

Conferencing Guide

Operator Assisted Conferencing — Best Practices

- Scheduling Considerations
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Operator Assisted Conferencing – Best Practices

High-profile Conferences Call for High-powered Support

Managing a high-profile conference is a high stakes, high-stress assignment, requiring hours of planning and relentless attention to detail. Envisiontel's Operator Assisted Conferencing is a truly scalable, customized conferencing solution that helps you streamline and manage your most demanding audio conferences. Below you will find helpful hints to use when planning and conducting your conference. Following these tips will help ensure your meeting goes off without a hitch.

Scheduling Considerations

Increase audience participation by avoiding the busiest times of the day (usually 9 a.m.-2 p.m. EST).

Keep in mind time zone differences when inviting participants to your conference.

Schedule your conference to start on a quarter hour (for example, 2:15, 2:45). This usually reduces the number of late comers.

Adding a Visual Component

Use Conference Viewer, a web-based tool that allows you to have real time visual access to your conference status.

Incorporate web conferencing so your participants can see your presentation or application. If you can't do this, change speakers every 15 minutes to maintain participants' interest.

Preparing for Your Conference:

Confirm that your conference participants have all the necessary conference information, including the agenda or outline, visuals, conference date, time, dial-in number and conference ID.

Include conferencing tips for your participants in the program agenda, such as:

- o Make sure your surroundings are quiet.
- o Use telephone lines that do not have call waiting.
- o Avoid putting your line on hold during the meeting as any hold music or announcements may be heard over the conference.
- o Request operator assistance for any technical support by hitting *0 on your phone keypad.

Make sure your conference surroundings are quiet and not distracting. If possible, find a private room where you can close the door.

If you can't be in a private room, go to an alternative room if you are in an area with paging speakers. If your telephone has a second line, arrange to hold all calls.

Test your telephone equipment, including your speakerphone, before the conference date to ensure all equipment is in good working order. Avoid rooms with microphones built into the ceilings.

Avoid any delays when starting the conference by dialing into the call 15 minutes prior to the program start time and have your conference ID ready.

During the Conference

Instruct all speakers to dial in 15 minutes prior to the start time to review any last minute details with the lead operator assigned to your conference and to conduct a final sound check.

Instruct participants to press *0 on their phone keypads to request technical support from the operator if they need assistance at any time during the conference.

Instruct speakers to use their phone's mute buttons when not speaking to eliminate any background noise in their location. If their lines are not muted, any side conversations or noise from that line will be heard by everyone in the meeting.

Speak at a moderate level and pace with plenty of voice inflection and emphasis. Keep your voice tones and speed in check.

Keep the program format simple:

- o Present details in short segments. Break up the information by including short question and answer sessions throughout the program.
- o Consider using survey or polling questions. Strategically placing them throughout the presentation keeps participants actively involved.
- o Adhere to the program outline or agenda. Following the agenda allows participants to stay on track and understand any actions expected of them.

