



# Telstra Conferlink

Operator Hosted Conferencing  
User Guide



Let Telstra's highly skilled Conferlink conferencing team assist you to manage your conference. It is as simple as calling Telstra to make a booking and we will do the rest for you.

- Your conference is fully managed by our Telstra Conferlink operators
- Our Conferlink operators will call your guests for you, or greet them when they dial in
- Assistance is available 24 hours, 7 days a week from our Australian based team
- Digital recording and playback services available upon request
- Manage and follow your event with our operators using Conferlink Event Portal
- Have your participants pre-register for a quicker and easier way to join your conference using Conferlink Event Pass
- Ideal for investor relation calls, corporate announcements, analysts' briefings, any call that have specific requirements.

## Standard Operator Hosted Conferences

### Conferlink Operator Call-Out

Our Conferlink operator will dial out to each participant minutes prior to the booked time, place them on hold music, once everyone has been contacted, all participants are connected to the conference at the scheduled start time.

### Conferlink Customer Call-In

Guests will be provided with the conference dial in details. When they dial into the conference, they are greeted by an operator to confirm which conference they wish to join. Their name is recorded for security purposes. All the guests are placed on hold until the host is ready to commence the conference.

## Premium Operator Hosted Conferences

### Question Queuing

A Question Queuing conference enables our trained operators to help the host moderate a Q&A session during the conference. Guests are placed into "listen only mode" and can ask their question when selected by the host.

### Polling

Polling is a tool that can be used to increase participant satisfaction. Our operators will be on the call to manage engagement, carry out market research, surveys and voting. Participants can answer questions simply by pressing buttons on their keypad. The results of the polling will be sent to the host after the conference.

## Once off Passcode Conferences

### Customer Call-In with PIN

Call-In with PIN conferences are suitable for meetings with large numbers of attendees and an operator is not required to manage the conference. Host and guests dial into the call at the scheduled start time using the conference details provided. The conference will start once the second guest joins the call.

