



Product Release Notes 14.3 June 22nd, 2019

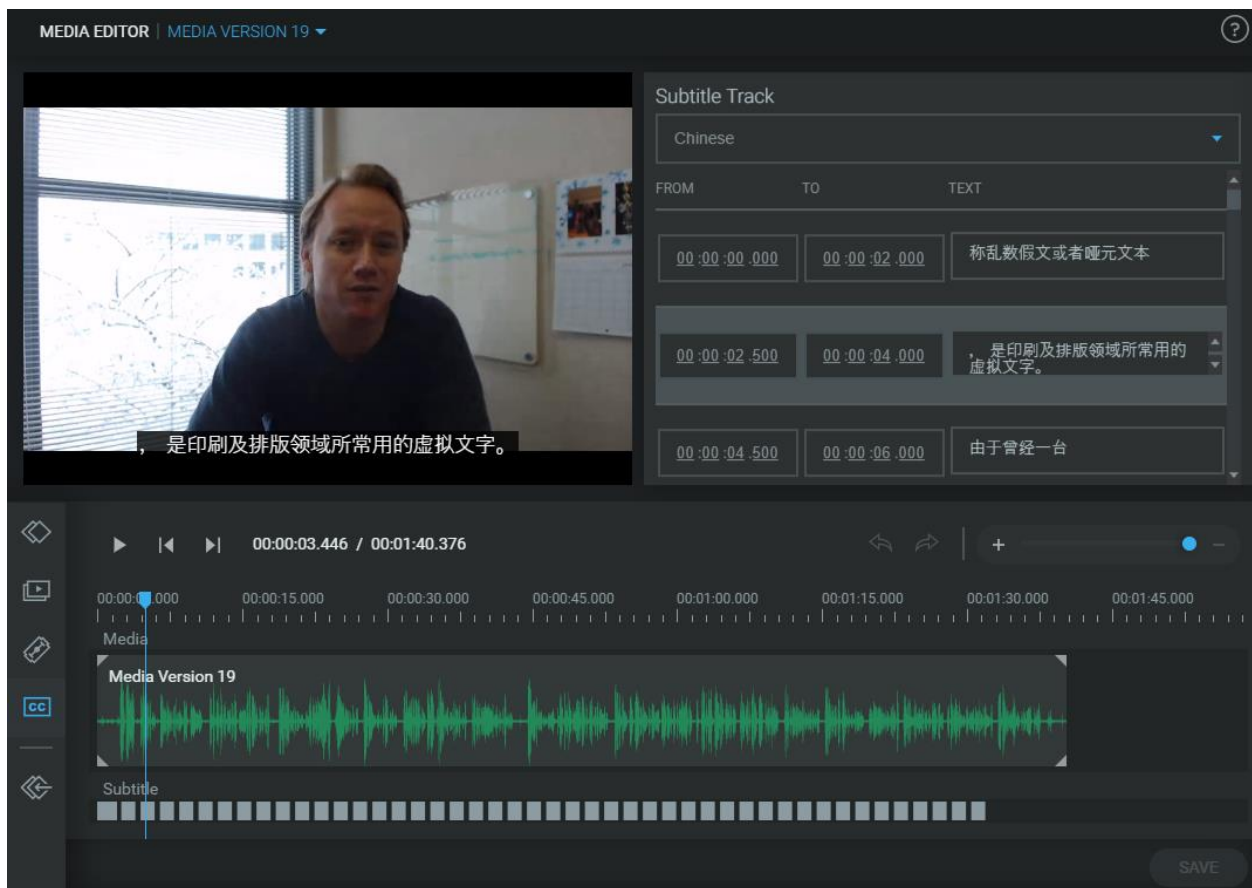
Studio



NEW FEATURES

On-Demand Subtitles/Captioning

The ability to upload or manually enter subtitles to an on-demand media has been added within Studio, providing your attendees a way to view the webcast in the language of their choice. Subtitles can be easily added through the media editor and allow for a subtitle track to be configured for all platform supported languages.





