

Meeting Insights



Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

Date Published: October-08-2024

Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

Stay in the Loop with AudioCodes



Related Documentation

Document
Meeting Insights Administrator's Manual
Meeting Insights Release Notes

Document Revision Record

LTRT	Description
12705	Initial document release
12706	All sections updated.
12707	Microsoft Teams added; add-ins for Outlook Calendar added; new section - Recording a Presentation Locally through Meeting Insights; mobile device section removed; screens and icons updated; transcription icon added; diarization removed; premium transcription added; miscellaneous
12708	Updated to online version and Microsoft Teams.
12709	All sections updated; insights replaced with recap; speakers bar; miscellaneous
12710	Mia phrases; login via Microsoft 365 account; home page (workspace) setting; changing password removed; live panel; meeting recap (structure, email and download); preferences (recap sent automatically); Q&A design update; miscellaneous
12711	User account profiles; Settings pages (design); mid-meeting actions through Live Panel updated; account information updated (Administrator-enabled features)
12712	App for Teams; highlights; video player
12713	Live panel; GUI updates; miscellaneous
12714	Bookmark feature added; sharing meeting within and without organization; editing privileges
12715	All Meetings updated (external meetings filter); notifications options updated; account privileges updated; owner-controlled recording
12717	Adding Mia during meeting removed; highlights updated; All Meetings screenshots
12719	Integration with Microsoft Planner; new left navigation pane; adding Mia during scheduled meeting; panel during meeting updated; new mobile UI; enabling transcription during meeting; sharing previous recap during recurring meetings; adding co-organizer to scheduled meeting; miscellaneous
12905	Release Notes added
12906	Pausing and resuming a meeting; automatic publish; new icon indicating failed meeting; new mobile app screens.

LTRT	Description
12907	All GUI screens updated; login page updated; help updated with Mia email address and software version; bot help updated; auto / delayed publish; add-in for Outlook; sharing meetings; Edge browser support; personal notes for action items; subtitle and memo for meetings; unpublish meetings
12908	General GUI screens; icons redesign; AI-generated summary, outline and action items; empty meeting icon; snippets; video trimming
12909	Dedicated AI-generated Outline; Q&A recap; Issues & Solutions recap; recap edit, delete, and email icons; sending recap by email; email notification options; Miscellaneous UI
12910	Local recordings removed
12914	Imported recorded file formats list; mobile updates

Table of Contents

1	Welcome	1
	Meeting Insights User Account Profiles	1
	Meeting Recording User Types	2
2	Meeting Insights Platforms	4
	Meeting Insights Web-based Management Tool	4
	Logging in	4
	Getting Started with the Web GUI	5
	Logging Out	7
	Meeting Insights App for Microsoft Teams Desktop Client	7
	Adding Meeting Insights App to Teams Desktop Client	7
	Viewing Meeting Insights App in Pop-Out Window	10
	Pinning Meeting Insights App to Teams	10
	Refreshing Meeting Insights Display	11
	Opening Meeting Insights Web Interface from Teams App	11
	Meeting Insights App for Microsoft Teams Mobile	11
	Adding Meeting Insights App to Teams Mobile Client	12
	Pinning Meeting Insights App for Easy Access	14
	Viewing Meeting Recordings List on Mobile Client	16
	Viewing a Meeting Recording on Mobile Client	19
	Viewing and Managing Recap of Meeting Recording	21
	Playing a Meeting Recording	25
	Deleting a Meeting Recording	25
	Downloading a Meeting Recording	26
	Copying a Meeting Recording's URL	27
	Viewing and Managing Action Items	28
	Publishing a Meeting Recording	29
	Unpublishing a Meeting Recording	31
3	General Settings	33
	Viewing Account Information	33
	Downloading Meeting Insights Add-in for Outlook	35
	Configuring Personal Tags	36
	Configuring Representative Users	37
	Adding a Representative User	37
	Deleting a Representative User	38
	Subscribing to Email Notifications	39
	Configuring Preferences	39
	Viewing Voice-Activated Command Phrases	40
4	Initiating a Meeting Recording	43
	Scheduling Meeting Recordings through Microsoft Teams Calendar	43
	Scheduling Meeting Recordings through Microsoft Outlook Calendar	44
	Adding Meeting Insights Ad Hoc during Scheduled Meetings in Teams Desktop	46

5	In-Meeting Experience	51
	In-Meeting Experience using Teams Desktop Client	51
	Changing Contrast of Meeting Insights Side Panel	52
	Changing Language of Voice Assistant Mia	53
	Changing Permission of Participants	54
	Running AI to Create Summary and Action Items	55
	Activating Transcription in Teams Meeting Window	57
	Adding Meeting Recap in Teams Meeting	58
	Adding Bookmarks in Teams Meeting Window	62
	Adding Highlights in Teams Meeting Window	63
	Viewing Recap and Action Items of Recurring Meetings	65
	Viewing Action Items during Meeting	66
	In-Meeting Experience using Meeting Insights Web Tool	66
	Accessing the Live Panel	66
	Adding Meeting Recap in Live Panel	67
	Running AI to Generate Recap and Transcription	69
	Adding Highlights in Live Panel	70
	Adding Bookmarks in Live Panel	70
	Editing or Deleting Meeting Recap Items in Live Panel	71
	In-Meeting Experience using Teams Mobile Client	71
	Meeting Insights Live Panel on Mobile Teams Client	71
	Accessing Live Panel from Joined Teams Meeting	72
	Accessing Live Panel from Meeting Insights Home Screen	74
	General Settings of Mobile Live Panel	75
	Defining Screen Layout of Mobile Live Panel	78
	Adding Recap in Mobile Live Panel	79
	Adding Highlights in Mobile Live Panel	81
	Adding Bookmarks in Mobile Live Panel	82
	Pausing and Resuming Recording in Mobile Live Panel	82
	Running AI-Generated Recap, Transcription and Meeting Prep in Mobile Live Panel	83
	Viewing AI-Generated Meeting Prep in Mobile Live Panel	84
	In-Meeting Actions using Voice-Activated Assistant Mia	86
	Pausing and Resuming Meeting Recordings	87
	Stopping Recording during Meeting	89
	Recording Notifications during Meeting	89
6	Post-Meeting Actions	90
	Viewing Meeting Recordings List	90
	Searching for Meeting Recordings	95
	Running AI to Create Summary and Action Items from List View	96
	Viewing Meeting Recap in List View	97
	Adding Memos to Meeting Recordings	101
	Viewing General Information of Meeting Recordings	101
	Viewing Meeting Recordings of Recurring Meetings	102
	Modifying Name of Meeting Recordings	103

Publishing Meeting Recordings	105
Unpublishing Meeting Recordings	107
Managing Meeting Recap	108
Summary	108
Generating AI-Powered Summary	108
Adding a Summary Manually	110
AI-Generated Meeting Preparation for Recurring Meetings	111
Generating AI-Powered Meeting Prep	112
Outline	113
Generating AI-Powered Outline	114
Action Items	115
Adding Action Items Manually	116
Generating AI-Powered Suggested Action Items	116
Managing Action Items	118
Questions and Answers	123
Generating an AI-Powered Questions and Answers	123
Issues and Solutions	124
Generating AI-Powered Issues and Solutions	124
Decisions	125
Adding Decisions	125
Notes	126
Adding Notes	126
Viewing the Meeting Recap	127
Copying a Recap to Clipboard	128
Playing Video from Recap Location	128
Editing a Recap	129
Downloading File of Entire Recap to PC	130
Sending Entire Recap by Email	130
Showing and Hiding Timestamps in Recap	132
Re-running AI to Generated Recap	132
Sending Updated Recap by Email	133
Deleting a Recap	133
Managing Snippets	134
Creating Snippets	134
Viewing Snippets	137
Viewing Snippets on Player Page	137
Viewing Snippets on Snippets Page	138
Renaming Snippets	139
Making a Recap from a Snippet	140
Changing Sharing Options for Snippets	140
Copying Snippets to Clipboard	141
Deleting Snippets	141
Managing Transcription	142
Creating a Transcription	142
Searching Text in Transcription	144

Editing Transcription	145
Showing and Hiding Timestamps in Transcription	146
Showing and Hiding Speakers in Transcription	146
Downloading Transcription	147
Deleting Transcription	148
Managing Bookmarks	149
Viewing Bookmarks	149
Renaming Bookmarks	149
Deleting Bookmarks	150
Managing Highlights	150
Viewing Highlights	151
Searching for Text in Highlights	151
Editing Transcription of Highlights	152
Changing Speaker of Highlights	153
Changing Language of Highlights	153
Renaming Highlights	154
Making a Recap from a Highlight	154
Hiding Timestamps of Highlights	155
Downloading Highlights	156
Sending Highlights by Email	157
Copying Highlights to Clipboard	157
Deleting Highlights	158
Managing Tags	159
Managing Video	160
Playing and Navigating Video of Meeting Recordings	161
Using the Video Player's Speakers and Recap Bar	164
Tracking Speakers in Video Player	166
Viewing Meeting Recap on Video	167
Filtering Video Speakers and Recap Bar by Speakers	169
Viewing Highlights on Video	170
Adding and Viewing Bookmarks	170
Viewing Audio Waveform of Video	172
Trimming a Meeting Recording's Video	173
Managing Video Slides	174
Viewing Slides	174
Hiding or Restoring Slides	177
Downloading Slides	179
Managing Participants	179
Viewing Participants of Meeting Recordings	179
Assigning Privileges to Participants	181
Removing Participants from Meeting Recordings	181
Sharing Meeting Recordings	182
Sharing Meeting Recordings within Organization	182
Sharing Meeting Recordings Outside of Organization	184
Making Meeting Recordings Public	189

Attaching Files to Meeting Recordings	190
Uploading Files	190
Downloading Attached Files	191
Deleting Attached Files	193
Importing Meeting Recordings Created by Third-Party Programs	194
Copying URL of Meeting Recordings	196
Downloading Meeting Recordings	196
Deleting Meeting Recordings	197
8 Getting Help	199
Using the Help Bot	199
Using the Help ? Icon	201

1 Welcome

AudioCodes Meeting Insights is an AI-powered enterprise solution, enabling users to record any meeting-generated content (audio and video) of Microsoft Teams meetings.

Meeting Insights automatically generates meeting minutes for Microsoft Teams meetings.

Meeting Insights records, transcribes, and organizes all aspects of online meetings. It provides a centralized company platform for all meetings, webinars and conference calls, making them easily shareable across the organization. It shifts the focus from individual access to meeting content, to a company-wide approach, aiding informed decision-making.

During the meeting, Meeting Insights in-meeting voice assistant “Mia” logs all notes, action items, decisions and a summary, while allowing you to highlight specific areas in the meeting with one click so that you can easily locate them after the meeting. Meeting Insights provides regular recording options, enabling you to pause and resume recording anytime during the meeting.

Once the meeting recording has ended, you can use Meeting Insights feature-rich and flexible web-based management tool to manage and edit the meeting recording. This includes publishing and sharing the meeting recording so that all participants and optionally, all or specific contacts in your organization can also view it even if they weren't present (or invited), and editing the slide presentation (add, replace or delete slides).

For more information on Meeting Insights, go to AudioCodes [website](#).

Meeting Insights User Account Profiles

The account profile determines the level of privileges in Meeting Insights for each Meeting Insights user. The profile is determined by your organization's Administrator for Meeting Insights.

Your account profile can be one of the following:

- **"Meeting Insights"**: This profile provides full privileges to all functionality offered by Meeting Insights.
- **"Minutes"**: This profile provides limited privileges to Meeting Insights functionality. These users have the following privileges only:
 - Initiate meeting recordings or join meeting recordings set up by other users, if invited. If this profile user initiates the meeting recording and invites Mia to join, Meeting Insights records the audio of the participants if this feature is enabled for the user by the Administrator; otherwise, the user can only add meeting recap items.
 - View and add recap items (e.g., notes) during or after meeting recordings.
 - Edit the subject name of this user's meeting recordings.
 - Listen to or record audio of meeting recordings, if allowed by the Administrator. This user profile cannot view (play) the presentation of meeting recordings. To check if your

Administrator has provided you with audio privileges, see the 'Audio' field in [Viewing Account Information](#) on page 33.

All other functionality offered by Meeting Insights not listed above is blocked to these users.

You can view your account's profile in Meeting Insights, as described in [Viewing Account Information](#) on page 33.



- If your Administrator changes your profile from "Minutes" to "Meeting Insights", all meeting recordings done under your "Minutes" profile, still remain with your "Minutes" profile privileges.
- If your Administrator changes your profile from "Meeting Insights" to "Minutes", all meeting recordings done under your "Meeting Insights" profile, still remain with your "Meeting Insights" profile privileges (i.e., you still have full Meeting Insights privileges for these specific meeting recordings).

Meeting Recording User Types

Before you begin, it's important to familiarize yourself with the different types of users for meeting recordings:

User	Description
Owner	An Owner is the person that organized the meeting. The Owner has full privileges over the meeting recording (e.g., view, edit, delete, and publish).
Representative	A Representative is a person that has the same privileges (full) as the Owner, for all the Owner's meeting recordings. A Representative is defined by the Owner, as described in Adding a Representative .
Co-owner	A Co-owner is a person that has the same privileges (full) as the Owner, for a specific meeting recording. A Co-owner is defined by any of the following ways: <ul style="list-style-type: none"> ■ Assigned by the Owner (or Representative) with full privileges ("Can edit") for the specific meeting recording (see Assigning Privileges to Participants on page 181). ■ Added as a co-organizer when creating the invitation for the specific Teams meeting.
Participant	A Participant is a person that was either: <ul style="list-style-type: none"> ■ Invited to the meeting recording and joined it. ■ Added to the participant list after the meeting

User	Description
	<p>recording.</p> <p>Participants can only do the following:</p> <ul style="list-style-type: none"> ■ View (play) the meeting recording (if published by Owner). ■ Add notes to the meeting recording. ■ Assign tags to the meeting recording. <p>To manage participants, see Managing Participants on page 179.</p> <p>Note: Your Meeting Insights Administrator can give you full editing permissions to all meeting recordings to which you're invited as a participant. To check if you've been given such permissions, see the 'Auto Can Edit' field on the Settings page, as described in Viewing Account Information on page 33.</p>
Viewer	<p>A Viewer is a person that was either:</p> <ul style="list-style-type: none"> ■ Invited to the meeting recording, but didn't join. ■ Not invited to the meeting recording, but the published meeting recording was shared with the person. <p>Viewers can only do the following:</p> <ul style="list-style-type: none"> ■ View (play) the meeting recording. ■ Add notes to the meeting recording. ■ Assign tags to the meeting recording. <p>Note: The Owner can make change a Viewer into a Co-owner for a meeting recording.</p>

2 Meeting Insights Platforms

Meeting Insights provides you with the following management platform options:

- **Meeting Insights Web-based management interface:** This platform offers you all Meeting Insights feature-rich capabilities for managing meeting recordings. For more information, see [Meeting Insights Web-based Management Tool](#) below.
- **Meeting Insights app, embedded in your Microsoft Teams desktop client:** This platform offers you limited, but important capabilities. For more information, see [Meeting Insights App for Microsoft Teams Desktop Client](#) on page 7.
- **Meeting Insights app, embedded in your Microsoft Teams client for mobile phones:** This platform offers you limited, but important capabilities. For more information, see [Meeting Insights App for Microsoft Teams Mobile](#) on page 11.

Meeting Insights Web-based Management Tool

Meeting Insights web-based management tool provides full management capabilities of your meeting recordings.



- The Meeting Insights web-based management tool has been successfully tested on Google Chrome and Microsoft Edge web browsers.
- The web-based management tool and the Meeting Insights app for your Teams client provide similar functionality. The web-based management tool offers the following main features that are not provided by Meeting Insights Teams app:
 - ✓ Importing meeting recordings created by third-party programs (see [Importing Meeting Recordings Created by Third-Party Programs](#) on page 194).
 - ✓ General Meeting Insights settings (see [General Settings](#) on page 33).

