

# Your guide to using Lead Manager App

*(formerly Emperia)*

Badge scanning mobile  
app for fast and reliable  
lead capture when  
exhibiting at the show

## What Lead Manager App offers you

Lead Manager App is a mobile application that allows you to capture, qualify, save & download your leads, streamlining your lead capture process to generate high quality leads.



In the business of  
building businesses

# Contents

## Using the Lead Manager App

Get Started: Login to Lead Manager App	<u><a href="#">3</a></u>
You are now ready to scan	<u><a href="#">4</a></u>
Homepage dashboard	<u><a href="#">4</a></u>
View and edit your lead's details	<u><a href="#">5</a></u>

## Introduction to Exhibitor Hub

Accessing Lead Manager App	<u><a href="#">6</a></u>
Company access code	<u><a href="#">7</a></u>
Share custom digital content with leads	<u><a href="#">8</a></u>
Customer questions	<u><a href="#">9</a></u>
Download your leads report	<u><a href="#">10</a></u>
After the show	<u><a href="#">10</a></u>



# Using the Lead Manager App

## Get Started: Login to Lead Manager App

- 1. Find your credentials:** The company admin for your business can log into the Exhibitor Hub and get the access credentials for your company through the Lead Manager App tile. You will also receive an email with these details before the show.
- 2. Download the app:** from App Store or Google Play Store. Links can be found here:



The minimum device requirements: iOS: Requires iOS 10.3+ or greater. Android OS: Requires OS 5.1.1 or greater and an auto-focus camera.

- 3. Log in to Lead Manager App:** using your **full name** and the **Company access code** provided in the Lead Manager App Welcome email and Exhibitor Hub.



**If you can't find the email,** check your inbox and junk/spam folder for an email from your show team. **If you can't find your Company access code,** contact your Sales Rep or visit Exhibitor Services on site.

**If you're capturing leads on behalf of your company,** ask your company admin for your company access code or contact the Exhibitors Services on site for help.

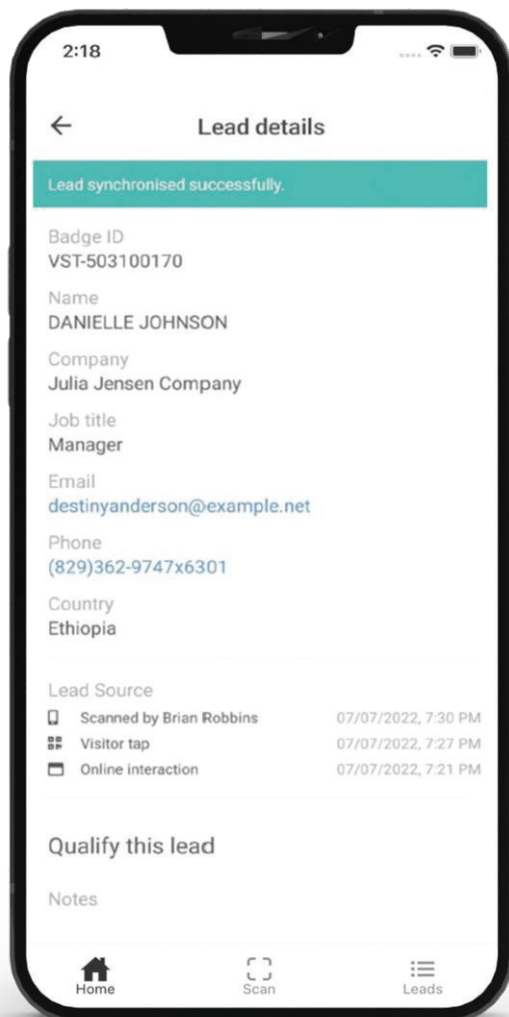
## You are now ready to scan

To capture a lead: Click on the "Scan" icon and hover your device camera over the QR code on the visitor badge to capture visitor details as a lead. Visitor information is automatically saved. Qualifying details can be added to each lead.

**You can even scan when offline!**



As leads are captured, the lead count in the Lead Manager App will update. The leads can also be updated by pulling down the screen to refresh the App.



