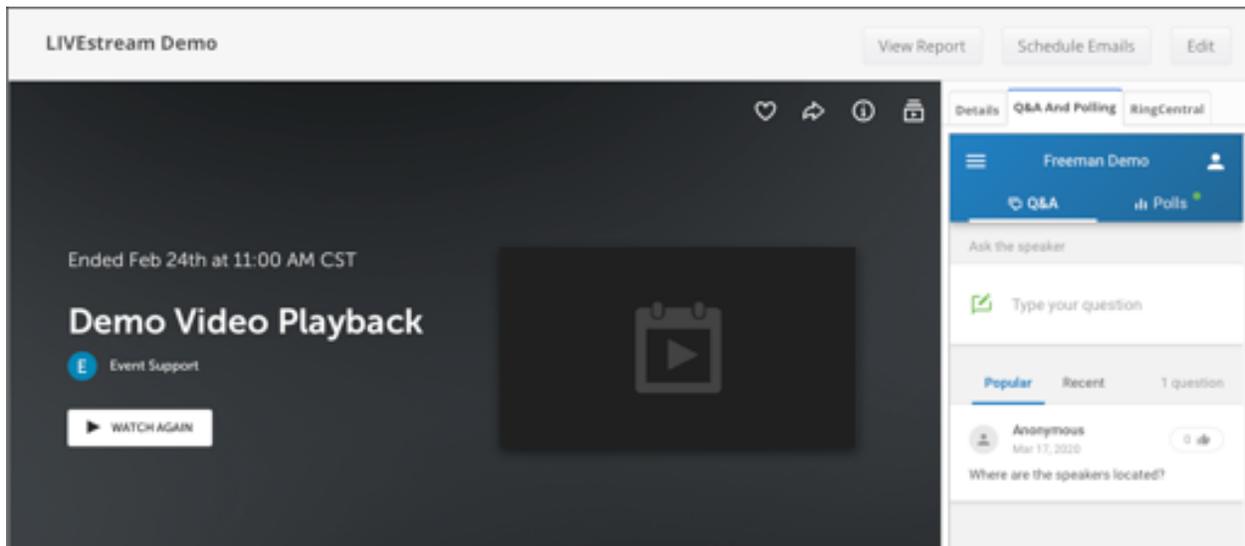


Moderated Q&A – Attendee and Moderator Experience

This document outlines the experience an attendee can expect to have when interacting with a Q&A widget alongside Freeman’s OnlineEvent platform for live streaming.

Attendee Experience

When attendees access their stream, they will see a tab to the right of the live streaming player containing the widget that they can submit questions through.



Example picture of live player page with Q&A widget to the right.

Attendees can choose to submit their questions anonymously or include their name. If this widget is set to display all submitted questions, they will display immediately within the widget itself. Otherwise, they will only appear once a moderator has approved a question for display.

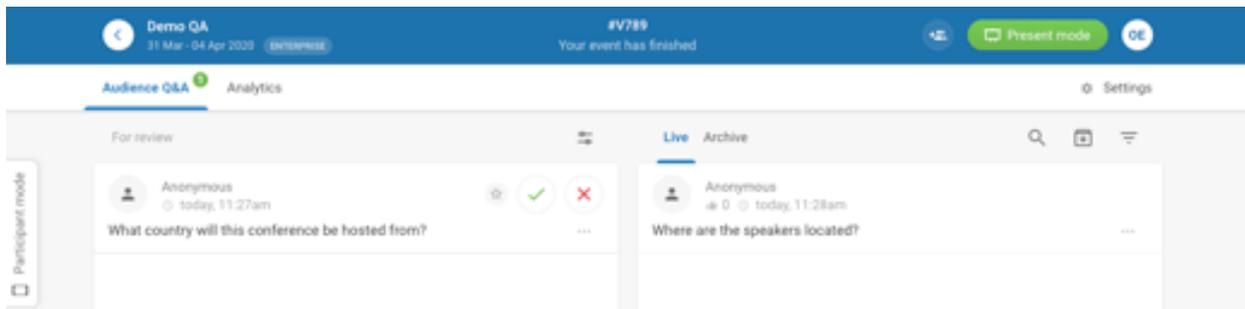
Attendees can upvote questions if the feature is enabled, allowing popular questions to float to the top during a live session for easy visibility by the speaker or moderator during the Q&A portion of their live event.

