Operator Assisted Release Notes

> **Note:** This page contains details of 2021 releases. For earlier release notes, see the **Resources** page.

November 12

Events Portal updates

- We've updated some field names and helper text on the Webcast step of the Booking Request form. In the A/V Field Services section, we've renamed:
  - **Secondary Address** to **Address Line 2**
  - **State** to **State or Province**
  - **On-site Technician** to **Encoder Support**

Back to top ▲

October 15

Managed Events updates

Use the Events Portal to book operator assisted conferences and managed webcasts and update existing reservations.

Managed Webcasts updates
- You can request a test call - or *dry run* - when booking a managed webcast or operator assisted conference. On the Submit page, under Additional Requests and Features, select **Please click here if you would like an agent to contact you to schedule a test call or dry run (additional charges do apply)**.
- You can now request A/V services for a secondary venue. Previously, you could only request A/V services for a single venue.
- We've added translations to the A/V Field Services section of the Booking Request form in French, French Canadian, Italian, German, Japanese, Mandarin, Spanish, and Portuguese.

Operator Assisted updates
- If your conference has access numbers in multiple languages, the event confirmation email and the Click To Join page now display the language next to the access number.

Back to top ▲

September 17
Events Portal updates

This release focuses on additional options for booking Managed Webcasts in the Events Portal.

Managed Webcasts updates
- We've added new webcast features to the Booking Request form. Under Included Features, select:
  - **Content Uploads** to have an Event Production Manager upload content to the event for you. You can include slides, headshots (audio-only broadcast), overlay videos, and downloadable resources. You must send the content to the Event Production Manager at least 1 business day before the event.
  - **Event Security** to make your event more secure with password protection, pre-authorized sites, and by approving and blocking email addresses, domains, and IP addresses.

- You can now request an audio-only or video emcee for your webcast and provide custom scripts. On the Booking Request form, under AV Services, select **Webcast Emcee** and then select **Emcee will participate on camera** or **Emcee will participate via voice only**. Enter a custom opening, Q&A, and closing script, or click **+ Default Script** to use the default script.

  > **Important:** Emcee is only available for video bridge broadcasts.

- When booking, you can now schedule a 60-minute training session for your presenters to review the Live Studio controls and know what to expect on the day of the event. On the Booking Request form, under AV Services, select **Presenter Training** and select a date, start time, and time zone.
- When you select Broadcast Producer, Dry Run is automatically selected and you must select a date, start time, and time zone for the dry run.
- We've added scheduling fields to the Technical Logistics Call option. You can now select the date, start time, time zone, and duration of the call.
- We've updated some field names and helper text. The changes have also been translated to Canadian French, French, Italian, German, Japanese, Mandarin, Spanish, and Portuguese. We've renamed:
    - **Follow-Up Email(s)** to **Follow-Up Emails**
    - **Viewer Layout Switching** to **Live Player Layout Switching**
    - **Pre-Recorded Video Overlay** to **Pre-Recorded Videos**
    - **Portal (Create New or Add to Existing)** to **Attendee Portal (new portal or add event to existing)** and **Portal ID (If Existing)** to **Portal ID**
    - The **Additional Services** section to **A/V Field Services**. We've also removed the "AV Services - " prefix from Broadcast Producer and Camera Package options.
    - **AV Services - On-site Crew** to **On-Site Technician**
    - **Technical Logistics Call (Recommended) – Broadcast Desk facilitated call...** to **Technical Logistics Call (Recommended)**

Add a webcast to an upcoming Op Assist conference
- You can add a webcast to a previously-scheduled Operator Assisted conference. Just edit the Op Assist conference in the Events Portal.

- On the Events Portal, in Upcoming Events, find your event, click the Conference ID, and click **Edit Event**.
- Scroll to the bottom of the Edit page, click **+ Add Webcast**, and book your webcast. When finished, click **Save**.

