SPIE.Connect

**SPIE.Connect** is a tool for company representatives to have live conversations with attendees via video or chat messaging, as well as screen sharing. This feature is available only during the event.

Enter two operators/company representatives via your Exhibitor Dashboard. Enhanced Exhibitors may add three additional operators - instructions will be provided prior to the event.

**SPIE.Connect Offers**

- 1:1 Chat audio, text, video
- File sharing
- Direct e-mail
- Lead retrieval

**See Instructions And Watch Step-by-step Instructional Videos**

- [Operator Dashboard Login Video pt. 1 (0:29)]
- [Login and Chat Video pt 2 (1:05)]
- [Profile and Leads Video (0:48)]
- [SPIE Connect Live Demo Video (11:15)]
Operator Dashboard

You will be notified when log-in is available, approximately one week prior to the event.

Go to SPIE.Connect https://www.spieconnect.org/ enter your email, click the blue “forgot password?” link to receive emailed instructions to reset your password.

Note: This account is different than your SPIE account.
Once logged in to your Operator Dashboard, click the green Launch Workspace link to be taken directly to your chat screen. Sample of what your Operator Dashboard looks like:

If your company has multiple Operators listed, you will see them listed as well as their status in your SPIE.Connect dashboard. In the example to the left, Lacey is logged in as an Operator, and Frank is listed as an additional Operator who is currently offline.

Update or edit your personal information including password, mobile phone number, profile picture and welcome message in the Profile tab.

During and after the event you can access all visitor information and chat transcripts from the Leads tab.

The number of Operators is limited: Basic Listing (2) Enhanced Listing (5 total)
Chat
Text And Video

**Important** - Make sure your chat status is marked *Available to Chat (blue, default)* so visitors can chat with you. Sample of what your Workspace (chat screen) looks like:
Visitors will initiate chat with you by visiting your listing on the event exhibitor listing page.

What a visitor sees when they click “Connect with a Representative” to chat:

These are default categories. To change them, send your 2-4 options to lacey.barnett@spie.org
If no Operator is available when a visitor enters your booth, this is the screen they get:

Your Primary Operator Will Get An Email When

01. A visitor enters your SPIE Connect chat link AND

02. The visitor decides to send a personalized email using the form above.
During a chat session, a visitor sees your booth info on the left, and your/Operator’s info on the top.

If multiple Operators are online and available from your company simultaneously, the system will randomly choose someone to engage in chat.

During a chat, you have the option to send files, email, and launch the video chat.

Click the End Chat button when you are done chatting, to be available to chat with the next visitor.

Note: You can only chat with 1 person at a time, if you are engaged in a chat when another visitor contacts you, they will be directed to the next available operator, or SPIE.Connect will send you an email message of the missed chat request if you only have 1 Operator.
Sample Chat Session

Visitor’s information is displayed along the top of the chat box, including their profile image if they have one uploaded.

You Can View The Visitor’s Profile Information At The Top Of Your Chat Box.

Click these icons to send a file to the visitor, email them, and launch Video Chat.

You Will Be Able To View/Print This Chat Transcript In Your Leads Tab On SPIE. Connect.
Sample Video chat screen below. No downloads are required to video chat, just click the Join Now button.

Be sure to click the end chat button after you are finished chatting with a visitor. You will get this prompt, click yes.
Lead Retrieval Reports

For Questions Contact: exhibitions@spie.org

From the Leads tab in your account, you can view all of the leads that you’ve chatted with during the event. You can view your chat transcript, date of chat and contact information. Select the event you would like to view your leads for from the drop down menu.

When viewing your leads, you have the option to send a Thank You email right from there. Click the green Send Thank You link, and a pre-populated email form will pop up. You can edit any of this information before you send.

You can also export the leads into Excel by clicking the Export to Excel button on the bottom left of the Leads page.

In SPIE.Connect there are helpful tips throughout the site. Click on these green icons to view!