ATTENDEE GUIDE & FAQ

Use this guide for quick how-to reference and to find answers to commonly asked questions. If you need immediate assistance during your virtual event experience, we have your back! Live attendee support is available via our Support Team chat window all throughout the show. Simply type your question there and we'll be in touch!

Quick Links:

Visit the Event Homepage

Join the Xchange 2020 Virtual Summit Slack Workspace
More details on page 5

Join an Ask the Experts Session

Submit a Ticket to Xchange 2020 Event System Support

Contact Cyara

Conference & Session Registration FAQs:

How do I register for the conference day-of?

1. Follow this link and fill out the form. You can save time by importing your information from LinkedIn.
2. Just hit "**Register**" and wait for your email verification.

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How do I add a specific session to my calendar?

1. Click on the Agenda page in the menu bar and scroll to the session you would like to add to your calendar.
2. Click on the title of your session and you will see the session details pop out on the right of your screen with a clickable option to "**Add to Cal**"
3. If you are not currently logged in to the event you will be prompted to enter your email address. The system sends an email, you click on the link in the email and are authenticated.
4. Click "**Add to Cal**" and select your calendar of choice – an event for your personal calendar that contains a direct link to that session will be automatically generated.
5. Hit **Save** on the event details, and voila! Your session of choice will appear on your calendar.
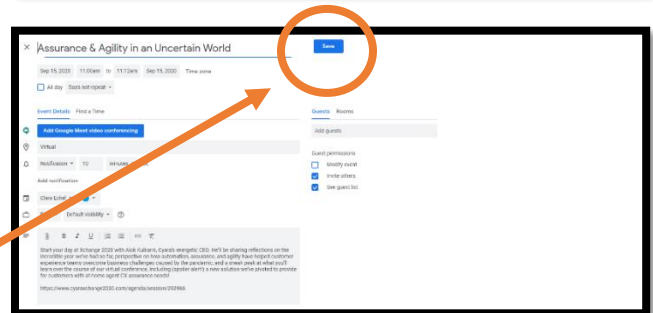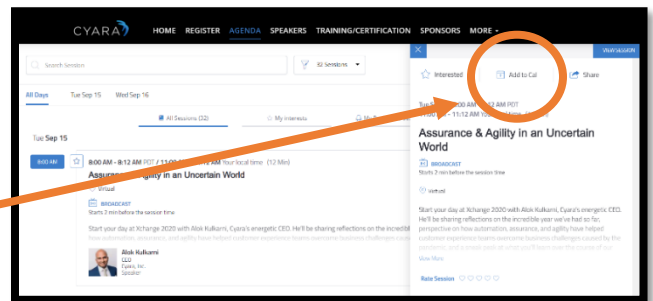
Note: To make things easy, we recommend you stay signed in to the event site until the conference commences.

## Session Viewing & On-Demand Content FAQs:

How do I join a session?

1. On the Agenda page, select a session and click the "**Broadcast**" button under the session title. **Note:** Broadcast will become available two minutes before the scheduled session start time.

2. When you click the "**Broadcast**" button, you may be prompted to login in order to join the session.
3. Once you click "Login" a new page will open asking for the email address associated with your ticket.

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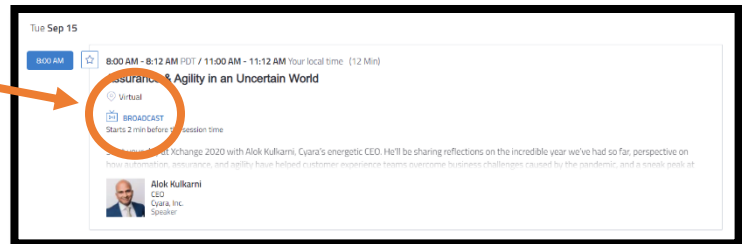
How do I navigate between sessions?

If the session has completed – or if you wish to switch to a different session during the live broadcast – you have two options:

1. Click on Agenda in the main menu at the top of the screen. You'll be taken out of your current session and to the agenda where you can navigate to the next session you're interested in viewing.

2. Click on the back button at the top left corner of the header for the session you're currently viewing.
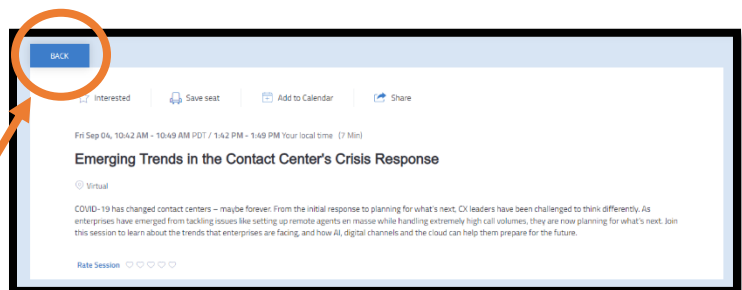
   You'll be taken to the Agenda page.