Back to top ▲

August 20

Operator Assisted and Events Portal updates

- Resellers and Enterprise users. If your user account (client ID) is set up as part of an organization (enterprise), you can book events on behalf of any other account holder within that organization or associated companies. In the Events Portal, you can now:
  - Search for events by enterprise ID on the Upcoming and Completed Events pages
  - View all upcoming and completed events for companies within an enterprise
  - View all completed events by enterprise

    > **Note:** To have this configuration turned on for your account, contact Support.

- We've added additional translations to the Booking Request form and confirmation emails: French, French Canadian, Italian, German, Japanese, Mandarin, Spanish, and Portuguese.
- Bug fix. In German confirmation emails, the event date and time did not display correctly.

Back to top ▲

July 16

Operator Assisted and Events Portal updates

- You can now schedule a flat rate Operator Assisted conference with no hidden fees. Flat rate conferences include:
  - Click to Join or Passcode Entry

- Up to 60 minutes of conference time
- Up to 15,000 participants
- A base set of event features based on your event entry type

Pricing depends on the event type and event capacity you request. For more information about flat rate conferences, see the flat rate Operator Assisted feature summary. To book a flat rate conference, see Book a flat rate Operator Assisted conference call.

- When you book a Managed Webcast event and select AV Services - Broadcast Producer > Remote Support, now the Technical Logistics Call option is automatically selected. Enter the contact information of the person we should contact to coordinate support for the event.

Back to top ▲

June 18

Operator Assisted and Events Portal updates

- Bug fix. Upcoming Events. When you previewed the confirmation email for an event, the Send To option was selected and the Additional Email Recipients box wasn't cleared.
- Bug fix. If you scheduled an operator assisted conference with webinar and then cancelled the webinar portion of the event, the subject of the cancellation confirmation email now displays as Cancelled.

Back to top ▲

June 15

Simplified event confirmation emails are coming this week

We've updated the look and feel of the event confirmation email to make it easier to read.

- The Conference Details section has been renamed to Event Details.

- The Presenter Information and Participant Access Information sections have been simplified to make the information easier to copy and paste into event invitations.
- If you scheduled an event with Click To Join, the Click To Join link has been renamed from Click Here to Connect to Connect Me.
- We've made our steps for a successful event clearer and they now display in their own section in the email.
- We've added a new We're Here to Help section to the end of the email that includes a direct link to our Contact Us page where you can request Support and a link to the Events Portal where you can make changes to your reservation.
- We've translated the confirmation email changes to French, French (Canada), German, Italian, Japanese, Korean, Mandarin, Portuguese, and Spanish.

