



Booth
Representative

We are pleased to welcome you as a Booth Representative for this exciting Virtual Event. This guide will give you important information, instructions, best practices, an overview of features and how to best interact with your booth attendees.

Best Practices

System Requirements

1024 x 768 screen resolution minimum

1.4 Mbps internet connection minimum

- **Disable Pop Up Blockers**
- **Disconnect from a VPN (if possible)**

Be sure to **test your system in advance** to avoid issues during the live event!

System Test

<https://virtualdestinations.6connex.com/event/template/library/system-check>

Webinar System Test

<https://event.webcasts.com/viewer/faq.jsp?mType=video&closebtn=no&techview=yes>

Devices

Laptop, computer (Mac or PC) or tablets (Android or IOS) are supported.

Browser

This is a virtual, browser based experience. We find that Chrome or Firefox are the most stable and consistent when accessing the virtual environment.

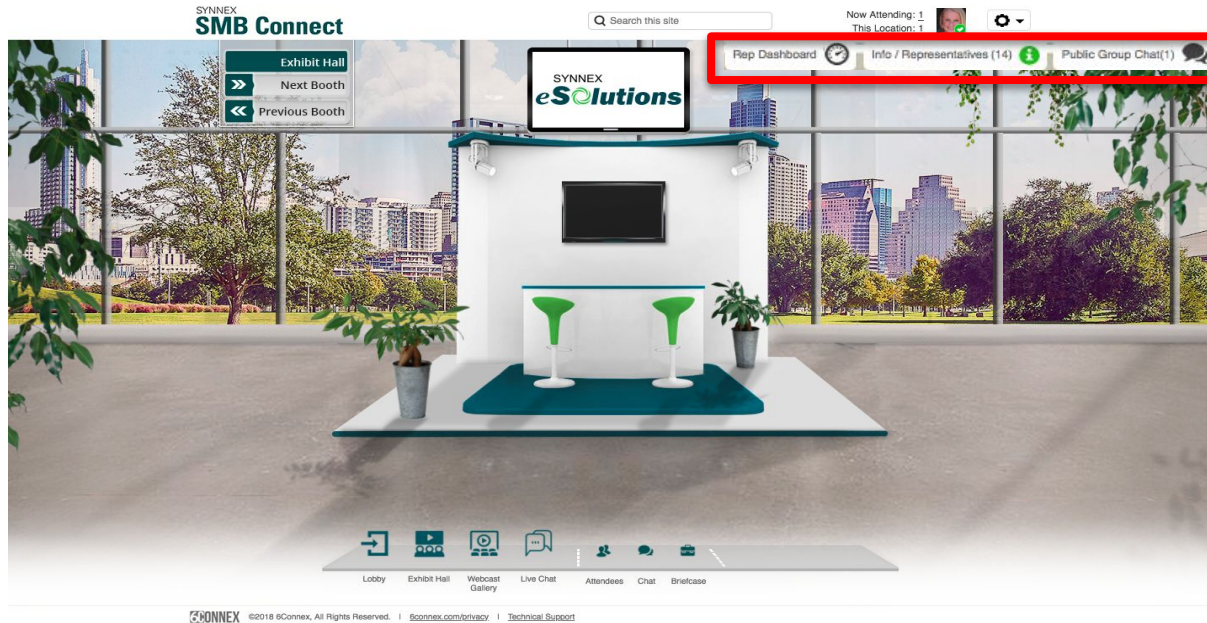
Audio

Audio is streaming over your device, be sure your speakers/headphones work and are turned up.

Connectivity

- A strong Wi-Fi connection or hardwired internet connection are recommended.
- Disconnect from VPN or corporate networks (if possible).
- Close any unnecessary applications.
- Refrain from browsing the internet, streaming media and/or downloading large files during this time.

Booth



There are three important features within the Booth which you are assigned.

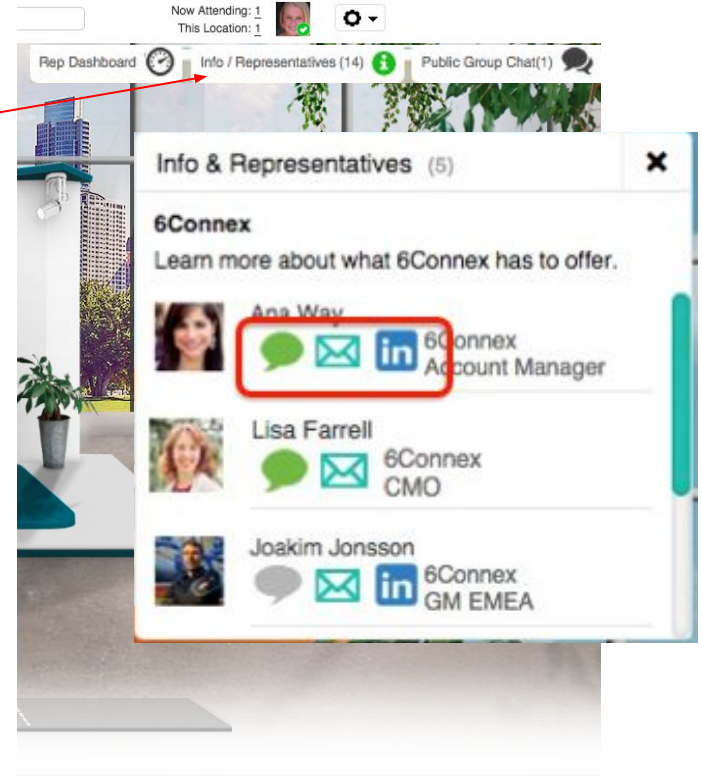
- I. Info / Representative Card
- II. Public Group Chat
- III. Rep Dashboard

You can find buttons for each of these in the upper right corner of your booth.

I. Info/Rep Card

The **Info/Representative Card** gives attendees the ability to get information and reach out to the Booth Reps.

- Attendees can engage in a 1:1 private chat with a Booth Rep by clicking on a green chat bubble. If a Booth Rep leaves their assigned Booth to enter another location within the Virtual Environment, the chat bubble will remain green, and Booth attendees will still be able to send a chat message to that Booth Rep. If a Booth Rep logs out of the environment, the chat bubble will be grey, unavailable for chat.
- Attendees always have the ability to e-mail a Booth Rep at any time; they can also include an attachment to their e-mail.
- If a Booth Rep has allowed attendees to view their LinkedIn Profile (which is an option listed when editing one's registration info) the LinkedIn Icon appears and clicks through to their LinkedIn page.