## Homepage dashboard

As the leads from various sources start coming in, the tiles will be displayed on the homepage of the App. Depending on the type of show, this could include online connections, visitor taps, and leads scanned by other representatives of your company.

The number of total unique leads captured will also be shown here. Clicking on any of these tiles will take you to the filtered list of leads.



In the business of  
building businesses

## View and edit your lead's details

Select the **"Leads"** icon from the menu.

The list of all leads will be available on this page. You can find a specific lead by using the Filter, Search and Sort options on the leads list page.

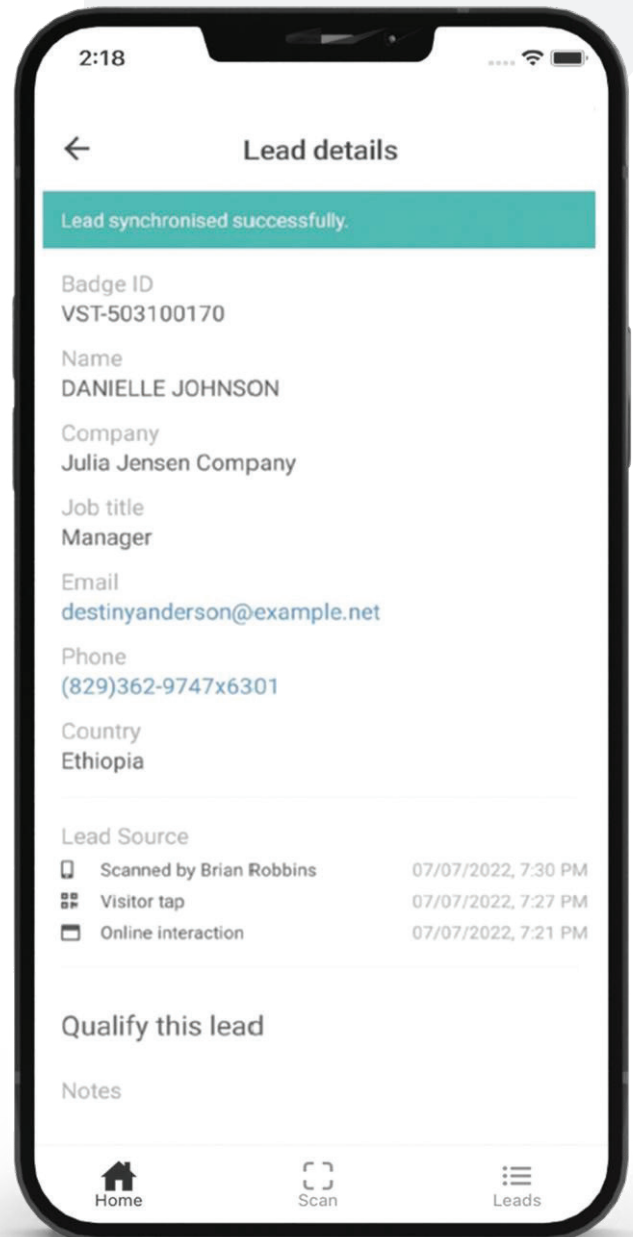
! **Search:** You can search for your leads by name, company, job title or country.

**Adding qualification details:** You can select a lead to view or edit their details. Important information about the lead can be captured here.

! **Notes**

! **Rating**

! Answers to **custom questions**



You cannot edit the contact details.

You must be online for leads to synchronize. Scanning and editing can be done offline and will automatically synchronize when the network connectivity is restored.

