F&B Networking Hub
SELLER
User Guide

F & B
Networking Hub
by SIAL Middle East
E-Summit & Meetings

Table of Contents

Click on any subject and you will be directed to the page.

Seller Log-in

Accessing the F&B Networking Hub is easy. After registration you will receive your username and password via Email.


Step 1. Click on the log in URL to direct you to the Platform.

Step 2. Click the sign-in button.

Step 3. Enter your log-in details and continue.

Event Dashboard

After logging in you will be situated in the event dashboard with all account features enabled. The 'Main Dashboard' shows all event content from an attendees point of view. The side menu will provide access to many of the networking functions.

All Networking Features are available in the Side Menu of the Event Dashboard.

Scroll down the Event Dashboard to view all the Event Content or Navigate using the Side Menu.

Supplier Control Panel

The Supplier Control Panel provides specific features for the seller. Such as Profile settings, Product uploads and access to Leads.

To access the supplier features. Click the 'Supplier Control Panel' button on the Main Dashboard.
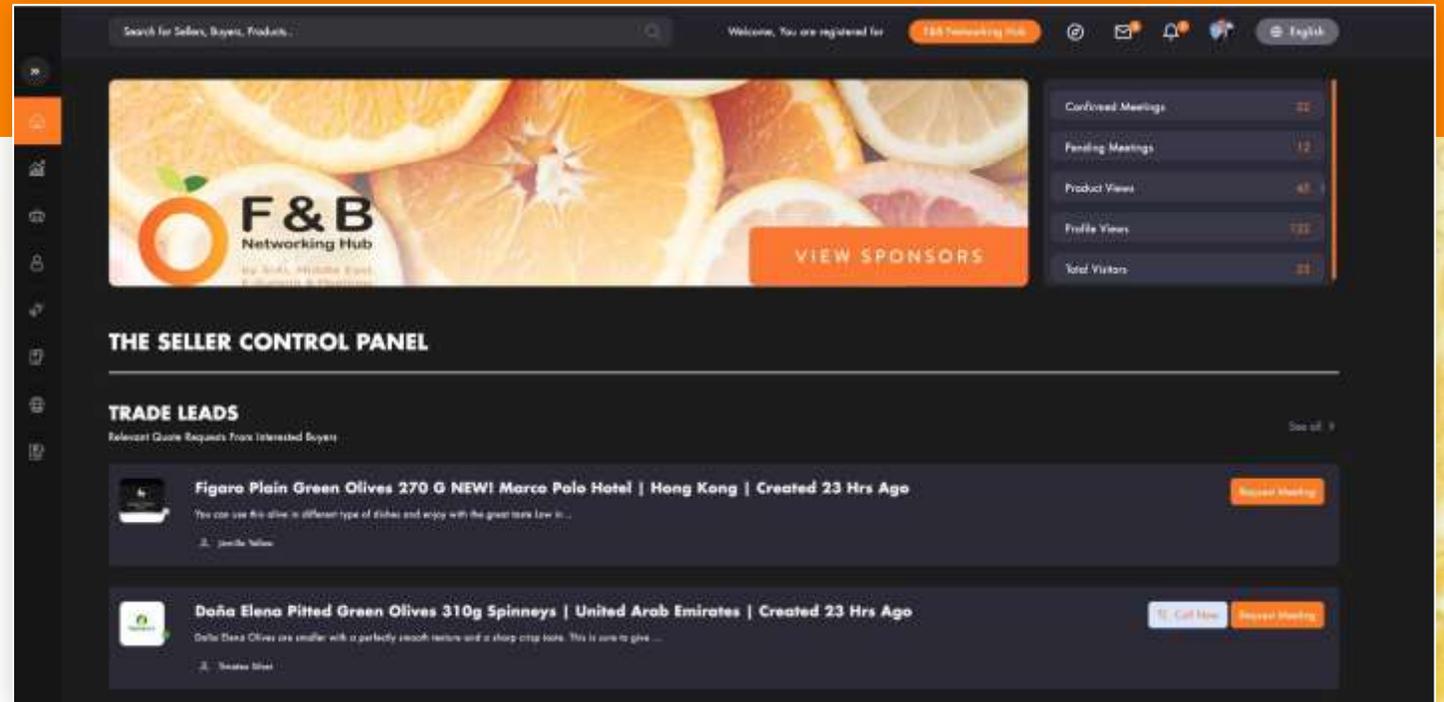
You will now be in the Supplier Control Panel. The Side Menu has changed to show a list of specific features for the Seller.

Note* To switch back to the Event Dashboard. Simply click the Event Logo on the Side Menu.

Build your Virtual Profile

The Seller Profile is your virtual booth. This is where your buyers and attendees view and engage with your business and team. Be sure to have it well-branded and fully stocked with content.

To start building your profile. Click on the Profile Icon on the top right corner of the Dashboard, then select 'My Profile'

Once in 'Your Profile' page. Click the 'Edit Profile' Button. (On the right).

Buyers will see your content and be able to network and engage with you directly from your profile.

You can now start to add your seller information and content.

Adding Business Information

Start Building your profile by inputting information for each of the tabs under 'profile edit'
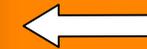

Go through each tab in the 'Edit Profile' Section to complete your profile. Some fields may already be populated based on your registration information.

Update or enter your account, company and supply information in the respective fields. It's important you enter as much information possible so the system can provide accurate buyer matches for you.

Upload Media and Branding

The platform provides multiple branding and content uploading options viewable by all attendees. Be sure to promote your business by including brand images, catalogues, videos and banners.

The 'Media Upload' tab in the Edit Profile section is where you can start uploading branding and content.

Company Logo: Appears on the Seller Cards and profile in the Hub.
Upload Specs: Height 600px x 600px Width, Max size 5mb

Contact Person Image: Image of the primary seller account holder.
Upload Specs: Height 650px X Width 650px

Image upload: Upload promotional or relevant business images that will appear on rotation within your profile.
Upload Specs: 5mb Max. Height 1000px X Width 2000px max.

Digital Event Banner Image/Video: Upload a branded image or share a video URL and it will be shown as the primary banner in your profile.
*Upload Specs: 5mb Max. Height 1000px X Width 2000px max.*

Upload Catalogue: Upload a variety of business or product catalogues/brochures for attendees to view.
Upload Specs: 15mb Max. (If you're PDF is too large, consider reducing it at https://smallpdf.com/compress-pdf)

Video Link: Share a video link from your website or youtube to promote in your profile. Click the 'See How?' button to show a pop up of how to share a video link.

Adding Team Members

Add specialised Team Members to your account. They will receive unique log-in details connected to the Seller account and can participate in networking and meetings. All Team Members will be displayed in the Seller Profile.
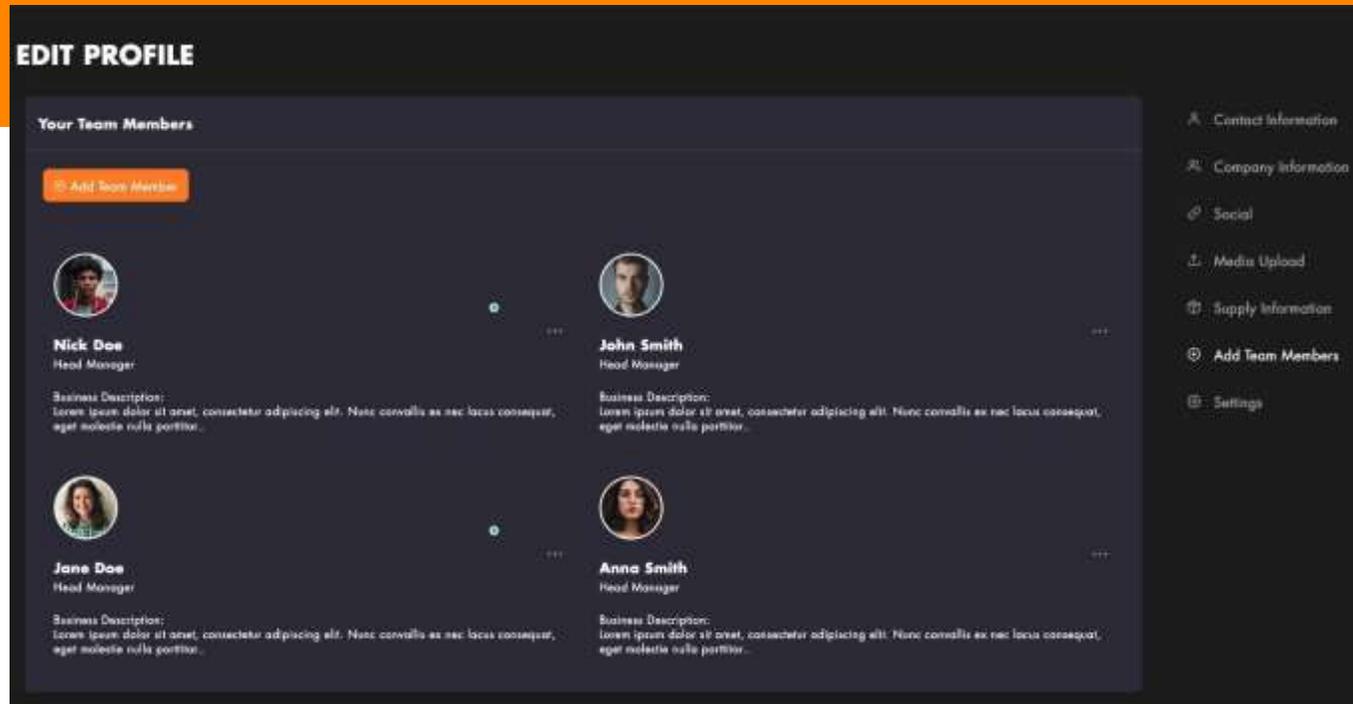
The 'Add Team Member' tab in the Edit Profile section is where you can start Adding/Removing Team members.