Logging in

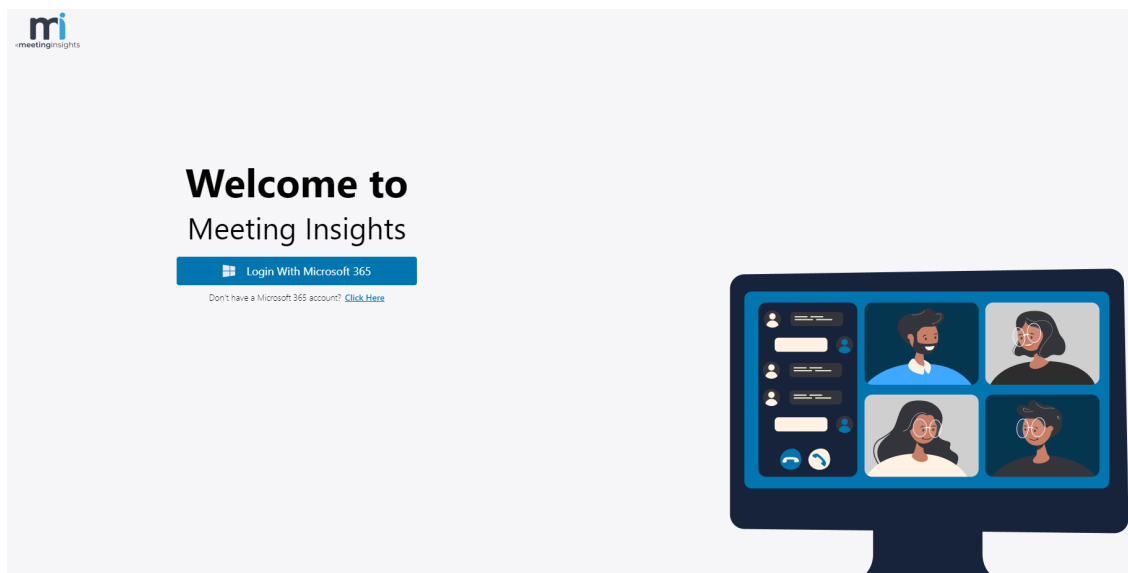
Logging in to Meeting Insights web-based management tool is done using your Microsoft 365 account that you use at your organization.



Currently, Meeting Insights web-based management tool is supported by Google Chrome only.

➤ To log in to Meeting Insights web-based management tool:

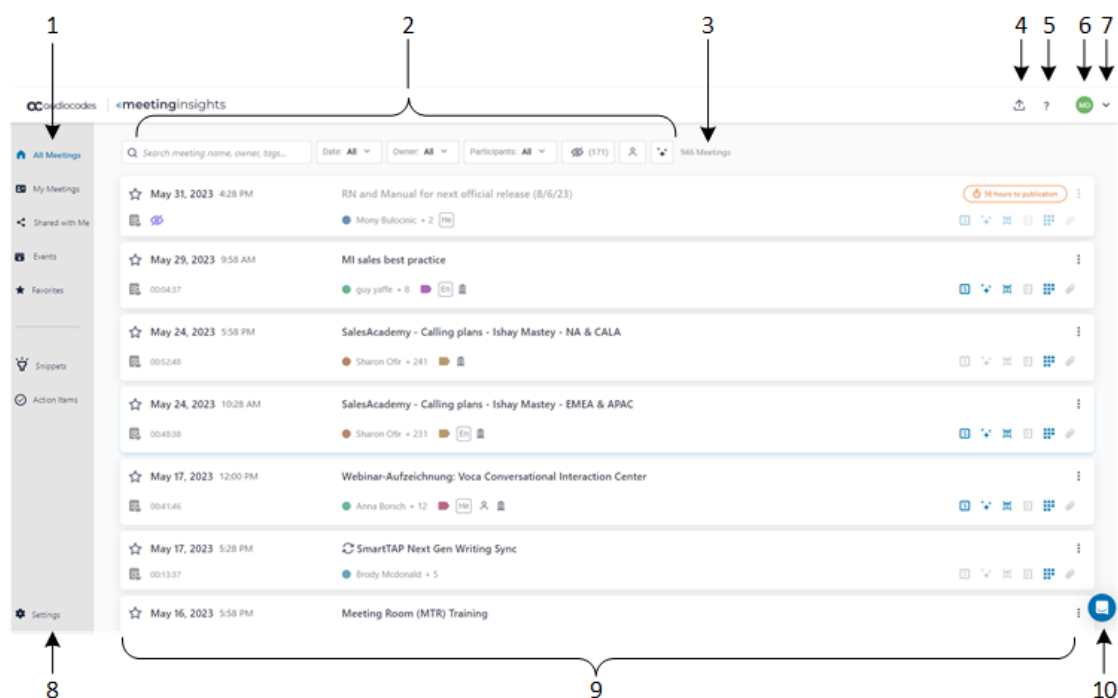
1. In your web browser, go to the URL of your organization's Meeting Insights web interface (e.g., <https://online.meetinginsights.abc.com/ui/office-365-login/login-page.php>):



2. Click **Login With Microsoft 365**.
3. Select your Microsoft 365 account, enter your password, and then click **Sign in**; you're signed in to your Microsoft 365 account and Meeting Insights web-based management interface opens, displaying the **All Meetings** page (Home page), as described in [Viewing Meeting Recordings List](#) on page 90.

Getting Started with the Web GUI

The following figure displays the areas of the web-based management tool:



Item #	
1	<p>Navigation pane:</p> <ul style="list-style-type: none"> ■  All Meetings: Displays meeting recordings where you're the Owner or were a participant, as well as meeting recordings that were shared with you (if you were a participant or not). ■  My Meetings: Displays meeting recordings where you're the Owner or were a participant. ■  Shared with Me: Displays meeting recordings that you were not invited to, but that were shared with you. ■  Events: Displays meeting recordings that were shared with everyone in your organization. ■  Favorites: Displays meeting recordings that you marked as favorites. ■  Snippets: Displays snippets. For more information, see Managing Snippets on page 134. ■  Action items: Displays action items - those that others assigned to you and those that you assigned to others and yourself. For more information, see Managing Action Items on page 118.
2	Search field and filters for searching and filtering the list of meeting recordings.
3	Displays the number of listed meeting recordings.
4	The  icon allows you to import meeting recordings created by third-party programs (see Importing Meeting Recordings Created by Third-Party Programs on page 194).
5	The  icon displays options for getting help on Meeting Insights (see Getting Help on page 199).
6	Your Meeting Insights profile account picture.
7	Drop-down menu containing commands for defining global Meeting Insights settings (see General Settings on page 33) and for logging out of Meeting Insights (see Logging Out on the next page).
8	The  Settings icon allows you define global Meeting Insights settings (see General Settings on page 33).

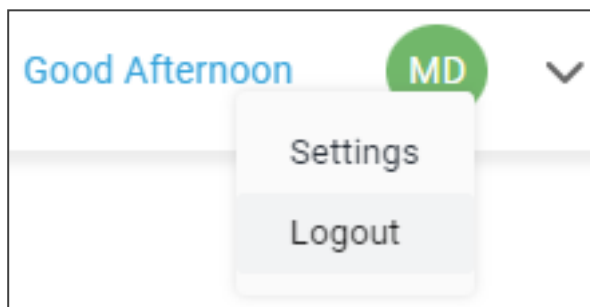
Item #	
9	Meeting recordings list (see Viewing Meeting Recordings List on page 90).
10	Help chat bot for getting help (see Using the Help Bot on page 199).

Logging Out

For security, it's recommended that you log out of Meeting Insights whenever you finish working with Meeting Insights.

➤ To log out of Meeting Insights:

1. Click the arrow located in the top-right corner of the window next to your profile icon, and then from the drop-down list, choose **Logout**:



A confirmation message box appears.

2. Click **Yes**.

Meeting Insights App for Microsoft Teams Desktop Client

You can use Meeting Insights within your Microsoft Teams desktop client, by adding the Meeting Insights app to Teams.



The Meeting Insights app for Teams desktop client and the Meeting Insights web-based management tool provide almost identical functionality.

Adding Meeting Insights App to Teams Desktop Client

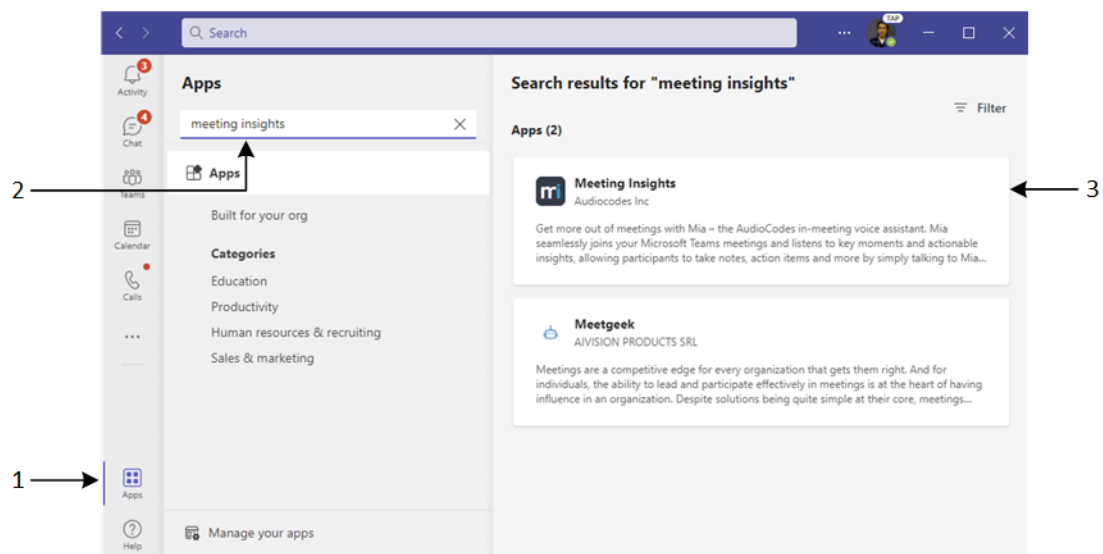
To integrate Meeting Insights with Teams, you need to add the Meeting Insights app to your Teams client. Accessing Meeting Insights through Teams is done using single sign-on (SSO) authentication, whereby you're automatically logged in to your Meeting Insights account (using the same credentials as your Microsoft Office 365 account).



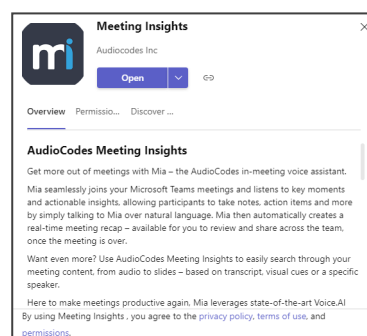
The Meeting Insights app is not available for participants that are outside of your organization.

➤ **To add Meeting Insights app to Teams:**

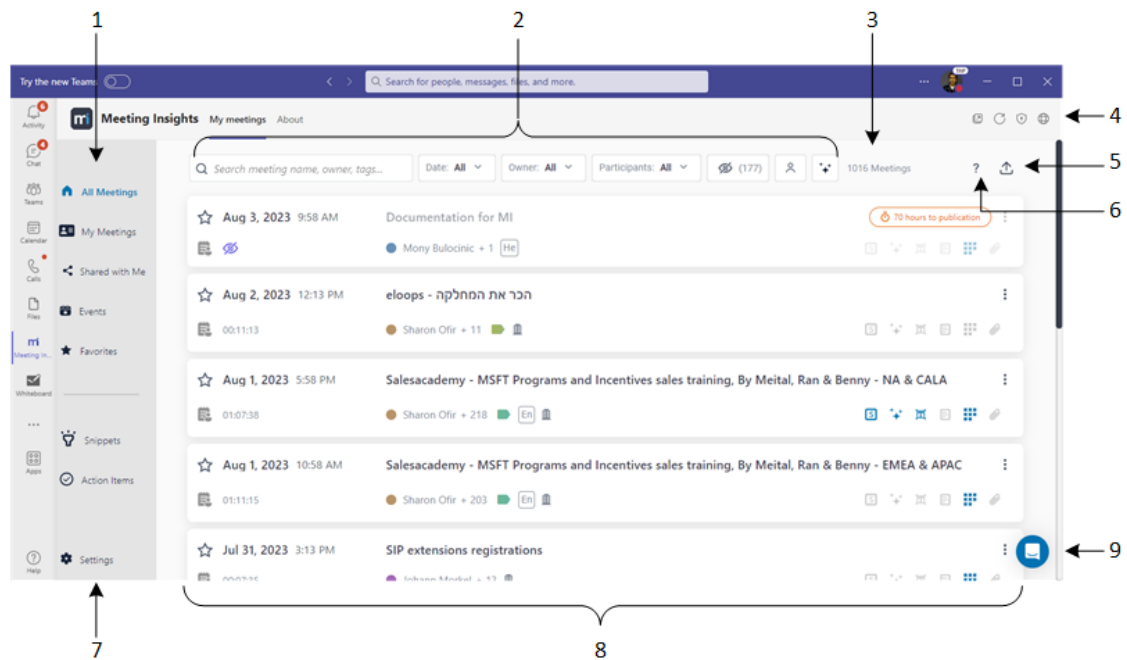
1. On your Teams client side panel, click **Apps** (#1 in figure), and then search for AudioCodes' Meeting Insights app (#2 in figure):









2. Click the **Meeting Insights** app (#3 in above figure); the following dialog box appears:



3. Click **Open**; the Meeting Insights app is added to your Teams client side panel and you're automatically logged in to your Meeting Insights account, displaying the Home page, which lists all meeting recordings where you were the owner or a participant as well as meeting recordings that were shared with you:




Item #	
1	<p>Navigation pane:</p> <ul style="list-style-type: none"> All Meetings: Displays meeting recordings where you're the Owner or were a participant, as well as meeting recordings that were shared with you (if you were a participant or not). My Meetings: Displays meeting recordings where you're the Owner or were a participant. Shared with Me: Displays meeting recordings that you were not invited to, but that were shared with you. Events: Displays meeting recordings that were shared with everyone in your organization. Favorites: Displays meeting recordings that you marked as favorites. Snippets: Displays snippets. For more information, see Managing Snippets on page 134. Action items: Displays action items - those that others assigned to you and those that you assigned to others and yourself. For more information, see Managing Action Items on page 118.
2	Search field and filters for searching and filtering the list of meeting recordings.

Item #	
3	Displays the number of listed meeting recordings.
4	<p>Toolbar icons:</p> <ul style="list-style-type: none"> ■  : Displays Meeting Insights in a pop-out window (see Viewing Meeting Insights App in Pop-Out Window below). ■  : Refreshes Meeting Insights display (see Refreshing Meeting Insights Display on the next page). ■  : Opens the Meeting Insights web interface in your web browser (see Opening Meeting Insights Web Interface from Teams App on the next page).
5	The  icon allows you to import meeting recordings created by third-party programs (see Importing Meeting Recordings Created by Third-Party Programs on page 194).
6	The  icon displays options for getting help on Meeting Insights (see Getting Help on page 199).
7	The Settings  icon allows you define global Meeting Insights settings (see General Settings on page 33).
8	List of meeting recordings (see Viewing Meeting Recordings List on page 90).
9	Chat bot assistance (see Using the Help Bot on page 199).

Viewing Meeting Insights App in Pop-Out Window

You can view the Meeting Insights app in a pop-out window instead of within your Teams client window. This may be useful if you want to work in parallel with your Teams client (e.g., send chat messages and call people) and Meeting Insights.

➤ To view Meeting Insights app in a pop-out window:

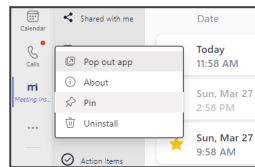
- In the top-right corner of the window, click the **Pop out app**  icon.

Pinning Meeting Insights App to Teams


You can pin the Meeting Insights app to the Teams side panel so that it will always appear on the side panel whenever you open your Teams client. If you don't pin the app, you need to select the app using the ellipsis (three dots) button on the side panel each time you want to use the app.

➤ To pin the app:


1. Add the Meeting Insights app, as described in [Adding Meeting Insights App to Teams Desktop Client](#) on page 7.
2. Right-click the Meeting Insights app icon in the side panel, and then from the drop-down menu, choose **Pin**:



Refreshing Meeting Insights Display

On the toolbar of the Meeting Insights app, you can refresh (reload) Meeting Insights. When clicked, Meeting Insights reloads and you're navigated back to the home page ( **All Meetings**). This may be useful, for example, if you have performed some search query in the home page and you want to view all the meeting recordings again instead of the search results.


➤ To refresh Meeting Insights:

- In the top-right corner of the window, click the **Reload**  icon.

Opening Meeting Insights Web Interface from Teams App

You can easily open the Meeting Insights web-based interface in your browser from Meeting Insights in your Teams desktop client. This may be necessary if you want to perform operations that are only supported in the web interface.

➤ To open Meeting Insights web interface from Teams:

1. In the top-right corner of the window, click the **Go to website**  icon; your web browser navigates to the URL of your organization's Meeting Insights.
2. Log in with your Microsoft 365 account's credentials that you use in your organization (as described in [Logging in](#) on page 4).

