Platform
User Guide

www.sit.africa

SIT AFRICA FORUM

Read more

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Scan Me !
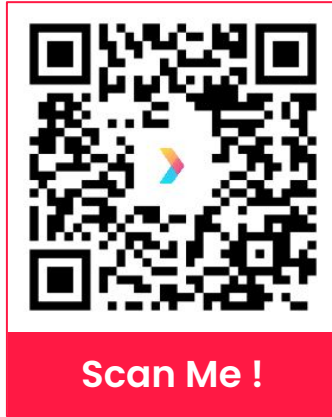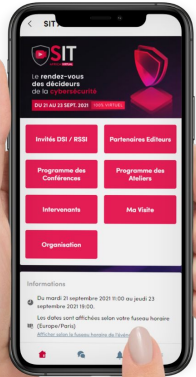
🖥️ Use the BtoB platform:

Appointments are scheduled in advance of the event on our XCOM CONNECT platform. Appointment requests are a two-way process, guests and exhibitors can request and receive appointments. **Each meeting is scheduled to last 30 minutes.**

📲 Download the application:

We invite you to download the XCOM CONNECT application, available on iOS and Android. This application allows you to find your meeting schedule, to chat in real time with the participants and to scan the badges of the visitors of your stand.

2 – Steps to follow

📣 **From 2 to 11 May: Issue of wishes.**

Choose the people you want to meet and ask for an appointment. In this way, you can optimise your presence and use your time efficiently by selecting the customers and prospects that interest you.

📅 **From 12 to 16 May: Validation of applications.**

Check if you have received any appointment requests, **accept or decline each appointment proposal received.** Your appointments are now scheduled.

🎟️ **From 17 to 20 May: Holding of the event.**

Meet your customers directly on your stand while keeping an eye on your meeting schedule and scan your customers' badges to add them to your contacts.

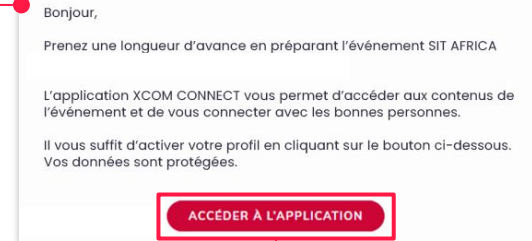💻 **From 20 May: Extension of the event.**

SIT EXTENDED allows you **to continue to exchange with guests still present on our platform until the end of May.**

3 - First connection

Step 1

Your account has been pre-created. On 2 May, **you will receive an email*** with a button redirecting you to the XCOM CONNECT platform, **click on it.**

* Si vous n'avez pas reçu d'email, vérifiez vos SPAMS.

Step 2

After clicking on the link, **you will be taken to the platform,** which will ask you to **create your password.**

Step 3

Once you have specified your login details, **click on the SIT AFRICA FORUM 2022** visual to enter the event.

4 - Customise your company page

Step 1

On the event homepage, **click on your logo or the pencil icon** to access your company page*.

*Please note that you will not have access to your exhibitor area with the mobile app.

Step 2

Customise your company profile by adding your information, your logo, your slogan, your field of activity, your PDFs, etc.

Step 3

You can also **add an advertisement and change your background image** as you wish to embellish your virtual space.*
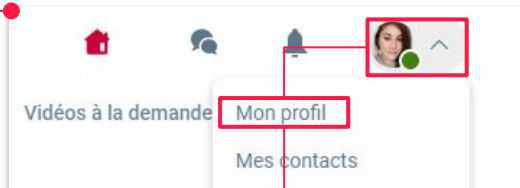
*You must complete all these steps before 30 April 2022.

5 - Complete your personal profile

Step 1

Click on your avatar, available on your menu, then go to "My profile".

Step 2

Complete your profil with personal and company information by clicking on "edit".

If you participate in several XCOM events, **you will always find your profile!**
Don't lose your login details and keep them safe.