The screenshot displays a virtual event interface. At the top left, the logo for 'FUTURE HOUSING LEADERS' is visible. A search bar is located at the top center. In the top right corner, there are indicators for 'Now Attending: 37' and 'This Location: 4', along with a profile picture and a settings gear icon. Below these, there are icons for 'Points Hunter', 'Intro Video', and 'Public Group Chat(1)'. The main area features two chat windows. The 'Avanath Public Chat' window on the left has a text input field with the placeholder 'Type here and press submit to send a message.', a character count of '400', and a 'Submit' button. It also shows 'Current Participants: 3' and a 'Refresh' button. Below the input field, there are two messages: one from 'MARY OWENS' dated '11/29/2018 09:17 am' and one from 'Odette Yang' dated '11/29/2018 09:03 am'. A second chat window, 'Avanath Capital Management (1)', is highlighted with a red border. It contains a promotional message: 'Come join our team! Avanath is an investment firm that acquires, owns, renovates, and operates affordable, workforce, and value-oriented apartment communities across the U.S. Avanath partners with institutional investors – both domestically and internationally – to deliver quality primary housing in major metropolitan and suburban markets.' Below the text are social media icons for Twitter and LinkedIn, and a profile card for 'MARY OWENS' with icons for a person, a speech bubble, and an envelope. At the bottom of the interface, there is a navigation bar with icons for 'Lobby', 'Auditorium', 'Exhibit Hall', 'Resource Lounge', 'Attendees', 'Chat', and 'Briefcase'. A 'FOR STUDENTS >' banner is also present, with the text 'Learn about internships and more'. The background shows a virtual exhibit hall with people avatars.

Within your assigned booth, your name is listed within the info/rep card.

The chat bubble next to your name should be green indicating you are online.

The Chat Box should auto open when you first enter the room. If you click out of the box, you can open again by clicking on the icon in the upper right corner that says "Public Chat"

II. Public Group Chat

6Connex Public Group Chat

Type here and press enter to send a message. 400

Current Participants: 2 Download Submit

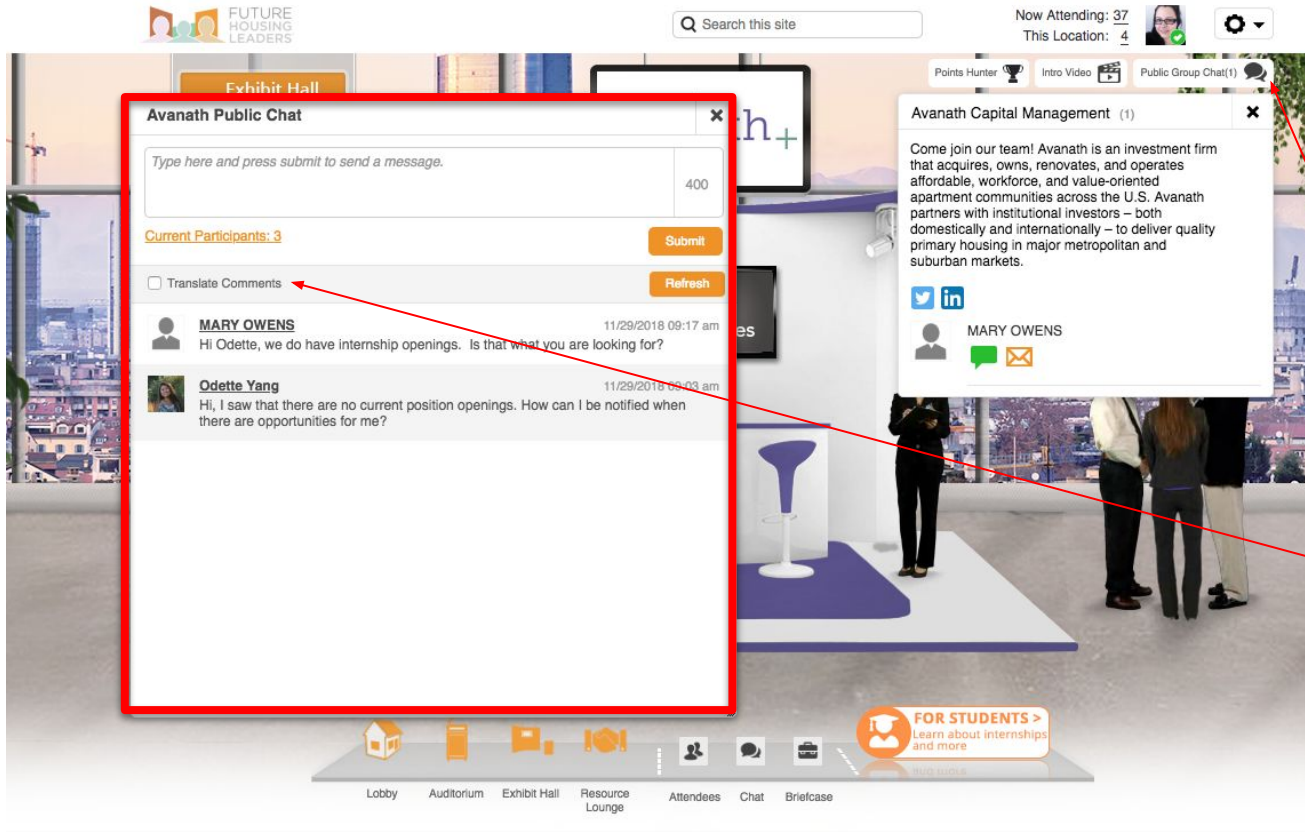
Translate Comments Refresh

Will Tu 1/16/2015 at 5:24 pm
Hi everyone! Delete

Lisa Farrell 10/24/2014 at 10:29 am
welcome! Delete

The **Public Group Chat** window allows Booth Reps and attendees to engage in a group chat. Booth Reps and Attendees who join the Public Group Chat can view the history of comments and Q&A within that Public Chat by scrolling through the list of posted comments and questions. If someone joins the conversation late, they can catch up on anything they've missed!

The 'Current Participants' shows who is still viewing the chat window. As a Booth Rep, you have the ability to download the Public Chat log from your assigned Booth (Attendees do not have this option). Reps also have the option to 'Delete' comments for within the chat (Attendees do not have this option).



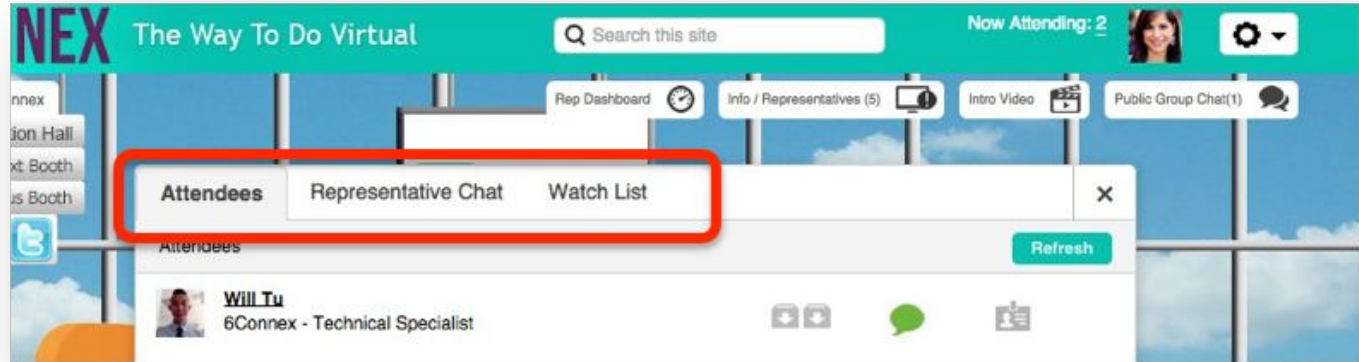
The Public Chat will auto launch when you enter the booth. If you click out of the box, you can open again by clicking on the Public Group Chat icon.

