

AO Interview Desk quick start

Every interview after a match, booked, timed and confirmed by WhatsApp. The system handles the routine; the desk handles the judgement calls.

Desk all day screen

Interviews big screen

Press big screen

Runner phone

Outlets groups and people

Rooms big screen

HOW A RUN WORKS

1

Off court

The player appears in **Coming off court**. Add requests while they play.

2

Ready, lock, publish

The runner sets **Player ready** and the team's conditions, then locks. Each outlet gets only its own slot plus the media conference.

3

Runner taps

On the way, Started, Last question, Done at each room. The next outlet hears as it happens.

4

Changes flow

Late, cancelled, moved or finished early: the run retimes from real times and only the outlets affected are told.

NEEDS YOU

The only list you have to work. Everything else is already handled.

Unhappy goes to the top

3 min amber

5 min red + sound

- **Reply** answers the whole outlet group. **Make a request** sends it to the player's runner. **Done** closes it.
- **Conflict**: two colleagues said different things. Tap the answer that stands.
- Several messages from one outlet land on one card, with an English translation if needed.

WHAT RUNS ITSELF

Running late	Time kept if it still fits. If not, they move to the end of the run. If the player is already walking to them, nothing moves and the runner is told.
Can't make it	Slot shows Cancelled in place, the rest of the run moves up and those outlets get new times.
On my way · What time? · Which room?	Answered on the spot.
Thanks · Never mind	Logged. Taking back a request closes its card.
Anything else	Comes to Needs you with a holding reply already sent.

Undo, 45 minutes. Anything in **Handled** that changed the schedule, including team conditions, has **Undo**, then **Confirm undo**. Slots go back and outlets get a correction. Runner taps and sent messages can't be undone.

RUNNER PHONE

Player ready

On the way

Started

Last question

Done, off to...

- Before lock: set **Player ready** and any **team conditions** (question limits or a max time).
- After lock: four taps per room. Early finishes pull everyone forward.
- Requests arrive in orange. Ask the team, tap their answer. Yes adds them to the end of the run.
- **Full runner steps overleaf.**

ROOMS

- Media conferences: **Main Interview Room** or **Interview Room 2**. The bigger name gets Main; anyone moved, moves once and by 15 minutes at most.
- **MC first** on a run keeps the media conference ahead of every interview.
- Tap any slot on the desk to change its room. No room or outlet is ever double booked.
- People are **on** Interview Terrace (up to 16) and **in** every other room.

OUTLETS AND LANGUAGES

- Each outlet is a group. Set who gets **Everything** or **On the way only**, and who can answer.
- New people reply **YES** to join. Colleagues' replies arrive bundled, about once a minute.
- Write in another language and they're offered it once. English always comes first.

What a journalist sees

No problem, you're still booked on Interview Terrace at 15:18.

🌐 Español

No hay problema, sigues reservado en Interview Terrace a las 15:18.

Unknown number

Not in any group yet. Tap **Add to an outlet**; nothing is sent to them until then.

Quiet for 24 hours

WhatsApp needs an approved template to restart the chat. Once ours are approved, the system uses them automatically.

Screen says it can't reach the desk

It retries on its own. If it stays red, reconnect Supabase in Settings.

Runner quick start

You're with the player. Your taps set the clock for the whole run, so every outlet waits for the real player, not a guess.

BEFORE YOU LOCK

Player ready: when can they start? Pick a time; there's no typing.

Now 5 min 10 min 15 min 20 min 1 min earlier

1 min later

- **Lock and publish** books the first slot from Player ready, or now if that has passed, around any room or outlet already busy. The rest follow with walking time.
- Add the team's conditions before you lock so the first message every outlet gets is already right.
- Until the player is on the way, you can drag slots to reorder.

TEAM CONDITIONS

1 question only **2 min** Caps the slot. Only ever shortens it.

2 questions only **4 min**

3 questions only **5 min**

Max 3 / 5 / 7 / 10 min **exact** Sets the slot to that length, longer or shorter.

- **+ Condition** on a slot, or **Team conditions for all interviews** in the header. The media conference keeps its own.
- Grey options would change nothing. **No limit** puts the slot back to its booked length.
- Outlets see the condition in their confirmation and any update.

FOUR TAPS AT EVERY ROOM

1

On the way

As you leave for the room.

Outlet hears: **On the way**, heading to you now.

2

Started

When the interview begins. The slot's clock starts here.

Your phone shows **With them since** the time you tapped.

3

Last question

When the last question is asked.

Next outlet hears: **Nearly there**, with a time.

4

Done, off to...

Ends this slot and marks the next one on the way in a single tap. Then **Started** there.

Last room: **Done, run finished**.

HOW TIMES MOVE

Walking time	2 min to or from the media conference, 1 min between interviews, none from Terrace to Terrace. Counted from when the last slot really ended.
Finished early	Everyone after moves forward.
On the way	Only ever brings times earlier, never later.
Running long	Times after you hold until your next tap, so keep tapping as things happen.
Who gets told	A new room, a move of 5 min or more, or 2 min or more if their slot is within 30 min. Smaller drifts wait and add up.

OFF SCRIPT

- Player went somewhere else? **Walked in here**. Everyone after shuffles and is told.
- Requests arrive in orange. Ask the team, tap **Team says yes** or **no**. Yes adds them to the end of the run.
- Tapped the wrong thing? Taps can't be undone. Tell the desk straight away.

WHAT THE NEXT OUTLET SEES

After Last question

Nearly there: Alex de Minaur is on the last question at the Media Conference. Coming to you in Interview Room 3 next, about 15:42.

After Done, off to Nine

On the way: Alex de Minaur is heading to you in Interview Room 3 now.

Button shows Sending

Your tap is on its way to the desk. Wait for it to clear before the next one.

Player not ready yet

Pick a later Player ready time before you lock. Nothing is sent to outlets until you lock.

Need the desk

Anything the buttons don't cover: call or message the desk. They see your run live.