Booking Your Managed Event

Your Comprehensive Guide

This comprehensive guide covers everything on booking your event with Chorus Call, from start to finish. We recommend keeping this open while you book. To get started, use the link [https://www.choruscallaustralia.com.au/booking/managed-event-conferencing-booking/] which will take you to the booking form.

NAVIGATING THE BOOKING FORM - MANAGED EVENT

Scheduler Details

- ✓ The person organising the call, their details will go here.

Conference Event Details

- ✓ If you're booking on behalf of another company or client, put their company name in the field. From there, you will simply need to fill out the event information accordingly.
- ✓ If you're not sure how long the call will go for, you can let us know in the additional information at the bottom of the form.
- ✓ If you're not sure how many participants will be attending, an approximate number is ideal so we know how many operators will need to be standing by. This can also be confirmed closer to the date.

On-Site Contact

- ✓ The details of the person who will be on-site for the event will go here.

Speaker Details

- ✓ The speaker's name and title will go here. If there are multiple speakers, tick "There is an additional speaker for this conference" and an extra field will popup.

Participant Details

- ✓ Select how you would like the participants to join the call - either mute or in a speaking mode. This most common option for events is for participants to be placed on a muted mode.
- ✓ Then select which participant information you would like us to capture i.e. full name, company, city, phone number.
- ✓ If there is anyone who is not permitted to join the conference such as media, please make note here.
- ✓ Select if participants will be dialling in or if an operator will need to dial out to them. Most of the time, participants will dial in as dialling out may attract an additional charge.
- ✓ Select whether you would like to add Diamond Pass to the booking. Diamond Pass is a complimentary upgrade that allows participants to pre-register for the event via a link so that they have immediate access on the day by dialling in on the designated number and inputting their unique 5-digit pin.

Diamond Pass Details

- ✓ Diamond Pass will capture participant information as usual such as name, company and email. Additionally, we can provide their email address if they register via Diamond Pass.
- ✓ We're most likely able to find the correct logo for the company even if you haven't booked Diamond Pass with us before, but just to be sure, you can upload company logo here. If there has been an update to the logo, it might also be worth uploaded the new logo to replace the previous one.

Booking Your Managed Event

Your Comprehensive Guide

Additional Features

1. If you require Q&A from the phones at the end of the presentation, please select yes or no.

2. The 'comms line' is a separate telephone line for someone on your end to speak privately with an operator on our end. This will keep a second secure line of communication open during your entire conference.

3. View Q&A allows you to view all people who have registered for questions and the order that they will be taken. You can reorder or remove people from the question queue. The chat function will enable you to speak to the operator or other people who have logged into View Q&A during the call.

4. Select whether you would like an MP3, playback and/or transcription for your event.
   a. For MP3, the scheduler email will auto-populate, however you can update this.
   b. For playback, please select how many days you would like it available for. It will be made available 30 minutes after the conference concludes.
   c. For transcription, select what turnaround time you require. Prices to vary depending on which turnaround time you choose. Please contact your account manager for pricing.

5. Select if the event will also include a live audience.

6. Select if you require the operator to perform a welcome script. A default welcome script will be sent and you are able to customise what you would like the operator to say. Welcome scripts aren't usually requested when there is a live audience present.

7. Select if you require a rehearsal or test to take place before the event. We recommend dialling in 15 minutes before an audio event and 30 minutes before a webcast event. If you require testing to occur on an alternate day, please indicate the date and time you would like in the additional information.

8. Lastly, select whether or not you require a webcast for the event. If you select yes, the webcast information fields will populate.

Booking Your Managed Event

Your Comprehensive Guide

BOOKING IN YOUR WEBCAST

What is a webcast?

A webcast is an online presentation that usually comprises of a slideshow accompanied by at least one speaker. Webcasting allows organisations to broadcast high quality, professional presentations to thousands of potential viewers. Many companies use webcasting for webinars, town halls and AGMs, and result announcements.

Live or on-demand?

With webcasting, you also have the option to host your event live or on demand. During the live event, participants can view your presentation in real time, as it's happening on the day. The event can then be archived and made available on-demand viewing via a link. Additionally, you can also opt to pre-record your event for viewing on-demand only. 12 months on-demand viewing will be included by default if on-demand selected.

Type of Webcast Events

Audio with Slides	A standard slideshow presentation. The viewer will see your slide pack with a picture and bio of the speaker beside it.
Video with Slides	Video stream with an accompanying slideshow. Viewers will be able to watch your video stream and see the accompanying slides on one side of the screen.
Video Only	A simple video stream. This format can be used for panel discussions, press conferences or streaming a presentation live from the room.

4:3 vs 16:9 Slide/Video Ratio

Figuring out what ratio to choose can be difficult to choose if you're not too familiar with webcasts. More so, which ratio is best for your needs.

