



CDU Virtual **Open Day**

Access anytime, anywhere on any device

virtualopenday.cdu.edu.au

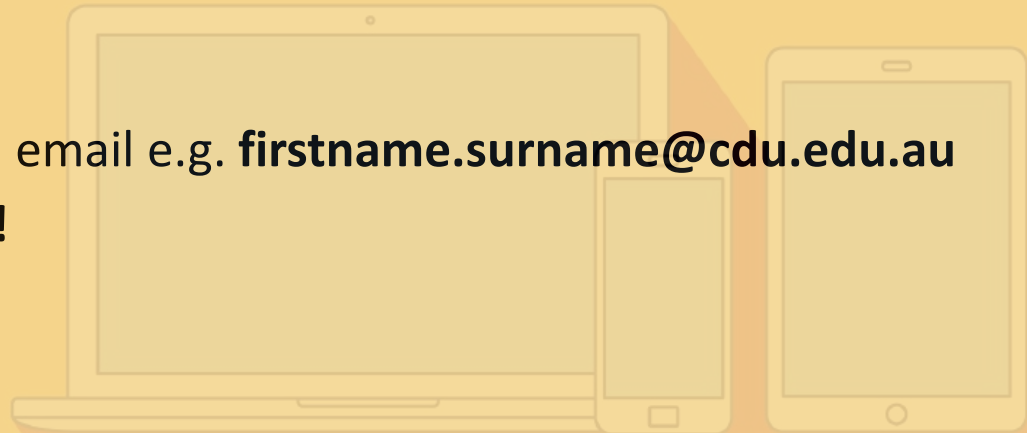
VIRTUAL OPEN DAY STAFF HANDBOOK

All booth representatives should be registered, if not please contact us via CDUEvents@cdu.edu.au or in our Teams Meeting

➤ Staff can only access the platform via <https://virtualopenday.cdu.edu.au/>

➤ **Login:**

- Email: use your CDU email e.g. **firstname.surname@cdu.edu.au**
- Password: **Cdu2021!**



