



A DIGITAL EXPERIENCE

Attendee User Guide

Accessing the Virtual Event

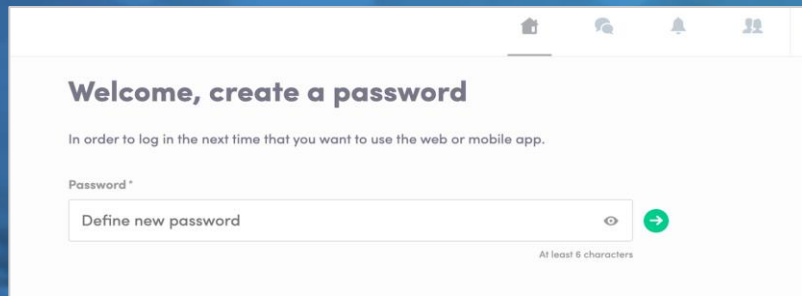
Logging in for the first time

1

- You'll receive an email like this one with a button directing to a login page. Your account is automatically pre-created by our event team.
- This email will come from noreply@swapcard.com so be sure to whitelist it!

2

- A window will then ask that you create a password for your account.



The screenshot shows a web interface for creating a password. At the top, there are navigation icons for home, chat, notifications, and profile. The main heading is 'Welcome, create a password'. Below it, a subtext reads: 'In order to log in the next time that you want to use the web or mobile app.' There is a 'Password *' label above a text input field. The input field contains the placeholder text 'Define new password'. To the right of the input field are an eye icon and a green arrow icon. Below the input field, a small note says 'At least 6 characters'.



Hello Jane,

Get ahead of the game and prepare for **Contact Center Expo 2021: A Digital Experience** to save yourself time and get the most out of your event.

Our virtual event platform makes it easy to start building your agenda and connecting with the right people in advance.

All you have to do is activate your profile with the tap of the below button. We'll keep all of your information and data secure.

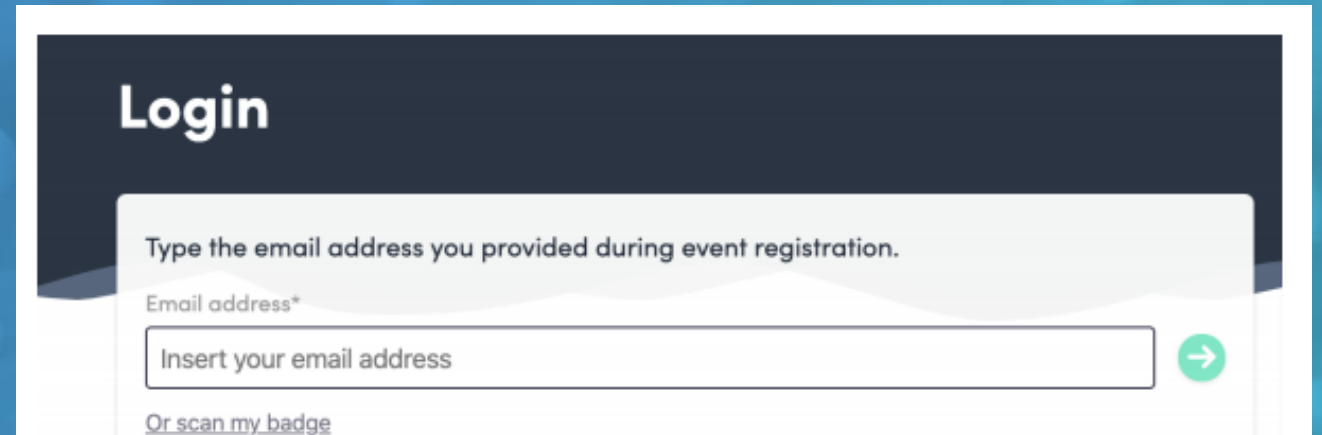
Pre-Show Bonus Sessions start next week -- these are interactive sessions with limited availability, **so be sure to register for these ASAP!**

LET'S GET STARTED!