Meeting Insights App for Microsoft Teams Mobile

Meeting Insights offers an app that you can use in your organization's Microsoft Teams client for mobile phones. This app allows you to do the following:

- View the list of all meeting recordings in your Meeting Insights account within Teams, play their videos, view their recap, and view and manage Action Items
- During a meeting recording:
 - View live updates of the meeting recap and add recap items
 - View and add meeting recap items

- View completed meeting recordings through the Teams calendar




Teams Meeting Insights app and the web-based management tool provide similar functionality. However, the web-based management tool provides full functionality, offering the following main features that are not provided by the Meeting Insights app:

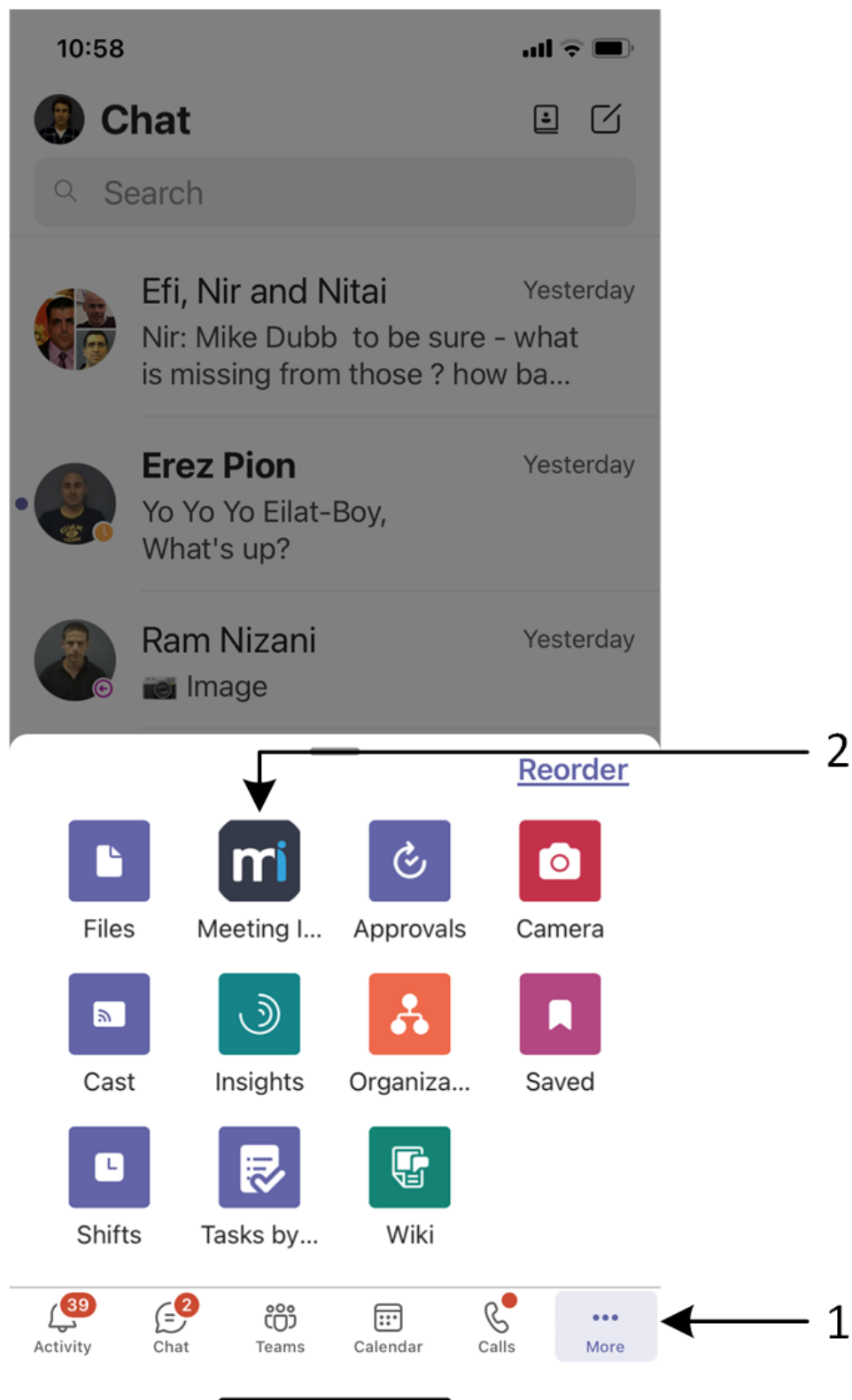
- Importing meeting recordings created by third-party programs (see [Importing Meeting Recordings Created by Third-Party Programs](#) on page 194).
- General Meeting Insights settings (see [General Settings](#) on page 33).

Adding Meeting Insights App to Teams Mobile Client

Before you can use Meeting Insights with your Teams mobile client, you need to add the Meeting Insights app to it.

➤ To add Meeting Insights app to Teams mobile client:

1. On your mobile phone, open the Teams app, and then sign in to your Microsoft Office 365 account that you use in your organization.
2. Tap the ellipsis **More** button (#1 in figure), and then from the pop-up, tap the Meeting Insights  icon (#2 in figure):





- Meeting Insights opens through Teams using single sign-on (SSO) authentication (automatically logged in to your Meeting Insights account using the same credentials as your Microsoft Office 365 account).
- Instead of always doing the above step, you can pin the Meeting Insights app to the app bar so that it's easier to locate. For more information, see [Pinning Meeting Insights App for Easy Access](#) below.

Pinning Meeting Insights App for Easy Access

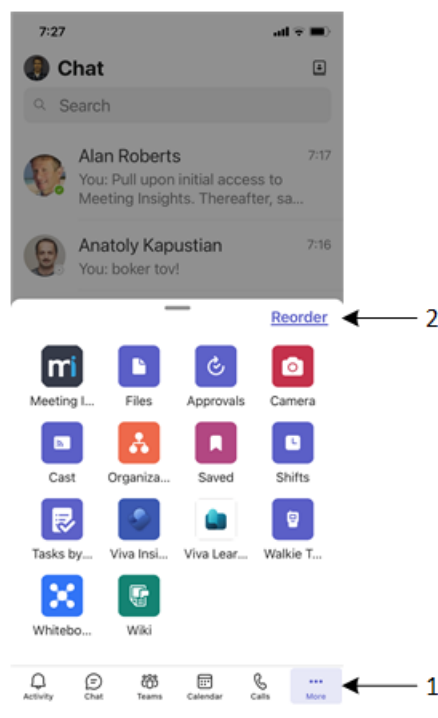
You can pin the Meeting Insights app to the app bar located at the bottom of the Teams mobile client. This allows quick-and-easy access to Meeting Insights in your Teams mobile client.




The procedure below uses the Teams mobile client for Apple. If your mobile device is based on a different operating system (e.g., Android), follow its instructions for performing the functionality described.

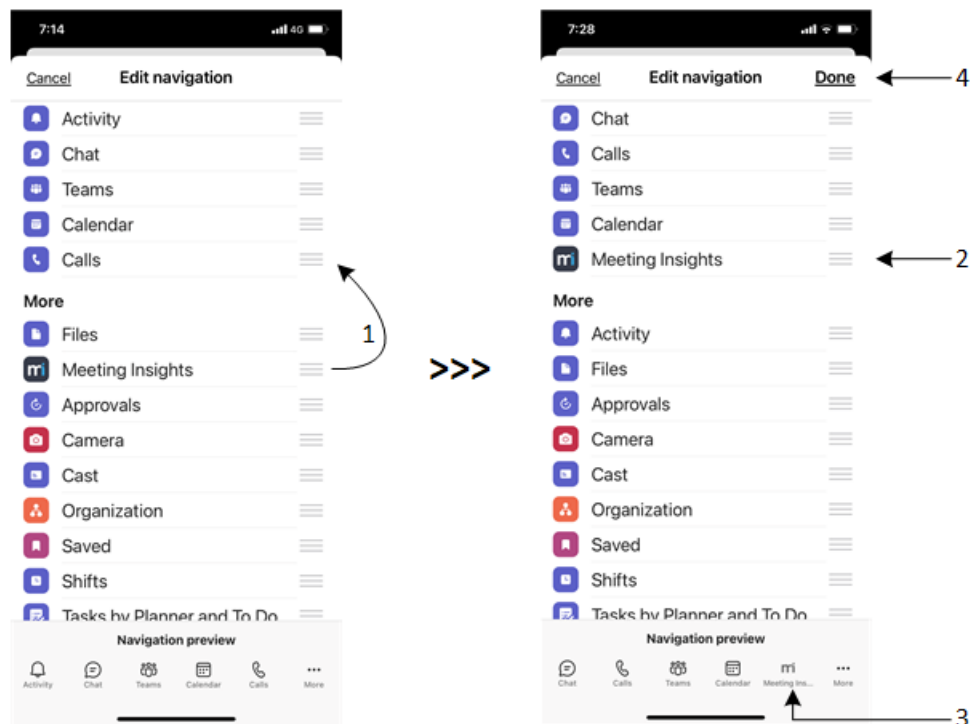
➤ To pin Meeting Insights app to Teams mobile:

1. On your mobile phone, open the Teams app, and then sign in to your Microsoft Office 365 account that you use in your organization.
2. On the app bar, tap the **More** button (#1 in figure below), and then from the pop-up, tap **Reorder** (#2 in figure) to open the Edit navigation pop-up:

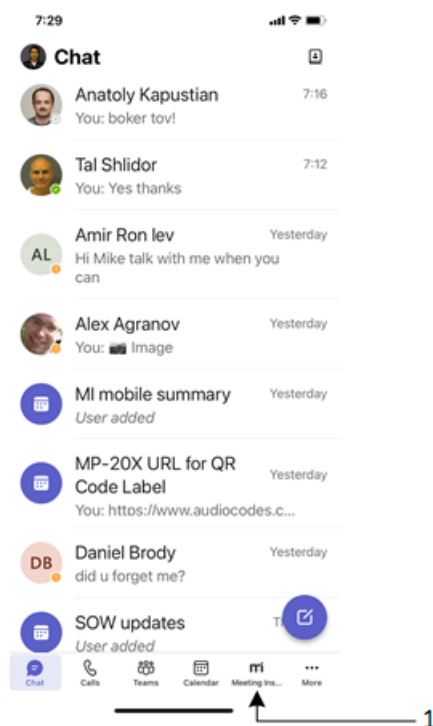


3. Drag the three horizontal lines icon corresponding to the  Meeting Insights app (#1 in figure below) to the area above the 'More' group (#2 in figure below). This group can


contain up to five apps and therefore, when you drag the app into it, one of the other apps in this group automatically moves back into the 'More' group. The app bar shows a preview of your changes (#3 in figure).

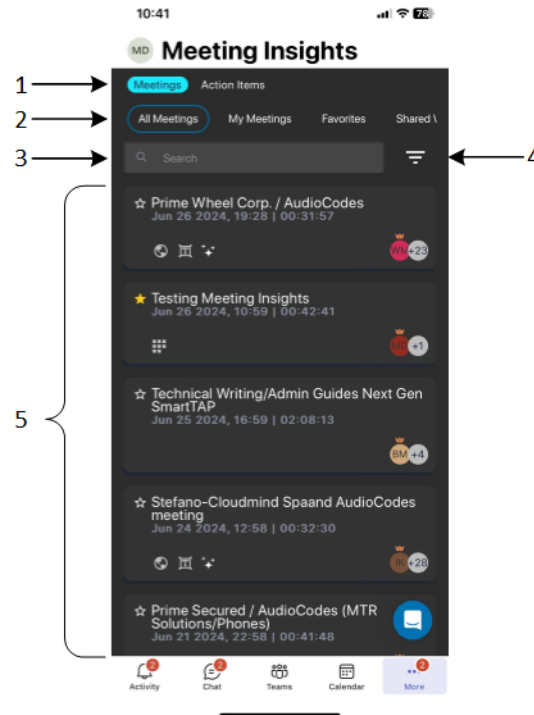


4. Tap **Done** (#4 in figure above); the **Meeting Insights** app is now always available on the app bar (#1 in figure):



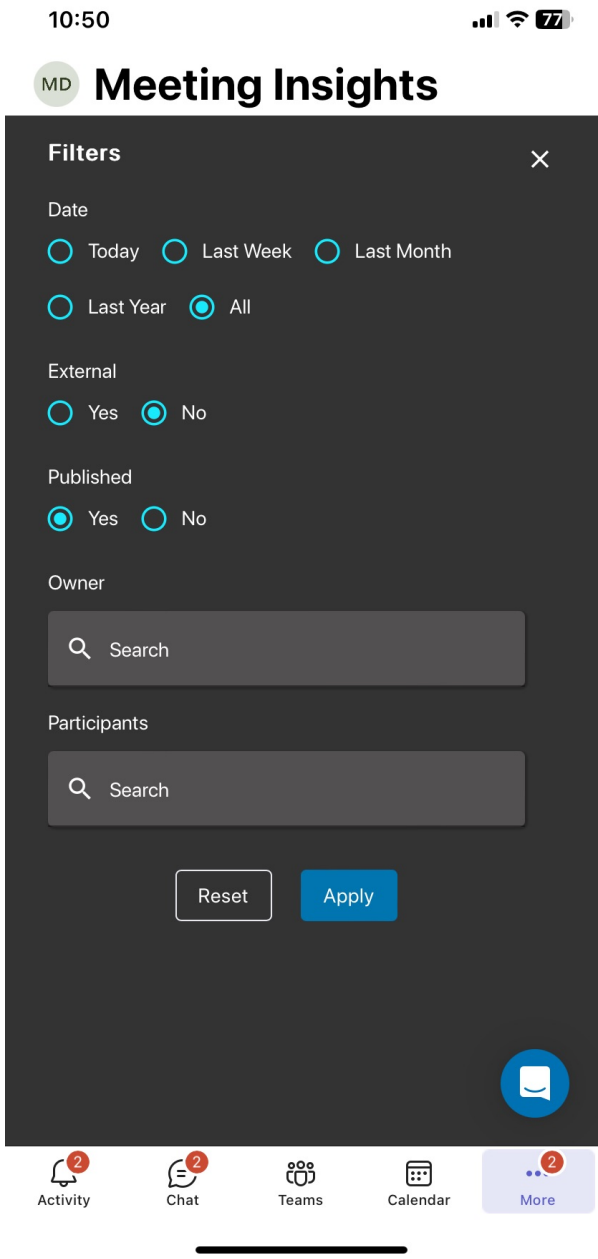
Viewing Meeting Recordings List on Mobile Client








Once you have added the Meeting Insights app to your Teams client (see [Adding Meeting Insights App to Teams Mobile Client](#) on page 12), the home screen is displayed, listing all your meetings and meetings that have been shared with you. You can always return to the home screen, by clicking the Home  icon.



Item #	Description
1	<p>Top navigation menu:</p> <ul style="list-style-type: none"> ■ Meetings: Displays the list of meeting recordings. ■ Action Items: Displays actions items assigned by you or assigned to you.
2	<p>If you tap Meetings (#1 in figure), you can filter the meeting recordings list by tapping the following buttons:</p> <ul style="list-style-type: none"> ■ All Meetings: Displays all meetings where you're the Owner or a participant, or meetings that were shared with you. ■ My Meetings: Displays all meetings where your are the Owner or a participant. ■ Favorites: Displays all meetings that you tagged as favorites. ■ Shared with Me: Displays all meetings that were shared with you. ■ Events: Displays all meetings in your organization that were shared with everyone in your organization.

Item #	Description
3	Search field for searching meeting recordings by any string (e.g., meeting name, tag, or owner).
4	<p>If you tap the pyramid icon, the Filters screen appears, providing advanced filters for the meeting recordings list. You can filter by the following:</p> <ul style="list-style-type: none">■ Date: Date of meeting recording.■ External: Meetings recordings shared outside or within your organization.■ Published: Published or not published meeting recordings.■ Owner: Owner of meeting recordings.■ Participants: Participants of meeting recordings.

Item #	Description
	
5	<p>List of meeting recordings. Each meeting recording is displayed with the following:</p> <ul style="list-style-type: none"> ■ ☆ : Indicates if the meeting recording is tagged as one of your favorites. To tag it as a favorite, simply tap the star icon. ■ Meeting name. ■ Date and time of meeting. ■ Duration of meeting.

Item #	Description
	<ul style="list-style-type: none"> ■ Avatar of Owner and participants. ■ (Optional) Icons indicating various information: <ul style="list-style-type: none">  - meeting recording has yet to be published.  - meeting recording has been shared with everyone in your organization.  - Meeting Insights created slides for the meeting recording (i.e., media was presented during the meeting).  - summary recap was added to the meeting recording.  - meeting recording has an attached file(s).  - meeting recording has AI-generated Meeting Prep (recurring meetings only), Summary, Action Items, Q&A, Issues & Solutions, and Transcription.  - transcription (speech to text) was done for the meeting recording.

Viewing a Meeting Recording on Mobile Client

You can play the video of a recorded meeting and view its recap, highlights, and slides.