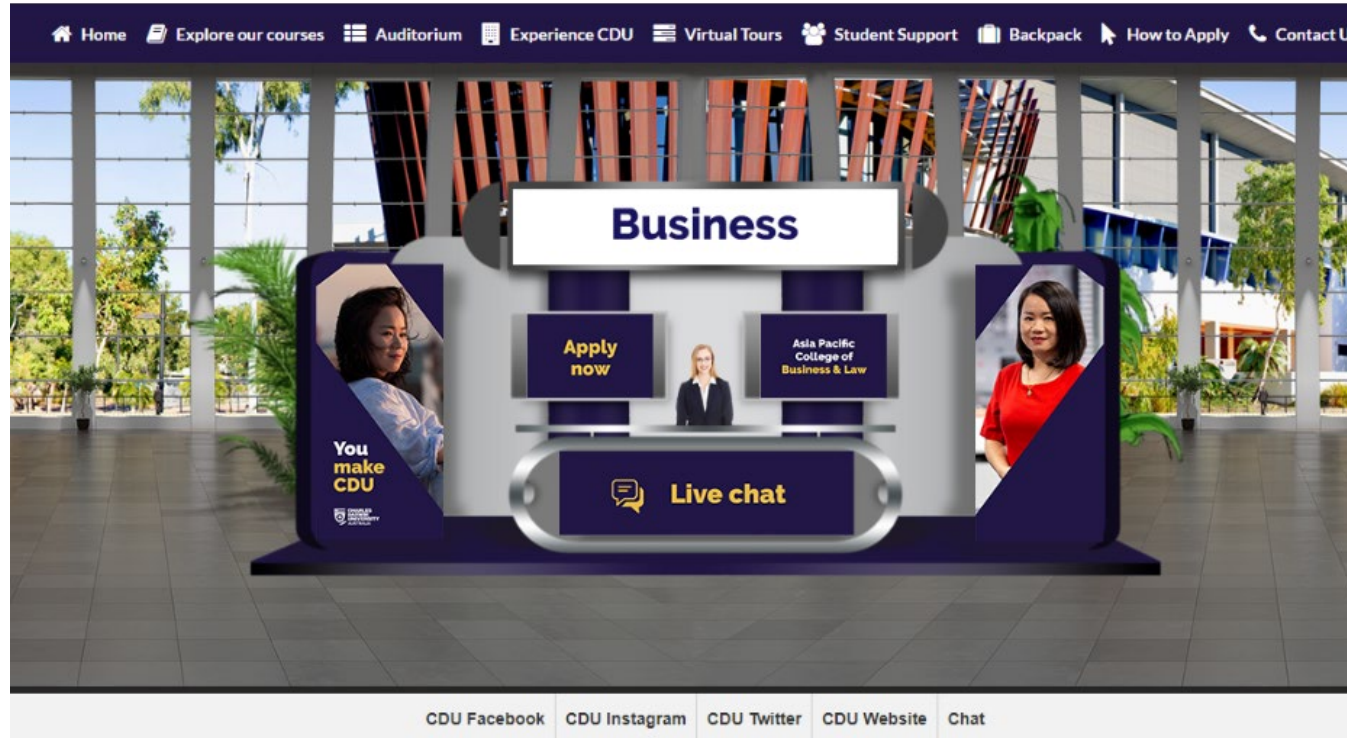
Lobby

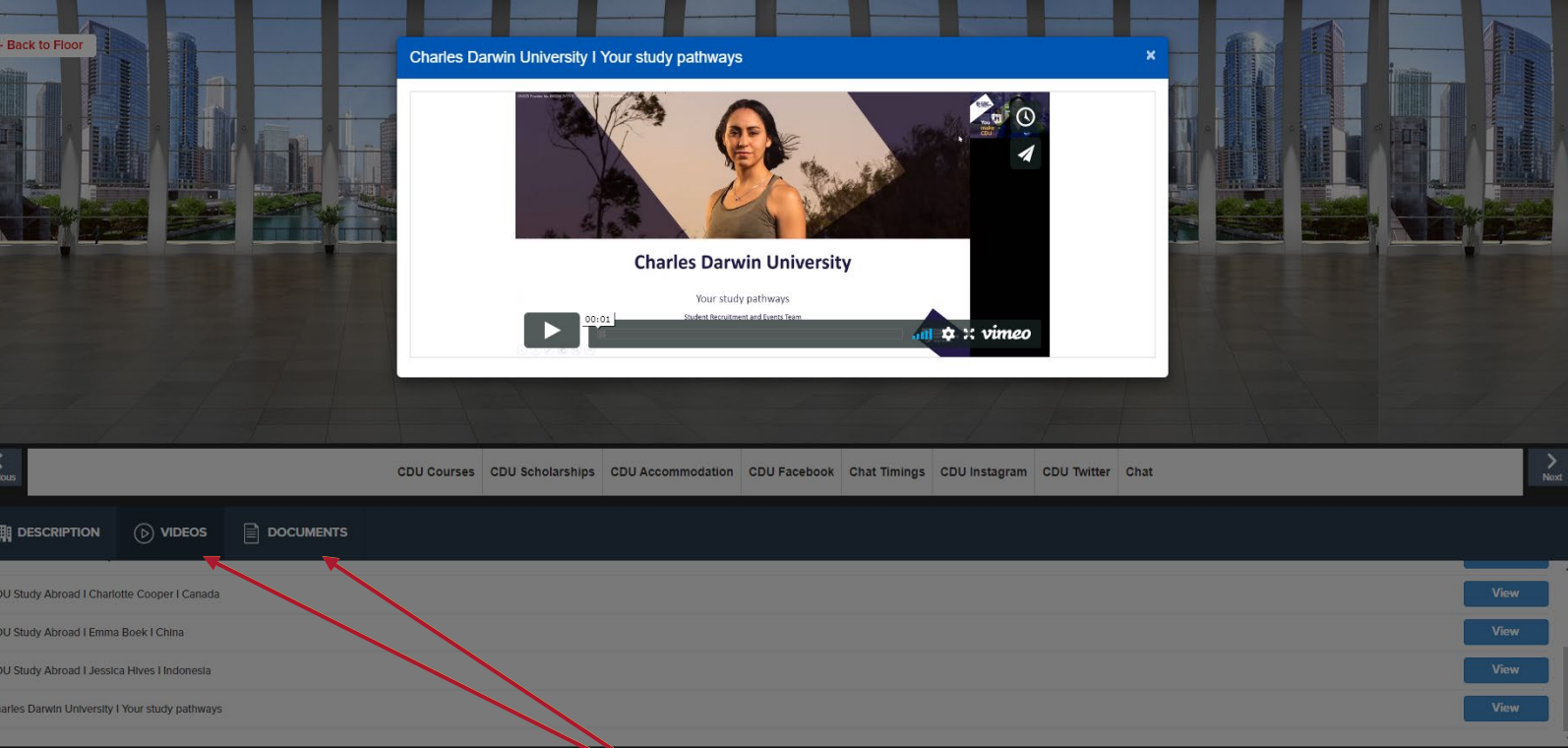
Visitors can click on banners and view videos



