6CONNEX

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/templatelibrary/system-check

Webinar System Test

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

Devices

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

Browser

The 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.

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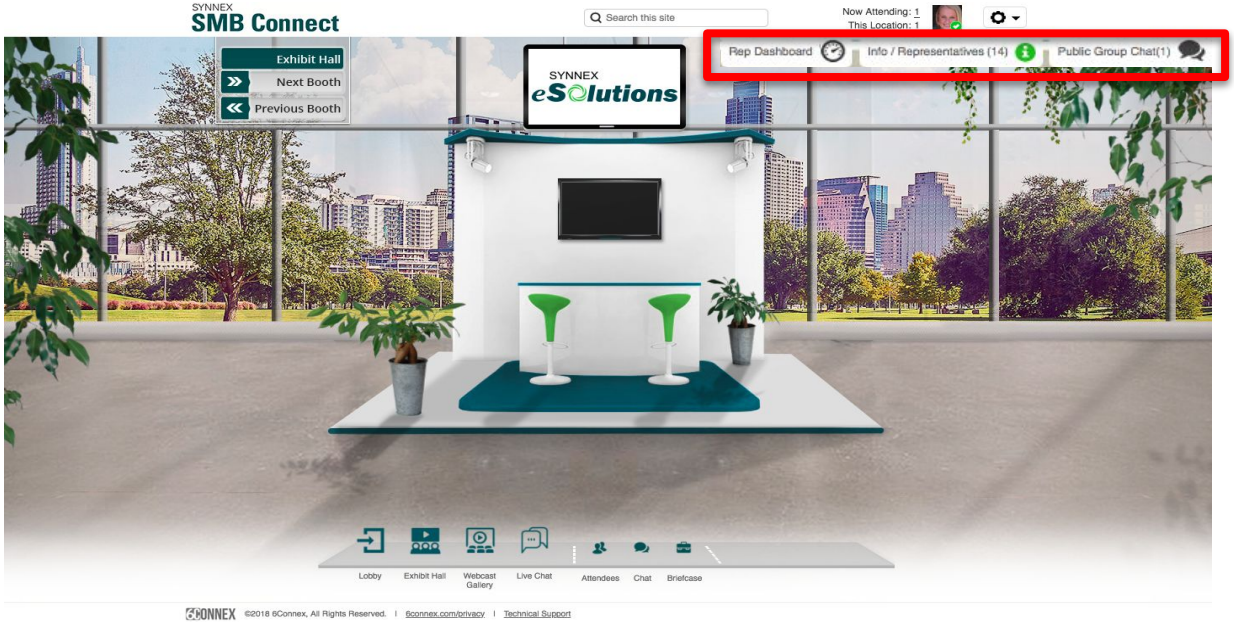
Booth



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.

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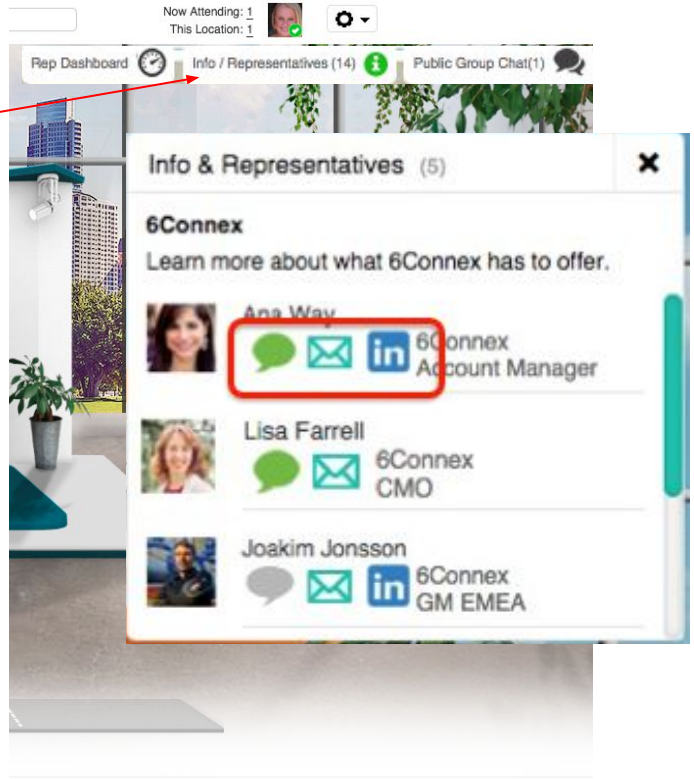
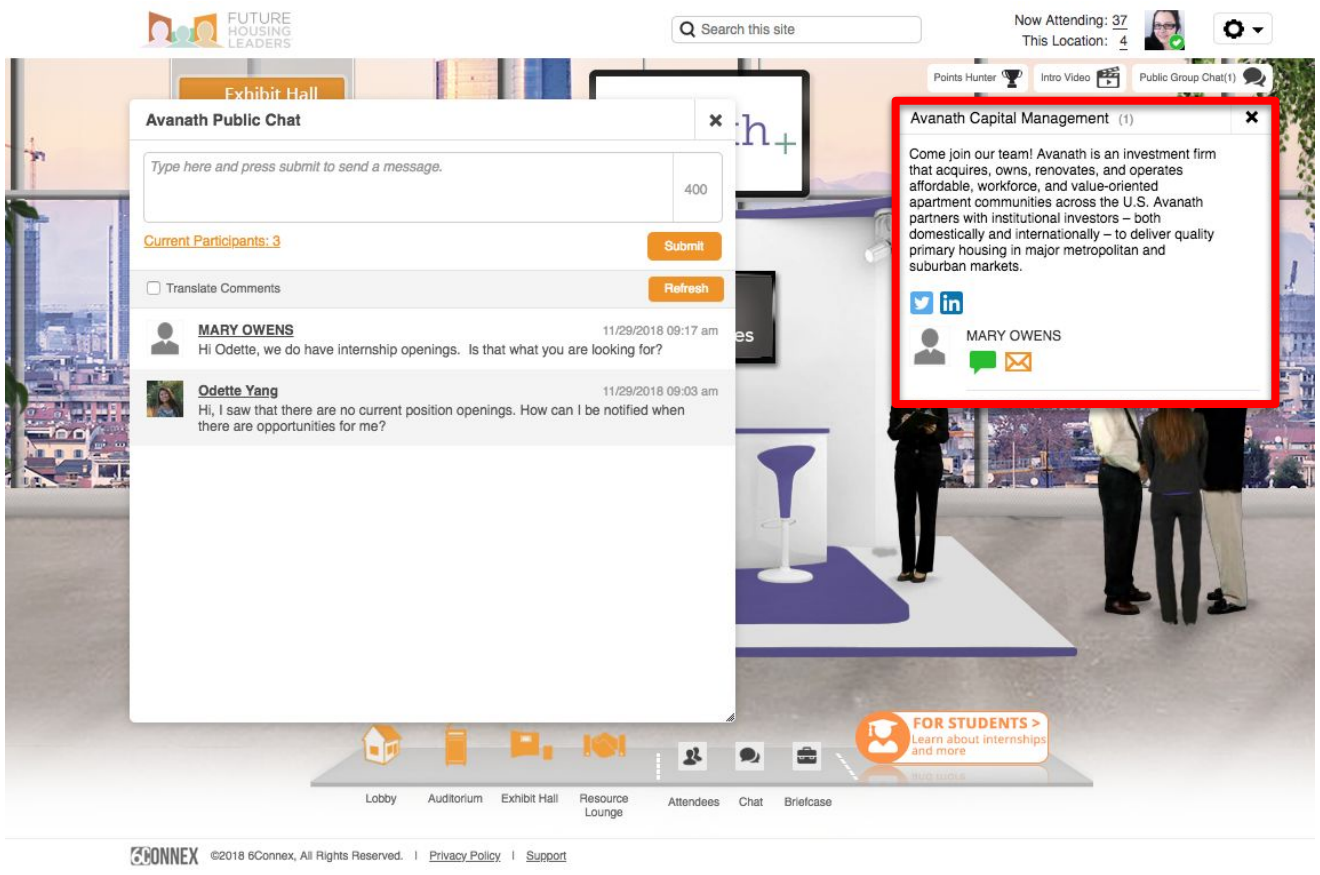
I. Info/Rep Card

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.





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”

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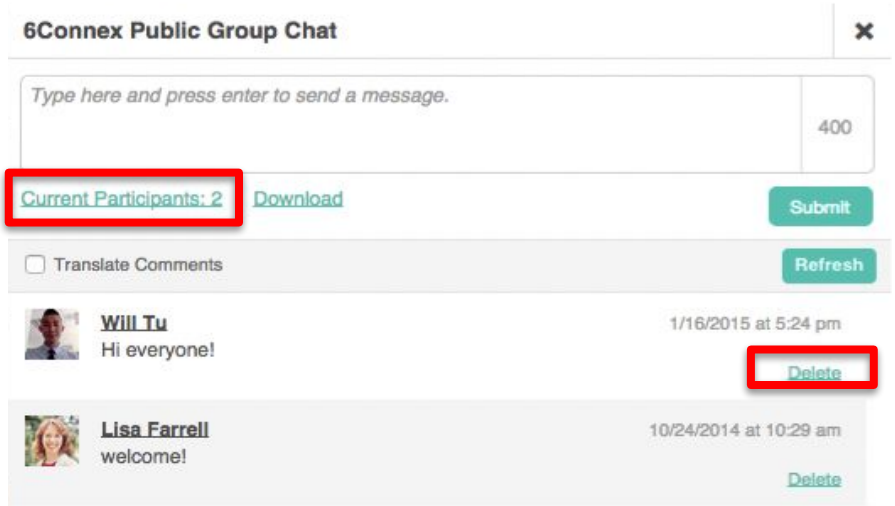
II. Public Group Chat



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).

