



## 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

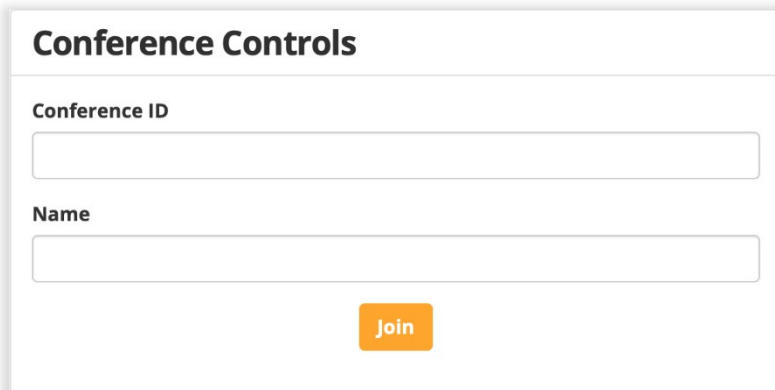
The Lead Operator will open the Conference Controls 30 minutes before the conference start time, to discuss the flow of the conference and provide an overview of the Conference Controls. You should sign in early to get prepared for your conference.

### 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.



The image shows a web form titled "Conference Controls". It has two input fields: "Conference ID" and "Name". Below the "Name" field is an orange "Join" button.

| Conference Controls                 |                      |
|-------------------------------------|----------------------|
| Conference ID                       | <input type="text"/> |
| Name                                | <input type="text"/> |
| <input type="button" value="Join"/> |                      |

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.

The screenshot shows the Conference Controls interface. It is divided into three main sections:

- 1 - Web Leaders:** This section shows the current operator, Louisa Young. It includes a text area for a message to be sent, with 'One' and 'All' buttons. There is also a 'Toggle Refresh' option set to 'On' and a 'Messages' section showing a broadcast message from the operator.
- 2 - Conference Participants:** This section displays a table of participants with columns for Name, Phone, Company, and State. The table lists various participants, including operators and speakers.
- 3 - Sessions:** This section shows conference details for 'QUARTERLY EARNINGS CALL'. It includes tabs for 'Control', 'Q&A', and 'Polling'. The 'Control' tab is active, showing statistics: Conference Name, Conference Code, Participants (34), Active (34), and Disconnected (0).

| Name                      | Phone       | Company                   | State      |
|---------------------------|-------------|---------------------------|------------|
| <LK***MAIN2PRE***1234567> | 13232896577 | <LK***MAIN2PRE***1234567> | Mute: Conf |
| <LKMAIN.GN91.1234567>     | 13232896577 | <LKMAIN.GN91.1234567>     | Mute: Conf |
| <RECORD.1234567>          | 13232896577 | <RECORD.1234567>          | Mute: Conf |
| <DIGREC.1234567>          | 13232896577 | <DIGREC.1234567>          | Mute: Conf |
| *BRIAN GREENBERG*         | 13232896577 | *SPEAKER*                 | Talk: Conf |
| *KATHRYN MARCOTTE*        | 13232896577 | *MODERATOR*               | Talk: Conf |
| *JENNIFER HARRISON*       | 13232896577 | *COMMLINE*                | Mute: Conf |
| GABRIEL BERGER            | 13232896577 | CHOAM                     | Mute: Conf |
| LOUISE BISSET             | 13232896577 | ACME CORP                 | Mute: Conf |
| ADAM BOUCHER              | 13232896577 | SIRIUS CYBERNETICS CORP   | Mute: Conf |
| ALICE BRODEUR             | 13232896577 | MOMCORP                   | Mute: Conf |
| RAPHAEL CARON             | 13232896577 | RICH INDUSTRIES           | Mute: Conf |
| CHLOE CHARPENTIER         | 13232896577 | SOYLENT CORP              | Mute: Conf |

**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.

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**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.

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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.

