Professional Services

Request assistance with running and setting up your event, and get professional captioning and transcripts.

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Get assistance running your event

After you schedule an event, you can get personalized assistance with delivering your event. Our event producers join 30 minutes early and provide 60 minutes of assistance during the event. Additional time can be purchased in 30-minute increments.

Note: Depending on your plan, this is called Live Event Managed Assist, Standard Assist, or Live Event "Assist" Services. At least 48 hours advanced notice is required. If your event is within 48 hours, a rush charge may apply.

Assistance provided

The day of your event, the producer will join you and your presenters 30 minutes early and:

- Perform audio and video quality checks

- Review the speaking order of presenters

- Confirm what you plan to present - PowerPoint slides, overlay videos, surveys, screen share, etc.

- Demonstrate how to use the presenter controls to push slides, answer Q&A, screen share, etc.

- Provide event best practices

- Connect audio and video streams and take the event live

The producer provides 60 minutes of assistance during the live event and can:

- Manage polls and surveys

- Watch presenter chats and respond as needed

- Assist with technical issues and troubleshooting

- Monitor the Q&A queue for technical questions, escalating to Support if needed

Request assistance for an event

To request assistance running your event, first sign in to your webcast account, schedule the event (as you normally do), and make a note of the event ID.

Contact Support or your sales representative or complete the online request form linked in your welcome email (if included).

Get assistance setting up and running your event

Ensure your next event runs flawlessly, from start to finish. Our experienced event producers can handle every aspect of your event including setup (we'll create the event for you), presenter training, testing, player design and on-site video capture.

Note: Depending on your plan, this is called Full Service Event Management, Premium Assist, or Managed Services Webcasting. At least one week advanced notice is required. If your event is within 48 hours, a rush charge may apply.

Services provided

With fully-managed event services, a dedicated event producer guides you through all the setup and production stages to prepare for your event. This includes:

- A kick-off meeting with presenters and stakeholders and follow-up milestone meetings, as needed

- Event setup, branding, and customization

- Custom event page with registration and in-event player design and setup

- Design and distribution of registration confirmation emails and reminders

- Security settings

- Presenter training, including a hands-on demonstration of our Live Studio

On the day of the event, a professional live event producer runs the event for you. For more information, see Get assistance running your event.

Request assistance for your event

Contact Support or your sales representative or complete the online request form linked in your welcome email (if included).

Deadlines for providing files for an event

If you request event management services, an event production manager can upload your event content and other files for you. (You can also sign in to your account and upload files to the event on the Event Content tab.)

Important: To ensure your files are available and processed in time for the event, provide them on a business day (Monday to Friday). If your event is on a Monday, you must provide the event content to be uploaded on or before the previous Friday.

The following table lists the files that event production managers can upload for you and when you must provide them. If you're uploading event content yourself, you can also use this table as a guideline.

Type of file	Deadline before the event
Email security list updates	1 business day
Downloadable event resources	1 business day
Headshots	1 business day
Overlay videos	2 business days
PowerPoint presentations	4 hours
Registration upload list	1 business day

Integrated Audience Phone Bridge Rates

The Integrated Audience Phone Bridge can be used to allow audience members to listen to the presentation on their telephone, rather than through their computer. These rates are per minute/per user and apply to Webcast Attendees only. Presenters do not accrue charges for using our Integrated Phone Bridge service.

Use the link below to access the Integrated Audience Phone Bridge rates for a presentation:

https://www.webcasts.com/rates/telephony/integratedaudio/