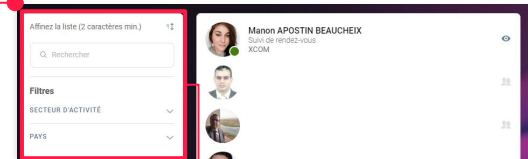# 6 - Set up your schedule and make appointments

Step 1

Click on the "my visit" tab and then on "my appointments". **Select your time slots according to your availability/unavailability*.**

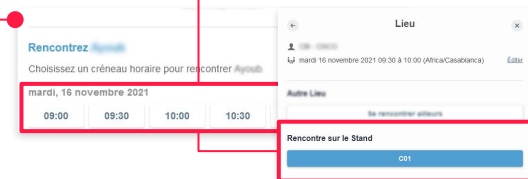** Si vous assistez / participez à un atelier, pensez à vous mettre indisponible !*
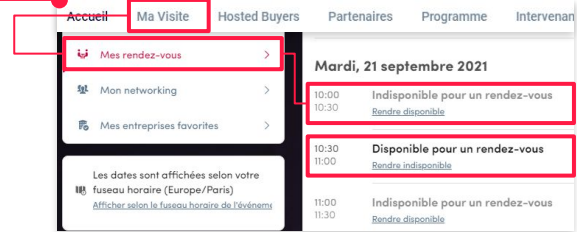
Step 2

Make an appointment with live guests. Go to the "HOSTED BUYER" tab, sort and filter to find a guest.

Step 3

Click on the guest's card to request an appointment. **Choose an appointment slot and then click on the stand location (e.g. C01)**
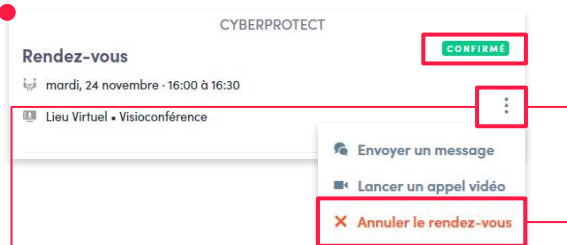
7 - Accepting your appointments

Step ①

A DSI asks you for an appointment. **Go to your notifications and click directly on the "validate" icon to accept.**

Step ②

You will be able to click on the contact person's record to check the slot. **When you accept an appointment, the status becomes confirmed.**

An unforeseen event?

If something unexpected happens, warn your contact person by sending a message. Once you have notified your appointment, remember to cancel it. **Go to "my visit" > "my schedule", click on the 3 dots and choose "cancel".**
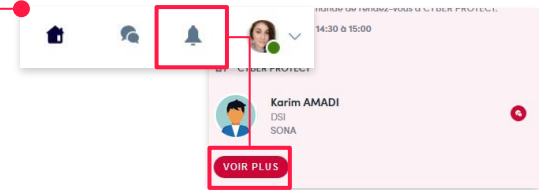
8 - Accepting company appointments

Some guests may request live meetings with the company. **Your entire team will receive the notification, so you will need to assign it to a team member in your company area.**

Step 1

A CIO requests an appointment with the company. Go to your notifications and **click on "see more" to access the appointment index card.**
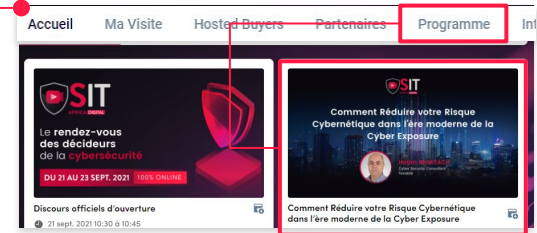

Step 2

You can now accept the appointment **by assigning it to someone in your team.**

9 - Register for sessions

Step 1

Click on the "Programme" tab to see the different sessions and then click on one of them to learn more
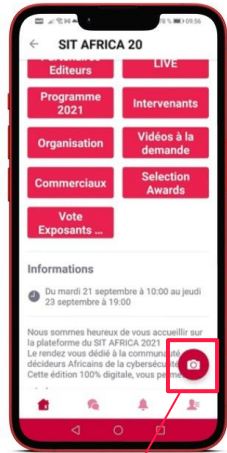
Step 2

Register for sessions by clicking on the "add to my schedule" button on the session page.