Visitors can click on the Information Desk and find out more information about booths and webinars

Virtual Booths look like this:





Virtual Booth

Within each booth, you can watch videos and view documents.

To access the Public Live Chat:



OPTION 1:

Search for your booth at the top of the home page

OPTION 2:

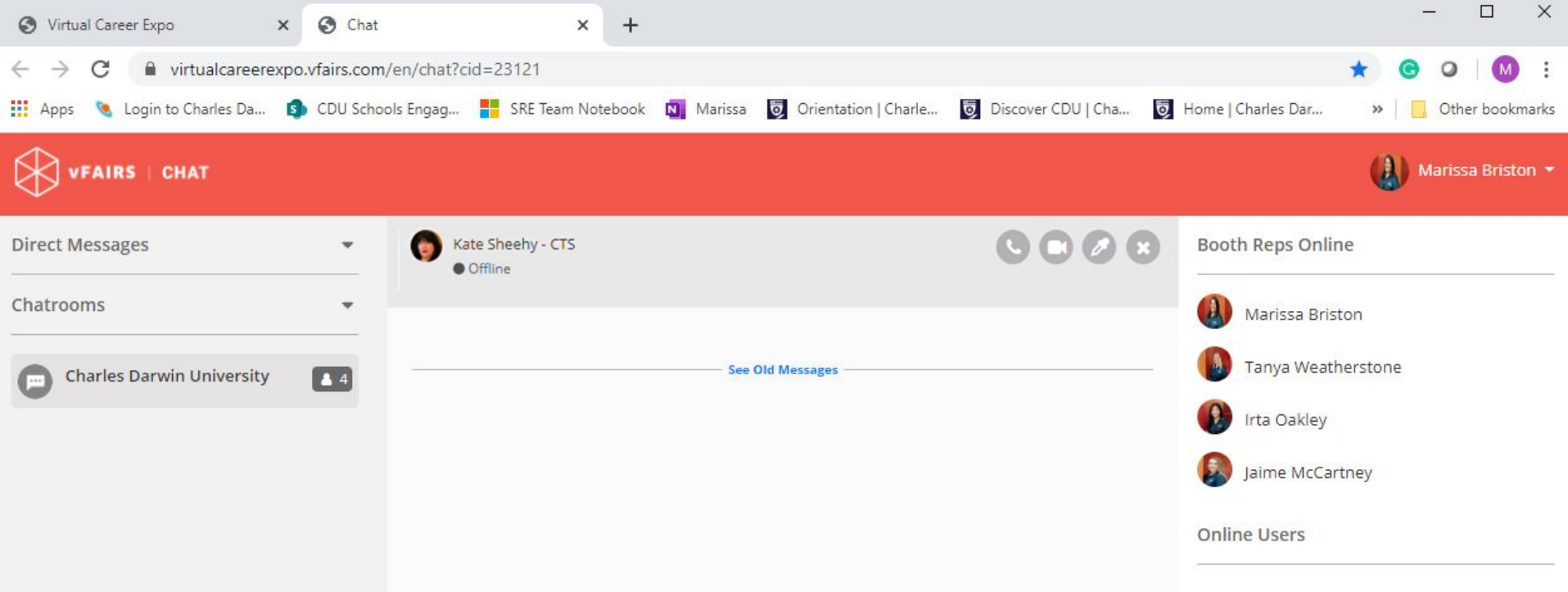
Click on '**Exhibit Hall**' then scroll to find your booth

OPTION 3:

Click on the '**Information Desk**'
Click on 'CDU Directory'

NEXT

- Open your booth, and click on 'Chat'
- A separate Chat box will open up.
- Please ensure there is **at least one staff member online** for the duration of the event.