➤ To view a meeting recording:

1. In the home screen listing all the meeting recordings (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16), tap the meeting recording that you want; the following appears:

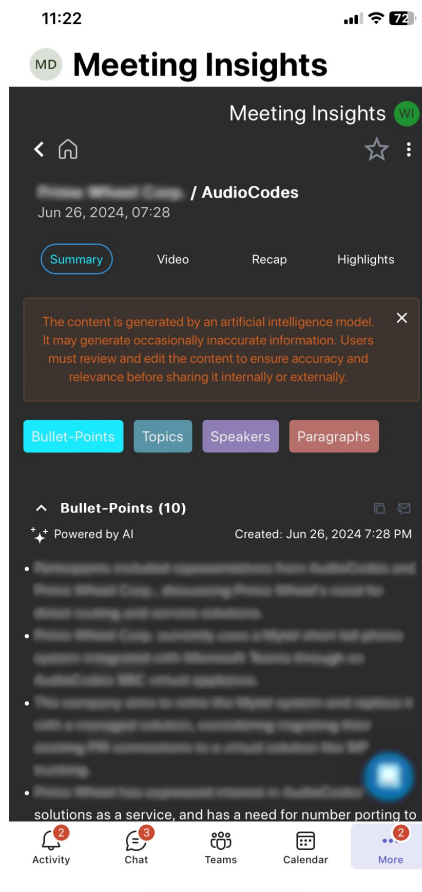


Figure Item #	Description
1	<p>To return to the home screen listing all the meeting recordings, tap the left-pointing arrow located in the top-left corner of the screen.</p> <p>If the meeting recording has not been published, the Publish button is displayed near the arrow. Click the button to publish your meeting recording.</p>
2	<p>Menu bar:</p> <ul style="list-style-type: none"> AI Summary: Displays the AI-generated summary of the meeting recording. <p>Note: You can only generate an AI-powered summary through the following Meeting insights platforms: web interface and Teams client desktop</p> Summary: Displays the summary of the meeting recorded. Video: Displays the video of the meeting recording. Recap: Displays the meeting recap and allows you to add recap (Decisions, Action Items, Notes, Questions & Answers, Issues & Solutions, and Outline).

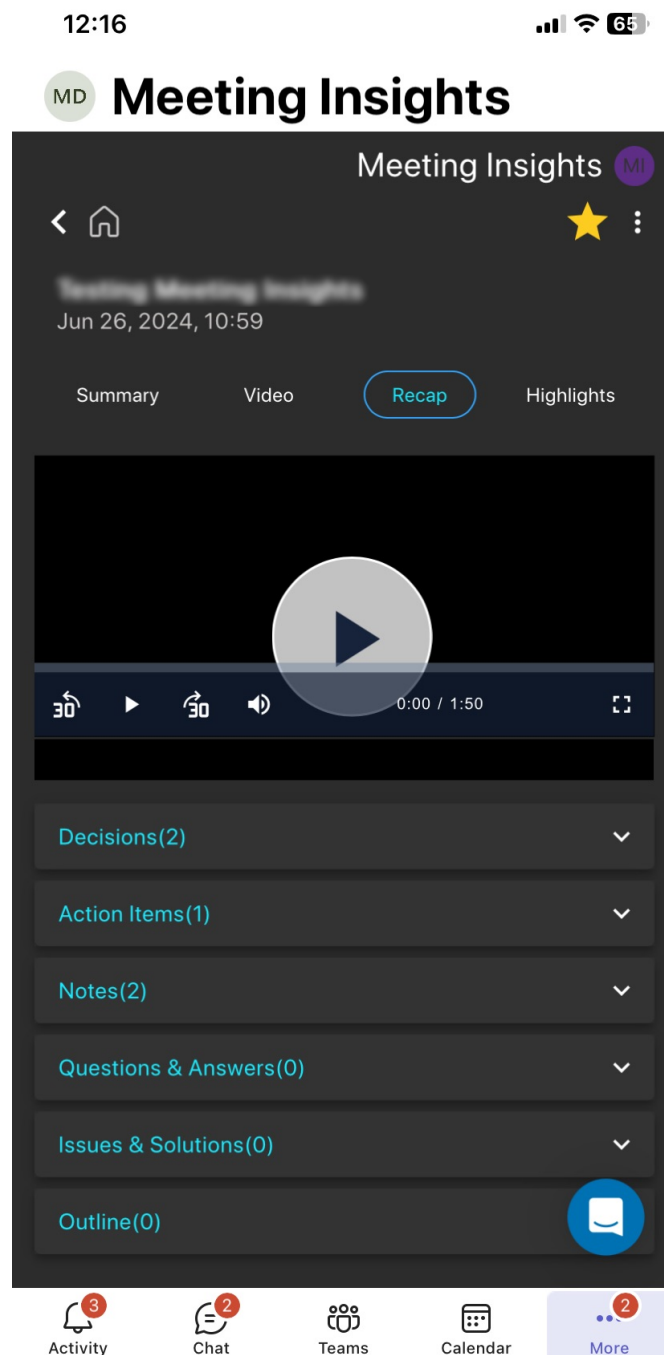
Figure Item #	Description
	■ Highlights: Displays highlights added to the meeting recording.
3	To play the video, tap the video.
4	Speakers bar for video.
5	Displays the Owner and participants of the meeting recording.
5	Displays the slides of the meeting recording. To navigate through the slides, swipe your finger left or right across the screen where the slides are displayed. To play the video from a specific slide, tap the slide.

Viewing and Managing Recap of Meeting Recording


You can view the recap added during and after the meeting recording in Meeting Insights app for Teams mobile client. You can also add, edit, or delete a recap. In addition, you can trigger AI to generate Questions & Answers, Issues & Solutions, Outline, and a transcription.


➤ To view and manage meeting recap:

1. In the home screen (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16), tap the meeting recording that you want.
2. Tap **Recap**; the different recap groups are displayed below the video player (if exists). Each recap tab name displays the number of added items.





3. Decisions:



- To view decisions, tap the **Decisions** tab.
- To add a decision:
 - i. Tap **+New**.
 - ii. In the text box, type your decision, and then tap **Add Decision**.
- To edit a decision, tap  , make your changes, and then tap **Update**.

- To delete a decision, tap  , and then tap **Delete**.

4. Action Items:

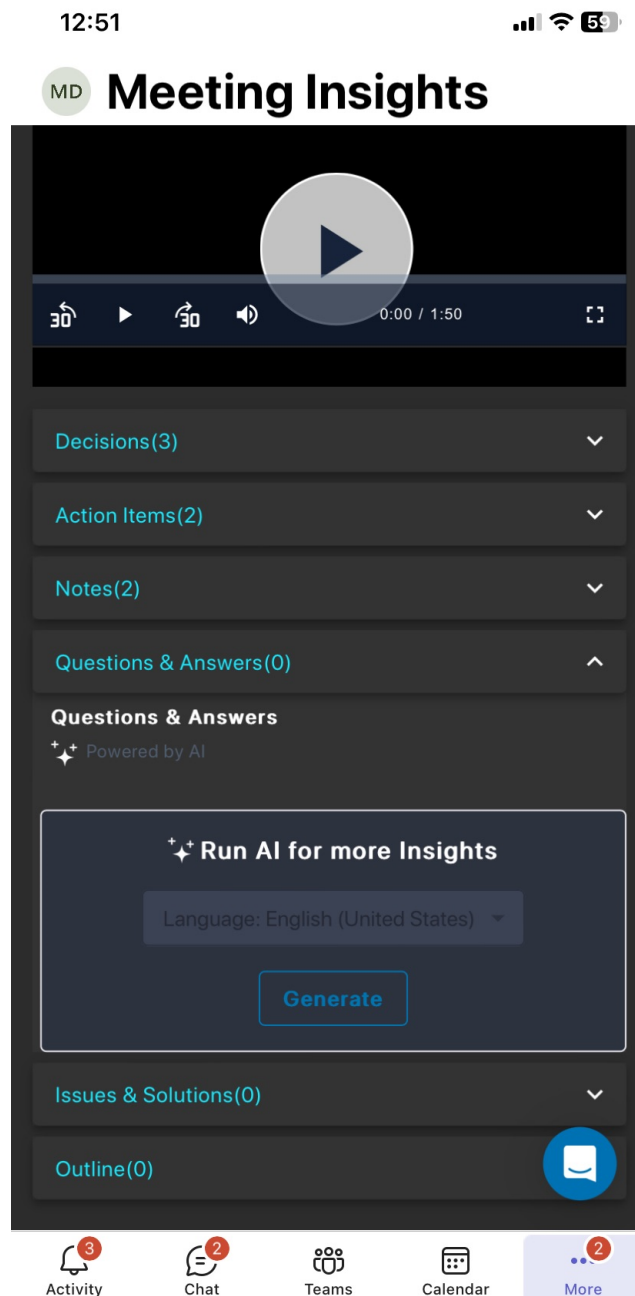
- To view action items, tap the **Action Items** tab.
- To add an action item:
 - i. Tap **+New**.
 - ii. In the text box, type what needs to be done.
 - iii. Assign the action item to a person, by tapping **Assign to**, and then from the pop-up list, selecting the person's name.
 - iv. Define a date by which the action item should be done, by tapping **Due date**, and then using the pop-up calendar to select the date.
 - v. Tap **Add Action Item**.
- To edit an action item, click  , make your changes, and then click **Update**.
- To delete an action item, click  , and then click **Delete**.

5. Notes:



- To view notes, tap the **Notes** tab.
- To add a note:
 - i. Tap **+New**.
 - ii. In the text box, type your note.
 - iii. Toggle the **Private** / **Public** button to make the note visible only to you or to everyone.
 - iv. Tap **Add Note**.
- To edit a note, click  , make your changes, and then click **Update**.
- To delete a note, click  , and then click **Delete**.

6. Questions & Answers, Issues & Solutions, and Outline:

- To view the recap, tap the **Questions & Answers**, **Issues & Solutions**, or **Outline** tab.
- To activate an AI-generated Questions & Answers, Issues & Solutions, and Outline, tap **Generate**:



- The AI also generates a transcription of the meeting recording.
- During the AI process, you can stop the generation by tapping **Stop**.

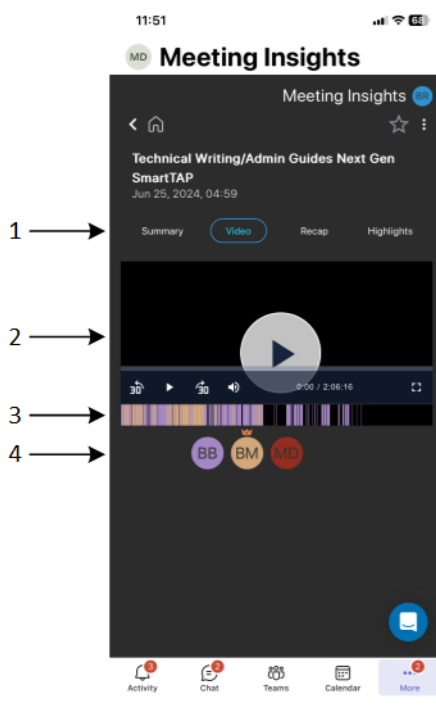
- To play the video from a specific AI-generated recap, tap the specific recap.
- To copy the AI-generated recap, tap  located next to the respective **Questions & Answers**, **Issues & Solutions**, or **Outline** tab.
- To email the AI-generated recap to yourself, tap  located next to the respective **Questions & Answers**, **Issues & Solutions**, or **Outline** tab, and then click **Send**.

Playing a Meeting Recording

You can play the meeting recording video in Meeting Insights app for Teams mobile client. If media was shared (e.g., presentation), the video will include the shared media.

➤ To play meeting recording:

1. In the home screen (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16), tap the meeting recording that you want.
2. Tap **Video**; the video player is displayed.:



3. To view where in the meeting recording a specific participant spoke, tap the participant's profile avatar (#4 in figure); the speakers bar (#3 in figure) displays the locations in the video where the participant spoke, based on the participant's avatar color code.
4. To play the video, tap the play button (#2 in figure).

Deleting a Meeting Recording

You can delete a meeting recording in Meeting Insights app for Teams mobile client.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete a meeting recording.

➤ **To delete a meeting recording:**

1. In the home screen (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16), tap the meeting recording that you want.
2. Tap the three vertical ⋮ dots (located near the top-right corner), and then from the drop-down menu, tap **Delete Meeting**; a confirmation message box appears.
3. Tap **Delete** to confirm.

Downloading a Meeting Recording

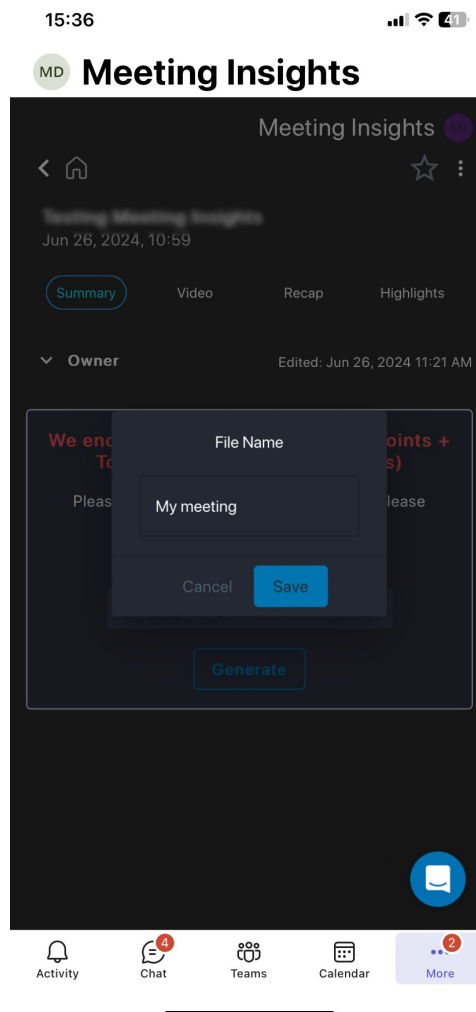
You can download a meeting recording in Meeting Insights app for Teams mobile client.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can download a meeting recording.

➤ **To download a meeting recording:**

1. In the home screen (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16), tap the meeting recording that you want.
2. Tap the three vertical ⋮ dots (located near the top-right corner), and then from the drop-down menu, tap **Download Meeting Video**; the following message box appears:




3. If you want to change the file name, tap the text box, and then type the new file name.
4. Tap **Save**.

Copying a Meeting Recording's URL

You can copy the link of a meeting recording to your clipboard in Meeting Insights app for Teams mobile client. Once copied, you can paste it, for example, in an email so that the recipient can click the link to view the meeting recording.

➤ To copy meeting recording link:

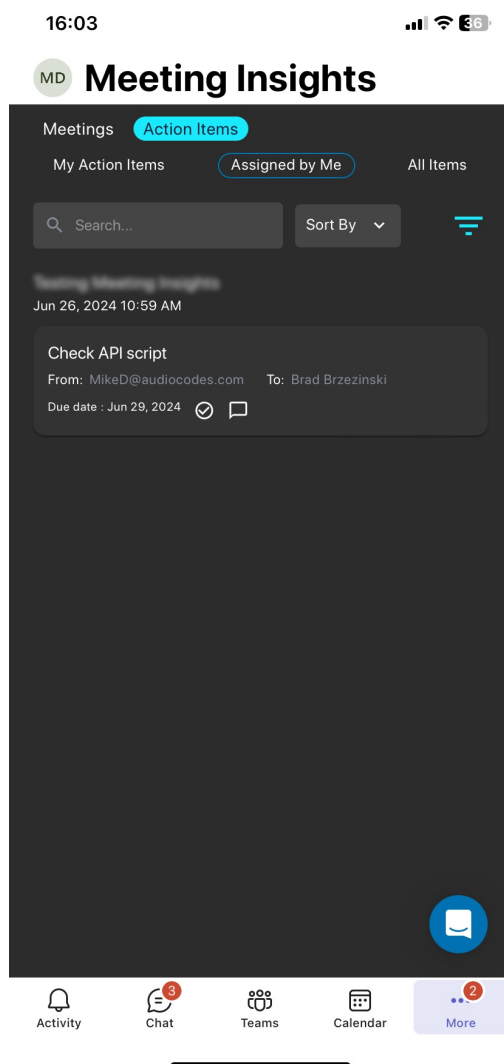
1. In the home screen (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16), tap the meeting recording that you want.
2. Tap the three vertical  dots (located near the top-right corner), and then from the drop-down menu, tap **Copy Link**.
3. Paste the link, for example, in an email.

Viewing and Managing Action Items

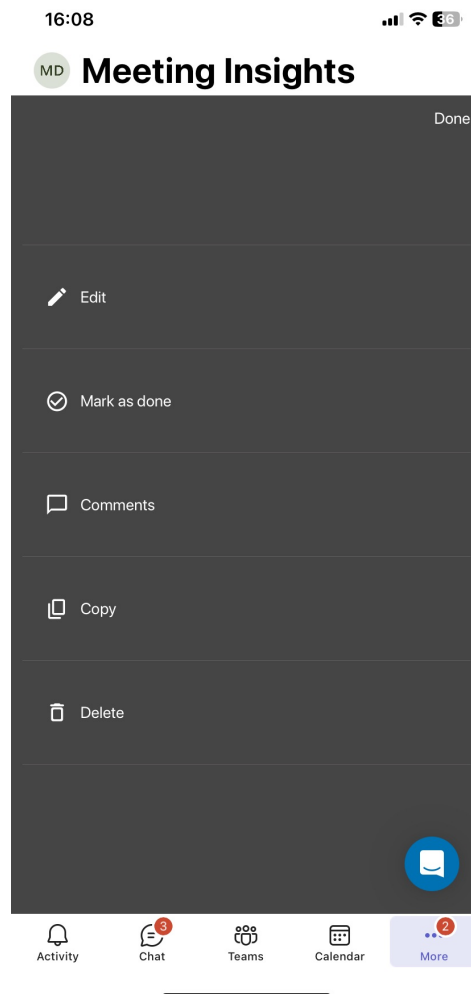
You can view and manage action items that were assigned to you and that you assigned to others.

