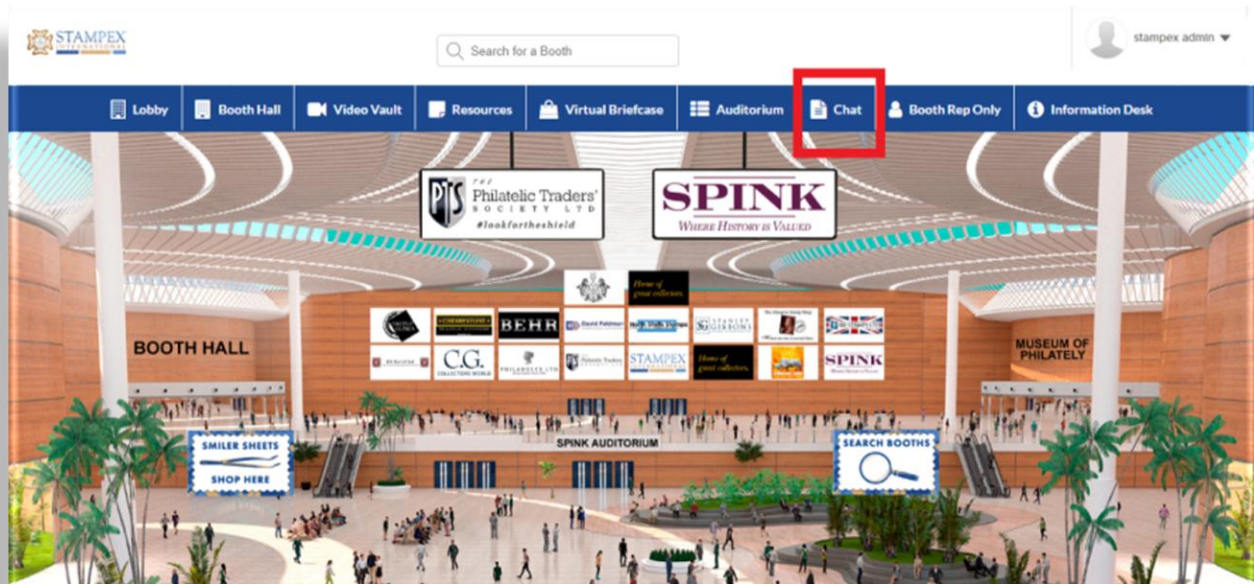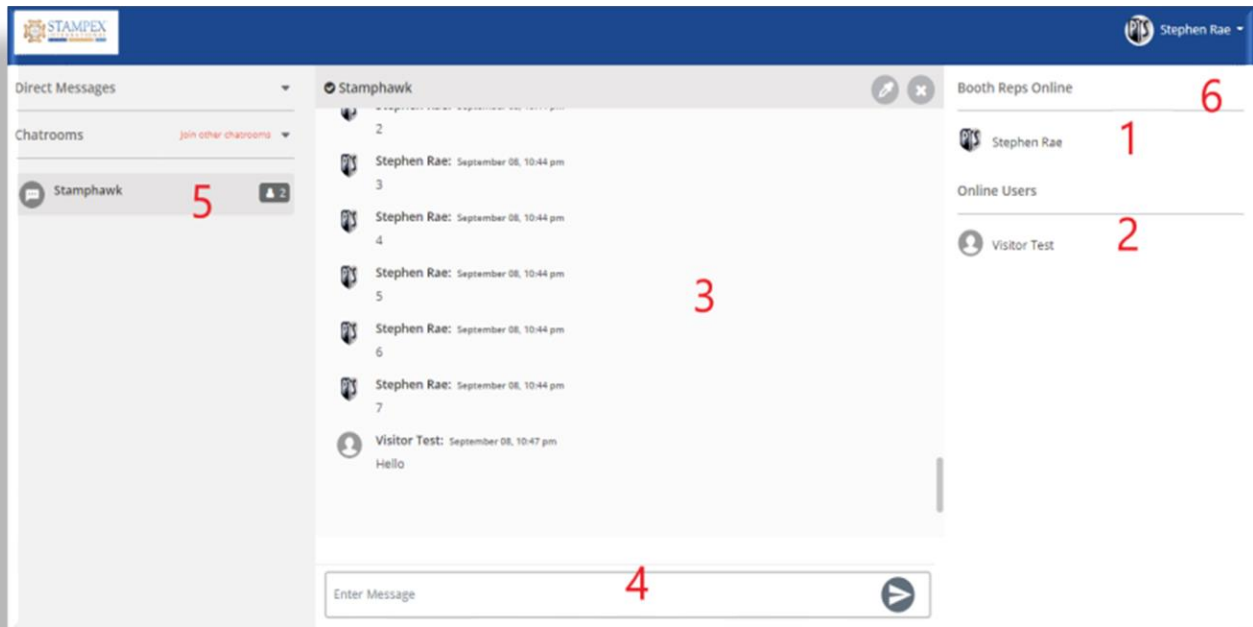# Virtual Stampex
Booth Holder Chat Guide

