Product Release Notes 14.1 / December 15th, 2018

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STUDIO

UPDATES

Monitor Tool / QoE Dashboard

The Monitor Tool has been updated to use a new event-based monitoring system that will only report back on significant events and not continually report back all data on a user's connection every 10 seconds which will reduce overall traffic back to the webcast platform providing for more relevant collection and analysis of user connection experience data. Examples of the "event-based" are:

- Buffering (indicative of fluctuating / inconsistent bandwidth)
- Bitrate Level Fluctuations
- HTTP Errors (User to Server connections)
- User Refreshes

The new Quality of Experience (QoE) Dashboard will display all attendee connections broken out by the amount of buffering they are experiencing within the last minute of their connection. A connection will be placed into one of the following four categories:

- Buffering | Under 5%
- Buffering | 5% - 10%
- Buffering | 10% - 25%
- Buffering | Over 25%
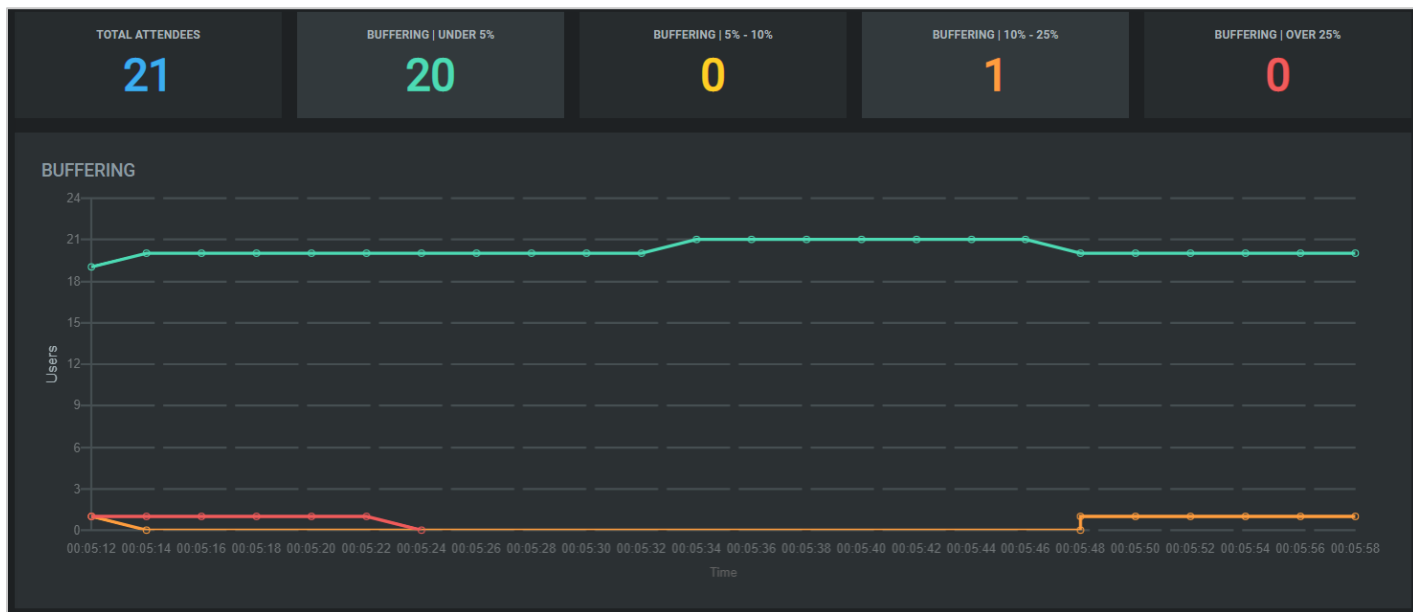
The QoE Dashboard graphs have also been updated to provide a better visualization of the different connection types for Browser, Operating System, Outputs (Dash, HLS, Facebook Live, YouTube, etc.…), and CDN (Akamai, Amplify, etc.…).

BROWSER OVERVIEW

BROWSER	COUNT	PERCENT	
Chrome	10	50%	
Firefox	1	5%	
IE11	7	35%	
Safari	2	10%	

OPERATING SYSTEM OVERVIEW

OS	COUNT	PERCENT	
Windows 7	2	10%	
Windows 10	12	60%	
Mac	2	10%	
Android	3	15%	
iOS iPhone	1	5%	

OUTPUT CONNECTIONS

TITLE	COUNT	PERCENT	
Output - Default H.264/AAC DASH	12	67%	
Output2 - Default H.264/AAC HLS	6	33%	

CDN OVERVIEW

TYPE	COUNT	PERCENT	
CDN	18	100%	

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The attendee user details have been updated to include all the events that have occurred for their connection. This gives a detailed view into all events (buffering, adaptations, HTTP errors, refreshes) a specific connection has experienced.

