eSPECIAL communication tools at a glance

Your Communication Tools

Wichtige technische Hinweise:

The interaction tool used in the platform of BIOFACH VIVANESS 2021 eSpecial is Jitsi. In order to be able to use the communication possibilities to the full extent, please make sure to test in advance whether Jitsi corresponds to your firewall (this applies in particular if you are participating from a company network). Please use the following link to test Jitsi individually:

https://08.meet.talque.com

Additional information on firewall settings can be found here:

https://talque.gitbook.io/public/troubleshooting/firewall-configuration

In order to use the platform to its full extent, please use the following browsers in the latest version if possible: **Google Chrome, Mozilla Firefox**.

Please note: Microsoft Internet Explorer is not supported.
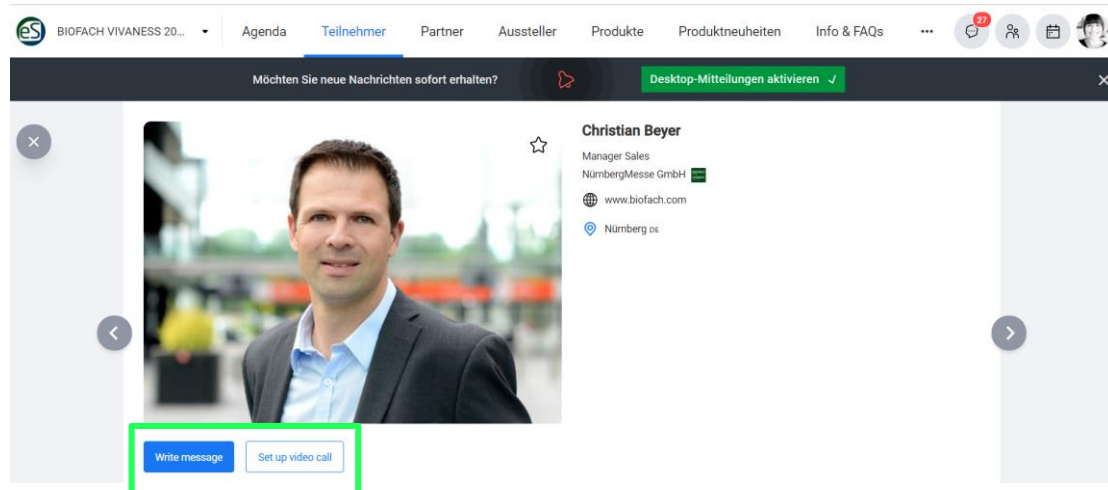
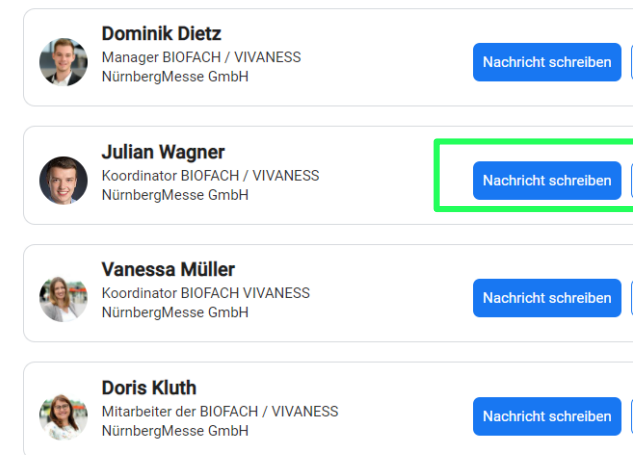# Your Communication Tools

Chat

All participants of the event can be contacted individually via the chat. In the first message only text content can be shared, only if there is a reply, documents can be shared in the following. This is to protect you from unwanted spam messages.

How to use the chat: You can access the chat either via the respective participant profile (left button directly below the profile picture) or via the employee list at the bottom of a company profile. All messages received and sent can be found in your personal chat account (in the top menu bar on the right side).

Who can use the chat: The chat function is available to all event participants, regardless of whether they have booked an exhibitor package.

