Smart tips: Booth representative training

Please use this document as a reference for functions available within the booth, which booth representatives will have access to.

Log onto the platform
All registered booth representatives with receive an email from **registration@isuog.org** with a **link** and simple instructions to login.

This link and your login is your access to your own personalised experience of the event. If you have not received this, check your junk mail first, and if you are unable to find it email **registration@isuog.org**. We aim to respond with 3 hours or less depending on the volume of queries.

Accessing your booth
Once you have logged in, you'll be taken to the landing page (Calibration lobby). Once you have completed the instructions noted in the Calibration lobby, you will be directed to the event lobby.
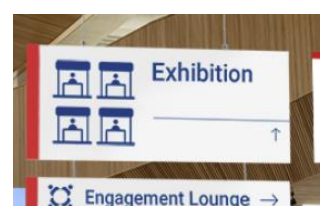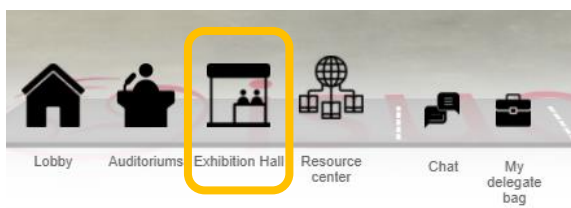

Calibration lobby   *Event lobby*

You can access your booth from the event lobby by:
1. Entering the exhibition hall either via the navigation bar on the bottom of your screen or the 'Exhibition' signage in the event lobby

2. After landing in the exhibition hall, click on your company banner to access your booth

Your status

- In the upper-right hand corner of the header bar, you'll see your photo (if you've uploaded one) as well as a small green checkmark
- Be sure to change your status accordingly. To do this, click on your photo to reveal a dropdown
- If you are ever away from your booth, be sure to set your status as "Away"


Your settings

Click the gear icon next to your photo to reveal the settings dropdown.
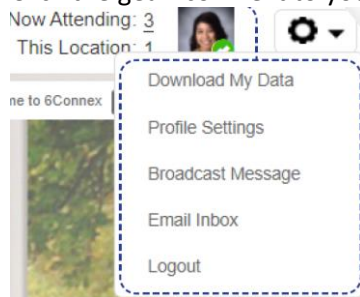
- Download my data
  Per the General Data Protection Regulation (GDPR), trigger and download a report of all data captured about you.
- Profile settings
  Edit information in your profile, such as your profile photo.
  Profile Settings allows you to hide data entered during registration from attendees and/or representatives.
- Broadcast message
  Send a global message to all attendees in your booth. You may pre-schedule your broadcast, set target attendees per entitlement or location, set a message duration, and enable a click action if you wish.
- Email inbox
  Open and engage with your email inbox within the virtual environment.
- Logout
  Open and engage with your email inbox within the virtual environment.

Representative dashboard

- When you first enter your booth, be sure the "Rep Dashboard" icon is showing up as an option in the upper right-hand corner of the room
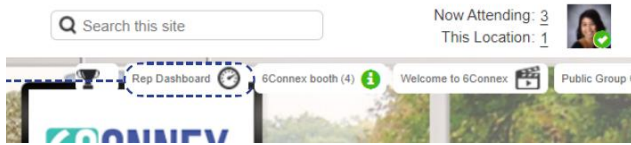
- We advise keeping your rep dashboard open at all times—you will manage your engagement with attendees here

Rep dashboard tabs

- Attendees
  - o View a record of all attendees that enter your booth. Click the "Refresh" button to see the most up-to-date roster. Note that attendee data is not permanently saved.
  - o Click an attendee's name to view information about them, such as their name, company, and country. Details viewable to you will depend on what has been allowed.
  - o The colour of the speech bubble icon indicates the attendee's status. Click this icon to start a 1:1 chat.
  - o Click the attendee card icon to send an internal email.
  - o Visits, view their Chat History, and add/download Notes.

- Rep chat
  Chat privately with other representatives in your booth.

- Chat history
  - o View a record of all attendees you have chatted with, or who chatted with other representatives in your booth.
  - o Click "Refresh" to view the most up-to-date roster.
  - o Be aware that you or other representatives may click the "Clear Chat History" button by accident, resulting in loss of data of any attendees you may potentially want to follow up with.

- Chat queue
  - o The attendee will likely engage with a click action within your booth to enter their name into the Chat Queue (e.g., "Chat with us!"). Once entered into the queue, the attendee will receive a message acknowledging their request and that a representative will contact them once available.
  - o The Chat Queue dashboard will display the wait times of all attendees in the queue.

- Rep checklist
  - o Check this tab to see best practices and a reminder of function of each rep dashboard tab.

Chats

You have three avenues of chatting with attendees:
1. 1:1 chat
   - o Execute a private chat with an attendee by clicking the speech bubble icon next to their name.
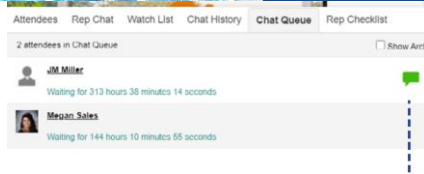
- o You may start a 1:1 chat anywhere you see an available speech bubble icon, whether from the Attendee List, the Chat Queue, by viewing the "Now Attending" or "This Location" roster within the header bar of the environment, etc.
- o Note that you may also add other people to a chat by clicking "Add people to this chat" at the top of the private chat window.
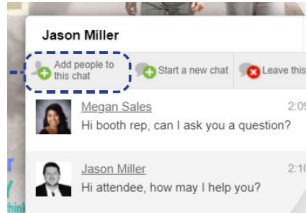
- o To save private chat transcripts, be sure to leave the chat entirely. This will trigger creation of a transcript which can be accessed on one's Attendee Card.

2. Video chat
   - o This feature may be activated for Rep>Attendee or even Attendee<>Attendee interaction, depending on the client's preference. Verify what capabilities are available with your event organizers.
   - o Initiating a video call will alert the attendee that you are trying to reach them, at that the system is attempting to access their microphone and camera. The attendee must accept the chat request.

   - o The only functionality within a video chat is a face-to-face conversation (e.g., there is no screen sharing).
   - o It is advised to test proper functionality of video chat prior to live day.

3. Public chat
   - o If there is a public group chat enabled within your booth, you or another representative should monitor the chat and respond to attendees accordingly.
   - o Representatives have the ability to delete any posts in the public chats in the event they are inappropriate or out of scope.
   - o It is advised to have this chat window open simultaneously with the rep dashboard so you are able to monitor all your interactions with ease.