



# Operator Assisted

## Schedule a Conference

**Reservations can be made 24 hours a day by phone or email.**

1. Contact the **Conference Group Customer Service department**.
2. Have your account and conference reservation information available.

## Live Operator Functions

- Operator Dial Out (Operator will initiate dial out to all Participants)
- Q&A Session with Self Registration feature
- Polling Session with Self Registration feature
- Host Room
- Recording
- Operator Announcement
- Full-Time Operator to Listen (numeric passcode call)
- Participant List with Self Registration feature

## Access Phone Numbers

Your emailed Conference Confirmation will include:

- U.S. Toll-Free
- Canadian Toll-Free
- Toll dial-in number
- Passcode

## To Access the Conference

1. All callers dial the appropriate **Access number** listed on the Conference Confirmation email.
2. Participants will enter the **Participant passcode** followed by the **# key**. They may also be required to enter their pincode for Self Registration.
3. Leaders will hold the line for an operator. They will then give the operator the host name for their call.

An Operator Assisted conference is a conference call with a dedicated operator to perform all functions. This guide provides the basic information necessary to start using our Operator Assisted audio conferencing service.

**Questions? We are here 24/7 to help.**

**Call (877) 709-8255**

**Email [csr@conferencegroup.com](mailto:csr@conferencegroup.com)**

**Contact Us 24/7**  
to schedule your conference.

### **By Phone:**

**877-709-8255 (U.S. & Canada)**

**302-709-8255 (International)**

### **By Email:**

**[csr@conferencegroup.com](mailto:csr@conferencegroup.com)**

## **What you need to make a reservation**

- Account Number
- Leader Name
- Date of conference(s)
- Start Time
- End Time
- Time Zone
- Number of callers
- Email Address for confirmation
- Special Features needed