

Getting Started

Learn about flat-rate Operator Assisted features, add-on features, and check system requirements.

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Operator Assisted Feature Summary

You can request an operator-assisted audio conference in conjunction with your managed webcast. With flat rate pricing, you know when booking how much your event will cost. Flat rate conferences include:

- Up to 60 minutes of operator-assisted conferencing per event. Extended time billed in 30-minute increments.
- Two ways to join: Greeted Entry and Passcode Entry.
- Event capacity tiers from 1 to 15,000 participants.

Event capacity

Pricing is based on how participants join the conference (Greeted Entry or Passcode Entry) and the number of participants you schedule. Passcode Entry is the less expensive option.

| | Greeted Entry | Passcode Entry |
|----------------------|--|---|
| | Attendees dial an access number and are greeted by an operator, who places them in the conference. | Attendees dial an access number and are prompted to enter a passcode. |
| Maximum participants | 750 | 15,000 |
| 1-100 | ✓ | ✓ |
| 101-300 | ✓ | ✓ |
| 301-500 | ✓ | ✓ |
| 501-750 | ✓ | ✓ |
| 751-1,000 | Not available | ✓ |
| 1,001-1,500 | | ✓ |

| | Greeted Entry | Passcode Entry |
|--------------|---------------|----------------|
| 1,501-3,000 | ✓ | |
| 3,001-5,000 | Request quote | |
| 5,001-15,000 | Request quote | |

Included features (per event)

These features are included in the base price for all flat rate conferences. When booking, choose the features you want to include. A 15-minute pre-conference is added to all conferences by default.

| Feature | Description |
|-------------------------|---|
| Audio Recording File | Receive a recording of your conference as a downloadable MP3 file. |
| Click to Join | For conferences up to 5,000 participants. Have participants click a link, enter their information, and the system calls their phone and places them in the conference. |
| Conference Controls | The Conference Controls allows speakers to see in real time who has joined the conference, manage question and answer queues, and communicate behind the scenes with the operator and other speakers with the chat feature. |
| Opening Script | Have the operator read a standard or custom script when opening the conference. If you'd like to introduce the conference, the operator counts down the let you know when the conference is live. |
| Participant List Report | When attendees join the conference, collect two pieces of information and receive a summary of the information in a report after the conference. |

| Feature | Description |
|------------------------------|--|
| Pre-conference | The conference is open to speakers 15 or 30 minutes before the start time. The operator joins the pre-conference and confirms speaker names, the order of the speakers will be presenting, and how the event should be introduced. |
| Question and Answer | Have the operator moderate a Q&A session where participants can ask the speakers questions over the phone. |
| Test Call | Attend a test run before the live conference. Test calls can include a 15-minute pre-conference, 60-minute call length, and Conference Controls. |
| Web-based Recording Playback | Make the event recording available for replay for 12 months after the event so that participants who were not able to join the live event can watch it later. |

Add-on features (per event)

These features can be added to your event for an additional fee.

| Feature | Description |
|--------------------|---|
| Communication Line | An additional, dedicated voice line between the operator and conference speakers to coordinate the conference behind the scenes. |
| Editing Services | Requires recording. Have your conference recording edited for recording files or the web-based replay. Standard editing includes cutting out or splicing together specific sections of a recording. Fine editing involves removing all stumbles and mistakes so that the content is polished. |
| Transcription | Requires recording. Have your conference transcribed in English and receive a copy of your transcript. |

Conference Controls 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)

In addition, to access the Conference Controls, make sure the following domain is whitelisted:

<https://event.mymeetingroom.com/public/conferencecontrols> port 443

Conference Controls User Guide

Enhance your Operator Assisted conferencing service using our web-based Conference Controls.

Conference Controls give you access to real-time event data from viewing attendee information to the ability to communicate privately with the operator, and have hands-on control over Q&A.

[Conference Controls User Guide](#) (PDF)

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Book a managed webcast with an operator-assisted conference

You can request an operator-assisted audio conference in conjunction with your managed webcast. Operator-assisted audio allows attendees to dial in to the event with their phones to listen and participate in live audio Q&A.

For more information or to book a managed webcast with Op Assist, contact your account representative.