



CenturyLink® Event Call Director

User Guide, May 2018

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CENTURYLINK EVENT CALL DIRECTOR USER GUIDE

CenturyLink Event Call Director is an online tool that enables the meeting organizer to view who has joined the conference call, manage the question queue and chat with the conference operator. CenturyLink Event Call Director is reserved by simply requesting the feature during the scheduling process.

GETTING STARTED

All details for logging into the tool will be provided in the event confirmation email.

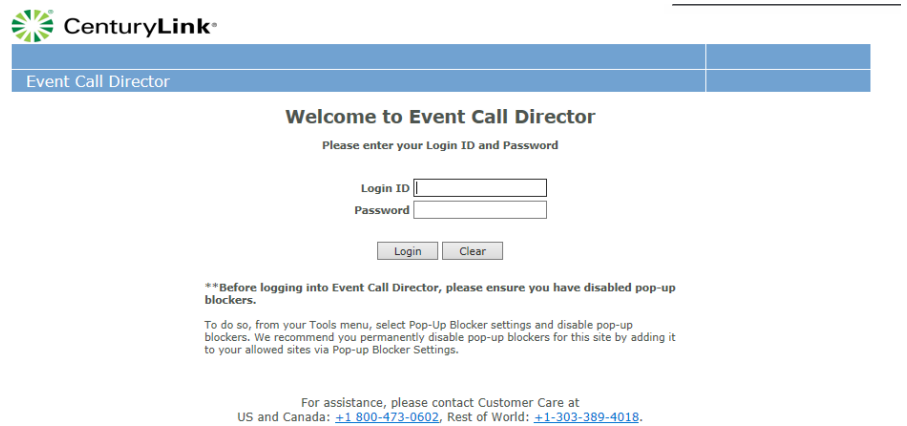
Two moderator logins will be provided anytime the feature is reserved.

NOTE: A third login, called the Universal Login, is provided for the chairperson. The chairperson can use the Universal Login to view all calls they have scheduled with Event Call Director and enter the feature from that site.

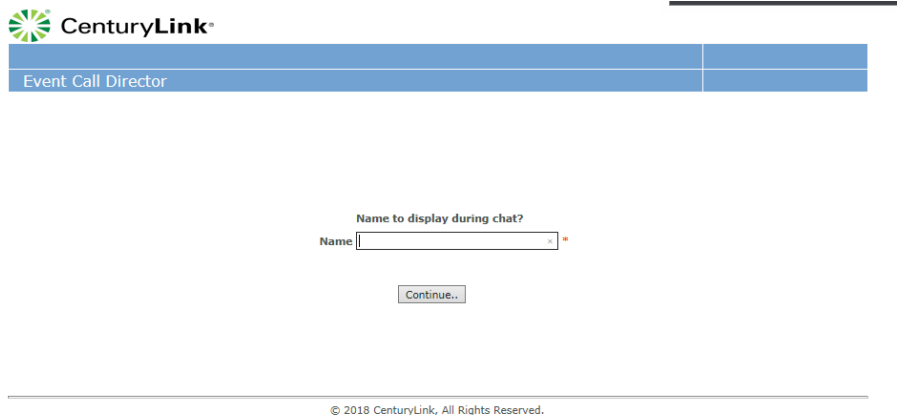
1. Click on the respective link for either moderator 1, moderator 2 or universal login to access the Event Call Director site.
2. Enter the appropriate Login ID and password.

- (If someone is already logged into the site with those credentials, you will have the ability to chat with the operator.)
- You can log into the Event Call Director up to 60 minutes prior to your call start time. An operator will be available 15 minutes prior to start time unless requested otherwise.

3. Enter your name to be displayed for the operator and other moderators and hit 'Continue'.



The screenshot shows the CenturyLink logo at the top left. Below it is a blue header bar with "Event Call Director" text. The main content area is titled "Welcome to Event Call Director" and asks the user to "Please enter your Login ID and Password". There are two input fields: "Login ID" and "Password". Below these fields are "Login" and "Clear" buttons. A note below the buttons states: "**Before logging into Event Call Director, please ensure you have disabled pop-up blockers." followed by instructions on how to disable pop-up blockers. At the bottom, there is contact information for Customer Care: "For assistance, please contact Customer Care at US and Canada: +1 800-473-0602, Rest of World: +1-303-389-4018."



The screenshot shows the CenturyLink logo at the top left. Below it is a blue header bar with "Event Call Director" text. The main content area is titled "Name to display during chat?" and has a "Name" input field with a dropdown arrow on the right. Below the input field is a "Continue.." button. At the bottom of the page, there is a copyright notice: "© 2018 CenturyLink, All Rights Reserved."

aa USING EVENT CALL DIRECTOR

Participants Tab

There are two tabs in the Event Call Director feature. The first tab you will see is the 'Participant' tab. From this screen you will be able to watch as participants join your call

NOTE: If you have a pre-list you will see those participants in gray and italicized as shown below.