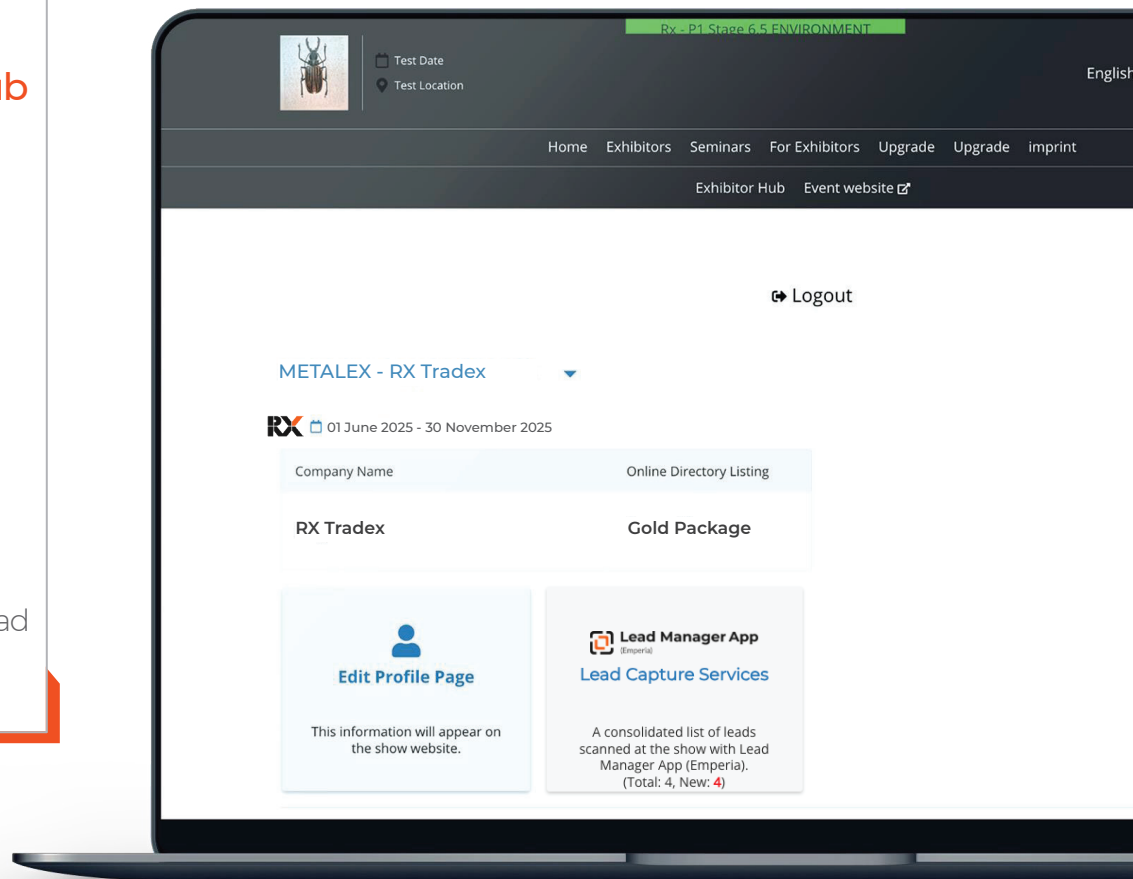
# Introduction to Exhibitor Hub

As an Exhibitor, you will be able to do the following in the Exhibitor Hub:

- ! Answers to custom questions
- ! Upload documents to be shared with your leads during the show
- ! Retrieve company access code
- ! Download your leads