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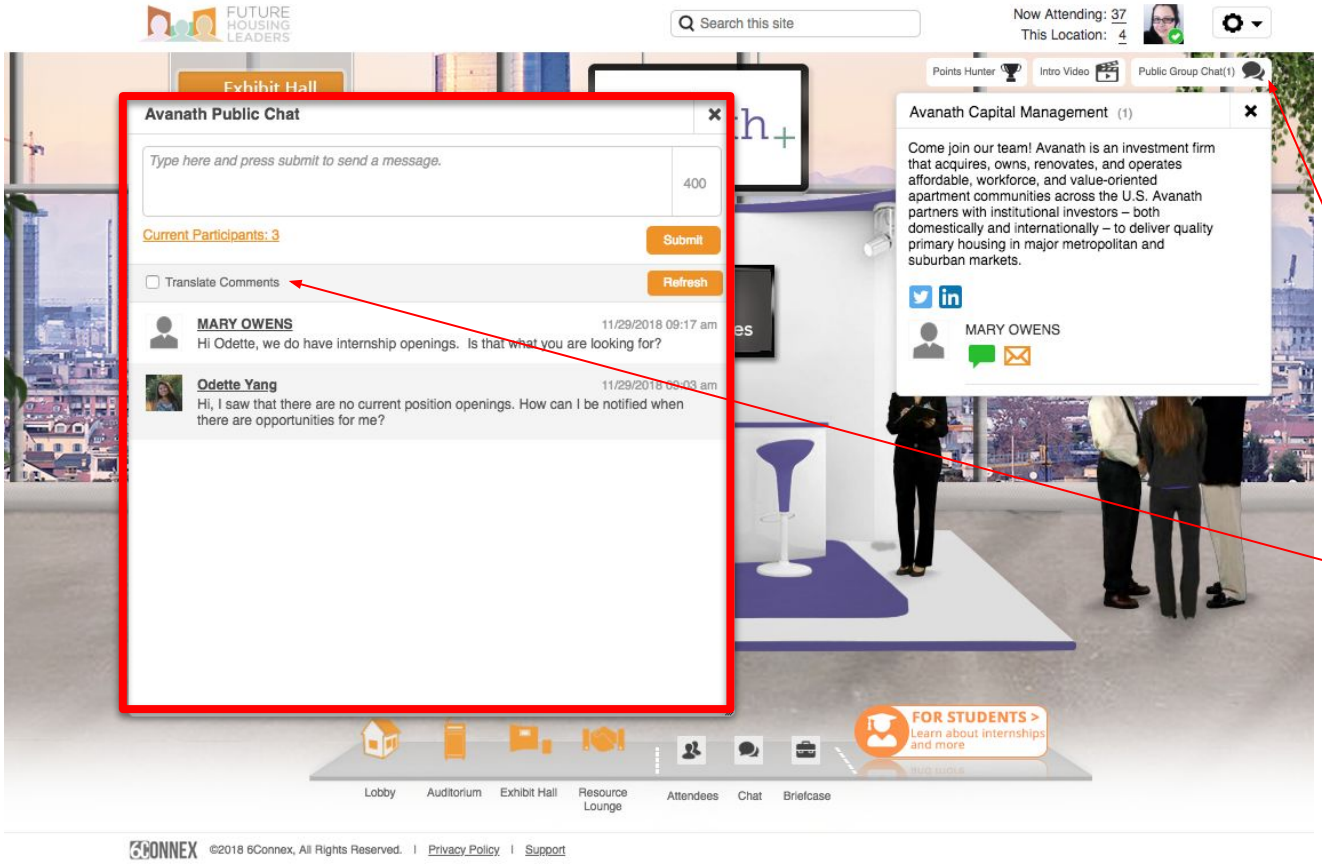

The Public Chat will auto launch when you enter the booth. If you click out of the box, you can open again by clicking on the Public Group Chat icon.

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

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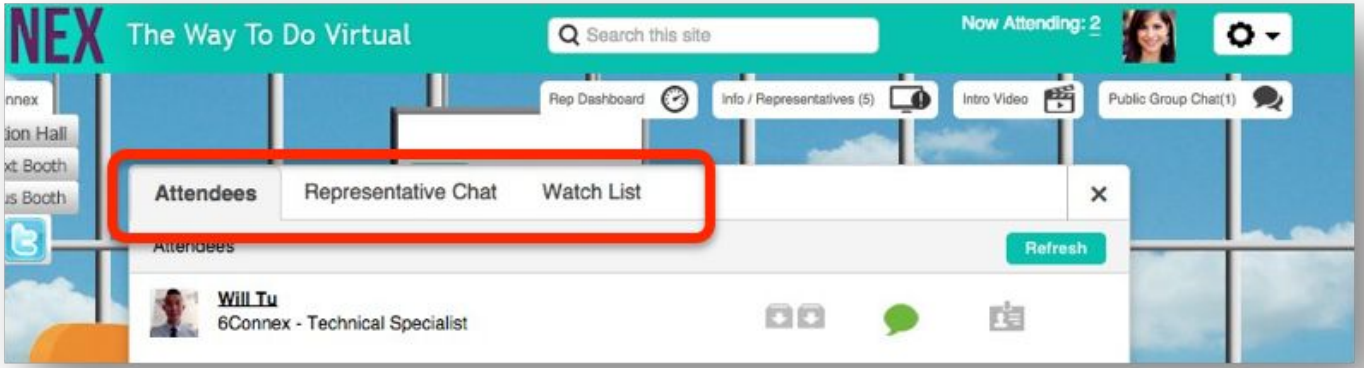
III. REP DASHBOARD

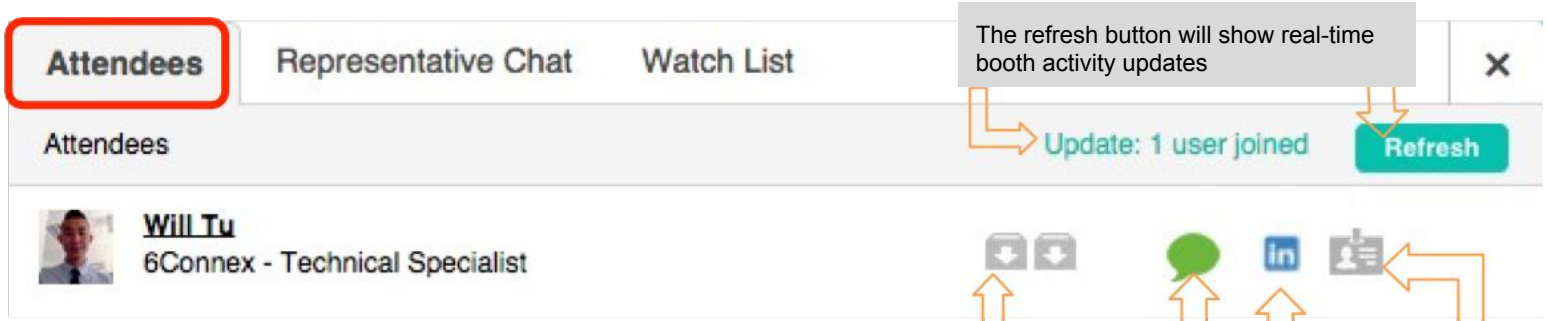
The Room Rep Dashboard consists of 3 tabs:

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 refresh button will show real-time booth activity updates

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

Clicking this icon will open the “Attendee Card” which provides additional information and interaction options