Accessing the Virtual Event

Logging in once you have an account

- Go to: <https://login.swapcard.com/>
- Enter the email you used to register and the password you created
- Click enter to connect to the event

A screenshot of a web login interface. The title 'Login' is at the top in white on a dark background. Below it, a light gray box contains the instruction 'Type the email address you provided during event registration.' followed by the label 'Email address*'. There is a text input field with the placeholder text 'Insert your email address'. To the right of the input field is a green circular button with a white right-pointing arrow. Below the input field, the text 'Or scan my badge' is visible as a link.


Note: If you have forgotten your password after entering your email, click on “Send me a magic link” and you’ll receive an email to reset your password


NAVIGATING THE EVENT


Once you've added sessions and meetings to your schedule, "My Event" becomes your customized view of the show.


Use it to navigate online, or download to your calendar or printable file.





 My schedule >

 My meetings >

 My networking >


 My bookmarked companies >


 My wish list >


 Dates are displayed in your time zone (America/New_York)


Tuesday, April 20, 2021

11:30 AM
11:45 AM




Welcome to ICMI Contact Center Expo: A Digital Experience!
Join event emcee Brad Cleveland as he previews highlights of the next two days and shares top tips for getting the most out of the event.

 General Session


 General Session

 Brad Cleveland · ICMI

11:40 AM
12:00 PM

Sponsored Keynote Session - Salesforce
 Keynote
 Salesforce, Inc.

12:00 PM
12:45 PM

Keynote: A Field Guide to Post-Pandemic People Strategy
The global pandemic delivered us the biggest leadership test in history. Every individual and organization in the world has faced new circumstances and reali...

Export
Add your upcoming sessions and meetings to your calendar application.
EXPORT TO MY CALENDAR

Export your sessions, meetings and bookmarks in a single printable PDF file.
DOWNLOAD PDF

ATTENDING SESSIONS

- Click on the session you want to attend. The session will begin playing at the top of the screen at the scheduled time.
- Use the chat box at the right to chat with attendees and ask questions of the speaker.



Joining a Livestreaming Session

From “Agenda” or “My Event”

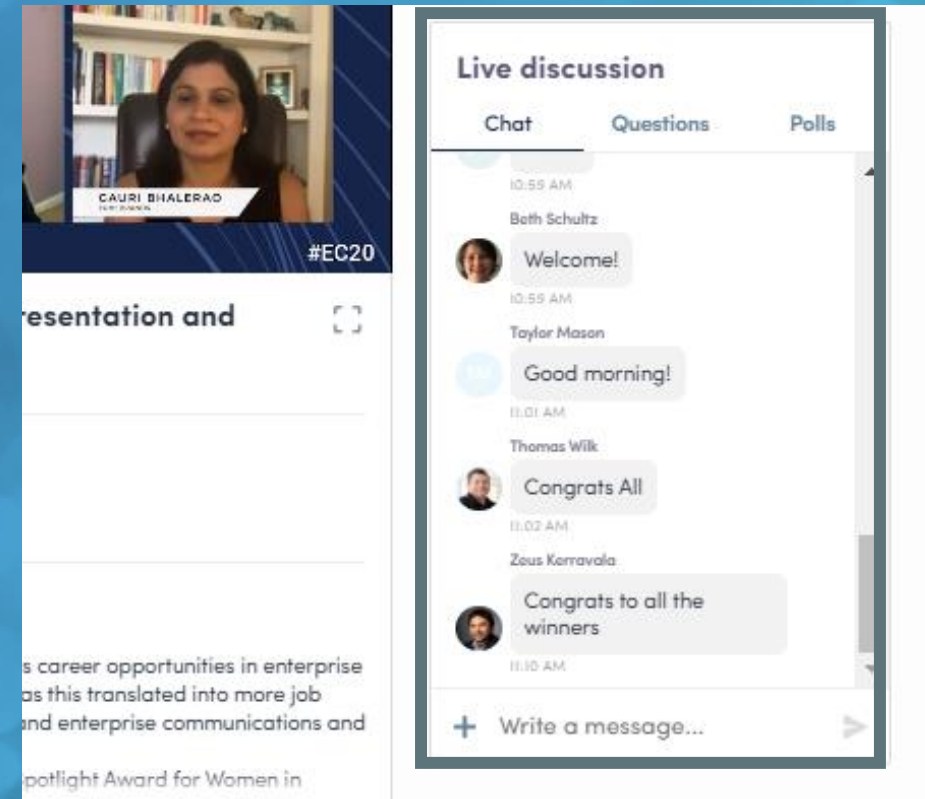
- Click on the session you’d like to join
- 24 hours prior to the official start time, a countdown appears on the session page
- When it's time for a session to begin, a video will be displayed at the top of the session page and starts automatically (*if you’re using Safari, please click “Play”)
- Watch the video in full screen mode or continue to browse the app while watching the session