This is what the **PUBLIC Live Chat** space looks like
Watch a Live Chat Demonstration:

<https://vimeo.com/595745908> (Password VOD2021)

Virtual Career Expo x Chat x +

virtualcareerexpo.vfairs.com/en/chat?cid=23121

Apps Login to Charles Da... CDU Schools Engag... SRE Team Notebook Marissa Orientation | Charle... Discover CDU | Cha... Home | Charles Dar... Other bookmarks

VFairs | CHAT Marissa Briston

Direct Messages

Chatrooms

Charles Darwin University 4

Kate Sheehy - CTS
Offline

What is vertical market for Private LTE Network from your experience?

Amdocs Solution Engagement - Min Huang: July 23, 10:50 pm
Hi Kent, we are seeing a lot of interests from utilities, health care and education sectors

kent chi: July 23, 10:53 pm
Are you in Southeast US?

Amdocs Solution Engagement - Min Huang: July 23, 10:57 pm
Hi Kent, I am based in Virginia, USA. ET timezone

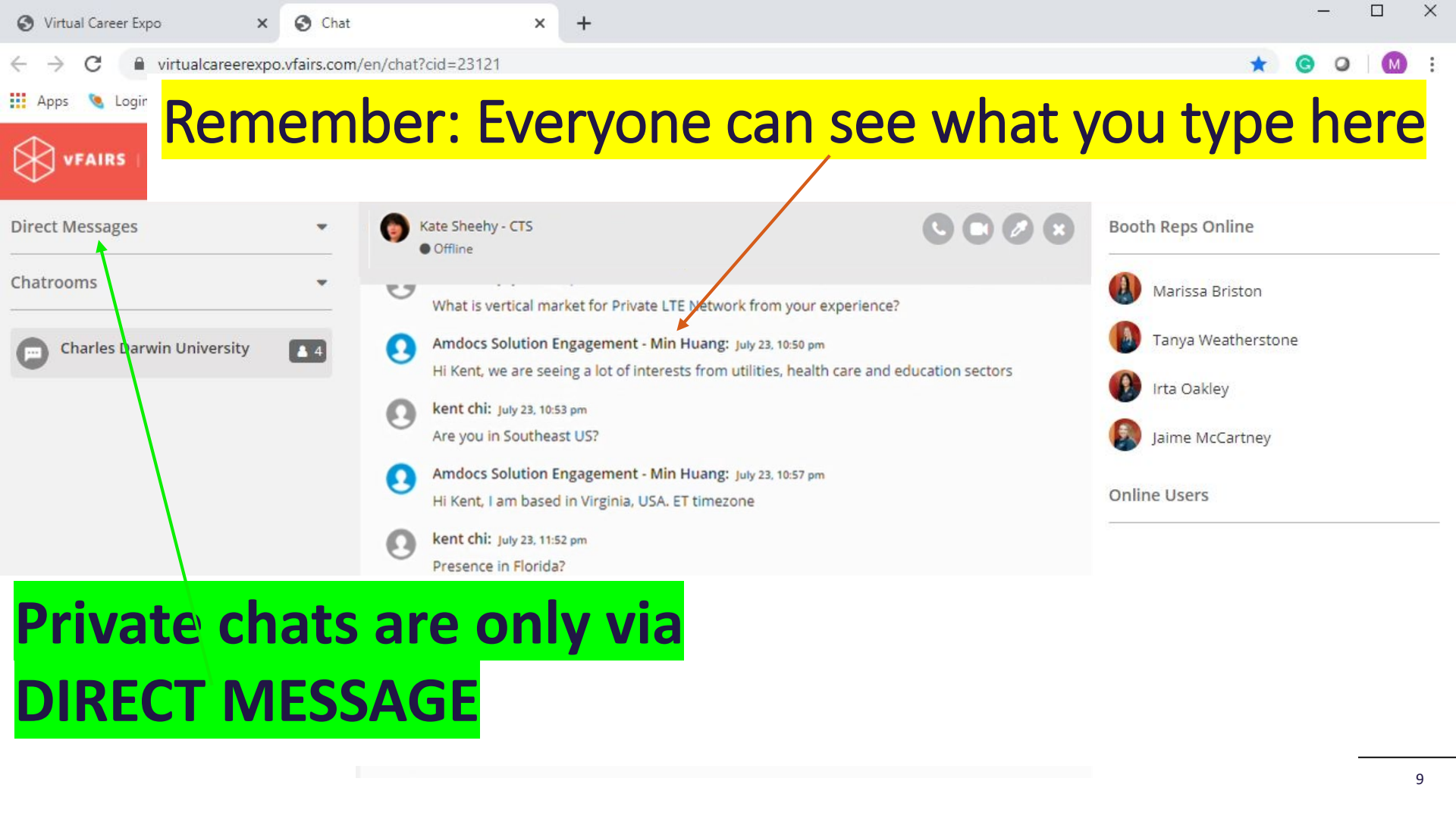
kent chi: July 23, 11:52 pm

Booth Reps Online

- Marissa Briston
- Tanya Weatherstone
- Irta Oakley
- Jaime McCartney

Online Users

Please monitor your **PUBLIC** live chat as there are no alerts when a new message appears



Direct Messages

Chatrooms

Charles Darwin University

Kate Sheehy - CTS
Offline

What is vertical market for Private LTE Network from your experience?

Amdocs Solution Engagement - Min Huang: July 23, 10:50 pm
Hi Kent, we are seeing a lot of interests from utilities, health care and education sectors

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Amdocs Solution Engagement - Min Huang: July 23, 10:57 pm
Hi Kent, I am based in Virginia, USA. ET timezone

kent chi: July 23, 11:52 pm
Presence in Florida?

Booth Reps Online

- Marissa Briston
- Tanya Weatherstone
- Irta Oakley
