

Product Release Notes 14.4 September 21st, 2019

Studio

New Features


Attendee Dial-In

Provides viewers the ability to dial-in to a webcast from their telephones to receive the audio from the webcast while viewing the slides, participate in the group chat, Q&A, etc... This feature is available when using the operator assisted telephony option. Additionally, if the event owner does not want to offer the “Streaming” option, this can be turned off to only allow for the dial in option.

When an attendee joins the webcast, they will be presented with the below options.


AUDIO OPTIONS

How would you like to listen to the webcast?



STREAMING
Listen to the audio using your computer.

[JOIN](#)

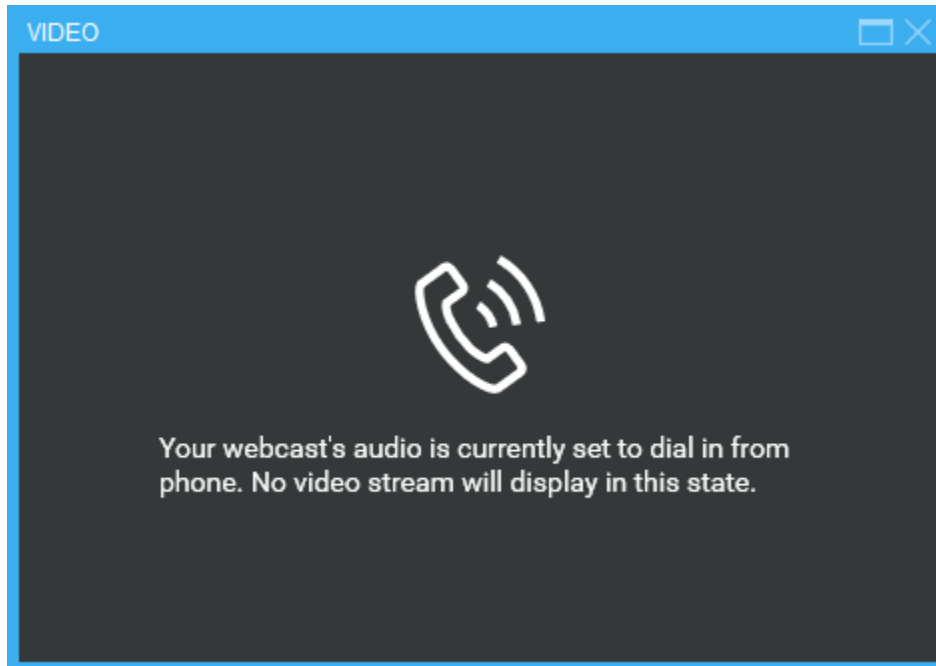


DIAL IN
Use your phone to listen to the audio.
Dial: 8665630901
Conference ID: 8110971385

[JOIN](#)

14.4 Release Notes – Available September 21, 2019

For attendees that select the "Dial-In" option, the media panel will display as below. The slides will advance in sync with the audio being heard via the phone.



For more information on this feature, please [click here](#).

