

Operator Assisted FAQ's

1. What operator assisted services does Powwownow offer?

Powwownow has continued to focus on offering the best in class for your conferencing needs. For Operator Assisted call, **Powwownow** has partnered with specialist company in order to offer a full suite of conferencing services

Operator Assisted Pin Entry increases cost efficiency for large-scale calls, combining the convenience of passcode access with the reassurance of operator assistance.

A Pre-registration of participants is an option available via the web, to ensure security using individual pincode access, and to capture participant information and an attendee list. Audio quality checks before the conference to ensure sound quality is maximized. Automated passcode access for participants, allows instant access to the call. Pre and post-conference support for multiple speakers, enabling them to have a private conference before and after the event. Customised scripts add a professional touch to the opening and closing of the call. Q&A sessions can be hosted during the call, enabling your participants to interact with the speakers, responding to questions. Voting sessions also enable you to get audience feedback at any time. Listen-only Access for participants.

Operator Answered is an operator-assisted service for high-profile calls. Offering complete event management services, with a dedicated announcer, an experienced event team and a suite of extra features. A highly skilled team understands the importance of communicating with your participants in a secure and professional manner, and works with you to ensure the success of your event.

From earnings calls to strategic announcements and financial plans, operator assisted conferencing allows you to engage a wider audience. With this there is the ability to engage thousands of participants via audio and web conference extending the reach of your messages. Complete support prior, during and after your conference call with highly trained operators, professional announcers and formal Q&A sessions. CommLine is a behind the scenes link, allowing you to screen participants, questions and keep in touch with your event team during the conference. Replays, Archives & Participant Lists - reports on attendees and voting surveys are available after the call. Replay and requested Transcriptions contain your conference call content. Multiple Speakers can be accommodated from various locations, and use pre and post private conference rooms to prepare and debrief. Audio Quality Checks before the conference to ensure sound quality is maximised.

2. What services are offered with Pin Entry Operator Assisted Calls and Operator Answered Calls?

Services available with Pin Entry Operator Assisted calls

CD

Truespeech recording – emailed link

Copy of File (via FTP) – Audio only

Replay Service – dial in to listen

Copy of File (via FTP) – Audio only

Online Web Registration (ie. Participant registers & receives PIN for conf access. Client downloads part list)

Polling Report

Transcription available in English, German, French, Spanish and Italian

Account Manager Onsite Support

Services available with Operator Answered calls

Participant List

CD

Copy of File (via FTP) – Audio only

Q&A Web Controls – on line web portal of participants and Q&A queue

Communications Line Operator (Commline) – highly recommended with the Operator Answered Service

Customised Operator Welcome Scripts

Silent Server connection

Polling Report

Transcription available in English, German, French, Spanish and Italian

Account Manager Onsite Support

3. How do I schedule an operator-assisted conference?

To schedule an operator-assisted conference, contact your **Powwownow** Account Manager

How do I book an Operator Assisted Call?

For booking a Pin Entry Operator Assisted Call or an Operator Answered call, please request a booking form from your Powwownow account manager.

4. What is the turnaround time for a booking?

Turnaround Time for booking a Pin Entry Operator Assisted call

This will always be the fastest booking to receive confirmation of the call. This type of call can usually be scheduled within an hour. Please be aware when scheduling over 1000 lines, this will take longer to schedule. For even quicker booking, if a call can be booked on the half hour, example call starting at 10:30am, these are less busy booking times. Please note that there is a rush charge for calls not booked with a 48 hour notice period.

Turnaround Time for booking an Operator Answered call

This type of call is booked, then scheduled into the system and then has to go through 2 further checks. The turnaround time for booking a call like this is 4 hours. Please be aware when scheduling over 1000 lines, this will take longer to schedule. For even quicker booking, if a call can be booked on the half hour, example call starting at 10:30am, these are less busy booking times. Please note that there is a rush charge for calls not booked with a 48 hour notice period.

5. How do I know which type of call to schedule?

The Event Manager and/or Account Manager can help you decide on this but it takes longer for the participants to get into an Operator Answered Call as the Operator will take down the participants name, whereas Pin Entry Operator Assisted calls are pin code access.

6. How do I contact Powwownow Account Management Team?

Your Account Manager should provide you their direct contact details

7. How does a participant reach an operator during an Operator Assisted Call?

To receive assistance from an operator during a conference, press *0 on your telephone keypad.

8. How can the Moderator/Chairperson reduce background noise?

All participants will be on listen only during the conference.

9. Do you have any suggestions for using a speakerphone during my conference?

Before your conference, check the sound quality of your speakerphone by asking a colleague or Operator for feedback on audio level.

Check the location of the microphone to ensure you are speaking directly into it. Also, make sure all participants sit close enough to the microphone.

10. What advice can I give the participants to join a call?

Before joining the call, consider the surroundings. For example, static or crowd noises in the background of a call made from a mobile phone will seriously hinder the meeting's productiveness.

Dial into the conference 5 – 10 minutes before it's due to start to ensure you are ready.

Always identify yourself by name before you start speaking if you have joined the call via pin code entry.

It's advised that all participants mute their phone whilst they are not speaking. For operator assistance at any time during the conference, the participants can press *0 on their telephone keypad to connect to our Operators who will assist in isolating any issues.

Listen for other environmental noise such as fans, open windows, pens clicking, and papers shuffling that might disturb your audio quality.

11. What can the Moderator/ Chairperson of call expect when joining?

The Speaker line will need to be connected at least 15 minutes prior to the start time.

During the 15/30 minutes prior to the start time the Operator will have a pre-conference with you to run through the procedure and your requirements. Example, suggestions for Q&A, customised script etc.

12. What advice can I give a Speaker if the Account Manager is not required on site and the conference is being held from a small meeting room rather than an auditorium where I would have AV support?

Be aware of the speakerphone placement. If you pick this up from the table you run risk of sound being lost.

The speakerphone can magnify sounds that are normal for a meeting therefore there is no need to speak too loudly.

Sometimes when there are several speakers, some may be heard louder than others as the speakerphone would be set to a standard level. If participants are unable to hear you or you feel you are not coming across loud enough, move closer to the speakerphone rather than picking it up and moving it closer to you.

Getting feedback? Reduce the number of open small microphones from the main speakerphone. Most microphones will have their on/off switch at the base. If there are several microphones set up at a top table and only two of you will speak, have the other microphones switched off.

Switch off your all mobile phones. Leaving your phone on, even if it's switched to silent will only cause feedback.

Avoid breathing heavily into the speakerphone or putting your hand over it during your call. All of these create disruptive noises for your conference.