Step 1.
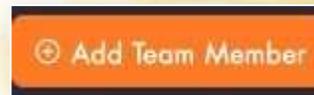
Click the 'Add Team Member' Button to register a new team member.

Step 2.
Complete the fields and submit with the 'Add Member'. Your designated Member will receive and Email within 24 hours.
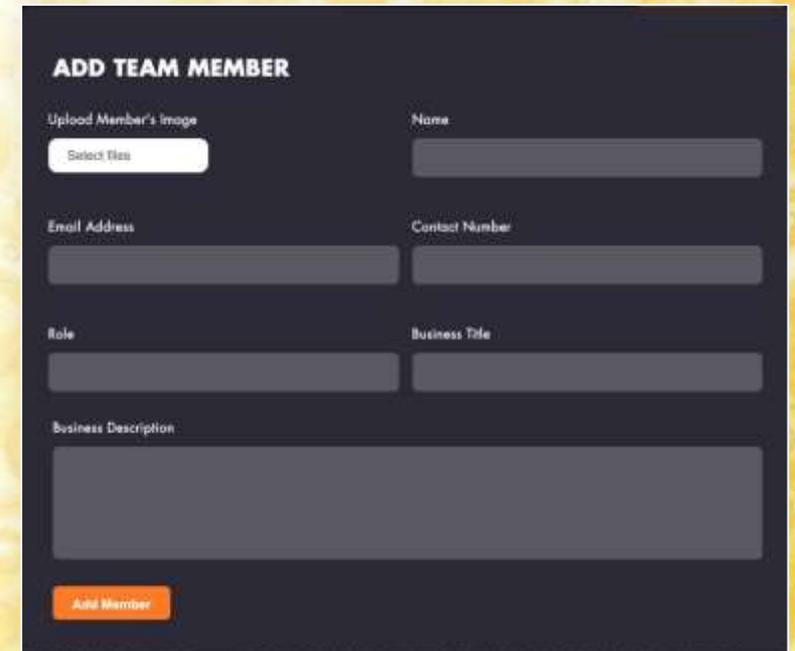
Profile Settings

Be sure to optimise your profile settings. Change Timezone, Password, Platform Language or Disable/Delete Account if required.

The 'Settings' tab in the Edit Profile section is where you can start adjust profile settings.
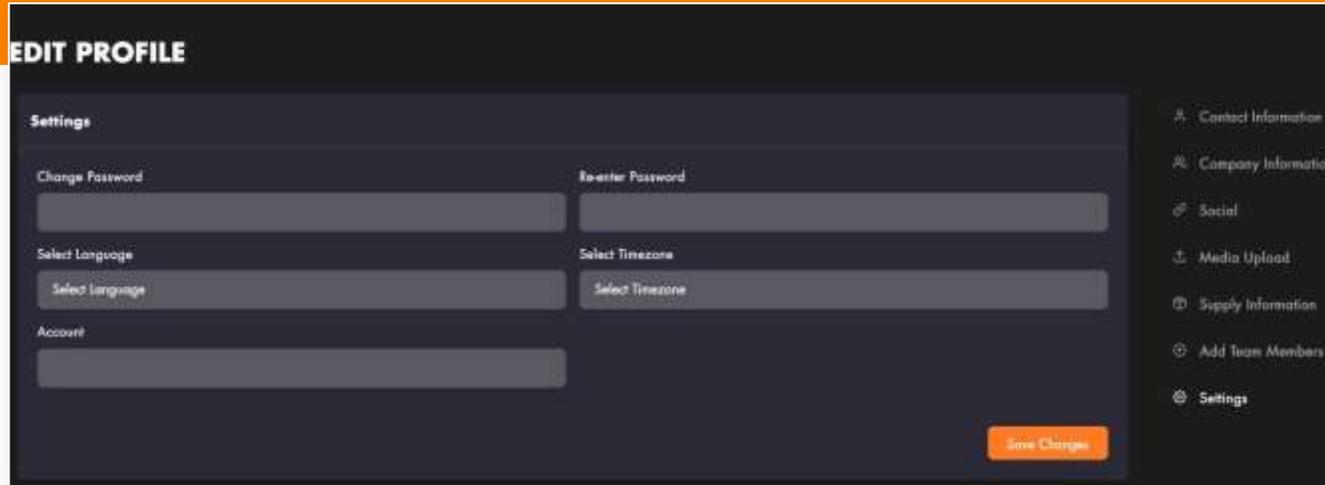
EDIT PROFILE

Settings

Change Password

Re-enter Password

Select Language
Select Language

Select Timezone
Select Timezone

Account

Save Changes

Contact Information
Company Information
Social
Media Upload
Supply Information
Add Team Members
Settings

Select Timezone: Choose your relevant timezone. All time related content (meetings/sessions) will show under the specified time zone.

Select Language: The Organiser will provide a list of available languages. You can choose from this list and the platform text will revert to the chosen language.

Account Status: The option to disable or delete your account.

Choosing Disable will remove your account from an active status and the inability to network.

Choosing Delete will remove your account from the system database. (Speak to Organiser before undertaking option).

My Products

Add products you want to showcase to buyers and attendees. Include multiple images, product videos, specifications and more to let them know everything they need to know about your products. Buyers will be able enquire with you directly about your uploaded products.
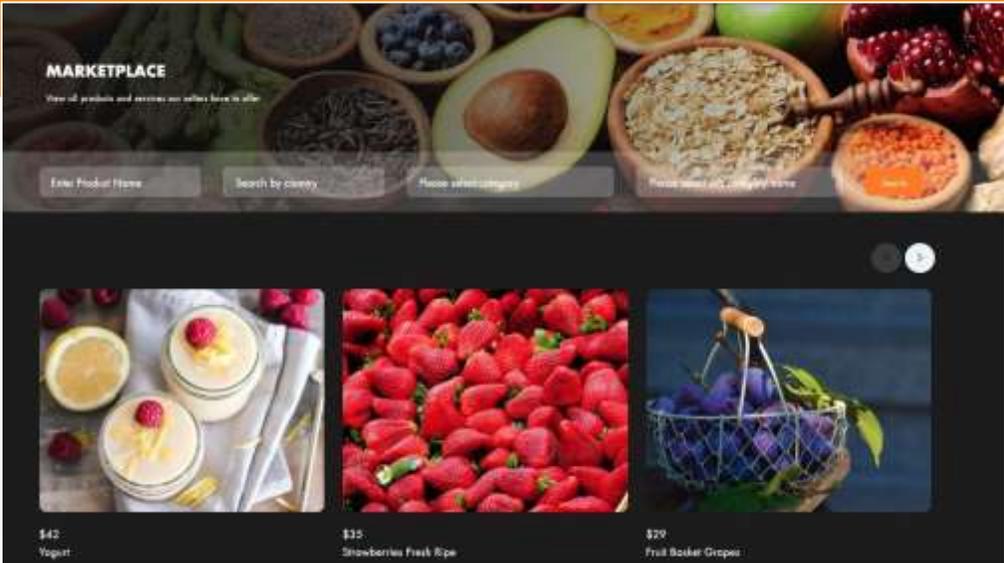
To view 'My Products'. Go to the Supplier Control Panel

Click on the 'My Products' tab in the Side Menu
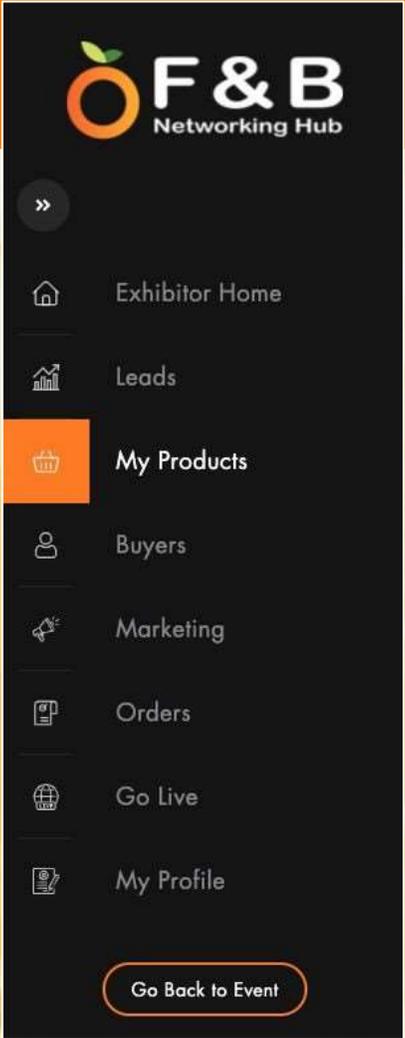
My Uploaded Products

This section you can view the status of all the products you have currently uploaded into the system. Remember, The Product section is under the 'Supplier Control Panel'

There are Four Tabs to view in this area.

