Getting started with Webex Webinar

Virtual Events

With Virtual Events, you benefit from the service of a professional event producer who assists you before, during and after your event.

Roles and responsibilities

Requester/Booker

- Gathers the necessary information required to book the event and raises request with the Virtual Events team.

Virtual Events producer

- Confirms requirements, schedules the event, sends out invites and hosts pre- event rehearsal.
- Conducts final checks before start of the event and delivers introductions.
- Supports speakers/presenters throughout and moderates Q&A.
- Provides reports post event that includes participants list, Q&A results, event recording link and transcription.

Panelists/Presenters

- Speakers who deliver content during the event.

Participants

- Attendees joining the live event as audience or watching on demand.

Features

Summary of key features and capabilities:

Feature	Webex Webinar
Maximum number of participants	10,000
Maximum number of Hosts, Co-hosts, and panelists	500
Maximum number of concurrent events	1 per host license
Q&A	Available (audio 2- way or written)
Video content share	Available (speakers only)
Recording	Available
Closed captions/ transcriptions	Available (saved if the Webinar is recorded)

Full list of features

[View the full list of features](#) or alternatively speak to the Virtual Events team.

Booking an event

Before you begin the scheduling process, please have the following information ready:

BT account holder details

- Billing EB no. (if available)
- Company name
- First and last name
- Phone number
- Email address
- Time zone.

Event details

- Topic
- Event date
- Event start time and time zone
- Duration of event
- Number of participants
- Presenter(s) details e.g., name(s) and email address(es).

To book an event complete the booking form and send via email to the Virtual Events team at: **virtualevents@bt.com**

The Virtual Events team will schedule the event within 48 hours and send confirmed email invites with joining links.

Note: The joining links for presenters and participants will be different.

BT

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Best practice

- Make sure you're clear on the roles and responsibilities of Webinar hosts, co-hosts, panelists, presenters, and participants.

- Book your Virtual Event well in advance.

- Ensure your organisation's IT contact has checked network health and service configuration in advance of your event.

- Make sure your IT team have set up the live event policy for your organisation correctly.

- Let the Virtual Events producer know your recording policy for attendees.

- Inform your presenters that the recording is stored in MP4 file format, it can take up to 24 hours to receive the recording.

- Let the Virtual Events producer know in advance if you'll be inviting guest speakers.

- Ensure your presenters are aware of and join the Virtual Events producer hosted rehearsal event.

- Advise your presenters to join the event at least 30 minutes before the start time to go over final arrangements with the Virtual Events producer.

- Remind your presenters not to forward their confirmation email to attendees.

Frequently asked questions

Can I cancel the event/change the event date after it has been booked?
Yes, simply contact the Virtual Events team at: virtualevents@bt.com.
Please note that cancellation charges may apply:

- more than 48 hours' notice – No charge

- between 24 and 48 hours – 50% of the event fee

- less than 24 hours' notice – 100% of the event fee.

How do I retrieve the confirmation email with event details? I have lost the email.
Contact the Virtual Events team at: virtualevents@bt.com. Your confirmation email will be re-sent to you.

How do I request a recording after the event?
The recording web link will be sent to the person booking the event within 24 hours. Make sure you tick the appropriate checkbox on the booking form.

Can participants ask questions to presenters?
Yes, participants can ask their questions in the chat window or if unmuted by the host they can ask the speaker(s) questions over audio.

How do I access Q&A and attendee list after the event?
You can request a Q&A report and attendee list be made available to you after the event. Make sure you select the appropriate options in the booking form.

How do I request for the event summary report to be sent to additional recipient(s)?
Contact the Virtual Events team at: virtualevents@bt.com to request a summary report to be sent to additional recipients.

Useful links

- **Share with your panelists/presenters:** Share content in Webex Webinar.

- **Share with your attendees:** Join a Webinar.

- **Further guidance on attendee experience:** Choose audio and video settings before you join a Webinar.

Visit our support page here or scan the QR code below:

Further help and support

Contact the Virtual Events team:
virtualevents@bt.com