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.

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

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**.

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

Jenna Cohen

Speaker Title

Director of HR

+ Add Another Speaker

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

Event Title •

Annual Benefits Enrollment

Event Date •

2021-04-01

Event Start Time •

2:00 PM

Event End Time •

3:00 PM

Time Zone •

Eastern Time

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 ℹ

Live

How will presenters join and broadcast the event? ℹ
○ Telephone ℹ
● Video Streaming ℹ

Video Streaming Options ℹ

Webcam

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 ℹ

480p Widescreen Video (854x480)

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)

Estimated Web Participants ℹ

500

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

2021-03-15 12:00

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.

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.

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.

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.