Enabled Products: Lists active products being shown in the Marketplace and in your profile.

Top Performing Products: Lists your products that are receiving the most attention. (views, enquiries).

Pending Products: Lists the products that are currently pending approval from the organiser. Once the organiser approves, the product will be placed in the enabled section.


Disabled Products: Lists the products you have uploaded but have decided to 'disable' which will remove them from the marketplace and seller profile.
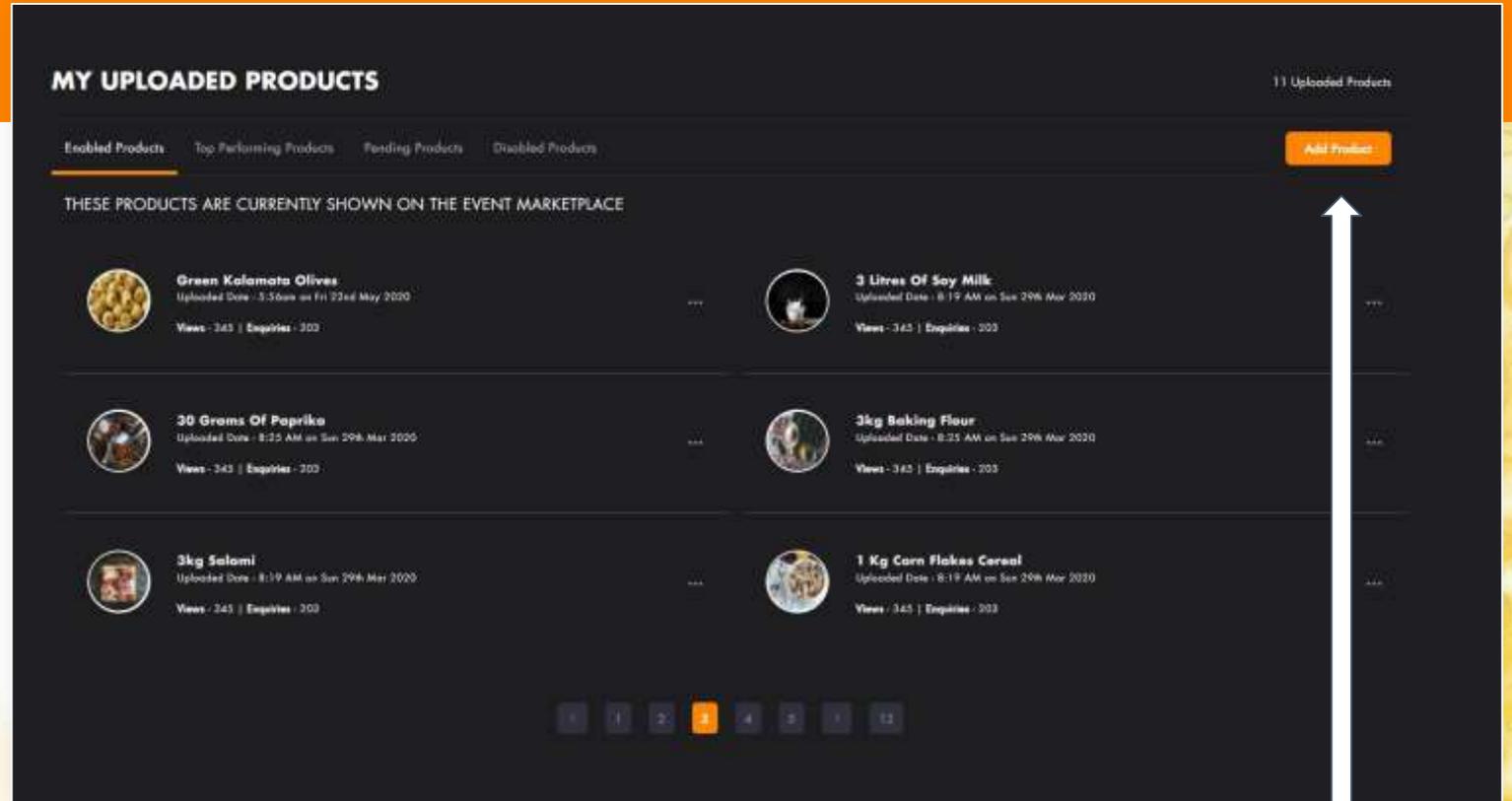
Add Product: Click the 'Add Product' to begin the product upload process.

Add Products

Adding Products is important in both completing your Digital Profile and receiving Product enquiries. You will find the option to add products in the 'Seller Control Panel' under the 'My Products' Tab in the Side Menu.

ADD PRODUCT

Product Details   Media Upload   Specifications
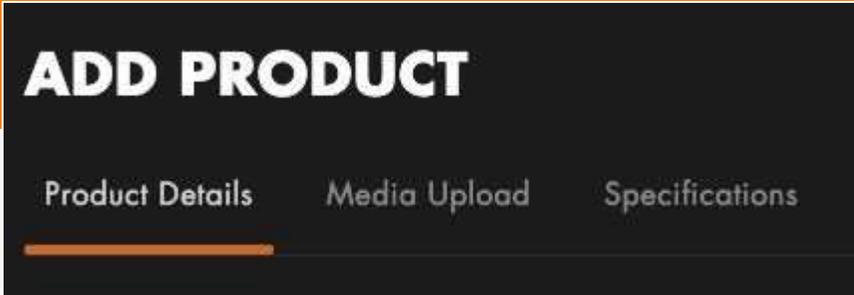
Step 1. Go to 'Seller Control Panel'
Step 2. Go to 'My products' in the Side Menu
Step 3. Click the 'Add Products' Button

Product Details

Product Name: *Name of the Item you are adding.*
Product Highlight: *A short promotional description of the product.*
Long Description: *The full description of the product.*
Price: *The price or price range you wish to display.*
Quantity in Stock: *The quantity available for this product.*
Min Purchase Quantity: *The minimum order quantity a buyer needs to place.*
In-Stock: *Yes/No option to advise buyer if product is in stock.*
Select Category: *Select the relevant category for the product.*
Status: *Active/Inactive option for the product to determine if it will display immediately or held in the disabled product section.*

Media Upload

Product Image: *Upload multiple images per product. The images will display in order of upload sequence. 5mb size Max. Please use a square dimension for the image. i.e 1000w x1000h or 650w x 650h.*
Upload Catalogue: *Upload a specific brochure regarding the product. This will be available to view in the product profile page.*
Upload Certifications: *Upload any certification for the product.*
Add Product Video URL: *Input the URL for a video relevant to the product. I.e product launch or promotional video. This will be displayed in the product profile page.*

Specifications

There can be multiple fields shown under the specifications tab. Input only information that is relevant to your product and it will appear in the product profile page. All other fields that are empty will not be shown.

SUBMIT

Once submitting a product for upload, it may require an approval by the organiser before the upload is enabled. You can view all pending product approvals in the 'My uploaded products' section under the 'pending products' tab.

Leads

The leads section is where an seller receives and views relevant RFQ's or Product Enquiries from potential buyers. It is accessible in the Supplier Control Panel under the 'Leads' tab.

Step 1. Go to 'Seller Control Panel'   Step 2. Go to 'Leads' in the Side Menu

There are two types of leads. Request for Quotations and Product Enquiries.

RFQ's (Request for Quotation)

Request for Quotations are submitted by potential buyers periodically during the event. sellers will automatically receive any RFQ that is related to their specific category. These RFQ's will be placed under the 'New Leads' tab in the Leads section.

Simply click on a 'New Lead' to view the RFQ.

If you want to respond to the RFQ. Click the 'Respond' button. This will prompt the messaging system and showcase the RFQ in the chat window with the buyer that submitted the RFQ. You can now discuss potential business in detail and perhaps make a meeting/video call.

Product Enquiries

Product enquiries are submitted by buyers directly from the product page either from the marketplace or from the sellers profile. sellers will receive the enquiries in the Leads section under the 'product enquiries' tab.

Simply click on 'Product Enquiries' tab in the Leads page.

To respond to a product enquiry. Click the 'Respond' button. This will prompt the messaging system and showcase the enquiry in the chat window with the buyer. You can now discuss potential business in detail and perhaps make a meeting/video call.

Networking

There are many Networking features provided for sellers and Buyers. You will find options to connect and engage in various ways through the platform.

Connections

The 'Connection' Feature is important. All attendees must first accept a connection request before networking features are provided, such as messaging, create meetings or a video call.

