FREQUENTLY ASKED QUESTIONS

UNLIMITED ACCESS TO THE EMPERIA APP IS INCLUDED IN YOUR BOOTH PACKAGE.
Below are some frequently asked questions to help you set up and use the app to capture leads.

GENERIC INFORMATION

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.

Where do I get help to set up Emperia?

We're here to help you get the most out of Emperia. Speak to your Customer Success Coordinator or send an email to your Customer Success Coordinator listed below.

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 company's key contact to receive your Company Access Code.

How many people can use the Emperia App at once?

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

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

Nothing! Emperia is included in your booth package.

Does Emperia work with 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.

SCANNING 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 contact information?

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

Can I add more lead qualification questions?

No, not on this current version.

DOWNLOADING LEAD REPORTS

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. Note, this consolidated report will only be accessible to the authorized point of contact for your company. Other app users from your company will only be able to see the leads they have scanned themselves on their own device.

Do visitors receive any information from Emperia Lead Scanning tool?

The connection works both ways. Visitors receive, at the end of the show, an email with the list of exhibitors visited – this includes your company name, day and time of connection and name of the person they connected with.

CONTACT YOUR CUSTOMER SUCCESS COORDINATOR WITH ANY ADDITIONAL QUESTIONS!

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