

Conference Scheduling Assistant User Guide

Audio Conferencing

Conference Scheduling Assistant (CSA) is an online tool that allows you to view, schedule, and modify reserved meetings, as well as Instant Meeting Subscriptions. The intuitive set-up process walks you through the tool step-by-step; allowing you to schedule conferences with ease.

View Current or Completed/Cancelled meetings.

Return to the Manage My Meetings tab screen from the Access Your Account drop-down menu.

View currently scheduled Instant Meeting Subscriptions and Unattended, Standard, or Premier Calls.

Change the date range of currently viewed meetings

Schedule a new conference.

Select a conference in the first column then choose View, Modify, Duplicate, or Cancel.

Conference Scheduling Assistant

Products and Services Customer Resources Access Your Account Manage My Meetings Leader Tools

Current Conferences Completed / Cancelled

From: 01/26/2011 To: 02/26/2011 Show List Refresh List

	Start Date	Conference Type	Leader Name	Confirmation Number	Meeting Name	Phone Number(s)	Participant Passcode	Leader Passcode
<input checked="" type="radio"/>	Jan-26-2011	Instant Meeting	OLGA CUSTOMER	3555584	All Purpose Meeting	1-800-833-8333	*****	*****
<input type="radio"/>	Feb-25-2011 06:00 PM CT	Premier	MOUSTAPHA CLIENT	3555585		1-800-833-8333	*****	*****

View Schedule New Conference Modify Conference Duplicate Conference Cancel Conference

Orders with their Conference Type displayed in blue text are part of a recurring series.
Orders part of recurring series, displayed in green text color are updated after recurring series creation.
Please Note: If your order is not listed, you may need to reload the page. Please click the "Refresh List" icon at the top of this page.



To begin using Conference Scheduling Assistant (CSA)

1. Go to www.e-meetings.verizonbusiness.com
2. Launch Conference Scheduling Assistant from Leader Tools or click on the “Conference Scheduling Assistant” link
3. Enter your login name and password

The screenshot shows the Verizon Conferencing website. At the top, there's a navigation bar with links: Home, Manage My Meetings, Leader Tools, Product & Services, Resources, and Contact Us. A language dropdown menu is set to 'US English'. Below the navigation bar is a large banner for 'Audio Conferencing' featuring a woman on a phone. The banner text says: 'Verizon Audio Conferencing enables real time communication and can support any size meeting - from three to three thousand.' There's a 'Learn More' button. Below the banner are three tabs: 'Audio Conferencing', 'Net Conferencing', and 'Events'. To the left of the tabs is a section titled 'Go Green with Conferencing Services from Verizon' with a 'Learn More' link. To the right is a 'Login' section with fields for 'User ID' and 'Password', a 'Quick Access' dropdown menu set to 'Manage My Meetings', and buttons for 'Login', 'Need to Register?', and 'Forgot Password?'. Below the 'Go Green' section are two more promotional cards: 'On Demand Conference for Small & Medium Business' and 'Conference Scheduling Assistant'.

4. Once you log in, click on Schedule New Conference. The ‘Type of Conference’ section opens.

The screenshot shows the 'Conference Scheduling Assistant' interface. At the top, there's a red header 'Conference Scheduling Assistant'. Below it are two tabs: 'Current Conferences' and 'Completed / Cancelled'. A 'Refresh List' button is on the right. Below the tabs are input fields for 'From' (08/17/2022) and 'To' (09/17/2022), a checked 'Audio' checkbox, and a 'Show List' button. Below these fields is a message: 'There are no current conferences at this time.' At the bottom is a red button labeled 'Schedule New Conference'.

5. Choose who will be the leader. If you will be hosting the meeting, choose ‘Leader’. If you are setting up a meeting for someone else, select ‘Not Leader’
 - The ‘Search for Leader’ window opens. You must enter First Name, Last Name, and correct email address. Click Search for Leader.



Type of conference

Will you be the leader for the conference?

☒ Leader ☐ Not Leader

Search for leader

Please enter the name and email address of the leader.

First name:

The following leader(s) has been found:

First name	Last name	Email
MARILYN		

*The selected leader will be added to the leader list on the "Select Leader" tab.

6. Select the option you need for operator assistance.

Type of conference

Will you be the leader for the conference?

☒ Leader ☐ Not Leader

Will you need operator assistance?

☒ Operator assisted ☐ No operator

7. Select the appropriate frequency – one time, recurring, or multiple conferences. The following screens will change depending on your selection.

- If you select Recurring, you have the option to select the appropriate frequency.
- If you select Multiple Conferences, you have the option to 'Add Another Conference'.

Type of conference

Will you be the leader for the conference?

☒ Leader ☐ Not Leader

Will you need operator assistance?