CONNECT WITH EVENT BUYERS

MARK SMITH
Chile | HR Manager

ANNA SAGE
Denmark | HR Manager

JAMES WOOD
France | HR Manager

TOMAS SAWYER
Greece | HR Manager
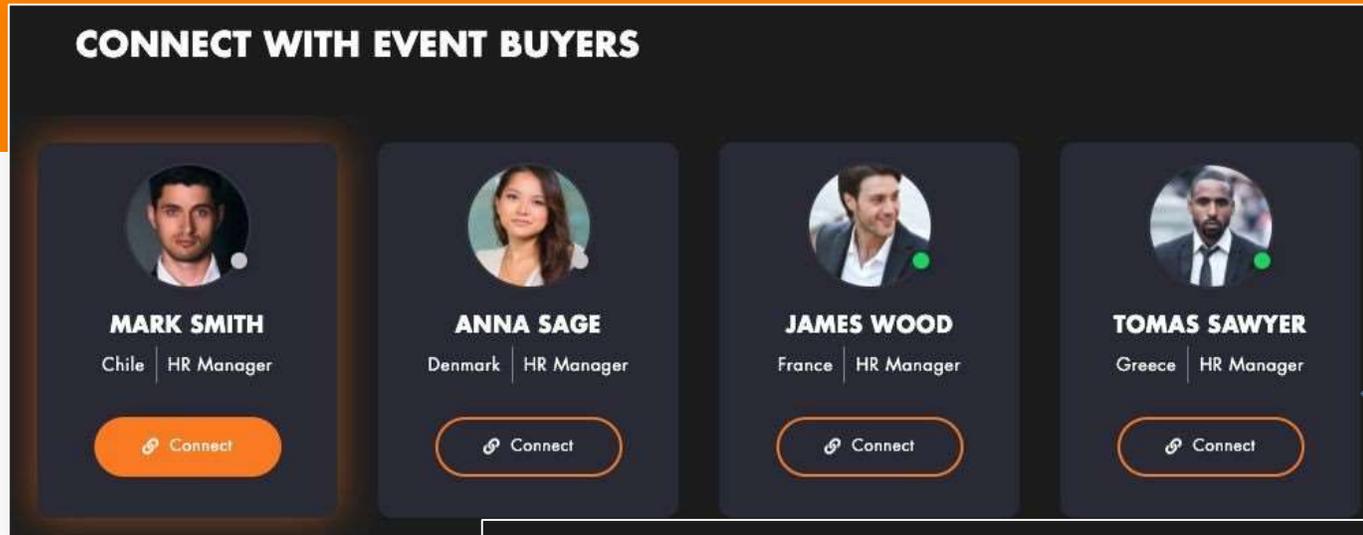
Sending and receiving connection requests is simple. On the attendee card or profile, the option to connect will appear. Once you click 'Connect' the attendee will receive a notification of your request and will approve or reject your request.

sellers will also receive connection requests. Go to 'Connections' in the Event dashboard side menu to view all pending and accepted connections.

MY CONNECTIONS

Pending   Received   Sent

Abela Supermarket
Helshie Abela
United Arab Emirates | 1 Connection

Accept   Cancel

Khaled Harou
Maisan Hotel
United Arab Emirates | 0 Connection

Accept   Cancel
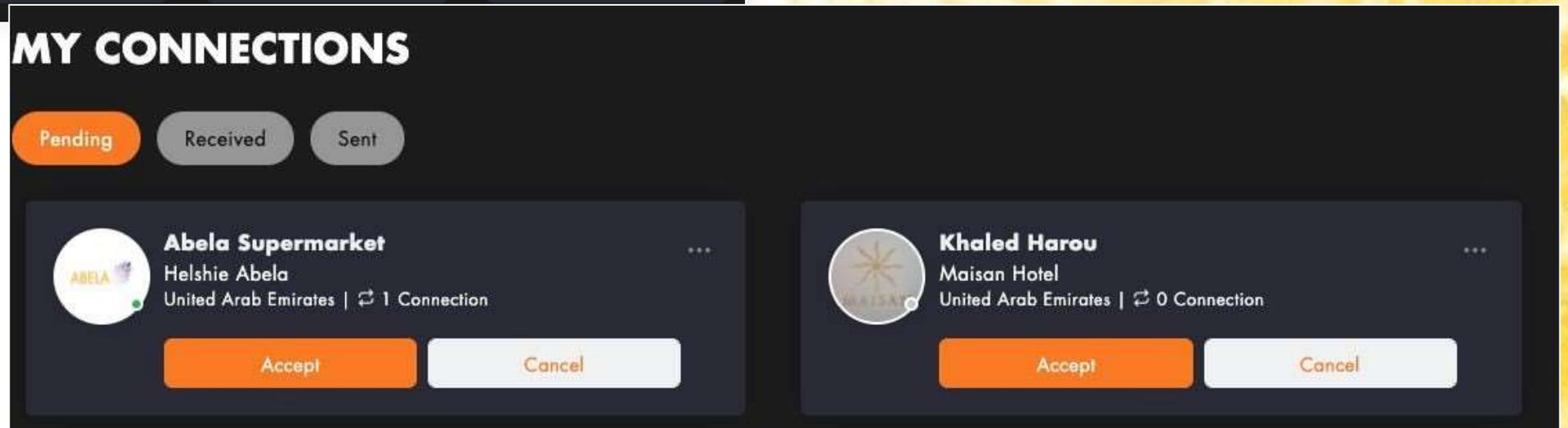
Meeting Request

Building your Meeting schedule is a key component for an effective and successful Event. Be sure to connect and request as many meetings with Buyers to populate your meeting schedule.

Stella Johnson
Sales Manager Of Marco Polo Hotel

Company Information   Contact Information   Team Members   Request Meeting   Chat   Call Now
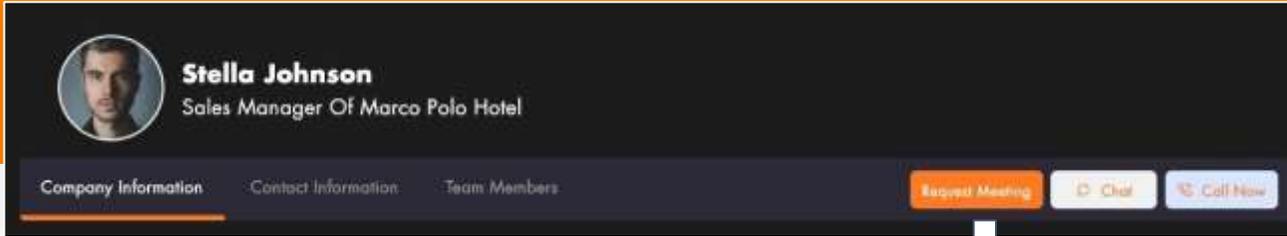
Once a connection is accepted. You can request a meeting with the attendee. Select 'Request Meeting' and you will directed to the Meeting request screen.

Select the Day and Time slot you would like for the meeting. The system will only show time slots that both attendees have available.

Enter the Meeting Details, a brief explanation of what will be discussed.

Choose your Meeting Location. (As this is a digital event. All meetings will be done Virtually in a Video Meeting).

When you submit the meeting request. The meeting attendee will receive an email notification and be prompted to respond.

You can view all current and pending meetings, in the 'Meetings' area in the Event Menu.
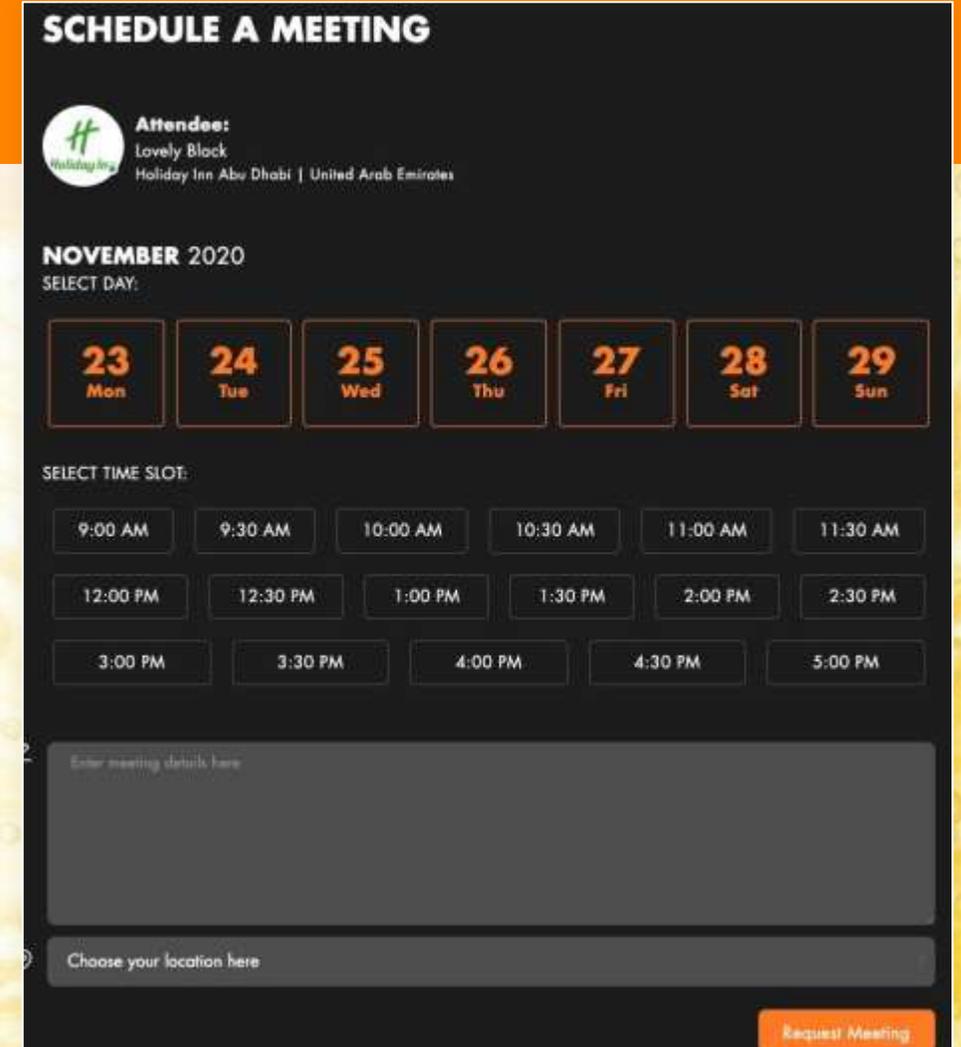
SCHEDULE A MEETING