If you need to translate comments into different languages, click the translate comments box to select your preferred language.

III. REP DASHBOARD

The Room Rep Dashboard consists of 3 tabs:

1. **Attendees** – A list of all current attendees in a booth.
2. **Representative Chat** - Booth representative group chat.
3. **Watch List** - Specific attendees that are “favorited” by the booth reps.



Attendees Tab

All attendees in the current booth will be displayed on the Attendees tab. The order of the attendees is based on how long they have been in the booth. New attendees joining the booth will be added to the bottom of the list.

The screenshot shows the 'Attendees' tab interface. At the top, there are three tabs: 'Attendees' (highlighted with a red box), 'Representative Chat', and 'Watch List'. Below the tabs, the word 'Attendees' is displayed. On the right side, there is a notification 'Update: 1 user joined' and a 'Refresh' button. A callout box explains: 'The refresh button will show real-time booth activity updates'. Below the notification, a list of attendees is shown. The first attendee is 'Will Tu', a '6Connex - Technical Specialist'. To the right of his name are several icons: two download icons, a green chat bubble, a LinkedIn icon, and a card icon. Callout boxes explain these icons: 'If an attendee uploaded a file to their profile (resume, bio, image) click the download icon to view the file(s)', 'Click on the green chat bubble to initiate a 1 to 1 chat with an attendee', 'View the attendees LinkedIn profile', and 'Clicking this icon will open the "Attendee Card" which provides additional information and interaction options'. A close button 'X' is visible in the top right corner of the interface.

Within an Attendee Card, a room representative can:

- Email the attendee
- Add the attendee to the 'Watch List' (See below)
- View the attendee's number of booth visits
- View the attendee's chat history - active and history
- Make notes that are viewable by all representatives
- Download
- Clicking on Chatted with hyperlink allows you to view the chat and email it to yourself.

Attendee Card

Greg Wolfe
University Graduate

Send an email Remove from Watch List

Booth Visits: 2

Chatting with: [Lisa Farrell](#)

Chatted with: [Ana Way](#), [Lisa Farrell](#)

Note

Greg Wolfe 1/21/2015 at 5:12 pm
Graduating this Spring.

Greg Wolfe 1/21/2015 at 5:13 pm
Greg sent me an e-mail requesting a meeting.

Type here to add a note

[Download Notes](#) [Submit](#)

Chat Transcript

V7QA3 - Volkswagen
Private Chat - Michael Goodell / Michael Goodell

[01/14/2015 11:23] Michael Goodell: hello

[01/14/2015 11:23] Michael Goodell: what's up

[01/14/2015 11:23] Michael Goodell: test

[01/14/2015 11:23] Michael Goodell: testing

Chat transcript email:

Private chat transcript between Michael Goodell and Joel Anderson
v7qa.6connexnotifications.com

Sent: Friday, January 9, 2015 at 11:10 AM
To: michael.goodell@6connex.com

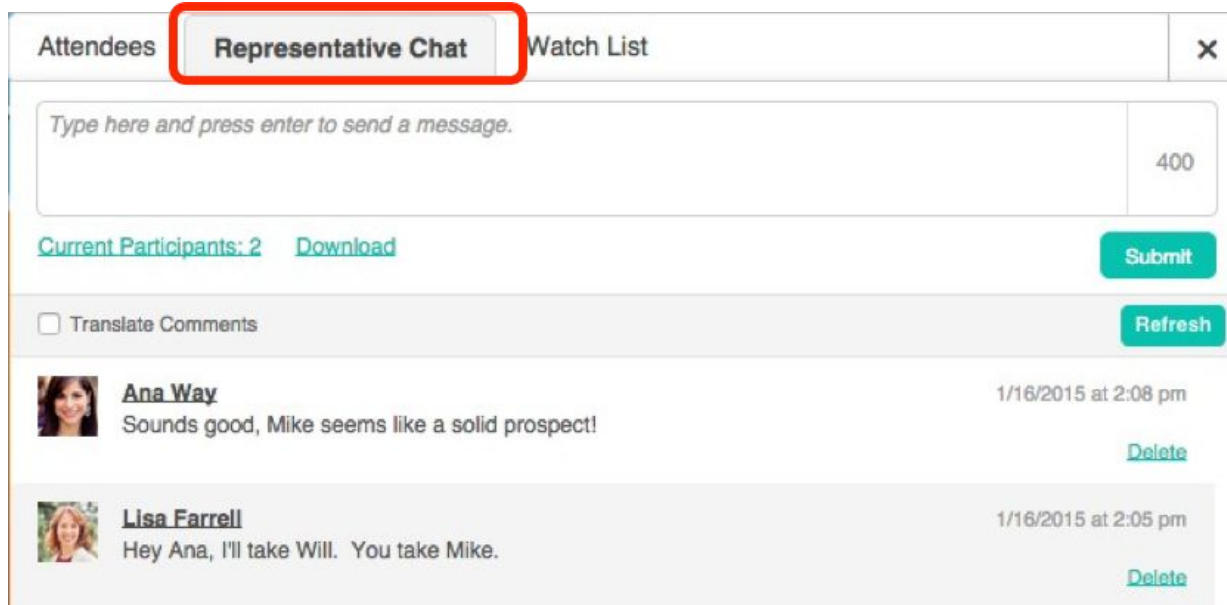
Michael Goodell,

Here is the chat transcript between Michael Goodell and Joel Anderson in Volkswagen.

[2015-01-08 11:22] Joel Anderson: hello
[2015-01-08 11:22] Michael Goodell: hi, looking for a job?
[2015-01-08 11:22] Joel Anderson: yes

III. REP DASHBOARD

To coordinate activities within the booth, representatives assigned to the booth can chat with each other. There is also the ability to download the chat.



The screenshot shows a chat interface with a top navigation bar containing three tabs: "Attendees", "Representative Chat" (highlighted with a red box), and "Watch List". A close button (X) is on the right. Below the tabs is a text input field with the placeholder "Type here and press enter to send a message." and a character count of "400". Underneath the input field, it says "Current Participants: 2" followed by a "Download" link and a "Submit" button. A "Translate Comments" checkbox is on the left, and a "Refresh" button is on the right. The chat history shows two messages:

- Ana Way** (1/16/2015 at 2:08 pm): "Sounds good, Mike seems like a solid prospect!" with a "Delete" link.
- Lisa Farrell** (1/16/2015 at 2:05 pm): "Hey Ana, I'll take Will. You take Mike." with a "Delete" link.

Representatives can add booth visitors to the 'Watch List', allowing representatives the ability to save numerous details about the attendee and their interactivity within the booth.

The screenshot displays a software interface with three tabs: 'Attendees', 'Representative Chat', and 'Watch List'. The 'Watch List' tab is active, showing '3 attendees in Watch List'. A list of attendees is visible on the left, including Marc Goodell, Eric Vanliken, and Michael Goodell. An 'Attendee Card' for Michael Goodell is open, showing his profile picture, name, and title '6Connex - VP, Product Engineering'. The card includes a 'Send an email' button, a 'Remove from Watch List' button (highlighted with a red box), and a 'Booth Visits: 11' counter. Below this, it shows 'Chatting with: -' and 'Chatted with: Michael Goodell'. A 'Note' section on the right contains a text box with the note 'Michael Goodell Interesting guys' dated '11/20/2014 at 10:38 am', a 'Type here to add a note' input field, and a 'Submit' button. A 'Download Notes' link is also present.