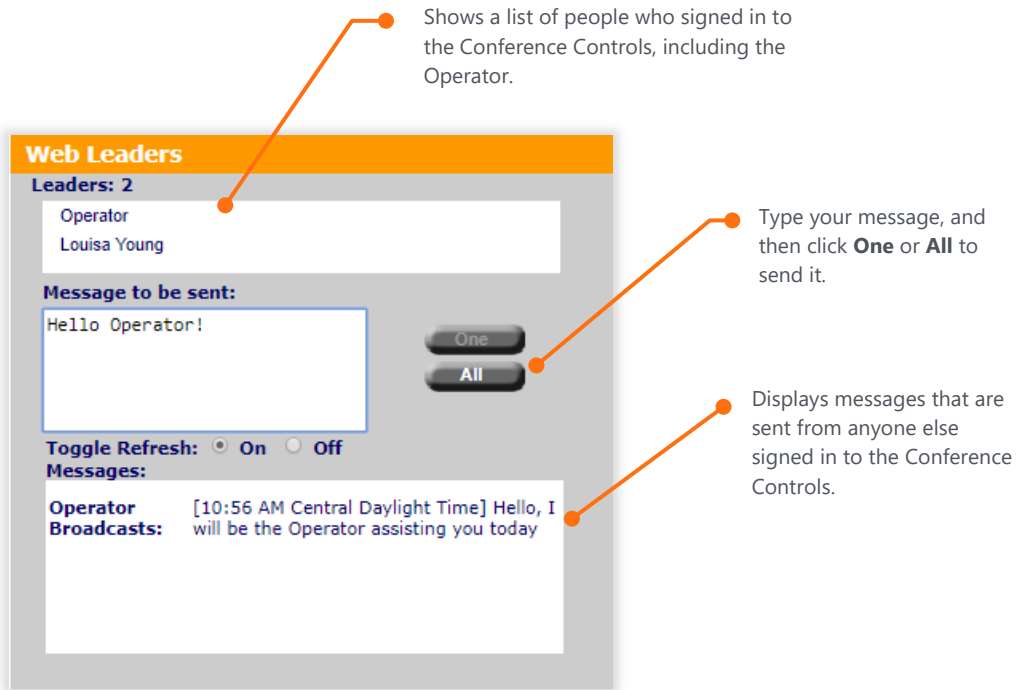
 Participant is speaking



| Name                      | Phone       | Company                   | State      |
|---------------------------|-------------|---------------------------|------------|
| <LK***MAIN2PRE***1234567> | 13232896577 | <LK***MAIN2PRE***1234567> | Mute: Conf |
| <LKMAIN.GN91.1234567>     | 13232896577 | <LKMAIN.GN91.1234567>     | Mute: Conf |
| <RECORD.1234567>          | 13232896577 | <RECORD.1234567>          | Mute: Conf |
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| RAPHAEL CARON             | 13232896577 | RICH INDUSTRIES           | Mute: Conf |
| CHLOE CHARPENTIER         | 13232896577 | SOYLENT CORP              | Mute: Conf |

## 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.



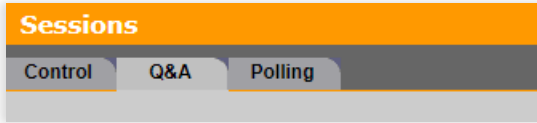
You can send group or private chats.

- 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

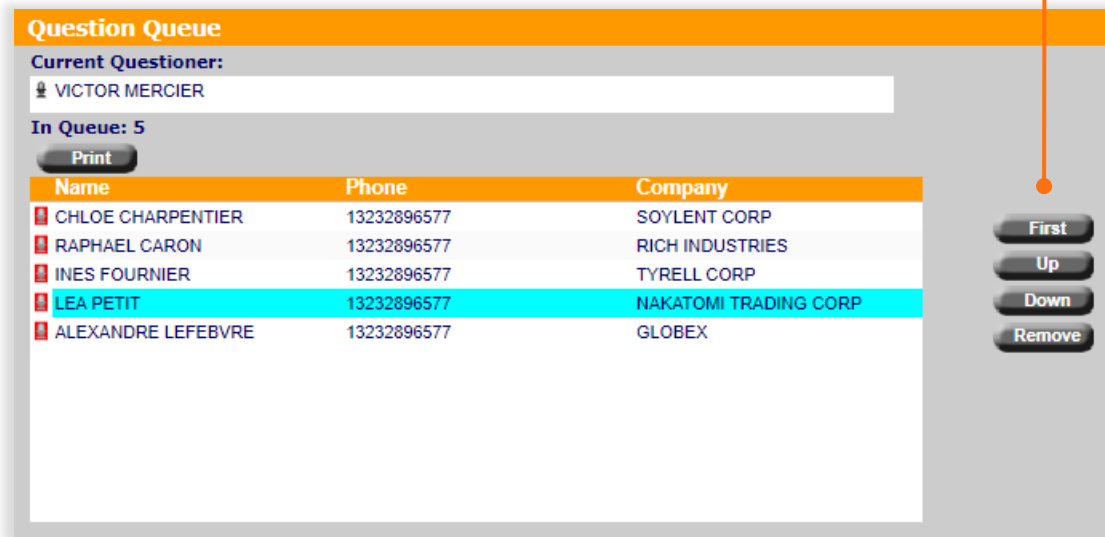
When the Operator opens the Question & Answer session of the conference call, click the Q&A tab. The Conference Participants panel updates to show the Question Queue.



