GlobalMeet

Conference Controls User Guide

GlobalMeet® Operator Assisted

August 2022

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Overview

GlobalMeet® Operator Assisted is the gold standard in operator assisted conference calls for meetings and events. We give you everything you need to host successful IR calls, HR announcements, town halls, and other large-scale meetings.

During your event, web-based Conference Controls let you:

- Display 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 operator or other support team members.

- Screen and prioritize participants in the Q&A queue.

- See real-time tabulation of in-event survey responses.

Operator-assisted calls are accessible to hosts (account holders), speakers, and their guests. The Conference Controls are available for meeting hosts only.

This guide explains how to use the Conference Controls to manage your conference.

System Requirements

To use the Conference Controls, you must have the current version of any of these browsers:

- Google Chrome

- Microsoft Edge

- Mozilla Firefox

- Apple Safari (Mac devices only)

- Internet Explorer 10 or 11 (Windows)
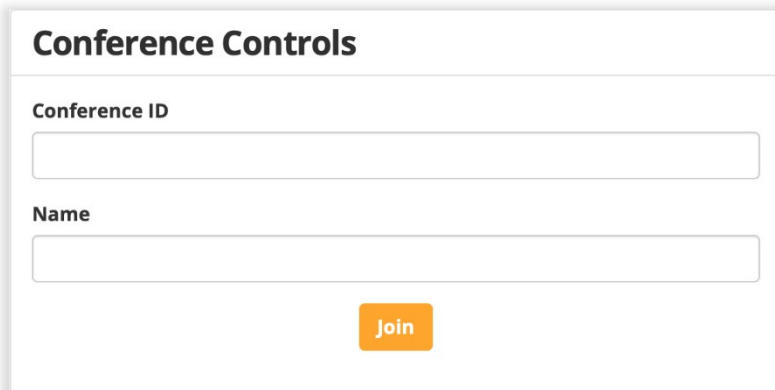
Getting Started

The Lead Operator will open the Conference Controls 30 minutes before the conference start time, to discuss the flow of the conference and provide an overview of the Conference Controls. You should sign in early to get prepared for your conference.

Sign In to Your Conference

To access the Conference Controls, open a web browser and go to the following web address:

https://event.mymeetingroom.com/public/conferencecontrols

Enter your Name and the Conference ID for the conference. (The Conference ID is included in the confirmation email you received when your conference was set up.) You also might be asked for your client ID.

Click **Join** to display the Conference Controls.

Conference Controls

After you sign in to the Conference Controls, you will see the following screen. The following example highlights key panels of the Conference Controls. The bottom half of the screen changes to display Conference Participants, the Question Queue, and Polling results.

1 – Web Leaders – lists all people who have signed in to the conference via the Conference Controls, plus the Lead Operator. You can chat with individual conference leaders or with all.

2 – Conference Participants (shown) – lists all participants, their phone numbers, company, and current connection status, and shows who is speaking in real time. Switches to Question Queue or Polling when you click those tabs in Sessions.

3 – Sessions – use the tabs to display three panels:

- **Control tab** – open the Conference Participants panel.

- **Q&A tab** – view participants who indicated they have questions and prioritize the order in which you would like to answer them.

- **Polling tab** – see polling results in real time, as participants respond to questions.

Conference Controls Functions

View Session Information

The Sessions panel provides general information about the conference, such as the Conference Name and number of participants. This information is always visible.

Use the tabs to display Conference Participants, the Question Queue, or Polling results in the bottom half of the screen.

View Conference Participants

The Conference Participants panel lists the names and companies of everyone who has joined the conference and their connection status (disconnected, muted, on hold, open), and shows who is speaking in real time.

Note: To show participant and company names, your operator-assisted conference must include the Name on Entry feature, which captures participant names when they join.

You can choose between the standard list showing name and affiliation of the participants or click **Print** to view an expanded list showing any additional information captured by the operator.

The phone icon in front of a participant's name highlights the active talker. The State column indicates the connection status of each participant and whether they are muted.