USER'S DETAILS ⑦		
Name: Joe Smith	TYPE	TIME
Email Address: joe@smith.com		
Last Ping: 9:58:32.438 AM	Buffering End Duration 0.755 seconds	9:56:51.890 AM
Browser: Firefox		
Operating System: Windows 10	Buffering Start	9:56:51.107 AM
Public IP Address: 12.227.39.98		
Byte Count: 26.32 MB	Adapting Quality Up	9:54:05.729 AM
	Buffering End Duration 3.607 seconds	9:53:57.444 AM
	Adapting Quality Up	9:53:57.177 AM
	Buffering Start	9:53:53.894 AM
	Buffering End Duration 0.251 seconds	9:53:51.293 AM
	Buffering Start	9:53:51.039 AM
	Connected	9:53:46.977 AM

Additionally, we will be tracking a user immediately upon entering the webcast console, regardless if the webcast has been started. This will allow the Monitor tool to start gathering data on the user prior to going live.

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Q&A

The webcast copy process has been updated so that when a webcast is copied, the folders within the Q&A will also be copied. This allows folders to be pre-configured as part of a webcast template, reducing the need to setup folders for each webcast.
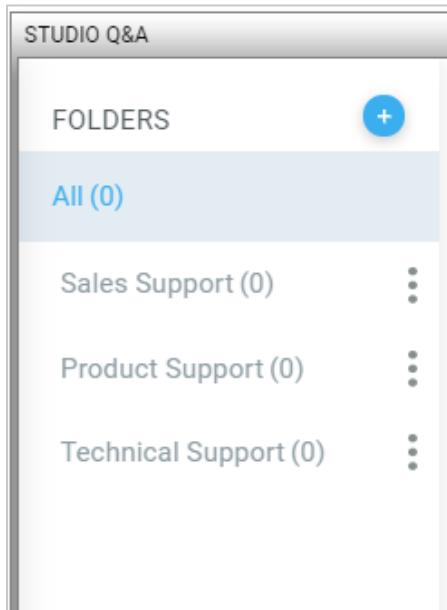

Cue Point Editor

The cue point editor has been updated to prevent a user from leaving the page when there are unsaved changes. A prompt will now display to the user, alerting them that there are unsaved changes within the editor.

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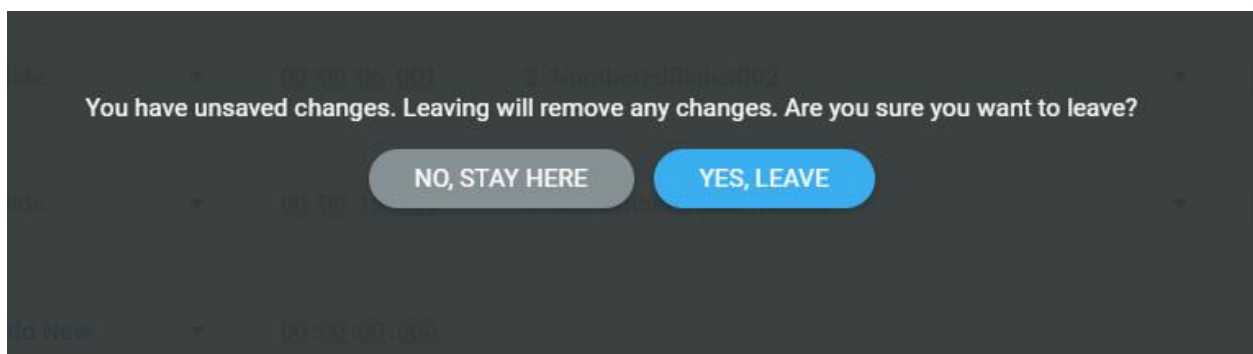
Editor