14.4 Release Notes – Available September 21, 2019

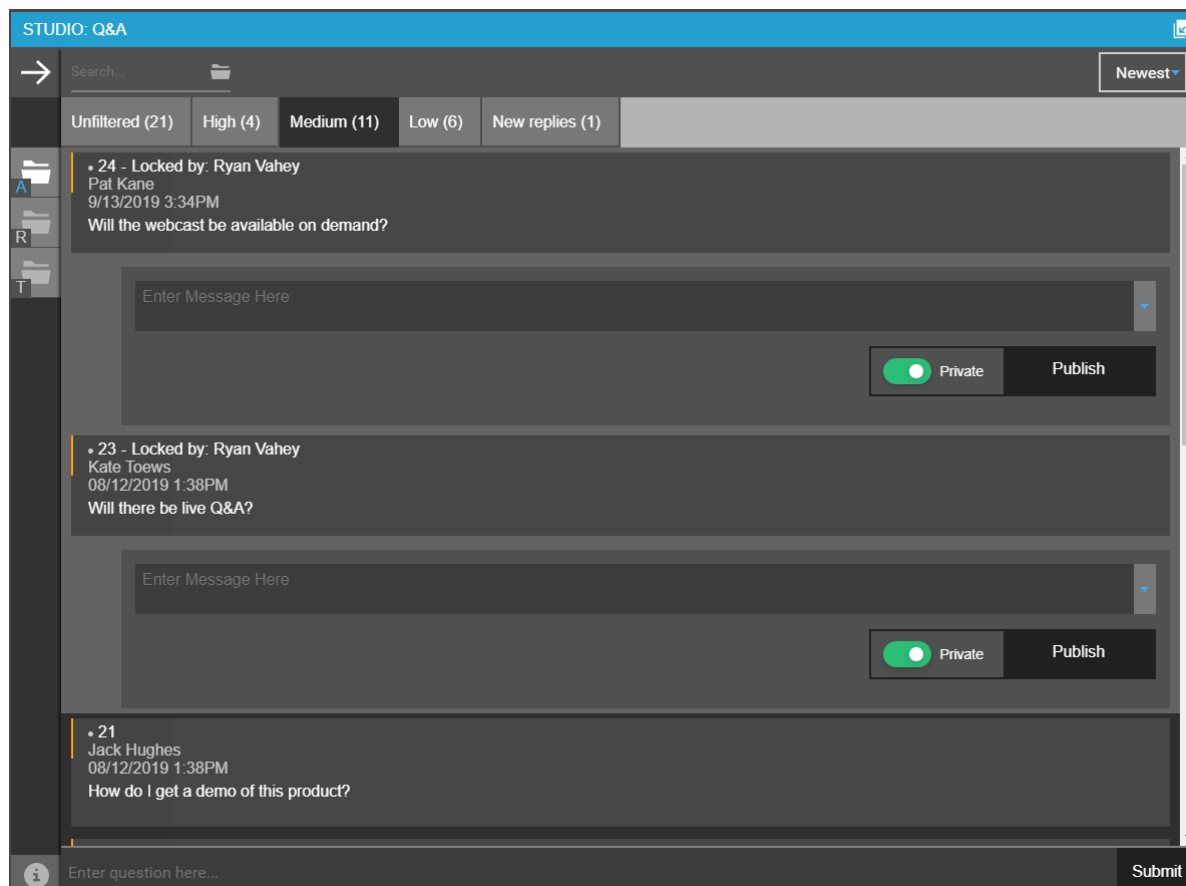
Moderated Q&A – Tablet Access

Staffers can now moderate the Q&A from a tablet or mobile device using a staffer link or a staffer second screen link. This provides staffers with the ability to easily view, manage, and respond to questions coming from the audience with a tablet or mobile device. This is especially beneficial for moderators or speakers on stage, who need to view the list of incoming questions to be answered verbally to the audience.

By default, there will be five pre-defined filters that will allow moderators to easily sort through the list of questions that have been submitted.

The following Q&A features are available on the tablet/mobile device for staffers.

- Ability to view incoming questions
- Prioritize questions (High, Medium, Low)
- Create new folders
- Move questions into folders
- Respond to questions (both privately and publicly)

