1

ACCESS LIVE™

broadnet
US Patent 8,266,535

Chat

Chat:

Name: (Bridget with Support) Color: ■ Font: A

A A 🕐 🔊

[19:35:10] Bridget with Support : Hello and welcome! We are looking forward to your Access Live event!

Poll

Question: How do you feel about _____

Answer	Key	Votes	Percent
Favorable	1	0	0%
Unfavorable	2	0	0%
No opinion	3	0	0%
Total Votes:		**0**	[X]

New Modify Preset Save

Q&A Queue (1 in queue)

Host View | **Screener View** | Full View

5 **6**

Screening Information

Name: John Doe   Phone: (303) 414-5159

Question:

Notes: ⭐⭐⭐

Alt. Phone:

Email:

Address 1:

Address 2:

City/Town:

State/Province:

ZIP Code:

Save and Return to Queue

Cancel and Return to Queue

Save and Remove from Queue

Rank	Name	Wait	Status	Question	Notes
▲ ⭐⭐⭐ ▼	John Doe (303) 414-5159	2m 1s	screening SCREEN		REMOVE

Show Unscreened Only: **On** Off **2**

3 Scrolling: **On** Off

Current Participants: 1   Total Attendees: 2   Access Live Duration: 4m 40s

Hosts (1 host)

4

☐				Name	Phone	On Call
☐	🔊	✔	Ⓢ	Jeff (screener)	(303) 709-5602	3m 21s

Hangup Checked

1 Screener View tab: Highlighted in light blue, indicating which tab you are currently viewing on the interface. In the Screener View you can see the Chat section, Poll section as well as the participants in the Q and A Queue and Online Question Queue (if applicable).

2 Show Unscreened Only button: When turned on and highlighted in orange this indicates that you are currently only viewing participants with the Unscreened Status. Those callers still need screened. As a Screener we recommend keeping this feature turned On, it helps show those who have yet to be screened.

3 Scrolling On/Off buttons: If On is highlighted in orange that means Scrolling is on and as individuals join into the queue a scroll bar will appear allowing you to scroll through those participants. We suggest keeping this feature on. As the queue expands it can fill the majority of your screen. This makes it hard to view and navigate the rest of the interface.

4 Screeners should identify their line when dialed in by clicking on the lowercase i and it will change to a checkmark. Screeners will be highlighted in green when they are actively screening a participant.

5 While screening a participant you will see 3 important fields. Name, Question and Notes. Confirm the name of the person you are screening, enter their question for the host, and add necessary notes. Some clients also request the screeners to get the city/location of the participants. Examples of what can be added in the Notes field are: if a caller is hostile/agitated, hard to hear, lots of feedback on their line.

6 Save & Return to Queue is the button you will select after gathering the **participant's** information. Their information will be saved and they will remain in the queue with the option to ask a live question.
Cancel & Return to Queue is used if a participant is not responding to the screener. You can cancel and they are able to be screened again.
Save & Remove from Queue is an option to remove a participant if you wish to save the information entered, but do not want them to have the option to speak live on the call.