

## Webinars - GotoWebinar

### Prepping before the webinar

- The only approved headset for firm use is the Plantronics Blackwire line of headsets, available from your local retailer or call center supply store.

#### 1. Headset & USB extender

- Any employees who need to speak often on calls or webinars is authorized to buy a very specific model of USB headset, and the company will reimburse them.
- Be sure to save receipt and submit it to your boss for reimbursement.
- If a usb headset from the plantronics blackwire series is not available send a link to your supervisor to a model that is available local to you for either pickup from a local store or shipping from online retailer.
- Headset must be WIRED USB and NOT wireless, there are no exceptions to this rule.
- Buy this headset immediately after your hire date, do not delay ordering it as that will cause a longer wait for delivery, frustrating your supervisor.

1. [http://www.amazon.co.uk/Plantronics-Blackwire-C310-Monaural-Headset/dp/B007JURP2A/ref=sr\\_1\\_1?ie=UTF8&qid=1390564515&sr=8-1&keywords=plantronics+blackwire+c310](http://www.amazon.co.uk/Plantronics-Blackwire-C310-Monaural-Headset/dp/B007JURP2A/ref=sr_1_1?ie=UTF8&qid=1390564515&sr=8-1&keywords=plantronics+blackwire+c310)

2. Optional extension cable [http://www.amazon.co.uk/BlueRigger-Active-Extension-Repeater-Female/dp/B005LJKXS/ref=sr\\_1\\_1?ie=UTF8&qid=1390574893&sr=8-1&keywords=usb+extension+10m](http://www.amazon.co.uk/BlueRigger-Active-Extension-Repeater-Female/dp/B005LJKXS/ref=sr_1_1?ie=UTF8&qid=1390574893&sr=8-1&keywords=usb+extension+10m)

3. Philippines employees buy

this: [http://etechnicom.com/index.php?route=product/product&path=25&product\\_id=50](http://etechnicom.com/index.php?route=product/product&path=25&product_id=50)

4. India Employees have bought this model in the past, be sure to see if better plantronics models are available [http://www.flipkart.com/plantronics-audio-628-wired-headset/p/itm dm kzaaajfhrwk?pid=ACCDMKZ5FPMSXZ3U&srno=b\\_9&ref=e17523c0-5e60-4f9d-8f09-55b23a59d1d1](http://www.flipkart.com/plantronics-audio-628-wired-headset/p/itm dm kzaaajfhrwk?pid=ACCDMKZ5FPMSXZ3U&srno=b_9&ref=e17523c0-5e60-4f9d-8f09-55b23a59d1d1) [http://www.flipkart.com/plantronics-blackwire-c320-m-wired-headset/p/itm dnwfpvtzdtgbd?pid=ACCDNVA5RVJWKGCS&otracker=from-search&srno=p\\_1&query=plantronics+blackwire&ref=280b34eb-9d39-47c1-ae04-034dfbf9d0bb](http://www.flipkart.com/plantronics-blackwire-c320-m-wired-headset/p/itm dnwfpvtzdtgbd?pid=ACCDNVA5RVJWKGCS&otracker=from-search&srno=p_1&query=plantronics+blackwire&ref=280b34eb-9d39-47c1-ae04-034dfbf9d0bb)

[http://www.amazon.in/Plantronics-BLACKWIRE-C310-M-Bulk-Pack/dp/B007JURP2A/ref=sr\\_1\\_2?ie=UTF8&qid=1401380973&sr=8-2&keywords=plantronics+blackwire](http://www.amazon.in/Plantronics-BLACKWIRE-C310-M-Bulk-Pack/dp/B007JURP2A/ref=sr_1_2?ie=UTF8&qid=1401380973&sr=8-2&keywords=plantronics+blackwire)

[www.amazon.in/Plantronics-Audio-Overhead-Stereo-Headset/dp/B005VCPB5Q/ref=sr\\_1\\_7?ie=UTF8&qid=1410257850&sr=8-7&keywords=plantronics](http://www.amazon.in/Plantronics-Audio-Overhead-Stereo-Headset/dp/B005VCPB5Q/ref=sr_1_7?ie=UTF8&qid=1410257850&sr=8-7&keywords=plantronics)

<http://www.amazon.in/Plantronics-Audio-478-Stereo-Headset/dp/B005VAORH>

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[B005VAORH](http://www.amazon.in/Plantronics-Audio-478-Stereo-Headset/dp/B005VAORH)

[6/ref=sr\\_1\\_33?ie=UTF8&qid=1410257887&sr=8-33&keywords=plantronics](http://www.amazon.in/Plantronics-Audio-648-USB-Headsets/dp/B005VAORJO/ref=sr_1_33?ie=UTF8&qid=1410257887&sr=8-33&keywords=plantronics)  
[http://www.amazon.in/Plantronics-Audio-648-USB-Headsets/dp/B005VAORJO/ref=sr\\_1\\_36?ie=UTF8&qid=1410257887&sr=8-36&keywords=plantronics](http://www.amazon.in/Plantronics-Audio-648-USB-Headsets/dp/B005VAORJO/ref=sr_1_36?ie=UTF8&qid=1410257887&sr=8-36&keywords=plantronics)

1. The headset must be properly worn according to these guidelines.

<http://ghostleg.com/blog/2008/07/the-correct-position-for-a-headset-microphone/>

What staff should do during webinars

Staff should attend every webinar hosted by the company. If not specifically assigned to answer questions for that webinar, you can simply listen in while performing other duties and doing your other work. The webinar is not for you to explicitly learn, it's there as a sales tool for our customers.

The speed at which you respond to customers directly affects sales numbers.

- “Respond to all” with many of the questions so customers can see that someone is actively answering
- Remember that customers do not see the same view as you and cannot tell how many people are in attendance or the number of questions being asked. They don't know you are swamped with questions, they only know that their question is being ignored.
- You should reply to as many questions as possible, rapidly as possible.
- Drag out and resize the question window so it's almost full screen. It's not important for you to see the slides and content shown by the presenter. It's more important to answer as many questions as possible.
- When there is no clear question, still acknowledge the person's comment with a comment of your own showing excitement, exclamation marks, or smiles. It's best to mention the person's name to make it personable and show that you are paying attention.
- Customers cannot see the names of who asked and answered. All answers will appear to come from the main presenter.
- When a question is too detailed and you need more info or you cannot respond there, simply give the customer a link to the company support desk.

- From a webinar of 172 attendees on May 22 2015 we provided 431 responses (answers to their questions).

Handling Replay videos

Pre-Recorded Webinars