a kickoff meeting. The Event Production Team will schedule a call with you to go over your needs for the Operator Assisted conference, including details of the conference like the order of speakers.

When the Event Production Team contacts you, you will provide login information for your web conferencing tool to your Event Production Manager so that the Team member can log in during the call and assist with any issues. If you need the Event Production Team to upload presentation slides or other files, you can provide the files to your Event Production Manager before the Operator Assisted conference.

Your Event Production Manager generally joins the Operator Assisted conference as a speaker to assist with issues behind the scenes. Your Event Production Manager will join during the pre-conference and will coordinate with the Event Conference Lead Specialist as needed. During the Operator Assisted conference, your Event Production Manager is available to assist with any technical issues or questions on how to use your conferencing tool.

Typically, customer speakers will advance through the presentation themselves.

Finally, after the Operator Assisted conference, your Event Production Manager may assist with gathering attendance reports, chat logs, or recordings.

Slide Assist
For customers who want to share a slide deck or have an online component to their Operator Assisted conference, we offer Slide Assist. Slide Assist is an easy-to-use enhancement to share visuals without downloading software. It includes the following features:

- When you just need to easily share a PowerPoint, not your desktop or an application
- Display the speaker headshot to let participants know who is talking
- Promote participant engagement and feedback with live Q and A
- Collaborate with other speakers during the event with private chat
- Create an optional online recording for participants to access post-event
- Receive post-event reporting including attendee demographics, participation, and engagement

Book Your Slide Assist Event
To schedule an Operator Assisted conference with Slide Assist, call Reservations at (866) 467-8167. You will receive a confirmation email with the details of your Slide Assist conference. Forward this information as appropriate.
In the conference, speakers manage the slide deck via Live Studio. Click Slide Assist Guest Speaker Access to generate and send login links to your speakers.

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**Slide Assist Participant Link:** Provide this link in the invitation to participants  
https://betaevent.webcasts.com/starthere.jsp?ei=1114434

**Slide Assist Guest Presenter Access:** Click here to create your guest presenter login account for yourself and other presenters  
https://www.guestpresenterurl.com

**ContentUploader Link:** Click here to upload your PowerPoint(s), Headshot(s) or Company logo(s)  
https://www.contentuploadurl.com

**Slide Assist Reports Link:** Click here to view and download reports following your event  
https://www.reportsurl.com

**Slide Assist Replay Link:** Provide this link for access to the replay. This will be available for 90 days following your event  
https://betaevent.webcasts.com/starthere.asp?ei=1114434

**Slide Assist Quick Start Guide:** For step by step instructions, please click the following link  
http://og.com
Present with Slide Assist

The following is an example of the Slide Assist presenter view.

**Manage Q&A**
Prioritize and answer questions; manage or delete questions.

**Presenter Chat**
Chat privately with other presenters.

**Manage slides**
Preview upcoming slides and advance to the next slide.
Get Post-Conference Reports
After the conference, use the Slide Assist Reports link in your confirmation email to view and download participant reports for the live Slide Assist and optional on-demand recording.

Participant Experience
Participants who dial in to the conference using the participant dial-in number provided in the confirmation email. The organizer customer is normally responsible for sending invitations to participants and providing this information. Participants join the conference with their lines muted by default.

Participant PIN Validation
Operator Assisted conferences support participant registration through web and phone. The confirmation email sent to the organizer contains the web and phone details that participants use to register for the Operator Assisted conference. The organizer is responsible for distributing this information to participants as desired. Participants register by entering their information on the provided website.

You will be provided with a template file to complete. You must provide the completed file containing the PINs for each participant at least 24 hours before the scheduled start time of the call.

Greeted Entry
In Greeted Entry conferences, participants dial in to the conference number provided to them. An Event Conference Specialist answers and asks the participant for either the name of the conference, the name of the moderator, or the company holding the conference.
Operator Assisted Experience

If there are participants you do not want to join, for example media members or a competitor's employees, you can ask the Event Conference Specialists to screen participants before they are put into the conference.