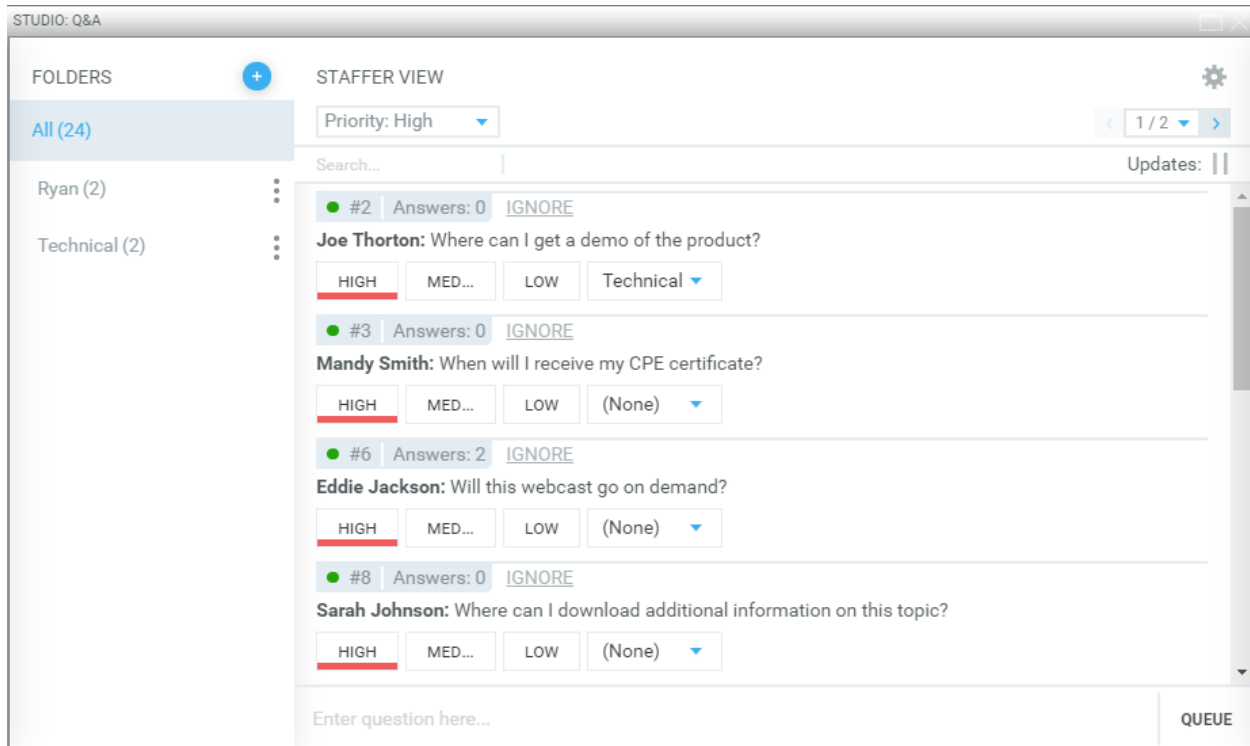


Updates

Studio Q&A

The moderator/staffer view of the Q&A panel has been updated to include several UI enhancements as well as improved functionality. Below is a list of the updates that have been made to the Q&A.

- The priority (High, Med, Low) have been moved to the below question text, improving the flow for the priority to be set after reading the question.
- The “ignore” icon has been removed from the far right of the question and replaced by a text button above the question.
- The question search box has been added to the top of the question list, providing a quick and easy way to search the question text and attendee that submitted the question.



Additionally, the filters icon has been removed and all filters are now within the settings gear, providing one location to access all filters and utilities. Detailed descriptions of each filter option have also been added.

SETTINGS

Filters

Set these filters to help keep focus on messages that are important to you.

Priority

Select which priority levels you wish to keep track of. Turning off a priority will remove items regardless of other filter settings.

- High Priority
- Medium Priority
- Low Priority

Ignored

Turning on ignored will show all messages in sort order previously flagged as ignored.

Only Not Ignored ▾

New replies

Turning on new replies will limit the list to only show items with replies from attendees that have not been addressed by a moderator.

Off ▾

Assigned

Choose to display items that have been assigned or remain unassigned. This is generally only useful in the "All" folder.

Off ▾

Answered

Choose to display items based whether or not the question has an answer.

Off ▾

Utilities

The following utilities do not effect the data in any way but may be useful in certain situations.

