



PRESENTED BY:



Emperia Lead Retrieval App

Frequently Asked Questions

1) 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.

2) 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.

3) 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.

4) 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.

Need Help? Contact Your **Customer Success Coordinator.**

