

Operator-Assisted Meeting and Event Solutions Reference Guide

Whether you're communicating to employees, investors or customers, PGi can accommodate your business needs with a level of professionalism unmatched in the industry. Our suite of operator-assisted solutions provides the event management expertise, technological innovation and guaranteed security you need to deliver your message with confidence.



Setting up a Meeting

Setting up an Operator Assisted Meeting or Event is easy. An Event Manager provides a booking confirmation for your Operator-Assisted Meeting including any specific features you have requested. Your Event Manager will also provide a dial-in phone number and passcode information and you will be sent the Attendee invites with dial-in details that you can forward directly to your attendees.

GET CUSTOMER SUPPORT BEFORE OR DURING A MEETING

> Press *0 on your telephone keypad to reach live customer support at any time

Ensure the Success of Your Operator-Assisted Meeting

With years of experience in hosting high-profile meetings, we at PGi know how important it is that your event runs smoothly. Simply follow these tips and hints for a more successful event.

> Review all of the ancillary services you have scheduled for your meeting. Your Event Manager is there to help so keep in close contact with them and carefully review any pre-meeting check information you receive. If you have a feedline or a CommLine, know what these positions mean and where the phones and people need to be situated at event time.

> **It is useful to** take into account the following when booking the number of lines for your meeting:

- » **On average**, you can expect a 50-60% turnout for your event so if you invited 150 attendees we would suggest booking 75-85 lines.
- » If you invite multiple people from the same office, encourage them to listen to the meeting on a speakerphone. This will use one line instead of several individual lines.
- » Stay in close contact with your Event Manager in case you need to adjust the number of lines you will require for a meeting. We want to ensure we provide the required

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staff for the number of lines you book and it is much easier to remove staff from your meeting if your turnout is lower than expected than it is to resource additional staff members at short notice.

- > Minimise the amount of information you will require from your attendees at event start time.

Asking for a lot of information before allowing your attendees into the meeting can increase attendee hold time and prolong your meeting start time.

- > If you have been provided a phone number specifically for your speakers, please make sure they only use that number to dial in to the meeting. These dial-in numbers also differentiate speakers from the attendees in the

meeting and ensure timely placement into any pre-meeting session you may have scheduled.

- > If you have multiple speakers, we would recommend you provide all speaker names to your Event Manager so that operators recognise the speaker names and can quickly transfer them into your pre-meeting.

- > If you set up the event on behalf of another speaker it would be beneficial to go through the meeting details so they understand exactly what to expect. This will minimise confusion and help ensure your meeting starts on time.

- > If you will be conducting a Q&A session, we would suggest communicating, either via chat or verbally, how you will be conducting that session. Operators can deliver instructions

to your attendees to run the Q&A session over the phone or via the web if you have chosen to use web conferencing in conjunction with your event.

- > When you perform an audio quality test with your operator, you will be informed if you need to speak up, pick up your handset, etc. To maintain that level of quality for your event we would strongly advise that you use the same phone/location.

- > While PGI operators are very adept at managing the varying requirements of a large event, it may be difficult to accommodate certain last minute changes without this impacting the quality of your event. We would therefore recommend that you try and avoid any last minute change wherever possible.



Learn more

Contact us today or visit our website to view customer videos or product demonstrations and get the details on all of our solutions.

About us

The world collaborates with PGI. Our advanced meeting, conferencing and collaboration solutions energize people and organisations to connect more meaningfully and work together more productively. PGI is headquartered in Atlanta, Georgia with operations in 24 countries worldwide. You can learn more at www.pgi.com.

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