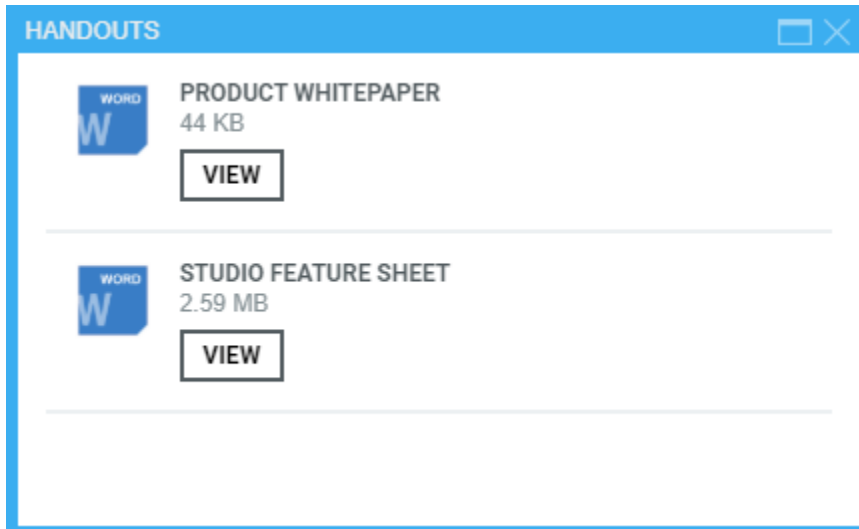
Attendee View

Turning this feature on will display a running view of all messages that attendees see. Since the attendee view can be different by attendee based on private and public answers, this view will display all possible question/answers.