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Event Call Director

Logged in: Amy

Conference Details Status: ● Open Chat... Chat Request...

Reservation Number: 21889261 Chairperson: ANDREA LAGACE Subject:
Start Time: Wed, May 9, 2018 13:45 ETN End Time: Wed, May 9, 2018 15:15 ETN Company: CENTURYLINK

Participants Q&A

All Conference Types Main Conference Speaker Sub-Conference Clearance Conference

Total participants connected: 3 Configure View... Export List...

Part Type	Conference Type	Audio State	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
Participant	Main		Walter	Johnson	14:15 ETN		Daily Post	San Diego, CA
Participant	Main		Amy	Foster	14:14 ETN		A B C CO	Tulsa, OK
Speaker	Spkr Sub-Conf		Andrea	Lagace	14:13 ETN		Century Link	Montreal, QC
			<i>J P</i>	<i>Schultz</i>			<i>Schultz Consulting</i>	<i>Vancouver, BC</i>
			<i>Agathe</i>	<i>Lacroix</i>			<i>Canadian News Network</i>	<i>Quebec City, QC</i>
			<i>Jorge</i>	<i>Hernandez</i>			<i>Steele Svcs</i>	<i>Monterrey, Mexico</i>
								<i>Frankfurt</i>

**Participants in italics are from a Pelist and have not yet joined the conference.

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Notable Information

- Chat with the operator or another moderator by selecting the 'Open Chat' button.
- Check who is in the other sub-conferences such as the Speaker sub-conference and Clearance sub-conference.
- Configure your view of the participant tab by selecting "Configure View".
- Download a real-time participant list to capture who has joined at any time during the conference.
- Sort by any of the participant data by clicking on the link (Part Type, Conference Type, Audio State, First Name, Last Name, Connect Time, Disconnect Time, or any other fields you may have selected for your conference). Event Call Director will automatically sort participants by Connect Time.
- Select the 'Help' link at any time to be able to view the user guide within the online tool.

NOTE: Status button will remain red until the operator has started the conference. Once conference begins, the status button will turn to green.

Category Descriptions

Part Type: Displays the attendee's type in the conference which include: Participant, Speaker, Moderator, Facilitator, Comm. Line, etc.

Conference Type: Allows you to see which sub-conference attendees are in. Once your call has started all participants will be in the main sub-conference.

Audio State: This displays if the attendee has an open microphone, they are muted, or if they are listening to music.

Total Participants Connected: Will reflect the total number of participants and speakers who are currently connected.

Chatting with Operator and Moderators

At any time you can open your chat window to speak to the operator or another moderator logged into Event Call Director.

1. Click on 'Open Chat' button.
2. Click and drag chat window anywhere on your screen.
3. If you're unable to reach the desired person in chat you can select 'Chat Request' and select the person you want to chat with. That will pop up a message on their screen alerting them that you want to chat.

The screenshot displays the CenturyLink Event Call Director interface. At the top, the CenturyLink logo is visible. Below it, the 'Event Call Director' header shows the user is logged in as 'Amy'. The 'Conference Details' section includes the reservation number 21889261, chairperson ANDREA LAGACE, and start/end times for May 9, 2018. A table lists participants with columns for Part Type, Conference Type, Audio State, First Name, Last Name, Connect Time, Disconnect Time, Company, and Location. An open chat window titled 'ECD Walkthrough' is overlaid on the right, showing a chat history with messages from Amy and Judy - OPERATOR*.

Part Type	Conference Type	Audio State	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
Participant	Main		Walter	Johnson	14:15 ETN		Daily Post	San Diego, CA
Participant	Main		Amy	Foster	14:14 ETN		A B C CO	Tulsa, OK
Speaker	Main		Andrea	Lagace	14:13 ETN		Century Link	Montreal, QC
			<i>J P</i>	<i>Schultz</i>			<i>Schultz Consulting</i>	<i>Vancouver, BC</i>
			<i>Agathe</i>	<i>Lacroix</i>			<i>Canadian News Network</i>	<i>Quebec City, QC</i>
			<i>Jorge</i>	<i>Hernandez</i>			<i>Steele Svcs</i>	<i>Monterrey, Mexico</i>
								<i>Frankfurt</i>

**Participants in italics are from a Prelist and have not yet joined the conference.

View Configuration

Configure your view in the Participant tab by selecting 'Configure View.' This will allow you to move or hide displayed columns. Simply select the field and choose move up or down or hide to configure.

