Book Your Managed Event

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

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Use this article to prepare for your event and make sure you have everything you need before booking.

Scheduling basics

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

- Account and event contacts. Your Team Manager (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 your Team Manager.

- Presenters. 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 for an audio (telephone) webcast or a 60-minute pre-conference for a video webcast, and 60 minutes of presentation time.

- Attendees. The number of attendees 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 broadcasts), slide decks, videos, and your screen.

- Audience interaction. Would you like Q&A? Surveys? To provide downloadable files?

- Communications. Automatic registration confirmations, event reminders, and follow-up emails.

Add-on features and services

You can enhance your event with extra features. Additional charges apply; see the AT&T Managed WebCasting Feature Summary for billing details.

Event setup

- A/V Field Services. Have professional on-site support teams assist with planning, setting up, and recording high-profile events.

- Additional Professional Services. Request additional services that are not included in your plan.

- Additional Rehearsal Sessions and Training. Schedule presenter training and dry runs facilitated by an event production manager.

- Advanced Security Setup. Secure your event with pre-authorized sites, by approving and blocking email addresses and IP addresses, and by requiring attendees to accept a disclaimer before joining the event. Additional charge per update.

- Increased Event Capacity. Increase the capacity for your event to accommodate up to 10,000 attendees.

- Operator-assisted Audio Conference. Add an audio conference to your webcast and allow attendees to dial in with their phones to listen to the event and participate in live Q&A.

- Rush Setup. Have an event production manager set up your event within 24 hours of submitting your reservation.

- Simulated Live Event Capture Session. Schedule a session with an event production manager to record your Simulated Live event.

- Simulated Live Event File Prep for Playback. Make basic edits to the Simulated Live event recording and make it available for replay.

- Virtual Conference Module. Set up an attendee portal to host multiple events and breakout sessions, and add enhanced features.

Event features

- Certification Exam. Add a graded survey to the event and automatically send PDF certificates by email to attendees who pass the exam.

- Automated Transcription and Captioning. Automatically generate an event transcript once the event ends and make it available to the audience for download or as captions.

- Captioning. Provide real-time captioning for attendees during the Live event and add captions to the event recording.

- Live Screen Sharing. Share your screen with the audience during the Live event.

- Pre-recorded Video Overlay. Present pre-recorded videos during the Live event.

Post-event deliverables

- Extended Archive. Extend the time your event archive and replay are available.

- Professional Transcription Services. Receive a professionally written transcript after your event.

- Recording. Receive the event recording as an MP3 or MP4 file.

Book a managed webcast

We offer a variety of event types to accommodate your presentation and how you would like attendees to access the event. Each event includes a 30-minute (audio broadcasts) or 60-minute (video broadcasts) pre-conference and 60 minutes of presentation time.

If you need additional training, you can request a dry run before the event. An event production manager provides event delivery and feature training in the Live Studio.

Note: If you need an operator-assisted conference with your webcast, see Book a managed webcast with Operator Assisted audio.

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 make a reservation.

- Make a note of the Client ID associated with the account. If you do not know the Client ID, contact the Team Manager.

To book a managed webcast:

To book a managed webcast, send us an email at globalreservations@attgtc.com and include the following information:

- Company name

- Your Client ID found in your welcome email or the name of your Team Manager

- The event organizer's name, email address, and phone number

- The presenter names and email addresses

- Title of the event

- Scheduled date and start time, including time zone

- Duration (in minutes)

- The date the event needs to be set up. Request Rush Setup to have the event set up within 24 business hours of booking. Standard turnaround is 48 hours.

- Pre-conference duration (30 minutes for an audio webcast or 60 minutes for a video webcast)

- Event capacity

- The event type: Live, On-Demand, or Simulated Live

  Note: For Simulated Live events, tell us whether you need to schedule a capture session or if you'll be providing a recording

- The event broadcast type: Telephone (audio only), webcam, encoder, or VCU

- Additional event features and services to include

To learn more about managed webcast features and add-ons, see the AT&T Managed WebCasting Feature Summary.

After you send 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 (audio broadcasts) or 60-minute (video broadcasts) pre-conference and 60 minutes of presentation time.

If you need additional training, you can request a dry run before the event. An event production manager provides event delivery and feature training in the Live Studio.

You can also include an 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.

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- The event broadcast type: Telephone (audio only), webcam, encoder, or VCU

- The number of presenter and attendee lines and the countries you expect them to dial in from

- Any operator-assisted features you'll need, such as Q&A over the phone or Conference Controls to message the operator behind the scenes

- Additional event features and services to include

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