Attendee:
Lovely Block
Holiday Inn Abu Dhabi | United Arab Emirates

NOVEMBER 2020
SELECT DAY:

| 23 Mon | 24 Tue | 25 Wed | 26 Thu | 27 Fri | 28 Sat | 29 Sun |

SELECT TIME SLOT:

| 9:00 AM | 9:30 AM | 10:00 AM | 10:30 AM | 11:00 AM | 11:30 AM |
| 12:00 PM | 12:30 PM | 1:00 PM | 1:30 PM | 2:00 PM | 2:30 PM |
| 3:00 PM | 3:30 PM | 4:00 PM | 4:30 PM | 5:00 PM |

Enter meeting details here

Choose your location here

Request Meeting

Messaging

The Networking Hub provides a centralised Instant Messaging system. This is where all your responses to RFQ and Product enquiries are handled as well as general networking conversations.
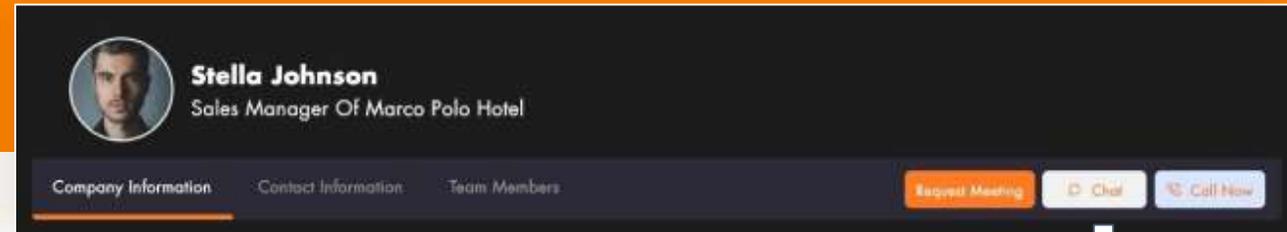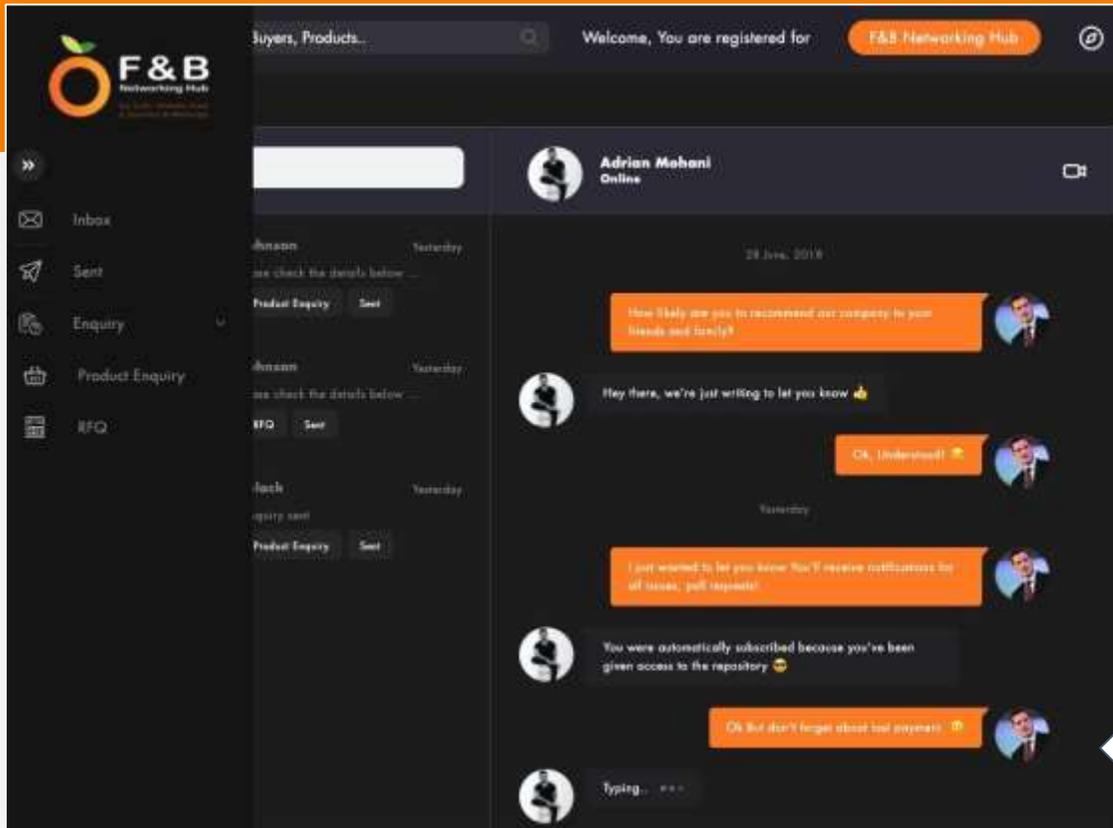
Click the 'Message Icon' on the top and select the 'See all Message'. It will direct you to the full message screen where you can view all messages.

In the 'Messaging Full screen' the Menu changes into the Inbox, Sent and Enquiry chat.
To switch back to the Event Dashboard, just click on the F&B icon at the top of the menu.

Video Meetings (1 to 1)

The primary meeting method in a virtual event is a Video Meeting. Once a Meeting is scheduled, simply click the 'Call Now' button at the right time and the system will prompt a Video Call between you and the Buyer. *Note, For 1 to Many Meeting Rooms, see the 'Go Live' function.


From the Meeting page. Click the 'Call Now' button to Initiate the Video Meeting. (Alternatively, the Buyer may call you first and you will receive the Video call).
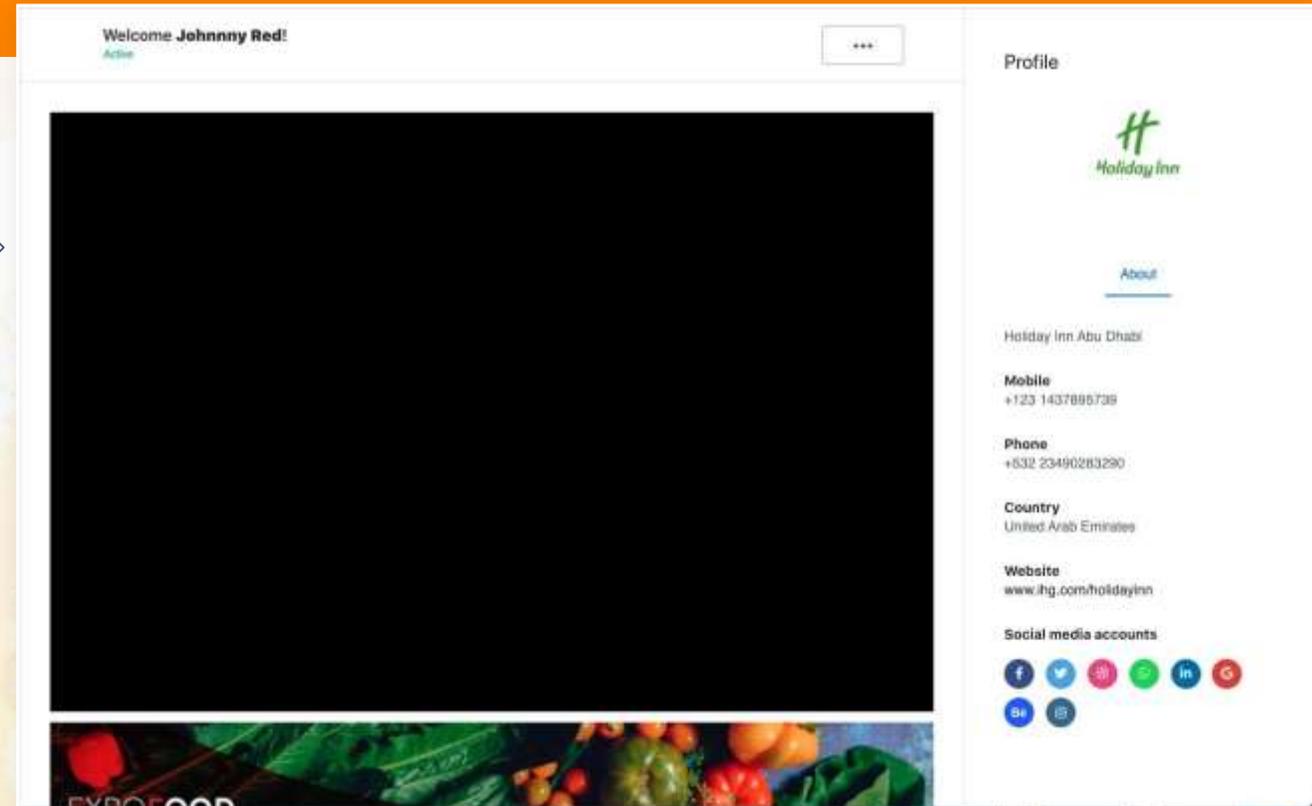
The Video Call Screen will show a variety of information. You can make further calls to your Buyer list direct from here if required.