☒ Operator assisted ☐ No operator

What will the frequency of your conference(s) be?

☒ One time ☐ Recurring series ☐ Multiple conferences ☐ 24 / 7 reservationless

In this example we'll explore the steps to schedule a one-time call.

8. Select the date and time of your conference and select the duration.

9. Indicate how participants will access your conference: Will everyone call in? Or will some or all of the participants need to be called by an Operator?

- If you or your participants need to be dialed out to, the screen updates dynamically to allow you to enter the participant's names and phone numbers.



Type of conference

Attended - One Time

Logistics

What is the date and time for your conference? 12/31/2011 04:15 PM CENTRAL TIME

☐ ASAP Call (Your call will start within 20 minutes of submitting this request.)

What is the expected duration of your conference? 01:00

How would you like your participants to access your conference? ☒ Dial-In Only ☐ Operator Dial-Out Only ☐ Combination

Company ID 12345

Who should an operator dial out to join the conference? ☒ Leader ☒ Participant

☐ Dial Leader First ☐ Dial Leader Last

Leader First Name	Leader Last Name	Leader Country Code	Leader Phone Number
OLGA	CUSTOMER	1	

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[Add Participant](#)

In this example, everyone will be calling in to the conference.

10. Select Dial In and enter the number of participants.

11. Next, indicate the kind of phone numbers that you need. This screen will vary based on the preferences of your company, and your home region.

NOTE: This example shows a U.S. based customer who can schedule U.S. phone numbers, but can also add Global Access numbers. You may, or may not have that option available to you.

12. Please note that if you do select a Toll number, enter at least 1 in the 'Number of participants using the US Toll number' field.

Attended - One Time

Logistics

What is the date and time for your conference? 12/31/2011 04:15 PM CENTRAL TIME

☐ ASAP Call (Your call will start within 20 minutes of submitting this request.)

What is the expected duration of your conference? 01:00

How would you like your participants to access your conference? ☒ Dial-In Only ☐ Operator Dial-Out Only ☐ Combination

How many dial-in participants will be joining? 50

How would you like participants to dial into the conference? ☒ US Toll-Free ☒ US Toll (also available for international users) ☐ Global Access ☐ VNET

Number of participants using the US Toll number 5

Company ID 12345

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13. If your company allows Global Access numbers; you'll be presented with a screen allowing you to choose the numbers you need for your meeting. Choose the numbers you need. You still need to enter the number of participants using a US Toll number.

