Can I get assistance running my event?

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

To schedule managed services for an upcoming event, please contact Support or your sales representative. At least 48 hours advanced notice is required for managed events. Events within 48 hours may incur an additional rush charge.

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