# Grip Matchmaking Solution FAQ

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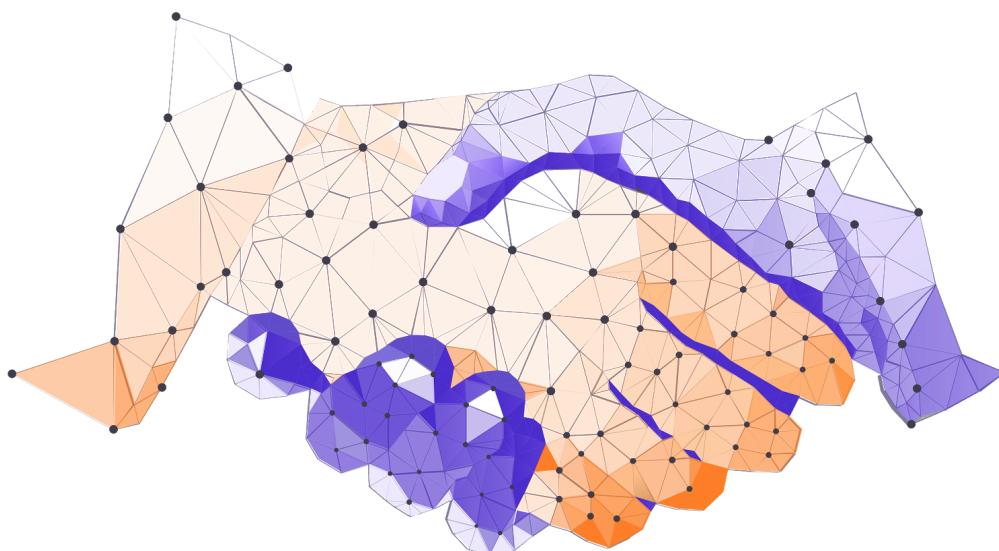
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## Why Grip?

Grip is the first and most advanced **AI-powered event networking solution** on the market. We empower professionals and the event industry by providing **full-cycle support** that facilitates **quality interactions**. At its core, our proprietary technology drives intelligent recommendations through Grip's **self-learning matchmaking engine**.

As a multi award-winning global leader in **AI-powered matchmaking**, we pride ourselves in being innovators with event success as our primary focal point. Our technology enables a **higher return on time** for professionals, and a **higher return on investment** for exhibitors, sponsors and event organisers.

Networking is an art, but matchmaking is a science. We use **natural language processing**, **advanced algorithms** and **deep neural networks** to constantly learn about the professional goals and interests of visitors, exhibitors and sponsors. Their success is our business; your objectives are our starting point.

## Access to Grip

**Who can access GRIP?**
Exhibitors/attendees who have registered for your event have access to Grip. Separate registration for GRIP is not required.

**How can I access Grip?**
We use a single sign-on, so once a user logs into their Online Event Pro platform, They will automatically be logged into the Grip platform.

**How many people can access the Grip?**
As long as you are registered to the conference you will be added to the attendee list

**Will the platform be available before the Event?**
In most cases, the Grip platform will be available a few days before the Event for participants to start networking and schedule meetings ahead of time.

**How long will the platform be available after the Event?**
In most cases, 30 days post live event, this is up to the Event organizer.

**Purchase additional registrations for Grip?**
Participants registered to your event will have access to Grip if they didn't opt out of the Networking functionality. If they change their mind and want to opt-in, you will need to reach out to your event organizer who flag the profile for Grip to update access.

## How does Grip AI work?

Grip's AI-powered matchmaking engine is a self-learning system that will continually deliver more intelligent recommendations to users, the more they engage with the platform.