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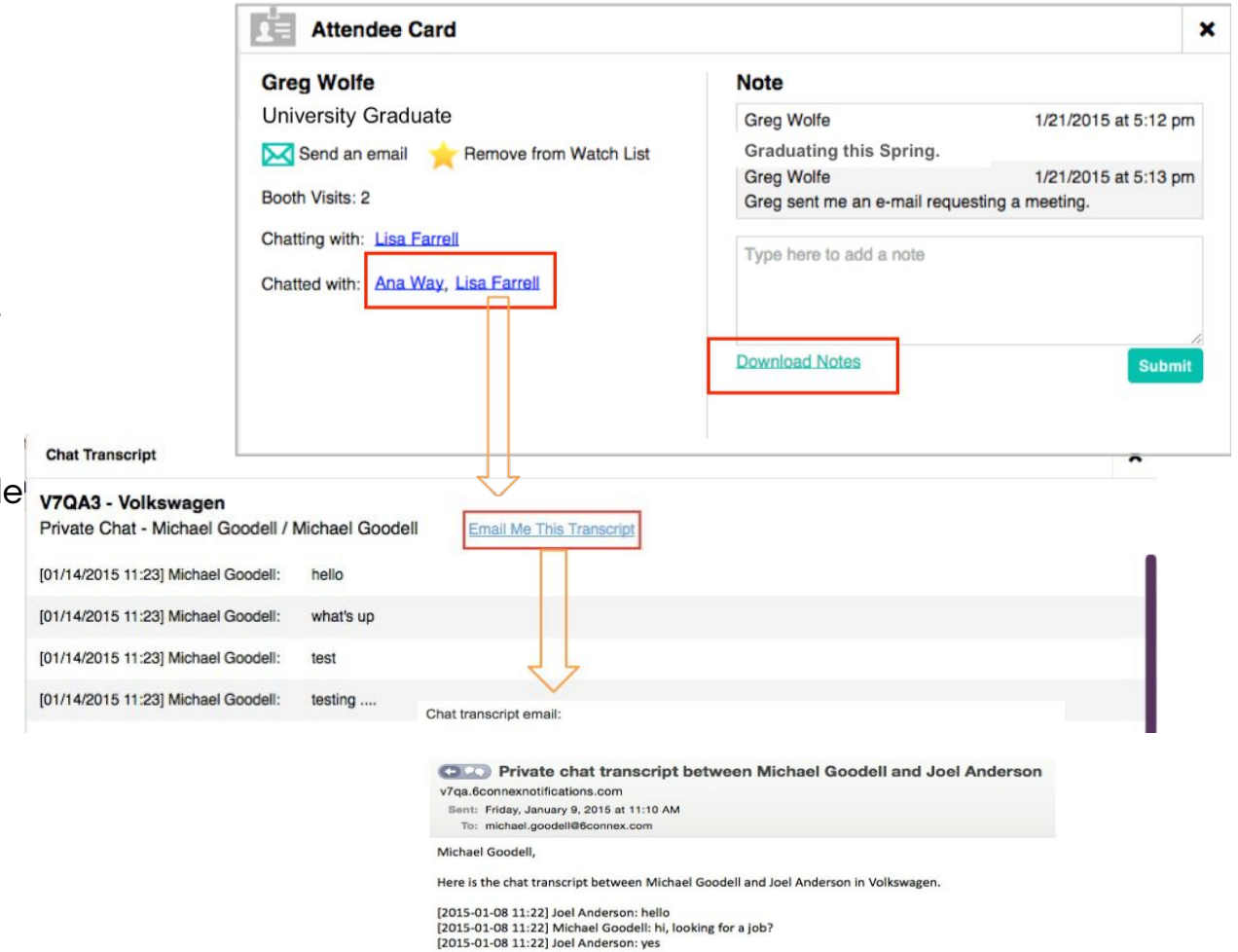
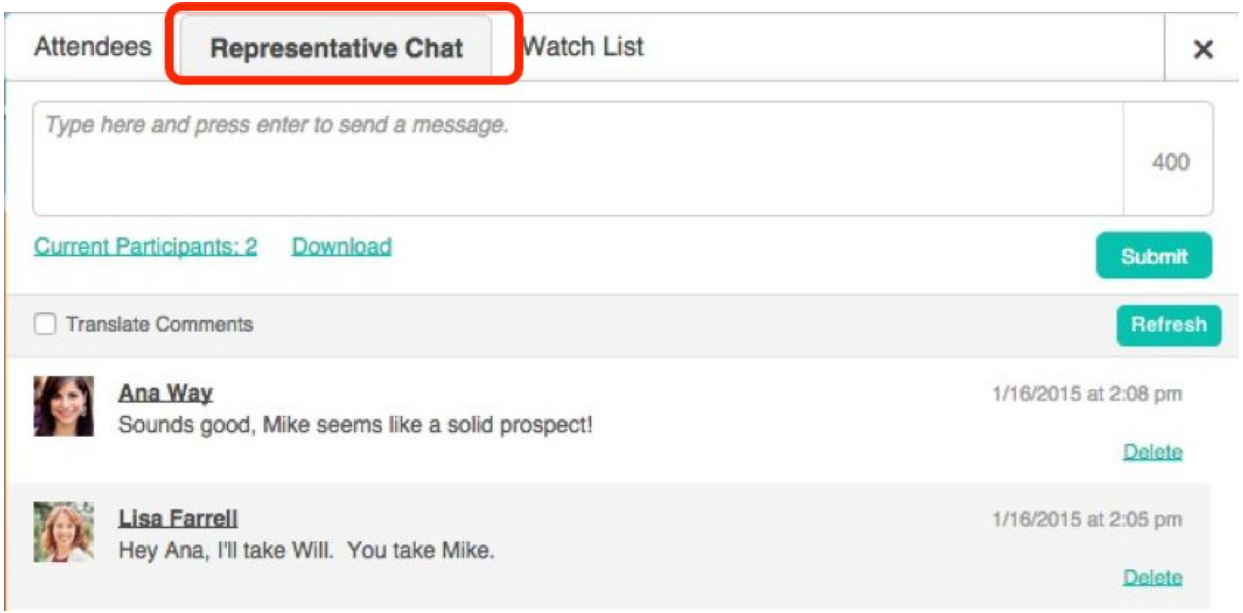
Within an Attendee Card, a room representative can:

- 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.



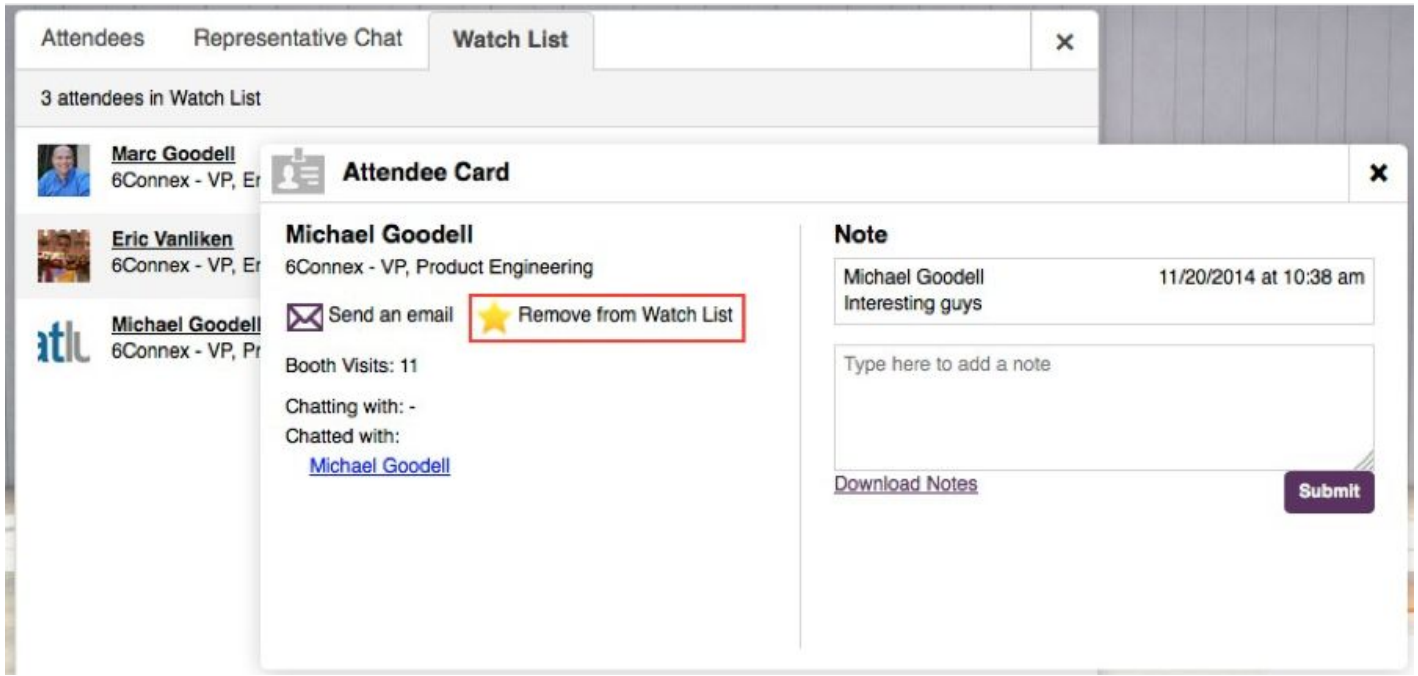
III. REP DASHBOARD

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.



6CONNEX

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.



Booth Representative

Public Chat

Booth

6CONNEX

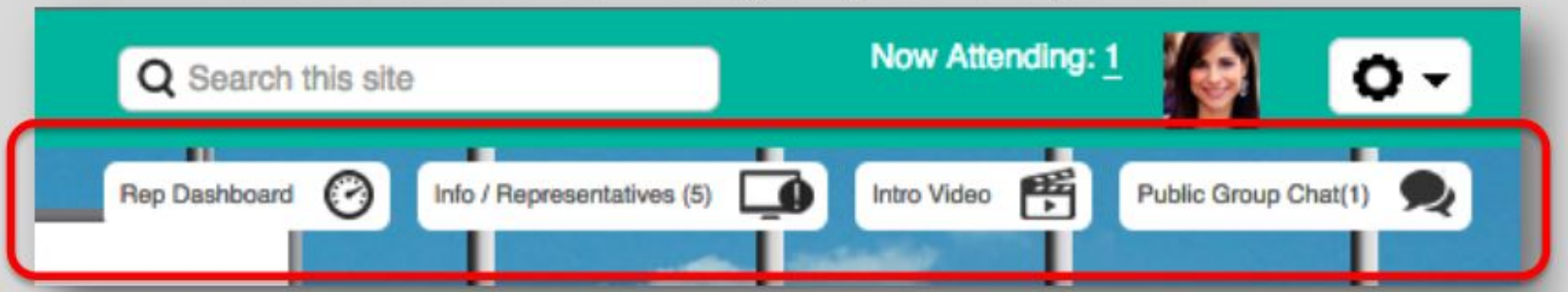
There are three important features found within the Booth which you are assigned. This guide will take you through each one:

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.



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

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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.
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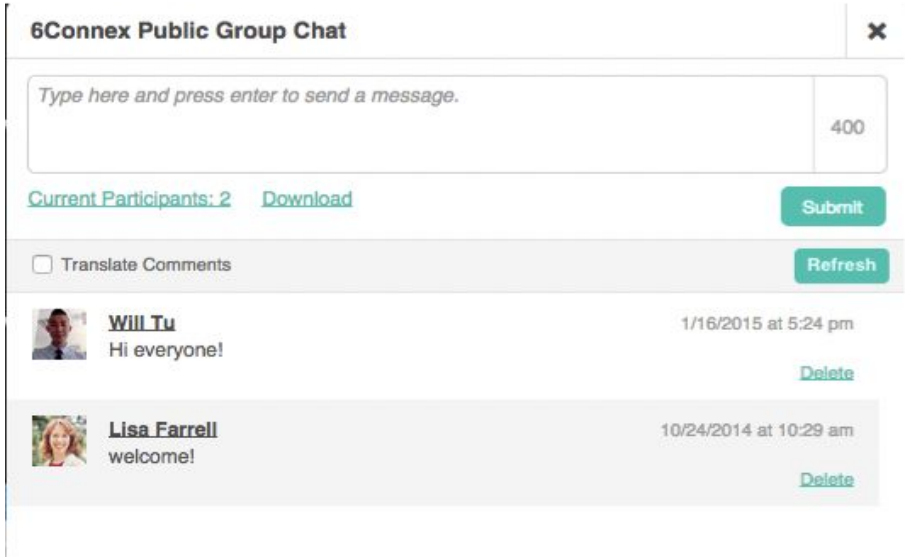
II. Public Group Chat



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.)