Group Chat Controls

A new set of controls have been added to the Studio group chat, that allows administrators to better moderate the group chat. The following options are now available within the group chat.

- An editable disclaimer can be enabled that requires viewers to opt into the chat before being allowed to enter chat text. When enabled, the disclaimer will appear every time a viewer enters the webcast. (Image 1)
- Moderators can now ban a viewer within the group chat, enabling moderators to remove a viewer who is entering inappropriate comments into the group chat. Once a viewer is banned, they can view the group chat, but they will not be able to submit any chat text. Additionally, if a viewer is accidentally banned, there is the option to unban the viewer. (Image 2)
- A confirmation message will now display, if enabled, for moderators when deleting a group chat entry, so a chat entry is not accidentally deleted. (Image 3)

Note: All of the above options are disabled by default.

Image 1

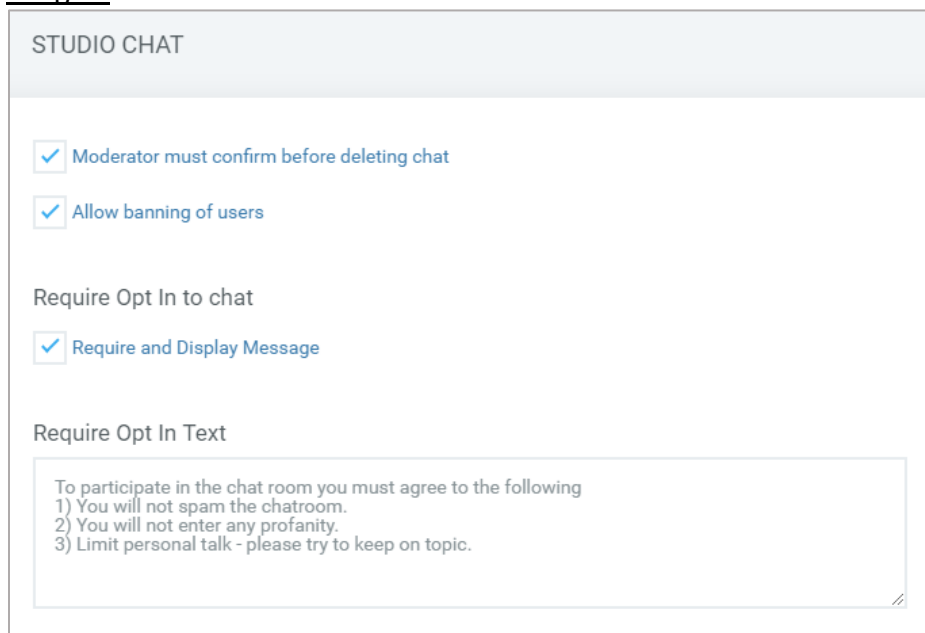




Image 2

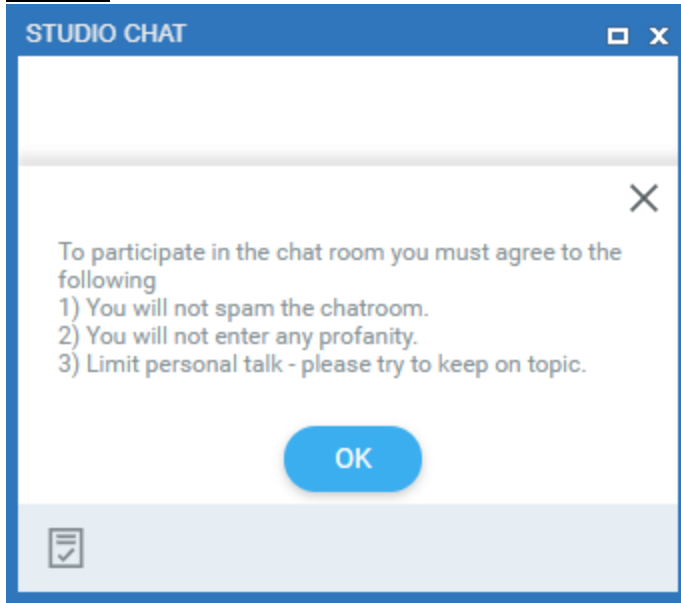
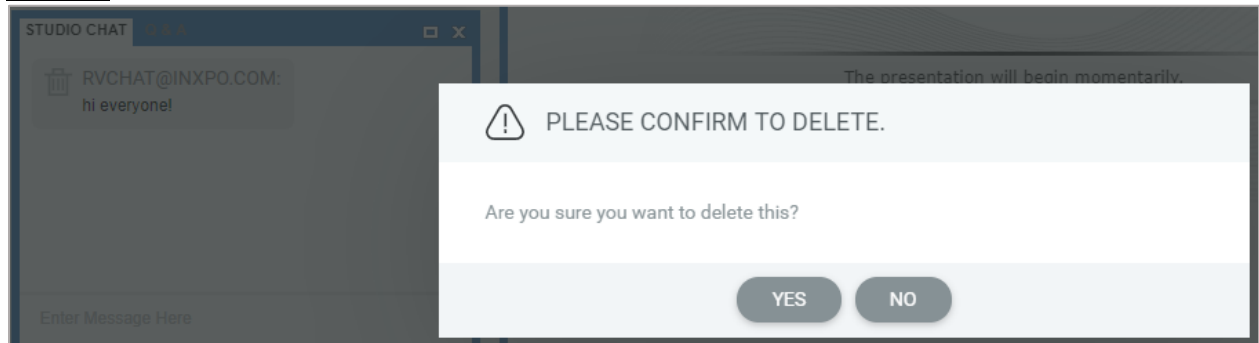


Image 3






Wirecast Source


A new source type has been added to the presenter console for Wirecast. When selected and saved, moderators can now launch Wirecast directly by clicking the “Launch Wirecast” button in the source details. Additionally, there is a direct link that can be sent to an onsite engineer that they can use to launch Wirecast and have all the Studio settings automatically populated in Wirecast.

SOURCE DETAILS



Title
Wirecast Encoder

Type
Wirecast

Wirecast Launch URL
`wirecast://configureuniqueoutput?url=rtmp://stage-ing.onlinexperiences.com/3C8BAE5E-AD45-4F47-A4AB-2E8C6F23C238&stream_key=AIK4259&brand=West%20Studio` 