Naturally, it takes a few swipes for Grip's matchmaking engine to learn about an individual's professional goals, so providing them with some initial interest matches while the AI learns their true desires is a fantastic way



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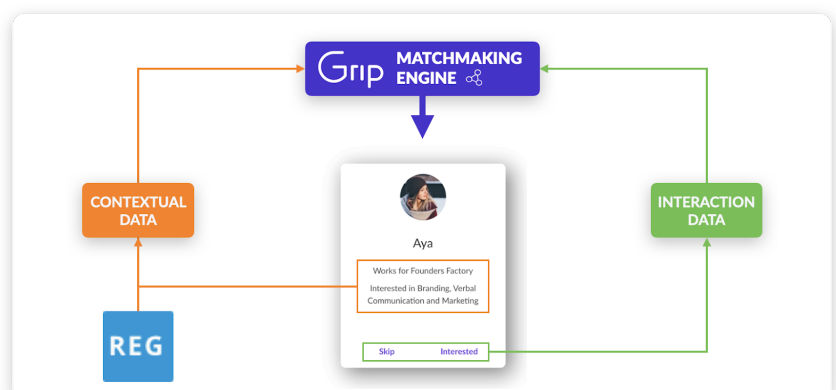
*to deliver immediate value when users first enter the platform.*

**How do  recommendations work in Grip?**

*Recommendations are based on user profile data and a user's interactions. The platform will make recommendations through interest matches and complimentary metadata in user's profiles.  As user's show interest towards specific profiles, our AI platform learns and provides new recommendations based on your positive interactions.  Recommendations will be provided during the entire event. Leads will be served to you by groups of 10.  This is why it is very important to optimize your profile.*

## My Profile in Grip

**Why do I need to edit my Profile when I access Grip?**

*When you login to the grip platform for the 1st time, we already have your profile with basic information collected at registration (FirstName/LastName/CompanyName). In order for you to get the most out of this event and connect with the most relevant leads, your profile will need to be optimized to reflect your true interests and the solutions you offer during the event. To update your profile, you will Navigate and click on the "profile" icon in the top right hand corner of the screen. Make sure your Headline and Summary are updated.*

**Why do I need to update my availability in Grip?**

*In order to connect at the times that work best for you, you will need to update your calendar availability in Grip. The reason for this is when anyone  schedules a meeting, both meeting requestor and recipient(s) calendars are observed to suggest times that are available for all parties. Avoid overlaps with your sessions and meetings.*

**How many characters for the various profile components?**

*Headline: 140 char. Summary 2000 car.  But we recommend keeping it short and concise.*

## Exhibitor company Profiles

**How do I Grip from the exhibitor listing page?**

*To access an exhibitor's profile from grip, an event guest will go to an exhibitor's virtual booth in the Online Event Pro platform. They will then Click on the "schedule a meeting" button in the virtual booth. That will take them to that exhibitor's profile page in Grip.*

**How do I edit my company profile in Grip?**

*Admin exhibitor representatives can update/edit their company profile directly  in Grip under* **'Teams'.** *All the basic information about your company will already be imported into Grip from registration.*

## Attendee Vs. Exhibitor Representative experience

**Who is listed under the company umbrella?**

*Personnel who are registered under a company as booth staff are listed in GRIP linked to that specific company.  All other personnel will not be linked to a company in GRIP.*

**What is the difference between the user experience of an  Attendee vs an exhibitor rep user experience  in Grip?**

*Attendees & Exhibitors who register to an event will see all the networking functionalities in Grip.*
*'Recommended for you', 'My interested list', 'Interested in me' ,skip list', 'Exhibitor list', 'attendee list', 'my schedule' etc.*
*What Exhibitor reps will have in addition to the above is access to 'Teams', which is a place to manage company inbound leads, share meeting calendars, manage all contacts, and leads generated during the event as a team.*

## Networking Functionality

**What is included in the networking suite?**

*The Grip Networking platform offers the following features*
- *1:1 virtual  meetings*
- *Multi-user meetings*
- *1:1 Chat Functionality*
- *Tailored recommendations for matchmaking*

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- *Live sessions + session chat (depending on the event)*

# Meetings

### What is the webinar platform used?
We use Whereby rooms, which is similar to zoom, google meet or microsoft teams. You don't need to have an account with this provider. The virtual rooms are directly embedded in the Grip platform.

### How do exhibitors/attendees connect?
1) Tailored recommendations that are powered by our AI learning software which makes intelligent recommendations for potential matches during the event.

If participants are not recommended to connect by Grip AI, users can also search and find potential connections using the following methods:

2) Users can manually searching by exhibitor or attendee name, keyword, company name, location, job title, industry

### How many outstanding handshakes can an exhibitor have?
There is no limit to the amount of outstanding handshakes you can have.