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.



The screenshot shows the "Question Queue" interface. At the top, there is an orange header with the text "Question Queue". Below the header, there is a section labeled "Current Questioner:" with a dropdown menu showing "VICTOR MERCIER". Below this, there is a section labeled "In Queue: 5" with a "Print" button. The main part of the interface is a table with three columns: "Name", "Phone", and "Company". The table contains five rows of participant information. The row for "LEA PETIT" is highlighted in blue. To the right of the table, there are four buttons: "First", "Up", "Down", and "Remove". An orange line with a dot at the top points to the "Up" button.

| Name               | Phone       | Company               |
|--------------------|-------------|-----------------------|
| CHLOE CHARPENTIER  | 13232896577 | SOYLENT CORP          |
| RAPHAEL CARON      | 13232896577 | RICH INDUSTRIES       |
| INES FOURNIER      | 13232896577 | TYRELL CORP           |
| LEA PETIT          | 13232896577 | NAKATOMI TRADING CORP |
| ALEXANDRE LEFEBVRE | 13232896577 | GLOBEX                |

## Poll Your Guests

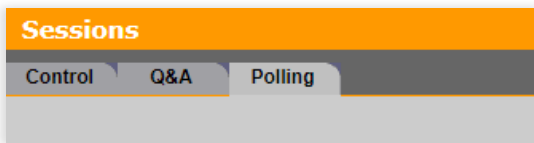
Polling lets you post questions and tally answers from participants during your event.

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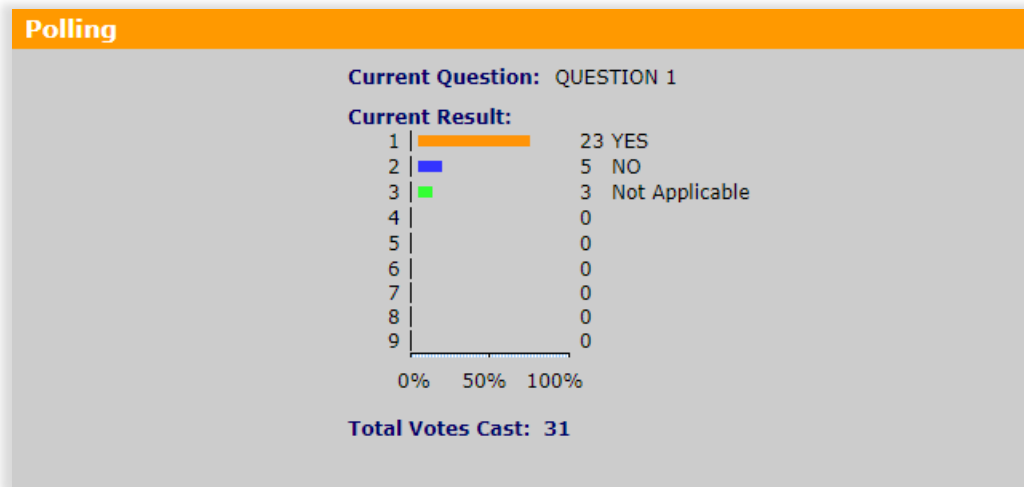
Poll questions and answers must be set up before the call. If you'd like to conduct a poll, request the feature when booking your event. This way, your polling questions will be ready on the day of the event.

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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](mailto:GlobalReservations@webcasts.com)