## Accessing Lead Manager App in the Exhibitor Hub

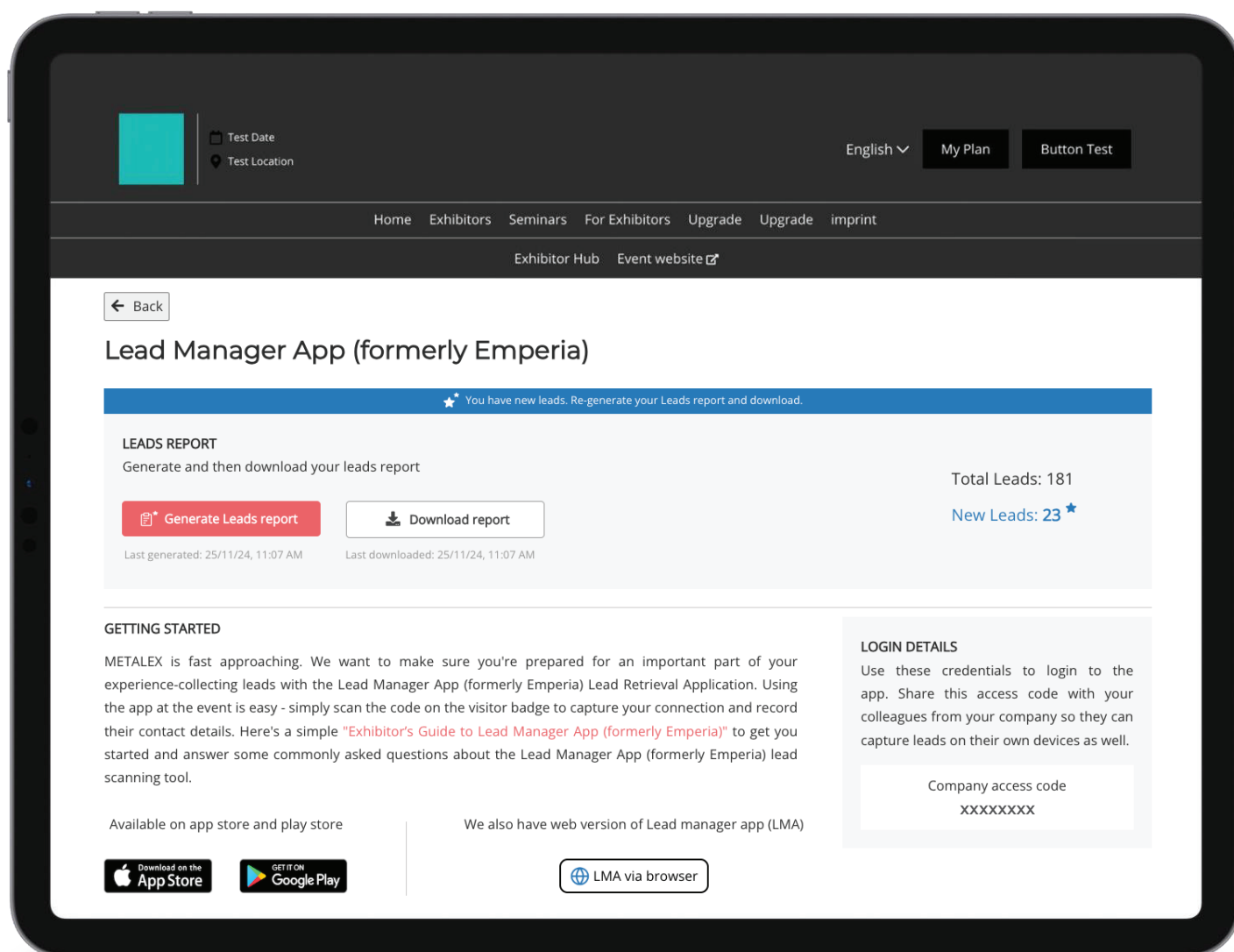
On logging in to the Exhibitor Hub, you will see “LMA Lead Capture Services” as a tile on the homepage. Selecting the tile, will take you to the Lead Manager App page where you can set up lead capture services and download your leads.



Above: Accessing the Emperia page for Lead Manager App.

## Company access code

If you have purchased Lead Manager App, you can find the access code for your company in the Lead Manager App page of the Exhibitor Hub. This code can be shared with your sales representatives/ colleagues attending the show so they can login to the **Lead Manager App** and start capturing leads.



Above: Login details and company access code available within the Lead Manager App tile in the Exhibitor Hub.

## Share custom digital content with leads

You can share custom content like brochures and product details with your leads. When a lead is captured by any of your sales representatives, the lead will receive these documents along with your company details and contact information, in a consolidated email at the end of the show.

