

Esri Infrastructure Management & GIS Conference

SPONSOR AND EXHIBITOR FAQs



EXPO PROMOTION

[How is Esri promoting the Sponsors and Exhibitors page?](#)

We are promoting the Expo through traditional marketing mediums, as well as weekly emails, and day of emails, to prospective and registered attendees. We have also structured our conference agenda to allow for increased live partner-attendee interactions by carving out hours focused only on partner speaking opportunities, as well as hours when the Expo is the only live activity.

[Will my exhibitor listing have a unique URL to share?](#)

Yes, each exhibitor listing generates a unique URL that can be shared in emails, social media, etc. during the early access period.

NETWORKING AND ATTENDEES

[Will an attendee list be provided?](#)

No, at least not in the traditional sense. Esri does not provide an overall event list to sponsors or exhibitors. However, you will receive a list of those attendees who have opted-in and who have interacted or visited your listing page.

New for IMGIS, you will have access to an analytics dashboard to view opt-in attendees who visit your site in real-time and see which of your listing components attendees are visiting the most.

[Can attendees and exhibitors use the Grip mobile app or are we required to use the desktop browser view?](#)

Only the desktop version of Grip networking will be utilized for IMGIS.

[How can I find attendees to connect with and send a meeting request to?](#)

To find attendees that may benefit from your services or products, be sure to open the Networking tab and "Recommended for You" to see your ideal list. This list is populated based on similar interests and profiles. Once you see your list, you can connect with attendees and send meeting requests.

[Is the Grip networking tool in addition to our Zoom meeting space?](#)

Yes, we encourage you to utilize both features to connect with the most attendees.

[Is there a way to "reassign" a meeting request to a fellow colleague?](#)

Representatives cannot reassign meeting requests; however, your company's designated listing manager will have viewing access to all meeting and the ability to reassign meeting requests.

If you have technical questions during IMGIS, please email: onlineeventprohelp@freeman.com
If you have attendee issues or listing issues, please email: exhibits@esri.com

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[Can our staff meet with people via the Grip meeting rooms or use our Zoom meeting room to schedule meetings outside event hours?](#)

The Grip meeting space is intended for use during event hours only. We do ask that you schedule attendee interactions during IMGIS event hours, but you can schedule meetings using your Zoom meeting room outside event hours if that is what works best for of your schedules.

[What will Representatives see when an attendee visits our listing page?](#)

Your listing/booth admin may review your dashboard throughout the day to see who has visited and how they interacted with your listing. When an attendee visits your listing, their options for live interactions are to schedule a meeting (*Talk With Our Experts* feature), chat with your team (also included in the *Talk With Our Experts* feature) or drop into your Zoom meeting room (*Join Us On Zoom* feature). Sponsors who post a virtual booth may also host live activities.

[What can our Representatives do in the event platform? Can our reps be switched in and out during the event?](#)

Representatives are employees that will appear when an attendee activates the *Talk With Our Experts* feature in your listing. This allows attendees to schedule meetings and chat with designated employees in your organization. The representatives can send to and receive meeting requests from any attendee.

While there is no limit on representatives, we ask that all staff designated as a representative complete the proper registration requirement by October 16, as we cannot guarantee staffing modifications during the event.

[How do our representatives get into our booth to "staff it."? Will you be sending a link for our username and password?](#)

The representatives will log in like other attendees but will have more options on their networking menu. There is no separate username or password needed.

[Is there a limit on the number of Representatives we can have for this event?](#)

There is no limit to the number of representatives you may designate for this event. Just remember that they must all be registered as a Representative, before the conference begins, using the private link provided in your confirmation email.

Where will the chat feature appear?

The chat element will now be housed within the *Talk With Our Experts* feature in your listing.

Is the chat element public?

When an attendee uses the *Talk With Our Experts* feature in your listing to chat with your organization, those messages are only visible to the sender and your designated listing Representatives.

When will the chat element be live?

The chat element is available 24 hours a day during the event; however, we only ask that you monitor the feature during event hours. If someone leaves a message after hours, it will appear in the window the next morning.

Can attendees see if you "skip/decline" their requests?

Attendees cannot see skipped requests, but they can see declined requests. As a best practice, we are encouraging you to notify attendees directly by messaging the attendee to reschedule or cancel a meeting.

When an attendee requests a meeting with a representative, does this automatically mark their time as busy on their schedule?

No, the representative will need to accept the meeting before it is marked on the calendar. The meeting will not be automatically scheduled; however, it does hold the time until the meeting is accepted or declined so other attendees cannot double book a representative.

Can Grip meetings allow for more than 1:1 interaction? Can we bring other staff in?

Yes, you may invite additional people to a 1:1 meeting, or create a group meeting.

When should we use "Join Us On Zoom" vs. "Talk With Our Experts" features?

Talk With Our Experts feature - This is where attendees can send a chat message for a quick answer. Attendee will also use this feature to request 1:1 meetings with your representatives during your IMGIS schedule. These meetings are now in 30-minute intervals conducted in the event platform. There is a timer, but the meetings will not end abruptly - just be sure to keep track of time so you don't miss your next activity.

Join Us On Zoom feature - This is your custom meeting space using your company's Zoom account. You have create control of how this space is used. Some suggestions are demo presentations and round table discussions. When using this space for presentations or demos, we highly recommend you include an agenda as one of your content links, so attendees know when to drop in.

[How and when can we indicate our Representative's availability for the "Talk With Our Experts" feature?](#)

Each representative will need to setup their networking profile when they gain early access. During this process, the staff member will be able to detail their daily schedule. You may block times you will be unavailable for meetings either for other tasks or scheduled breaks. Remember that any time you mark as available will be eligible for meeting selection by attendees.

SUPPORT CONTACTS

Due to the number of moving pieces during the event, the most effective way to reach the Exhibits Team is through the alias exhibits@esri.com. We cannot guarantee we will be available for calls or answer our personal email accounts during the conference, but we will answer all questions as soon as possible in order of priority.

Participation questions, listing issues, behavior issues,

and general support:

exhibits@esri.com

Technical issues:

onlineeventprohelp@freeman.com