Meetings and Event Schedule

Creating and receiving multiple meetings requires a proper Meeting Planner. sellers can view their Meetings' status (Pending and upcoming) in the Meetings page located in the Event Dashboard Menu. You can also view your Day Planner which includes all your meetings and sessions.
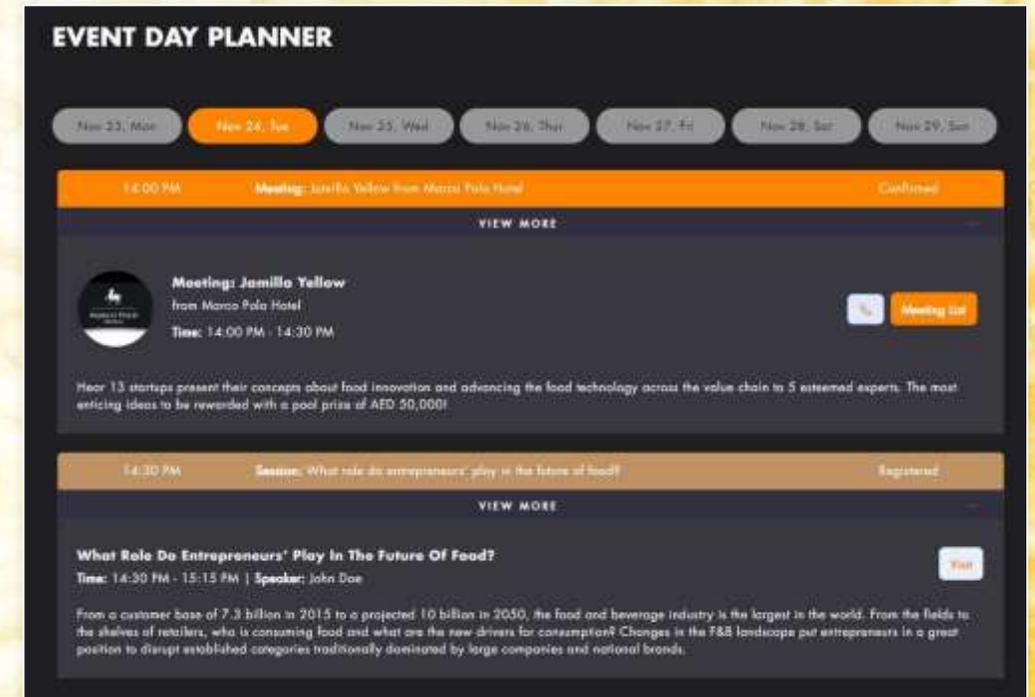

Be sure to build your meeting schedule with as many buyers as possible. You can initiate 1-1 Meetings from the Meeting Page or create a Meeting Room if you have the 'Go Live' feature.

My Meetings

'My Meetings' can be found in the Event Dashboard Side Menu. This where you can accept all pending meetings as well as view all upcoming and confirmed meetings. Typically, this is also where you would initiate a Meeting by 'calling' the Buyer.

Upcoming Meetings: Lists the most recent Meetings currently scheduled.

Pending Meetings: Lists all all outstanding meetings that have yet to be accepted. Be sure to accept meeting requests from Buyers here.

Confirmed Meetings: Lists all confirmed Meetings that have yet to take place.

Meeting History: Lists all previous meetings you have undertaken.

RESCHEDULE: In case you can't attend a scheduled meeting. Be sure to suggest a rescheduled time. Click 'Reschedule' for this.

CALL NOW: Click this Button to Start the Meeting. It will call the attendee and prompt a video call screen.

To View your Meetings in a Schedule. Click on 'My Agenda'.

To select your Meeting Availability Time slots. Click on 'Set Availability'

Set Meeting Availability

You may not be available for meetings during the entire networking period. It is best to pre-select your available time slots so all Buyers will be sure to request meetings at relevant times.

In 'My Meetings' Click the 'Set Availability' button. This will direct you to the Event Day Preference screen where you can select the time slots you will be available. All Meeting Requests will now only show the time slots that you have selected as available.

My Schedule

Your Event Schedule is automatically populated with Meetings and Sessions. You will find your Schedule in the Event Dashboard Menu under 'My Schedule'.

Select the event day to view the daily schedule.
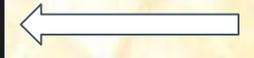
E-Summit Sessions you have registered for will automatically appear in your Schedule.
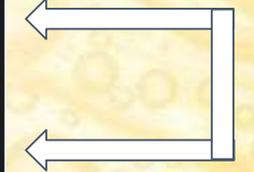
Meetings, including those still Pending will automatically appear in your schedule. You can expand the Itenary to view more details.

You can accept meetings or make calls directly from the schedule if required.

Go Live

If your seller package allows it, you can Stream Live Product Sessions and Create larger Meeting Rooms using the Go Live feature.
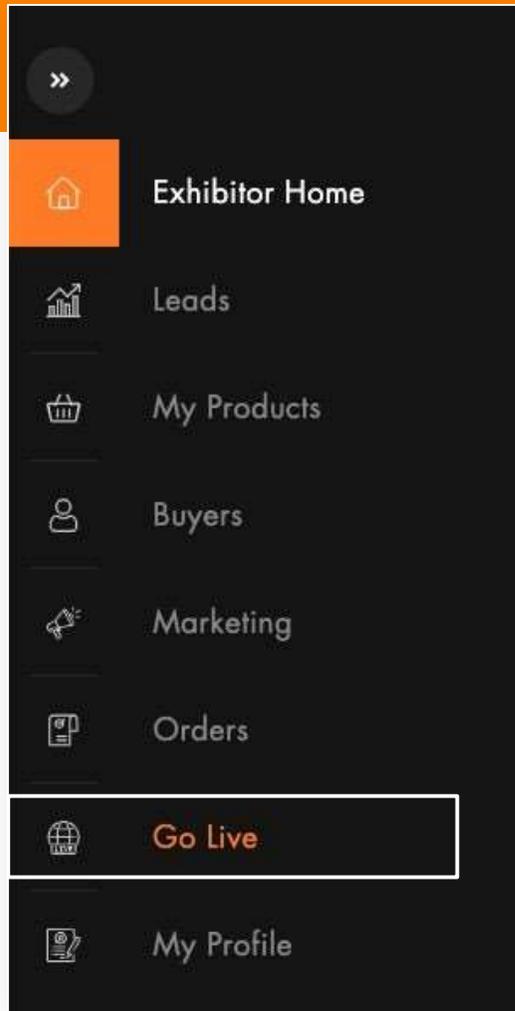
To access 'Go Live'. Go to the Supplier Control Panel.

In the Side Menu, select the 'Go Live' option.

Creating a Live Session

sellers can create Live Sessions (or record them) and promote products directly to an audience of Buyers. The Session has many features for Buyers to interact and generate leads for sellers. Your live session will be connected and promoted in your seller Profile.

After selecting the 'Go Live' option in the Menu you will be directed to the 'O2OMeet' app.

Select 'Streams' in the Side Menu.
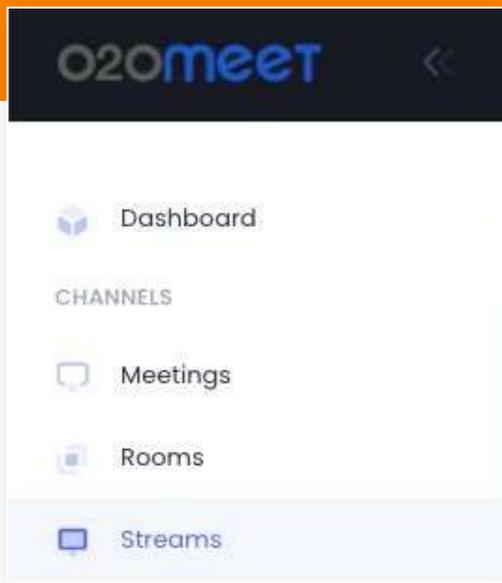
Click the 'Create New' to start creating your live session.
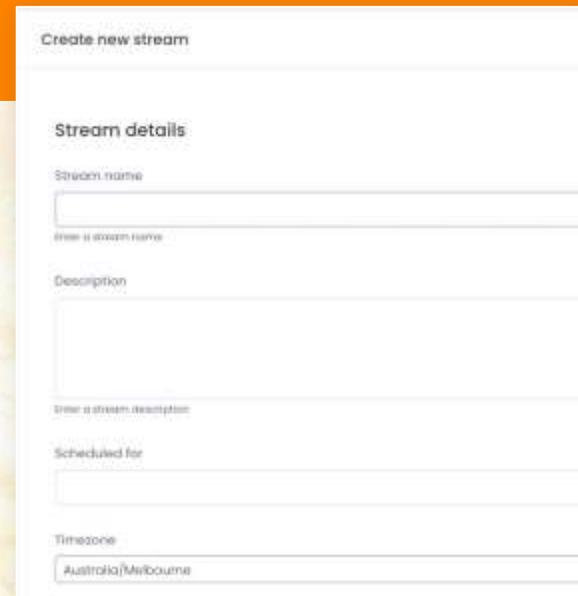
Complete all the relevant fields for your stream. This information will show in the session landing page.