Chat and meeting buttons in the participant profile

Chat button in the company profile

Your Communication Tools

1:1 Video Meeting

You can suggest video meetings individually to each participant of the event.

How to use the video meeting: You can schedule a meeting either via the respective participant profile (right button directly below the profile picture) or via the employee list at the bottom of the company profile.

If you click on the meeting button, the scheduling tool will open. Here you can see which appointment slots are still free for you and your counterpart. From these you can then select one or more slots, add a message and request an appointment.

Of course, you do not have to accept every appointment requested by another participant.

Once you have accepted an appointment, it will be saved in your individual calendar (in the top menu bar on the right) and you will receive a notification shortly before the appointment starts.

In which tool does the meeting take place: These meetings take place through the Jitsi tool. In Jitsi you can share your screen, mute and turn the camera on and off, and chat is available. Please note: You cannot choose a virtual background image in Jitsi.

Who can use 1:1 video meetings: The scheduled video meeting is available to all event attendees, regardless of exhibitor package booking.
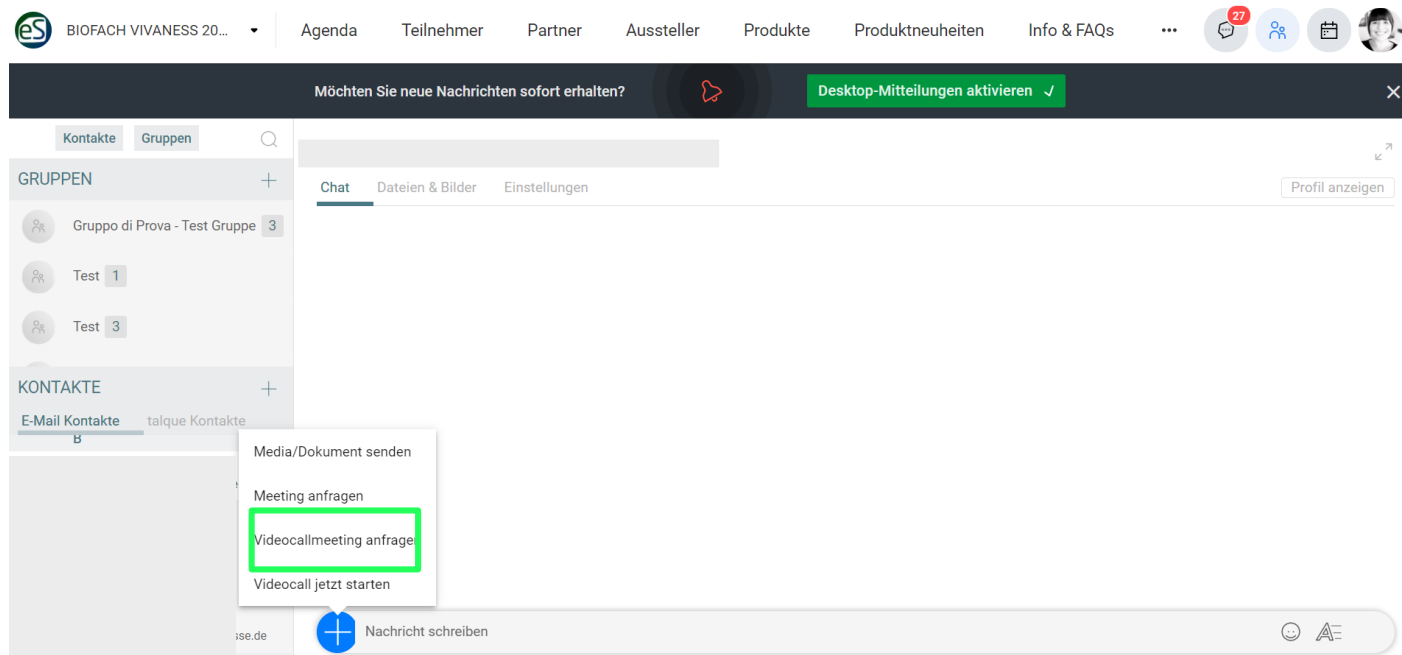
Schedule a meeting

Send request

Your Communication Tools

Video meetings with multiple participants (group meetings)

Of course, you can also hold video meetings with multiple participants. These meetings also take place via Jitsi. In Jitsi, you can share your screen, mute and turn the camera on and off, and chat is available. Please note: you can not choose a virtual background image in Jitsi.

