BookMeIn2 Requirements

Jason Ollier, Mark Phillips, Gareth Du Plooy, Jamie Pointon, Cecile Wong

July 2025

1 Delegate Requirements

1.1 Pre-Event Features

BMI2-REQ-DEL-001: Online Registration Form

- **001-1:** Provide a 24/7 online registration form.

- **001-2:** Ability to create and edit profiles.

- **001-3:** Ability to highlight expertise or interest.

- **001-4:** Send confirmation emails with unique QR codes after payment.

Supports onboarding and data collection for users, improving networking, presence, and matchmaking.

1.2 During Event Features

BMI2-REQ-DEL-003: Event Access and Interaction

- **003-1:** Support virtual and in-person login and check-in.

- **003-2:** Delegates will be given a barcoded lanyard upon in-person check-in.

- **003-3:** Provide a real-time event agenda.

- **003-4:** Session viewing with chat and Q&A interaction.

- **003-5:** Enable live polls and feedback surveys during sessions.

Offers hybrid events with real-time tools that enhance interactivity and streamline organisation.

BMI2-REQ-DEL-004: Delegate Networking and Notifications

- **004-1:** Ability to chat with attendees and exhibitors.

- **004-2:** Send real-time notifications for updates and alerts.

Facilitates networking and keeps delegates updated during the Event.

1.3 Post Event Features

BMI2-REQ-DEL-005: Feedback

- **005-1:** Optionally rate the speakers, exhibitors, and the event overall.

Provides feedback to everyone involved.

2 Exhibitor Requirements

2.1 Pre-Event Features

BMI2-REQ-EXH-001: Registration & Profile Management

- **001-1:** Register via admin invitation.
- **001-2:** Create a company profile.
- **001-3:** Multiple exhibitor support for same stand or company profile.

Maintain exhibitor branding and promote collaboration. Admin-invited onboarding restricts access to approved participants. (Cohn 2010)

BMI2-REQ-EXH-002: Stand Setup & Customisation

- **002-1:** Configure stand details (location, categories, tags, assets).
- **002-2:** Upload promotional materials (PDFs, videos, brochures, contact forms).

Enhance delegate engagement and enable exhibitors to position sales content for better leads and higher conversions.

BMI2-REQ-EXH-003: Session Participation

- **003-1:** Register and attend sessions as delegates.
- **003-2:** Access to personalised schedules.

Reflects the dual role of exhibitors in events, boosting cross-promotion and engagement.

2.2 During Event Features

BMI2-REQ-EXH-004: Badge Scanning & Lead Capture

- **004-1:** Enable scanning of delegate barcodes with device cameras.
- **004-2:** Add notes or tags to each delegate.
- **004-3:** Scanned leads are time-stamped and linked to the relevant stand.

Support post-event follow-up, streamline lead tracking, measure exhibitor engagement.

BMI2-REQ-EXH-005: Delegate Messaging Interface

- **005-1:** Delegates can message a stand, not individual exhibitors.
- **005-2:** Any exhibitor at a stand may reply to messages.
- **005-3:** Anonymise the exhibitor who responds.

Provide delegates with seamless, professional communication and safeguard exhibitor privacy. Simplify responses.

BMI2-REQ-EXH-006: Appointments & Calendar Integration

- **006-1:** Send and receive meeting requests.
- **006-2:** View schedule as a calendar with meetings and sessions.

Encourage organised, focused 1:1 meetings and optimise their time during busy and slow periods.

BMI2-REQ-EXH-007: Resource Sharing in Real Time

- **007-1:** Send brochures, links, and offers to delegates during chat.

- **007-2:** Download or bookmark resources sent.

Enable dynamic, content-aware delivery and foster real-time conversations or follow-ups.

BMI2-REQ-EXH-008: Notification & Coordination Tools

- **008-1:** Support for internal alerts between exhibitors sharing the same stand.

- **008-2:** Receive real-time reminders for scheduled sessions or appointments.

Support better team coordination to prevent missed interactions.

2.3 Post-Event Features

BMI2-REQ-EXH-009: Contact Export & Analytics

- **009-1:** Export all scanned data, notes, and chat interactions after the event.

- **009-2:** Generate stand engagement analytics.

Help measure ROI and attract valuable leads. Offer data-driven reports.

BMI2-REQ-EXH-010: Feedback

- **010-1:** Rate the interactions of the delegate after the event.

- **010-2:** Viewable, anonymised delegate feedback.

Provide exhibitors insights into delegate satisfaction to improve future Event materials, communication, and presence.

3 Administrator Requirements

3.1 Pre-Event Features

BMI2-REQ-ADM-001: Access to all Moderator functionalities.

BMI2-REQ-ADM-002: New Event Creation.

- **002-1:** Create an initial topic and agenda outline for the event.

- **002-2:** Invite VIP speakers who receive priority session slots.

