

## IDWeek Booths

### Frequently Asked Questions and Answers for virtual booths hosted in the Intrado platform

– Updated Sept. 3, 2020

#### In Booth Chat and Message Boards

---

- **Can in booth chat be limited to US participants?**
  - a. No.
  
- **Can exhibitors host a link from the booth to their own Zoom, Teams, etc. platform to video chat with attendees? Maybe Host 5 or 10 links to various meeting rooms. Has this been done, how is it managed? Legal restrictions forbid chat-based communications but do allow video.**
  - a. Yes. Booth builders would most likely add these in as External URL tabs in their booths.
  
- **Can chat from the booth be exported, downloaded and saved? Does IDSA do it or can the sponsor?**
  - a. Yes, chat transcripts are available in the Data Portal. IDWeek may need to provide the reports vs. the exhibitor accessing them directly. This is still vague.
  
- **Is the exhibitor booth chat able to be moderated?**
  - a. The group chat in the booth cannot be “moderated” however if a chat needs to be deleted for any reason, the Intrado team can assist. Please note this is extremely rare.
  
- **Do you have a suggested code of conduct for chat?**
  - a. IDWeek is working to develop an overall code of conduct for attendee behavior in the virtual event. [View the current policy.](#)
  
- **Can chat be turned off in every chat type:**
  - a. Group chat – Yes. We can remove the group chat option from their tab types if we do not want any booths to have chats.
  - b. Individual Booth Staffer Chat - I can completely deactivate the booth dashboard where this lives – yes.
  - c. Message boards – TBD
  
- **What happens when no one is in the booth to respond to staffer or message board chat?**
  - a. **Can away messages be set up?** Not automated, but a staffer can certainly send an away message. Example: “The booth chat is no longer staffed. Have a question? Please email us at...”
  - b. **Can virtual business cards be collected?** Yes.
  
- **How long is the chat visible to booth staff and to visitors to the booth?**
  - a. The 20 most recent of lines of the group chat will display to reduce load time, especially for those with poor internet connections, but our Data Portal will track the entire transcript.
  - b. **Can messages be deleted? How often, what is the process? Who can delete them?** If a chat needs to be deleted for any reason, the Intrado team can assist. Please note this is extremely rare.
  - c. **How exactly are these conversations exported, saved, recorded for future reference?** From the Data Portal into various Excel file formats.
  
- **How long are these conversations accessible to the exhibitor?**

## IDWeek Booths

### Frequently Asked Questions and Answers for virtual booths hosted in the Intrado platform

– Updated Sept. 3, 2020

- a. The Data Portal will remain open for one year. IDWeek may need to distribute this information.

#### Building Our Booth After Converting/Applying for Virtual Booth Space

**Step 1:** A preliminary [booth builder guide](#) is available.

**Step 2:** Booth Builder training will be **Sept. 22<sup>nd</sup> 2-2:45 p.m. ET – MARK YOUR CALENDAR**

#### **Join meeting**

Meeting number (access code): 921 544 517

Join by phone

+1 314 888 1149 US Toll

866 205 5658 US Toll Free

**Step 3:** Build the booth and use the preview mode to see what the attendees will see, seek legal or compliance approval.

**Step 4:** Finalize booth by Oct. 7

**Step 5:** Booth staffer in booth chat training – Date/Time TBD

**Step 5:** 48-hour early access period for booth staffers to login early, explore, and practice using the chat features. **Oct. 18 @ 1 p.m. ET – Oct. 20 @ 1 p.m. ET. - MARK YOUR CALENDAR**

**Oct. 21-25 - [Chasing the Sun](#) and IDWeek 2020**

**Oct. 26, 2020 – Sept. 30, 2021** – Sessions and booths live in the on-demand Intrado platform. IDWeek does at least twice monthly reminders to registrants to access the platform.

**Sept. 29 – Oct. 3, 2021** – IDWeek 2021 San Diego, CA – currently anticipated as a hybrid event. Booth sales, promotional items, affiliated events, and sponsorships will launch Q1 2021.