Beware!

As a reminder, the workshops take place at the same time as the BtoB meetings.
Don't forget to make yourself unavailable if you wish to attend a workshop (explanation chap. 6)

10 - Scanning badges

Step ☐1

Click on the "camera" icon on the home page of the app.
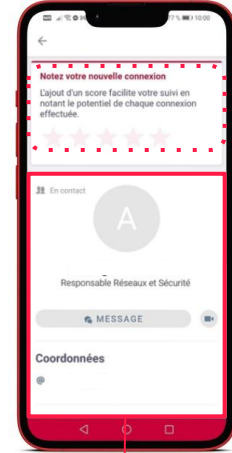
Step ☐2

Scan the QR code on the guest's badge.

Step ☐3

Hop! **You add the guest** to your contacts

Step ☐4

You will find all the **information on the guest.***

You can also give it an evaluation!

11 - Good habits to adopt !

📲 XCOM CONNECT

Use our platform **with your Google Chrome browser on desktop and/or the application available on iOS and Android** on mobile.

🔔 NOTIFICATIONS

Check your notifications frequently by clicking on the little bell, before, during and after the event so you don't miss anything.

📩 REMINDERS

You will be notified 15 minutes before the time of the meeting, the conference, the workshop and the animation. Keep your eyes open!

❌ A CONTINGENCY ?

Tell your contact person **if you cannot make the appointment or arrange for someone to meet them** in your place.

🤝 TEAMWORK

Organise your schedules as a team, if someone doesn't show up for an appointment, **go to the "appointment follow-up" corner** and/or **welcome passing guests.**

👷 ORGANISATION

Do you need help? **Our team is available in person at the event reception** and virtually via the platform chat.

12 - After the event

💻 **Extension of the event - SIT EXTENDED**

From 18 to 31 May 2022, participate in SIT EXTENDED!
Replay the content of your workshops, **contact the guests** you are still interested in on the platform, **organise video calls and continue to network online** 😉
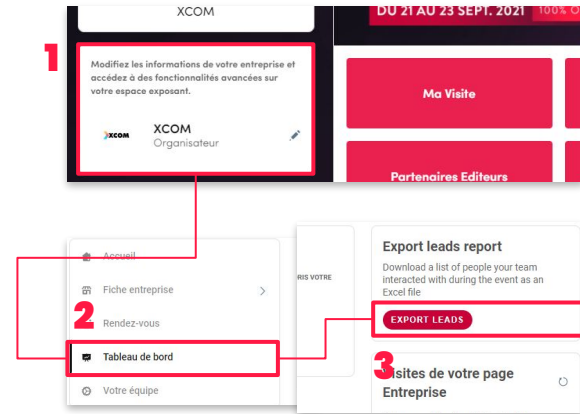
📈 **Get your contacts back!**

1 - **On the homepage, click on your logo or on the pencil icon** to go to the "company area".

2 - Once in the company area, **go to "dashboard".**

3 - Finally, **click on "Export Lead".**

And there you have it, **all your sales contacts.**
We will send you your detailed statistics after the event.

13 - Technical Contacts

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✋ need help?

Are you experiencing a technical problem? Would you like to have more details on a "Step by Step" for a successful presence at the SIT? **Our team is there for you.**
Do not hesitate to contact us, **we will answer your questions as soon as possible!**

📞 3 ways to contact us!

- **Contact us through the platform chat** via the "ORGANISATION" tab
- **Send us an email** and we will send you a detailed step-by-step picture.
- **Call us** so we can solve your problem (Phone or Whatsapp)