



Connecting and Protecting
the Networked WorldSM



Level 3 Event Call Director User Guide

April 2016

LEVEL 3 EVENT CALL DIRECTOR USER GUIDE

Level 3SM 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. Level 3SM 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.

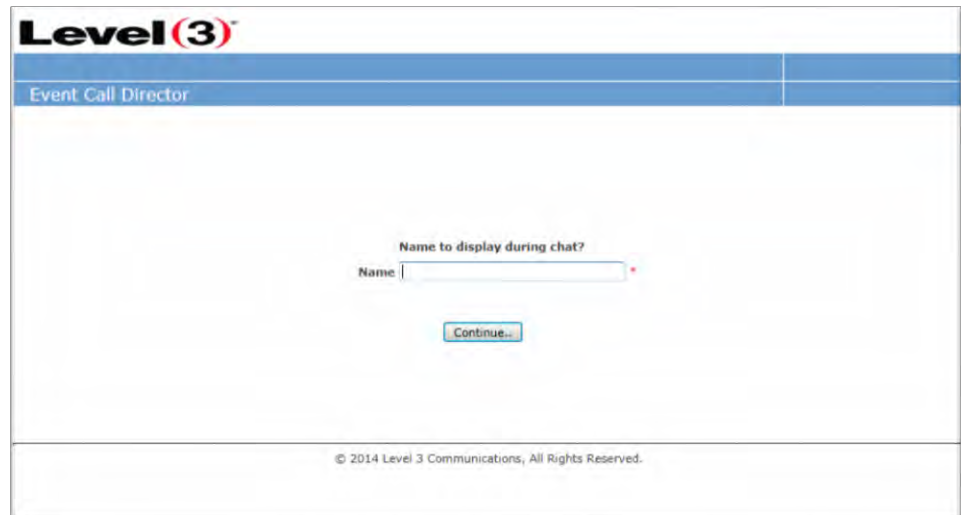


1. Click on the respective link for either moderator 1 or moderator 2 or universal login to access the Event Call Director site.
2. Enter the appropriate Login ID and password.

(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'.

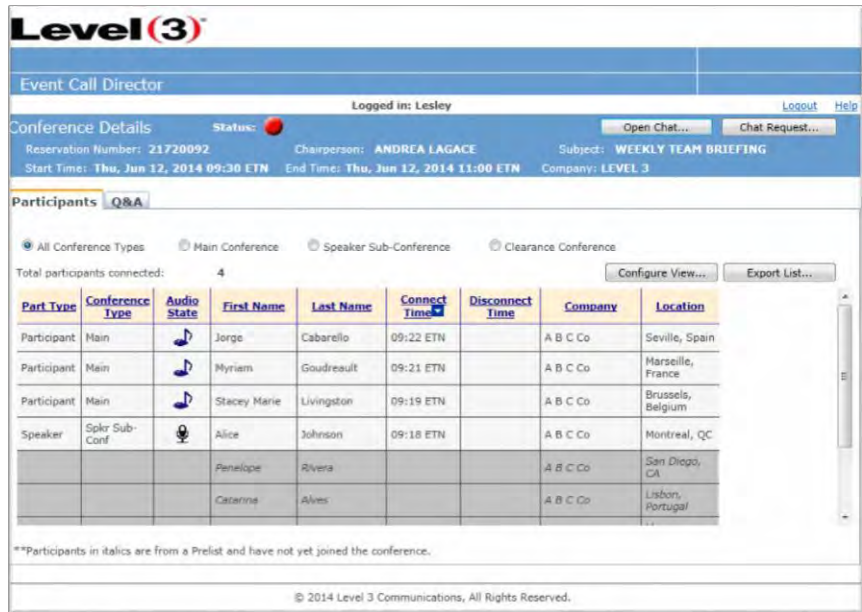


USING EVENT CALL DIRECTOR

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.



Part Type	Conference Type	Audio State	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
Participant	Main		Jorge	Cabarello	09:22 ETN		A B C Co	Seville, Spain
Participant	Main		Myriam	Goudreau	09:21 ETN		A B C Co	Marseille, France
Participant	Main		Stacey Marie	Livingston	09:19 ETN		A B C Co	Brussels, Belgium
Speaker	Spkr Sub-Conf		Alice	Johnson	09:18 ETN		A B C Co	Montreal, QC
			<i>Penelope</i>	<i>Rivers</i>			<i>A B C Co</i>	<i>San Diego, CA</i>
			<i>Caterine</i>	<i>Alves</i>			<i>A B C Co</i>	<i>Lisbon, Portugal</i>

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.

