

# ***Webinar FAQs***

## **Questions You're Probably Asking**

### **Q: How does everything work?**

You pick the date, the time, the presenter and inform your members of the Webinar. We'll help with writing the invitation notification (only if you need it); handle all registration & payment processing of registrants.

We'll send reminders to the attendees & verify their admission into the Webinar. Your presenter or facilitator will receive a very easy 10-minute training session.

Your members will receive full customer care (6:30am to 5:00pm PST) and technical support (24 hours a day). To facilitate your session, a live professional operator will moderate and assist during your event. You'll also be able to poll your members during the session as well as give them post-seminar surveys.

### **Q: The technology sounds great, but it sounds pretty expensive to set up. Is it affordable?**

We do not require contracts, up-front fees, hardware to buy or software to install. We charge only a low flat rate per registrant and there are no minimum attendance requirements. It's extremely easy and financially risk-free to implement.

### **Q: I want to make sure the content of the presentation is relevant to our members? How can I be sure of that?**

You are in full control of the choice of the content. The two options are: you can pick a topic that we have, or you can utilize your contacts to select the presenter and the topic.

### **Q: How do I make sure the content is timely to my members?**

As in the above question, you are in full control of the timeliness and the relevance of the content.

**Q: I want to make sure that I'm in full control of the process every step of the way, can you make that happen?**

We pride ourselves in our courtesy, professionalism and expertise. Give us the opportunity to prove that to you. Our customer care team is committed to making your event a success.

**Q: How good is the quality of the Webinar program?**

Our clients and their participants consistently rate our Webinar service (on the post-webinar survey) with the highest marks on quality, ease-of-use and customer care.

**Q: I don't want my members to pay too much for getting this information / training / education.**

You decide on the registration fee. Our flat rate remains the same whether you charge \$24 or \$99. The decision on the amount to charge is totally in your hands.

**Q: We've had problems with other companies in the past with the dependability of the program which caused problems during the presentation and disconnects.**

All I can say is that we do not operate that way. Any program might have a hiccup every once in a while. The difference is in how we handle the situation. Let us show you exactly how we do that, does that sound fair?

**Q: How can the participants interact or communicate with the presenter?**

Your members can interact in any one of 3 ways:

- Through the online chat function
- Sending an email to one of the moderators
- Asking a question via the audio portion (during the Q&A)

**Q: We don't have time to handle customer service situations for the Webinar attendees. What can you do about that that?**

When your member has registered, they receive a confirmation from us informing them that we're responsible for the customer service, technical support and that we're here to assist them on your behalf. You never have to deal with these day-to-day tasks because we'll do it for you.

**Q: We'd like to present the information ourselves, how do we do that?**

Not a problem at all. Then in this case, you would function as the presenter and we would still be with you assisting you every step of the way.

**Q: Can I charge different amounts for members and non-members?**

That's not a problem at all. We can arrange for different pricing levels based on your criteria or requirements. Members would put in a code, or check a box stating that they're members & can be verified by you shortly thereafter.

**Q: Some might not have the latest computers. Can they participate?**

As long as your members have a computer that is able to connect to the internet, speakers/headset with microphone, that's all that's required. It appears very high tech, but the threshold for entry is very low.

**Q: Can ALL members use the program? How hard is it really?**

If your members can connect to the internet and dial a phone, they're good to go! Your presenters or facilitators will receive 15-minute training on the presentation tool and because it's so simple to use, they'll pick it up in no time at all.

**Q: Do you have competent customer and technical support and when are they available?**

Our world-class Customer Care (all in-house in our office in San Diego, California) is available from 6:30am PST to 5:00pm PST. And the professionally knowledgeable Technical Support is available 24 hours a day.

**Q: How can I see who shows up?**

You'll have access (as a facilitator) to the "real-time" information on who is on the session. In addition, after the session, you'll receive call summaries detailing all their information, what time they joined the call, how long they were on the call for and if they attempted to ask any questions, etc.

**Q: How easy is it for my members to register for the event?**

All your members would do is click on the link that you give them (which we will provide to you) and they'll end up on the registration page for your Webinar. They'll fill out the information that you decide to collect and pay for the event. The registration page will have your logo so that they're familiar with the look. Once they've done this, it will trigger their reminders and you'll be notified as well. It's that simple!

**Q: What kind of support do we get during the event?**

During your event, a live professional operator will be with you every step of the way. Our customer service department is also always on hand in case any of your members need help in getting into the event (can't find code, need phone number, etc). The technical support department is standing by in the unlikely event of any technical glitches.

**Q: I'd like to record my session.**

We'll record your event for a very nominal fee.

**Q: There's no upfront fee, no hardware or software to buy, no financial risk and no contracts. There must be some hidden fees somewhere!**

No hidden fees, no surprise charges at all. Promise. Cross my heart.

**Q: How can I market the event?**

We'll have a couple suggestions for you on how to do that. One of the ways would be to inform your members via email of the upcoming session. If you need help with the crafting of the invitation, we will gladly help you there. The vast majority of our clients simply let their members know by email and they're successful with that method of communication.