An administrator is required to be the initial event organiser.

BMI2-REQ-ADM-003: Management & User Profiles

- **003-1:** Securely change any user's role to Moderator.

- **003-2:** Assign moderators to sessions.

Only Administrators can manage moderators for security.

3.2 Post-Event Features

BMI2-REQ-ADM-004: Generate and view Analytics.

- **004-1:** View turnout statistics for event, sessions, and stalls (walk-in and registered attendees).

- **004-2:** View delays to sessions and the effect on the event.

- **004-3:** Moderator performance assessment.

Analytics help manage daily events and plan future ones.

4 Speaker Requirements

4.1 Pre-Event Features

BMI2-REQ-SPE-001: Profile Management.

- **001-1:** Upload bio, profile picture, social links, and credentials.

- **001-2:** Add areas of expertise or preferred topics.

Enhances event-day questions and post-event relationships.

BMI2-REQ-SPE-002: Session Slot Requests & Management

- **002-1:** View and request rooms and time slots.

- **002-2:** Submit presentation proposals for approval.

- **002-3:** View approval status.

- **002-4:** View approved time slots and request changes.

Managing session slots prevents schedule conflicts and optimises room utilisation.

BMI2-REQ-SPE-003: Session Management & Invitations.

- **003-1:** Invite additional speakers or guests to a session forming a panel.

- **003-2:** Upload supporting session documents.

- **003-3:** Request additional hardware or preferences.

- **003-4:** View expected audience turn-out.

- **003-5:** The host speaker shall decide if live polls and Q&A are displayed on a screen.

Sessions must be coordinated beforehand; neglecting speakers, presentations, or hardware can harm the event.

4.2 During Event Features

BMI2-REQ-SPE-004: Speaker-Audience Interaction.

- **004-1:** Distribute and view moderated questions during the session.

- **004-2:** Create quick polls and view results in real-time.

Better speaker-audience interaction improves experiences and helps speakers improve for future events. (Krug et al. 2019)

BMI2-REQ-SPE-005: Communication with organisers.

- **005-1:** Notify moderators of issues and/or immediate schedule changes in real-time.

Issues can harm an Event's reception, so early delay detection is key to avoid impacting later sessions.

4.3 Post-Event Features

BMI2-REQ-SPE-006: Speaker Feedback.

- **006-1:** Exit polls distributed after a session ends.

- **006-2:** View poll results for their sessions.

BMI2-REQ-SPE-007: Speakers Event Feedback.

- **007-1:** Submit event feedback for event organisers.

5 Moderator Requirements

5.1 Pre-Event Features

BMI2-REQ-MOD-001 Session Assignment & Access

- **001-1:** Display all assigned sessions to moderators after access.

- **001-2:** Access their session to start moderating.

- **001-3:** Restrict moderator access to their assigned sessions.

Ensure moderators access only their assigned sessions to prevent unauthorised access and maintain clear responsibilities.

5.2 During Event Features

BMI2-REQ-MOD-002 Question Review & Filtering

- **002-1:** Notify the moderator when a new question is submitted.

- **002-2:** Review all questions before forwarding them to a speaker.

- **002-3:** Discard questions with inappropriate, unrelated, unclear, or incomprehensible content.

- **002-4:** Translate questions to preferred language

- **002-5:** View original and translated question text.

Ensures relevant, clear content reaches speakers during live sessions, maintaining quality and avoiding disruptions.

BMI2-REQ-MOD-003 Duplicate Question Management

- **003-1:** Identify duplicate or similar questions.

- **003-2:** Reject duplicate questions.

- **003-3:** Refer to the original question when rejecting duplicates.

- **003-4:** Maintain a link between duplicate and original questions.

- **003-5:** Undo duplicate rejection if incorrect.

Detects and filters duplicate questions to ensure smooth session flow and avoid redundant answers that waste time.

BMI2-REQ-MOD-004 Automated Duplicate Detection

- **004-1:** Automatically flag potential duplicate questions from the current session.

- **004-2:** Compare incoming questions against all questions from the current session

- **004-3:** Detect duplicates in multiple languages.

Manually identifying duplicates is impractical during large events. Automated tools help moderators manage submissions and detect duplicates in many languages.

BMI2-REQ-MOD-005 Speaker Communication

- **005-1:** Forward questions to speakers.

Forwarding questions to speakers in real-time facilitates interactive Q&A during live events.

BMI2-REQ-MOD-006: Session History & Status Management

- **006-1:** Access all questions from this session.

- **006-2:** Filter questions by status (pending, approved, merged, rejected, answered).

- **006-3:** Prevent resubmission of answered questions.

- **006-4:** Automatically mark questions as "Answered" when a speaker responds.

Displays all session questions and statuses to manage workflow, prevent duplicates, and avoid lost or resubmitted questions during live sessions.