Display attendee view

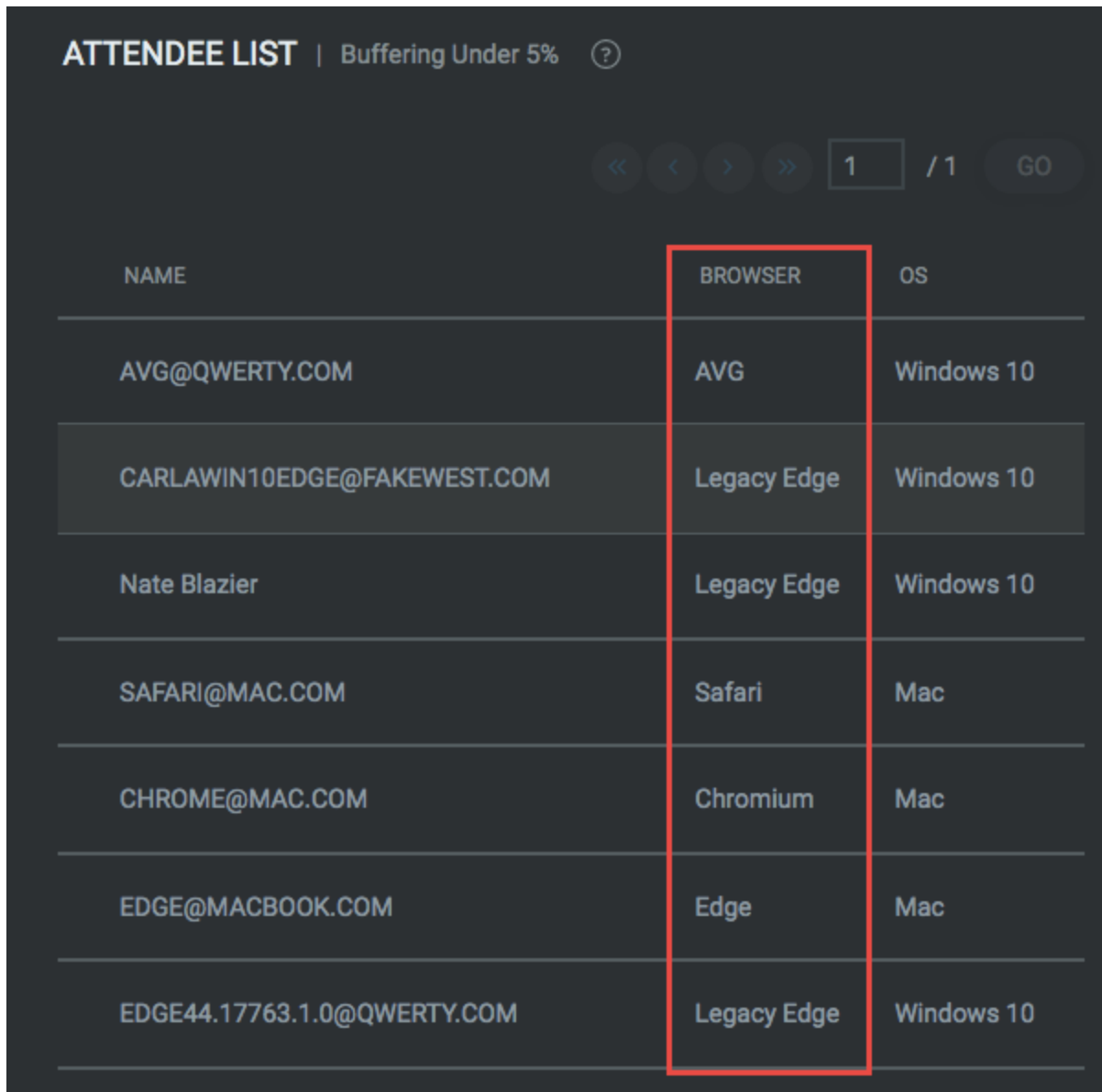
Studio Handouts Panel

A new handouts panel has been added for the Studio attendee view. This panel has an updated UI which aligns with the look and feel of the other Studio panels.



Monitor Tool – Browser Update

Within the Monitor Tool, the attendee list has been updated to include additional browser types. This was specifically updated to display the names of the Chromium based browsers (AVG, Edge, Chromium, etc...)



ATTENDEE LIST | Buffering Under 5% ⓘ

<< < > >> 1 / 1 GO

NAME	BROWSER	OS
AVG@QWERTY.COM	AVG	Windows 10
CARLAWIN10EDGE@FAKEWEST.COM	Legacy Edge	Windows 10
Nate Blazier	Legacy Edge	Windows 10
SAFARI@MAC.COM	Safari	Mac
CHROME@MAC.COM	Chromium	Mac
EDGE@MACBOOK.COM	Edge	Mac
EDGE44.17763.1.0@QWERTY.COM	Legacy Edge	Windows 10

WEBCASTING SETUP

New Features

Webcast Embed

Within Studio Webcasting, administrators now have the option to embed a live or on demand webcast on a 3rd party website. Depending on the access setup for the webcast, administrators can choose to display either the registration page or the login page as the initial display for attendees. For webcasts using anonymous login, attendees will be brought directly into the webcast from the 3rd party site. It is recommended to only embed on demand webcasts on 3rd party sites when using anonymous login.

WEBCAST EMBED

Enable

Initial Page Display

Login Page
 Registration Page

Embed Webcast

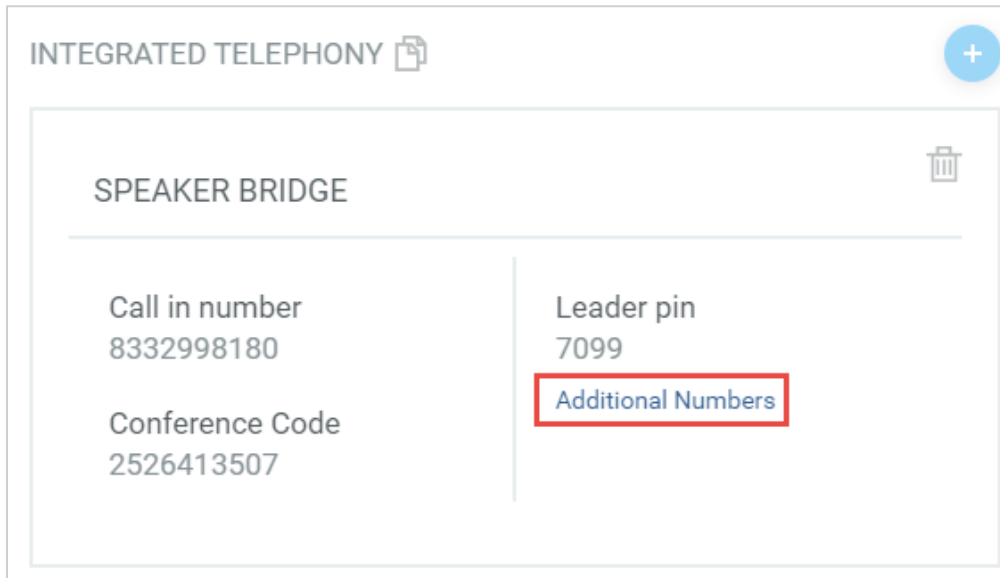
Copy and paste the embed code to your page.

```
<script src="https://stage-content.onlinexperiences.com/cfr/scripts/VTS/EmbedEvent.js"></script><div id="Embed30911" data-server="https://stage.onlinexperiences.com" data-showkey="30911" data-width="100%" data-height="768" data-showid="A43AA8A3-93CE-44F7-A007-B5BCE13355B9"></div>
```