**Adding documents:** The documents can be uploaded through the **“Exhibitor Profile”** tile in the Exhibitor Hub.



**Upload Documents**

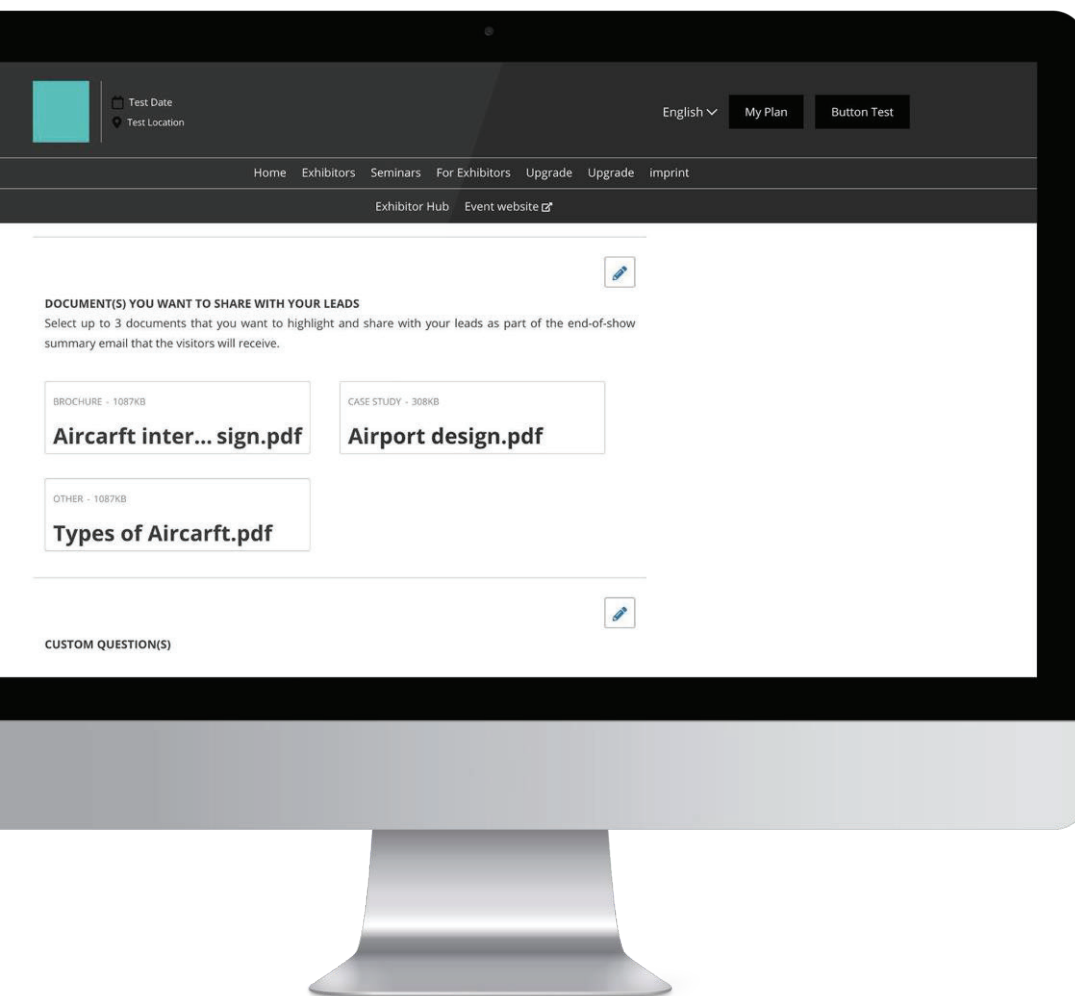
Select a category (Brochure, Case Study, White Paper, Press Release or Other) and upload the PDF file.

1 Select a category...

2 Upload PDF file

Maximum size 5MB per file.

Above: “Upload documents” feature within the Exhibitor profile tile in the Exhibitor Hub.