Booth
Representative
Public Chat

Booth

SYNNEX
SMB Connect

Q Search this site

Now Attending: 1
This Location: 1

Public Group Chat(1)

Exhibit Hall
Next Booth
Previous Booth

SYNNEX
eSolutions

Rep Dashboard Info / Representatives (14) Public Group Chat(1)

Lobby Exhibit Hall Webcast Gallery Live Chat Attendees Chat Briefcase

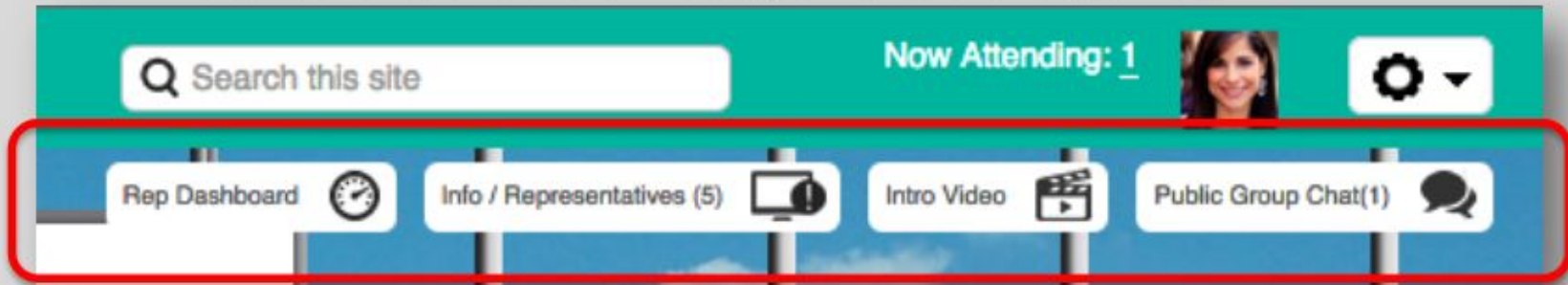
There are three important features found within the Booth which you are assigned. This guide will take you through each one:

I. Info / Representative Card

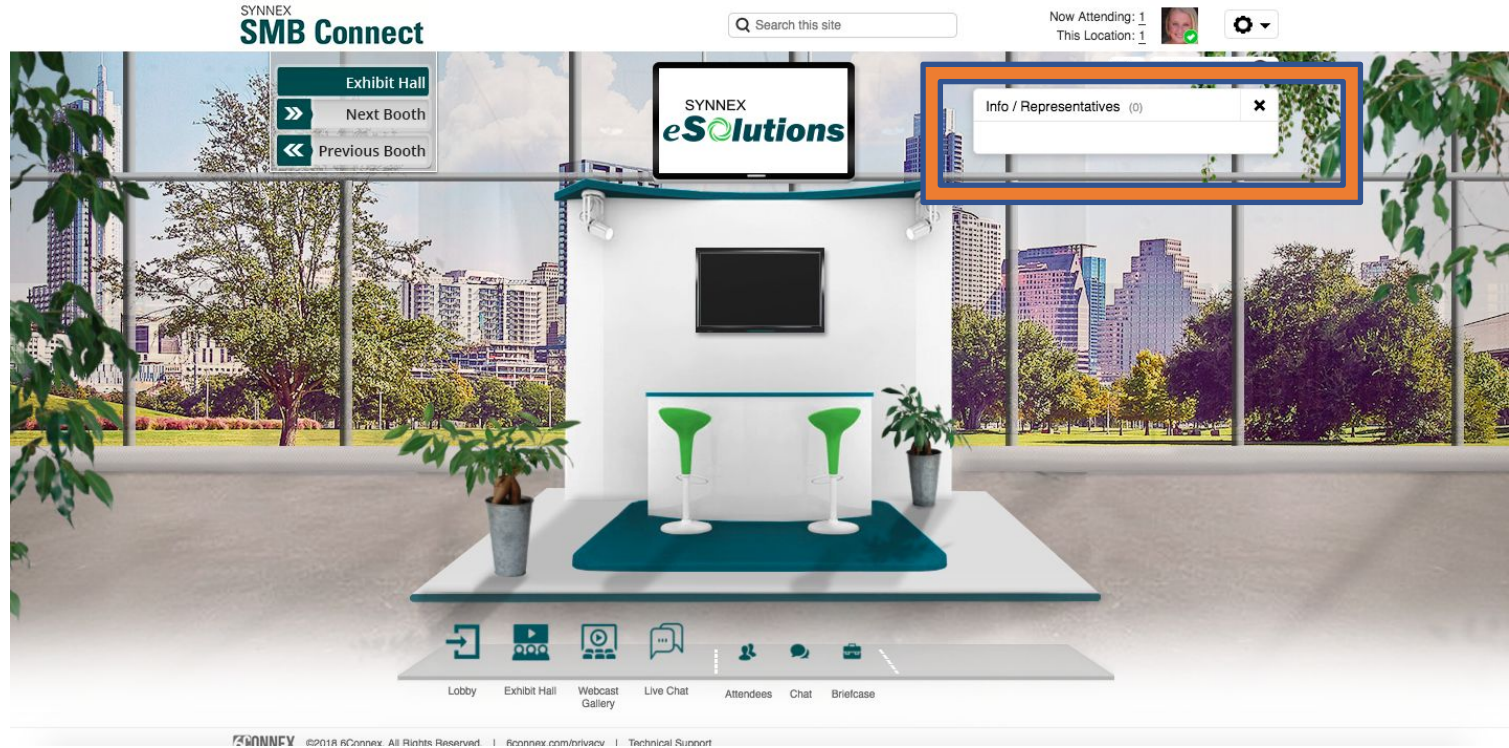
II. Public Group Chat

III. Rep Dashboard

You can find buttons for each of these in the upper right corner of your booth.



Your name will appear under the Info/Reps Card when you are listed as a room representative, as well as a chat button.

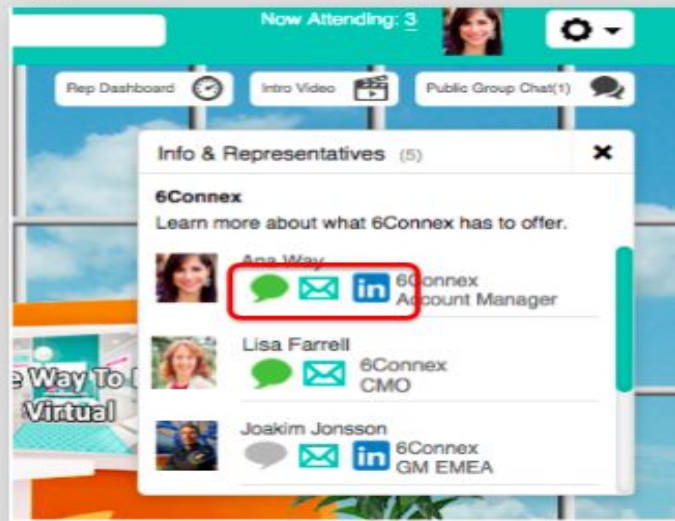


I. INFO/REPRESENTATIVE CARD

Info / Representatives (5) 

The **Info/Representative Card** gives attendees the ability to get information and reach out to the Booth Reps.

