

Your Cvent Virtual Attendee Hub[®] Support Options



Welcome to the Cvent Virtual Attendee Hub[®]! We're excited to get started and help launch your virtual event. We've put this roadmap together to cover some important differences between the onboarding process that comes standard with the Virtual Attendee Hub and the additional support that's provided with our Virtual Event 360 Professional Services offering.

The exact amount of time that you'll need will depend on factors like the solutions and features you're implementing and the complexity of your event. We recommend that you plan for **at least 5 weeks for Virtual Attendee Hub configuration** after your event and registration has been built and launched, which typically takes 3-8 weeks. Your Cvent team will help you put together a more detailed timeline.

The journey is broken down into a few key components:

Virtual Attendee
Hub Kickoff

Virtual Attendee Hub
Configuration

Pre-Event
Preparation

Event Day

	STANDARD ONBOARDING JOURNEY	VIRTUAL EVENT 360 PROFESSIONAL SERVICES
<p>Virtual Attendee Hub Kickoff</p> <p><i>Timing: At least 6 weeks before your event start date</i></p>	<p>Our teams will meet to:</p> <ul style="list-style-type: none"> • Define your goals • Align on your virtual session strategy • Collect detailed event information • Discuss your requirements • Understand your team’s proficiency with our solutions • Set the right expectations <p>From there, we’ll create an accurate timeline for you and prepare your team to begin Virtual Attendee Hub configuration.</p>	<p>Our teams will meet to:</p> <ul style="list-style-type: none"> • Define your goals • Align on your virtual session strategy • Collect detailed event information • Discuss your requirements • Understand your team’s proficiency with our solutions • Set the right expectations <p>From there, we’ll create an accurate timeline for you. Your dedicated Project Manager will oversee the process and each phase of your event lifecycle:</p> <ol style="list-style-type: none"> 1. Strategy 2. Event Build and Promotion 3. Day-of Event 4. Post-Event
<p>Virtual Attendee Hub Configuration</p> <p><i>Timing: At least 4-6 weeks before your event start date</i></p>	<p>We’ll provide the necessary training and materials, so that your team can configure the Virtual Attendee Hub, including:</p> <ul style="list-style-type: none"> • Session configuration • Speaker configuration • Exhibitor and sponsor configuration • Appointments set up • Survey configuration • Graphics upload <p>Over a series of calls, we’ll work together to complete configuration at least 1 week before your event begins.</p>	<p>Our team will handle Virtual Attendee Hub configuration for you. Based on the scope of your project, this could include:</p> <ul style="list-style-type: none"> • Advanced production sessions • Session configuration • Speaker configuration • Exhibitor and sponsor configuration • Appointments set up • Survey configuration • Graphics upload

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<p>Pre-Event Preparation</p> <p><i>Timing: At least 1 week before your event start date</i></p>	<p>We'll do a dry run prep call, where we'll:</p> <ul style="list-style-type: none"> • Train your team on how to host dry runs with your hosts and speakers • Review the event planner experience • Dry run a live stream session, including reviewing the speaker, host, and attendee experiences • Dry run a collaborative session <p>From there, you'll use the week leading up to your event to do the actual dry runs with hosts and speakers as you see fit.</p>	<p>As your event gets closer, your Project Manager will put together a run-of-show for each session to ensure smooth execution when your event goes live. They can also provide end-to-end management of these sessions, depending on your project.</p> <p>They will also host dry runs to properly train your hosts and speakers, so that they're well-prepared. We'll make sure that we have the right experiences set up for hosts, speakers, and attendees.</p>
<p>Event Day!</p>	<p>Your team is ready to deliver a great event and experience for attendees. If you need any help during your live event, our Cvent Customer Support team is your first line of defense.</p> <p>You can call and reach them around the clock, 24 hours a day, 7 days a week.</p>	<p>It's event day! We're ready to deliver a great event and experience for attendees together. Your Project Manager will run point on supporting your live event. Depending on the scope of your project, they may also be assisting with:</p> <ul style="list-style-type: none"> • Webcast support • Green room management • Advanced production <p>You'll also be able to get in touch with our Cvent Customer Support team for help. You can call and reach them around the clock, 24 hours a day, 7 days a week.</p>
<p>Cvent Team</p>	<p>Account Manager Client Success Advisor Solutions Specialist</p>	<p>Project Manager Account Manager Client Success Advisor</p>