Once the Live Session is created. It will display as a countdown in your seller profile.

You can also share the link to anyone you wish to watch your session.

https://app.o2omeet.com/streams/yPGgDQmoA2

Adding Products, Forms, Polls and Videos to Live Sessions

Once you have created a Live Session, you can now start attaching Products, Forms, Polls and Videos so they can be displayed during the live session.

ATTACHMENTS
- Products
- Forms
- Polls
- Media
- Recordings
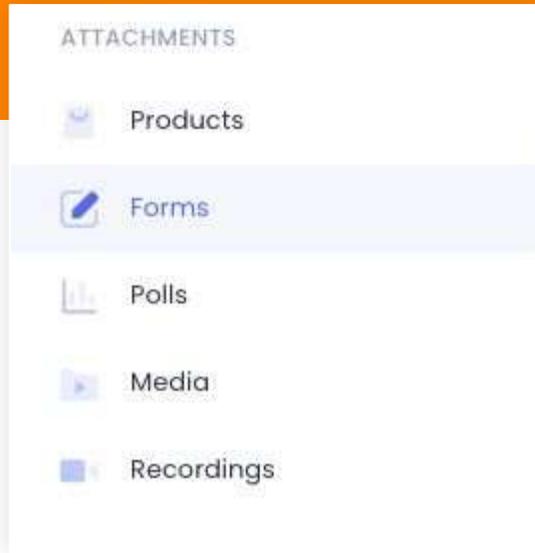
In the 'O2OMeet' Side Menu. You will see a list of attachments you can add.

Create new product

Product name

Vendor

Description

Product image

Product URL

Cost (USD)

Select the type of attachment you want to add.

Then create the attachment by completing the specified fields.

- Settings
- Participants
- Forms
- Products
- Polls
- Networking
- Media
- Agenda
- Landing Page

Attached products

Search...

Attach product

Products haven't been attached to this room
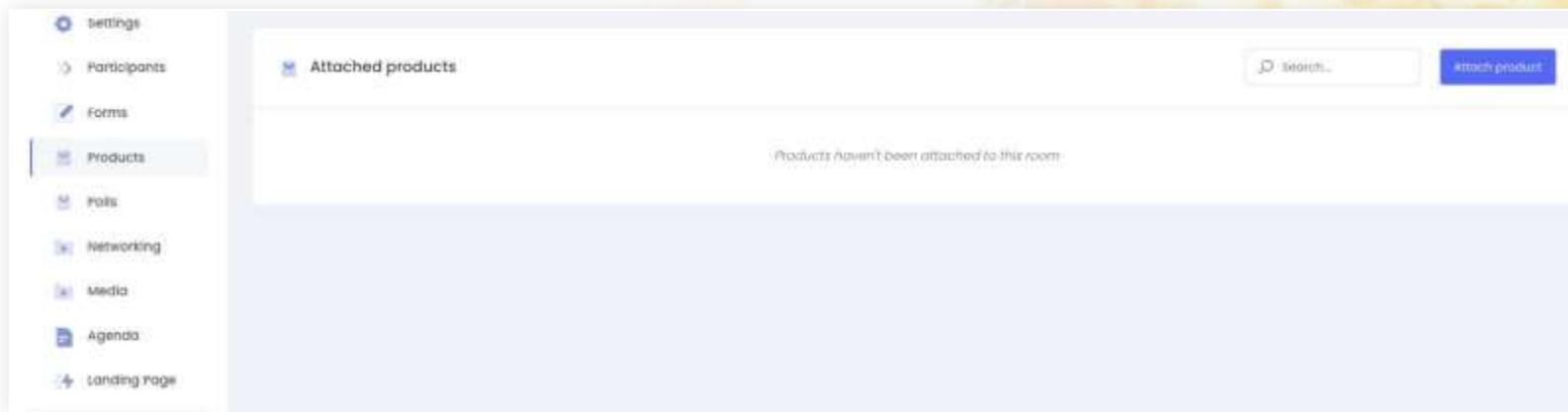
Once you have created your attachment, it's time to add it to your session. To do this, go into your Session settings and look for the attachment you have created.

Example. Click 'attach product' and a list of products you have created will appear for you to select and add to the session.

Running a Live Session

When it's time to run the live session, Be sure to share your link to as many interested buyers through chat. During the session keep pushing products/forms to attendees to obtain leads.

Step 1. Click on the Session form your List of Streams.

Step 2. Click 'start'

Step 3. Enter your name in the prompt box and Join the Stream.

Step 4. Select your camera and Microphone device.

Step 5. Once you are ready, push the green 'Go Live' button. This will make the stream live and all attendees can now enter.

Chat with Attendees

View list of Attendees

Push Products toAttendees

View Q&A from Attendees
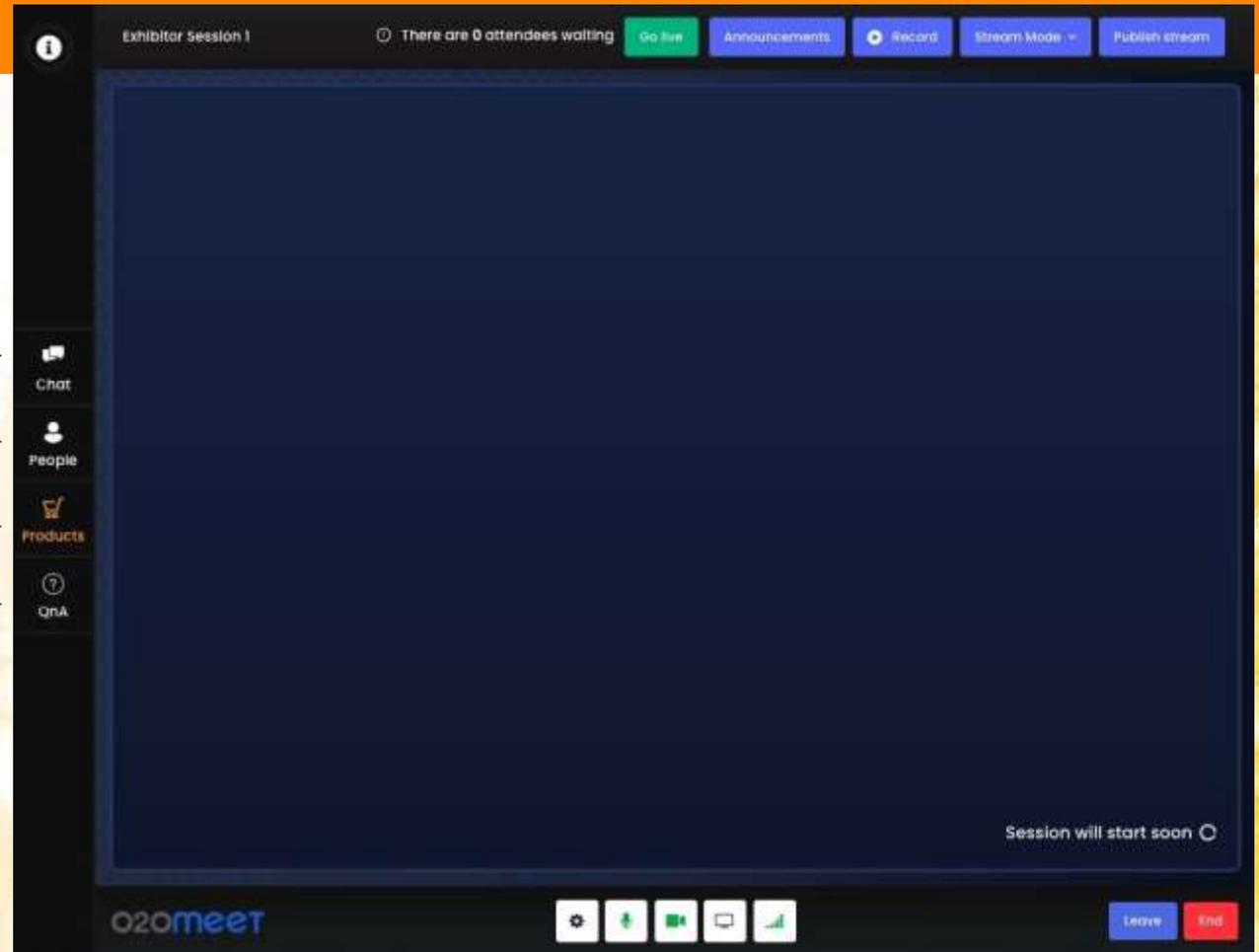
Creating a Meeting Room (Go Live)