- Attendees can engage in a 1:1 private chat with a Booth Rep by clicking on a green chat bubble. If a Booth Rep leaves their assigned Booth to enter another location within the Virtual Environment, the chat bubble will remain green, and Booth attendees will still be able to send a chat message to that Booth Rep. If a Booth Rep logs out of the environment, the chat bubble will be grey, unavailable for chat.
- Attendees always have the ability to e-mail a Booth Rep at any time; they can also include an attachment to their e-mail.
- If a Booth Rep has allowed attendees to view their LinkedIn Profile (which is an option listed when editing one's registration info,) the LinkedIn Icon appears and clicks through to their LinkedIn page.




II. Public Group Chat


6Connex Public Group Chat

Type here and press enter to send a message. 400

[Current Participants: 2](#) [Download](#) [Submit](#)

Translate Comments [Refresh](#)

 **Will Tu** 1/16/2015 at 5:24 pm
Hi everyone! [Delete](#)

 **Lisa Farrell** 10/24/2014 at 10:29 am
welcome! [Delete](#)

The **Public Group Chat** window allows Booth Reps and attendees to engage in a group chat. Booth Reps and Attendees who join the Public Group Chat can also view the entire history of comments and Q&A within that Public Chat by scrolling through. Therefore, if you join a conversation that started without you, you can still see what you may have missed.

The 'Current Participants' shows who is still in the chat window. As a Booth Rep, you have the ability to download the Public Chat log from your assigned Booth. (Attendees do not have this option.) A 'Delete' option appears next to all comments for Booth Reps, allowing you to delete any comment. (Attendees do not have this option.)

SYNNEX
SMB Connect

Search this site

Now Attending: 1
This Location: 1

Public Group Chat(1)

Exhibit Hall

Synnex E Solutions Public Chat

Type here and press submit to send a message.

400

Current Participant: 1

Submit

Translate Comments

Refresh

Lobby Exhibit Hall Webcast Gallery Live Chat Attendees Chat Briefcase

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The Chat Box will auto launch when entering the booth. If you click out of the box, you can open again by clicking on the Public Group Chat icon.

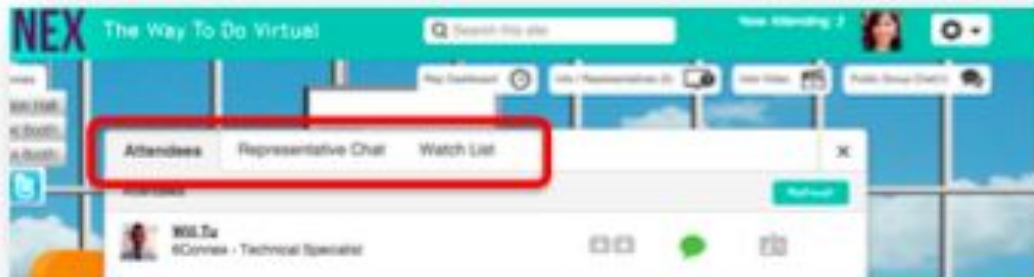
If you need to translate comments into different languages, click the translate comments box to select your preferred language.

III. REP DASHBOARD



The Room Rep Dashboard consists of 3 tabs:

- Attendees – A list of all current attendees in a booth.
- Representative Chat - Booth representative group chat.
- Watch List - Specific attendees that are “favorited” by the booth reps.



ATTENDEES TAB

All attendees in the current booth will be displayed on the Attendees tab. The order of the attendees is based on how long they have been in the booth. New attendees joining the booth will be added to the bottom of the list.

The screenshot shows the 'Attendees' tab interface. At the top, there are three tabs: 'Attendees' (highlighted with a red box), 'Representative Chat', and 'Watch List'. Below the tabs, the text 'Attendees' is displayed. A notification bar shows 'Update: 1 user joined' and a green 'Refresh' button. Below this, a profile card for 'Will Tu' is shown, with the title '6Connex - Technical Specialist'. To the right of the profile card are several icons: a camera, a green chat bubble, a LinkedIn logo, and a card icon. Five callout boxes provide instructions for these elements:

- Refresh button:** The Refresh button will show real-time booth activity updates.
- File icons:** If an attendee attached a file to their profile (such as a resume, bio, image, etc.,) you can simply click on these icons to view them.
- Green chat bubble:** Click on the green chat bubble to have a 1:1 chat with an attendee.
- LinkedIn icon:** View the Attendee's LinkedIn page.
- Card icon:** This icon will open the 'Attendee Card' which gives info and other interaction capabilities.

Within an **Attendee Card** a room representative can:

- Email the attendee
- Add the attendee to the 'Watch List' (See below)
- View the attendee's number of booth visits
- View the attendee's chat history - active and history
- Make notes that are viewable by all representatives
- Download notes (See below)

The screenshot shows an 'Attendee Card' for Greg Wolfe, a University Graduate. It includes options to 'Send an email' and 'Remove from Watch List'. It also shows 'Booth Visits: 2', 'Chatting with: Lisa Farrell', and 'Chatted with: Ana Way, Lisa Farrell'. A red box highlights the 'Chatted with' names, with a red arrow pointing down to the text below. Another red box highlights a 'Download Notes' button, with a red arrow pointing to the 'Submit' button in the notes section.

Clicking on Chatted with: <Name> hyperlink allows you to view the chat and email it to yourself.

The screenshot shows a 'Chat Transcript' window for 'VTQA3 - Volkswagen'. It lists a private chat between Michael Goodell and Michael Goodell. A red box highlights the 'Email Me This Transcript' link, with a red arrow pointing down to an email preview. The email preview is titled 'Private chat transcript between Michael Goodell and Joel Anderson' and contains the chat history.

III. REP DASHBOARD

REPRESENTATIVE CHAT TAB

To coordinate activities within the booth, representatives assigned to the booth can chat with each other. There is also the ability to download the chat.

The screenshot shows a chat window with three tabs: "Attendees", "Representative Chat" (highlighted with a red box), and "Watch List". The "Representative Chat" tab is active, displaying a text input field with the placeholder "Type here and press enter to send a message." and a character count of "400". Below the input field, there are two buttons: "Download" and "Submit". A checkbox labeled "Translate Comments" is also present, with a "Refresh" button to its right. The chat history shows two messages:

- Ana Way** (1/18/2015 at 2:08 pm): "Sounds good, Mike seems like a solid prospect!" with a "Delete" button.
- Lisa Farrell** (1/18/2015 at 2:05 pm): "Hey Ana, I'll take WS. You take Mike." with a "Delete" button.