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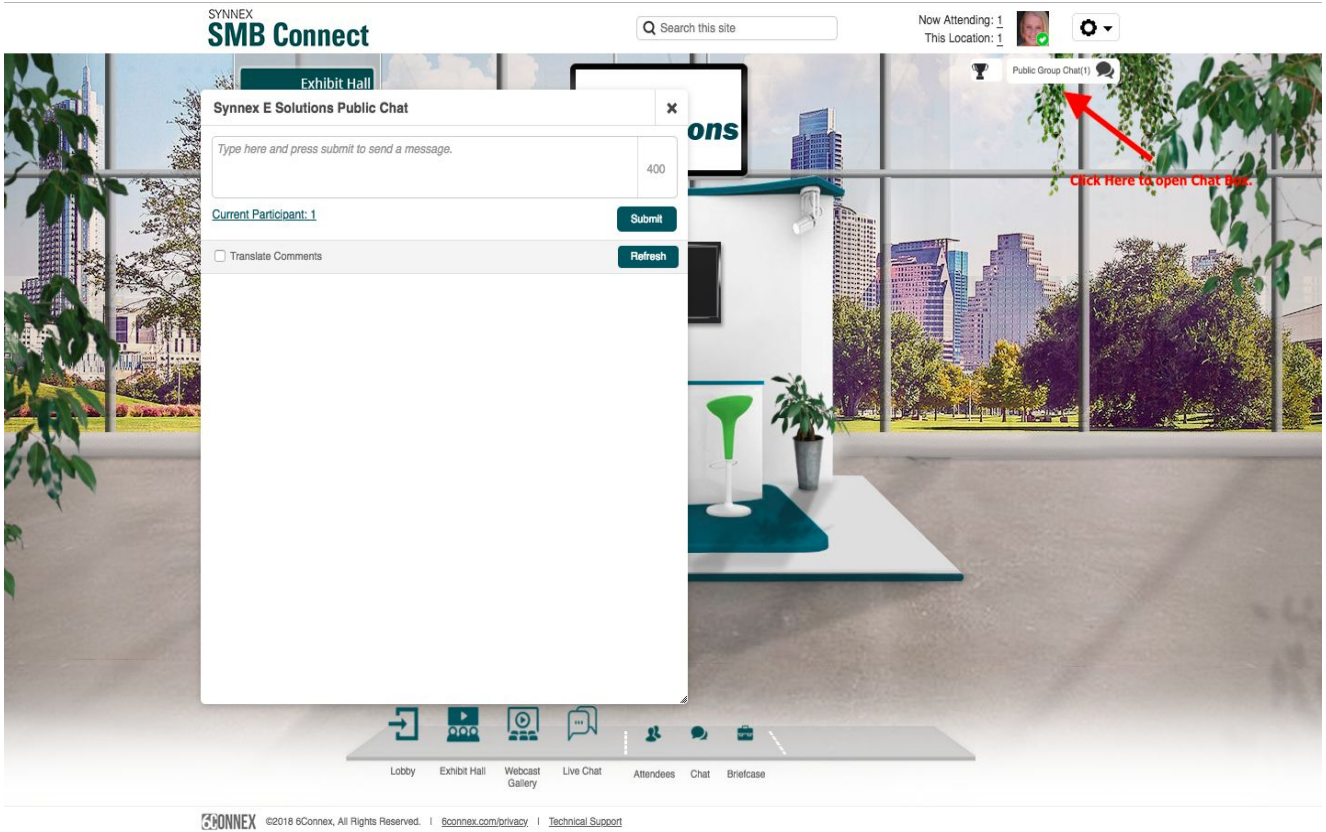

The Chat Box will auto launch when entering the booth. If you click out of the box, you can open again by clicking on the Public Group Chat icon.

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

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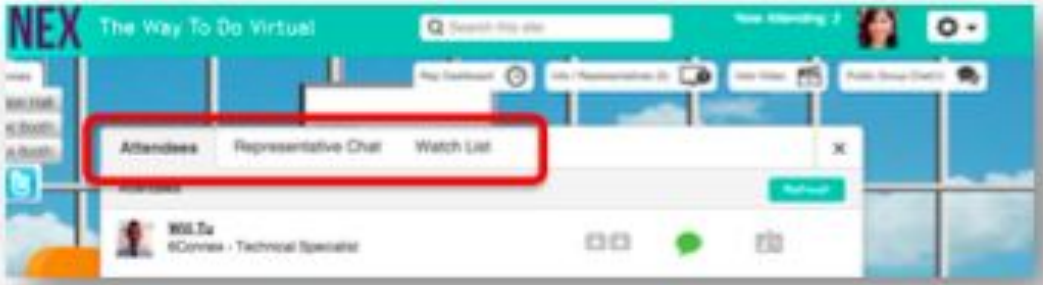
III. REP DASHBOARD

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.



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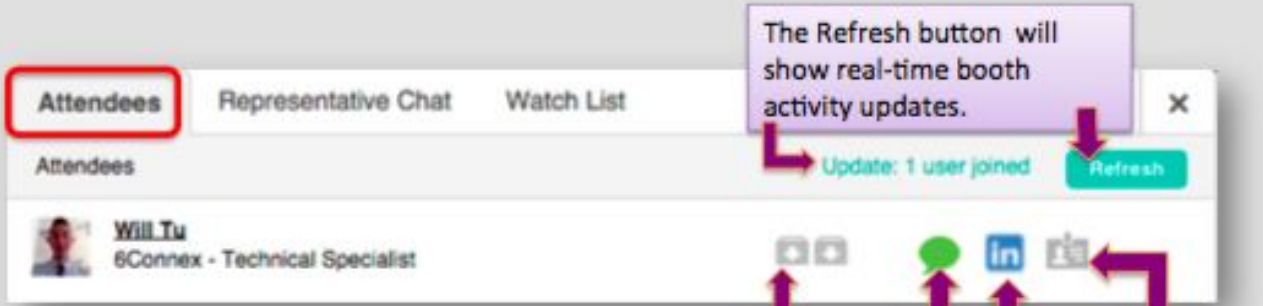
ATTENDEES TAB

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 Refresh button will show real-time booth activity updates.

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.

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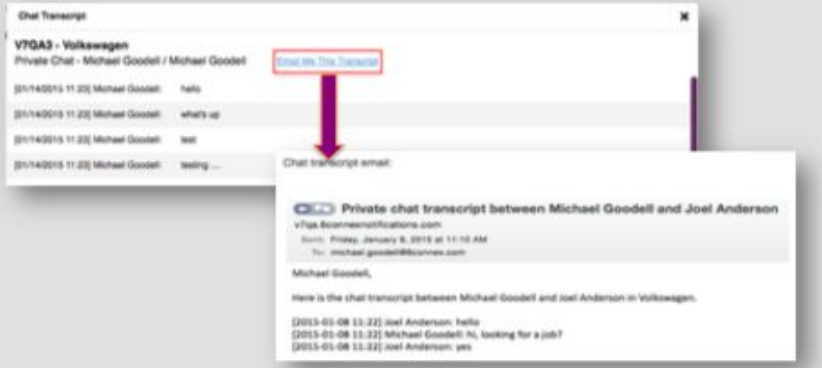
Within an **Attendee Card** a room representative can:

- 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)

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

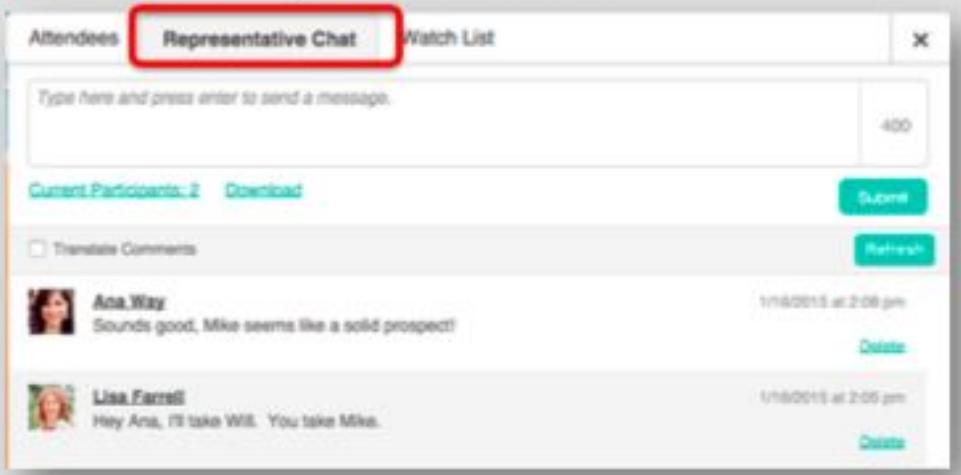


6CONNEX

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.