## Selecting the

**documents:** The documents to be shared with your leads and be selected in the

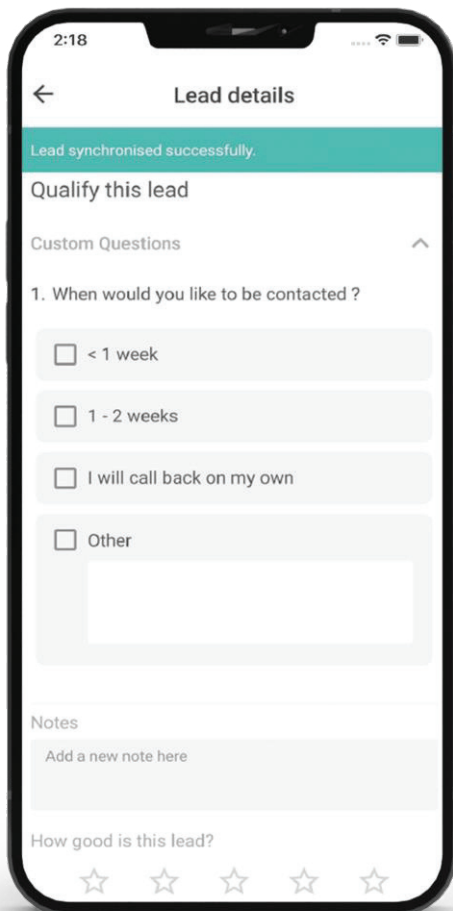
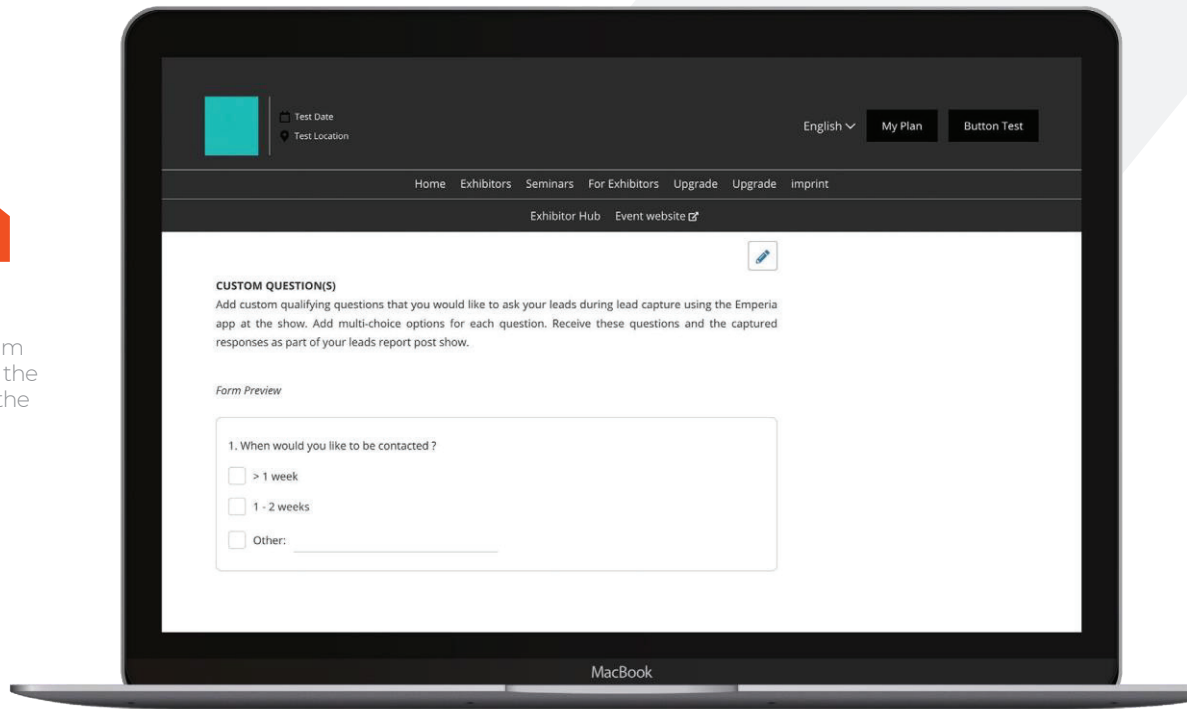
**“Lead Manager App”** tile in the Exhibitor Hub.