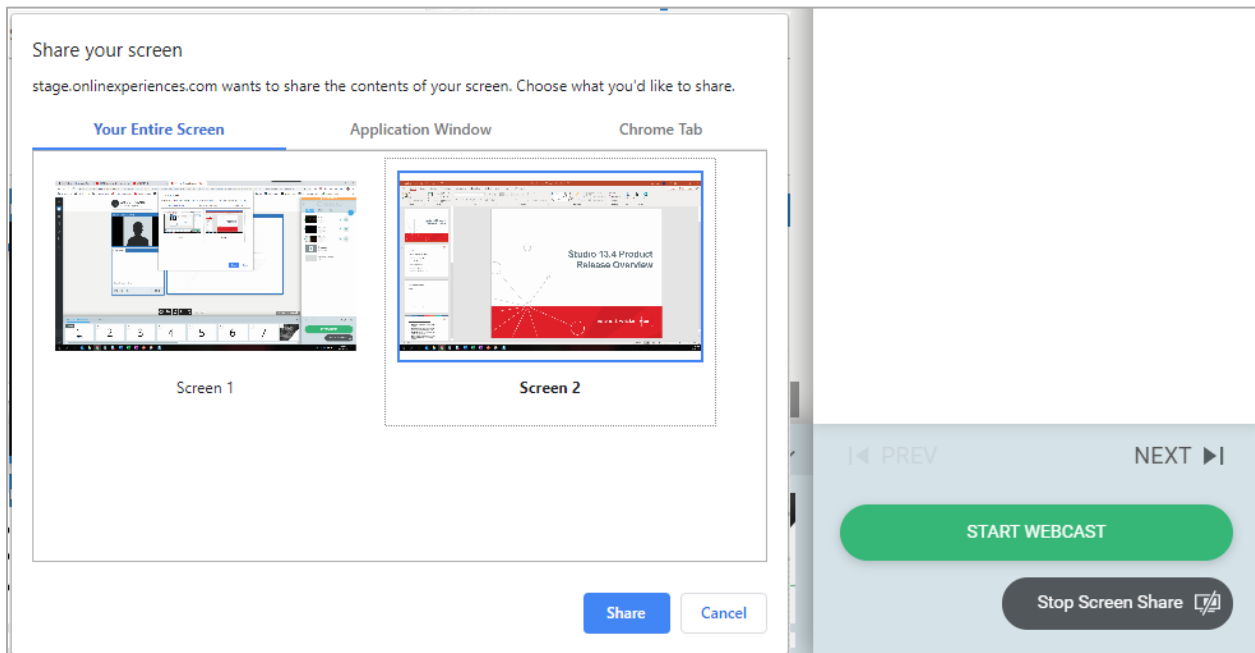
LAUNCH WIRECAST

UPDATES



Screen Share

The screen share within Studio has been updated to no longer require an extension when screen sharing with the Chrome browser. When speakers launch the “Start Screen Share” button, they will be taken directly into screen sharing and not be prompted to enable the screen share extension.





Q&A Answers

The moderator view of the Studio Q&A panel has been updated to allow moderators to publish a question without providing an answer. This provides moderators with the ability to quickly make a question viewable to the audience without having to first enter an answer.

A screenshot of the Studio Q&A panel moderator view. At the top left is a blue button with a left arrow and the text "← BACK". At the top right is a close icon (X). Below these is a blue circular icon with the letter "R" and a refresh icon. The main content area is divided into sections. The "Question" section contains the text "Hi Everyone" and the timestamp "6/18/2019 3:42PM". The "Answers" section is currently empty and contains a grey box with the text "No answers yet." and a prominent grey button labeled "PUBLISH WITHOUT ANSWER" which is highlighted with a red rectangular border. Below this is the "Create New Answer" section, which includes a dropdown menu with the text "(Select Predefined Answer)" and a blue downward arrow, followed by a large empty text input field. At the bottom left, there is a green toggle switch that is currently turned on, with the label "Private" next to it.



RTMPS Streaming

The output options within the Monitor Tool of Studio have been updated to support RTMPS streaming. This is required when streaming with Facebook Live as they no longer support RTMP.

A screenshot of a software interface titled "ADD OUTPUT | Facebook Live". The interface is dark-themed and contains several input fields and buttons. The "Title" field contains "Facebook Live". The "Encoding Profile" dropdown menu is set to "Facebook Profile". Below this are two buttons: "VIEW" and "COPY". The "Server URL" field contains the text "rtmps://live-api-s.facebook.com:443/rtmp/" and is highlighted with a red border. The "Stream Key" field contains the text "10219089528620238?s_bl=1&s_sml=0&s_sw".

ADD OUTPUT | Facebook Live ?

Title

Facebook Live

Encoding Profile

Facebook Profile

VIEW COPY

Server URL

rtmps://live-api-s.facebook.com:443/rtmp/

Stream Key

10219089528620238?s_bl=1&s_sml=0&s_sw

WEBCASTING SETUP



NEW FEATURES

Telephony Integration

Speaker Bridge

Studio now has a direct integration into West telephony which allows for reserving a dedicated speaker bridge for the webcast. This has been added with in the Settings section of Studio Webcasting setup. It is also available from within the Studio presenter console.

When using the speaker bridge option, Studio will generate a call-in number, conference code and leader pin. The speaker bridge can be used at ANY TIME once generated. Studio allows for one speaker bridge instance per webcast. In addition, there is no date/time restriction which allows for the speaker bridge to be used on multiple occasions (speaker training, recordings, dry runs, pre-call/live day, etc.)

ADD INTEGRATED TELEPHONY

Integrated telephony allows your webcast to leverage a dedicated phone number specific to your webcast.