See next page for Moderator Experience

Moderator Experience

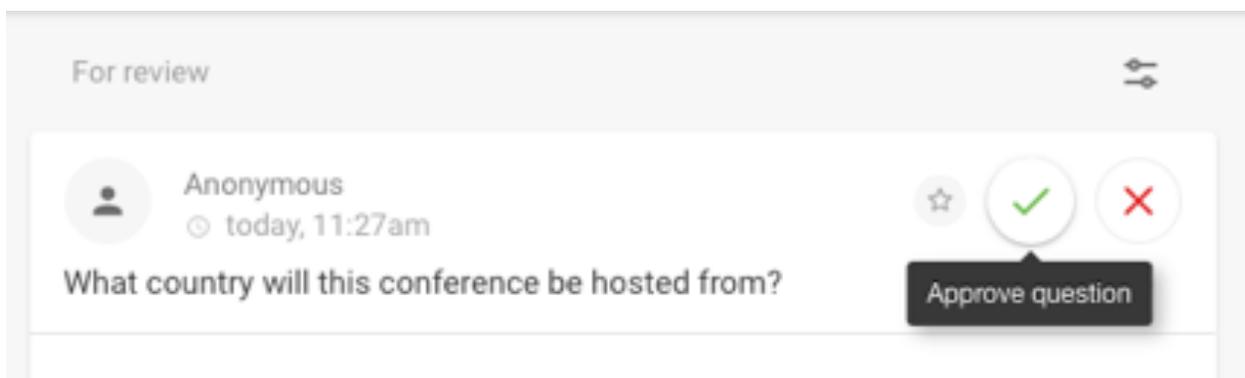
Moderators will be given guest access to the Q&A panel of their assigned event, where they will be presented with all questions as they arrive as well as an approval queue if questions require review before being made public. Guest access is given through a shared moderator link that would be provided before the start of the event.

When first accessing their moderator link, moderators will be required to create a Slido account if they do not yet already have one. Once an account is created and they're logged in, they will see the moderation panel for their event.



Screenshot of overall moderation panel. Left panel contains list of questions for approval, right panel contains list of questions publicly viewable.

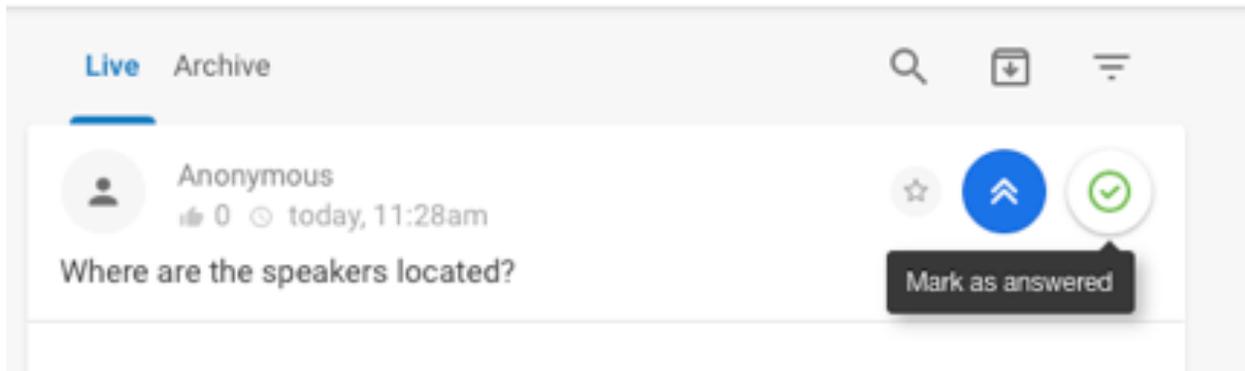
There are two primary columns on the main moderator page of this platform – an approval queue on the left, and public questions on the right. If questions require approval prior to public display, they will appear on the left-hand column. As the moderator hovers their mouse over each question in the approval column, a set of additional icons will appear allowing the moderator to quickly approve or reject questions.



Screenshot of the “For review” column of questions in the approval queue, with mouse-over icons exposed.

Moderator experience continued on next page

The questions listed on the right are questions currently viewable to the livestreaming audience. When hovering the mouse over these questions, a set of icons appear as well that allow the moderator to mark the question as answered or to highlight a question. A use-case for highlighting a question would be to prominently display the question in the widget while the speaker is answering it in the stream.



Screenshot of the “Live” column of questions shown to the public, with mouse-over icons exposed.

Moderators can choose to freely star questions they feel are exceptional, as well as discard or complete questions as they are addressed. If the voting option is enabled, they will also see which questions are the most popular within their Live column of questions.

If there are any additional questions you may have in regards to the Q&A experience powered through Freeman’s platform, feel free to contact support@onlineevent.com with the name of your event and someone from our team will reach out to assist.