Country / City	Toll	Toll-Free	Country / City	Toll	Toll-Free	Country / City	Toll	Toll-Free
<input type="checkbox"/> Select All Toll Locations			<input type="checkbox"/> Select All Toll-Free Locations					
• ARGENTINA	<input type="checkbox"/>	<input type="checkbox"/>	• GREECE	<input type="checkbox"/>	<input type="checkbox"/>	• PERU	<input type="checkbox"/>	<input type="checkbox"/>
• AUSTRALIA	<input type="checkbox"/>	<input type="checkbox"/>	• HONG KONG	<input type="checkbox"/>	<input type="checkbox"/>	• PHILIPPINES	<input type="checkbox"/>	<input type="checkbox"/>
- ADELAIDE	<input type="checkbox"/>	<input type="checkbox"/>	• HUNGARY	<input type="checkbox"/>	<input type="checkbox"/>	• POLAND	<input type="checkbox"/>	<input type="checkbox"/>
- BRISBANE	<input type="checkbox"/>	<input type="checkbox"/>	• INDIA	<input type="checkbox"/>	<input type="checkbox"/>	• PORTUGAL	<input type="checkbox"/>	<input type="checkbox"/>
- CANBERRA	<input type="checkbox"/>	<input type="checkbox"/>	- INDIA A	<input type="checkbox"/>	<input type="checkbox"/>	• RUSSIA	<input type="checkbox"/>	<input type="checkbox"/>
- MELBOURNE	<input type="checkbox"/>	<input type="checkbox"/>	- INDIA B	<input type="checkbox"/>	<input type="checkbox"/>	• SAUDI ARABIA	<input type="checkbox"/>	<input type="checkbox"/>
- PERTH	<input type="checkbox"/>	<input type="checkbox"/>	- INDIA C	<input type="checkbox"/>	<input type="checkbox"/>	• SINGAPORE	<input type="checkbox"/>	<input type="checkbox"/>
- SYDNEY	<input type="checkbox"/>	<input type="checkbox"/>	• INDONESIA	<input type="checkbox"/>	<input type="checkbox"/>	• SLOVAK REPUBLIC	<input type="checkbox"/>	<input type="checkbox"/>
• AUSTRIA	<input type="checkbox"/>	<input type="checkbox"/>	• IRELAND	<input type="checkbox"/>	<input type="checkbox"/>	• SOUTH AFRICA	<input type="checkbox"/>	<input type="checkbox"/>
• BELGIUM	<input type="checkbox"/>	<input type="checkbox"/>	• ISRAEL	<input type="checkbox"/>	<input type="checkbox"/>	• SOUTH KOREA	<input type="checkbox"/>	<input type="checkbox"/>
• BRAZIL	<input type="checkbox"/>	<input type="checkbox"/>	• ITALY	<input type="checkbox"/>	<input type="checkbox"/>	• SPAIN	<input type="checkbox"/>	<input type="checkbox"/>
• CHILE	<input type="checkbox"/>	<input type="checkbox"/>	• JAPAN	<input type="checkbox"/>	<input type="checkbox"/>	• SWEDEN	<input type="checkbox"/>	<input type="checkbox"/>
• CHINA	<input type="checkbox"/>	<input type="checkbox"/>	- OSAKA	<input type="checkbox"/>	<input type="checkbox"/>	• SWITZERLAND	<input type="checkbox"/>	<input type="checkbox"/>
- CHINA A	<input type="checkbox"/>	<input type="checkbox"/>	- TOKYO	<input type="checkbox"/>	<input type="checkbox"/>	• TAIWAN	<input type="checkbox"/>	<input type="checkbox"/>
- CHINA B	<input type="checkbox"/>	<input type="checkbox"/>	• LATVIA	<input type="checkbox"/>	<input type="checkbox"/>	• THAILAND	<input type="checkbox"/>	<input type="checkbox"/>
• COLOMBIA	<input type="checkbox"/>	<input type="checkbox"/>	• LUXEMBOURG	<input type="checkbox"/>	<input type="checkbox"/>	• UNITED KINGDOM	<input type="checkbox"/>	<input type="checkbox"/>
• CZECH REPUBLIC	<input type="checkbox"/>	<input type="checkbox"/>	• MALAYSIA	<input type="checkbox"/>	<input type="checkbox"/>	- BIRMINGHAM	<input type="checkbox"/>	<input type="checkbox"/>
• DENMARK	<input type="checkbox"/>	<input type="checkbox"/>	• MEXICO	<input type="checkbox"/>	<input type="checkbox"/>	- GLASGOW	<input type="checkbox"/>	<input type="checkbox"/>
• ESTONIA	<input type="checkbox"/>	<input type="checkbox"/>	- GUADALAJARA (JAL)	<input type="checkbox"/>	<input type="checkbox"/>	- LEEDS	<input type="checkbox"/>	<input type="checkbox"/>
• FINLAND	<input type="checkbox"/>	<input type="checkbox"/>	- MEXICO CITY	<input type="checkbox"/>	<input type="checkbox"/>	- LONDON	<input type="checkbox"/>	<input type="checkbox"/>
• FRANCE	<input type="checkbox"/>	<input type="checkbox"/>	- MONTERREY	<input type="checkbox"/>	<input type="checkbox"/>	- MANCHESTER	<input type="checkbox"/>	<input type="checkbox"/>
- LYON	<input type="checkbox"/>	<input type="checkbox"/>	• NETHERLANDS	<input type="checkbox"/>	<input type="checkbox"/>	• URUGUAY	<input type="checkbox"/>	<input type="checkbox"/>
- MARSEILLE	<input type="checkbox"/>	<input type="checkbox"/>	• NEW ZEALAND	<input type="checkbox"/>	<input type="checkbox"/>	• USA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
- PARIS	<input type="checkbox"/>	<input type="checkbox"/>	• NORWAY	<input type="checkbox"/>	<input type="checkbox"/>	• VENEZUELA	<input type="checkbox"/>	<input type="checkbox"/>
• GERMANY	<input type="checkbox"/>	<input type="checkbox"/>	• PANAMA	<input type="checkbox"/>	<input type="checkbox"/>			

Number of participants using the US Toll number?

14. Click 'Next' or open the Features window. There are a few features you must select before you can submit your reservation request.

Attended - One Time

Logistics

What is the date and time for your conference? : PM

☐ ASAP Call (Your call will start within 20 minutes of submitting this request.)

What is the expected duration of your conference? :

How would you like your participants to access your conference? ☒ Dial-In Only ☐ Operator Dial-Out Only ☐ Combination

How many dial-in participants will be joining?

