Booth Staff Training
Agenda

• How to login
• How to update your profile
• How to navigate to your booth
• How to chat as a booth representative
• Tips and instructions
Log into the Event

LOG IN NOW!
Intrado Sales Kick Off 2020

Get ready for two exciting days of updates and insights that will get you ready to tackle 2020.

January 15:
• Intrado Digital Media in 2020
• 2019 year in review
• 2020 goals & how we'll achieve them
• Customer success stories
• Awards & recognition

January 16:
• Solution selling
• Customer success stories
• Solution updates
• Project bulletproof
• Billing updates

Not registered for the Intrado Sales Kick Off 2020 and interested in signing up?

Email Address

[ENTER]

If you receive an "Already Logged In" message, wait 1 minute before re-entering.

Terms Of Use Privacy Policy
Computer Tips Login Help

By logging in, you agree to the Terms of Use and Privacy Policy.

Login to the event using the event login link and your email address. You will login as an attendee, but your account has been set up so you have special permissions indicating you are staff so you may engage with attendees from your exhibit booth.

Event login: (TBA)

https://onlinexperiences.com/Launch/Event.htm?ShowKey=XXXXXX
Update your profile

Once inside the platform, please be sure to visit ‘My Profile’ in the top navigation bar and add your picture to your profile. You also may want to select your time zone to display all sessions in your time zone.
Navigating to your booth space

Using the navigation bar, select “Exhibits”, select the appropriate exhibit hall and enter the booth that you are a representative for.
Chats

Once inside the booth, the booth chat can be accessed by clicking the chat button in the right menu or “Click here to Chat” on the left side of the booth. This will bring you to the group booth chat. You can also click on the Representative icon on the top right to see more advanced chat features.
When the booth chat window is open, we suggest you select the paint can icon (bottom right) to change your font color and make it bold so it stands out.

From here you can chat with all users in the ‘booth chat.’ Or, to start a private chat, click on an attendee’s name in the booth chat or in the attendee Guest list.
Chats: See who is in your booth and contact them

Guest List is located on the top right of the booth (the box icon with an arrow). After clicking on this, you can select the tab for guests which will allow you to see any attendees currently visiting the booth.

If you click on the attendee name in the Guest list or the Booth chat, this will open their profile.

From there, just click the chat bubble icon to start a chat.

This will send them a private chat invite pop up. Once they accept the chat, it will begin in the new chat window on your screen.

You can also send an email to the attendee (using the email icon to the right of the chat bubble icon)

Or, you can send them your Vcard (virtual business card) using the icon to the very right. This provides your profile details to their virtual briefcase (located at the top of their screen).
Chats: Invite someone to an existing chat

If you are in a private chat with someone and you want to add someone else, you can click on the invite button on the bottom right and you will be able to invite someone else to that chat. Once they accept, they will be joined to your existing chat.
Chats: Invites to chat from an attendee

On the top right where you see a list of attendees, the attendees will see a list of booth reps. They can click on any of the booth reps and invite them to chat. If the booth rep is not currently logged in, there will be no chat icon available, but they still can choose to leave a message.
Another option available to chat, is by using the enhanced chat inside the Booth Rep Dashboard.

The Booth Rep Dashboard is accessed by clicking the icon on the top right of the booth.
Booth Rep Dashboard

The Booth Rep Tool allows you to manage attendees, participate in the group chat as well as initiate private chats all from one interface.

1. Queues Tab/Booth Chat Tab
2. Rep Chat - Chat privately with other reps in your booth in the Rep Chat (bottom left)
3. Attendee Information Area
4. Join the “Booth chat” using the tab at the top
5. At any time if you want to return to the booth view, click the Back button at the top left
Booth Rep Dashboard: Visitors

- **Total Visitors**: List of current booth visitors - You can initiate chats with attendees listed here by clicking the chat icon to the right of their name

- **Pending Chat requests**: List of private chat requests that have not been accepted

- **My Active Chats**: List of my active Private chats - Once a chat request is accepted by you or the attendee, you can manage the chats here

- **Recent**: List of Recent Private chats

- **Staff**: List of Booth Staff (Parenthesis show number of staff online)
The Rep Chat is a private chat for BOOTH STAFF ONLY. Attendees will not see anything entered in the Rep Chat.
Thank you