



# geoconvention

**Virtual Event** 2020  
September 21-23

CSPG • CSEG • CWLS • GAC • MAC • IAH

## How do I set up my virtual Booth?

We have prepared an instructional reference guide and a video tutorial to help you set up your booth.

- [Click Here for Virtual Booth Instruction Guide](#)
- [Click Here for Virtual Booth Tutorial Video](#)

## How do I manage my booth and interact with visitors during the event?

There are several resources available to help orient you.

- [Click Here for the recording of the Exhibitor Demo & Information Session](#)
- [Click Here for the PheedLoop video on virtual exhibits](#) (including information on Lead Retrieval)

## How do I know who visited my booth and how can I interact with visitors?

The event platform allows you to view a list of visitors to your booth in real time and also allows you to reach out to them and request a text or video chat. Attendees can also easily start a chat with your booth staff while visiting your booth.

If you want to receive more detailed contact information than the standard list of booth visitors, interact with visitors right in your booth, or host live presentations, you may want to consider purchasing lead retrieval for \$99 from the platform provider. See below for more information.

## What is lead retrieval?

Lead retrieval will give you a special "Request Information" button at the top of your booth listing which in turn gives you attendee contact information when they click on it. This is more detailed information than the standard list of booth visitors. It also lets you host live video feeds, with multiple individuals who visit your booth (as opposed to you having to request permission to connect, one person at a time, when they come into your booth). This "Join Live" function allows the attendee to be active in your booth and easily engage with you and it provides you the opportunity to host live workshops or presentations at certain times (up to 25 individuals can log in at a time).

You can purchase this enhanced feature for \$99 via the exhibitor portal. Click on the button below to access your exhibitor portal and look for the lead retrieval option on the left-hand navigation menu.

## In the Join Live booth chat, will the host be able to share screen with visitors?

If you have activated lead retrieval, while in a group chat in your booth, there is a button to share screen which allows you to select a screen or application to share, much like Zoom and streaming tools.

### **How long do live streams in the booth run for?**

Passive content can be added to your booth via a Youtube link and there are no limits to the linked video. For sharing content in the Join Live group chat (with lead retrieval), no limits on the length of sharing are in place.

### **Can you have multiple chats at one time?**

You can only participate in 1 on-on-one video chat at a time (initiated through 'start a chat' buttons in your booth or the networking area). You can have multiple text chats going on at once by toggling between contacts in the chat tab. The Join Live chat in the booth (with lead retrieval) is a group chat but only 1 group can be live at a time.

### **Does Join Live allow two booth staff to have conversations with different visitors at the same time?**

The Join Live group chat (with lead retrieval) will allow up to 25 people to converse at 1 time so multiple visitors and booth staff can participate at the same time. If separate or private conversations are desired, the on-on-one video chat should be used (initiated through 'start a chat' buttons in your booth or the networking area).

### **Can you have an out of office message?**

There is not currently a way to add an out of office notice in the Join Live group chat (with lead retrieval).

### **Is it possible to indicate online status or availability of booth staff?**

There is no way to show if who is online or available for a chat in real time. A suggestion it to use the title and about me fields of staff profiles (using the account navigation option): when staff join or leave the event they can update accordingly to let people know they are online or returning at a set time.

### **Can you download a list of all the visits at the end of the conference?**

In the networking area, there is a booth tab that will list all visitors to your booth. There is not currently a downloadable version of this list. Lead retrieval is the best option to get contact info – adding a Request Information button to the booth where visitors can actively provide their contact information. A report will be generated in your exhibitor portal.

### **Can presenters or conference registrants be listed as booth staff or only booth staff passes?**

Those individuals assigned to booth staff passes will automatically be added to your booth. If you have anyone else attending as a conference registrant, who should also be listed as staff in the booth, email the attendee name(s) to [manager@geoconvention.com](mailto:manager@geoconvention.com).

### **Do we know who is downloading files and which?**

This is not currently tracked.

## **Does the software allow a virtual background for video feeds?**

This is not currently available.

## **Will there always be a name displayed for anyone who comes into the Join Live chat within the booth?**

The name will show in the group chat, if video and/or audio are activated by the visitor. The name will also show in the networking area, under booth tab.

## **What time zone are the exhibition hours?**

All event hours are published in Mountain Time.

## **Who should I contact with additional questions?**

If you have any questions, please contact us at [exhibits@geoconvention.com](mailto:exhibits@geoconvention.com) or [manager@geoconvention.com](mailto:manager@geoconvention.com).