How would you like participants to dial into the conference? ☒ US Toll-Free ☒ US Toll (also available for international users) ☐ Global Access ☐ Toll

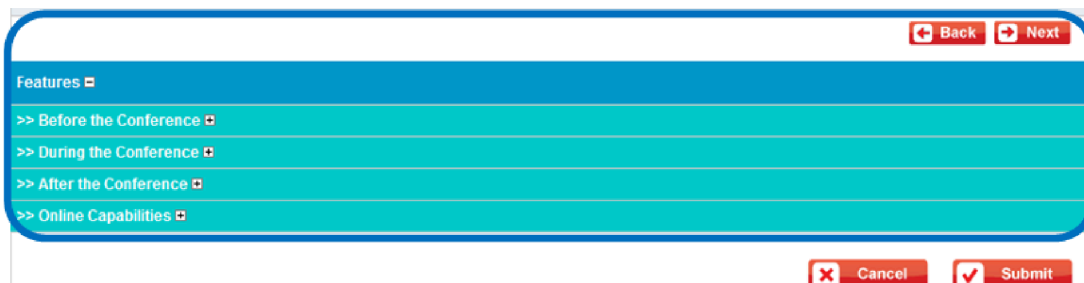
Number of participants using the US Toll number?

Company ID

Features



15. The features are broken up into a few sections: Before the Conference, During the Conference & After the Conference.

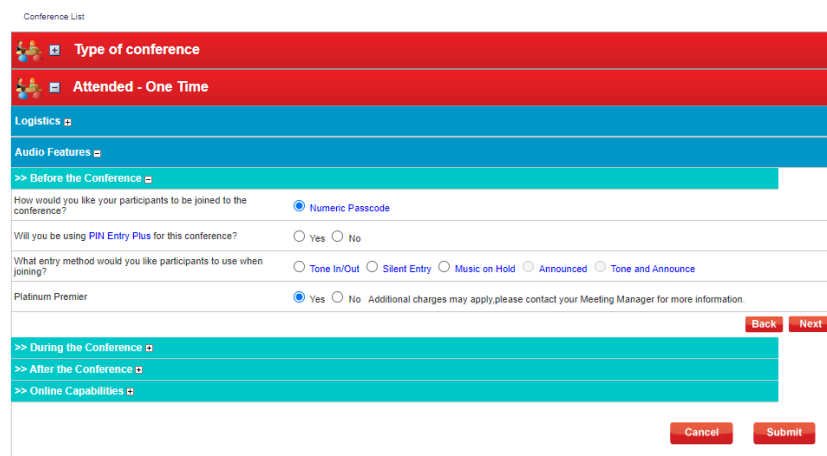


16. You MUST complete the 'Before the Conference' features before you can Submit your reservation.

17. Make the appropriate selections.

- If you don't need any additional features, click Submit.
- To add additional features, click Next or Expand the remaining feature sections.

Conference Scheduling Assistant



18. Click Submit to schedule the meeting. You will receive an on-screen confirmation.

19. Click OK to return to the Conference Scheduling Assistant main page.



Conference Scheduling Assistant

You have selected Premier features for this conference. A Meeting Manager will contact you to discuss specific details for those features and to ensure the success of your conference.

Type of conference: Premier One Time
Confirmation number: 3339876
Leader name: JAMES CUSTOMER
Number of lines: 200
Dates: Mar-31-2011
Start time: 08:15 AM
Duration: 60 mins
Entry Type: Music on Hold
Phone number:
Country: USA City: Toll-Free: 888-XXX-XXXX Toll: 1-833-XXX-XXXX

Passcode: Earnings

Features List:

1	Meeting Manager
2	Listen Only
3	Participant Screening
4	Q & A
5	Meeting View
6	Conference Monitoring
7	Instant Replay
8	Conference Recording
9	Participant List
10	Hot Conference

To view all details entered for this conference, please click here.

Your confirmation will be e-mailed to the leader e-mail address listed in your profile.

Calls must be cancelled at least 30 minutes prior to the start time to avoid cancellation fees.

20. Your reservation will now appear on the main page and the process has been completed.

21. To modify/cancel the conference at any time, click on the appropriate option below.

Conference Scheduling Assistant

Current Conferences Completed / Cancelled Refresh List

From: 03/07/2011 To: 04/07/2011 Show List

	Start Date	Conference Type	Leader Name	Confirmation Number	Meeting Name	Phone Number(s)	Participant Passcode	Leader Passcode
	Mar-31-2011 08:15 AM CT	Premier	JAMES CUSTOMER	3339876		1-833-XXX-XXXX 888-XXX-XXXX	Earnings	1XXXXX

Contact Us

Please contact Verizon at one of the numbers below or email us for further assistance.

- Email: conf@mymeetings.com
- United States: 800-475-5000 or 415-228-5025
- Australia: 1800-505-020
- Hong Kong: 852-2802-5100
- Europe, Middle East & Africa: 44-20-7950-9950
- Singapore: 65-6883-9144