The screenshot displays the ICMi Expo app interface for August 26, 2020. The top navigation bar shows dates from August 24 to 27, with August 26 highlighted. The main content area is divided into several sections:

- Agenda:** A list of sessions for the day, including a keynote by Latane Garetson on Dropbox's data center footprint optimization, a break for visiting the expo hall and networking, and a session on managing and securing data.
- Your schedule:** A section showing the user's selected sessions, including the keynote and the break.
- You may also like:** A recommendation section with sessions like "How to Help Employees Get the Most from WFH" and "Back to the Future of Work".
- Livestreaming Session:** A video player showing a session titled "Women in Communications: Award Presentation and Discussion". The video features six participants in a grid view: Kristina Russell, Beth Schultz, Josée Duchesne, Kim Corazzini, Jennifer Berry, and Caursi Bhalerao. The session is scheduled for Tuesday, August 4, 2020, from 11:00 AM to 11:45 AM.
- Register for the session:** A button labeled "REGISTER" to allow users to sign up for the session.
- Live discussion:** A chat area with tabs for "Chat", "Questions", and "Polls". It shows a list of messages from participants, including "Welcome!", "Good morning!", "Congrats All", and "Congrats to all the winners".

Interacting During a Live Session including Q & As

- Chat with other attendees during the session
- React on other people's messages
- Ask speakers questions – attendee questions will be sorted by upvotes
- Polls – answer live polling created by speakers
- You may delete your message by clicking on the three dots next to it



HOW TO REQUEST A MEETING

- From main navigation, click on “Attendees”
- Sort and filter attendees to find contacts you’d like to connect with
- Click on their name to view their profile
- Click on an available meeting slot
- Select virtual meeting
- Craft a personal message to person and send
- Go to “My Schedule” to see if contacts have accepted your meeting request
- NOTE: The meeting time slot is held and blocked until its accepted or declined

The screenshot displays the ICMi Expo Attendees interface. On the left, there's a search bar and a section titled "Get better recommendations" with a search criteria input field. Below that is a "Visibility" toggle switch. The main area is divided into two columns. The left column, "People you should meet", lists several attendees: Vanessa Ruiz (Marketing Director, Informa), Kelly Kocher (Market Leader, Informa Tech), Sarah Waschler (Operations Director, US, Informa Tech), Andrea Di Benedetto (PM, Swapcard), and Heather Donner (PR, Informa Tech). The right column, "Your connections", shows a connection with Kimberly Chang (Sales Ops, Informa). An orange arrow points from Kelly Kocher in the "People you should meet" list to her profile card. The profile card for Kelly Kocher shows her name, title, company, location (ET / GMT-04:00 (New York)), and a bio. Below the bio are sections for "Skills" (Sales, Director, ET / GMT-04:00 (New York), Event Planner, Trade Show) and "Bio". To the right of the profile card is a "Connect with Kelly" section with a message input field and a "Send" button. Below the profile card is a "More opportunities" section with two items: "Test- Veronica Test- Goldweber" (Marketing, Informa) and "Sue Avery" (CEO, Avery Marketing). At the bottom right, there's a "Meet Kelly" section with a time slot grid for Monday, August 10, 2020. A blue arrow points to the 1:00 PM slot in the 3:00 PM to 4:40 PM row.

Search

Get better recommendations

Add keywords that will feed the matchmaking algorithm and refine the suggestions of people you should meet.

Search criteria

Add a criteria

Visibility

You're visible to other attendees.