The screenshot displays the CenturyLink Event Call Director interface. At the top, the CenturyLink logo is visible. Below it, the page title is "Event Call Director" and the user is logged in as "Amy". The "Conference Details" section shows the reservation number 21889261, chairperson ANDREA LAGACE, and start/end times for Wednesday, May 9, 2018. The "Participants" tab is active, showing a table of participants with columns for Part Type, Conference Type, Audio State, First Name, Last Name, Connect Time, Disconnect Time, Company, and Location. Three participants are listed: Walter Johnson (Daily Post, San Diego, CA), Amy Foster (A B C CO, Tulsa, OK), and Andrea Lagace (Century Link, Montreal, QC). A "Configure View..." button is present. An inset window shows a chat interface with a message log and a list of participants in the chat.

Part Type	Conference Type	Audio State	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
Participant	Main		Walter	Johnson	14:15 ETN		Daily Post	San Diego, CA
Participant	Main		Amy	Foster	14:14 ETN		A B C CO	Tulsa, OK
Speaker	Main		Andrea	Lagace	14:13 ETN		Century Link	Montreal, QC
			<i>J P</i>	<i>Schultz</i>			<i>Schultz Consulting</i>	<i>Vancouver, BC</i>
			<i>Agathe</i>	<i>Lacroix</i>			<i>Canadian News Network</i>	<i>Quebec City, QC</i>
			<i>Jorge</i>	<i>Hernandez</i>			<i>Steele Svcs</i>	<i>Monterrey, Mexico</i>
								<i>Frankfurt</i>

**Participants in italics are from a Pelist and have not yet joined the conference.

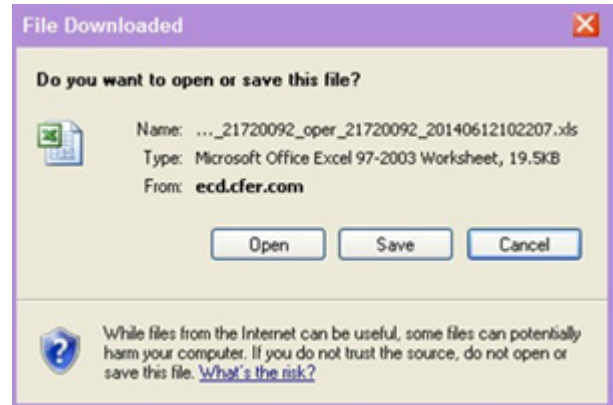
Downloading Participant Lists

Download a real-time participant list in excel format at any time by selecting "Export List" on the Participants tab.

You will then be prompted if you want to open, save, or cancel the download.

If you download a real-time participant list you will see all of the fields in Event Call Director as you have them set.

You will also see pre-list participants (if provided). Participants who have joined will have connect times.



Participant List: ECD Walkthrough							
Reservation Number: 21889261				Reservation Date/Time: Wed, May 9, 2018 13:45 ETN			
Chairperson: ANDREA LAGACE				Total Number of Lines: 3			
Company: CENTURYLINK							
Part Type	Conference Type	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
Participant	Main	Amy	Foster	14:14 ETN		A B C CO	Tulsa, OK
Participant	Main	Walter	Johnson	14:15 ETN		Daily Post	San Diego, CA
Speaker	Main	Andrea	Lagace	14:13 ETN		Century Link	Montreal, QC
		Conrad	Fischer			Private Investor	Frankfurt, Germany
		Samantha	Fitzgerald			W T X D Chicago	Chicago, IL
		Didier	Gauthier			Lys Financial Svcs	Marseille, France
		Jorge	Hernandez			Steele Svcs	Monterrey, Mexico

Question and Answer Tab

The second tab in the CenturyLink Event Call Director is the Q&A tab. This section is specifically designed to help you manage your Question and Answer session.

Items to note in this section:

Chat Capability: Open a chat session or send a chat request to the operator or another moderator logged into the feature is available from this tab.

NOTE: If you opened your chat session in the Participant tab, your chat window remains open if you are going between tabs.

Standard Queue: View who is in queue for questions.

If you have not indicated any priority all participants will queue up in a 'low' status. Participants will automatically sort by who indicated a question first.

If you have indicated a priority for participants in a pre-list (high, medium, low, restricted), those participants will sort with high at the top, medium, low, and then restricted. Within each priority participants sort according to who queued up first. The operator will take questions from the top of the Standard Queue unless the VIP Queue is used (described below).

Queue Participants: In this tab you have the ability to view how many participants have queued up for questions as indicated next to the 'Standard Queue label'

Request Queue Control: Manipulate the Standard and VIP queues with this function. Only one person is able to control the queue at a time. To take control, simply hit the Request Queue Control. A pop up message will appear on their screen showing your request for control. The arrow indicates which person has control of the queue.