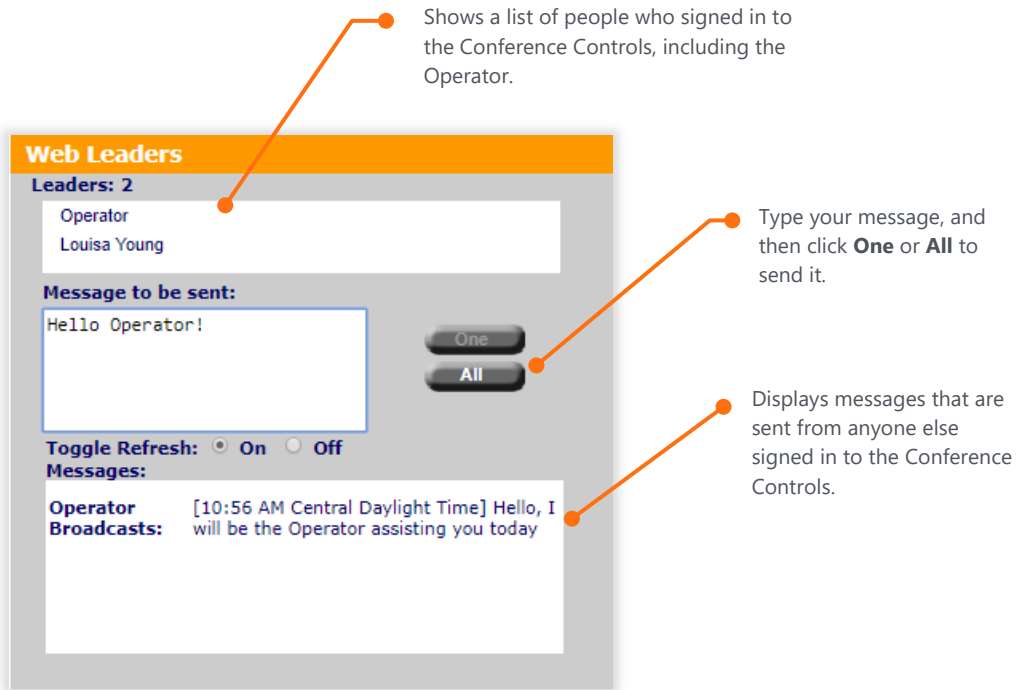**Print.** View the full participant list and print it.

(•) Participant is speaking

Web Leaders (Chat)

The Web Leaders panel lists all people who have signed in to the conference via the Conference Controls and the Lead Operator. You can chat with the operator or any other meeting leader.

Shows a list of people who signed in to the Conference Controls, including the Operator.

Type your message, and then click **One** or **All** to send it.

Displays messages that are sent from anyone else signed in to the Conference Controls.

Web Leaders
Leaders: 2
Operator
Louisa Young

Message to be sent:
Hello Operator!

One
All

Toggle Refresh: ⦿ On ◯ Off
Messages:
Operator Broadcasts: [10:56 AM Central Daylight Time] Hello, I will be the Operator assisting you today

You can send group or private chats.

- Type your message and then click **All** to send your message to everyone.

- To send a private chat, highlight the person's name in the list, and then type your message and click **One**.

- To send a note to the Operator, in the Leaders list, select **Operator**, and then send a private message.
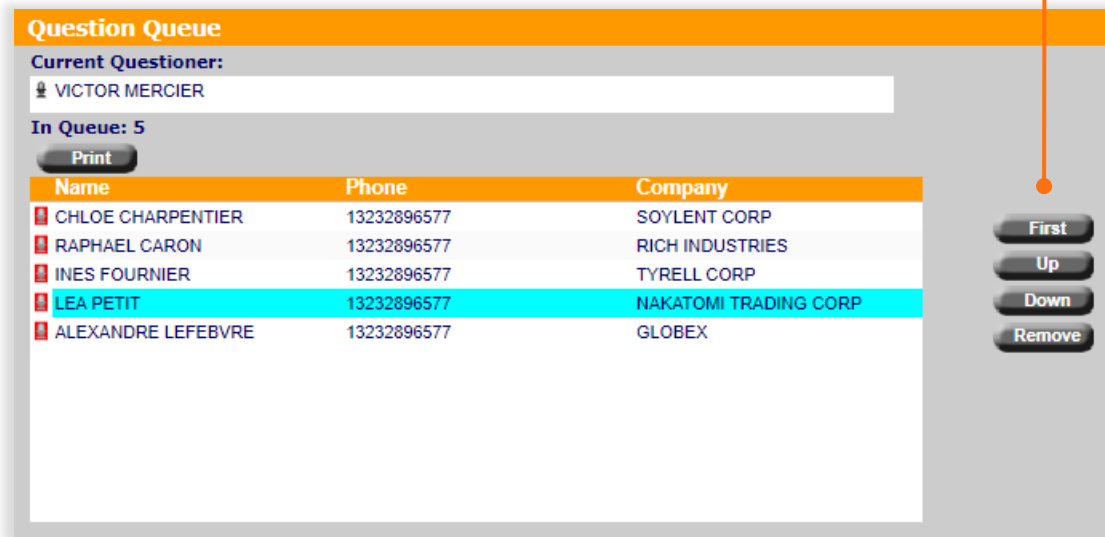
Take Questions from Participants