With the Go Live Feature, a seller can create and host a larger meeting room up to 50 attendees. This can be used for any purpose either during or outside of the event.
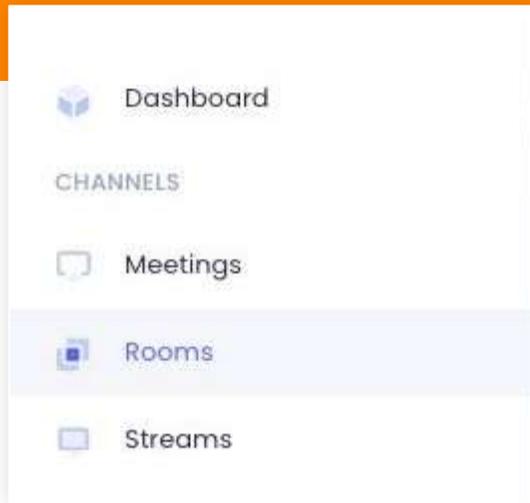

In the O2OMeet Menu, select the Rooms option and click 'Create new'.
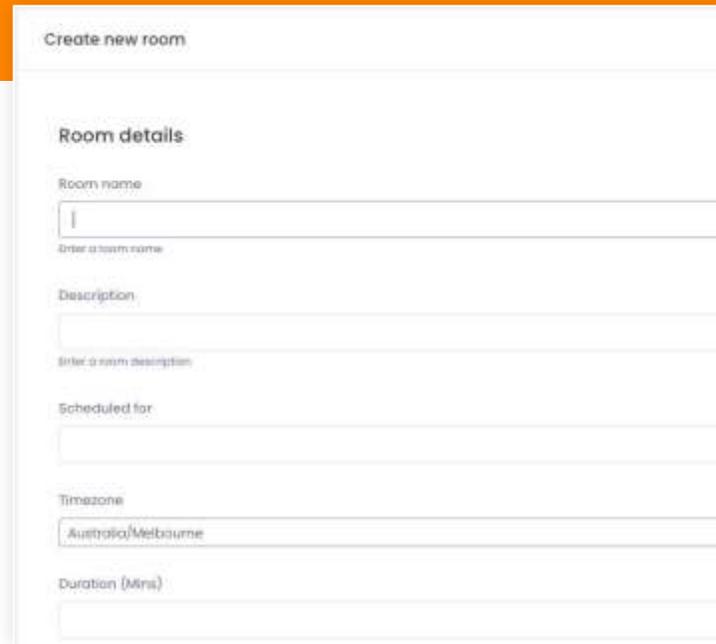
Fill the fields in accordance with your meeting room details
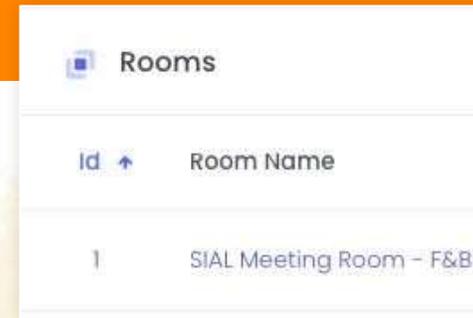
Once the Room is created it will appear in the List of Rooms. Select your Room and it will display the room settings.
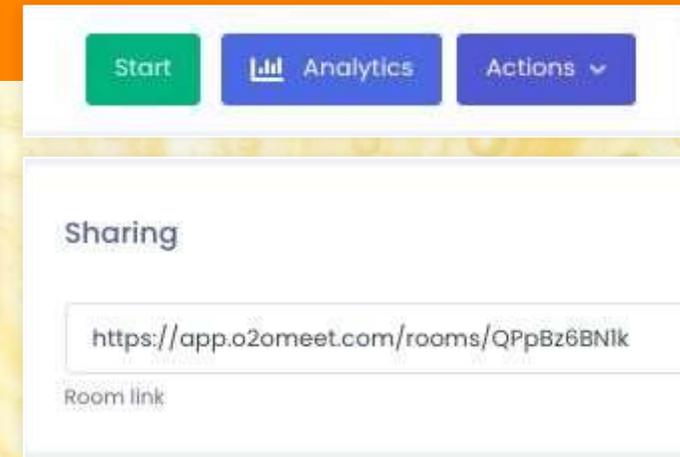
To start the Meeting Room, click the start button. You will be prompted to enter your name and Join the room.

Once you have started the Room. Share the link to Buyers and Attendee that you wish to participate in the Meeting. They can simply click on the link to join the meeting.

Online Status

Your 'Online Status' is an important feature to show all buyers and attendees if you are Online and available, Busy or Offline. Your Status will change automatically if you log out or in a meeting. You can manually change it if required.
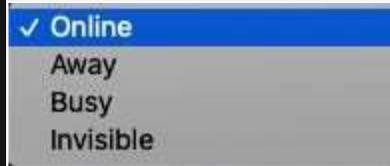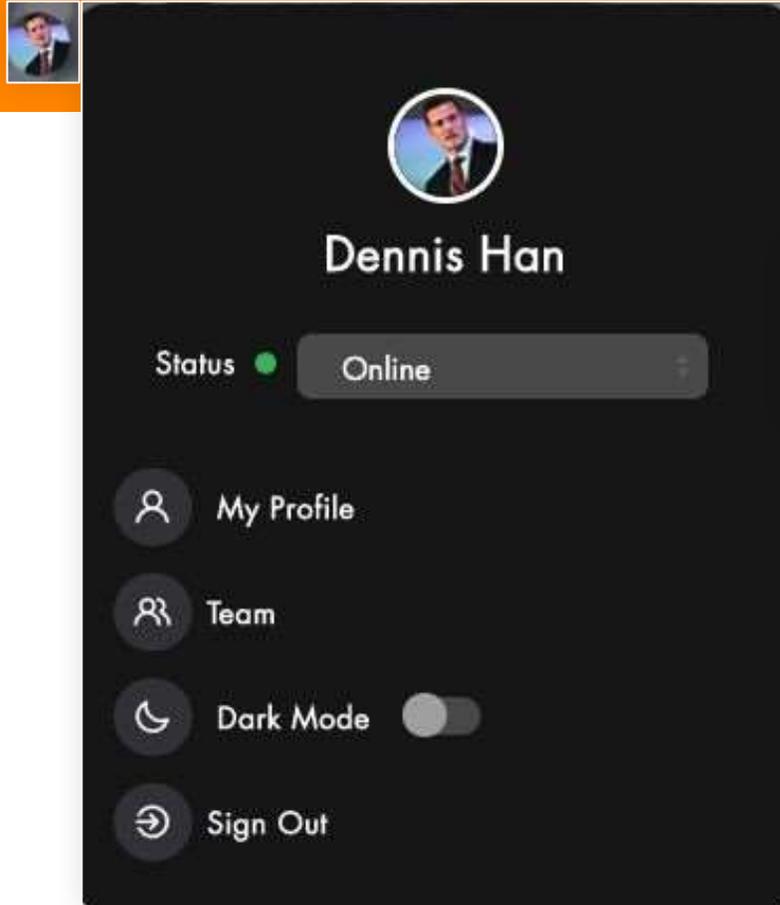
To change your Online Status, Go to the Profile Icon in the top right. Select the status you wish.

Keep in mind, calls will not be received if your status is set to Busy/Away/Invisible.

Your status symbol appears in multiple locations throughout the platform.

This gives the Buyers an indication to expect a response.

Notifications

Notifications will appear inside the platform and via email. Keep an eye out for notifications as they are important for networking such as meeting requests, leads or messages among others.

Dashboard Notifications will appear at the top under the Bell Icon.

Email notifications will be delivered each time a connection, message, lead or meeting request is received.

Notifications

Adrian Moh. Has sent you a connection request
11:23 AM | June 20, 2020

Alex Dolgove Has accepted your connection request
11:23 AM | June 20, 2020

Stella John Has sent you a message
11:23 AM | June 20, 2020

Adrian Moh. Has sent you a product enquiry
11:23 AM | June 20, 2020

Alex Dolgove Has sent you a trade lead
11:23 AM | June 20, 2020

Stella John Has sent you a meeting request
11:23 AM | June 20, 2020

Jane Doe Has accepted your meeting request
11:23 AM | June 20, 2020

See all in Notifications

F & B
Networking Hub

Abu Dhabi
23rd NOVEMBER 2020

Hi [[reciever_name]],

Your connection request has been successfully sent to [[exhibition]] visitor [[sender_name]]. You will receive a confirmation after the visitor respond to the connection.

Your Connection Details:
Name – [[sender_name]]
Exhibition – [[exhibition]]

Thank you and good luck

An Event By   Strategic Partner   In collaboration with   Organised By

Matchmaking

The System will generate relevant Buyer matches and display them in various Matchmaking locations throughout the platform. The 'Matchmaking' page in the Event Menu will showcase all Matches to your Business. Be sure to Connect and Engage with relevant Buyer Matches.

Smart Matches: Buyers that are relevant across multiple aligned factors i.e. Category, Sector and Position.

Recommended: Buyers that are purchasing in your category or sector.

Organiser Matched: Buyers that the Organiser has specifically chosen for you to connect with.