



FAQ

Q1 How are we going to access the event?

A1 The event will be accessed through www.wetex.ae using laptops, desktops, tablets or WETEX & Dubai Solar Show mobile application.

Q2 Do we have to use VR equipment?

A2 Virtual Reality (VR) equipment is not applicable. The platform does not have VR for this event.

Q3 How will visitors access exhibitors' details and contact them to request for meetings?

A3 All the exhibitors' details will be listed on the Exhibitors list on the action bar. You can also get the exhibitors details from the brochure available at every stand. Visitors can instantly request meetings at the virtual stand.

Q4 The limit is 3 person/avatars per stand. Is there a possibility to add more?

A4 The exhibitors are limited to only 3 accesses/avatars per stand. It is not possible to increase the limit.

Q5 What is the Exhibition Timing?

A5 The exhibition will be held from 10:00 till 18:00 (Time zone in Dubai, GMT+4)

Q6 Does the platform have a feature to control who can enter our stand and when? For example, we may not like to have different customers at the same time.

A6 No, the stands will be open to the public without restrictions. Avatars will not be able to see each other. The stand will not look congested. Exhibitors will have a queuing system in case more than one person is trying to communicate with them.

Q7 Are seminars recorded and downloadable?

A7 Recorded seminars are available for registered users and participating exhibitors. However, they cannot be downloaded.

Q8 If my stand is not manned at the time a visitor approaches, can he or she contact me or drop a message?

A8 Yes. The exhibitor will put his status as 'Away' and the guest can drop a message.

Q9 Will there be reminders sent for the registered visitors and exhibitors prior to the event opening?

A9 Yes. We will be sending reminder emails to the registered users.

Q10 For how many days will the platform be available after the event?

A10 The platform will be available from 26-28 October 2020 only.

Q11 What is the structure of the event? How is an exhibition going to be conducted online?

A11 WETEX & Dubai Solar Show 2020 will be a virtual exhibition where users can download the application or attend the web-based event. Visitors create their avatar so they can enter the event and walk around just like in an actual event.

Q12 What software platform is going to be used for the event?

A12 Eve Virtual Platform will be used for this event.

Q13 Is there a test demo we can show to customers?

A13 Yes, it's available on Google Play and App Store. The name of the application is "eve". We will conduct training sessions ahead of the event date for the exhibitors to get familiar with the virtual platform and its functions. In addition, there will be a tutorial for the users when they access the platform for the first time.

Q14 Will the demo include a complete visitor's journey and exhibitor's experience?

A14 Yes, visitors will be able to experience their journey at the exhibition in the demo. As for the exhibitors, they will have an exhibition manual, where they can refer to any feature they want.

Q15 Can visitors and exhibitors chat on both video and audio or audio only?

A15 They can book a one-on-one meeting room and have a video conference call.

Q16 Can one exhibitor avatar speak to multiple visitor avatars at the same time?

A16 They can have individual conversations with other avatars using the chatting system. In addition, up to 5 users can have a video conference in the one-on-one-meeting room.

Q17 How can virtual avatars exchange cards or contact information?

A17 Avatars can exchange profile information with each other. In addition, they can communicate through the chatting system.

Q18 Can visitors directly link to an exhibitor's website or leave a message when they ring the front bell and nobody is around?

A18 The website link can be placed in the exhibitor's bio, it will not be interactive. Visitors can leave a message on the stand or drop their contact information.

Q19 Is it possible to know the number of visitors who passed by exhibitor's stand?

A19 Yes, the number of visitors will be mentioned in the final report.

Q20 How do we explain the size of booth or stand online?

A20 The same way you explain it in the offline event. Since this virtual platform transforms the same experience, the sizes are proportional to the real life event in metrics system.

Q21 How do you manage the interaction process if many people want to use the chat boxes at the same time?

A21 There will be a queuing system on each stand. It will be on a first come first served basis.

Q22 Many clients have concerns about the time difference, please elaborate.

A22 The event will be online for 24 hrs throughout the exhibition dates. Clients who access the event late can watch the sessions they missed, since it will be recorded and placed as a link on the agenda.

Q23 Will there be training sessions for exhibitors and agents?

A23 Yes. It will be held in the 2nd week of October 2020.

Q24 Can I book 2 or more stands? If so, can I connect them together and have a single stand number? Will the package inclusions be doubled?

A24 The stands will be as per the designs shared. We can move them closer to each other. The package inclusions will be doubled if two stands are booked.

Q25 Is it possible for a single exhibitor to book stands in two or more different halls? If yes, how will the information be shared with visitors?

A25 In the exhibitor's list, it will be mentioned that the exhibitor is located in two different halls.

Q26 How many Avatar options are there?

A26 You will have 8 avatars to choose from; 4 female and 4 male avatars. It is the same for visitors and exhibitors.