

Virtual Event Chat & Collaboration Moderators Training Agenda

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OVERVIEW

This training is intended for the event chat moderators and is covering both the moderator's and the attendee's view of the virtual events platform chat widget.

Objectives

- How to access the moderator's view?
- How to get attendees' pending messages?
- How to manage your groups?
- Get the recommended workflows and best practices.

Agenda

Topic	Instruction:
Greeting/ Introduction	
Attendee View	<ul style="list-style-type: none">• Registration• Sign in to the event site
Getting started	<ul style="list-style-type: none">• Allow toast notifications
	<ul style="list-style-type: none">• Enable Chat• Show full name
Chat with us	<ul style="list-style-type: none">• During Live Sessions• In channels• Automatic Message
Moderator View	<ul style="list-style-type: none">• Direct Link• Navigate to the moderator view• Manage Settings• Validate Assigned Groups• My groups• Get pending messages• Choose a conversation• Block users

	<ul style="list-style-type: none">• Resolved conversation• Clear all messages
Live Demo	
Getting Help / Questions	