Above: Selecting documents to share with leads within the Lead Manager (app) tile in the Exhibitor Hub.



## Customer questions

Above: Setting up the Lead Manager App "Custom Questions" feature within the Lead Manager App title in the Exhibitor Hub.



You will be able to add unlimited custom questions to the lead capture form so that you can collect all the information you need to create a quality lead capture.

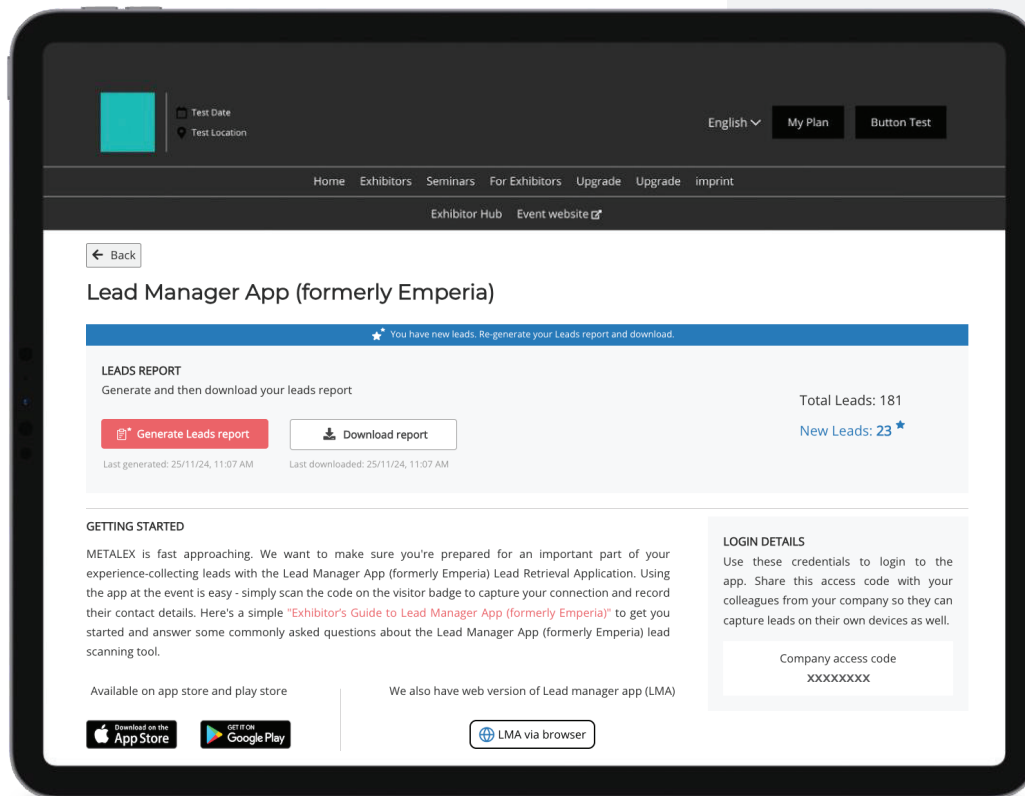
**To add questions, go to the Lead Manager App tile in the Exhibitor Hub.** Under the "Custom questions" section, create questions and provide all the answer options. These additions will **reflect in the Lead Manager App for all company representatives** once they download and start using the app.

Custom questions cannot be edited/deleted once the show starts, but new questions can be added.

## Download your leads report

Above: Lead Manager App page within the Exhibitor Hub, from where the lead report can be downloaded.

You can **download** a consolidated list of all the leads anytime, from the **Lead Manager App** tile in the Exhibitor Hub.



A link to the lead report is also provided in your Lead Manager App “welcome email” . You can also check your emails at the end of each day for a link to the **lead report**.

**This consolidated report will only be accessible to the authorized point of contact or admin of your company.**

## After the show

You will be automatically logged out of the Lead Manager App, 20 days after the show's end date. The leads details on the App and leads report in the Exhibitor Hub will continue to be available anytime.