How to use the group video meeting: To hold a group meeting, select a participant in your contacts (in the top menu bar on the right side) so that the chat screen opens. Now you can select the "Request video call meeting" option via the "+" button (bottom left next to the text field) and start setting up the appointment.

Request group video meeting

Your Communication Tools

In the scheduling tool you can add a title, an image and an invitation text to the meeting and set the specific date. Here you can also add the participants to the meeting. Participants who already belong to your individual contacts (i.e. people with whom you have already chatted or held meetings) can be added from your contact list using the "+" button. To invite participants who do not yet belong to your contacts, you can also add them by entering the respective e-mail address. However, please note that each participant of your group must have a profile in the platform, external persons cannot join!

In which tool will the meeting take place: These meetings will take place through Jitsi. In Jitsi, you can share your screen, mute and turn the camera on and off, and chat is available. Please note: You can not choose a virtual background image in Jitsi.

How many people can participate in a group video meeting: The number of participants in group video meetings is limited to a maximum of 20 people.

Who can use group video meetings: The scheduled group video meeting is available to all event attendees, regardless of whether they have booked an exhibitor package.

Add participants to a meeting

Your Communication Tools

Creating Groups

Another useful option can be to create a group for constant communication before and during the event. For example, it is a good idea to create a group for your team members who are active on the platform so that they can exchange information quickly and easily (for example, to quickly inform each other who has already been in contact with which customers, etc.).

How to create a group: You can create a group via the "Contacts" button (in the top menu bar on the right side). To do so, click on "+" in the upper left corner next to "Groups". The group creation mask will open. Here you can add a title and, if you wish, a picture and a description. In the following step you will add the participants to the group. Participants who already belong to your contacts (i.e. people with whom you have already chatted or held meetings) can be added by clicking the "+" button. To add participants who do not belong to your contacts yet, you can also add them by entering their e-mail address. However, please note that each participant must have a profile in the platform, external people cannot join.
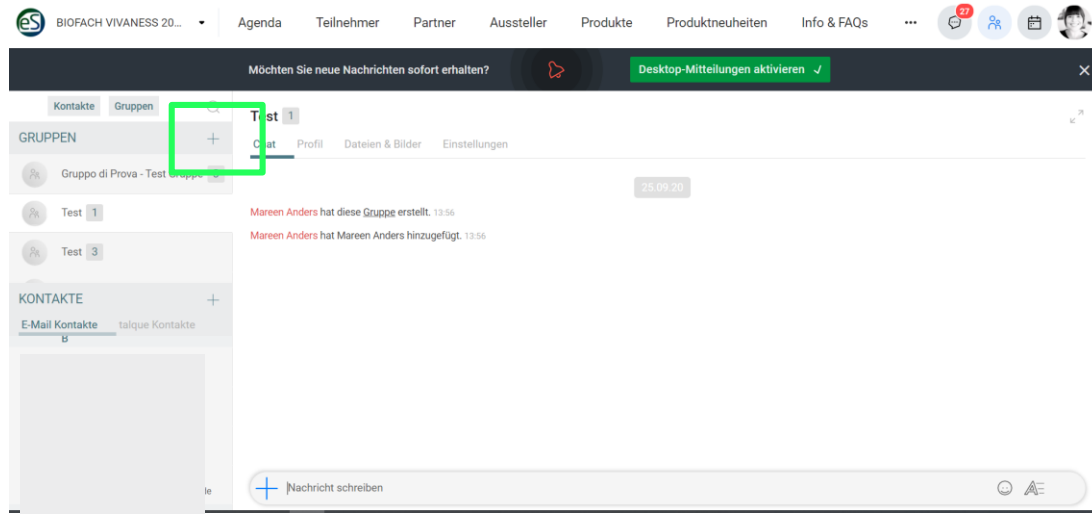
Set up a new group

Add group information

Your Communication Tools

What interaction options does the group offer: Participants in a group can communicate with each other via text messages in the group chat or hold video meetings quickly and easily. By clicking on the respective group (in the list on the left), the group chat is available. Here you can use the "+" button (left of the text field) to select the "Request video call meeting" option to schedule a meeting or use "Start video call now" to open a meeting immediately.