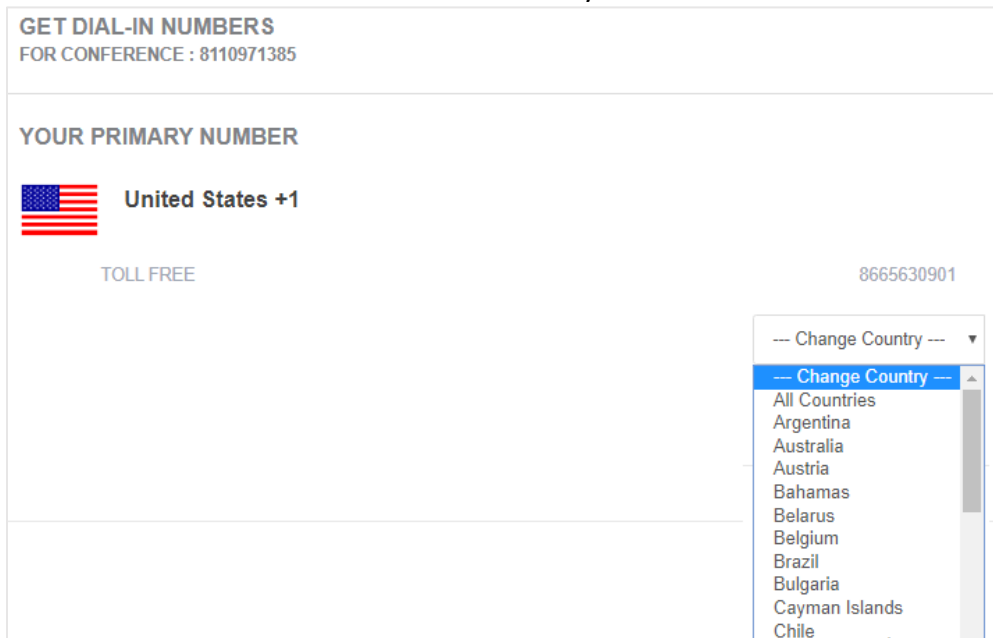
Updates

Integrated Telephony – International Dial-In Numbers

Within the integrated telephony setup of Studio Webcasting and the Studio Presenter Console, administrators/staffers can easily pull the list of international call-in numbers for their conference bridge.



When the “Additional Numbers” is selected, a page will allow you select the dial-in numbers for all countries or to select an individual country.