When the Operator opens the Question & Answer session of the conference call, click the Q&A tab. The Conference Participants panel updates to show the Question Queue.
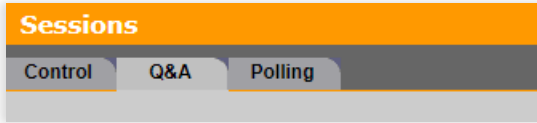
Once inside the Q&A tab you will see a list of all participants (names and company names), who signaled with a question. When the Operator opens a participant's line for them to ask a question, their name moves into the **Current Questioner** box at the top of the Question Queue.

In the following example, the Operator has opened Victor Mercier's line so that he can ask his question. Chloe Charpentier is the next person in the queue.

Select a row and then use these options to move the participant up and down in the queue, prioritizing them.

Poll Your Guests

Polling lets you post questions and tally answers from participants during your event.

When the Operator begins the voting portion of the conference call, click the Polling tab. The panel updates to show Polling results, where you can view the process and results in real time.
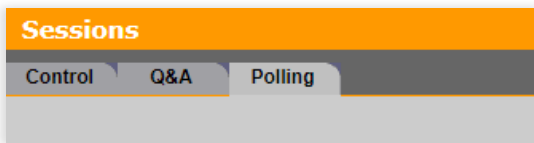
As participants indicate their responses using their telephone keypad, you will see a graphical display of the percent of participants who signaled with each available answer. You will also see how many participants have voted relative to how many total participants are present.
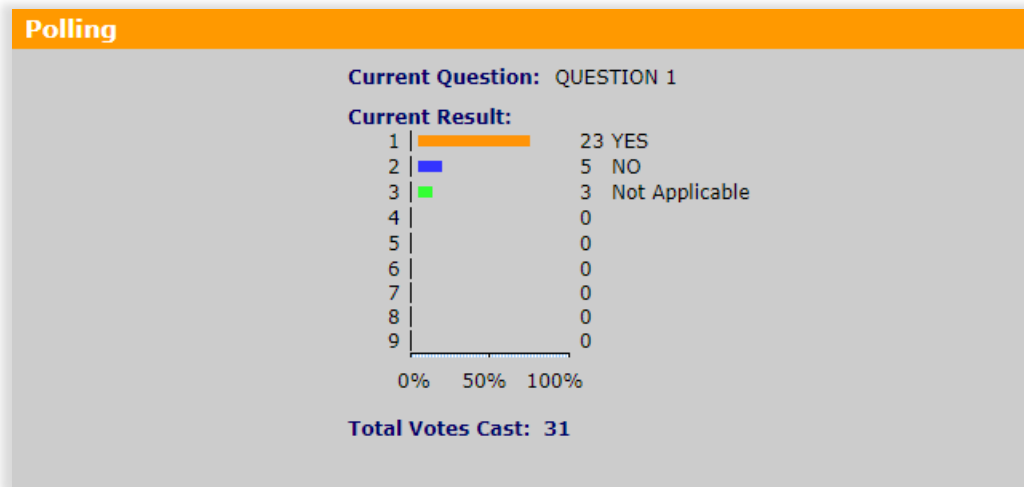
Get Help and Technical Support during the Conference

If you need help, you can use the links under the Help button. Information found within the Help panel instructs you on how to use specific features and conduct a successful event.

At any time, you can signal the Operator for assistance or chat to them.

Alternatively, you can contact your Customer Care representative.

Support

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

Visit the GlobalMeet Operator Assisted Support Site

Send an email directly to our reservations team at GlobalReservations@webcasts.com