WATCH LIST TAB

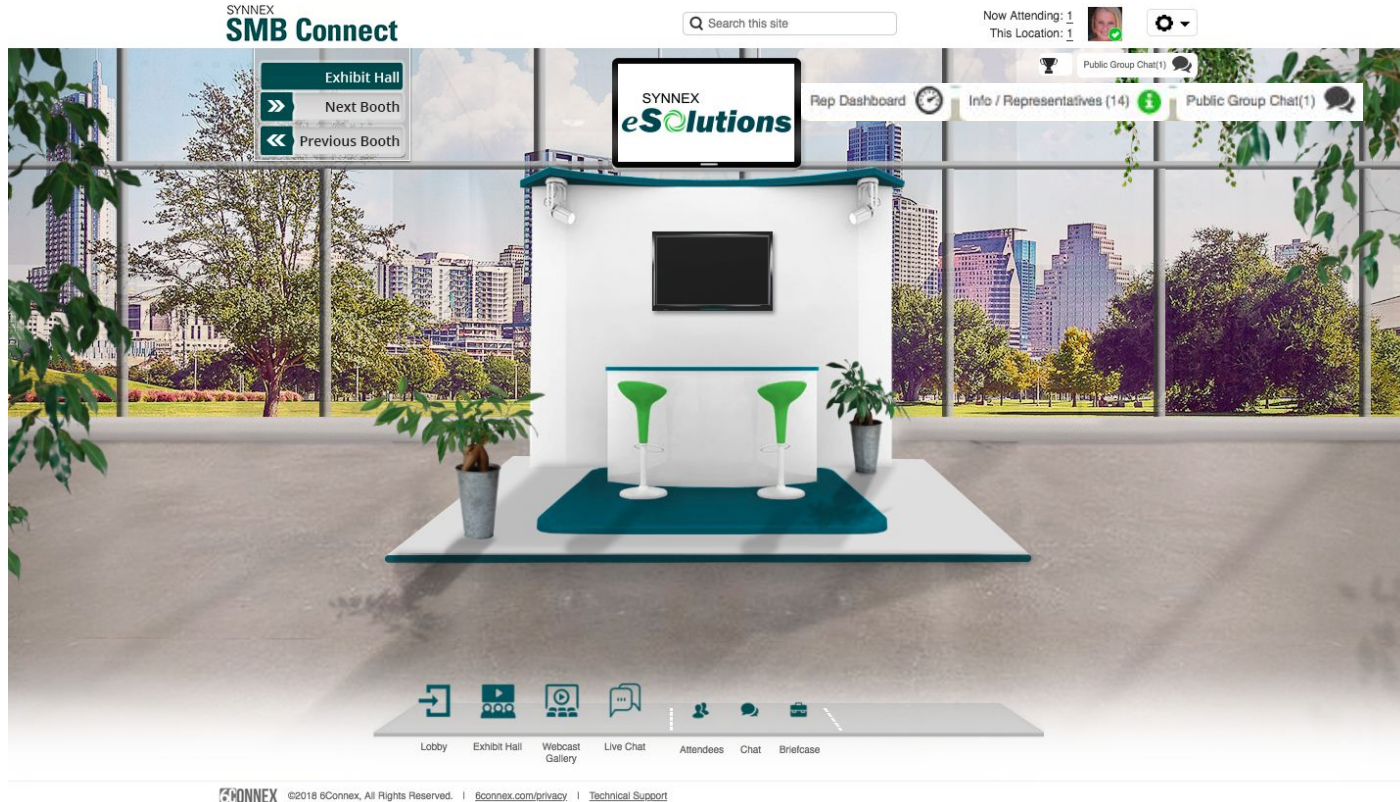
Representatives can add booth visitors to the 'Watch List', allowing representatives the ability to save numerous details about the attendee and their interactivity within the booth.

The screenshot displays a software interface with three tabs: 'Attendees', 'Representative Chat', and 'Watch List'. The 'Watch List' tab is active and highlighted with a red box. Below the tabs, it shows '3 attendees in Watch List'. An 'Attendee Card' for Michael Goodell is open, also highlighted with a red box. The card includes a profile picture, name, and company (eConnex - VP, Product Engineering). It features a 'Send an email' button and a 'Remove from Watch List' button, the latter of which is highlighted with a red box. The card also shows 'Booth Vals: 11', 'Chatting with: -', and 'Chatted with: Michael Goodell'. To the right of the card is a 'Note' section with a text area containing 'Michael Goodell interesting guyt' and a timestamp '11/20/2014 at 10:38 am'. At the bottom of the note section are 'Download notes' and 'Submit' buttons.



Booth
Representative
PRIVATE Chat

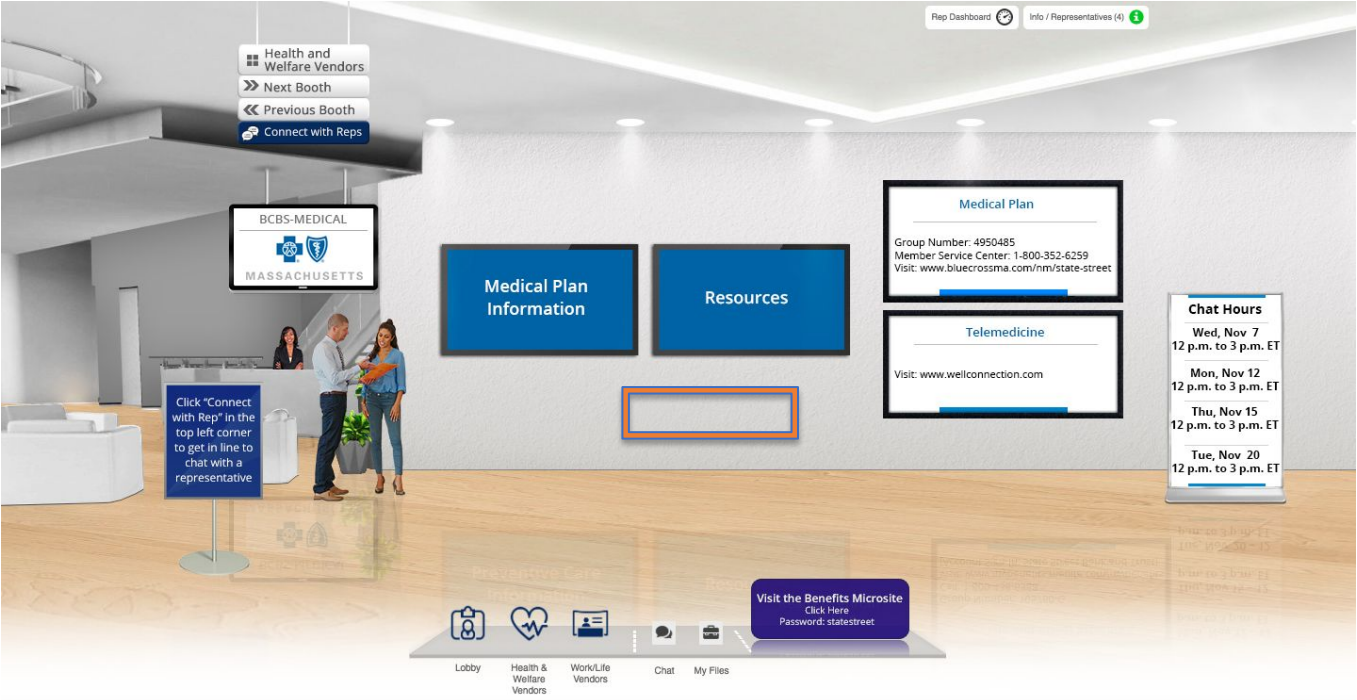
Booth



After you select your booth from the Exhibit Hall/Directory, you will be placed within your designated booth.

