Virtual Meet the Industry

25th & 26th January 2022

Briefing Pack

Northern Ireland Embrace a Giant Spirit

tourism northernireland

#MeetTheIndustry

Welcome

We are delighted to welcome you to our Meet the Industry event

This event provides an ideal opportunity for you to network with a wide range of other tourism businesses across Northern Ireland. In turn this will allow you to-

- build knowledge on other tourism experiences and businesses

- support future cross- selling

- build mutually beneficial working relationships with other tourism businesses

- hone your virtual selling/presentation skills

As you are aware we have been running events throughout the year and this will be the 2nd year of Meet the Industry. Feedback from last year's event was extremely positive and as such we have extended the duration of the event this year to take place over 2 days. We will be continuing to run further events throughout the year and ensure the Northern Ireland industry are supported throughout 2022.

This pack will provide key information to help you plan for the event including a user guide to familiarise yourself with the Converve platform.

 We look forward to seeing you there and meeting up with you again in the near future – until then take care.

**The Industry Development Team,
Tourism Northern Ireland.**

Section 1:
What You Need To Know

- Virtual Meet The Industry takes place **Tuesday 25th and Wednesday 26th of January.**

- Appointments will be made using Converve. Appointment requests will open from **Tuesday 18th January.**

- During the video meeting, there is the facility to share your screen to show images /presentation etc.

- The event will run from **9:15am to 6.00pm,** allowing you flexibility in arranging meetings throughout the day to suit your own schedule. There will also be a 1-hour prescheduled lunch break.

- Each meeting will be **10 minutes** long followed by a 5 minute break between meetings. After 8 minutes you will get a 2 minute warning that the appointment will be coming to an end. It is up to you to end the call as the video call will not automatically end.

- We will be hosting a **Virtual Event training session** which will take place on **Friday 21st January at 10am.**

- Please ensure you have the latest version of Chrome or Firefox loaded onto your PC or laptop when you are using the Converve system.
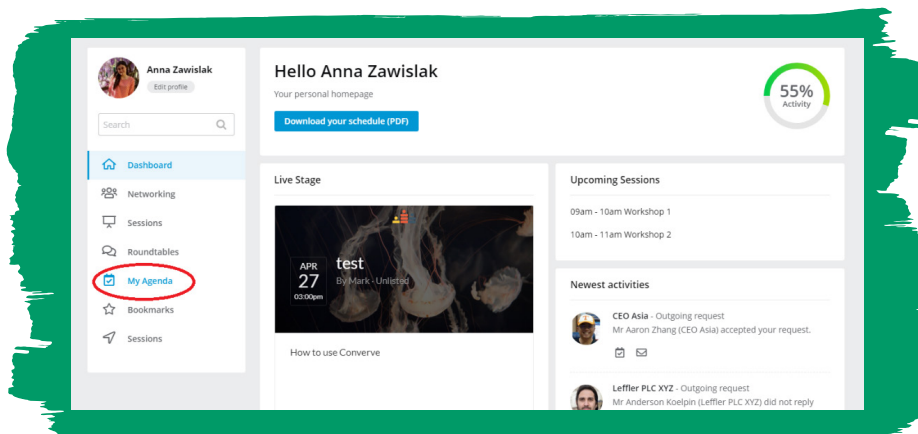
Section 2:

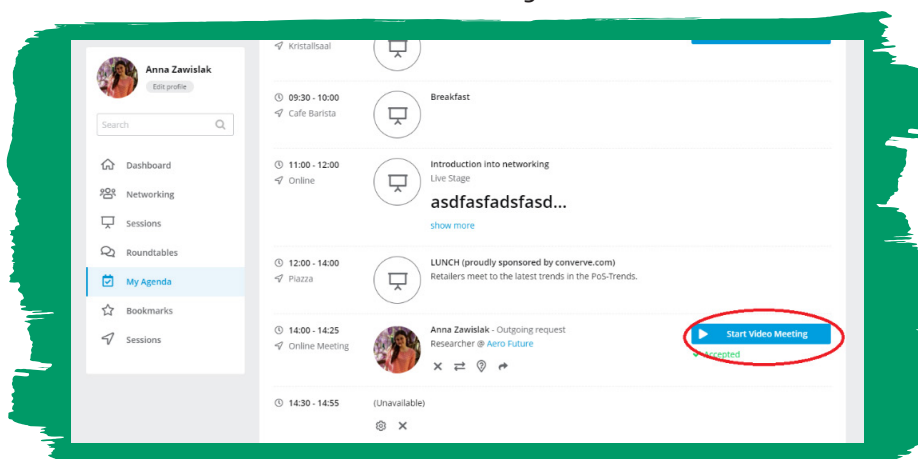# Using the Converve Appointment Platform

Those of you that have attended Meet The Buyer previously will have used Converve when scheduling your appointments and for the meetings at last years virtual event.