➤ **To view action items:**

1. In the home screen (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16), on the top bar, tap **Action Items**; the following screen appears:




2. Depending on which action items you want to view, tap one of the following tabs:
 - **My Action Items:** Displays action items that were assigned to you.
 - **Assigned by Me:** Displays actions items that you assigned to others.
 - **All Items:** Displays both action items that were assigned to you and that you assigned to others.
3. To edit an action item, tap the action item; the following appears:



4. You can perform the following on an action item:

- To edit the action item (subject, assigned person, or due date), tap **Edit**, and then change as desired.
- To mark the action item as completed, tap **Mark as done**.
- To add comments to the action item, tap **Comments**, and then in the text box, type your comment.
- To copy the action item, tap **Copy**, and then paste the comment, for example, in an email.
- To delete the action item, tap **Delete**, and then in the confirmation message box, tap **Delete**.

Publishing a Meeting Recording

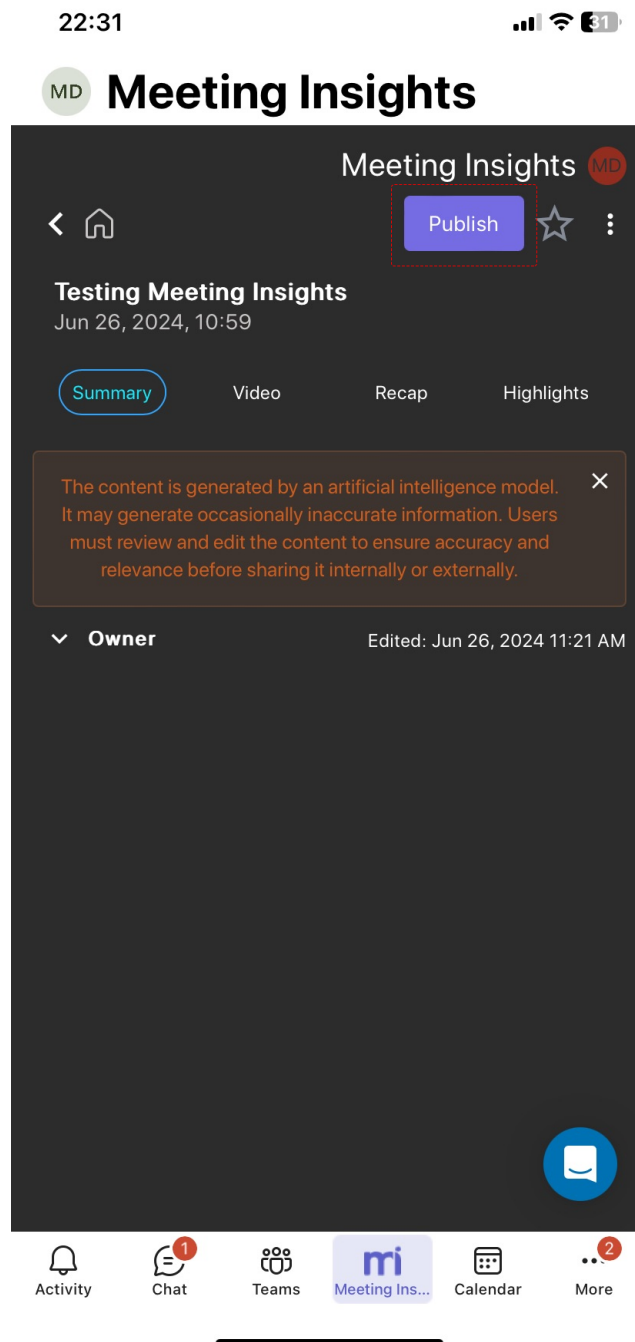
Only when you publish a meeting recording can its participants view it in their Meeting Insights account. Meeting recordings that are not published are displayed in the list view with the  icon.



- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can publish the meeting recording.
- By default, Meeting Insights automatically publishes your meeting recordings when they end. You can change this to manually publish meeting recordings or to have Meeting Insights automatically publish your meeting recordings after three days (see [Configuring Preferences](#) on page 39).
- You can configure Meeting Insights to send you a weekly email that lists all your meeting recordings that haven't been published (see [Subscribing to Email Notifications](#) on page 39).


➤ **To publish a meeting recording:**

1. In the home screen listing all the meeting recordings (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16), tap the meeting recording that you want; the following appears:



2. Tap the **Publish** button; the meeting recording is published and the button is no longer displayed.

Unpublishing a Meeting Recording

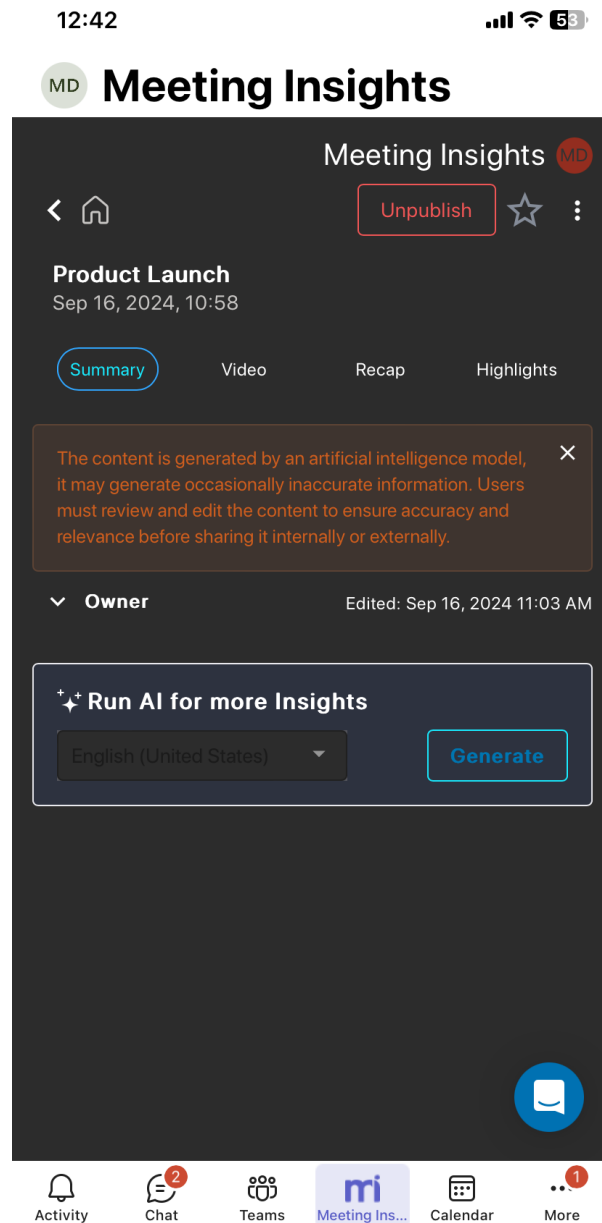
You can unpublish a published meeting recording. When you unpublish a meeting recording, its participants will no longer be able to view it in their Meeting Insights account. After you unpublish a meeting recording, it's displayed in the meeting record list with the  icon.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can unpublish the meeting recording.

➤ **To unpublish a meeting recording:**

1. Go to the home screen (see [Viewing Meeting Recordings List on Mobile Client](#) on page 16).
2. Tap the meeting recording that you want; the following appears:



3. Tap the **Unpublish** button; the meeting recording is unpublished and the button is replaced by the **Publish** button.

3 General Settings

You can define the following global settings for your Meeting Insights account:

- [Viewing Account Information](#) below
- [Downloading Meeting Insights Add-in for Outlook](#) on page 35
- [Configuring Personal Tags](#) on page 36
- [Configuring Representative Users](#) on page 37
- [Subscribing to Email Notifications](#) on page 39
- [Configuring Preferences](#) on page 39
- [Viewing Voice-Activated Command Phrases](#) on page 40




You can only configure general settings through the following Meeting Insights platforms:

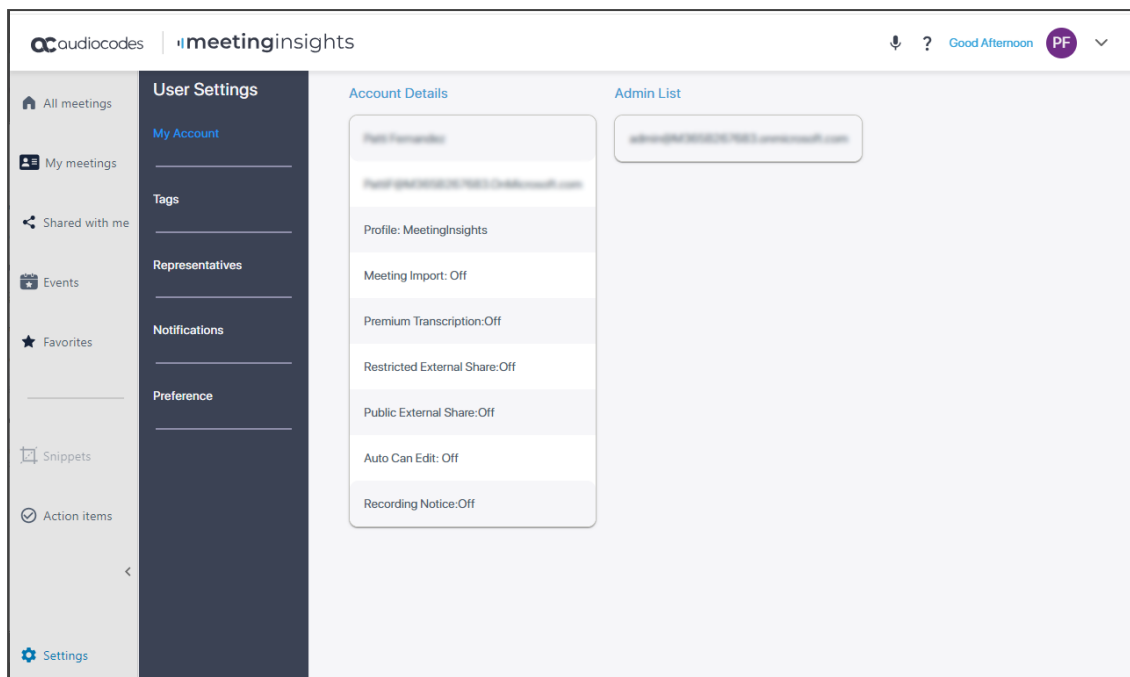
- Web interface
- Teams desktop client

Viewing Account Information

The **My Account** tab lets you view your Meeting Insights account information and your organization's Administrators for Meeting Insights.

➤ **To view your account information and Meeting Insights' Administrators:**

1. From the Navigation pane, click  **Settings**; the User Settings pane appears.
2. Select the **My Account** tab; the following page appears, listing your account details and your administrators:



The following table describes the information displayed on the page:

List	Description
Account Details	
<first line>	Your account name.
<email>	The email address associated with your account.
Profile	Your account profile type ("MeetingInsights" or "Minutes"), which determines your privileges in Meeting Insights. For more information, see Meeting Insights User Account Profiles on page 1.
Meeting Import	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to import a meeting recordings, as described in Importing Meeting Recordings Created by Third-Party Programs on page 194.
Audio	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to record audio in meeting recordings that you initiate. This field is applicable only if your account profile is "Minutes".
Premium Transcription	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to choose the Premium Transcription option for transcribing your meeting recording (see Creating a Transcription on page 142). This field is applicable only if your account profile is "MeetingInsights".

List	Description
Restricted External Share	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to share your meeting recordings with users from outside your organization that had joined the meeting.
Public External Share	Indicates if your Meeting Insights Administrator has given you permission ("On" or "Off") to share your meeting recordings with users from outside your organization, regardless of whether they had joined the meeting.
Auto Can Edit	Indicates if your Meeting Insights Administrator has given you full editing permission ("On" or "Off") to all meeting recordings that you're invited to (like being a representative of the owner of the meeting recording).
Recording Notice	Indicates if your Meeting Insights Administrator has enabled the feature ("On" or "Off") whereby your meeting recordings are recorded only when you (the Owner) are present at the meeting. When you leave the meeting, an audio message is played to all participants to notify that recording has stopped. When you join (or rejoin) the meeting, an audio message is played to all participants to notify that recording has started.
Admin List	
Displays email addresses of your organization's Administrators for Meeting Insights. This may be useful, for example, when you need help from an Administrator on performing a specific task in Meeting Insights.	

Downloading Meeting Insights Add-in for Outlook

If your Microsoft Outlook doesn't have the Meeting Insights add-in, you can download it, as described below.

➤ To download Meeting Insights add-in for Outlook:

1. Open the Settings page, and then select the **Outlook Add-In** tab.
2. Click **Download Outlook Add-in**; the add-in file ("outlookAddOn.zip") is downloaded to your PC.
3. Open the zip file, and then double-click *setup.exe*.

Configuring Personal Tags

Tags are useful for identifying and searching for meeting recordings. For example, you may want to tag all meeting recordings that concern employee salaries with a tag named "Finance". Once tagged, you can easily search for these meeting recordings in the meeting recordings list, by using the tag name "Finance" as the search filter ("tag: Finance").

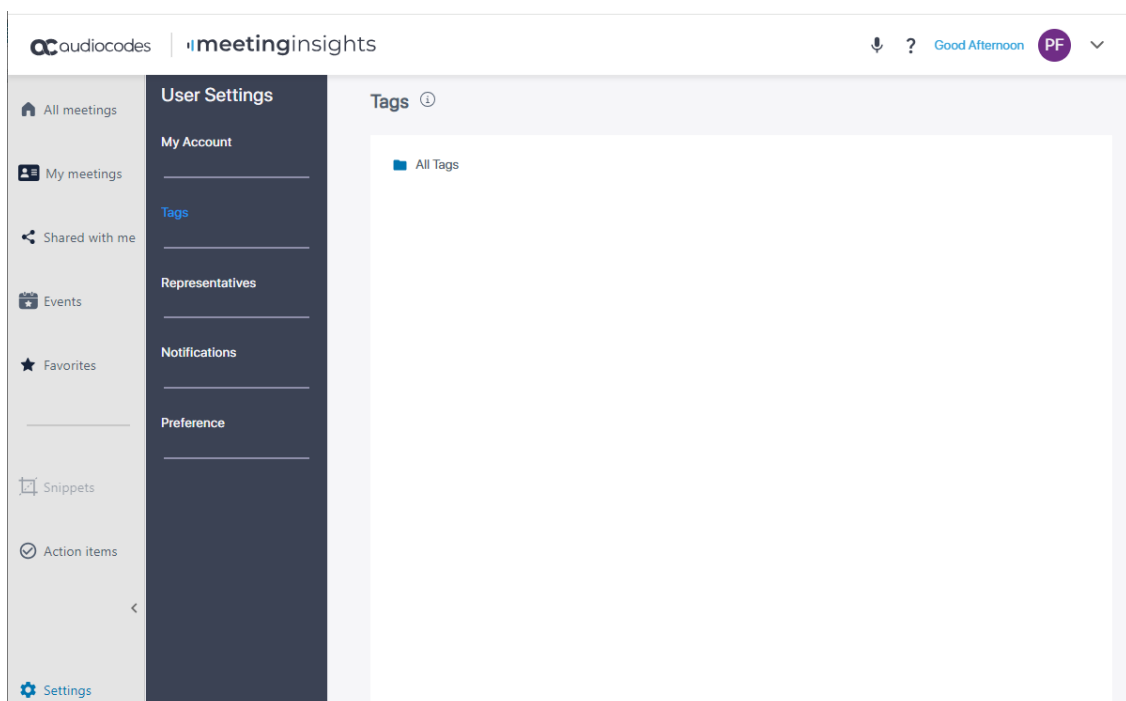
To tag meeting recordings, you can use Meeting Insights default tags or your own user-defined tags. To add tags to your meeting recordings, see [Managing Tags](#) on page 159.



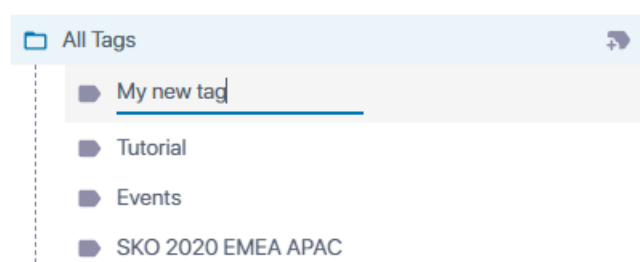
Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can view and use your personal tags.