There are 3 important tasks to which you are assigned:

- 1. Info/Reps Card
- 2. Rep Dashboard
- 3. Connect with Reps Button



Your name will appear under the Info/Reps Card when you are listed as a room representative, a well as a chat button.

SYNEX
SMB Connect

Search this site

Now Attending: 1
This Location: 1

Exhibit Hall
Next Booth
Previous Booth

SYNEX
eSolutions

Info / Representatives (0)

Lobby Exhibit Hall Webcast Gallery Live Chat Attendees Chat Briefcase

I. INFO/REPRESENTATIVE CARD

Info / Representatives (5) 

The **Info/Representative Card** gives attendees the ability to get information and reach out to the Booth Reps.

- Attendees can engage in a 1:1 private chat with a Booth Rep by clicking on a green chat bubble. If a Booth Rep leaves their assigned Booth to enter another location within the Virtual Environment, the chat bubble will remain green, and Booth attendees will still be able to send a chat message to that Booth Rep. If a Booth Rep logs out of the environment, the chat bubble will be grey, unavailable for chat.
- Attendees always have the ability to e-mail a Booth Rep at any time; they can also include an attachment to their e-mail.
- If a Booth Rep has allowed attendees to view their LinkedIn Profile (which is an option listed when editing one's registration info,) the LinkedIn icon appears and clicks through to their LinkedIn page.



The Rep Dashboard consists of 5 tabs:

Attendees, Rep Chat, Chat History, Chat Queue, and Rep Checklist

Attendees
This list contains all of the people who are in your booth but who have not yet initiated a chat. Reach out to these individuals by clicking on the green chat button to the right of their name.

Rep Chat
Chat privately with other reps in the booth.

Chat History
This is a list of all of the visitors with whom you have chatted during the live event. Refer to this list should you need to circle back to visitors to get more information.

Chat Queue
This is a list of your team's pending chat requests:
Gray indicates that the person submitted a chat request but is no longer in the event. Click on their Attendee ID card to send them an email.
Green indicates that the person is in your booth and has requested a chat.
Once you engage in chat with a candidate, they are added to your individual chat list that pops up in the bottom right of your screen.
Remove the candidate from the Chat Queue so your team knows that the candidate has been helped.

Rep Checklist
Holds these instructions for future reference.

Lobby Innovation Hall Agility Arena Discover Dinner Networking Lounge Exhibit Hall Attendees Briefcase

Attendees

Attendees

Rep Chat

Watch List

Chat History

Chat Queue

Rep Checklist

X

All attendees in the current booth will be displayed on the Attendees tab. The order of the attendees is based on how long they have been in the booth. New attendees joining the booth will be added to the bottom of the list.

The Refresh button will show real-time booth activity updates.

Update: 1 user joined

Refresh

Attendees

Representative Chat

Watch List

Attendees



Will Tu

6Connex - Technical Specialist



If an attendee attached a file to their profile (such as a resume, bio, image, etc.,) you can simply click on these icons to view them.

Click on the green chat bubble to have a 1:1 chat with an attendee.

View the Attendee's LinkedIn page.

This icon will open the 'Attendee Card' which gives info and other interaction capabilities.

Within an **Attendee Card** a room representative can:

- Email the attendee
- Add the attendee to the 'Watch List' (See below)
- View the attendee's number of booth visits
- View the attendee's chat history - active and history
- Make notes that are viewable by all representatives
- Download notes (See below)

Attendee Card

Greg Wolfe
University Graduate
Send an email Remove from Watch List
Booth Visits: 2
Chatting with: Lisa Farrell
Chatted with: Ana Way, Lisa Farrell

Note
Greg Wolfe 1/21/2015 at 5:12 pm
Graduating this Spring.
Greg Wolfe 1/21/2015 at 5:13 pm
Greg sent me an e-mail requesting a meeting.

Type here to add a note

Download Notes

Clicking on Chatted with: <Name> hyperlink allows you to view the chat and email it to yourself.

Chat Transcript

VQA3 - Volkswagen
Private Chat - Michael Goodell / Michael Goodell
Send Me This Transcript

2015-01-09 11:22 Michael Goodell: hello
2015-01-09 11:22 Michael Goodell: what's up
2015-01-09 11:22 Michael Goodell: lol
2015-01-09 11:22 Michael Goodell: testing ...

Chat transcript email:

Private chat transcript between Michael Goodell and Joel Anderson
vType Boomercommunications.com
Sent: Friday, January 9, 2015 at 11:18 AM
To: michael.goodell@6connex.com
Michael Goodell,
Here is the chat transcript between Michael Goodell and Joel Anderson in Volkswagen.
2015-01-09 11:22 Joel Anderson: hello
2015-01-09 11:22 Michael Goodell: hi, looking for a job?
2015-01-09 11:22 Joel Anderson: yes

Rep Chat

Attendees

Rep Chat

Watch List

Chat History

Chat Queue

Rep Checklist

×

To coordinate activities within the booth, representatives assigned to the booth can chat with each other. There is also the ability to download the chat.

The screenshot shows a 'Representative Chat' window with a white background and a red border. At the top, there are three tabs: 'Attendees', 'Representative Chat' (which is highlighted with a red box), and 'Watch List'. To the right of the tabs is a close button 'X'. Below the tabs is a text input field with the placeholder text 'Type here and press enter to send a message.' and a character count '400' on the right. Underneath the input field, there is a status bar that says 'Current Participants: 2' followed by a 'Download' link and a 'Submit' button. Below this is a checkbox labeled 'Translate Comments' and a 'Refresh' button. The chat history shows two messages: one from 'Ana Way' at 1/16/2015 at 2:08 pm with the text 'Sounds good, Mike seems like a solid prospect!' and a 'Delete' link; and another from 'Lisa Farrell' at 1/16/2015 at 2:05 pm with the text 'Hey Ana, I'll take Will. You take Mike.' and a 'Delete' link.

Chat History

Chat History:

Chat History tab shows the people you have chatted with during your time as a rep. If you click on their underlined name, you can pull up the conversation had between reps and that attendee.

**** IF YOU CLEAR CHAT HISTORY, IT IS PERMANENTLY AND CAN NOT BE RETAINED.**

Attendees Rep Chat Watch List **Chat History** Chat Queue Rep Checklist

Attendees

Clear Chat History **Refresh**

Clear all chats from thread

Refresh your attendees list

	<u>Charlie Jones</u>		
	<u>Jan Ryu Koo</u>		
	<u>Steven Patterson</u>		
	<u>Hernan Contreras</u>		
	<u>zi deng</u>		
	<u>Wendy Zhang</u>		
	<u>almela mamdkia</u>		
	<u>Rasha Al-Aswad</u>		

Watch List

Attendees Rep Chat **Watch List** Chat History Chat Queue Rep Checklist



Representatives can add booth visitors to the 'Watch List', allowing representatives the ability to save numerous details about the attendee and their interactivity within the booth.