- Jaime McCartney

Online Users

Private chats are only via
DIRECT MESSAGE



Direct Messages

- Zara Clark
- Lily Trench
- Marissa Briston 2

Chatrooms

- Charles Darwin University 2

Kate Sheehy - CTS
● Offline

Hi

Marissa Briston: June 05, 4:05 pm
Call Started

Marissa Briston: June 05, 4:06 pm
Call Started

Marissa Briston: June 05, 4:06 pm
Call Started

Marissa Briston: June 05, 4:07 pm
Call Started

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Call Started

Marissa Briston: June 05, 4:07 pm
Call Started



Booth Reps Online

- Marissa Briston
- Tanya Weatherstone

Online Users



Staff can also click on individual visitors and initiate video or voice calls

Live Chat tips (you can copy and paste these and adjust accordingly)

1. Please respond ASAP if someone connects with you:

JOHN SMITH:

Hello, I have worked over 20 years in the industry, what course do you recommend and how do I apply for your course?

YOUR RESPONSE:

Hi John! Thank you for your questions. Please allow me a few minutes to answer your question in full.

Please remember your prospective student customers may disappear if you take a while to answer. We advise getting back to them as soon as you can.

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FAQ

Q. Is it possible to have more than one staff in the chatroom?

A. Yes. All staff that have put their name down to represent a booth will have access to that booth simultaneously.

Q. Will a transcript of the live chats be available after the event?

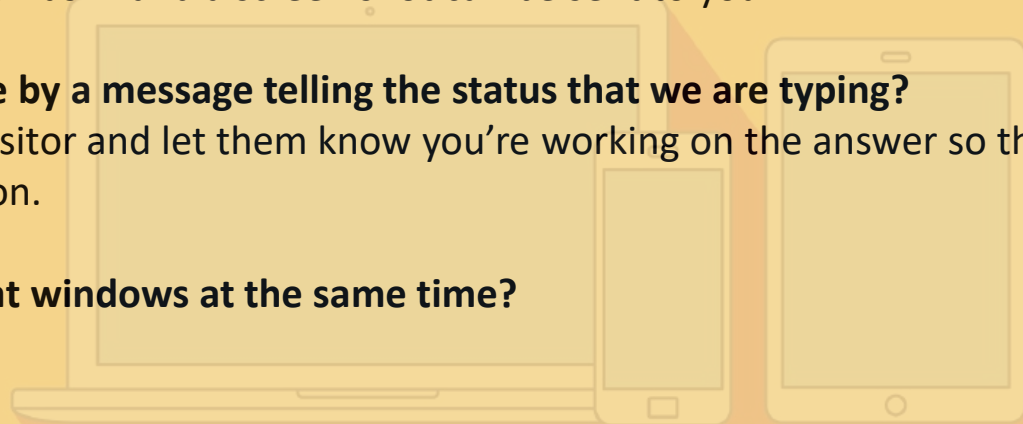
A. If you require a transcript of your 1-1 chat, please email CDUEvents@cdu.edu.au with the student name and which booth it was in and a screen shot can be sent to you.