Within the editor, the ability to cancel a converting editor session has been added to provide better management of your media versions. Previously, if an edit process started and a mistake was made, the process could not be cancelled, and the number of media versions would quickly grow making it more difficult to manage all the versions.
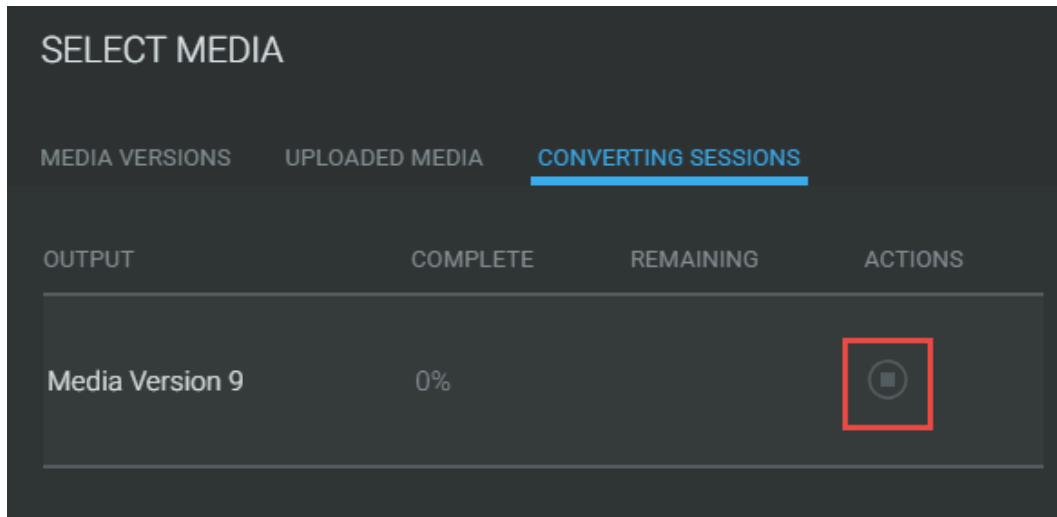
WEBCASTING SETUP

NEW FEATURES

Dashboard Report

A new Dashboard report is now available within the reporting portal and includes an updated UI with new graphs and datasets. Each graphic and dataset is clickable into a detailed user list that can be downloaded into Excel.
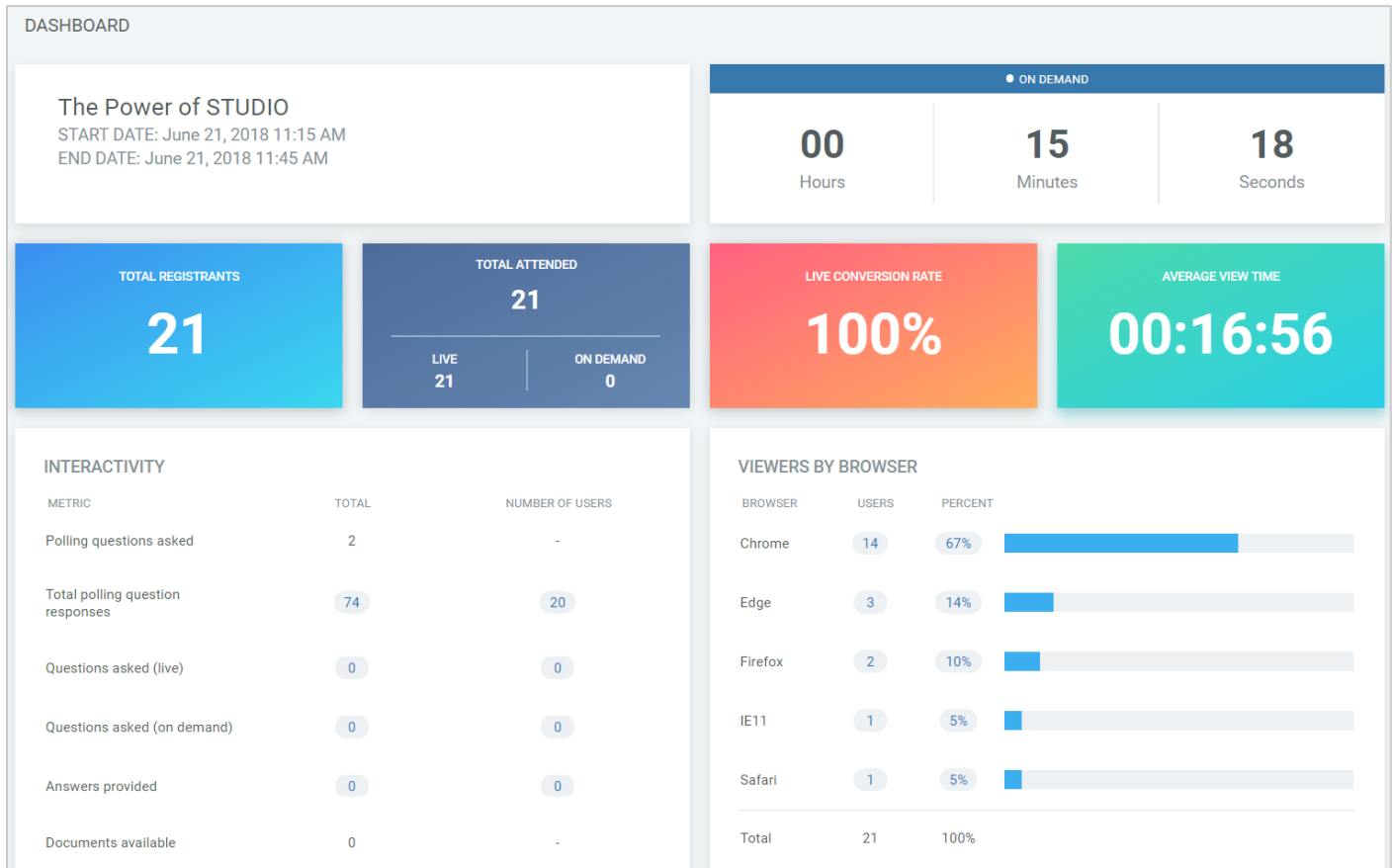
Messaging

