Operator Assisted Conference Event Questionnaire Form

Basic Event Information	
Date of Event:	August 5, 2020
Owner Number:	*This number can be found in the WCF NA registration.*
Event Leader's Name:	Shereen Kandil
Leader's Phone Number:	212-637-4333
Number of Participants:	Up to 10 Spanish-speaking participants
Event Start Time (EST):	7pm
Event End Time (EST):	9pm
Event Name:	U.S. EPA Riverside Industrial Park Superfund Site Virtual Public Meeting

Please highlight Yes or No.

1. **Will this Operator Assisted Audio conference bridge be used in conjunction with a VTC Bridge call? (If, Yes please copy** [HYPERLINK "mailto:epavtc@epa.gov"] **on event related emails)**

   ○ Yes
   ○ No

2. **International Participants?** Estimate the domestic and international participnats.

   ○ Yes
   ○ No

Features includes:

3. Walk through **(RECOMMENDED) - an operator will call a day or two in advance to verify all specific details on your confirmation. You are allowed to make changes to your conference as needed. Please provide a specific time and date, if needed. Send to Walkthrough Team [HYPERLINK "mailto:Walkthrough@teleconferencingcenter.com"].**

   ○ Yes
   Date _Aug 3, 2020_____
   Beginning/Ending Time ___10am-10:30am_____(ET)
   Contact # __Shereen Kandil, 212-637-4333_____
   ○ If Yes, do you want a member of the audio conferencing team to join?

Audio Conferencing Support Team Contact info:
Phone: 866-411-4EPA Press Option 5 then 1 Email: audio-teleconf@epa.gov

○ No

4. **Test Call – is an actual conference call where you will receive a separate confirmation with the dial in numbers with your requested time and date. Here you are able to test your web connections, such as adobe connect, VTC etc... This will be your dry run conference. You are able to make changes to your upcoming conference as needed.**

   ○ Yes
   Date ____August 4, 2020_____
   Beginning/Ending Time __12:30pm-1:30pm_____(ET)
   # of lines __1 (for Spanish)_____
   ○ If Yes, do you want a member of the audio conferencing team to join?
   ○ No

5. **FTP – is one of two ways in which EPA offers to send a file of a conference recording to you via digital, immediate access. The file type can be offered in MP3 or WAV.**

   ○ Yes
   ○ No

6. **Encore- digitally record your call for anyone who was unable to attend it live or would like to listen again. It's available by dialing a toll free or international toll free number for easy, 24/7 access.**

   ○ Yes
   ○ No

7. **CD- Capture your recorded event on CD MP3. You will receive your CD by hand delivery per the EPA's Teleconferencing Center within 2 to 3 business days from the day of your conference.**

   ○ Yes
   ○ No

8. **Transcription- receive a written record of what was said during the conference via email or hard copy. *Can only be used for conferences lasting 240 minutes or less***

   ○ Yes
   ○ No

9. **Question & Answer Session- give your participants the opportunity to ask questions during a conference. Participants indicate that they have a question using their telephone keypad, while the operator manages the question queue in a professional and orderly fashion. This feature will audtomatically enable "Lecture Mode".**

   ○ Yes
   ○ No

10. **Lecture Mode- mute all participants' lines during your presentation to reduce background noise, allowing to deliver your message uninterrupted.**

- ○ Yes
- ○ No

11. **Communication Line- Speak with an operator outside of the main conference to convey behind- the- scenes information, orchestrate guest speakers or give timing cues. A communication line makes it easier to manage all the details of a large conference.**

- ○ Yes
- ○ No

12. **Participants List- capture your guests' names, organization, and email address information as they dial into your conference. This list is emailed to you for your reference so you'll know who heard your message, who missed it and with whom to follow-up.**

- ➢ YES
  - ○ **Event Plus** – Participants will Automatically be placed into the meeting.
  - ○ **Operator Assist** – Live operator will pick up each participant and have them provide the conference ID number and or email, department, etc.
  - ○ **Participant List of everyone in the call** – this will provide a list of everyone in the call.
- ➢ No

13. **Leaders View - With the leader view the leader/speakers can relay any questions or requests to the operator via an on screen chat with the operator. It allows the leader/speakers to monitor the participants and get the number of participants and the participants names. With the leader view the leader/speakers can also monitor the Q&A portion of the call. They can also stop individual people from asking questions by instructing the operator to do so.**

- ○ Yes
- ○ No

14. **Approved Participants List- indicate which participants are schedule to be on the conference when creating your reservation. At the time of the call, only those on the list will be joined to the conference. Provide list to [HYPERLINK "mailto:audio-teleconf@epa.gov"] along with conference ID number.**

- ○ Yes
- ○ No

Additional Comments:

The meeting will be held via Skype and associated conference line:
[HYPERLINK "https://meet.lync.com/usepa/byck.sabina/P0FD4F0Z"]
+1 315-565-0493, CODE: 304001388#
We are requesting this additional operator assist line for the Spanish speakers and interpreter.

NOTE: This process may take up to 24 hours to complete. Once completed you will receive a confirmation with your details via email.