Login

- Each Booth Rep must login separately
- Login to Virtual Stampex with your booth holder credentials (email and password) at https://stampex.vfairs.com
- You will enter the Virtual Stampex Lobby
- Select Chat in the blue header navigation bar

Note: The Booth Rep Only chatroom provides the functionality to chat between Booth Reps from all booths. Visitors will not be able to join this chatroom.
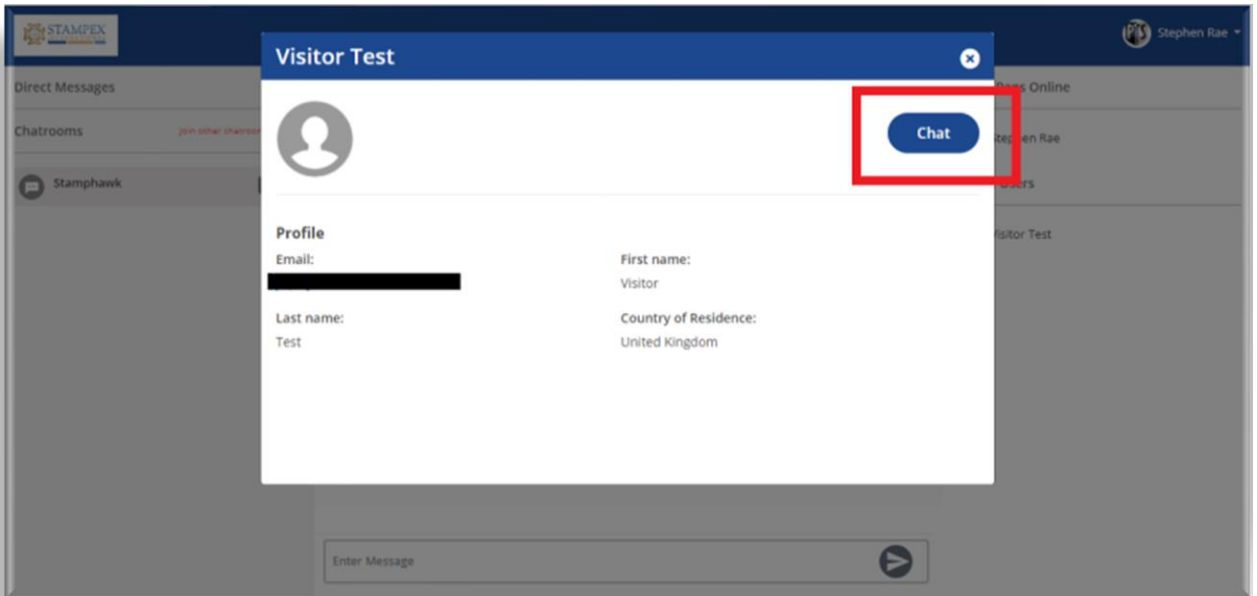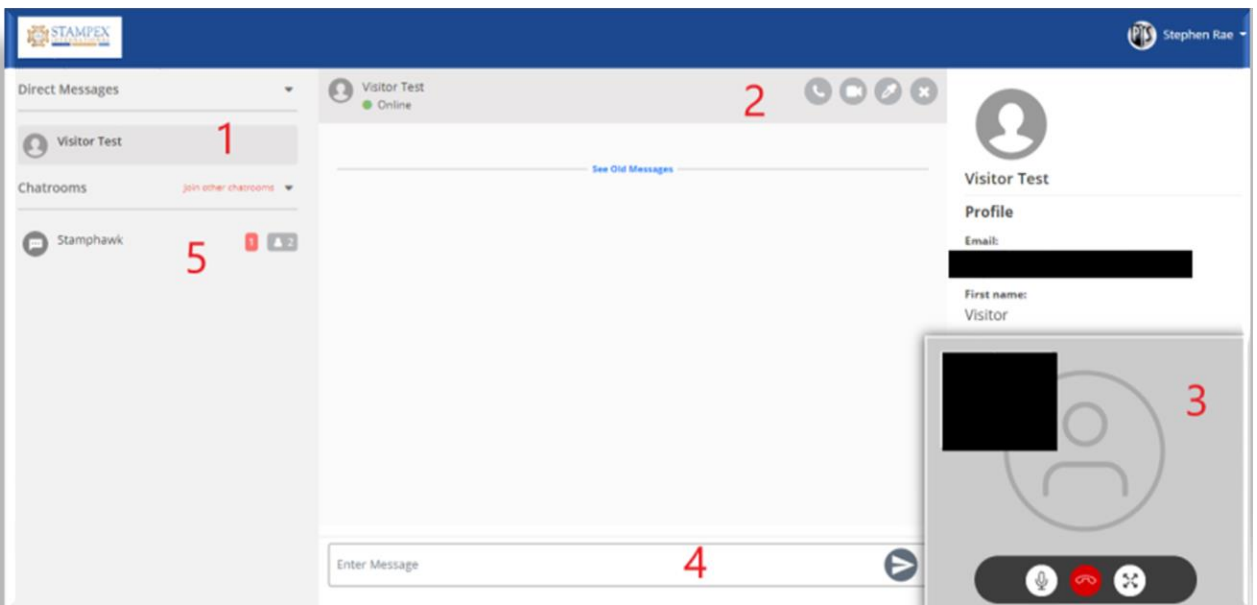
Chatroom