Priority	First Name	Last Name	Company
High	Walter	Johnson	Daily Post
Low	Andrea	Lagace	Century Link

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VIP Queue: Prioritize your standard queue further with the VIP queue.

Select priorities VIP1 through VIP5 to indicate the order in which you want their questions to be answered.

The operator will take questions from the VIP1 participants and continue down.

If no one has been selected for the VIP queue, the operator will start at the top of the Standard Queue.

CenturyLink®
Event Call Director
Logged in: Amy
Logout Help

Conference Details Status: ●
Reservation Number: 21889261 Chairperson: ANDREA LAGACE Subject:
Start Time: Wed, May 9, 2018 13:45 ETN End Time: Wed, May 9, 2018 15:15 ETN Company: CENTURYLINK
Open Chat... Chat Request...

Participants Q&A

Queue Control
Amy
Judy - OPERATOR
Request Queue Control
Configure View...
Q&A Audit Report...

VIP Queue

Priority	First Name	Last Name	Company
VIP 1	Andrea	Lagace	Century Link

Standard Queue (1)

Priority	First Name	Last Name	Company
High	Walter	Johnson	Daily Post

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NOTE: At any time you can restrict a participant’s ability to ask a question by setting their priority to restricted.

A participant who is asking their question will be shown as the “Current Questioner” below. If they are of a VIP status, you will not be able to assign anyone else that VIP priority until their question has finished and they have been placed back into conference.

Any participant who has asked their question and queues up for an additional question will queue up in high priority.

CenturyLink®
Event Call Director
Logged in: Amy
Logout Help

Conference Details Status: ●
Reservation Number: 21889261 Chairperson: ANDREA LAGACE Subject:
Start Time: Wed, May 9, 2018 13:45 ETN End Time: Wed, May 9, 2018 15:15 ETN Company: CENTURYLINK
Open Chat... Chat Request...

Participants Q&A

Queue Control
Amy
Judy - OPERATOR
Request Queue Control
Configure View...
Q&A Audit Report...

Current Questioner

Priority	First Name	Last Name	Company
VIP 1	Andrea	Lagace	Century Link

VIP Queue (No one currently in queue)

Priority	First Name	Last Name	Company
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Standard Queue (1)

Priority	First Name	Last Name	Company
High	Walter	Johnson	Daily Post

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Post Conference Details

Once the conference has ended, all participants will be displayed as disconnected (gray with disconnect times). The status will then return to red.

The screenshot shows the 'Event Call Director' interface. At the top, it says 'Event Call Director' and 'Logged in: Amy'. Below that, 'Conference Details' are shown: Reservation Number: 21889261, Chairperson: ANDREA LAGACE, Subject: (blank), Start Time: Wed, May 9, 2018 13:45 ETN, End Time: Wed, May 9, 2018 15:15 ETN, Company: CENTURYLINK. There are buttons for 'Open Chat...', 'Chat Request...', 'Logout', and 'Help'. The 'Participants' tab is selected, showing a table of participants. The table has columns for Part Type, Conference Type, Audio State, First Name, Last Name, Connect Time, Disconnect Time, Company, and Location. The table shows 8 participants, with some names in italics. A note at the bottom says '**Participants in italics are from a Prelist and have not yet joined the conference.' Below the table is a copyright notice: '© 2018 CenturyLink, All Rights Reserved.'

You can download a Post Participant list at any time after the call. To do so, simply log into Event Call Director using the same information you used for the live conference. You will be directed to the Lobby page that will display the conference details and have a link to 'Export List'.

The screenshot shows the 'Event Call Director Lobby' page. It features a 'Conference Details' box with the following information: Reservation Number: 21889261, Subject: ECD Walkthrough, Chairperson: ANDREA LAGACE, Company: CENTURYLINK, Start Date: Wed, May 9, 2018, End Date: Wed, May 9, 2018, Scheduled Start Time: 13:45 ETN, and Scheduled End Time: 15:15 ETN. There are buttons for 'Q&A Audit Report...' and 'Export List...'. Below the box, it says 'The conference has ended.' At the bottom, there is a copyright notice: '© 2018 CenturyLink, All Rights Reserved.'

Post Participant lists will only show participants who actually connected to the conference.

Post-Conference Participant List: ECD Walkthrough			
Reservation Number: 21889261		Reservation Date/Time: Wed, May 9, 2018 13:45 ETN	
Chairperson: ANDREA LAGACE		Total Number of Lines: 3	
Company: CENTURYLINK			
First Name	Last Name	Company	Location
Amy	Foster	A B C CO	Tulsa, OK
Walter	Johnson	Daily Post	San Diego, CA
Andrea	Lagace	Century Link	Montreal, QC

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