### How many connections can an exhibitor have?
There is no limit to the amount connections an exhibitor can have

### How are exhibitors notified of a handshake?
Once handshake is accepted, you will receive a notification in the notification (bell) icon in grip. you will also receive an email notification of a completed connection.r

### Can 1:1 meetings be forwarded to include more people?
You can now schedule multiple user meetings right away without having to forward to any other participants. Additional participants can be invited after the meeting is scheduled. The maximum capacity of the virtual meeting room is 50 people.

### What happens if a handshake is rejected (skipped)? Is the exhibitor notified?
If a 'handshake' is 'skipped', the exhibitor or attendee 'skipped' will not be notified. Skipping is anonymous. You can also 'unskip' someone.

### What notifications on meeting requests do exhibitors get?
Meeting notifications happen in the Grip platform and are sent through email as well. Users receive email notifications for meeting transactions and reminders.

### Where are scheduled meetings listed?
Scheduled meetings are located in the "My schedule" tab on the left side of the platform.

### What time zone are meetings in?
The event has a central time zone but each user will view their schedule in their own local time zone, based on the local computer of individual users.

### Can we still request a meeting with ppl even if we didn't match with them?
Yes you can search for them or go to the attendee list and request a meeting

### How to cancel a meeting/reschedule- both in 1:1 and Group meeting rooms
Meetings can be rescheduled or cancelled after the initial meeting request has been accepted. The requestor or recipient have the ability to cancel or reschedule the meeting. They will have to find the meeting in the "my schedule" tab. From there they can cancel or reschedule the meeting.

**Can we add more people to a meeting?**
Yes, once a meeting is accepted, we can go ahead and add more ppl

**Can Event organizers see everyone's meetings scheduled and availability?**
*They will have a dashboard where they can't see individual details but who is on and off...*

**Will there be text/email notifications on meetings?**
*Emails + notifications in the platform when meetings are requested*

**Is there an amount limit for meeting requests?**
*No limit. However, you can limit the number of pending meeting requests someone can have at the time. It can be done by participant type (Exhibitor/attendee/sponsor etc.)*

**Do meeting invites work with google calendar?**
*Yes + outlook cal. For the meeting to start you will need to be on the platform to open that virtual meeting room.*

**Are meeting requests based on Exhibitors or attendees?**
*Any participant type can request meetings, this is something you can customize as you wish.*
*(let your Project manager and customer success know before the Event launch)*

## Chat:

**Can chats be reviewed by the exhibitor later?**
*Yes. Chats can be reviewed and responded to as long as the event platform is active. (this will be up to the event organizer)*

**How long are records of chats kept?**
*Chats are kept as long as the event is live. Chats are private between the two users who are participating in it.*

**Can video meetings be recorded?**
*Virtual meetings in Grip can not be recorded.*

**What is the difference between Whereby room chat and Live session chat?**
- *The whereby room chat is only visible to the meeting attendees in the room. There is no ability to moderate this chat.*
- *The live session chat is located next to the room chat. Information communicated on this chat is public across all the meeting rooms. This chat section can be moderated by the event organizer.*

**Can you attach files to chat?**
*No, only web links.*

**Can you share a screen in a virtual meeting?**
*Yes you can. Please be aware that some desktop applications are not supported for sharing with Whereby (such as PPT.)*

## Data & Exports:

**Exhibitors: Can I get a data download of all the people who showed interest in my company?**
- *If your company is using 'Teams', you will be able to download the list of contacts made during the event*
- *You will also be able to download the list of meetings scheduled during the event*
- *You will not be able to audit the number of participants who have shown interest in your company, the leads will need to be converted into connections first*
- *All exports are under CSV format*

**Attendees: Can attendees export their meeting information?**
- *At any point during the event, attendees can go to their profile and export the list of all their meetings in CSV format.*

**Can I export contact information?**
*No as with the GDPR we won't be giving contact info with those CSV files, only data such as: 1st and last name - company name can be exported.*

**Can we see who visits a page without scheduling a meeting?**
*You can see who has requested a meeting, shown interest but not who visited your company page.*

## Random:

**Can you show a list of all the products provided or can you request other products to be listed?**
*Yes, we can share a list of products, those are set and can't be edited.*


*More support articles: [https://support.grip.events/](https://support.grip.events/)*