

2020 Esri Virtual UC

SPONSOR AND EXHIBITOR FAQs

Early Access

Who will receive Early Access?

All assigned Representatives of Sponsors & Exhibitors and all Esri Staff have Early Access to the virtual platform.

Expo Promotion

How is Esri promoting the Sponsors and Exhibitors page?

We are promoting the expo throughout the UC event through social media, in the breaks during the conference, as well as a daily "the expo is now open" email to all registered attendees. The conference also has dedicated expo hours to allow attendees to spend quality time with our sponsors and exhibitors. We will do all we can to make sure that attendees take time to visit the expo.

Will my exhibitor listing have a unique URL to share?

Yes, each exhibitor page generates a unique URL that can be shared in emails, social media, etc. You gain access this link, and instruction on usage, 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 UC attendee list to sponsors or exhibitors. However, as a sponsor or exhibitor, you will receive a list of those attendees who have opted in and who have interacted or visited your listing page.

Can attendees and exhibitors use the Grip mobile app or are we required to use the desktop browser view?

We are not utilizing the mobile app version for UC.

Is the Networking component going to scan attendees and put prospective clients in our contact list?

The Networking component does use AI to try to help connect individuals with common interests. You will be able to view your suggested connections in the Recommended for You menu in Networking.

If Grip is not going to provide a filtered listing, can we get a list of attendees to begin the virtual appointment scheduling?

Esri does not provide an attendee list most attendees can be searched and filtered in the networking component to find the best fits.

Is the "Grip" networking site in addition to our Zoom meetings?

Yes, you can use both features.

If you have technical questions during the UC, please email: onlineeventprohelp@freeman.com

If you have attendee issues or listing issues, please email: exhibits@esri.com

Is there a way to "reassign" a meeting request to a fellow Representative/colleague?

No, attendees request meetings directly with each person. Your Representatives can direct message the attendee and suggest requesting the meeting of another Representative and can then decline the request.

How is the networking platform structured?

Attendees will be able to search for attendees using several filters including name, company, industry/product, or key words. The networking feature will send notifications within the platform, when someone requests a handshake/meeting. If an attendee connects their email, they will receive a meeting request notification to that email address. In all cases, both sender and recipient must accept the handshake/meeting request to connect.

Staffing

Can our staff meet with people via Grip Virtual Meeting Rooms and Schedule a Meeting outside expo hours for international attendees.

We do ask that your initial interactions take place during UC Expo hours. Following the conference, you may schedule meetings with attendees that best fits each other's schedules.

What will Reps see when an attendee enters the "booth". When will a company name show?

The attendee's name will only show, not their organization. When an attendee enters your booth during the event, you will only know they are there if they start a chat or schedule a meeting. Only Esri employees, and Sponsor or Exhibitor Representatives will have their company shown along with their name.

What can our representatives do in the system? Can reps be switched in and out?

The Representatives selected and sent ahead of time are the only employees that will appear when the Schedule a Meeting listing feature is activated, and they should also be monitoring the Chat feature. These pre-selected reps can not be changed and credentials can not be exchanged. If you want to invite additional people to a meeting, you can include up to 4 people. As an alternative, you may have other attending employees manage Zoom meeting room activities.

Can we have employees that are not one of the 3 contacts to take shifts manning the chat window?

Yes, if you have registered attendees on your staff they can view the chat and answer accordingly. However, they will not have the same company identifier that your Representatives have and will need to say who they are if they are answering questions, just to avoid confusion.

If only our Representatives can interact with listing/booth visitors and one of them is out, can we have another person login as that representative?

No - this would be a misrepresentation and is against the Esri user account policy.

How do our representatives get into our booth to "staff it"? Will you be sending a link and a user name and password?

The Reps will log in and see a similar experience as attendees.

Can we edit the email address?

All attendees can provide an additional email address in their Networking profile to receive Networking email notifications, but the email address associated with your registration cannot be edited. Email addresses are not visible to others in the Networking component.

Meetings/Chat

Where will the chat feature appear? There was a page that showed chat as a button in individual profiles.

It is on the bottom left of each Sponsor/Exhibitor listing page under your categories. The networking component does also have a chat function, but this is more of a direct messaging tool.

