**Virtual Fair – with conference –no BR – Customer Onboarding**

Sequence 1

**Welcome Email**

**Sub: Welcome onboard: HexaFair**

Hello,

**Congratulations !! HexaFair, Your right step to organise Virtual Events.**

Now on, We will support your steps, to acquaint your way.

 I am Gayathri Natarajan, Customer Success Manager, ‘Welcome you on board’.

**Virtual Event made simple in two steps.**

**Author your Event:** Give your event details in the requisite fields, and your virtual events will be ready.

We will take you through consecutive steps.

**Manage your Event :** Monitor and manage your event from the Web control Panel, from the comfort of your location.

Regards,

N.Gayathri

**2. Event Creation**

Frequency : 1 Day

**Sub: HexaFair: Step-by-Step Guide to Organise your Online Event**

Hello,

**Build your event online** with the help of the help/ guide videos [www.hexafair.com/academy](http://www.hexafair.com/academy).

**Event Creation :** Create your virtual events following the guide video

Event Organiser on-boarding, Event creation, Event setup

<https://www.hexafair.com/academy/#org25>

Regards,

N.Gayathri

**3. Event Floor plan**

Frequency : 1 Day

**Sub: HexaFair: Step-by-Step Guide to Organise your Online Event**

Hello,

**Event Floor Map**

Build your Exhibition Hall Floor plan, once you approve the exhibitors of the event and assign them the booth models.

Get guided with the video link:

<https://www.hexafair.com/academy/#org28>

Regards,

N.Gayathri

**4. Conference**

Frequency : 1 Day

**Sub: HexaFair: Step-by-Step Guide to Organise your Online Event**

Hello,

Organise and manage conference or webinar sessions for a good conferencing experience.

We have our guiding video for you.

Conference Management with mux.com as service provider : <https://www.hexafair.com/academy/#org3>

Conference Management with vimeo.com as service provider

<https://www.hexafair.com/academy/#org12>

Conference Management with Zoom :

<https://www.hexafair.com/academy/#org14>

Conference sessions rating : <https://www.hexafair.com/academy/#org30>

On-Demand videos post event availability : <https://www.hexafair.com/academy/#org26>

Regards,

N.Gayathri

**5. Content Upload**

Frequency : 1 Day

**Sub: HexaFair: Step-by-Step Guide to Organise your Online Event**

Hello,

Please consult the following Documents for Content Upload

* Sponsor Banner specification : https://ccml.io/TJEa
* Booth Specification : https://ccml.io/R3nY

Please feel free to reach us at support@hexafair.com for any support on event organising.

Regards,

N.Gayathri

**6. Exhibitor Populating the Booth Contents**

Frequency : 1 Day

**Sub: HexaFair: Step-by-Step Guide to Organise your Online Event**

Hello,

Every participating exhibitor of your event, should populate their booth contents, as an organiser, you can educate your participating exhibitors with the help of these videos to upload their booth content.

Exhibitor Training Video : <https://www.hexafair.com/academy-exhibitor/#exh>

Regards,

N.Gayathri

**7. User data Import**

Frequency : 1 Day

**Sub: HexaFair: Step-by-Step Guide to Organise your Online Event**

Hello,

In the platform attendees can be bulk imported as users of the attendee platform by the organiser in the organiser control panel, as narrated in the video.

Organiser - User data Import : <https://www.hexafair.com/academy/#org4>

Regards,

N.Gayathri

**8. Gamification and Breakout rooms**

Frequency : 1 Day

**Sub: HexaFair: Step-by-Step Guide to Organise your Online Event**

Hello,

In order to increase attendee engagement into the virtual events platform, Gamification comes handy and here is the procedure to handle it from the back end control panel.

Gamification - Organiser Leader Board : <https://www.hexafair.com/academy/#org27>

Regards,

N.Gayathri

**Sequence : 2**

1. **Support Contacted, follow up and resolve**

**Subject : Issue Follow up**

Hello,

Thank You for your mail regarding your issue/query on organising your Virtual Event.

Just wanted to check whether the issue or query raised by you has been resolved.

Does the problem or query still exist?

If yes, let me know and I will ensure that it is taken care of, on top priority.

If no, nice! Kindly let me know that I can close the ticket, so you are not bothered with emails on this regard.

Regards,

N.Gayathri

1. **Support Contacted, follow up and resolve**

Frequency : 1day

**Subject : Issue Follow up**

Hello,

I liked to follow up on your issue. I believe that we have got your issue or problem worked out and like to ensure that you are happy with the resolution rendered.

Please let me know, if there is anything that I can help you with.

Regards,

N.Gayathri