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I have to leave and come back. How do I rejoin the conference?

You can navigate to our Event Homepage or right to the Agenda.

Note: If it has been a while, the system may require you to log back into the event. If that is the case, you will be prompted to input the email address associated with your registration ticket. Once you click 'Login' a new page will open asking for the email address used to register the event.

How can I ask questions during a session?

Our live Q & A taking place during sessions will take place in our public, event-specific Slack workspace, accessible here. Go ahead and get this set up ahead of the event.

Within that workspace, there will be session-specific channels. Navigate to the Xchange 2020 Virtual Summit channel that ties to the session you are in, then start typing your question! Our speakers will respond right there.

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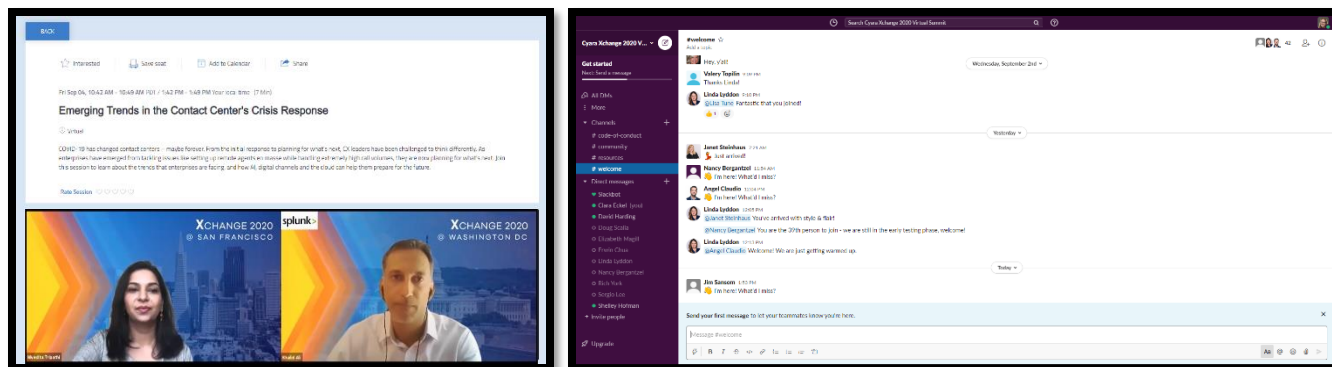
How do I watch sessions on-demand?

On-Demand sessions will be ready within an hour after the live session ends. To access the sessions on-demand:

1. Go to the Agenda page.
2. Select a session you want to watch
3. Click the **'Watch Recording"** button under the session title.

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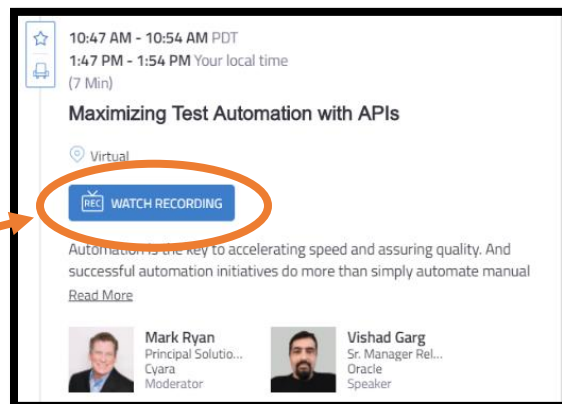
How long will the on-demand content be available?

Our on-demand content will be available to view for 30 days after the conference concludes. Come back, re-watch, and enjoy until October 16th!

I didn't register or couldn't make it to the live event. Can I still access the sessions on-demand?

Yes! You can register for on-demand access.

1. Register for the conference. A confirmation email will be sent to you.
2. Sign in using the email address you used to register, and you will have access all of the sessions on-demand.

Networking FAQs:

How do I join the Xchange Slack Workspace?

1. Click here to join our Slack Workspace.
2. Follow the prompts, confirm your email address, and use your Slack account credentials, or - if you don't already have a Slack account - create your account to log in.
3. Now you're in! On our Xchange 2020 Virtual Summit Slack workspace, you can join our existing Channels. Direct message other attendees, connect with friends, ask our speakers your questions, and network!

