

Book Your Managed Event

Plan your event and book a managed webcast or a managed webcast with Operator Assisted audio.

- [Plan your managed event before booking](#)
- [Book a managed webcast](#)
- [Book a managed webcast with operator-assisted audio](#)

Plan your managed event before booking

Use this article to prepare for your event and make sure you have everything you need before booking. When you're ready, go to the [Managed Webcast Request site](#) to book your event.

Scheduling basics

When you book your event, you'll need to have this information ready:

- Account and event contacts. The account holder (billing contact for the account), the organizer (person scheduling the event), and the person the event production manager should contact to discuss the event details.
- Client ID. Unique number that identifies your company's webcast account. If you do not know the Client ID, contact the account holder.
- Speakers. Names and titles of the people presenting during the event.
- Schedule. The date and time of the event. Every managed event includes a 30-minute pre-conference and 90 minutes of presentation time.
- Viewers. The number of viewers you expect to join the event.

About your event

Think about your audience, what you'll be presenting, and which included features you want to use:

- What type of event do you need? You can request a Live, On-Demand, or Simulated Live event.
- Will presenters broadcast over the phone or on-camera?
- What are you presenting? You can share headshots (telephone events only), slide decks, and your screen.
- Audience interaction. Would you like Q&A? Survey viewers? Provide downloadable files?

- Communications. Automatic registration confirmations, event reminders, and follow-up emails.
- Dry run. Do you need additional training for presenters? You can request 60 minutes of training facilitated by an event production manager.

Add-on features

You can enhance your event with extra features. Additional charges apply; see the [Managed Webcasting Feature Summary](#) for billing details.

- Pre-recorded Video Overlay. Present pre-recorded videos during the event.
- Captioning. Real-time captioning for viewers during the event or add captions later to the event recording.
- Recording. Receive the event recording as an MP4 file.
- Transcription. Receive a professionally written transcript after your event.

Book a managed webcast

We offer a variety of event types to accommodate your presentation and how you would like viewers to access the event. Each event type includes a 30-minute pre-conference and 90 minutes of presentation time.

If you need additional training, you can request a 60-minute Dry Run before the event. An event production manager provides event delivery and feature training in the Live Studio.

For detailed information about each option, click the info button on the Managed Webcast Request site or check the [Managed Webcasting Feature Summary](#).

Before you begin

Make sure you have everything you need to book your event.

- [Plan your managed event before booking](#) contains a helpful review of event options and information required to complete the request form.
- Make a note of the Client ID associated with the account. If you do not know the Client ID, contact the account holder.

To book a managed webcast:

1. Go to the [Managed Webcast Request site](#).
2. On the Event Information page, enter the name of the Account Holder - the person who manages the logins for the account - and the Client ID for the account.
3. Then, enter the name, email, phone number, and company of the person organizing the event.
4. For Speaker, enter the names of the presenters and their titles. Click **+ Add Another Speaker** to add more presenters.

Speaker Name	Speaker Title
<input type="text" value="Jenna Cohen"/>	<input type="text" value="Director of HR"/>
+ Add Another Speaker	

5. Enter the event title, date, start and end time, and time zone. Click **Continue**.

The screenshot shows a form titled "Event Details" with the following fields:

- Event Title**: A text input field containing "Annual Benefits Enrollment".
- Event Date**: A date picker showing "2021-04-01".
- Event Start Time**: A time picker showing "2:00 PM".
- Event End Time**: A time picker showing "3:00 PM".
- Time Zone**: A dropdown menu showing "Eastern Time".
- CONTINUE**: A blue button at the bottom right.

6. On the Web Event Details page, enter the name, email, phone number, and region of the person you'd like the event production manager to contact about the event.
7. Select the web event type, telephone or video broadcast type, player size (if you're broadcasting a video event), the estimated number of viewers you expect, and the date you'll need the event link to start promoting the event.

The screenshot shows a form titled "Web Event Details" with the following fields:

- Web Event Type**: A dropdown menu showing "Live".
- How will presenters join and broadcast the event?**: Radio buttons for "Telephone" and "Video Streaming" (selected).
- Video Streaming Options**: A dropdown menu showing "Webcam".
- Player Size**: A dropdown menu showing "480p Widescreen Video (854x480)".
- Estimated Web Participants**: A dropdown menu showing "500".
- When do you need the link to start promoting the webcast?**: A date picker showing "2021-03-15 12:00".

Additional text and options on the right side of the form:

- Video Streaming Options**: "Broadcast video from one webcam source. Before the event, the presenter must install a driver that lets the webcast event connect to their webcam. Recommended if the event has only one presenter or one webcam source. For multiple cameras, select Video Bridge or On-Site Encoder."
- Player Size**: "High resolution 16:9 widescreen (854 x 480 pixels). Bit rates:
 - Webcam - 896 kbps (High) / 296 kbps (Low)
 - Encoder - 896 kbps
 - VCU - 896 kbps
 - Video Bridge - 896 kbps / 296 kbps (Adaptive Bit Rate)

8. Select the included features and add-on features you'd like to add to the event. The included features on the left have been pre-selected and are available at no additional charge. Clear the check box next to any feature you don't want to include. The add-on features on the right incur an additional charge.
9. For additional live event delivery training, select **Dry Run** and enter the date and time, time zone, the name of the person requesting training, and their contact info. Click

Continue.

10. On the Audio Event Details page, under Do you need an audio (phone) conference?, select **No**.

Select Your Audio Event Services

Do you need an audio (phone) conference in conjunction with your Webcast?*

Note: Audio conferences are conducted by a live operator.

