



Unlimited access to the Emperia app is now included in your booth package.

Below are some frequently asked questions to help you set up and use the app to capture leads.

General 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.

➔ **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 Company Access Code.

➔ **How many people can use the Emperia App at once?**

The Company ID and Access Code provided can be used by multiple people across multiple devices. By entering a name when logging into the application, you can distinguish which leads have been scanned by which employee.

➔ **Does Emperia work with poor internet connection? Does it work offline?**

You have to be online to download and log in to Emperia and for leads to synchronise. If you are not connected to the internet, the app stores the visitor's badge ID and synchronizes the data as soon as it is connected to the internet again. However, we recommend that you ensure a permanent internet connection so that you can check the completeness of the contact information.

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 phone / email / other information?**

The app can only capture information that the visitor provided during registration.

➔ **Can I add more lead qualification questions?**

This is possible with our new "Custom Questions" feature. To make use of it, log in to the Exhibitor Hub and enter your custom questions and answer options here in the Emperia area.

➔ **Can I send documents to scanned lead?**

Yes, log in to the Exhibitor Hub and select up to 3 PDF files in the Emperia area that you have previously uploaded in your exhibitor profile. After the show, your lead will receive an email with your documents.

Downloading Leads Report

➔ **How do I download my leads report?**

You can download a consolidated list of all the leads that have been scanned by your colleagues at any time in the Emperia section within the Exhibitor Hub. This report will only be accessible with your Exhibitor Hub login data. Other app users from your company will only be able to see the leads they have scanned 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 day, an email with the list of exhibitors visited – this includes your company name and information, day and time of the connection and name of the person who scanned the visitor as well as a contact mail-address and phone number. If you have uploaded documents to your profile and selected them in the Emperia area, these will also be sent to the visitor automatically.

Need help? Contact us!

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