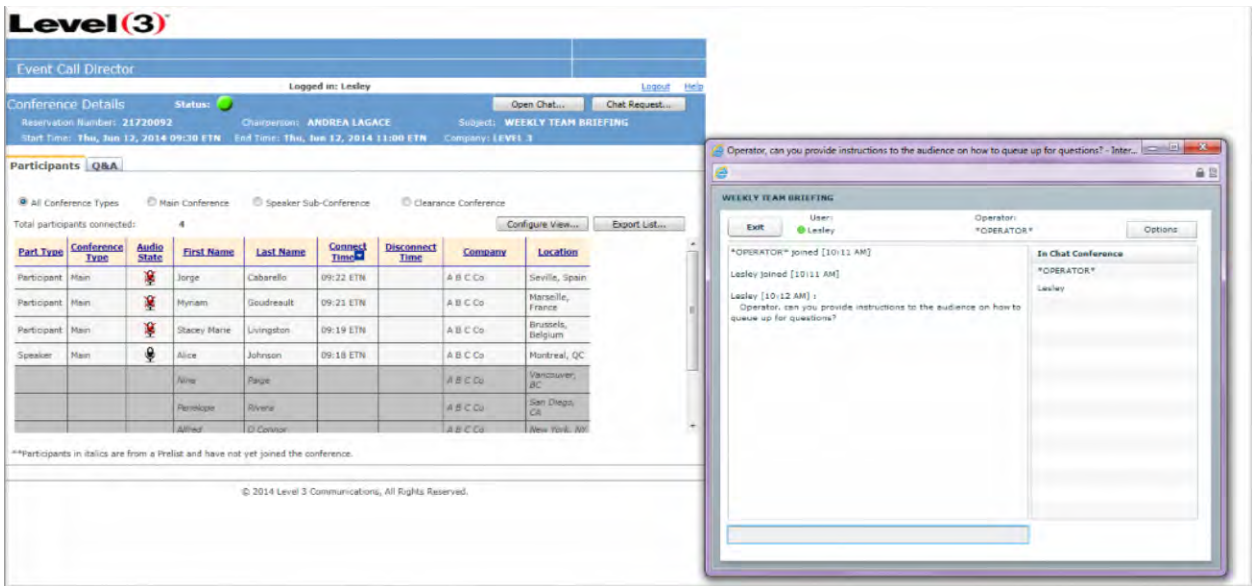
Audio State: This displays if the attendee has an open microphone, they are muted, or if they are listening to music.

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.



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 Level 3 Event Call Director interface. At the top, it shows the user is logged in as Lesley. The conference details include Reservation Number 21720092, Chairperson ANDREA LAGACE, and Subject WEEKLY TEAM BRIEFING. The start time is Thu, Jan 12, 2014 09:30 ETN, and the end time is Thu, Jan 12, 2014 11:00 ETN. The company is LEVEL 3.

The Participants tab is active, 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. There are 4 participants connected.

Part Type	Conference Type	Audio State	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
Participant	Main		Jorge	Cabareilo	09:22 ETN		A B C Co	Seville, Spain
Participant	Main		Myriam	Goudreault	09:21 ETN		A B C Co	Marseille, France
Participant	Main		Stacey Marie	Livingston	09:19 ETN		A B C Co	Brussels, Belgium
Speaker	Main		Alice	Johanson	09:18 ETN		A B C Co	Montreal, QC
			Aine	Page			A B C Co	Vancouver, BC
			Pernice	Rivers			A B C Co	San Diego, CA
			Alfred	D Connor			A B C Co	New York, NY

Below the table, it notes: "**Participants in *italics* are from a Prelist and have not yet joined the conference."

At the bottom, it says: "© 2014 Level 3 Communications, All Rights Reserved."

Overlaid on the right is a chat window titled "WEEKLY TEAM BRIEFING". The chat shows a message from "Operator, can you provide instructions to the audience on how to queue up for questions?" and a response from Lesley. The chat window also shows a list of participants in the chat conference: "Operator", "Lesley", and "Operator".

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: WEEKLY TEAM BRIEFING							
Reservation Number: 21720092				Reservation Date/Time: Thu, Jun 12, 2014 09:30 ETN			
Chairperson: ANDREA LAGACE				Total Number of Lines: 4			
Company: LEVEL 3							
Part Type	Conference Type	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
Participant	Main	Jorge	Cabarello	09:22 ETN		A B C Co	Seville, Spain
Participant	Main	Myriam	Goudreault	09:21 ETN		A B C Co	Marseille, France
Participant	Main	Stacey Marie	Livingston	09:19 ETN		A B C Co	Brussels, Belgium
Speaker	Main	Alice	Johnson	09:18 ETN		A B C Co	Montreal, QC
		Nina	Paige			A B C Co	Vancouver, BC
		Penelope	Rivera			A B C Co	San Diego, CA
		Alfred	O Connor			A B C Co	New York, NY
		Walter	Greene			A B C Co	Glasgow, Scotland
		Catarina	Alves			A B C Co	Lisbon, Portugal

QUESTION AND ANSWER TAB

The second tab in the Level 3 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.