If you want to collect participant information for a participant list, participants' names and other information can be captured when participants join the conference. You can select up to six pieces of information to collect from participants from a list of common types. The Event Conference Specialist asks each participant for the requested information when they join the conference. See Participant List for more information.

The participant is then connected to the conference. If the conference has not yet started, the participant is placed on hold with music.

**Exclusive Participant List**
You can use an exclusive participant list to restrict access to your conference. Participants dial in to the conference number. The Event Conference Specialist answers and verifies that the participant is on the exclusive participant list. Participants on the list are immediately placed into the conference. Participants that are not on the list are placed into a separate holding conference where the customer can verify whether the participant can be allowed in the main conference.

The exclusive participant list can include up to 500 names.

**Passcode Entry**
In Operator Assisted Passcode Entry conferences, participants dial in to the conference number provided to them. The automated system answers and asks the participant for the conference passcode.

If you want to collect participant information for a participant list, Operator Assisted can capture participants' names and other information when they join the conference. You can select up to six pieces of information to collect from participants from a list of common types. The Event Conference Specialist asks each participant for the requested information when they join the conference. See Participant List for more information.

The participant is then connected to the conference. If the conference has not yet started, the participant is placed on hold with music.

**Dial-Out Participants**
You can make it easier for VIP participants to join. Have the conference dial out to selected participants and connect them to your conference. Provide a list of participants to dial out to when making your reservation.

At the time of the conference, an Event Conference Specialist will attempt to dial out to the provided number and verify it is the correct participant before placing the participant in to the conference. If the participant does not answer, the Event Conference Specialist will leave a message with instructions for joining the conference.
Question and Answer
Operator Assisted conferences can include a question and answer session to allow participants to directly question speakers. The Event Conference Specialist will announce when the Q and A session begins. Participants can use the following key commands:

- Press *1 to be placed in the Q and A session queue.
- Press *2 to be removed from the queue (for example, if your question is answered by another participant while waiting.)

The Event Conference Specialist normally works through the Q and A session queue in order; however, speakers can use Conference Controls or communicate with the Event Conference Specialist over a communication line to reorder participants in the queue to facilitate the flow of questions.

When it is a participant’s turn to ask a question, the Event Conference Specialist will announce the participant’s name and connect the participant’s line to the speakers. The participant can then ask the question of the speakers.

Polling
You can poll participants in your conference. The organizer submits a list of questions and answers ahead of time (polls can be one or more questions). During the conference, participants are prompted to answer questions using the phone keypad.

For example, the Event Conference Specialist might ask, “If you would like us to follow up with you after the conference, press *1. If you would not like us to follow up after the conference, press *2.” The Event Conference Specialist monitors the responses and will leave the question open until a response is received (usually a minute or two). The Event Conference Specialist will reread the question or re-prompt participants to enter a response, as needed.

Participants then use the phone keypad to enter their vote. To change your vote, simply enter a new vote before the question is closed.
Meeting Follow-Up

After your conference is complete, you may receive follow-up information, such as transcriptions, translations, recordings, or poll results, depending on the services that you ordered. This section describes these features.

Recording

Operator Assisted conferences can be recorded and later provided as an audio file or a CD. Conferences must be recorded if you want to use the call-in audio replay feature or if you need a transcription or translation of your meeting.

The Event Conference Specialist announces that the conference is being recorded at the beginning of the conference.

Editing Services

The EP Editing Team can perform edits to recorded conferences for recording files, CDs, or call-in audio replays.

- Standard editing includes cutting out or splicing together specific sections of a recording.
- Fine editing involves removing all audio stumbles and mistakes so that the content is polished. Fine editing is very time-consuming and may take up to six times the length of the recording to complete.

If you have additional or custom audio editing needs, discuss these with your Event Production Manager when making reservations. The Event Production Team can accommodate many types of requests.

Audio editing is normally completed in five business days.

Recording File

Operator Assisted conferences can include a recording of the conference in WAV or MP3 formats.

