

# Professional Services

Request assistance with running and setting up your event, and get professional captioning and transcripts.

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# **Are managed services available?**

## **Managed Services Webcasting**

Ensure your next virtual event runs flawlessly by making use of our management expertise. Our experienced production management team can handle every element of your presentation including setup, presenter training, testing, player design, and on-site video capture.

### **Included in every Managed webcast:**

- Dedicated production management from start to finish
- Custom designed event player and registration page
- Event assistance for elements like Q&A, Surveys, Slides, and Registration
- Email reminder and confirmation design and distribution
- Presenter training, including a hands-on demonstration of our Live Studio
- Technical support via phone
- Security setup

At least one week notice is required for managed events. Events within 48 hours may incur an additional rush charge.

## **Self-Service with Live Event “Assist” Services**

We offer a hybrid service level in conjunction with our self-service product. Users will create their own event as per the features listed above, with the added benefit of having a Webcast production manager quality check content, assist with guest presenters and run the live broadcast.

### **Key Features Include:**

- Production Manager will join the event early for an audio check or video check quality
- Review the event link, register and login for potential viewer issues

- Check scheduled start time on event link for accuracy. If not accurate, advise client to change.
- Confirm with client what content is being used (Ex. PowerPoint, Overlay Videos, Surveys, etc.)
- Review with client how to deliver content (Ex. PowerPoint, Overlay Videos, Surveys, etc.)
- Help connect audio to the webcast including conferencing the end user's bridge into the webcast
- Explain the audio connection process and be the person in-charge of starting if the client agrees
- Welcome participants and introduce speakers
- Monitor Q&A for tech questions and escalate if necessary

At least 48 hours' notice is required for managed events. Events within 48 hours may incur an additional rush charge.

To schedule managed services for an upcoming event, please contact Support or your sales representative.

# Request live captioning and professional transcription services

Request professional captioning and transcription services for any event. You can request:

- Real-time captions that display to the audience during the Live event
- A professionally written transcript of the event in the original event language
- A professionally translated version of the original event transcript
- Professionally translated versions of the original timed caption file in up to three languages

By default, captions and transcripts are provided in the original event language.

**Note:** Live captions do not display in the event replay or the event recording.

## Before you begin

You must create and schedule your event before requesting captioning or transcription services. Make a note of the client ID found in your welcome email and the event ID found in your new webcast confirmation email. You will also need to know the event type, the telephone or video broadcast type, and the estimated participants you scheduled for the event to complete your request.

## Ordering notes

- Request live captions at least 5 business days before the event and request transcripts and translated transcripts at least 2 business days before the event.
- When requesting live captions, send reference materials that will be used during the event, such as slide decks, to [resdesk@mymeetingroom.com](mailto:resdesk@mymeetingroom.com).
- If you plan to edit the webcast replay, wait to request a post-event transcript or caption file until **after** the Live event. Make any edits first and republish the event replay in the On-Demand Studio, then submit a request. This ensures that the transcript matches the final event audio and the caption file is in sync.

## **To request captioning and transcription services:**

- If you have a Standard or Premiere webcast plan, go to the [Captioning and Transcription Request](#) site.
- If you have an Essential, Professional, or Enterprise webcast plan, go to the [Professional Services Request](#) site.

## **During the Live event**

If you requested live captioning, the captioner will join the event 30 minutes before the scheduled start time and send a welcome message in the Live Captions tab. This is your confirmation that the captioner has joined and is ready for the event.

# Can I get assistance running my event?

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# Can I get assistance setting up my event?

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# Preparing for a CenterStage Event

## **Know Your Audience**

CenterStage is a wonderful way to connect directly with VIP question askers and make your event feel more interactive. But who are your lucky guests going to be? We recommend you determine a list of up to 10 VIPs – of course, it can be fewer – who will be invited to ask questions on camera or verbally during your event.

We will provide a specialized link for those viewers to access the video question queue, but there are few additional items that need your insight and feedback:

### ***Identifying VIPs***

One thing that really polishes the experience for your VIPs is letting us know their names ahead of time. A few days before the event, please send through the names of your event speakers and VIP guests. Along with that list, let us know their company names and pronunciations.

This makes for a smoother run-of-show because the operator can better verify and track your VIPs in queue, and it makes for a cleaner introductory experience overall.

### ***Question Flow***

Will you be taking questions at the end of the presentation or multiple times throughout the event? Our Q&A operator can better pace how they manage VIP attendees in queue if they understand when the VIP questions need to be taken live.

It is helpful for us to agree upon a lead up cue (at least a minute before you want to start Q&A). This can be flipping to a specific slide or a verbal cue.

The lead up cue allows our Q&A operator to do a final check-in with the VIP question askers on standby before pushing them into the conference (one-at-a-time).


When a VIP question asker is on deck and ready to be introduced, their name will be visible next to your speakers. (But don't worry! We keep them muted and off screen until they are properly introduced.)



In the event, that there is no verbal question on standby, we recommend the speakers read and answer a typed-in audience question. This gives a buffer if the Q&A operator is in the process of transferring the next on-camera audience question.

You also want to consider placing a limit on the number of questions VIPs can ask before they are dismissed back into standby and the next question is introduced. Typically, folks allow one question and one follow up before the VIP is placed back into queue.

## **Preparation is Key**

In addition to audience and speaker links, the Webcast team will provide you with a separate link that can be shared with your selected VIP attendees. This link allows them to queue up to ask their questions, receive troubleshooting guidance from your Q&A operator, and enjoy 

elements of the presentation while they wait to ask their question. Image not found or type unknown

Make the question asking process a breeze for your VIP attendees! Here are some resources they can utilize prior to the event to ensure their question is ready to take CenterStage on your webcast.

- [System Requirements](#) - Google Chrome is recommend for the best experience. Please use wired internet connection where available (dedicated high-speed connection of 1.5 Mbps+)
- [Network Requirements](#) - If a user is joining the event from their corporate office, this information can be provided to their IT to ensure systems are not blocked.

## **We're Here to Help**

Your lead event producer will be the main point of contact leading up to your event and help with all aspects of planning for the live broadcast. An event producer will also be on the live event to manage the broadcast and control the audio and placement of VIP question askers during Q&A.

An additional Q&A operator will be on throughout the event to help onboard VIP question askers. This includes making sure their audio and video look good and that VIP question askers aren't introducing unwanted noise or distracting background visuals into the event. The EP and Q&A operator will be in close communication throughout the event to ensure a seamless transition between

We require a rehearsal to take place prior to the live broadcast. This will help you and your speakers get a good feel for the process of questions and finalize any outstanding questions about show flow.

We strongly recommend preparing the following for your test:

- Draft slides of your presentation
- 2-3 colleagues to act as VIP question askers for the test
- Prepare your colleagues to ask questions that the test speakers can answer as in some detail.
- *Questions don't need to be event related, but we do want the questions and answers to have a similar duration to what might take place during live.*