6 Non-functional Requirements

BMI2-REQ-NON-001 Performance

- **001-1:** Response time (API calls, page loads, processing).

- **001-2:** Throughput (users and questions per second).

- **001-3:** Resource utilisation (CPU, memory, bandwidth).

- **001-4:** Database performance (query response time, indexing).

BMI2-REQ-NON-002 Scalability

- **002-1:** Users (Concurrent delegates, moderators, Speakers).

- **002-2:** Data (questions, sessions, events, user management).

- **002-3:** Geographic (multi-region deployments).

- **002-4:** Load balancing (traffic distribution, auto-scaling).

BMI2-REQ-NON-003 Reliability

- **003-1:** Availability (up-time, SLAs).

- **003-2:** Fault tolerance (failover, redundancy).

- **003-3:** Data integrity (backup, recovery, consistency).

- **003-4:** Error handling (graceful degradation, retry policies).

BMI2-REQ-NON-004 Environmental

- **004-1:** Network conditions (low bandwidth, intermittent connectivity).
- **004-2:** Device constraints (battery life, storage, processing power).
- **004-3:** Venue infrastructure (Wi-Fi availability, power requirements).
- **004-4:** Operating conditions (noise, lighting, accessibility).

BMI2-REQ-NON-005 Platform Integration

- **005-1:** Third-party systems (CRMs, payment gateways, email).
- **005-2:** Hardware integration (bar-code scanners, kiosks, printers).
- **005-3:** Legacy system support (existing event management tools).

BMI2-REQ-NON-006 Security

- **006-1:** Authentication (multi-factor, RBAC).
- **006-2:** Data protection (encryption, GDPR (European Parliament 2016) compliance).
- **006-3:** Network security (SSL, firewalls, intrusion detection).
- **006-4:** Audit & Compliance (logging, traceability, regulatory requirements).
- **006-5:** Physical security (bar-code lanyard integrity, anti-counterfeiting, procedures for lost/stolen items).

BMI2-REQ-NON-007 Usability

- **007-1:** User interface (UI) (intuitive design, accessibility standards, e.g. WCAG 2.1 (W3C 2025)).
- **007-2:** Mobile responsiveness (cross-device compatibility).
- **007-3:** Internationalisation (multi-language support, localisation).
- **007-4:** Training & Support (documentation, help systems, onboarding).
- **007-5:** Live interaction efficiency (minimal steps for question submission, instant feedback, optimised for real-time use).
- **007-6:** Error prevention (confirmation logs, input validation, undo facility for critical actions).

References

Cohn, Mike (2010). *Succeeding with Agile: Software Development Using Scrum*. Upper Saddle River, NJ: Addison-Wesley.

European Parliament (2016). *General Data Protection Regulation*. Accessed: 2025-07-11. URL: https://gdpr-info.eu/.

Krug, Steve et al. (2019). *Web Style Guide, 4th Edition: Foundations of User Experience Design*. Available from: ProQuest Ebook Central. [10 July 2025]. New Haven: Yale University Press.

W3C (2025). *Web Content Accessibility Guidelines (WCAG) 2.1*. Tech. rep. World Wide Web Consortium. URL: https://www.w3.org/TR/WCAG21/.

Appendices

A   Glossary

A.1   Business Terms

Delegate: People attending the event, sometimes on behalf of a company.

Event: The conference or meeting that is happening, e.g., App Development in a Mobile World.

Exhibitor: A person attending the event on behalf of their company. Each Exhibitor works at one Stand.

Moderator: Works in the background during a Session, filtering questions sent in by Delegates to avoid anything unsuitable being sent to the Speaker, and amalgamating similar questions into one to avoid repeating the same question.

Session: A talk or presentation happening at the Event. Several of these can co-occur at larger events, and Delegates must choose which ones to attend. Some Sessions may require pre-registration of interest to allow entry.

Speaker: An individual presenting the Session. These can be the same as Exhibitors, or they may be completely independent.

Stand: One per company at the Event. These companies have paid to have a Stand at the Event. Often, these are sponsors looking to sell software or services to Delegates. Multiple Exhibitors may work on one Stand.

A.2   Technical Terms & Acronyms

CRM: Customer Relationship Management - system for managing customer contact data, interactions, and relationships. In BMI2, it is used to store Delegate/Exhibitor contacts and track networking connections made during Events.

Q&A: Question and Answer - Interactive session component where Delegates submit questions for Speakers to answer. Core functionality of BMI2 requires moderation, filtering, and real-time processing.

RBAC: Role-Based Access Control - security model that restricts system access based on user roles (Delegate, Moderator, Speaker, Administrator). Ensures users only access functions and data appropriate to their role within BMI2.

SLA: Service Level Agreement - formal commitment between service provider and customer defining expected system performance, availability, and support standards. Essential for the BMI2 live event reliability requirements.