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How do I visit a Sponsor's lounge / booth?

1. Navigate to our Sponsors page.
2. Scroll to the Sponsor you are interested in and click on the "Visit Our Lounge" button.
3. You will be taken to that Sponsor's Lounge where you can learn more, find contact information, access downloadable resources and content, connect on social media, and request more information.

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How do I join the Ask-the-Experts Interactive virtual room sessions?

During Xchange 2020, we are offering three, unique Ask-the-Expert sessions offered over Tuesday and Wednesday:

1. Integrations – Join this session to learn more about Cyara's integrations and APIs, and how they enable you to plug test results into your agile, DevOps and IT Management systems
2. Operations & Root Cause Analysis – If you are looking for monitoring, identifying problems, troubleshooting and reducing mean-time-to-repair, our experts are here to answer questions.
3. QA Automation – Join this discussion to examine and identify areas of improvement in your QA automation and determine a roadmap for a path to automated CX testing.
4. Cyara Products Q&A – Bring your questions on all aspects of our recent releases, and share your new ideas and requests for enhancement and hear from other users.
5. Load Testing & Troubleshooting – Discuss how you prepare for and execute load tests, and how to troubleshoot issues when you uncover them.
6. Contact Center Migration – Do you have questions on how automated testing can help you migrate to the cloud or a new platform? Our experts can guide you.

Session Details:

- **Tuesday, September 15, at 11:00AM to 12:00PM PDT / 2:00PM to 3:00PM EDT**
- **Wednesday, September 16 at 11:00AM to 12:00PM PDT / 2:00PM to 3:00PM EDT**

To join one of these **limited availability** sessions:

1. You must be registered for Xchange 2020 Virtual Summit.
2. Fill out this form with your Ask-the-Expert session of interest to save your spot.

Technical FAQs & Support

System Requirements to Join Sessions

The virtual platform we are using to host Xchange 2020 is called Bizzabo. To successfully run Bizzabo, it is recommended that you have:

- Windows 7 (and above), running Chrome, Firefox or Edge.
  Note: Internet Explorer is not supported.
- MacOS 10.9 (or later), running Chrome and Firefox.
  Note: Safari is not supported.
- iPhone 5S (or later), running iOS 11 (and above).
- Android 4.0 (or later), running Chrome.

Check if your system can use the Bizzabo Virtual Experience with our Quick Tech Check.

More on recommended system requirements.

More Xchange 2020 Event Troubleshooting

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3rd Party Cookies: How & Why?

Why do I need to enable third-party cookies?

The event you are trying to view uses Bizzabo to power their agenda and virtual sessions. Bizzabo requires third-party cookie consent in order to display the virtual session video player, provide your personalized agenda and additional engagement tools.

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How do I enable third-party cookies?

Each browser and operating system has different steps to enable third-party cookies. The steps below will enable third-party cookies for all sites. You may wish to revert back to blocking third-party cookies.

- **Google Chrome - Desktop**
  1. For Mac, click Chrome > Preferences from the top menu bar. For PC, select the Chrome menu icon
  2. Click on Settings, then Show Advanced Settings
  3. Under Privacy, click on Content Settings
  4. Make sure Block third-party cookies and site data is unchecked

- **Google Chrome - Android**
    1. On your Android device, open the Chrome app
    2. At the top right, tap More, then More and finally Settings
    3. Tap Site Settings and then Cookies
    4. Ensure that the Cookies toggle is turned on
    5. Finally check the box next to Allow Third-Party Cookies
    6. Please note, each Android device manufacturer will have slightly different steps to access settings. Please check with your device manufacturer if you cannot follow these steps for Chrome on Android.
- **Safari - MacOS (Desktop)**
    1. Open Safari > Preferences from the top menu bar
    2. Click Privacy in the top panel
    3. Under Block Cookies select Never
- **Safari - iOS (Mobile)**
    1. Open the Settings app
    2. Scroll down and select Safari
    3. Under Privacy and Security, turn off Prevent Cross-Site Tracking and Block All Cookies
- **Mozilla Firefox - Windows**
    1. Click Tools > Options
    2. Click Privacy in the top panel
    3. Check Accept Cookies from Site
    4. Check Accept Third-Party Cookies
    5. Click Okay
- **Microsoft Edge**
    1. Click More Actions from the toolbar and select Settings
    2. Search for View Advanced Settings and click into it
    3. Under Cookies ensure Block Only Third-Party Cookies is de-selected