Quickstart

To join your meetings on the day of the event, open the Converve Event platform and open "My Agenda".
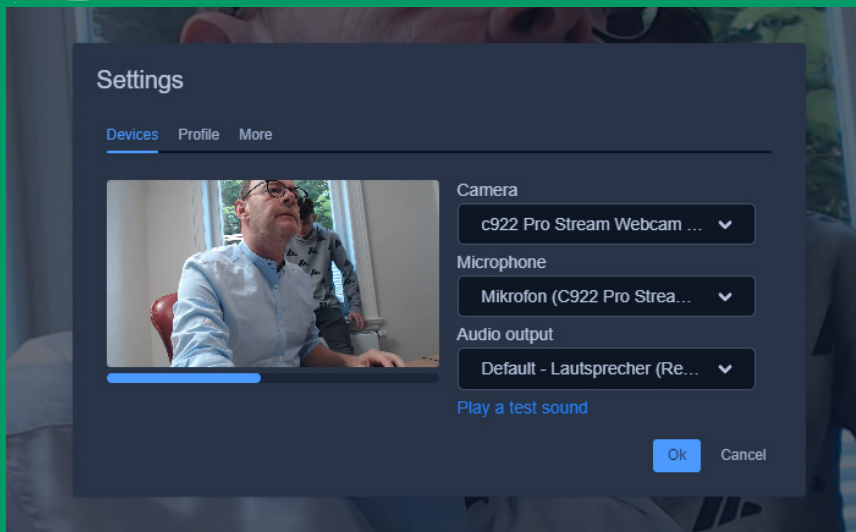

All scheduled meetings can be accessed on this tab. At the time of the meeting click on the button "Start Video Meeting".

Please allow the use of the microphone and camera so that the meeting can start when both parties have started the video meeting.
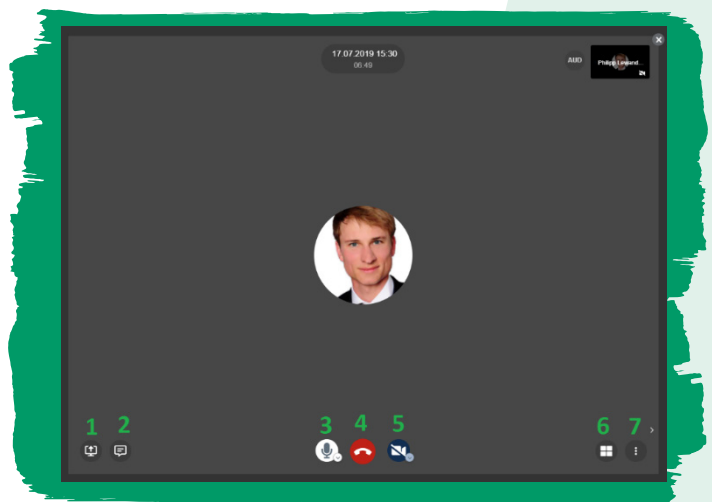
Before the meeting

1. Open the device settings at the bottom right of the meeting window.

2. Select your preferred web camera and audio input and output.

3. Start a test sound, speak a little into the microphone and pay attention to the blue bar below your picture. If it is moving while you are speaking speak, everything is ok.

If you can see yourself, the blue bar is moving while you are talking and you can hear a test sound you are then ready to start the meeting.

Meeting Controls

1. "Share screen" offers the possibility to stream your own screen or special applications or tabs live for your meeting partner.

2. Opens and closes the chat function.

3. Activates / deactivates the microphone mute.

4. Exits the video call.

5. Stops / starts the broadcast of your own webcam.

6. Activates / deactivates the tiled view:

- Additional Settings

- Language

- Video quality

- Device settings
  Camera and microphone selection
  Sound test

- Profile settings

- Full screen mode

- Shortcut keys

The Converve Meeting solution is web based and can be used on both desktop and mobile devices. We recommend that meetings be carried out on larger devices, such as desktop computer or notebooks, as features such as screensharing may be difficult to use. We recommend using the latest versions of Chrome or Firefox.