View example »
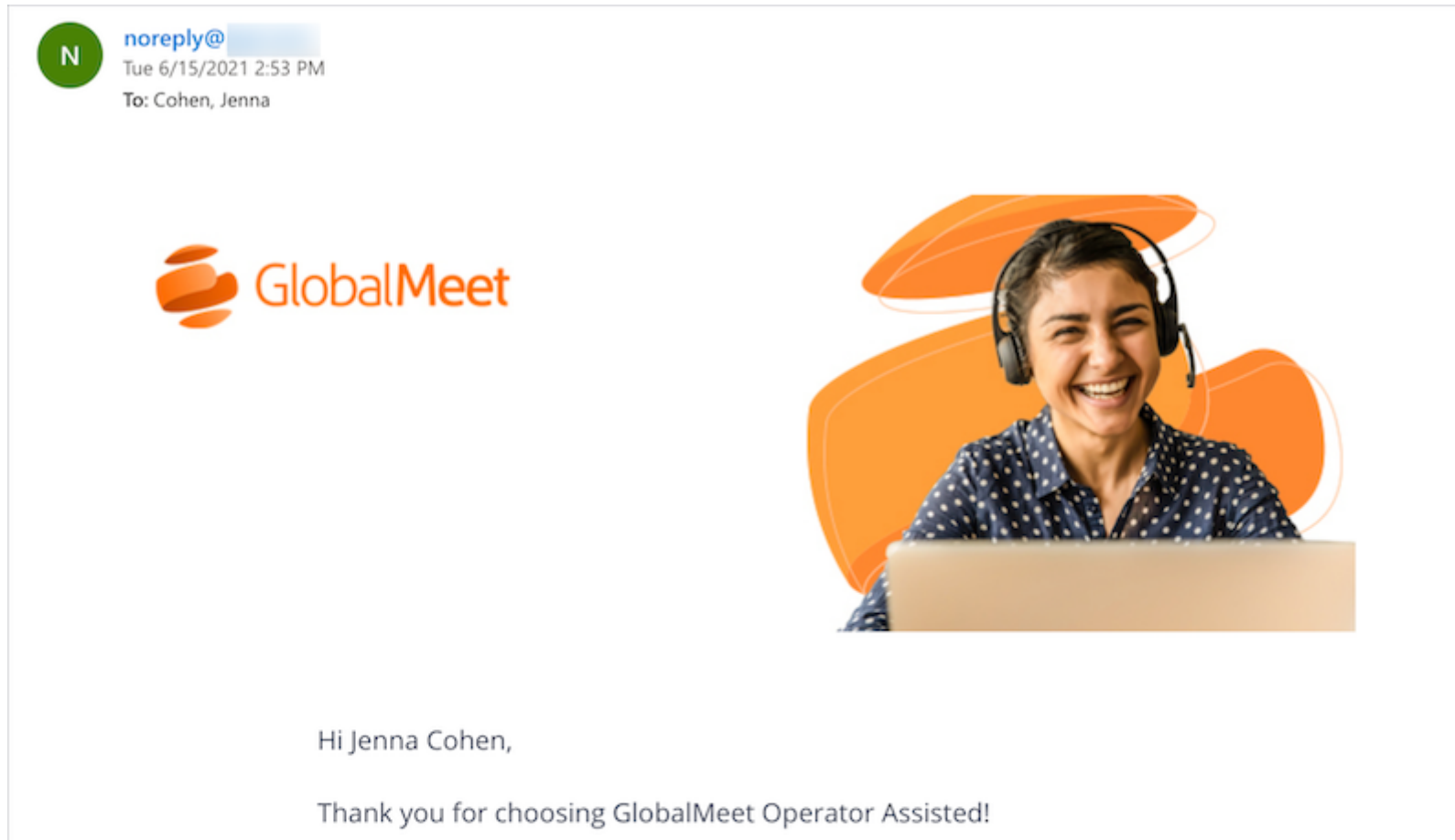
Event Details

Event Type:	Passcode Entry
Confirmation Code:	1234567
Event Language:	English
Moderator Name (Account Holder):	Jenna Cohen
Client Id:	12345678
Company Name:	Alltrek
Event Title:	Annual Benefits Enrollment
Time Zone:	Eastern Time (US & Canada)
Start Time/Date:	10:00 Friday, June 18, 2021
Duration:	60 minutes
Number of dial-in participants:	200
Number of dial-out participants:	0

(Distribute this information below to your moderator, speakers/presenters)

Presenter Information

Please dial in for your event 15 minutes prior to the scheduled start time using the Speaker/Presenter Passcode listed below.

Moderator Name:	Jenna Cohen

Company Name: Alltrek
Event Title: Annual Benefits Enrollment
Time Zone: Eastern Time (US & Canada)
Start Time/Date: 10:00 Friday, June 18, 2021
Duration: 60 minutes
Confirmation Code: 1234567

Location	Purpose	Phone Type	Phone Number
United States, Colorado Springs	Dial-in	Local	+1 719-123-4567
United States/Canada	Dial-in	Tollfree/Freephone	888-123-4567

(Distribute this information below to your conference participants and listening audience).

Participant Access Information

Connect Me

Please join the event conference 5-10 minutes prior to the start time using the Participant Passcode listed below.