Who can use the group function: The group function is available to all participants of the event, regardless of whether they have booked an exhibitor package.
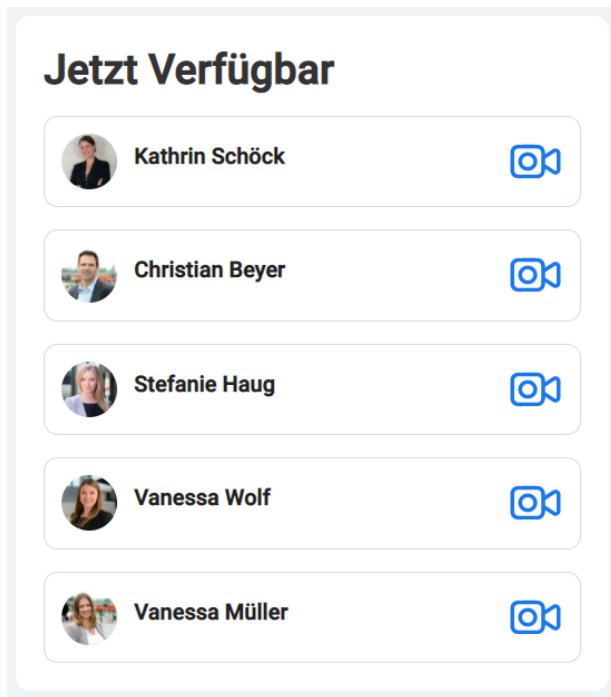
Premium Exhibitors and Exklusive Partners – Additional Interaction Tools

Direct Videocalls

The Direct Videocall is available to you as a **Premium or Exclusive Partner**. The Direct Videocall serves as an additional communication channel for visitors to contact your employees quickly and easily via videocall.

Where to find the Direct Videocall: You can find the Direct Videocall on your company profile under the heading "available now" (left). Here, all employees are listed who are currently directly available for customer meetings. Visitors can then start a video call with the respective employee directly by clicking on the button. A window then opens for your employee, announcing the incoming video call and requesting acceptance of the call.


Available Now list (Company Profile)

Premium Exhibitors and Exklusive Partners – Additional Interaction Tools

Your team members can decide for themselves whether they mark themselves as "available" or "not available". To do this, they open their "Personal Settings" (in the top menu bar on the right, click on profile picture) and can set their availability via the corresponding button. Of course, this setting can be changed at any time.

In which tool does the meeting take place: These meetings take place via the tool Jitsi. In Jitsi, you can share your screen, mute yourself, turn the camera on and off, and chat is available. Please note: You can not choose a virtual background image in Jitsi.