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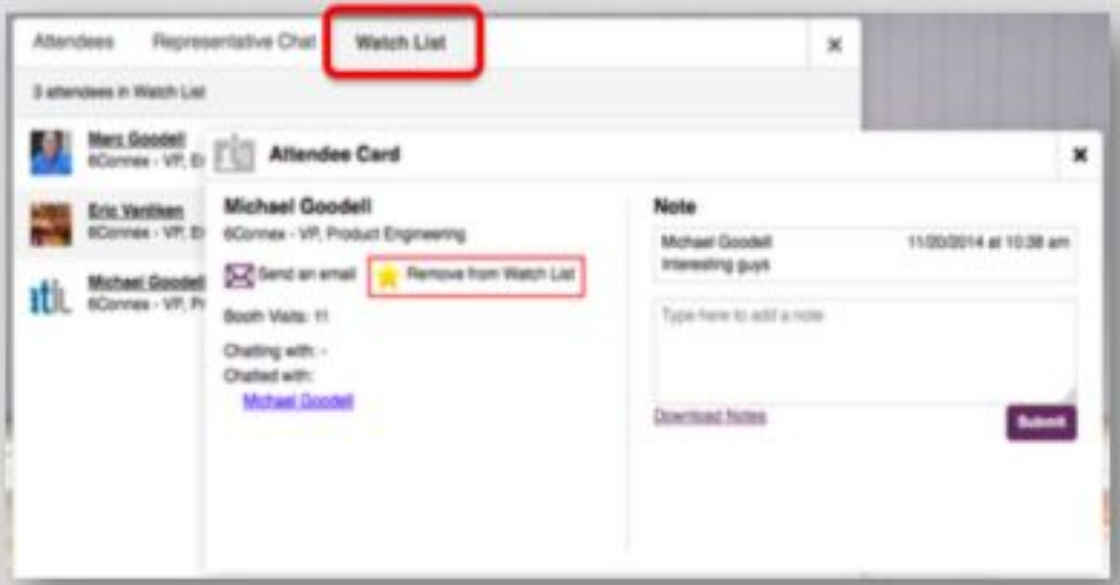
WATCH LIST TAB

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.



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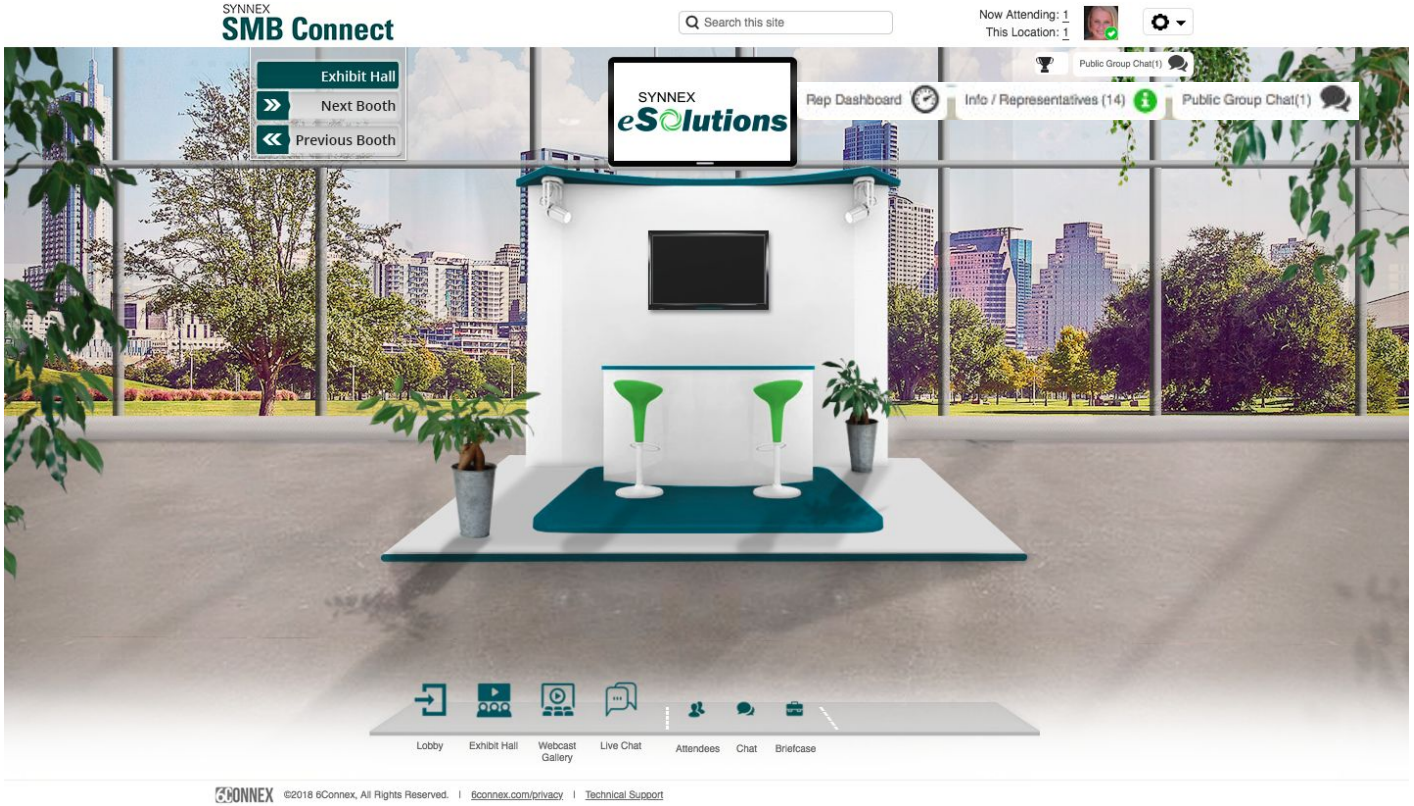
6CONNEX