Moderator Name: Jenna Cohen
Company Name: Alltrek
Event Title: Annual Benefits Enrollment
Time Zone: Eastern Time (US & Canada)
Start Time/Date: 10:00 Friday, June 18, 2021

Duration:	60 minutes
Confirmation Code:	1234567

Provided dial-in list of access numbers is also available if needed.

3 Easy Steps for a Successful Event

1 Review all of the event details and features carefully and contact us immediately if you need to make any adjustments.

2 Copy and paste the 'Presenter Information' section and send to your moderator and presenters.

3 Copy and paste the 'Participant Access Information' section and send to your participants.

Enhanced Services

(Distribute the enhanced services information below as needed)

Preconference

Start Time:	15 minutes prior
Language:	English

Call-in Audio Replay

Call-in Audio Replay Passcode: 3627066

Replay Information

We're Here to Help

Contact Us For Help

Make Changes to Your Event

Back to top ▲

May 18

Operator Assisted and Events Portal updates

- When you join a Click to Join event, you are now prompted to allow cookies. Click to Join uses non-essential cookies to remember the details you enter (like your name and phone number), so that you don't have to enter them again the next time you join an Operator Assisted conference. This is optional. Click:
  - **Allow Cookies** to save your information
  - **Do Not Use Cookies** if you don't want your information saved. The notification will be displayed each time you attend a Click to Join event.

Click to Join remembers your selection. To opt out later, at the bottom of the page, click **Configure** and then click **Do Not Use Cookies**.

Privacy ⚙ Configure

April 16

Operator Assisted and Events Portal updates

We've added additional translations to the Booking Request form for fields and helper text on the Event and the Submit page.

March 19

Operator Assisted and Events Portal updates

- We've made visual improvements to the Submit page of the Booking Request.
- When you book an Operator Assisted conference and select an event language other than English, other related language options are set correctly:
  - On the Event page, the Assign a language-speaking Operator option is automatically selected.

Event Language ✳ ⓘ

Spanish ⌄

☑ Assign a language-speaking Operator to conduct the pre-conference, introduction, Q&A facilitation, and conclusion in the language selected.

- On the Audio Event Details page, the Language Support and Running the Call features are also automatically selected. The What Language? field defaults to the language you selected on the Event page.

  > **Note:** To edit or clear these options, go back to the Event page and select English as the event language.

- Bug fix. The calendar reminder file for participants (available from the upcoming event on the Events Portal) contained the moderator passcode.

Back to top ▲

February 26

Operator Assisted and Events Portal updates

- Confirmation and event reminder emails. When booking an Operator Assisted conference, you can now opt to receive an event reminder 24 hours before the event and send booking confirmations and event reminders to additional recipients. On the Submit page, in the Confirmation & Reminder Emails section:
  - Select whether you want to receive event reminders.
  - Select which event contacts you want to send confirmation and reminders emails to (moderator, scheduler).
  - Enter email addresses of additional people to receive these emails.

    > **Note:** Confirmations and reminders include dial-in details for speakers. **Do not enter participant email addresses.**

- You can now decide which dial-in numbers speakers and participants can use when booking an Operator Assisted conference in the Events Portal. On the Audio Event Details page, in the Phone Numbers By Location section, select whether you want to restrict toll-free numbers, local numbers, or national numbers.
- Bug fix. When you copied an event, a "details for this event are not yet available" message displayed and you were not able to schedule it.

- Bug fix. Selecting speaker locations is now optional when booking Passcode Entry conferences in the Events Portal. Previously, when you tried to book a Passcode Entry conference, you had to select more than one speaker location in the Phone Numbers by Location section.

Back to top ▲

January 15

Operator Assisted and Events Portal updates

- You can now request a longer post-conference in the Events Portal when booking an Operator Assisted event. To add more time, select **Post-Conference,** and then enter how much time you would like, in minutes.

Operator Assisted	Collaboration	Tools & Integrations	Support
Operator Assisted	Audio Conferences	Downloads	Billing Help
Release Notes	Online Meetings	Outlook Add-In	Contact
	Admin Portal	Google Calendar	
	Release Notes	Integrated Audio	