Who can use Direct Videocall: Direct Videocall is only available to exhibitors in the Premium and Exclusive packages.
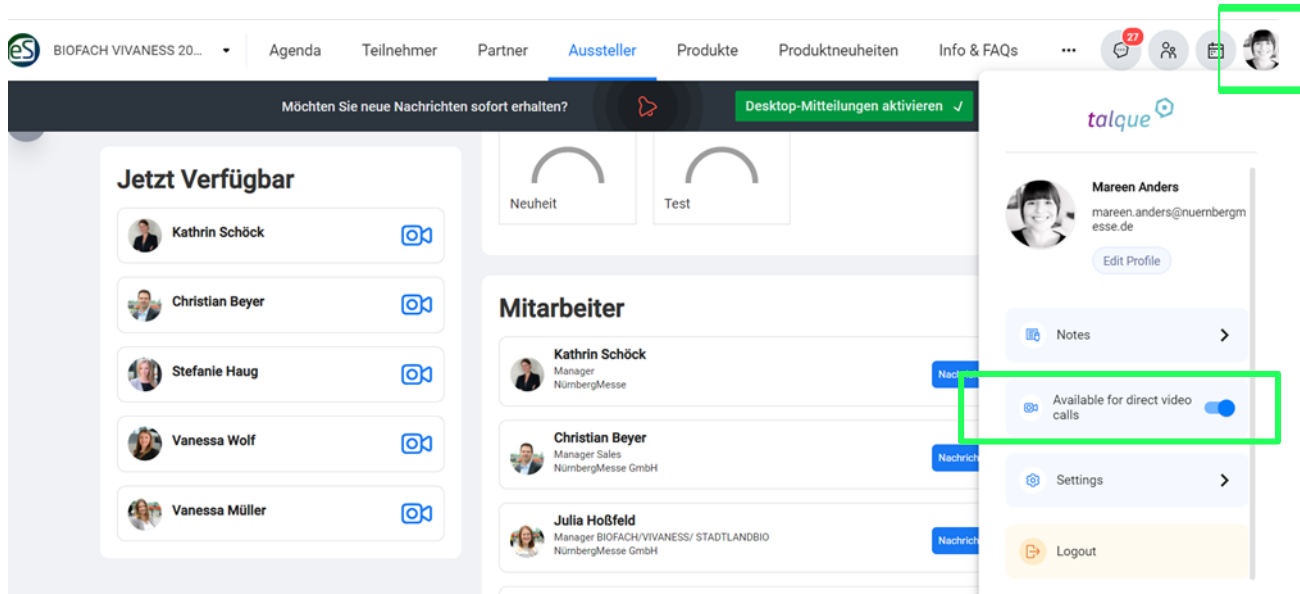
Availability Button

Premium Exhibitors and Exklusive Partners –
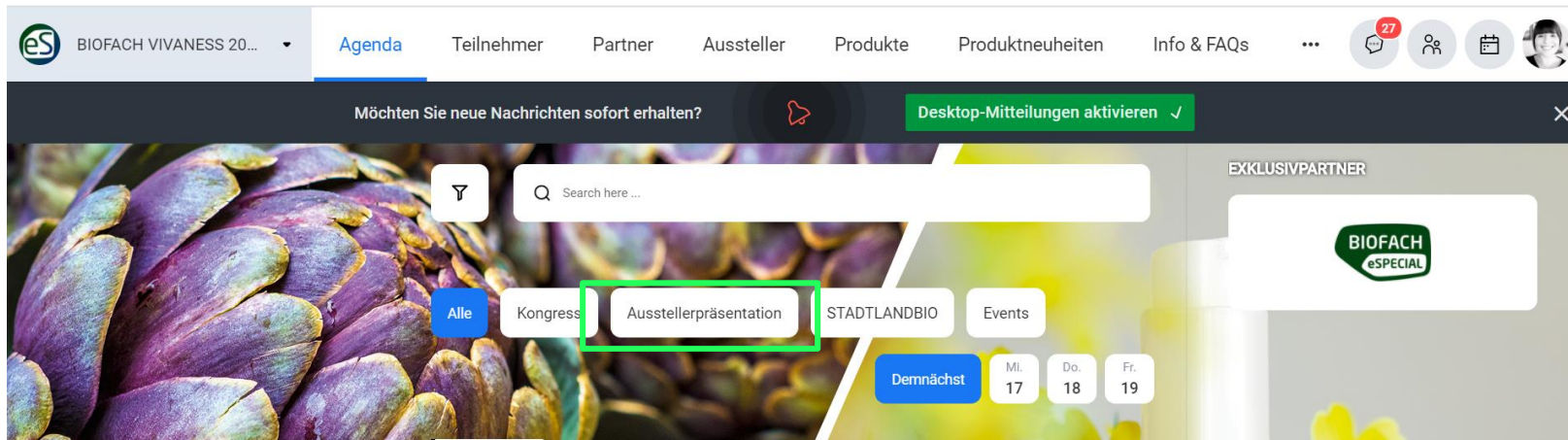# Additional Interaction Tools

Roundtables

As an exhibitor in the Premium and Exclusive packages, you have the option of offering your own roundtables. A roundtable is a webinar room that you can fill individually with content.