The screenshot shows the Level 3 Event Call Director interface. At the top, it says "Level 3" and "Event Call Director". Below that, it indicates "Logged in: Lesley" with "Logout" and "Help" links. The "Conference Details" section shows "Status: [Green Dot]", "Reservation Number: 2172092", "Chairperson: ANDREA LAGACE", "Subject: WEEKLY TEAM BRIEFING", "Start Time: Thu, Jun 12, 2014 09:30 ETN", "End Time: Thu, Jun 12, 2014 11:00 ETN", and "Company: LEVEL 3". There are buttons for "Open Chat..." and "Chat Request...". The "Participants" tab is selected, showing a "Queue Control" section with "Lesley" as the operator and buttons for "Request Queue Control", "Configure View...", and "Q&A Audit Report...". The "VIP Queue (No one currently in queue)" section has a table with columns "Priority", "First Name", "Last Name", and "Company". The "Standard Queue (2)" section has a table with columns "Priority", "First Name", "Last Name", and "Company".

Priority	First Name	Last Name	Company
High	Stacey Marie	Livingston	A B C Co
Low	Jorge	Cabarello	A B C Co

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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.

The screenshot shows the Level 3 Event Call Director interface. At the top, it says "Event Call Director" and "Logged in: Lesley". Below that, "Conference Details" are shown: Reservation Number: 21720092, Chairperson: ANDREA LAGACE, Subject: WEEKLY TEAM BRIEFING, Start Time: Thu, Jun 12, 2014 09:30 ETN, End Time: Thu, Jun 12, 2014 11:00 ETN, Company: LEVEL 3. There are buttons for "Open Chat...", "Chat Request...", "Logout", and "Help".

The main area is titled "Participants Q&A". On the left, there is a "Queue Control" section with a list of participants: "Lesley" and "OPERATOR". Below this are buttons for "Request Queue Control", "Configure View...", and "Q&A Audit Report...".

On the right, there are two queue sections:

- VIP Queue:** A table with columns "Priority", "First Name", "Last Name", and "Company". It contains one entry: Priority: VIP 1, First Name: Myriam, Last Name: Goudreault, Company: A B C Co.
- Standard Queue (2):** A table with columns "Priority", "First Name", "Last Name", and "Company". It contains two entries:

Priority	First Name	Last Name	Company
High	Stacey Marie	Livingston	A B C Co
Low	Jorge	Cabarello	A B C Co

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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.

This screenshot is similar to the previous one but shows a different state. The "Current Questioner" section is now active, showing a table with columns "Priority", "First Name", "Last Name", and "Company". It contains one entry: Priority: VIP 1, First Name: Myriam, Last Name: Goudreault, Company: A B C Co.

The "VIP Queue" section now says "VIP Queue (No one currently in queue)" and has an empty table with columns "Priority", "First Name", "Last Name", and "Company".

The "Standard Queue (2)" section remains the same as in the previous screenshot, with two entries:

Priority	First Name	Last Name	Company
High	Stacey Marie	Livingston	A B C Co
Low	Jorge	Cabarello	A B C Co

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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.

Level 3

Event Call Director

Logged in: Lesley Logout Help

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

Reservation Number: 21720092 Chairperson: ANDREA LAGACE Subject: WEEKLY TEAM BRIEFING
 Start Time: Thu, Jun 12, 2014 09:30 ETN End Time: Thu, Jun 12, 2014 11:00 ETN Company: LEVEL 3

Participants Q&A

All Conference Types Main Conference Speaker Sub-Conference Clearance Conference

Total participants connected: 0 Configure View... Export List...

Part Type	Conference Type	Audio State	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
			Jorge	Cabarello	09:22 ETN	10:45 ETN	A B C Co	Seville, Spain
			Myriam	Goudreault	09:21 ETN	10:45 ETN	A B C Co	Marseille, France
			Stacey Marie	Livingston	09:19 ETN	10:45 ETN	A B C Co	Brussels, Belgium
			Alice	Johnson	09:18 ETN	10:45 ETN	A B C Co	Montreal, QC
			<i>Nina</i>	<i>Paige</i>			A B C Co	Vancouver, BC
			<i>Penelope</i>	<i>Rivera</i>			A B C Co	San Diego, CA
			<i>Alfred</i>	<i>O'Connor</i>			A B C Co	New York, NY

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

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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'.

Level 3

Event Call Director Logout Help

Event Call Director Lobby

Conference Details

Reservation Number: 21720092
 Subject: WEEKLY TEAM BRIEFING
 Chairperson: ANDREA LAGACE
 Company: LEVEL 3
 Start Date: Thu, Jun 12, 2014
 End Date: Thu, Jun 12, 2014
 Scheduled Start Time: 09:30 ETN
 Scheduled End Time: 11:00 ETN

Q&A Audit Report... Export List...

The conference has ended.

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

Post-Conference Participant List: WEEKLY TEAM BRIEFING			
Reservation Number: 21720092		Reservation Date/Time: Thu, Jun 12, 2014 09:30 ETN	
Chairperson: ANDREA LAGACE		Total Number of Lines: 4	
Company: LEVEL 3			
First Name	Last Name	Company	Location
Jorge	Cabarello	A B C Co	Seville, Spain
Myriam	Goudreault	A B C Co	Marseille, France
Alice	Johnson	A B C Co	Montreal, QC
Stacey Marie	Livingston	A B C Co	Brussels, Belgium