➤ To add a tag:

1. From the Navigation pane, click **Settings**; the User Settings pane appears.
2. Select the **Tags** tab; the following page appears:




3. Click **All Tags**; a list of all the tags is displayed.
4. Click the icon; a text field appears:




5. Type a name for your new tag, and then click anywhere outside the field.

Once you've added a tag, you can do the following:

■ **Delete a tag:**

- a. Click the delete  icon corresponding to the tag that you want to delete; a confirmation message appears.
- b. Click **Delete**.

■ **Edit a tag:**

- a. Click the edit  icon corresponding to the tag that you want to modify; the tag's field becomes available for editing.
- b. Make your changes, and then click anywhere outside the text field.

Configuring Representative Users

A Representative user (also referred to as *Co-owner*) has the same privileges as you for **all** your meeting recordings (i.e., where you're the Owner). Everything you can do on your meeting recordings can also be done by your Representative.

Configuring representatives includes the following sections:

- [Adding a Representative User](#) below
- [Deleting a Representative User](#) on the next page




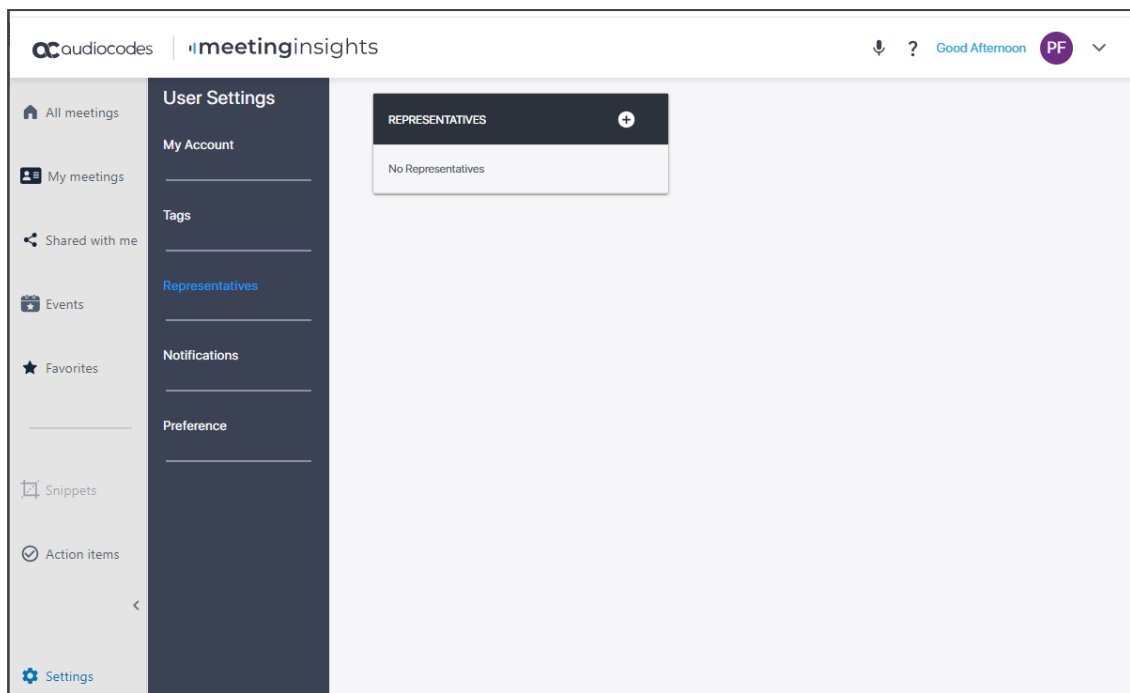
When scheduling a meeting through Outlook Calendar (see [Scheduling Meeting Recordings through Microsoft Outlook Calendar](#) on page 44), you can make one of the invitees a representative (*co-organizer*).

Adding a Representative User

You can select users to be your Co-owners, which gives them full privileges (view and edit) to all your meeting recordings.

➤ **To add a representative user:**

1. From the Navigation pane, click  **Settings**; the User Settings pane appears.
2. Select the **Representatives** tab; the following page appears:



3. Click  ; the following dialog box appears:

Add Representative

 Search


Cancel
Apply

4. In the field, start typing the user's name. As you start typing, a drop-down list offers you possible matches of names to your currently typed letters. When the user's name appears in the list, select it.
5. Click **Apply**; a confirmation message appears.
6. Click **OK**.

Deleting a Representative User

You can delete your Co-owner users. When you do, the user no longer has Co-owner privileges to your meeting recordings.


➤ To delete a Co-owner:

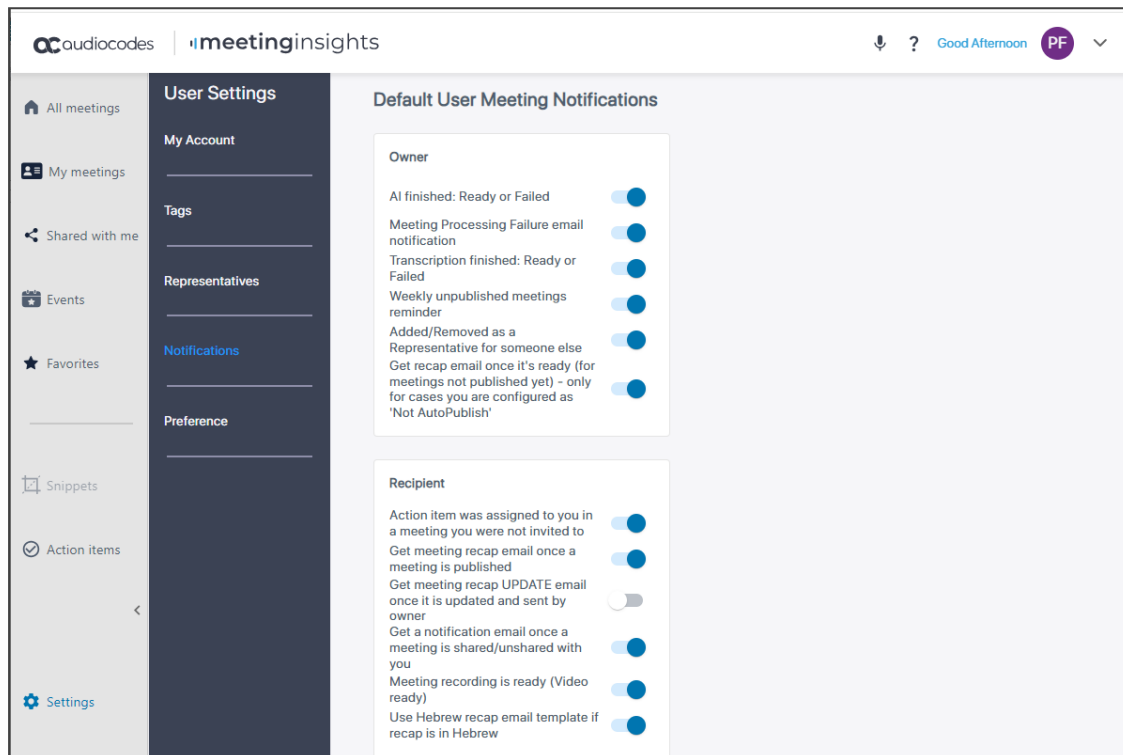
1. Click the delete  icon corresponding to the Co-owner that you want to delete; a confirmation message appears.
2. Click **Remove** to delete.

Subscribing to Email Notifications

Meeting Insights sends you notifications by email to inform you of specific actions in Meeting Insights. By default, you're subscribed to many notifications.

➤ **To subscribe or unsubscribe to notifications of actions:**

1. From the Navigation pane, click  **Settings**; the User Settings pane appears.
2. Select the **Notifications** tab; the following page appears:




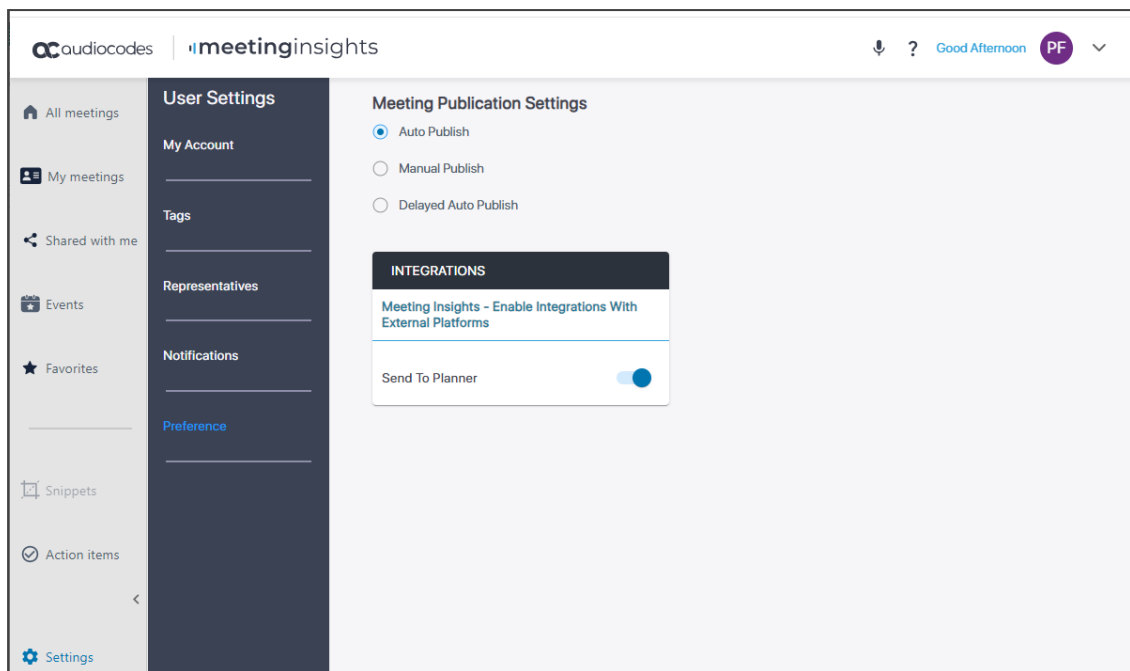
3. To subscribe or unsubscribe to email notifications of a specific action, toggle its switch button to turn it on or off.

Configuring Preferences

The **Preferences** tab allows you to define certain preferences.

➤ **To configure global preferences:**

1. From the Navigation pane, click  **Settings**; the User Settings pane appears.
2. Select the **Preferences** tab; the following page appears:



3. Under **Meeting Publication Settings**, select one of the following publishing options:
 - **Auto Publish:** (Default) Meeting Insights automatically publishes your meeting recordings immediately after they end.
 - **Manual Publish:** To publish a meeting recording, you need to manually publish it, by clicking the meeting recording's **Publish** button (see [Publishing Meeting Recordings](#) on page 105).
 - **Delayed Auto Publish:** Meeting Insights automatically publishes your meeting recordings three days after they have ended (if you haven't already published them manually).
4. Under **Integrations**, click the 'Send To Planner' switch button to turn on or off the integration of action items with Microsoft Planner. For sending action items to Planner, see [Exporting Action Items to Microsoft Planner](#) on page 120.

Viewing Voice-Activated Command Phrases

Meeting Insights provides a built-in, voice-activated assistant called "Mia", which lets you add Meeting Recap items (action items, notes, decisions, or a summary) during your meeting recordings, using your voice.



Voice-activated commands are applicable only to meeting recordings that are initiated (scheduled) through Microsoft Outlook Calendar with Teams.

To add Meeting Recap items, you need to say specific phrases that Mia recognizes. These phrases trigger Mia to start recording the specific Meeting Recap item and trigger Mia to end the recording when you have finished saying your Meeting Recap.



Mia's name is pronounced "Mee-ya".

Action	Phrases Recognized by Mia to Trigger Actions
English	
Action Items	"OK Mia, take [an] action item"
Notes	"OK Mia, take [a] note"
Decisions	"OK Mia, take [a] decision"
Summary	"OK Mia, take [a] summary"
End Recording	<div>■ "Thank you Mia"</div> <div>■ "Thanks Mia"</div>
Hebrew	
Action Items	"אוקיי מיה תרשמי משימה"
Notes	"אוקיי מיה תרשמי הערה"
Decisions	"אוקיי מיה תרשמי החלטה"
Summary	"אוקיי מיה תרשמי סיכום"
End Recording	"תודה מיה"

The previously listed phrases recognized by Mia may slightly change between Meeting Insights updates. Therefore, it is recommended to view the latest supported phrases, as described in the following procedure:

➤ **To view supported phrases recognized by Mia:**

1. Open the Settings page, and then select the **Voice Commands** tab; ; the following appears:

AudioCodes Meeting Insights offers a unique in-meeting voice assistant called Mia.
Mia joins your organizational meetings and sessions to capture all meeting-generated content and Insights.

Mia recognizes natural, everyday language customized for capturing action items, notes, decisions and even a quick meeting summary.
Mia can be triggered by using the following commands:

English voice commands

Hebrew voice commands

2. Click the **English voice commands** or **Hebrew voice commands** to display the list of phrases in English or Hebrew, respectively.

4 Initiating a Meeting Recording

You can initiate a meeting recording by Meeting Insights, using any of the following methods:

- Scheduling a Microsoft Teams meeting recording through Microsoft Teams Calendar (see [Scheduling Meeting Recordings through Microsoft Teams Calendar](#) below)
- Scheduling a Microsoft Teams meeting recording through Microsoft Outlook Calendar (see [Scheduling Meeting Recordings through Microsoft Outlook Calendar](#) on the next page)
- Adding Meeting Insights ad hoc at any time during a scheduled meeting (see [Adding Meeting Insights Ad Hoc during Scheduled Meetings in Teams Desktop](#) on page 46)

Scheduling Meeting Recordings through Microsoft Teams Calendar

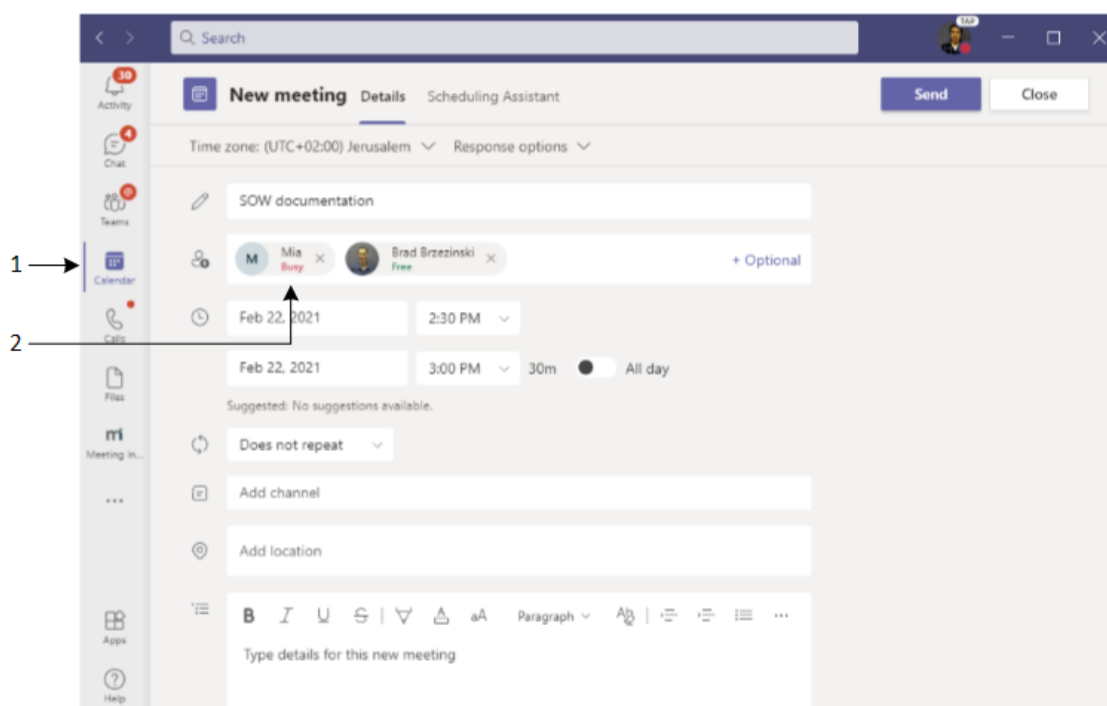
You can use Meeting Insights to record meetings that are scheduled through Microsoft Teams Calendar. When scheduling a meeting, you can specify each participant and/or the Teams channel.



- When recording a meeting of a Teams channel, Meeting Insights displays the channel as a participant with the name "<Teams channel name>@<company domain on Microsoft>" (e.g., TaniaTest@audiocodes365.onmicrosoft.com).
- A few minutes before a scheduled meeting starts, Meeting Insights automatically begins recording to avoid missing any audio or media content at the beginning of your meeting. When the meeting ends, Meeting Insights automatically stops recording and then processes the meeting recording.

➤ To schedule a meeting recording through Teams Calendar:

1. Open your Microsoft Teams client.
2. Click the **Calendar** icon on the left side of the Teams client window, and then click **+ New meeting** in the top-right corner.
3. In the 'Add required attendees' text box, add Meeting Insights by selecting **Mia**. Invite additional people as required.
4. (Optional) To schedule and record a Teams channel meeting, in the 'Add channel' text box, select the Teams channel.