Booth Representative

PRIVATE Chat

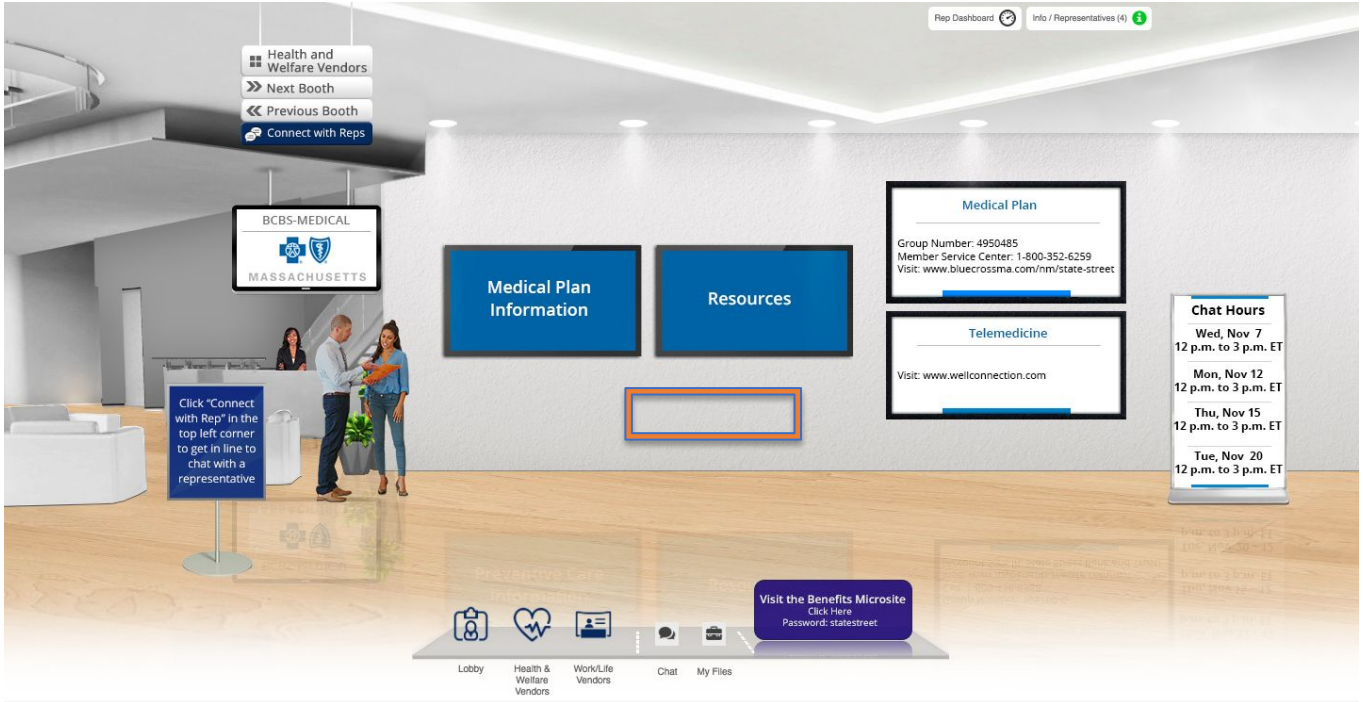
Booth



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

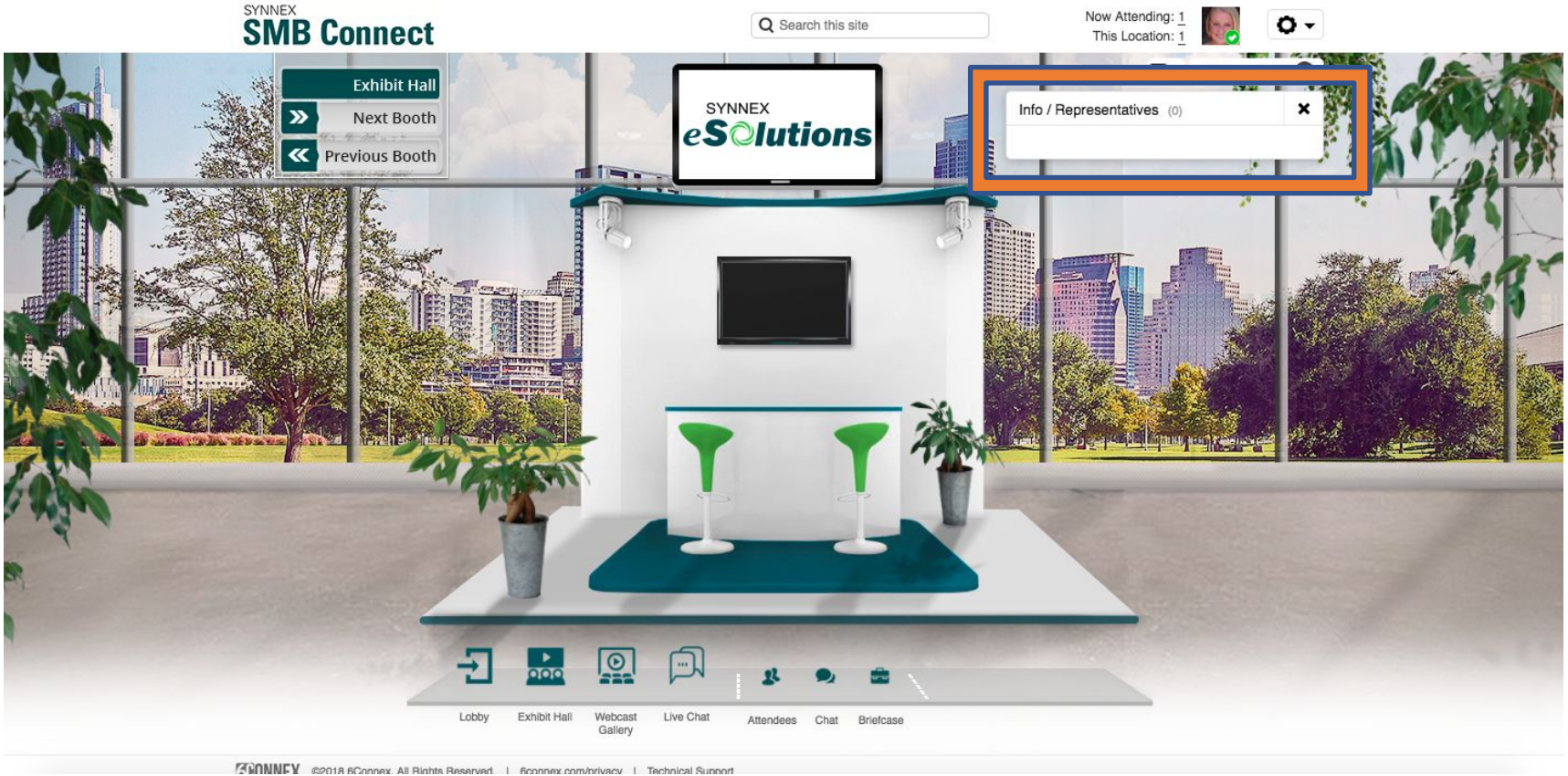
There are 3 important tasks to which you are assigned:

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



6CONNEX

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



6CONNEX

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.

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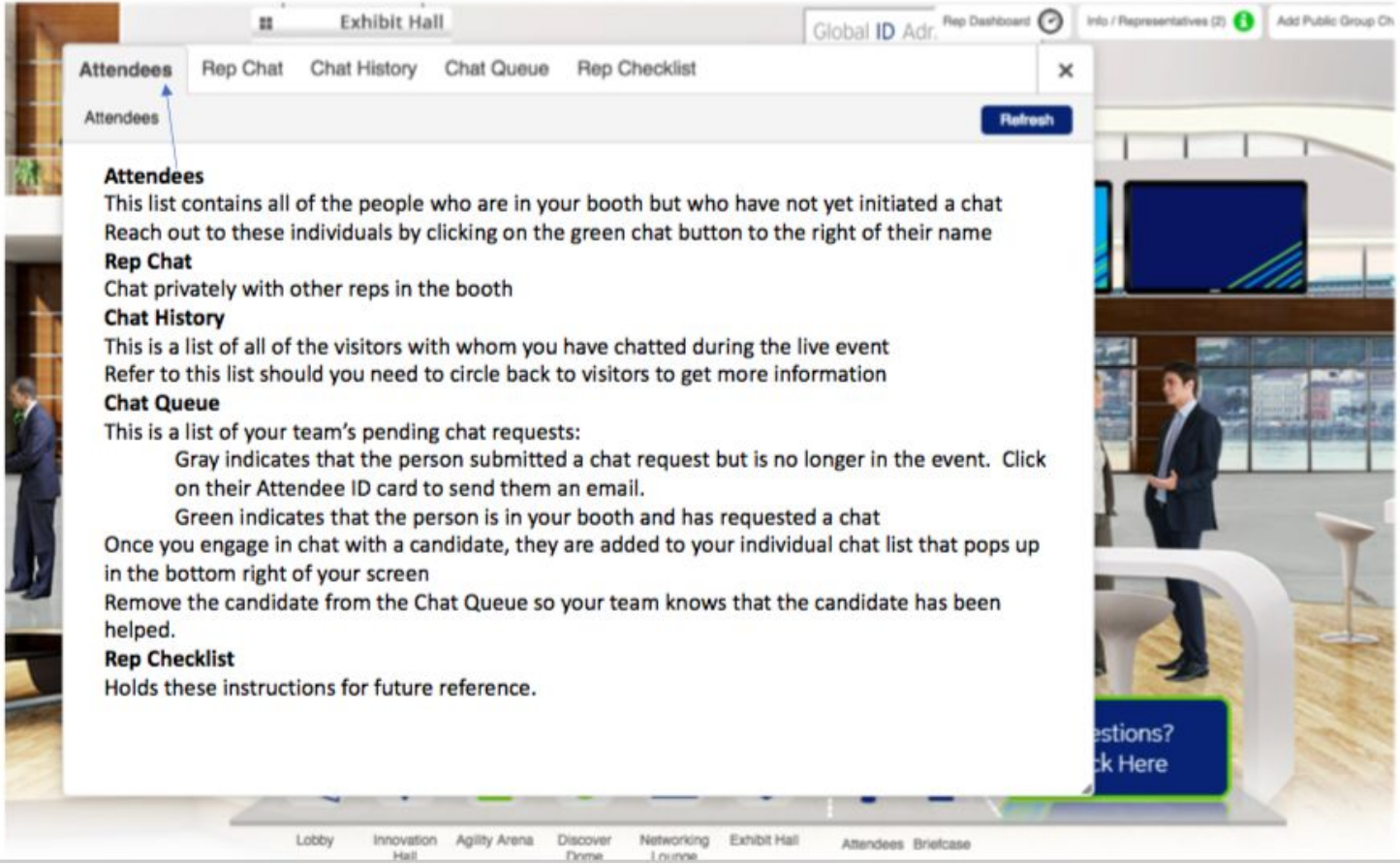
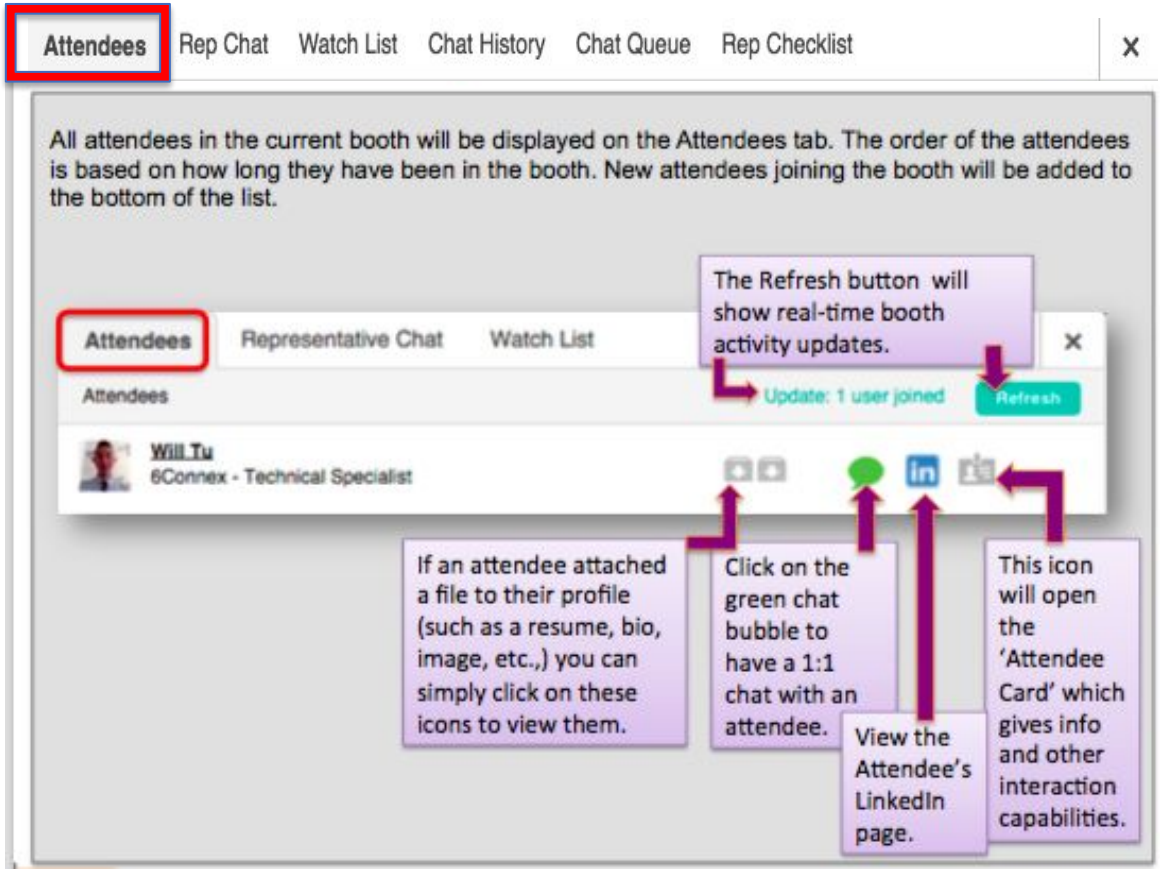
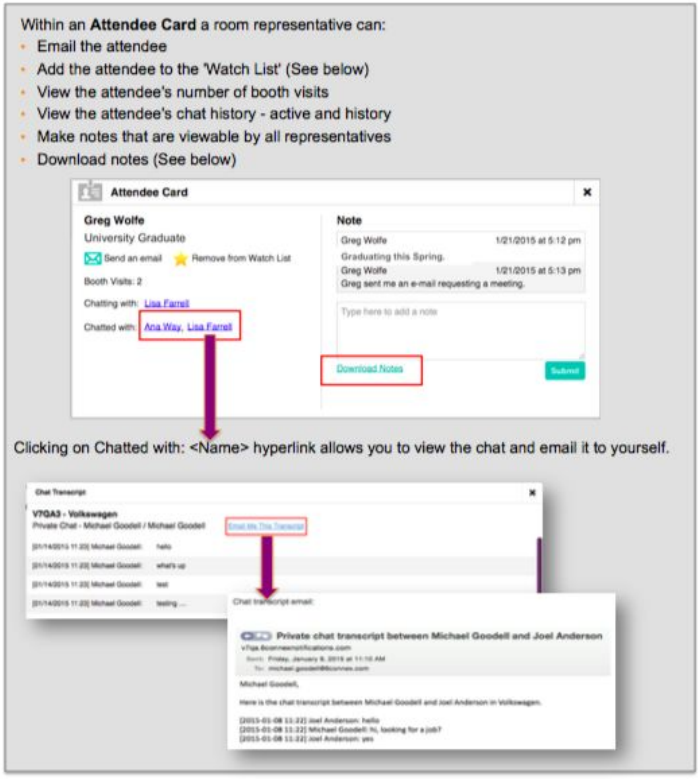
- Attendees always have the ability to e-mail a Booth Rep at any time; they can also include an attachment to their e-mail.
- If a Booth Rep has allowed attendees to view their LinkedIn Profile (which is an option listed when editing one's registration info,) the LinkedIn Icon appears and clicks through to their LinkedIn page.