There are three new merge variables that can be used within messaging to pull in webcast specific information within an email. Below is the list of the new variables:

- $[WCStartDate]$ - Pulls in the start date of the webcast
- $[WCStartTime]$ - Pulls in the start time of the webcast
- $[WCStartTimeZone]$ - Pulls in the timezone for the webcast

NOTE: The above variables are specific to the webcast, not the user receiving the message. For example, if a user has their profile set to Eastern Time (ET) and the webcast is set to Pacific Time (PT), the variable will display the time of the webcast in Pacific Time.

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UPDATES

Messaging

As part of the webcast copy process, the relative message/distribution filters will now be copied over. This reduces several steps for administrators that use the relative messaging filters across all their webcasts.

Send On

Relative Date

When Event Starts

2 Weeks Before Event
1 Week Before Event
5 Days Before Event
3 Days Before Event
2 Days Before Event
1 Day Before Event
12 Hours Before Event
6 Hours Before Event
5 Hours Before Event
4 Hours Before Event
3 Hours Before Event
2 Hours Before Event
1 Hour Before Event
30 Minutes Before Event
15 Minutes Before Event
When Event Starts
30 Minutes After Event Ends
24 Hours After Event Ends

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ONLINE EVENTS

NEW FEATURES

Responsive Design Layout

The responsive design space has been updated to allow for multiple presentation listings within the space, which provides a way to segregate the sessions into multiple listings/tracks.

Additionally, a display ad content type has been added to the responsive space which will allow for one to many display ads to rotate through on the space.
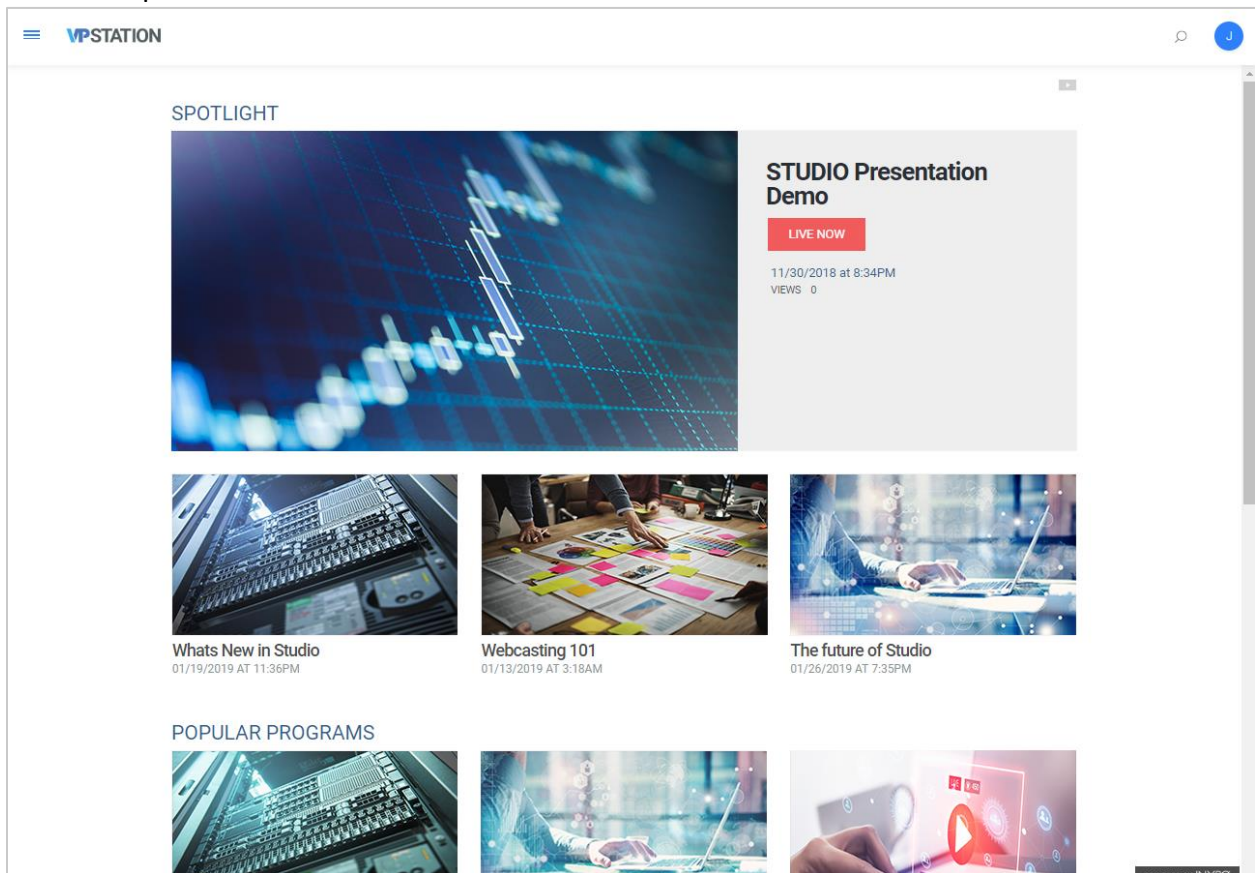
Video Portals