**Legend:**

1 = Calendar icon

2 = Participant "Mia"


5. Fill out any other details for the meeting as desired.
6. Click **Send** to send the meeting invite.

Scheduling Meeting Recordings through Microsoft Outlook Calendar



Meeting Insights is typically used to record meetings that are scheduled through Microsoft Outlook's Calendar. A few minutes before a scheduled Outlook meeting starts, Meeting Insights automatically begins recording so that it doesn't miss any audio or media content at the beginning of your meeting. When the meeting ends, Meeting Insights automatically stops recording and then processes the meeting recording.

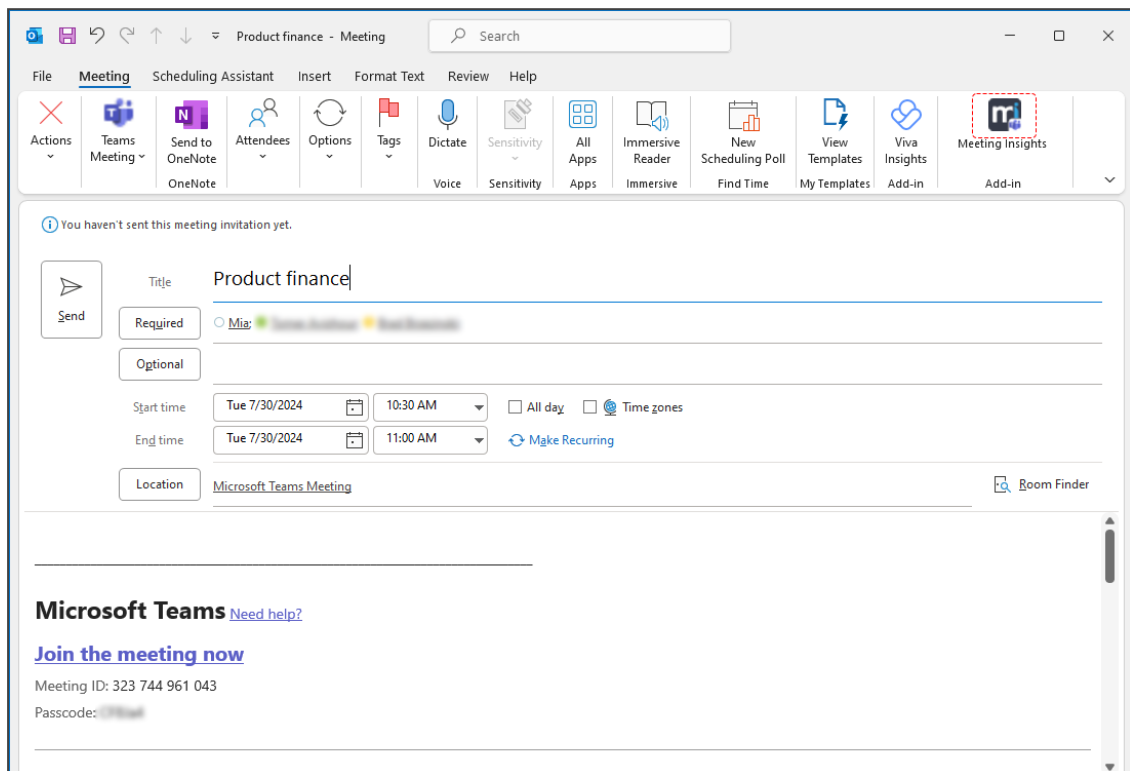
For actions that you can do in Meeting Insights (Live Panel) during the meeting recording, see [In-Meeting Experience using Meeting Insights Web Tool](#) on page 66. For actions that you can do after the meeting recording, see [Post-Meeting Actions](#) on page 90.

➤ To schedule a meeting recording through Outlook Calendar:


1. On your computer, start Microsoft Outlook.
2. Access Outlook's Calendar and create a meeting request (e.g., right-click the required date and time box on the calendar, and then choose **New Meeting Request**).
3. On the Meeting menu's ribbon, click the **Meeting Insights**  add-in icon; the Meeting Insights bot called "Mia" is automatically added to the 'Required' field.

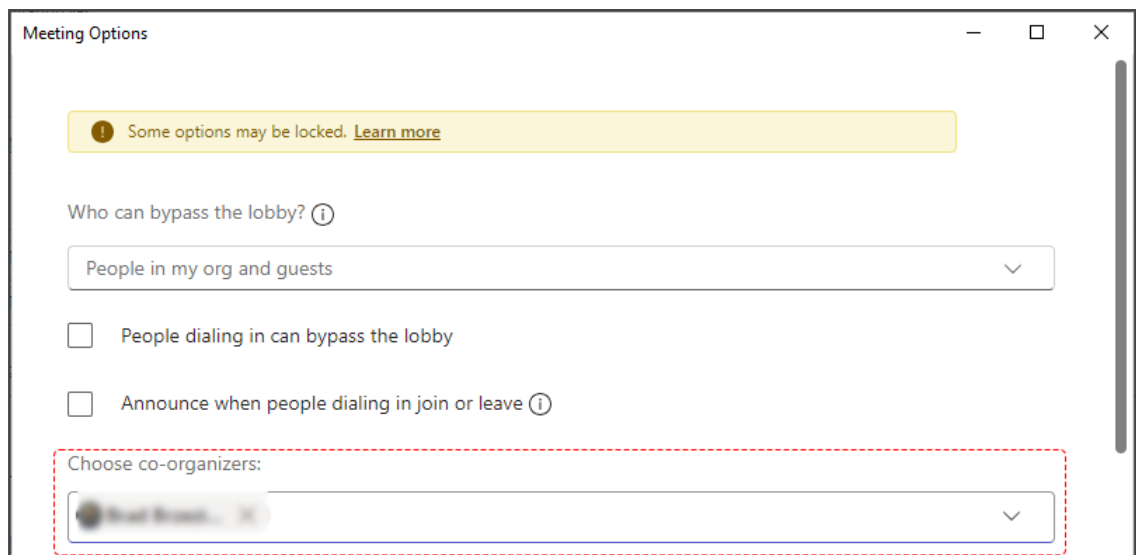


- The  add-in icon appears only if your organization's IT administrator has enabled this add-in for Outlook.
- Instead of clicking the  add-in icon, you can manually invite Meeting Insights by adding "Mia" in the 'Required' field.



The screenshot shows the Outlook 'Meeting' ribbon with various tabs like 'Actions', 'Teams Meeting', 'Send to OneNote', 'Attendees', 'Options', 'Tags', 'Dictate', 'Sensitivity', 'All Apps', 'Immersive Reader', 'New Scheduling Poll', 'View Templates', 'Viva Insights', and 'Meeting Insights'. The 'Meeting Insights' icon is highlighted with a red dashed box. Below the ribbon, the meeting form is visible with the title 'Product finance', a 'Required' field containing 'Mia', and start/end times set for Tuesday, 7/30/2024.

4. Complete the meeting request as you would normally do (i.e., add attendees that you want to invite, type a title for the meeting, and choose a date for the meeting).
5. If you want to make one of the invitees a representative (Co-owner) of the meeting, from the Meeting menu's ribbon, click **Meeting Options** , from the 'Choose co-organizers' drop-down list, select the invitee that you want, and then click **Save**:




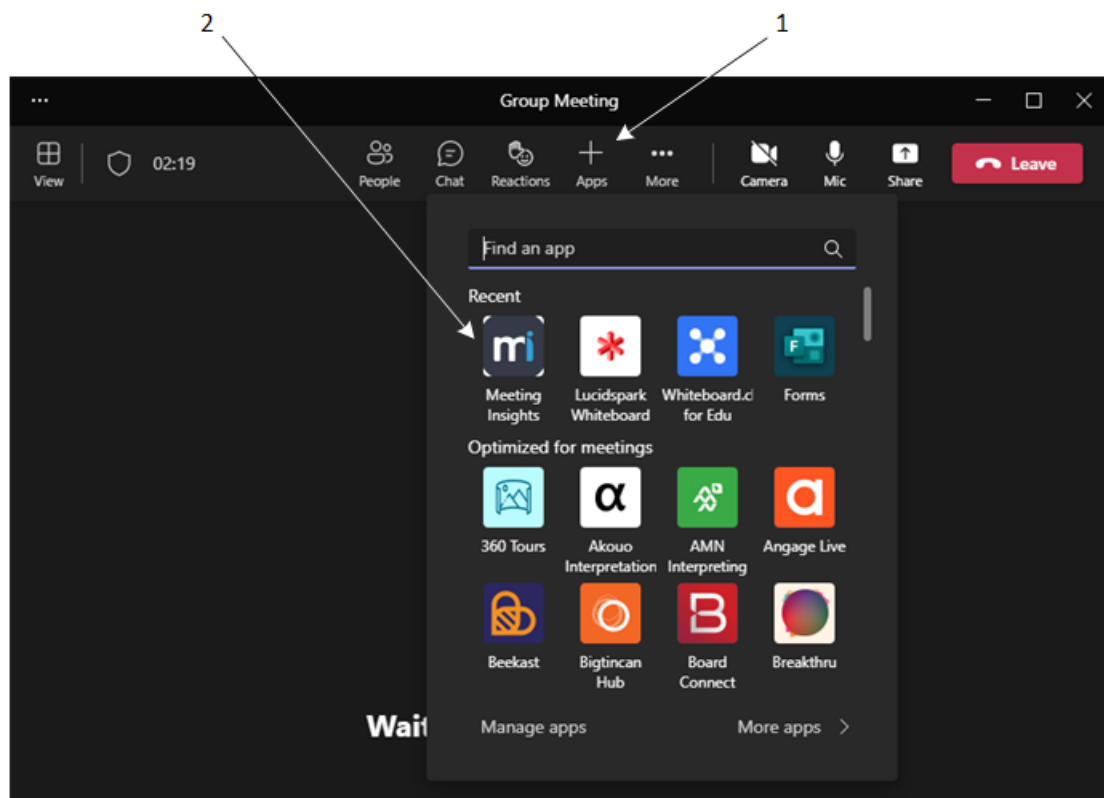
6. Click **Send** to send your scheduled meeting request.

Adding Meeting Insights Ad Hoc during Scheduled Meetings in Teams Desktop

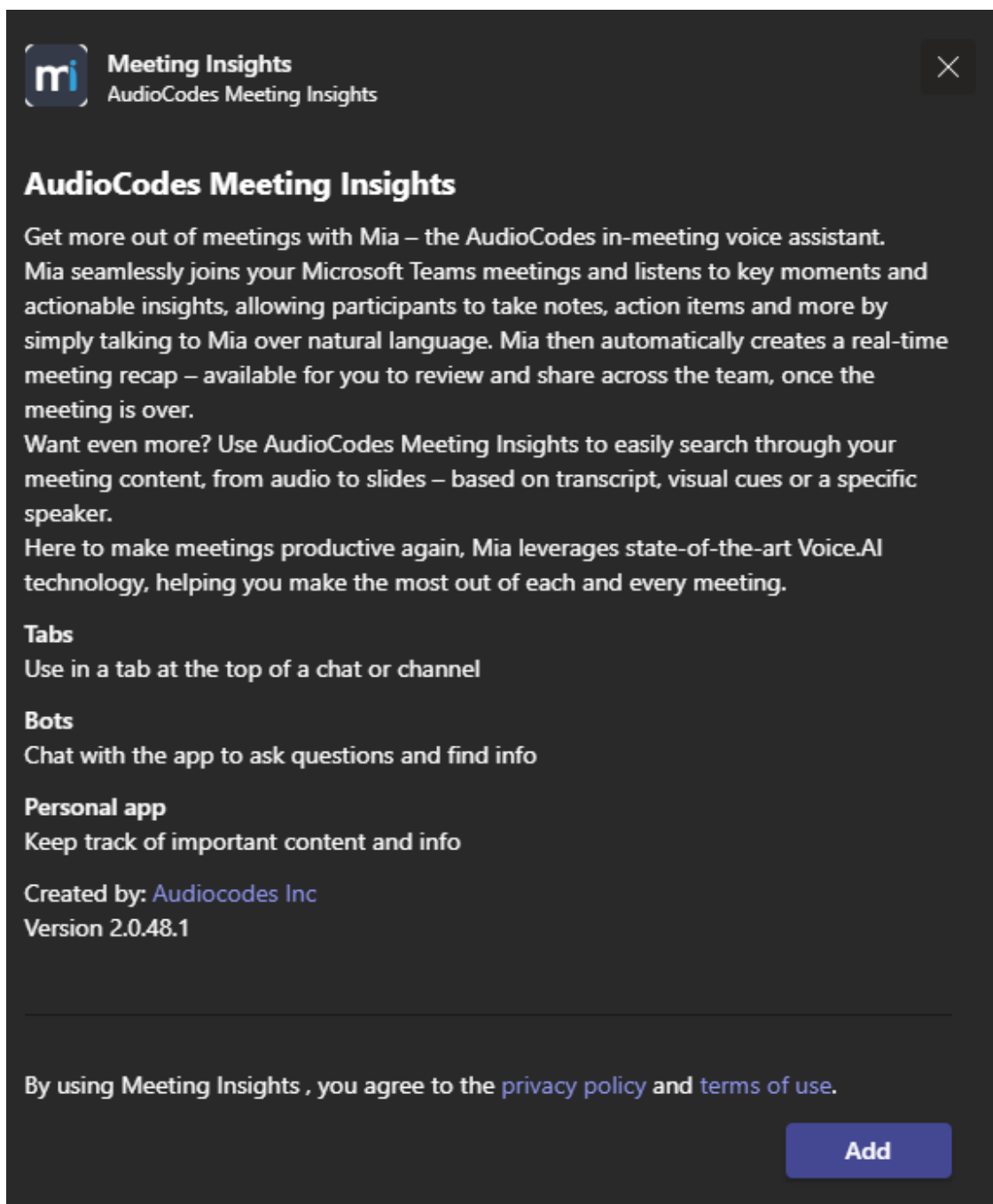
If a meeting was initially scheduled without Meeting Insights (Mia), you or any of the participants can add it at any time during the meeting.

➤ To add Meeting Insights ad hoc during scheduled meeting:

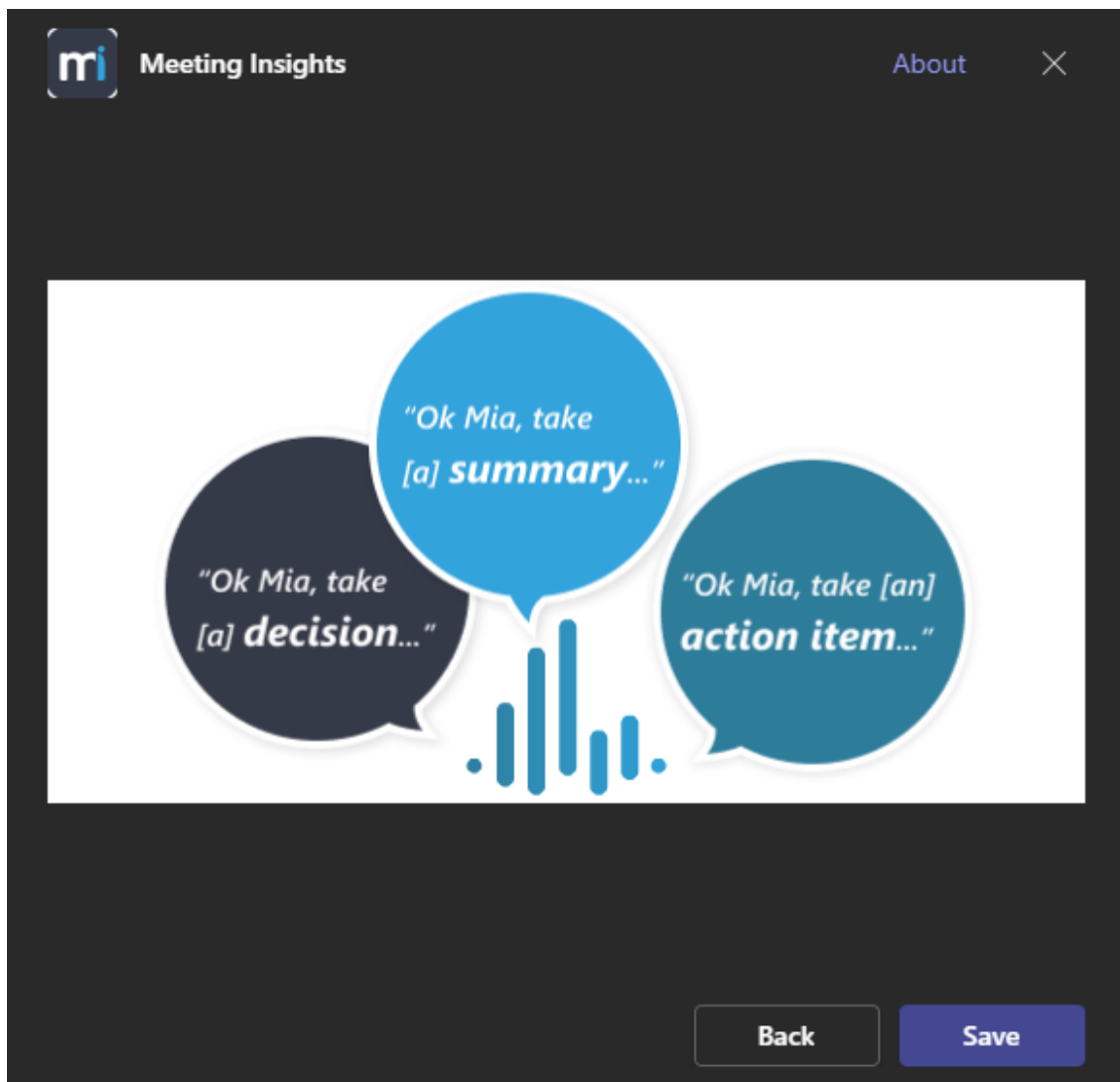
1. Join the scheduled meeting as usual.
2. Click the **Apps**  icon on the Teams window toolbar (#1 in figure).