The Rep Dashboard consists of 5 tabs:
Attendees, Rep Chat, Chat History, Chat Queue, and Rep Checklist



Attendees





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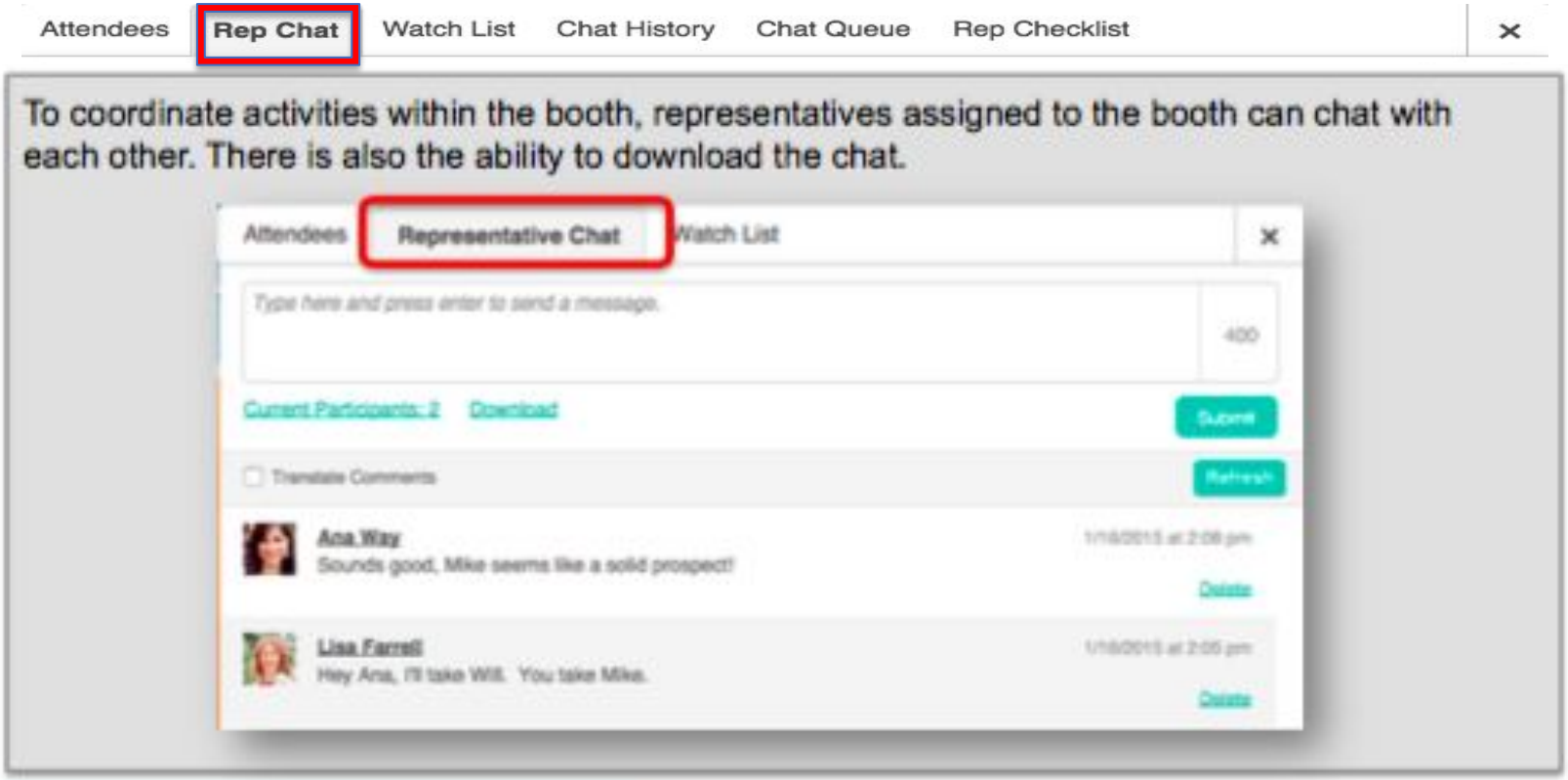
Rep Chat



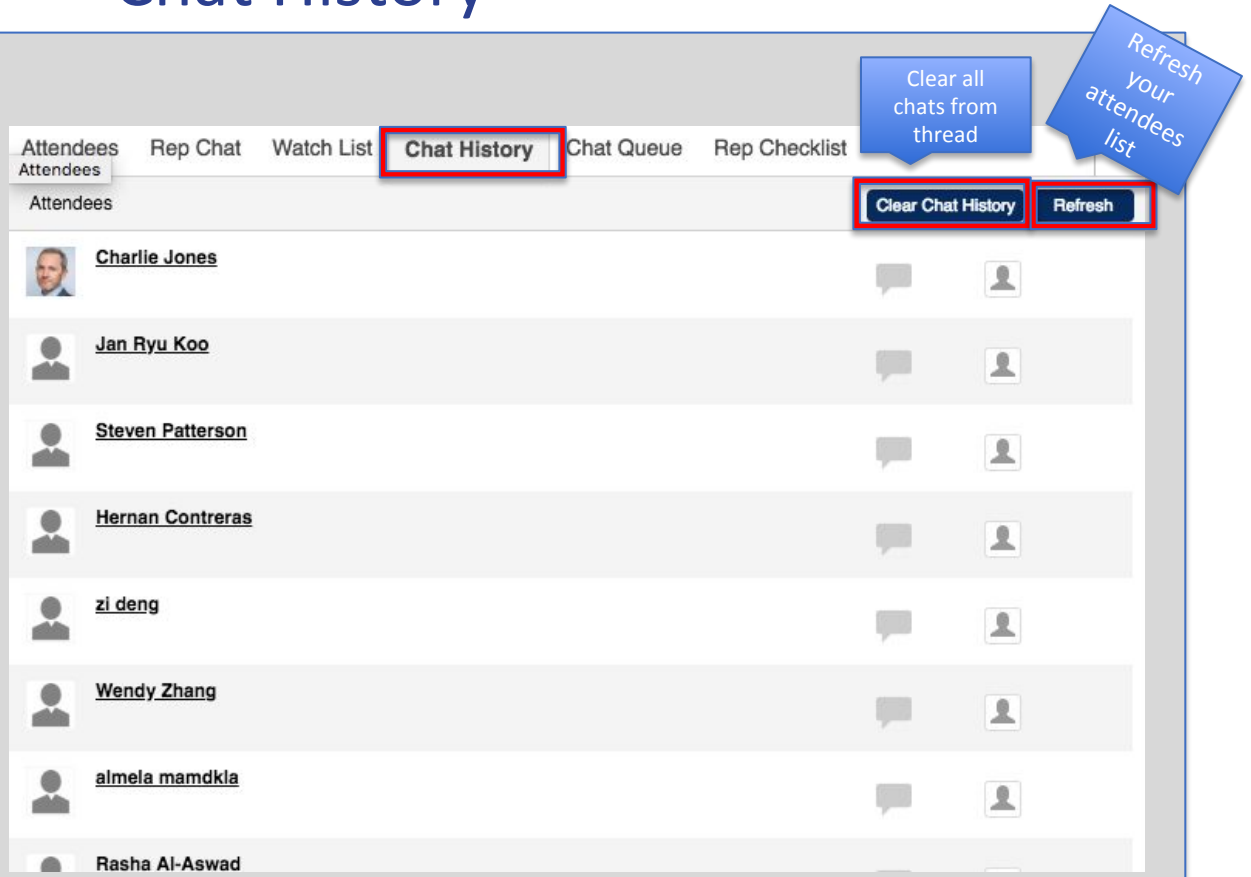
6CONNEX

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.