NEW FEATURES

Video Portal Layout – Attendee View

A new Video Portal layout for the attendee view has been released. This layout is fully responsive and provides a rich graphical experience for the attendee in addition to quick access to channels and programs.

NOTE: If you interested in migrating to the new Video Portal layout, please contact your account representative.

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Attendee Checkpoints

The attendee checkpoints feature which tracks viewing participation has been added to program wizard allowing this feature to be used across all STUDIO webcasts within a Video Portal.

TOOLS | ATTENDEE CHECKPOINTS

☐ Active

Message

Please click the button below to confirm participation.

Button Label

Confirm

Interval Display

◉ Set Interval

◯ Interval within range

Set Interval
Message will display at every minute mark below.

10   Minutes

Display Duration
Seconds to display checkpoint message before considering the user inactive

30   Seconds

☐ Play Audio Alert (Desktop Only)

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Course (CPE) Admin Tool

The Course Admin tool has been added to the program wizard, allowing administrators to manage their CPE completions and certificates for all their attendees. The CPE tool provides admins with access to perform the following actions:

- Regenerate certificates to a specific user or a group of attendees'
- Override the completion date/time that displays on the certificate
- Recalculate the completion status of an attendee. This would be used if you change the CPE requirements after a webcast has completed.
- Award completion certificates based on the recalculation of completions

CROSS-PLATFORM FEATURES

New Features

Marketing Automation – Show Type / Webcast Category

A new mappable field has been added to the marketing automation for passing the "Show Type / Webcast Category" for both event and presentation level transfers to marketing automation platforms like Marketo and Eloqua.
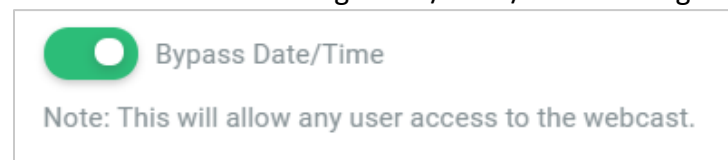
Updates

Attendee Checkpoint Report

The attendee checkpoint report has been optimized to pull the checkpoint stats for attendees while the presentation is live. Previously, the user checkpoint stats were only available once the webcast was over.

Bypass Date/Time Feature

The date/time bypass feature has been updated to recognize SAML/ADFS/API Ticketing authentications. Events/Webcasts utilizing the bypass feature will now be able to authenticate into the event when using SAML/ADFS/API Ticketing.

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TECHNICAL REQUIREMENTS

You can find the technical requirements for the INXPO platform by clicking on the below link.
These requirements will be updated on 12/15/18.

TECHNICAL REQUIREMENTS

Upcoming 2019 Release Schedule

Release	Time
March 16, 2019 – Release 14.2	6am CT until 10am CT / 11am GMT until 3pm GMT
June 22, 2019 – Release 14.3	6am CT until 10am CT / 11am GMT until 3pm GMT
September 21, 2019 – Release 14.4	6am CT until 10am CT / 11am GMT until 3pm GMT

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