4:3 is your normal screen ratio. You'll find this ratio more common in projectors or older desktop screens. It is also PowerPoint's (2013 and prior) default ratio. If this webcast will be cast on a projector or your slides are already at 4:3, we recommend choosing this ratio.

16:9 is your widescreen ratio. This ratio is more native aspect ratio amongst modern technology. Most laptops and monitors are at 16:9. You can fit more on a widescreen ratio so it is ideal for slides requiring a lot of detail or text. 16:9 is becoming more and more popular to use. It is the default ratio for PowerPoint 2016 onwards. We recommend choosing this ratio if you want participants to have a full screen experience on their desktop/laptop.

How do you know your powerpoint's ratio? Go to "Page Setup" and it should tell you. From there you can change the ratio.

Booking Your Managed Event

Your Comprehensive Guide

Client Platform Control

If you require access to the backend of the webcast, we will provide you with a login and password which will allow you access to the control booth. From there, you'll have the ability to push the slides during the event. Alternatively, we can push the slides for you. You can also view the live webcast parties, questions and any survey/polling/quiz results per your request.

Embedding your webcast

If you would like to feature the webcast on your own website, request the embed code so that webcast parties can view the webcast directly on your website.

Features you can request for your webcast

Webcast registration screen	The registration screen requires participants to enter their details in order to access the email i.e. email, full name, company, city.
Downloads (slides, audio, video)	Make your presentation downloadable via PDF, audio, or video (MP4).
Q&A via the webcast	Q&A via the webcast allows you to screen questions internally. No external parties will have access to the questions asked. They will only be able to submit their questions.
Social sharing	Share the webcast via Facebook, Twitter, LinkedIn and Email.
Surveys	Survey can be embedded via Survey Monkey for easy access. Alternatively, surveys can be built in and reports provided post call.
Polling	Polling can be pushed live on queue when prompted by the speaker/client.
Quizzes	Quizzes can also be provided - more suited to a webinar where the viewer receives a "pass" or "no pass" at the end of the event.
Live viewer comment streams	Similar to a chatroom - comments can be removed Can be setup so that every comment requires approval before being pushed live.

Booking Your Managed Event

Your Comprehensive Guide

AFTER THE BOOKING HAS BEEN SUBMITTED

Once the booking has been submitted, you will receive the confirmation of your booking which will include three PDF attachments - complete conference details, speaker info, participant info, HTML file (if Diamond Pass has been requested) and a welcome script (if requested).

Please see below for turnaround times for various bookings:

Audio Only Event (Excl. Diamond Pass): 30 minutes
Audio Only Event (With Diamond Pass): 1 hour
Event with Webcast: 2 hours

These are approximate durations and should be used as a reference only.

WHAT ELSE YOU NEED TO DO

As soon as you've submitted the booking, please provide the following as soon as possible:

- ✓ Company logo in high definition (if this is the first webcast event for the client)
- ✓ Images of all speakers (minimum 500x500 px) and brief biographies - only if required
- ✓ Final slides for the presentation must be supplied at least 2 hours prior to the event start time and must have an aspect ratio of either 4:3 or 16:9

If any changes need to be made, please contact ozsupport@choruscall.com and ozevents@choruscall.com.

DAY BEFORE THE EVENT

The day before the event, a member of our operations team will contact you to ensure we have all the correct information in case there have been any changes.

ON THE DAY OF THE EVENT

On the day of the event, please dial in on one of the speaker numbers listed on the speaker attachment at least 15 minutes before your event. If this is a webcast event, you will need to dial in at least 30 minutes before.

The lead operator will then conduct a brief audio test, confirm the welcome script (if requested) and Q&A session. If there is a webcast, the lead operator and webcast team will confirm a few details relating to the webcast i.e. pushing slides, speaker images, webcast Q&A.

The lead operator will notify the speaker when the conference will be going live before they are introduced into the conference.

AFTER THE EVENT

After the event has concluded, the participant list and recording will be sent within 30 minutes. If playback has been requested, this will also be made available. If transcription has been requested, you will be notified once it becomes available at the turnaround time requested.

Booking Your Managed Event

Your Comprehensive Guide

INVOICING

One to two business days after the event has concluded, you will receive the invoice for your event. Here are some frequently asked questions in regards to invoicing:

What are unused port fees?
Unused port fees are charged when there is a discrepancy between how many people were expected to dial in and how many people actually dialled in. The reason for this is because we have to allocate a certain number of operators to accommodate for the number of people expected to dial in.

Why is Diamond Pass charged?
Standard Diamond Pass does not have a setup fee associated (with the exception of VIP Diamond Pass which does include a setup fee). On the invoice, it will give you the breakdown of how many minutes Diamond Pass parties were connected in total.

If you have any further questions about invoicing, please do not hesitate to contact your account manager.

CONTACT

If you require further information or clarifciation on any of the aforementioned information, please do not hesitate to contact us at ozsupport@choruscall.com and ozevents@choruscall.com. Alternatively, you can contact your account manager directly.