

# 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).

# Request live captioning and professional transcription services

Request professional captioning and transcription services for any event. You can request:

- Real-time captions that display to the audience during the Live event
- Timed captions as an VTT file that you can add to your event replay or to an On-Demand or Simulated Live event
- A professionally written transcript of the event in the original event language
- A professionally translated version of the original event transcript
- Professionally translated versions of the original timed caption file in up to three languages

By default, captions and transcripts are provided in the original event language.

**Note:** Live captions do not display in the event replay or the event recording. To include captions in the replay and recording, request a timed caption file (on-demand or post-event captions) for uploading to the replay.

## Before you begin

You must create and schedule your event before requesting captioning or transcription services. Make a note of the client ID found in your welcome email and the event ID found in your new webcast confirmation email. You will also need to know the event type, the telephone or video broadcast type, and the estimated participants you scheduled for the event to complete your request.

## Ordering notes

- Request live captions at least 5 business days before the event and request transcripts and translated transcripts at least 2 business days before the event.
- When requesting live captions, send reference materials that will be used during the event, such as slide decks, to [GlobalReservations@webcasts.com](mailto:GlobalReservations@webcasts.com).

- If you plan to edit the webcast replay, wait to request a post-event transcript or caption file until **after** the Live event. Make any edits first and republish the event replay in the On-Demand Studio, then submit a request. This ensures that the transcript matches the final event audio and the caption file is in sync.

### **To request captioning and transcription services:**

- If you have a Standard or Premiere webcast plan, go to the [Captioning and Transcription Request](#) site.
- If you have an Essential, Professional, or Enterprise webcast plan, go to the [Professional Services Request](#) site.

## **During the Live event**

If you requested live captioning, the captioner will join the event 30 minutes before the scheduled start time and send a welcome message in the Live Captions tab. This is your confirmation that the captioner has joined and is ready for the event.

## **After the event**

If you requested timed captions, you must upload the caption file to your replay, On-Demand, or Simulated Live event. To learn how, see [Add captions to a recorded event](#).