People you should meet

Vanessa Ruiz
Marketing Director
Informa

Kelly Kocher
Market Leader
Informa Tech

Sarah Waschler
Operations Director, US
Informa Tech

Andrea Di Benedetto
PM
Swapcard

Heather Donner
PR
Informa Tech

More opportunities

TVT Test- Veronica Test- Goldweber
Marketing
Informa

SA Sue Avery
CEO
Avery Marketing

Your connections

KC Kimberly Chang
Sales Ops
Informa

Connect with Kelly

Sending a connection request with a message is three times more likely to be accepted.

Kelly Kocher
Market Leader
ET / GMT-04:00 (New York)
Informa Tech

Skills

Sales Director ET / GMT-04:00 (New York) Event Planner Trade Show

Virtual Events Conference Hosted Buyers

Bio

Kelly is Market Leader for Informa Tech (division of Informa), managing a portfolio of most established association, event and media brands in the data center, cloud development verticals. Kelly has more than 25 years of experience in helping companies grow their brands and generate leads through marketing channels such as print, advertising, direct mail, social media and events (in-person and virtual). She has

See more

Meet Kelly

Select a time slot to set up a meeting with Kelly.

Monday, August 10, 2020

9:00 AM	9:30 AM	9:45 AM	10:00 AM	10:30 AM	10:45 AM
11:00 AM	11:30 AM	11:45 AM	12:00 PM	12:30 PM	12:45 PM
1:00 PM	1:30 PM	1:45 PM	2:00 PM	2:30 PM	2:45 PM
3:00 PM	3:30 PM	3:45 PM	4:00 PM	4:30 PM	4:45 PM

MEETINGS

Meetings you've scheduled will appear in both "My Schedule" and "My Meetings."

To attend a call, click "My Meetings". One hour prior to the start, a button will appear to place or join the video call.

It's that easy!



A screenshot of the ICMi user interface. On the left is a sidebar menu with options: "My schedule", "My meetings" (highlighted with a yellow arrow), "My networking", "My bookmarked companies", and "My wish list". Below the menu is a note: "Dates are displayed in your time zone (America/New_York)". The main content area shows a toggle for "Display empty slots" which is turned on. The date "Tuesday, April 20, 2021" is displayed. A meeting is listed for 1:30 PM to 2:00 PM, titled "Meeting", with a "Virtual Meeting" icon and a "PENDING" status. The meeting is with Joy Sobhani, Group Event Director at Informa Tech. Below this, two time slots are shown as "Available for a meeting": 2:00 PM to 2:30 PM and 2:30 PM to 3:00 PM, each with a "Make unavailable" link.



LIVE CHAT

PRO TIP

Join sessions LIVE during their scheduled times to:

- Chat and make connections with peers
- Ask questions! Speakers are available to answer questions in real time via chat. Be sure to vote up the ones of most interest to you

ADDITIONAL RESOURCES



Additional Video Tutorials

- Walk-through of the platform (7:23) - <https://youtu.be/b6sjcldAutw>
- Overview of Sessions/Content features Highlight - <https://youtu.be/C-71cSqnqg8>
- How the virtual event platform experience is different - <https://youtu.be/7bCxkmDGoDA>
- Overview of interacting with Exhibitors (1:50) - https://youtu.be/GH5_Zidrpwk
- Overview of networking within platform (2:00) - <https://youtu.be/57hEgfETLjc>
- YouTube playlist of demos: https://www.youtube.com/playlist?list=PLgH_DJSm3lcu3j_h_a1D0Ewu3naVFCbls



PRO TIP

Got questions on how to use the virtual platform?

Visit the “Need Help?” to access HDI staff & video tutorials!

icmiTM CONTACT CENTER EXPO

SEPTEMBER 7-10, 2021

Dallas, TX • Sheraton Dallas

“

Excellent Contact Center event; first class staff, Who's Who list of vendors, and a great assortment of world-wide companies represented. What more could you ask for?

Turner, VP Operations, WebMD



TIME ZONES

Times noted in the platform
automatically adjust based on the
time zone of your browser.





ICMI RESOURCES AND RESEARCH

Keep your finger on the pulse
of the contact center industry
with ICMI Resources &
Research.

- ✓ Informative articles
- ✓ Interactive and topical webinars
- ✓ Valuable industry research
- ✓ Practical toolkits
- ✓ Insightful trend reports

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#ICMIexpo

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