

Operator Assist Conference Calling

The business world today requires more time and energy from its professionals than ever before. Wouldn't it be great to have the personal dedication of an expert operator to assist you with your conference communications? Our Operator Assisted service combines professionalism with our feature-rich conferencing service to make all of your calls memorable experiences. Let us manage the details of your call so you can concentrate on delivering your message.

What You Can Expect

Operator Assisted conferencing is a scalable, customized solution that lets you streamline and manage your most demanding conferences. Whether your audience is a dozen executives, investors and analysts or a 2500 member sales force, we bring everyone together in one seamlessly planned, managed and executed event.

Reservations are made over the phone or online, and you can add extra features, like Q&A, recording or transcription, to ensure you get everything you need from your call. At the time of your conference, participants dial a toll-free number and are greeted by an operator who places them into your meeting.

Start an Operator Assisted Conference

1. Schedule your reservation by calling your reservations number listed on your welcome packet and/or welcome email.
2. Give your participants the date and time of the call and the appropriate dial-in number. Also provide participants with the conference ID that you receive when you make your reservation.
3. At the specified time, dial your Operator Assisted dial-in number.
4. You will be greeted by an operator and placed into your conference.

Information you'll need to make a reservation

- Your name, company number, telephone, fax and email
- Call leader's name
- Date and time of the call, including time zone
- Expected duration of the call
- Expected number of participants
- Any Surround-the-Call features desired

Joining an Operator Assisted Conference

1. At the specified time, participants dial your Operator Assisted dial-in number.
2. Provide your conference ID to the operator.
3. They will be placed into your conference or on music hold, depending on the specifications of your reservation.



Operator Assist

Operator Assist Pre-Call Feature Guide

- **Broadcast Service** Use our fax/e-mail broadcast service to disseminate call documents simultaneously before or after the conference
- **Password Security** Ensure only invited participants attend the conference using a password for security
- **Music** Set a formal tone by using a music entry that keeps participants on music hold until the leader is ready to begin
- **Lecture Mode** Have the operator run the call in lecture mode, which mutes participant lines during the call to ensure there is no interruption
- **Call Recording** Digitally record the call on Encore for future playback via a toll-free number, 24/7
- **Roll Call** The roll call option conducted by an expert operator is ideal for smaller, more formal conference and ensures all parties are on the line
- **Polling** Use the polling option to boost participation and get results before the call is over
- **Communication Line** Manage all the "behind the scenes" issues using another communication line to speak with the lead operator outside of the conference
- **Keypad Commands** Keypad commands allow you to summon an operator, group mute/unmute all lines, mute/unmute your line or lock the conference
- **Encore Report** The Encore Report shows transcribed information on who dialed into Encore
- **Facts Complete** Facts Complete provides participants' names, companies and on-the-line times
- **Transcription** Receive a professional transcription of what was said on your call within 48 hours

Telephone Keypad Commands

Control your conference call with a touch of a button on your telephone keypad

*0	Operator assistance for the conference
*5	Mute/unmute all lines except leader's - leader only
*6	Mute/unmute your own line
*7	Conference lock/unlock - leader only



For additional information call 1-866-445-5882