Mode

Speaker Bridge

Operator Assisted

CANCEL SAVE





Operator Assisted (OA)

In addition to the speaker bridge integration, a Studio webcast can now reserve an operator assisted allocation. An operator assisted allocation allows you to reserve an operator to manage the conference bridge on the live day. In order to reserve an operator assisted allocation, the account must be pre-configured with your OA account number and Owner(s) ID. Please contact your account representative to learn more about obtaining an OA account.

Mode

Speaker Bridge

Operator Assisted

Owner

West DM Studio ▼

Start date & time

M/D/Y | H:MM AM/PM

CDT

End date & time

M/D/Y | H:MM AM/PM

CDT

Expected # of audio attendees

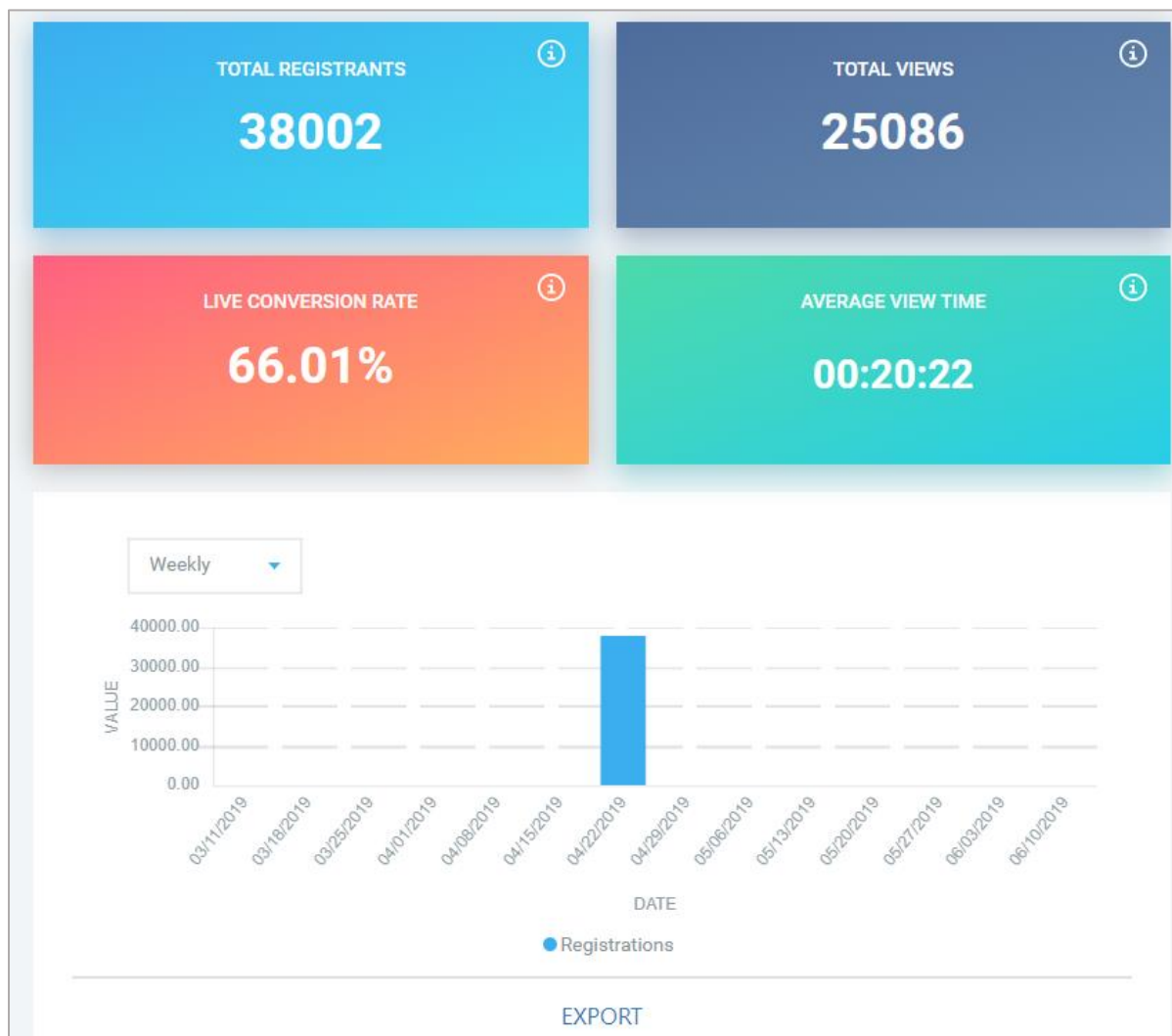
#



Cross Webcast Reporting

There is a new Cross Webcast Report within Studio Webcasting that provides administrators a dashboard view across multiple webcasts within a given tenant. The dashboard offers administrators the ability to filter their results by date, webcast classifications and webcast category, providing insight into a specific set of webcasts. For example, if clients have configured their classifications around audience or product type, they will be able to get data on what webcasts performed across a specific audience or product type.

Each chart can be exported into excel for deeper analysis and a snapshot of the entire dashboard can be taken and exported into an image for use in PowerPoint or Word.