Q. While we are typing will there be a message telling the status that we are typing?

A. No, please acknowledge the visitor and let them know you're working on the answer so they know you have seen their question.

Q. Can the visitor have many chat windows at the same time?

A. Yes.



FAQ

Q. Can the visitor be allocated to staff members?

A. No, please talk to your team directly (Jabber, Teams Chat etc) and allocate chats through there. Alternatively, direct message your staff on the Virtual Open Day platform (direct message will only appear to that individual).

Q. What if I am asked a question that is not for my discipline or department?

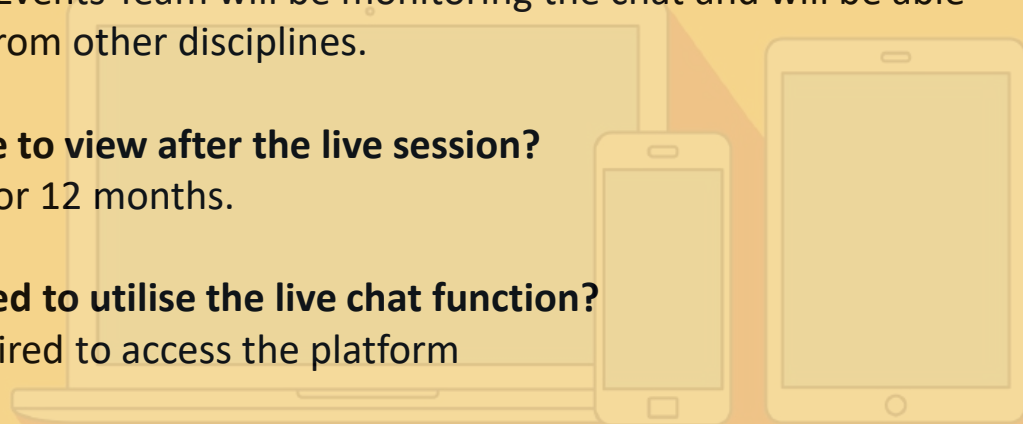
A. The Student Recruitment and Events Team will be monitoring the chat and will be able to assist with general questions from other disciplines.

Q. Will the webinars be available to view after the live session?

A. Yes, they will remain online for 12 months.

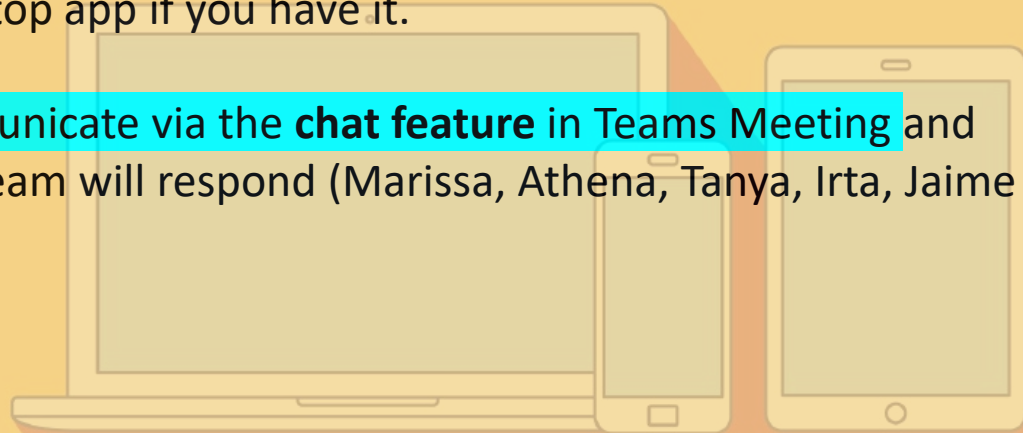
Q. Is a certain bandwidth required to utilise the live chat function?

A. Minimum of a 100MBS is required to access the platform



If staff have questions during the Event:

- We have created a **Teams meeting** where staff can join for the duration of the event
- We recommend having this teams meeting open in another tab of your browser or have it running on the desktop app if you have it.
- For assistance please communicate via the **chat feature** in Teams Meeting and someone from the Events team will respond (Marissa, Athena, Tanya, Irta, Jaime or Nandini).



Questions?



Please email CDUEvents@cdu.edu.au or call 8946 7299.