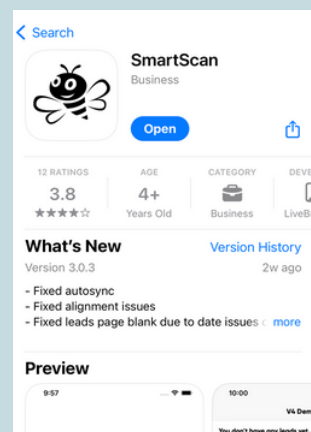# SmartScan
Lead Generation App

Top Benefits

- **Instant Access to Visitor Details-** Retrieve qualified information (including name, company, job title, email, and phone number) instantly after scanning a visitor badge.
- **Easy Onboarding-** Effortlessly send activation codes to every exhibitor badge holder in your team via email or text through the Exhibitor Hub, with no additional cost for multiple users.
  Live Data Uploads Seamlessly synchronise all captured data to your Exhibitor Hub, ensuring live updates on a user-friendly spreadsheet for effortless follow-ups.
- **Demonstrate ROI** Track your total number of leads during the exhibition, giving a direct measure of opportunities generated. Linking these leads to converted sales, to track the effectiveness of exhibiting.
- **Additional data captured** through personalised questions and digital notes.

Activation Process

**Step by step process to download and activate the app.**
1. Download the app by searching SmartScan on your chosen device and look for the LiveBuzz icon (as shown below).
2. Go onto your exhibitor hub, click on the Setup SmartScan tile and then the activation code and user guide tile. On this page your activation code for your team will be displayed.
3. Go back to the app enter in the Activation Code and give your device a name.
4. Once you have read and accepted the disclaimer please ensure you allow access to your camera.
5. You're ready to scan!

SmartScan App

Using Smart Scan App-
1. Open smart scan app
2. Hit the 'Scan' button in the bottom left hand corner.
3. Scan the QR code on their badge.
4. Verify the leads contact details with them.
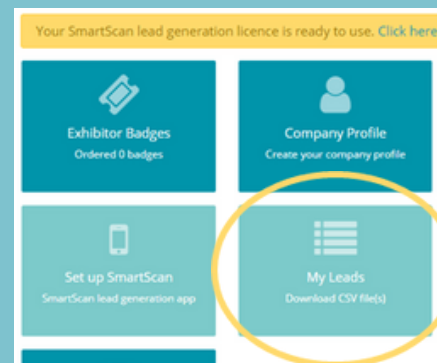5. Add notes and/or answer the preset questions.
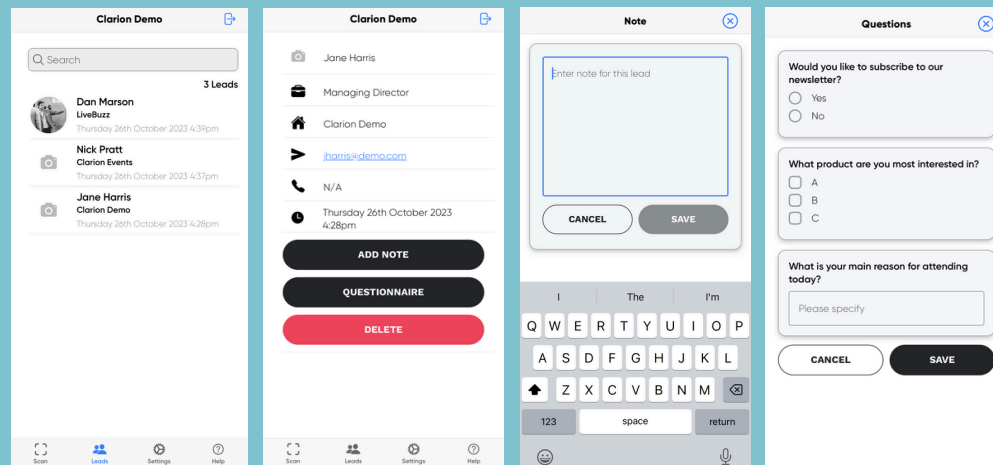
Setup a Questionnaire

On the exhibitor hub under the Set up SmartScan tile you can also add questions. Adding questions puts you in charge of the data you capture at the event and helps you tailor your post event follow-up. The questions you add will display on the SmartScan app, once a badge has been scanned.

Accessing Leads Data

- Leads data can be accessed instantly in the hub under the My Leads tile.
- Files can be split per app activation and clearly labelled as per device name / Salesperson.
- A full de-duplicated file can be downloaded for the whole stand.

FAQ

Can the app be used when working offline?
To put your app into offline mode, go to the settings page within the app, and then select 'offline'. When scanning in offline mode, the data will only be saved to the app, and you will only see the badge number captured. In order to retrieve the information you will need to put the app back into online mode when you have a internet connection and press sync.

The camera isn't loading on the scan page?
Make sure that your device has allowed the SmartScan app access to the camera to be able to use this to scan a badge.This will come up as a pop up on your device when you first activate the app, simply click allow. If you select the scan on the app and the camera doesn't load, check your device settings that the app has access to use the camera.

My questionnaire isn't displaying in the app?
You must ensure that you sync your app on all devices to pull through any changes made to the SmartScan questionnaire in the Exhibitor Hub. The questionnaire will display once a badge has been scanned.

Why can't I see my colleagues scans on the app?
Only your leads will be displayed on your device however all leads can be accessed through the exhibitor hub under the my leads tile.