☐ Yes

☒ No

11. In the Additional Comments box, enter any special instructions or questions you have.

12. When finished, accept the terms and conditions and click **Submit**.

After you submit your request, an event production manager will contact you within 48 hours to confirm the event details.

Book a managed webcast with operator-assisted audio

We offer a variety of event types to accommodate your presentation and how you would like viewers to access the event. Each event type includes a 30-minute pre-conference and 90 minutes of presentation time. If you need additional training, you can request a 60-minute Dry Run before the event. An event production manager provides event delivery and feature training in the Live Studio.

You can also include a Lumen operator-assisted audio conference in conjunction with your webcast. Operator-assisted audio allows viewers to dial in to the event with their phones to listen and participate in live audio Q&A.

For detailed information about each option, click the info button on the Managed Webcast Request site or check the [Managed Webcasting Feature Summary](#).

Before you begin

Make sure you have everything you need to book your event.

- [Plan your managed event before booking](#) contains a helpful review of event options and information required to complete the request form.
- Make a note of the Client ID associated with the account. If you do not know the Client ID, contact the account holder.

To book a managed webcast with Lumen operator-assisted audio:

1. Go to the [Managed Webcast Request site](#).
2. On the Event Information page, enter the name of the Account Holder - the person who manages the logins for the account - and the Client ID for the account.
3. Then, enter the name, email, phone number, and company of the person organizing the event.
4. For Speaker, enter the names of the presenters and their titles. Click **+ Add Another Speaker** to add more presenters.

Speaker Name <input style="width: 90%;" type="text" value="Jenna Cohen"/>	Speaker Title <input style="width: 90%;" type="text" value="Director of HR"/>
+ Add Another Speaker	

5. Enter the event title, date, start and end time, and time zone. Click **Continue**.

Event Title *

Event Date *

Event Start Time *

Event End Time *

Time Zone *

[CONTINUE](#)

6. On the Web Event Details page, enter the name, email, phone number, and region of the person you'd like the event production manager to contact about the event.
7. Select the web event type, telephone or video broadcast type, player size (if you're broadcasting a video event), the estimated number of viewers you expect, and the date you'll need the event link to start promoting the event.

Web Event Type ⓘ

How will presenters join and broadcast the event? ⓘ
☐ Telephone ⓘ
☒ Video Streaming ⓘ

Video Streaming Options ⓘ

Player Size ⓘ

Estimated Web Participants ⓘ

When do you need the link to start promoting the webcast? ⓘ

Broadcast video from one webcam source. Before the event, the presenter must install a driver that lets the webcast event connect to their webcam. Recommended if the event has only one presenter or one webcam source. For multiple cameras, select Video Bridge or On-Site Encoder.

High resolution 16:9 widescreen (854 x 480 pixels). Bit rates:

- Webcam - 896 kbps (High) / 296 kbps (Low)
- Encoder - 896 kbps
- VCU - 896 kbps
- Video Bridge - 896 kbps / 296 kbps (Adaptive Bit Rate)

8. Select the included features and add-on features you'd like to add to the event. The included features on the left have been pre-selected and are available at no additional charge. The add-on features on the right incur an additional charge.

9. For additional live event delivery training, select **Dry Run** and enter the date and time, time zone, the name of the person requesting training, and their contact info. Click **Continue**.
10. On the Audio Event Details page, under Do you need an audio (phone) conference?, select **Yes**. For the Audio type, select **Event Express** or **Event**. Then, select the audio conference features you need.

Select Your Audio Event Services

Do you need an audio (phone) conference in conjunction with your Webcast?*
Note: Audio conferences are conducted by a live operator.

☒ Yes
☐ No

Select an Audio Type

☒ **Event Express** - Participant lines are automatically placed on music hold until the conference begins.
☐ **Event** - Participant lines are answered by a live operator. The operator collects the required fields of information and places the participant on music hold until the conference begins.

☒ Recording
☐ Audio Replay
☒ WAV

Turnaround Time
3-5 Days (Standard) ▼

☐ CD
☐ Transcription
☐ Clearance Line
☐ PIN Entry - *Only available with Event Express audio. Must provide in required template at least 24 hours prior to Event Date.*
☐ Total Line Count

11. In the Details of Your Event section, enter the number of speakers and attendees you expect to dial in with US & Canada Toll and Toll-Free numbers, and International Toll-Free numbers.

Details of Your Event

Expected Number of Dial-In Audio Speakers & Participants

U.S. & Canada Toll-Free	
Number of Speakers	Number of Participants
1	499

U.S. & Canada Toll**	
Number of Speakers	Number of Participants
0	0

*International Toll-Free**	
Number of Speakers	Number of Participants
0	0

**** Please note the countries & number of lines needed in the comments section below**

12. In the Additional Details section, select the type of introduction you'd like the operator to give, whether you'd like to take questions over the phone, and whether you want to schedule a dress rehearsal.

Additional Details

Introduction Type*

☒ Standard
☐ Countdown
☐ Custom

Audio Q&A*

☐ Yes
☒ No

Would you like to schedule an event Dress Rehearsal?
A dress rehearsal is a formal, mock live event, which includes operator assisted audio (if selected) and replicates the full experience of the live event. We recommend dress rehearsals for new clients and/or high-profile events, allowing for full testing of all event components. Dress rehearsals should be conducted at least 24 hours before the live event.
☐ Yes
☒ No

13. In the Additional Comments box, enter the number of lines you need for US & Canada toll-free and International toll-free numbers and the countries your viewers will be dialing in from. You can also enter any special instructions or questions you have.

14. When finished, accept the terms and conditions and click **Submit**.

After you submit your request, an event production manager will contact you within 48 hours to confirm the event details.