Where are roundtables visible: Roundtables are listed in the "Exhibitor Presentation" category in the official agenda and are therefore visible to every visitor. Roundtables are basically open rooms, it is not possible to limit the group of participants or to let only certain people into a roundtable. If you want to hold a closed meeting, please use the option "Group Video Meeting" (description see pp.7-8).

For which content can roundtables be used: You can use your roundtable completely freely, e.g. for press conferences, customer workshops, discussion rounds or product presentations.


Roundtables in the agenda

Premium Exhibitors and Exklusive Partners –
Additional Interaction Tools

Which tool is used for the Roundtable: Roundtables can be handled via the meeting tool of your choice (e.g. Zoom, Microsoft Teams, etc.) - it makes sense to use a tool in which your speakers are already familiar to facilitate the implementation. To do this, please create the respective appointment using your own account e.g. in Zoom or Microsoft Teams. With the email for creating the roundtables, you will then receive a query form asking you to you enter the respective meeting links. We will then embed them in the platform for you. If you are unsure which tool to use, please contact biofach@pirate.global.

How many participants can attend a roundtable: The maximum number of participants varies according to the tool you use. Please check the participant limit of your license.

How many roundtables should I offer: In principle, there is no limit to the number. However, it is advisable to offer a manageable number of high-quality content in order to be attractive to visitors.

E-mail invitation to book your Roundtables
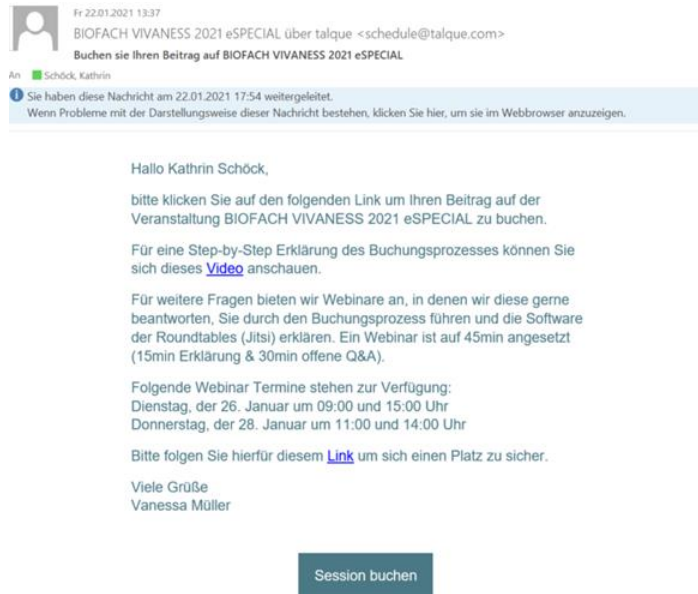
Premium Exhibitors and Exklusive Partners – Additional Interaction Tools

Do I get technical support during the implementation of a roundtable: The organization and implementation of a roundtable is basically up to you. Of course, the technical support on the platform is always available to answer any questions you may have. You are also welcome to take part in one of our preparatory webinars on the topic of roundtables. Here you will get answers to all technical questions. You will find an overview of the webinar dates in the roundtable e-mail.

How to set up a roundtable: As an exhibitor in the Premium and Exclusive packages, you will receive an e-mail with the invitation to create roundtables a few days after your booking. Clicking on the button in the mail will take you to the schedule overview. Here you can see which slots are still available and can make your selection by clicking on the corresponding date.

Afterwards you will be guided to the roundtable profile where you can add further information such as title, description and picture, but also assign the respective speaker or moderator. Please note: The speaker can only be assigned once the respective person has gone through the onboarding process and created his or her participant profile in the platform. Additionally, please enter your meeting links into the query form as previously described.

Who can use Roundtables: Roundtables are only available to exhibitors in the Premium and Exclusive packages.

Booking tool for Roundtables (available slots)