VIRTUAL EVENTS

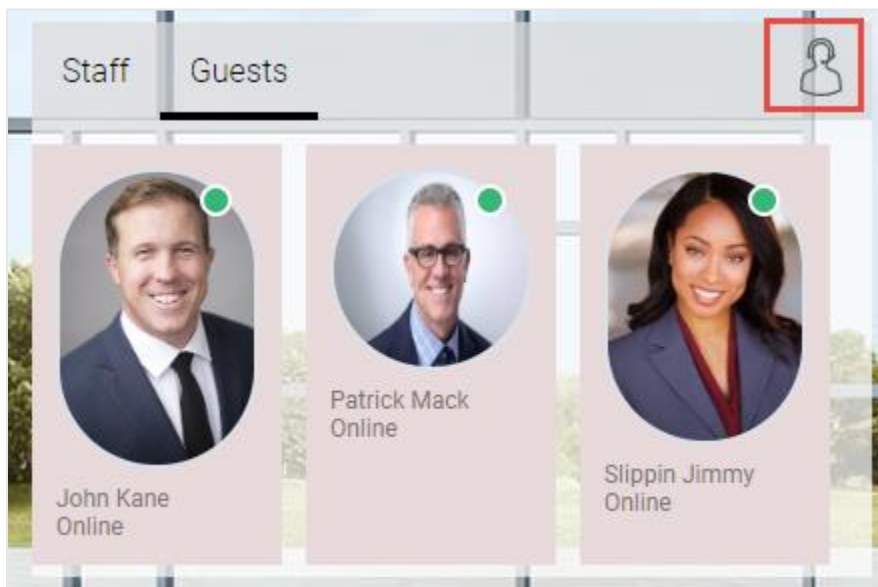
New Features

Booth Rep Chat

A new feature called “Booth Rep Chat” has been added to all sponsor booths and is available for booth staffers. This feature allows booth staffers to actively manage the visitors to their booth and stay in constant communication with the other booth staffers. The booth rep chat allows the staffers to manage the following:

- View all chat requests in the booth.
- View all active chats taking place with booth staffers.
- View a list of active attendees in the booth and the ability to start a chat.
- View a list of all visitors to the booth, current and past.
- Ability to quickly toggle over and view/participate in the group chat with attendees.
- Ability to have an internal booth staff chat that only staffers can view and access.
- Notification next to the attendees’ name that lets a staffer know they are in a private chat with another staffer.

Access to the booth rep chat is available from within the main display of the booth. Staffers will see the below icon in their booth, once selected they will be brought into the booth rep dashboard view (shown on the next page).



14.4 Release Notes – Available September 21, 2019

When a staffer enters the booth rep dashboard, they can easily navigate back to the attendee view of the booth by selecting the “Back” button.

< Back

Dashboard - Sponsor ABC

Queues Booth chat

Total Visitors (0)

Pending Chat Requests (0)

Active Chats (0)

Recent (1)

Staff (2)

Rep Chat



Justin Smith:
Will someone follow up with Kate in the booth?

Steve Howard:
Yep, I will reach out to her


Lauren Jacobs
Steve - did you follow up with Kate?

Steve Howard:
Hey Justin - Mark stopped by the booth and wants you to contact him regarding a demo.