Does the Chat Roll work the same as a chat room?

Yes, it is the same concept.

Will all reps have access to the listing's chat roll at the same time?

Yes, anyone can jump into the chat window at any time.

Can all chat participants edit or delete their own chat entries, not just moderators?

There aren't any moderator permissions in the Chat Roll. Only a commenter can remove their own comments. Sponsors/Exhibitors do NOT have the ability to edit/delete others' posts.

What are the expo hours for if the chat function is open 24/7?

The chat is always on and you are only expected to monitor it during open Expo hours. If there are messages after hours, they will be there when you arrive the next day. Keep in mind chat is just one way to interact with attendees in real time during open Expo hours, and most attendees' active hours will be during daytime conference hours.

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

No for skip. Yes for Decline. As a best practice, we are encouraging our Esri staff to notify attendees directly by messaging the attendee if they need to reschedule or cancel a meeting.

When a client schedules a meeting with a Representative, does this automatically mark their time as busy on their schedule or do they need to accept the meeting?

Your Representatives will need to accept the meeting first. It will not automatically schedule. It does reserve the time slot so that the time slot cannot be chosen by another attendee unless the meeting is declined or rescheduled.

Can the Grip meetings include more than 1:1 interaction? Example, multiple booth staff, and/or multiple attendees per meeting?

Yes, they can hold up to 4 people per meeting. 5-minutes prior to the meeting, all participants will receive the link to enter the meeting.

When should we use the "Chat" feature, vs. the "Interact Live" feature vs. the "Schedule a Meeting" feature? What's the intended use of each?

Chat - This is a window on the listing page in which attendees can drop in and ask a quick question. These are like the short conversations you would have on the expo floor when someone walks into your booth space to assess their interest. If the conversation grows, you would suggest they schedule a meeting, or join your Zoom room for specific content/presentations. The chat window is visible to all attendees so please keep that in mind as you address your visitors.

Interact Live (Zoom meeting) - This is a customized meeting space that you provide. Sponsors and Exhibitors have complete control of its access and creative use. The benefit of the Zoom meeting room is that while your designated Representatives conduct one-on-one meetings in the platform, other staff are available to manage additional interactions such as scheduled demos, presentations, and more.

Schedule a Meeting - This is where attendees request time on the UC schedule with your listed Representatives. These meetings, scheduled at 15-minute intervals are conducted within the event platform. There is a timer, but the meeting will not end abruptly - so you'll need to be mindful of your schedules.

How and when can we indicate each Booth Rep's availability for the "Schedule a Meeting" feature in our listing?

Each Representative will need to setup their networking profile. During this process, the Representative is able to detail their daily schedule. You may block times you will be unavailable, or block time for padding for meetings that may run a little long, or if you simply need a scheduled break. You will be able to set up your schedule during Early Access.

What does the Interact Live button do? Where does it take the attendee when they click on it?

When selecting the Interact Live button, it will take attendees directly to your Zoom meeting space.

Who to Contact for Support

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

Participation questions, listing issues, behavior issues, general support:
exhibits@esri.com

Technical issues: onlineeventprohelp@freeman.com

If you have not yet accessed the site, we encourage you to do so before quiet hours begin. If you are having trouble accessing the site, please follow the following steps:

1. **Be sure you are using the correct Esri Account ID**
(refer to your registration confirmation email - you may have multiple accounts)
2. Use Chrome only if possible
3. Clear all cache and cookies
4. Completely exit all browser windows
5. Reopen your browser and attempt your login again

It's critical that the following domains are whitelisted in your security platforms:

- esri20.onlineeventapi.com
- Esri-events.viewstream-media.com
- Esri-events-stg.viewstream-media.com
- uc2020.esri.com
- networking.uc2020.esri.com
- freemanauth.esri.com
- esri20.stage.onlineeventapp.com

Examples of platforms you should whitelist these in include:

- Firewall platforms running IPS or other Layer 7 protections
- DNS Security platforms like Cisco Umbrella

If uncertain, check with your Security and Network Teams to confirm where DNS/hostname level blocks could occur.