

EMPERIA LEAD RETRIEVAL

Capture full contact information of attendees with the Emperia Lead Retrieval app. Use your mobile device to scan their badge and easily collect their contact information.

BEFORE THE SHOW

1 Receive Login Credentials

via an email sent to you 2 weeks before the show with the subject line: 'Your Company Access Code for Emperia'.

2 Download the Emperia Lead Retrieval App



3 Log In

using the credentials from the email. Share credentials with your booth staff.*

*Login information is by company and can be used across multiple devices

DURING THE SHOW

1 Tap to Scan Badge

and scan the QR code on the attendee's badge.

2 Take Notes

about your new lead by the comment field at the bottom of the screen.

3 Download Lead Report

at anytime, using the direct link provided with your company code. You will also receive an email at the end of each day with the link.

AFTER THE SHOW

1 Receive Post-show Email

to access your leads through the direct link to download your lead reports.

2 View, Sort, and Download Leads

directly into your CRM.

3 Follow up with your Leads

within a week to increase ROI and keep the conversation going.

FREQUENTLY ASKED QUESTIONS

EMPERIA OVERVIEW

What is Emperia?

Emperia is a simple mobile application to easily capture your lead's contact information during the show and helps to facilitate effective follow-up.

ACCOUNTS AND LOGIN

Why have I not received the Emperia registration email?

Access to Emperia and all related registration information is sent to the authorized point of contact for your company. If you are capturing leads on your company's behalf, speak with your point of contact to receive your Company ID and Access Code or contact the Exhibitor Services on-site for help accessing Emperia.

How many of my team members can use Emperia app?

As many as you need. The Company ID and Access Code provided can be used by multiple people across multiple devices.

How much does it cost? Do I have to pay an extra?

Nothing! Emperia is included in your exhibitor package.

SCANNING & DOWNLOADING LEADS

Can I edit my scanned lead?

You can edit the notes and rating after you scanned your lead but not the lead's personal information.

Why is my lead missing phone / email / other information?

The app only captures information the visitor provided when they registered.

Can I add more lead qualification questions?

No, not on this version.

How do I download my leads report?

You can download a consolidated list of all of the leads that have been scanned by your colleagues at any time using the direct link provided in your Emperia registration email. This link will also be provided in emails at the end of each show day as well as our post-show emails. Note, this consolidated report will only be accessible to the authorized point of contact for your company—available up to 6 weeks (45 days) after the show. Other app users from your company will only be able to see the leads they have scanned themselves on their own device.

Will my data be shared with attendees?

The connection works both ways—attendees receive an email with the list of exhibitors they visited. This includes your company name, the day and time of connection, and the name of the person they connected with.

GENERAL APP USAGE

Does Emperia work with a poor internet connection? Does it work offline?

Yes. You must be online to download and log in to Emperia and for leads to synchronize. Scanning and editing can be done offline and will automatically synchronize when the network connectivity is restored.

What are the minimum device requirements?

iOS: requires iOS 10.3+ or greater.

Android OS: requires OS 5.1.1 or greater and an auto-focus camera.

Contact your Customer Success Coordinator with any questions or if you need assistance.

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