The screenshot shows a software interface with a top navigation bar containing 'Attendees', 'Representative Chat', 'Watch List', 'Chat History', 'Chat Queue', and 'Rep Checklist'. The 'Watch List' tab is highlighted with a red box. Below the navigation bar, a text box states '3 attendees in Watch List'. A modal window titled 'Attendee Card' is open, displaying details for 'Michael Goodell' (iConnex - VP, Product Engineering). The card includes a 'Send an email' button and a 'Remove from Watch List' button, which is highlighted with a red box. A 'Note' section on the right contains the text 'Michael Goodell interesting guy!' dated '11/20/2014 at 10:38 am' and a 'Submit' button.

III. Rep Dashboard

Attendees

Rep Chat

Watch List

Chat History

Chat Queue

Rep Checklist

Chat Queue Tab: The attendees under the chat que tab will be attendees who have clicked the “chat with representatives” button and are in line to speak with you. The 13 attendees shown in the photo below are waiting in line for a representative to reach out to them 1:1 and speak privately.

Anyone who is listed as a booth rep can reach out to this individual to begin a conversation.

The gray bubble next to their name should be green indicating they are online and ready to talk.

The profile card icon will open up the attendee card.

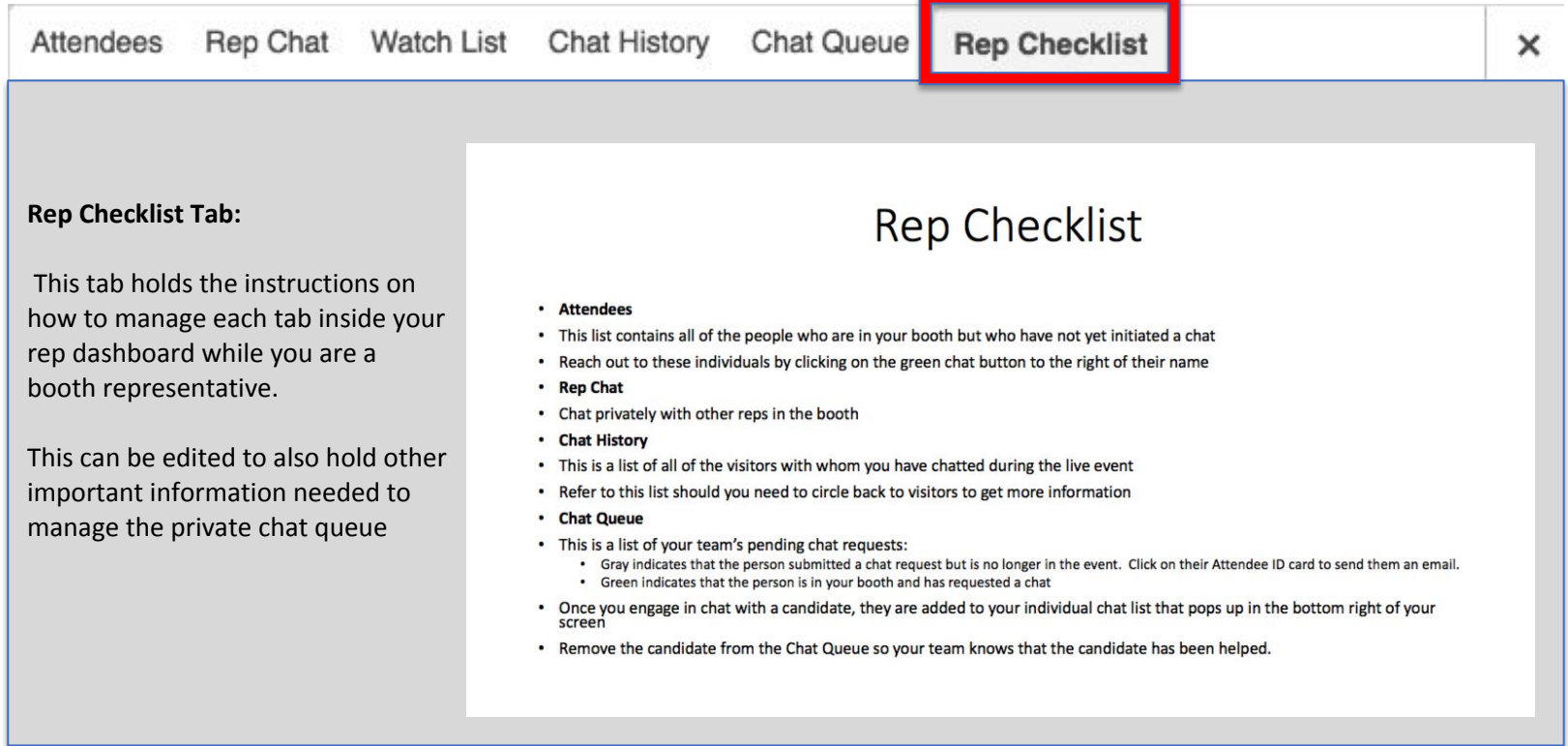
The archive button will delete the name from the list.

The time below their name indicates how long they have been waiting in line since clicking the “chat with representatives” button

13 attendees in Chat Queue Show Archived Only Refresh

	<u>Jina Chung</u>	Waiting for 772 hours 16 minutes			Archive
	<u>Valentin Maier</u>	Waiting for 772 hours 14 minutes			Archive
	<u>Jennifer Strong</u>	Waiting for 772 hours 8 minutes 34 seconds			Archive
	<u>Jessyca Feliciano</u>	Waiting for 770 hours 42 minutes 59 seconds			Archive
	<u>Zhipeng Rong</u>	Waiting for 769 hours 44 minutes 11 seconds			Archive
	<u>Steven Patterson</u>	Waiting for 742 hours 46 minutes 51 seconds			Archive
	<u>Durgesh Joshi</u>				Archive

III. Rep Dashboard



The screenshot shows a navigation bar with tabs: Attendees, Rep Chat, Watch List, Chat History, Chat Queue, and Rep Checklist. The 'Rep Checklist' tab is highlighted with a red border. Below the navigation bar is a large gray area containing the 'Rep Checklist' content.

Attendees **Rep Chat** **Watch List** **Chat History** **Chat Queue** **Rep Checklist** **X**

Rep Checklist Tab:

This tab holds the instructions on how to manage each tab inside your rep dashboard while you are a booth representative.

This can be edited to also hold other important information needed to manage the private chat queue

Rep Checklist

- **Attendees**
 - This list contains all of the people who are in your booth but who have not yet initiated a chat
 - Reach out to these individuals by clicking on the green chat button to the right of their name
- **Rep Chat**
 - Chat privately with other reps in the booth
- **Chat History**
 - This is a list of all of the visitors with whom you have chatted during the live event
 - Refer to this list should you need to circle back to visitors to get more information
- **Chat Queue**
 - This is a list of your team's pending chat requests:
 - Gray indicates that the person submitted a chat request but is no longer in the event. Click on their Attendee ID card to send them an email.
 - Green indicates that the person is in your booth and has requested a chat
 - Once you engage in chat with a candidate, they are added to your individual chat list that pops up in the bottom right of your screen
 - Remove the candidate from the Chat Queue so your team knows that the candidate has been helped.

Downloading Chat Transcripts

Downloading Chat Transcripts:

To download the chat transcripts from your chat queue, you must be an event admin or booth representative. You will then select from the settings wheel the option “Download Chat Report”. The chat transcripts will then download in a zip file to your device.