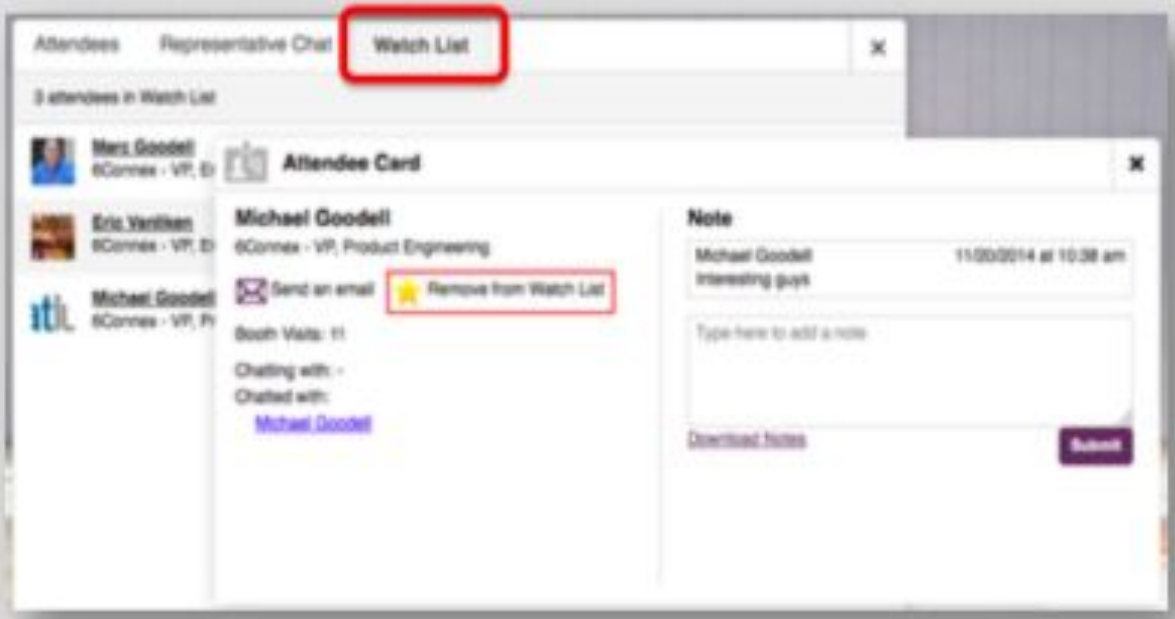
** IF YOU CLEAR CHAT HISTORY, IT IS PERMANENTLY AND CAN NOT BE RETAINED.



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.



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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.

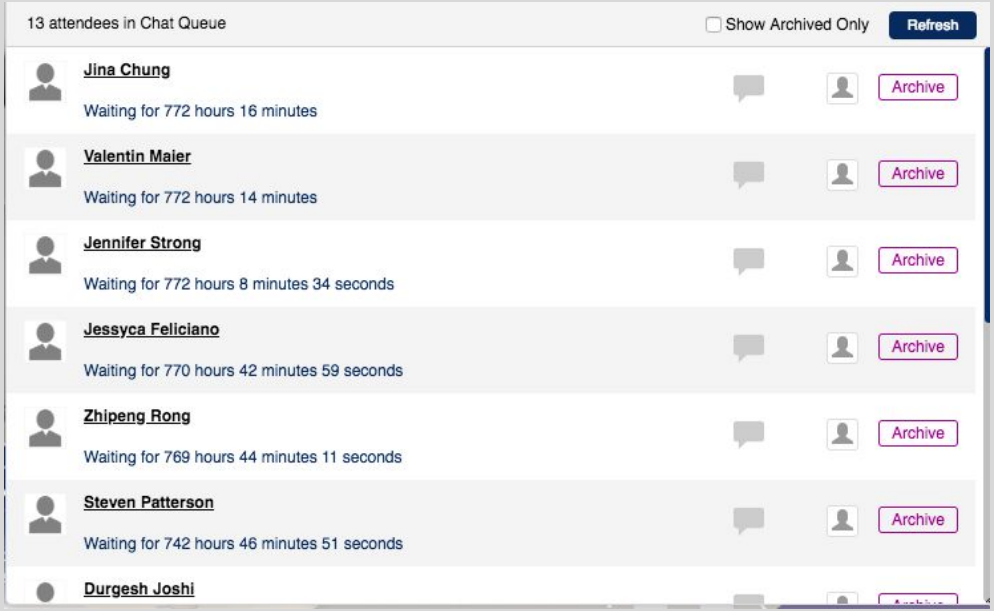
Anyone who is listed as a booth rep can reach out to this individual to begin a conversation.

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



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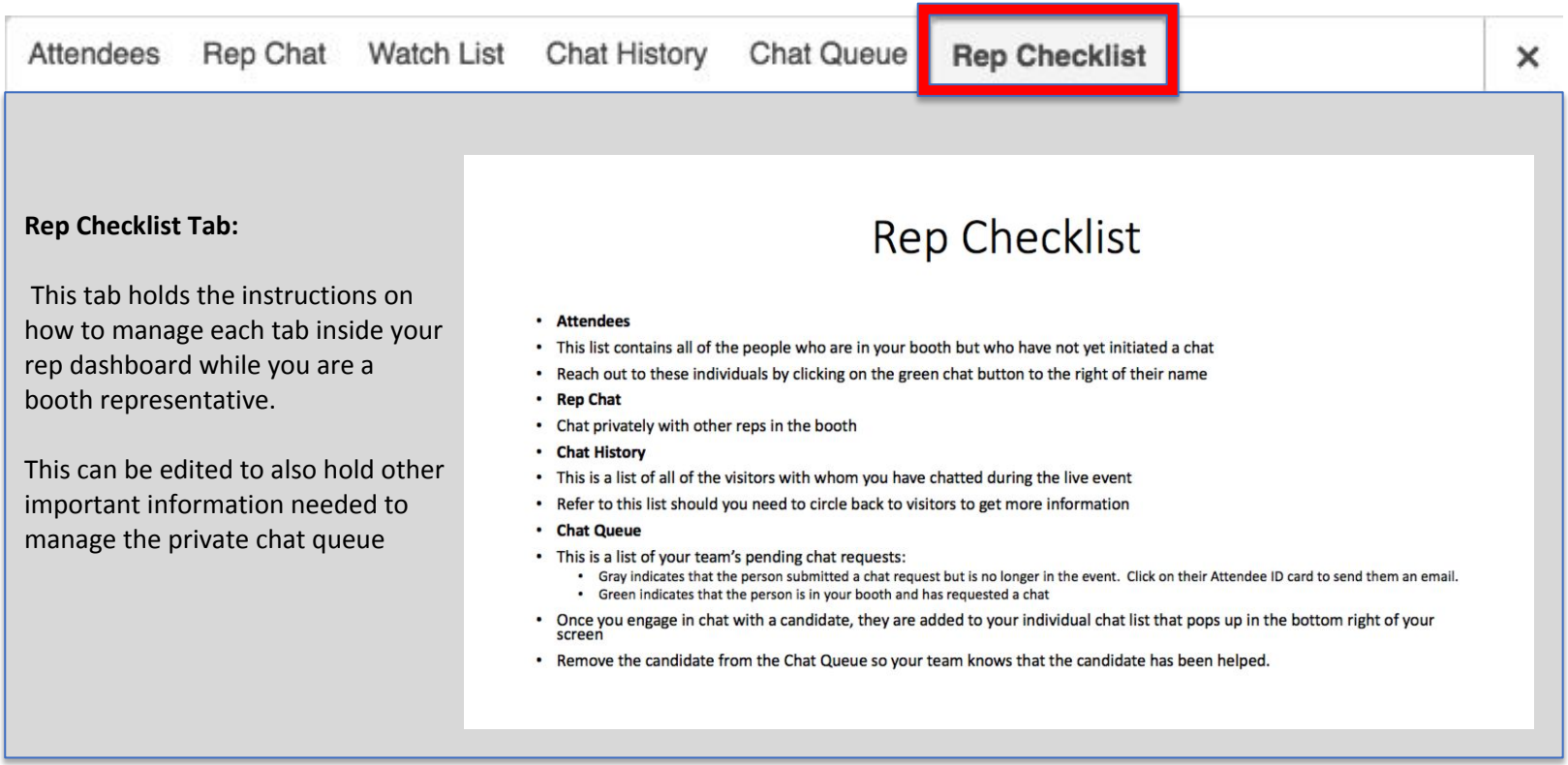
III. Rep Dashboard

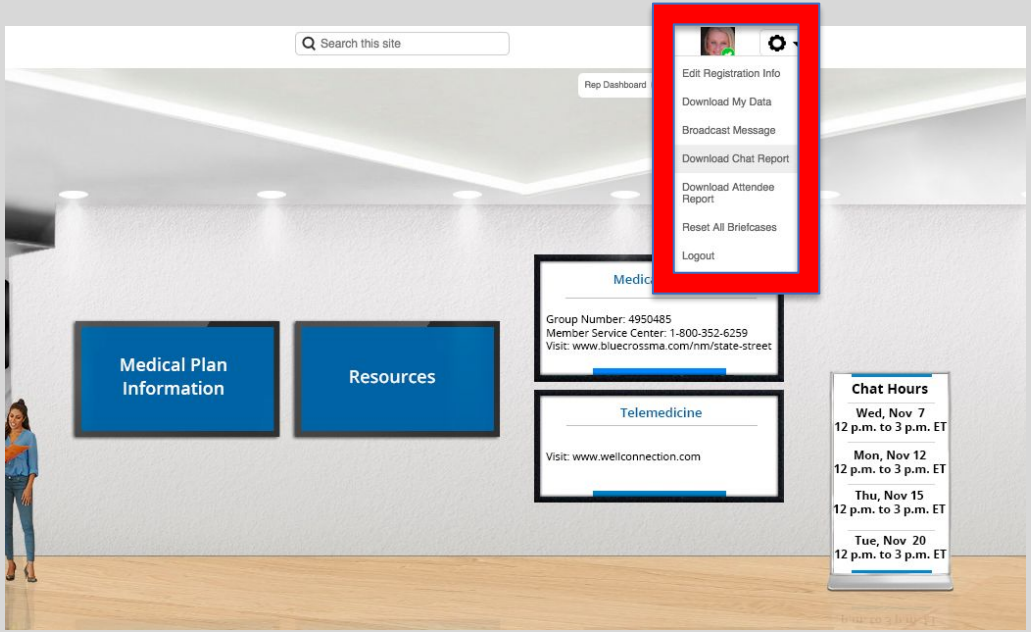


Rep Checklist Tab:

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

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.