Desktop Computer & Laptop requirements

It is important that you run the latest version of your browser. Below you will find the minimum operating system requirements:

Windows: Windows 7 and later

Mac: MacOS 10.10 and later

Linux: Any x64 based system

Supported browsers

We recommend using the latest versions of Chrome or Firefox.

Chrome

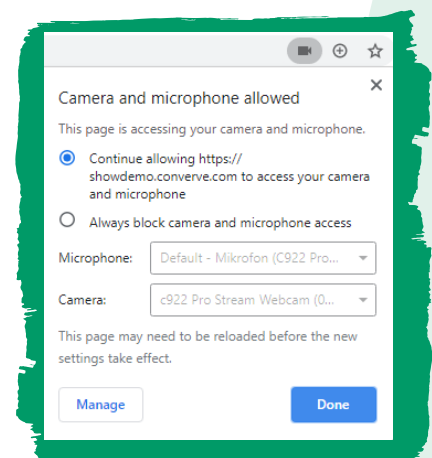Your microphone and camera settings can be accessed directly in Chrome.

Camera:
Settings -> Privacy and security -> Site Settings -> Camera
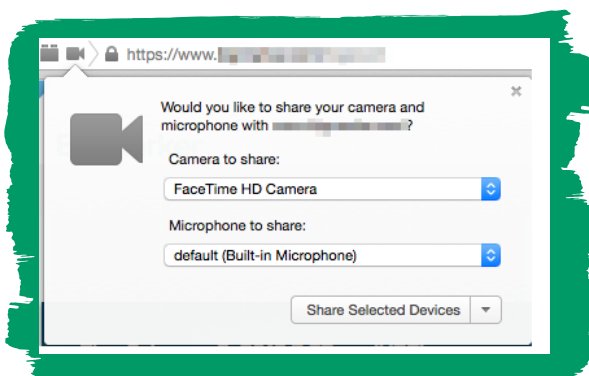
Microphone:
Settings -> Privacy and security -> Site Settings -> Microphone

When the meeting starts, please allow both the microphone and the camera to be used.
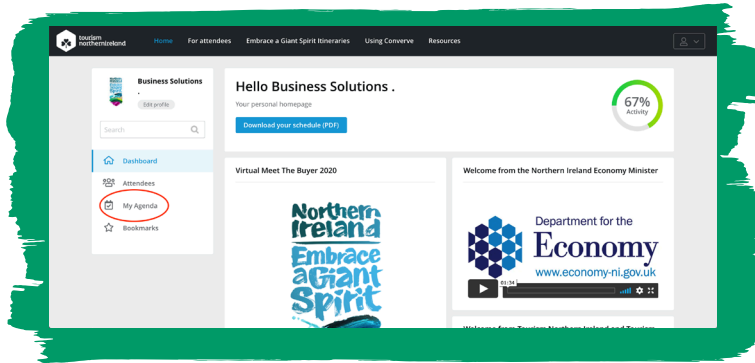

Firefox

When the meeting starts, allow both the microphone and the camera to be used:
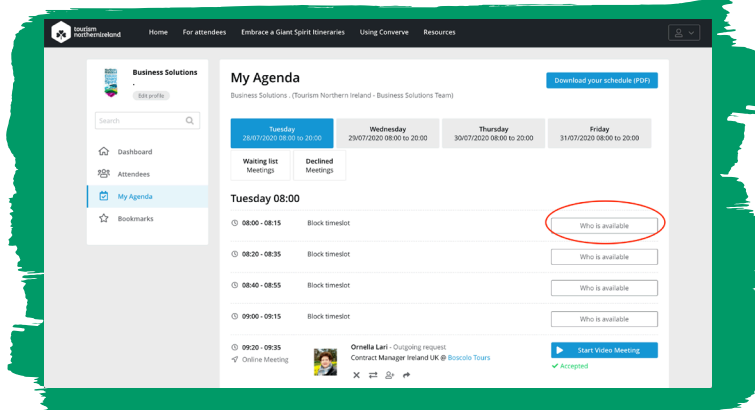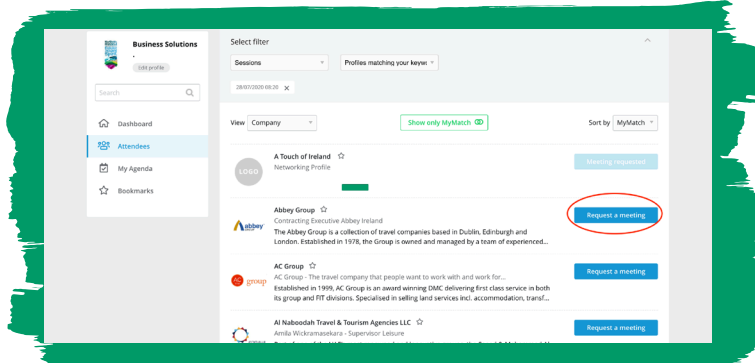
How to Schedule an Appointment