VIRTUAL EVENTS

UPDATES

Responsive Resource Center

The responsive resource center has been updated to allow for filtering the content list by the Subject and Category.

A screenshot of a web application interface for a resource center. At the top, there is a search bar labeled "FILTER:". Below it, there are two dropdown menus: "Category:" with "All" selected, and "Subject:" with "All" selected. There are two buttons: "CLEAR" and "LESS". Below the filters, a document listing is shown. The first item is a "URL" icon (a globe) next to the text "Best Practices Document". Below this, it says "Posted: 06/01/2017", "Category: Brochures", "Subject: Event Material", and "Sponsor: Resources". Below the listing, there is a link "View Description" and two buttons: "VIEW" and "SAVE".

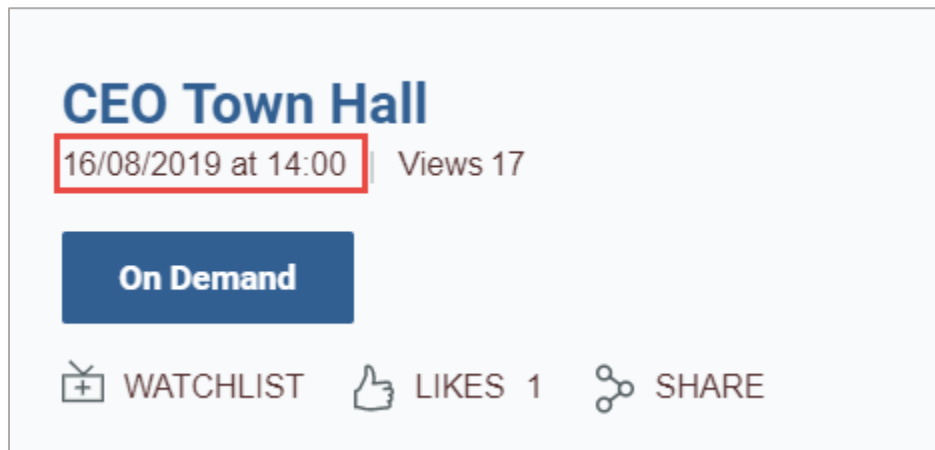


CROSS-PLATFORM FEATURES

New Features

English - United Kingdom Language Locale

The platform has added support for the language locale “English – United Kingdom”. This will adjust the date and time format display across all environments.



TECHNICAL REQUIREMENTS

You can find the technical requirements for the West platform by clicking on the below link. **These requirements will be updated on 6/22/19.**

[TECHNICAL REQUIREMENTS](#)

Upcoming 2019 Release Schedule

Release	Time
September 21, 2019 – Release 14.4	6am CT until 10am CT / 11am GMT until 3pm GMT
December 14, 2019 – Release 14.5	6am CT until 10am CT / 11am GMT until 3pm GMT