The recording file is available five business days after the conference (depending upon the EP Editing features you selected). The organizer will receive login information for the audio file download portal via email. One or two business day rush is also available.

Recording File CDs

Operator Assisted can also provide an audio or data (WAV or MP3) CD of your conference recording.

For audio CDs, you can choose to have any music and dead air trimmed from the beginning and end of the recording.

Audio or data CDs can be shipped via courier 2-day, Standard, or Priority.
Meeting Follow-Up

Transcription

You must purchase a recording file to receive transcriptions.
You can receive a written transcript after your conference concludes. Transcripts are in the original meeting language.

Transcriptions are provided as a Word document via email to the organizer.

Transcripts are provided within three business days after the Operator Assisted conference concludes or can be rushed for an additional fee.

Translated Transcripts

You must purchase a recording file and transcription to receive translated transcripts.
You can receive a translated written transcript after your Operator Assisted conference concludes. Translation is available in 40 languages, including French, German, and Spanish.

Translations are provided as a Word document via email to the organizer.

Translations are provided within three business days after the Operator Assisted conference concludes or can be rushed for an additional fee.

Polling Results

When the Operator Assisted conference includes polling, the Event Conference Specialist can provide a summary of the results of the poll in the meeting (total vote per answer for each question). You can also access a summary of the results using Conference Controls if you have enabled this feature for the Operator Assisted conference.

If you need to know the votes by participant for each question or if you need documentation of the polling results, we can provide an Excel file with the polling results. You can select to receive one of the following:

- Summary report – For each question, contains the total number of votes per answer.
- Detail report – For each question, contains a list of who selected each poll option, merged with your participant list.

Polling results are provided via email to the organizer within three business days, with one or two business day rush options available.

Call-in Audio Replay

If you record the Operator Assisted conference, you can provide an audio replay that allows participants who were not able to make the conference to dial in at a later day and hear a recording of the conference.
Meeting Follow-Up

Call-in audio replay can be ready as soon as two hours after the conference ends (longer if you require EP Editing services) and can be available for up to 365 days after the Operator Assisted conference. Replays are available 24/7.

Participants enter a passcode to hear the Operator Assisted conference. You can select up to three pieces of information to collect from participants (such as name, company, and phone number). Participants are greeted by an automated system and enter a passcode to listen to the replay.

Web Registration
If you want to capture the information about listeners of your Operator Assisted conference's call-in audio replay, enable web registration. Web registration allows you to capture basic information such as name, phone number, email, and company as well as custom data.

After you complete the reservation process, the confirmation email will contain the URL for participants to register for call-in audio replay.

Provide the URL to participants. When participants visit the URL, they will be asked to provide the information requested during the reservation process. After completing the registration, they will receive information for dialing in to the call-in audio replay.

Key Commands
The following key commands are supported for callers on a call-in replay:

- 5 – Return to beginning
- 7 – Fast forward 30 seconds
- 8 – Stop/start playback
- 9 – Rewind 30 seconds

Utilization and Web Registration Reports
Two types of reports are available for call-in audio replay:

- Utilization reports list the number dialed from, dial-in time, and disconnect time for each caller who dials in to the audio replay of a conference.
- Web registration reports list the participant information captured when callers dial in to the audio replay of a conference. Up to three fields can be captured for voice capture reports.

You can request to receive utilization and web regulation reports daily, weekly, monthly, or when the call-in audio replay program concludes.

Participant List
When you create an Operator Assisted conference in which the Event Conference Specialists or the automated greeting system record the names and other contact information about conference participants, you can
Meeting Follow-Up

receive an Excel file containing the list of participants and the information that they provided when they dialed in to the call.

The information collected for the participant list can include up to six fields selected from a list of available fields.

The participant list is provided within one business day with rush options available.
Support

Everyone needs support from time to time, and we are here to help.

**Visit** the GlobalMeet Operator Assisted Support Site

**View** training and videos

**Send** an email directly to GlobalMeet Support at globalreservations@mymeetingroom.com

**Open** a ticket or call us