1. Shows all Booth Reps online

2. Shows all Visitors in your Chatroom
   a. Direct Messages, Audio Calls and Video Calls can be sent to Visitors by selecting their names (see further instruction below)

3. All chatroom history from all Booth Reps and Visitors

4. Type and Send message to everyone in your chatroom

5. Chatroom name and the number of current Booth Reps and Visitors

6. Select your name on the top right to change Booth Rep's image/photo and Booth Rep's description (each Booth Rep will need to update their own image/photo and description). Description might include areas of specialism, chat availability and/ or simply a call to action e.g. 'Ask any question you like, I'm here to help!'

Direct Messages

- Click on the visitors name (see **2** above) under "Online Users" or in the chatroom and select "Chat" button as shown below

- Direct Message conversation will open

1. All your Direct Message conversations will appear here. You can run multiple Direct Messages at the same time. Note that visitors can be in several chatrooms at the same time and can have multiple Direct Messages conversations taking place across the show

2. Use the left and 2nd from left grey buttons to Audio Call/Video Call (respectively) your customers

3. All Audio Calls and Video Calls take place through the Virtual Stampex show – there is no need to download any software. If using a mobile device, you may be asked to allow the show access to your camera and microphone

4. All messages exchanged will only be seen by you and the customer you are engaging with in the specific Direct Message

5. The red "1" indicates there is one message that hasn't been read in the Chatroom. If you have 10 unread messages, there will be a red "10"

Note: When you have ended your Video Call/Audio Call you will return to your Chatroom. If you would like to continue the Direct Message, please select the visitor's name in the top left **(1)**

Other Hints and Tips

Alerts when you get a new message
- As well as the red number next to your Chatroom or Direct Message(s), you will also receive a sound alert when someone enters your chatroom and when you receive a new message. Please make sure you have your sound on/loud if you are relying on this audio alert

Template text responses
- We recommend you prepare some template text responses in a word document or notes file so that you can quickly copy and paste typical responses to Chatroom queries and Direct Messages. Examples might include:
  - Holding messages e.g. "One of our booth reps will be with you shortly, we are just with another customer right now but please do feel free to browse the links on our booth while you wait"
  - Virtual Stampex FAQ messages e.g. "Yes, we have some items which might suit your needs, please bear with us while we find more information to send you", "You can buy from us by following our shop link here: <add link>, we accept payment via all major credit cards and Paypal. We also have some options to pay via installments or by bank transfer, details can be found here: <add link>"
  - Shop related FAQs e.g. "We normally ship within 2-3 working days"

o Follow up/ closure messages e.g. "Thanks again for chatting. Please do sign up to our mailing list to be the first to hear about new stock and offers <add link>. If you do have any other questions or collecting needs , just pop back and we can chat some more" It was great to chat with you , if you want to follow up with me directly my contact details are

o Other stock responses you might use at a normal stamp show or on your online communications tools e.g. "We would love to chat more with you when we can dedicate more time , would it be OK if we store your number and we can call you next week when we're back in the office?"

Direct Messages between Booth Reps
● Booth Reps will be able to Direct Message each other. You can follow the instructions above after selecting the Booth Rep's name

Out of Office suggestion
● As all Chat History can be seen by both Visitors and Booth Reps, you may want to leave a message to inform visitors of important/appropriate information when your booth is unmanned

Offensive messages
● If there are any messages that are inappropriate in your chatroom, please get in touch with the PTS Team who have Super Administrator access to remove these messages and take further action if necessary. You can contact the PTS Team via the 'Booth Rep Chat' chatroom which is a private chatroom just for Booth Reps

Joining Multiple Chatrooms
● If you are acting as a Booth Rep for more than one booth, you have two options:
  o You can use the same Booth Rep profile including description and we can add you to multiple booths
  o You can have different Booth Rep profiles so that you can appear differently across th booths, but you will need to login to the show on multiple devices or login/logoff to toggle which booth you want to man