



ReadyTalk Event Chat

ReadyTalk Event Chat is a free feature that provides additional support during Operator-Assisted web events. With ReadyTalk Event Chat, you will have instant access to a ReadyTalk Event Manager during your live web and audio and audio-only events.

With ReadyTalk Event Chat, you will experience:

- An Event Operator will provide audio support, including Q&A moderation, by throughout your live event
- For web events, a ReadyTalk Event Manager will join the Event Operator for your pre-conference and the first 30 minutes of your live event
- You will have instant access to a ReadyTalk Event Manager throughout your live event via the ReadyTalk Event Chat interface

Using ReadyTalk Event Chat

Keep the following Event Chat best practices in mind to ensure a successful event.

To chat with an Event Manager:

1. Prior to the start of your conference, go to <http://www.readytalk.com/support/eventchat.php> to log in to ReadyTalk Event Chat. Bookmark this page for future use.
2. Log in to ReadyTalk Event Chat by entering your access code and passcode.
3. Use ReadyTalk Event Chat for any questions, concerns or issues that arise during your call that the audio operator is unable to address.

Event Chat Hours of Operation

ReadyTalk Event customers can access Event Chat during live events scheduled Monday through Friday from 9 a.m. to 7 p.m. ET (excluding holidays).

If you have questions for the Event Team outside of the Event Chat hours of operation, please feel free to contact us via email at events@readytalk.com.

You can also contact ReadyTalk Customer Care at any time for immediate assistance, including after-hours support at 1.800.843.9166 or support@readytalk.com.