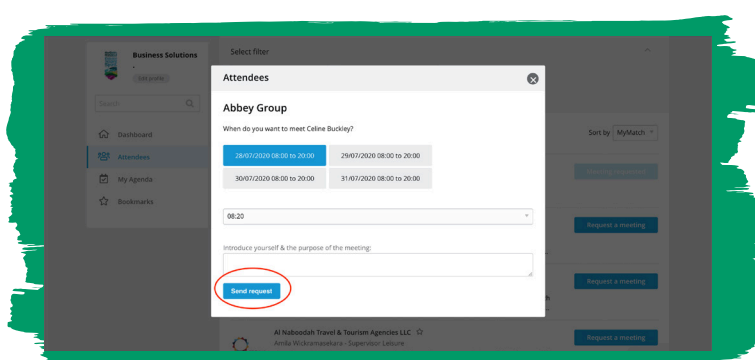Once the appointment setting function is open please click on My Agenda.

At the time you wish to make the appointment click on Who is Available to see the list of industry who are free at this time.

Click on Request a Meeting on the required company.

Add any information you wish to tell them and click Request Meeting.

Section 3:

Converve Platform FAQ's

How do I take appointments with the industry?
The meeting agenda is as per our Meet The Buyer event. You will have your meeting schedule and each appointment will have a 'start video meeting' and 'end video meeting' button.

Am I expected to be available all day of the event from 9:15am to 6.00pm?
Industry can tailor their schedule to suit their own needs over the course of the day. You can block out individual time slots when you are not available to ensure no one can request a meeting with you at these times.

Can I change my appointment once Meet The Industry has started?
You can change your appointments up to and during the meeting in the meeting scheduler.

How do I get to my next appointment?
By using the meeting agenda – 'Start Video Meeting' and 'End Video Meeting'.

What happens if I need technical assistance on the day - who do I contact?
You can request technical support whilst in the Converve platform. If your issue is logging in to Converve please contact us at tourismni@event-ful.co.uk

Can I show video/share my presentation through the platform?
You can share your screen as shown in Section 2. You can also use a chat function during your meeting to direct to your website or other links that you are talking about during the meeting.

Is there any further video content/resources on the platform to view if in between appointments?

Tourism NI will offer industry the option to view additional content within Converve. There will be a pre-recorded welcome message from Tourism NI Chief Executive John McGrillen. There will be additional supports and links to further relevant content on our website. These will be available to view throughout the duration of the Meet the Industry Event.

What happens if there are no-shows, cancellations or I cannot attend an appointment?

If you are running late or can no longer make an appointment, please make the individual you are meeting aware. If there are circumstances in which you become unavailable for a period of appointments please let us know at the **help desk** in Converve. Alternatively if the person doesn't make your appointment please feel free to view our resources before your next appointment. You will have their details to arrange a discussion again later that day or following the event.

Will meetings auto time-out and be cut-off or will it be up to attendees to finish on time?

It is up to attendees to finish their appointments on time. The appointments will not end themselves. Meet The Industry appointments are 10 minutes with a 5 minute break which gives you time to prepare for the your next meeting or to take a short break.

We're here to Help!

Tourism Northern Ireland are happy to work with you during and following the virtual event, providing advice and assistance.

- The Tourism NI website has a dedicated COVID-19 section which you can visit by going to - https://www.tourismni.com/covid-19 . Here you will find information about mitigating the effects of COVID-19 with clear guidance on keeping your customers safe, finding financial support and advice on recovery.

- Tourism NI are continuing to do all we can to support our tourism businesses. We have coordinated a series of tailored Tourism Enterprise Development (TED) webinars designed specifically for the NI tourism and hospitality industry at this difficult time – open to all industry. https://www.tourismni.com/build-your-business/events-webinars

- To keep up to date with all forthcoming events and activity ensure you are signed up to our mailing lists by signing into your account on www.tourismni.com and going to Preference Centre (tourismni.com)

- Remember to get join the conversation during the event with the hashtag #MeetTheIndustry

Contact a member of the Industry Development team at industry.development@tourismni.com if you require any further information.

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