Enter Message Here





SEND






Patrick Mack





Nicole Elliot



John Kane

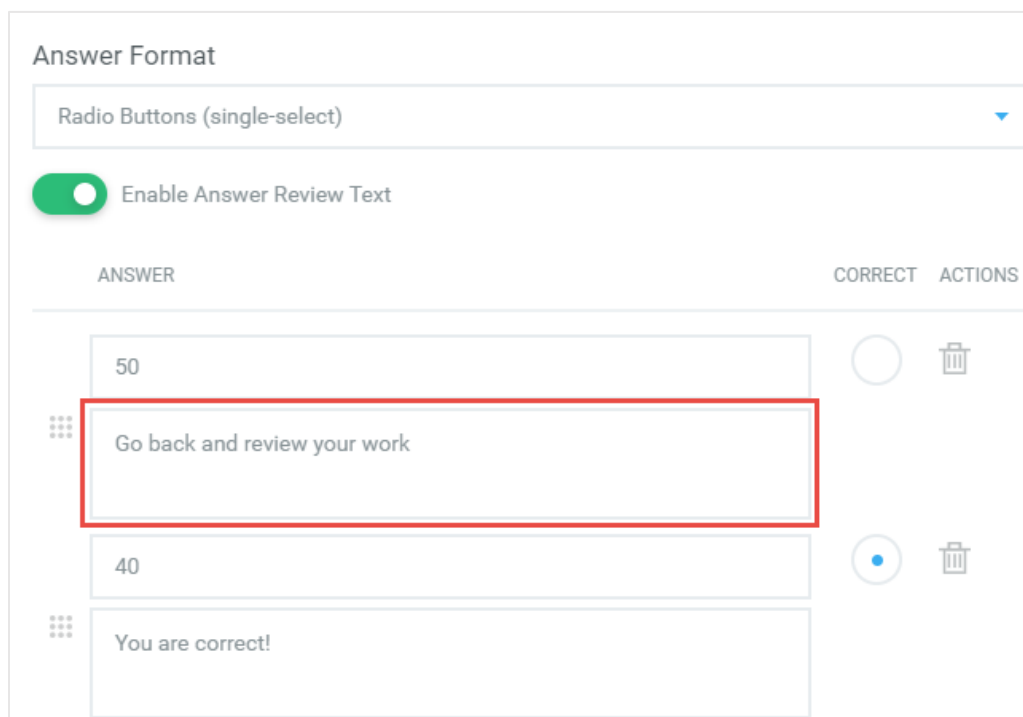



CROSS-PLATFORM FEATURES

New Features

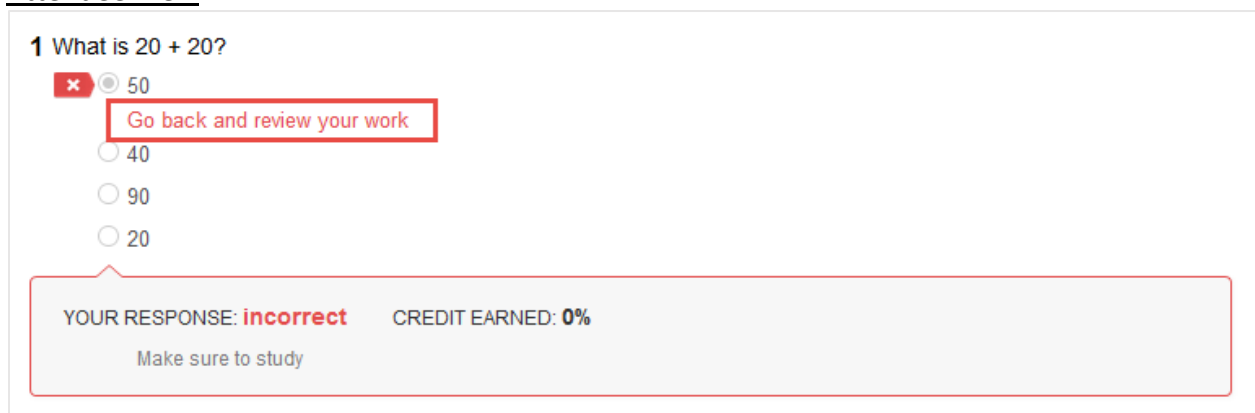
Tests – Answer Review Text

The ability to add review text for each question answer has been added to the test wizard, providing attendees a more detailed response when an incorrect response is submitted. Review text will display on every answer the user submits that is incorrect.



ANSWER	CORRECT	ACTIONS
50	<input type="radio"/>	
Go back and review your work		
40	<input checked="" type="radio"/>	
You are correct!	<input checked="" type="radio"/>	

Attendee View



1 What is 20 + 20?

50

Go back and review your work

40

90

20

YOUR RESPONSE: **incorrect** CREDIT EARNED: **0%**

Make sure to study

Updates

Amplify – Video Slides

Studio has been updated to serve video slides via Amplify vs. being served from the CDN, providing additional bandwidth optimization when using Amplify.

API Updates

The Event Setup API has a new dataset available for retrieval. Registration Page Listing (Code “RPL”) will return details of the registration page setup, including the UUID for constructing the registration page link.

A new API is available which will return a listing of events/webcasts that a given user is registered for.

Detailed documentation on these updates can be found in the [Solution Center](#).

ChinaCache Support

Studio and Virtual Events can now be enabled to use ChinaCache for content delivery. This allows for events with attendees based in mainland China to be delivered content via ChinaCache vs. the closest pop from the CDN outside of mainland China (aka Pacific Rim).

For more information on ChinaCache please contact your account representative.

TECHNICAL REQUIREMENTS

You can find the technical requirements for the Intrado platform by clicking on the below link. **These requirements will be updated on 9/21/19.**

[TECHNICAL REQUIREMENTS](#)

Upcoming 2019 Release Schedule

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