Exhibitor Guide: Chat and One-on-One Meetings at ASQ's Quality Innovations Summit

Accessing the Exhibitor Chat

The chat feature allows exhibitors to engage directly with attendees, both in-person and virtual, in real time.

On the Attendee Website:

1. **Log in**: Access the attendee website and navigate to your exhibitor booth
2. **Start a chat**: In the right-hand engagement panel, click on the *Chat* button to open a chat window. Here, you can type messages that will be visible to all booth staff and attendees who visit your booth. Messages will display your name and company.
3. **Engage effectively**: Use the chat to share valuable information about your company or ask questions to attendees visiting your booth

On the Event App:

1. **Navigate to your booth**: Open the event app, find your exhibitor booth through the exhibitor directory
2. **Initiate chat**: From the engagement panel, select *Chat* to communicate with attendees via a text window, similar to the website.

Helpful Tip: *Prepare a few pre-scripted responses or questions to encourage engagement with attendees. Have links or content handy that you can easily share to drive interest*.

Scheduling Appointments

The scheduling feature is an efficient way for attendees and exhibitors to request meetings at specific times.

1. **Booking appointments**: From the navigation bar, tap *Schedule* and click the + to create a new appointment. Use the search box to find attendees to add to the appointment. Select the time you'd like to book and click *Book Appointment*.
2. **Managing appointments**: You will receive notifications when an appointment is requested by an attendee. For each request, you will have the option to: Accept, Decline, or Propose a New Time.

Note: *All accepted appointments will appear in your My Schedule section on both the app and Attendee Website, where you can manage upcoming appointments and view meeting details*.

Joining One-on-One Meetings with Attendees

The one-on-one meeting feature allows for video meetings between exhibitors and attendees. This feature can be used to build more intimate connections and address specific attendee interests.

On the Attendee Website:

1. **Check-in**: Go to your booth and select *Meet Now* in the top-right corner. You will be listed as unavailable until you manually *Check In*. Once checked in, you can accept meeting requests.
2. **Manage meeting requests**: When an attendee request a meeting, you will receive a notification. You will have three options: Accept, Decline, Propose a New Time.
3. **Joining the meeting**: Before the meeting, you can preview your video settings. Ensure your camera and microphone are working correctly and click *Join Meeting* when ready. Once in the meeting, you can share your screen or turn off/on your video and audio as needed.
4. **Ending the meeting**: After the meeting, click *Check Out* to indicate you are no longer available, preventing additional meeting requests until you are ready again.

On the Event App:

1. **Check-in**: Log in to the app, find your booth, and click *Check In* to show that you're available for meetings.
2. **Managing meeting requests**: Meeting requests will appear as notifications. You can: Accept, Decline, or Propose a New Time directly from the app.
3. **Join the meeting**: Meetings will launch directly through the app's video conferencing feature. You can control your video and audio and share your screen during the conversation.
4. **Ending the meeting**: After the meeting, click *Check Out* to indicate you are no longer available, preventing additional meeting requests until you are ready again.

General Best Practices for Exhibitors

- **Test technology**: Ensure your camera, microphone, and internet connection are working properly ahead of time
- **Have materials ready**: Keep product links, brochures, and other resources handy to share quickly during chats or meetings
- **Stay organized**: Use the *My Schedule* feature to keep track of your meetings

Need Additional Help?

If you need more information or technical assistance, visit the Cvent Knowledge Base for detailed guides or reach out to your event support team.