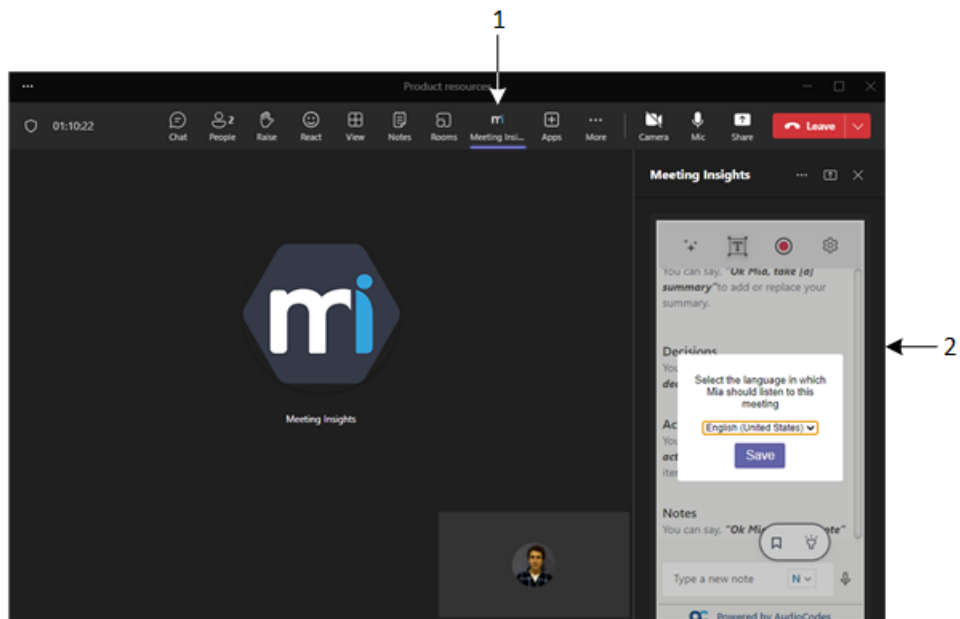
3. Click the Meeting Insights app (#2 in figure).



4. Click **Add** to agree to Meeting Insights privacy policy and terms of use.



5. Click **Save**; Meeting Insights app is added to your meeting. The **Meeting Insights**  app icon is displayed on the toolbar of the Teams window (#1 in figure) and the Meeting Insights panel is displayed (#2 in figure):



6. Select the language, and then click **Save**.



- If Mia is removed from a meeting, it cannot rejoin.
- If a call starts 15 minutes or more earlier than the scheduled time, you cannot bring Mia in ad hoc.

5 In-Meeting Experience

During the meeting recording, Meeting Insights lets you and participants perform various actions. The supported actions and ways to do them depend on the platform:

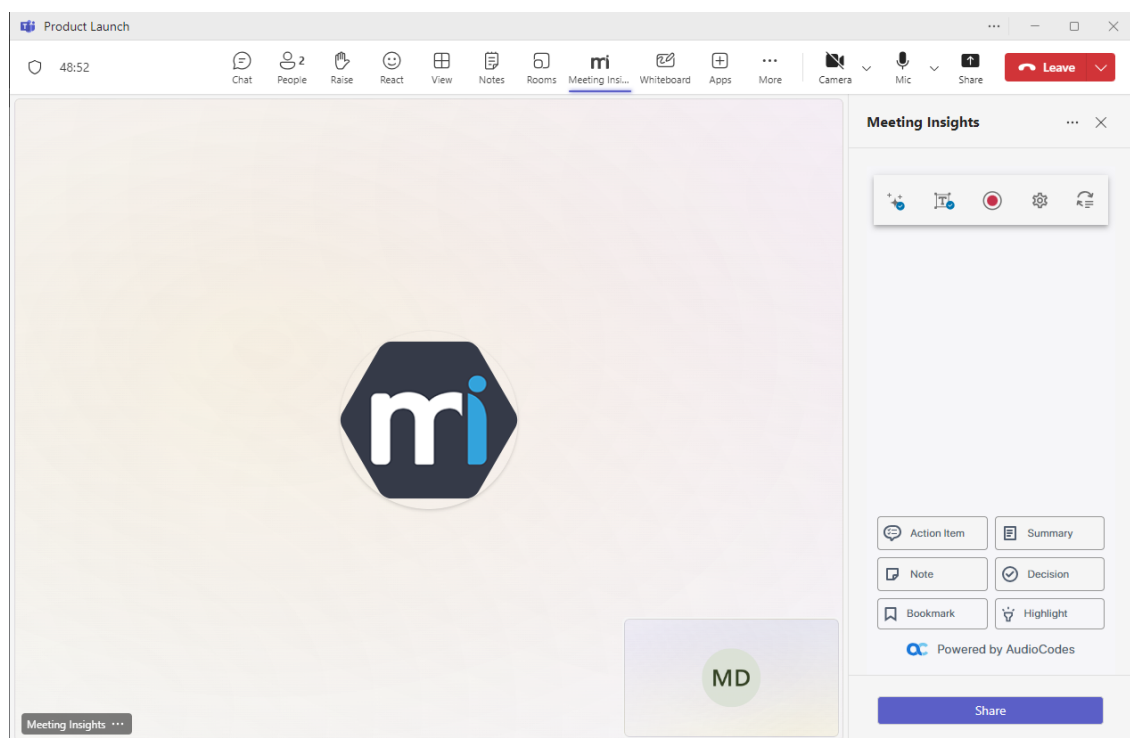
- Meeting Insights Web-based management tool (see [In-Meeting Experience using Meeting Insights Web Tool](#) on page 66)
- Meeting Insights app for Teams desktop client (see [In-Meeting Experience using Teams Desktop Client](#) below)
- Meeting Insights app for Teams mobile client (see [In-Meeting Experience using Teams Mobile Client](#) on page 71)

In-Meeting Experience using Teams Desktop Client

The Meeting Insights app provides you with an in-meeting experience for meeting recordings that were scheduled through Microsoft Outlook Calendar (as described in [Scheduling Meeting Recordings through Microsoft Outlook Calendar](#) on page 44). The in-meeting experience allows you and participants of the meeting recording to view and add meeting recap items from their Teams client meeting window during the meeting, using Meeting Insights app embedded in the Teams side panel, as shown below.



Before you can use Meeting Insights in-meeting experience, make sure that you have integrated Meeting Insights into your Teams client, as described in [Adding Meeting Insights App to Teams Desktop Client](#) on page 7.

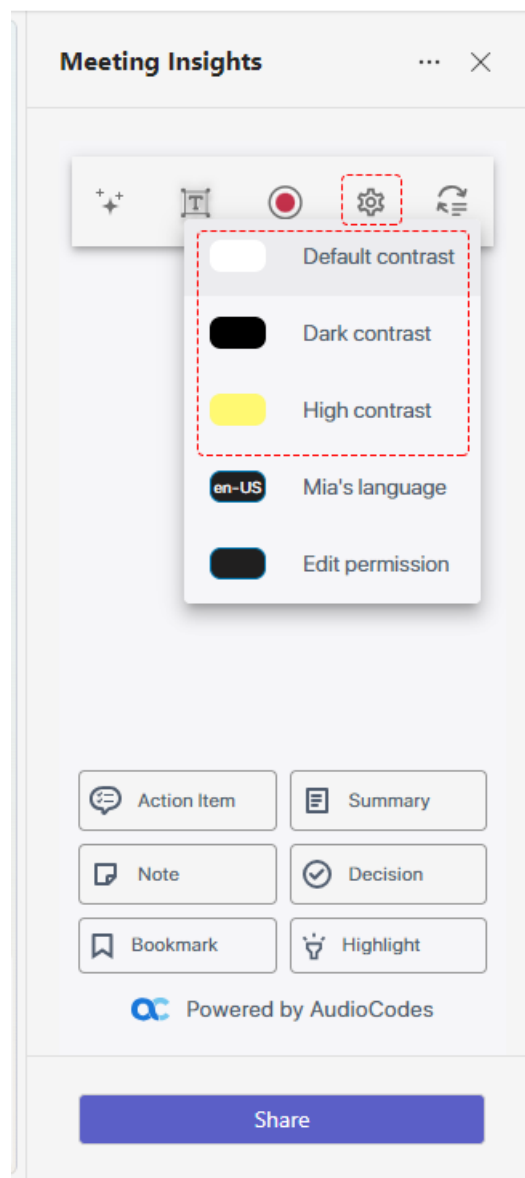


Changing Contrast of Meeting Insights Side Panel

To make it easier for you to read, you can change the contrast theme of the Meeting Insights side panel in your Teams meeting window.

➤ **To change contrast of Meeting Insights side panel:**

1. On the toolbar of the Meeting Insights side panel, click the **Settings**  icon; a drop-down menu appears:




2. Select the contrast theme that you want:
 - **Default contrast:** (Default) Text is displayed in a black font color on a grayish background.
 - **Dark contrast:** Text is displayed in a white font color on a grayish background.

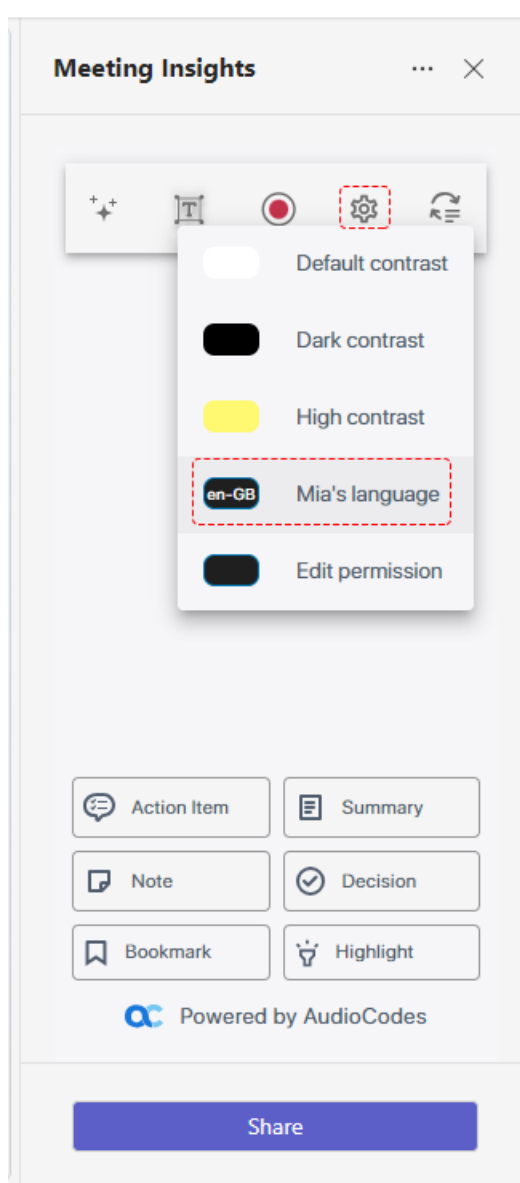
- **High contrast:** Text is displayed in a white font color on a black background and certain elements are displayed in a yellow.

Changing Language of Voice Assistant Mia

By default, voice-assistant Mia recognizes English phrases for activating the recording and transcription of your recap items. However, you can change the language during your in-meeting experience.

➤ To change Mia's language:

1. On the toolbar of the Meeting Insights side panel, click the **Settings**  icon; a drop-down menu appears:



2. Choose **Mia's Language**; a pop-up appears.
3. From the drop-down list, select the language that you want, and then click **Save**.

Changing Permission of Participants

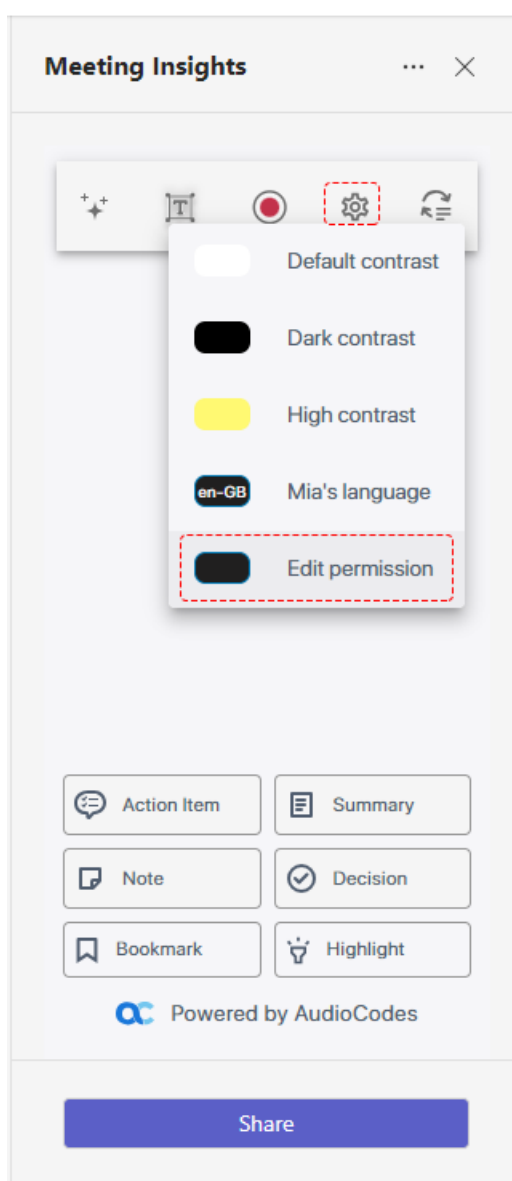
By default, only the Owner (initiator) of the meeting has full read-write privileges to the meeting recording. All other participants have read-only (view) privileges. However, during the meeting recording, you can change a participant's privileges in your Teams meeting window.



You can also change a participant's privileges after the meeting recording, as described in [Changing Permission of Participants](#) above.

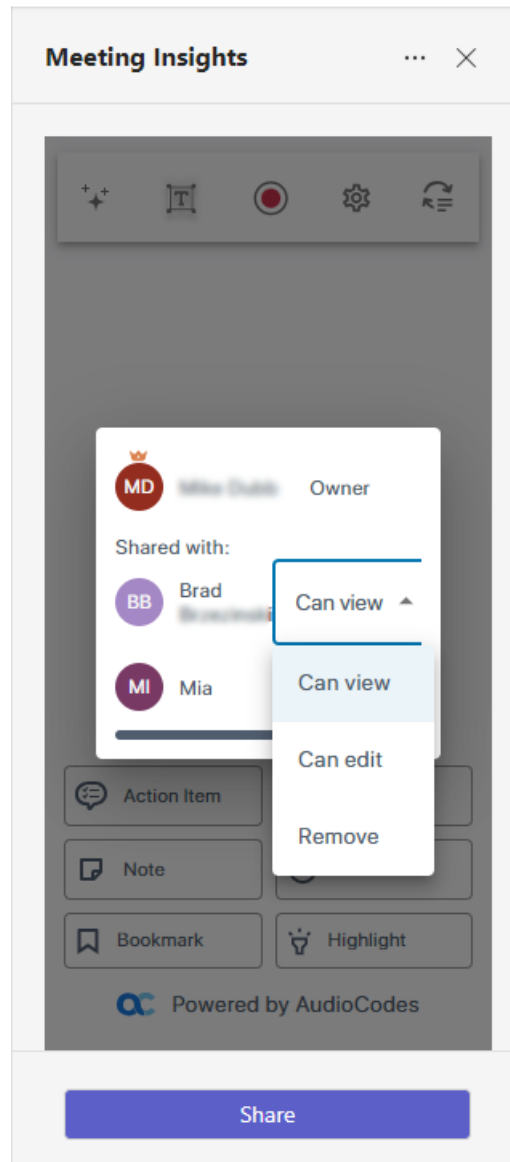
➤ To change participant's privileges:

1. On the toolbar of Meeting Insights side panel, click the **Settings**  icon; a drop-down menu appears:



2. Choose **Edit Permissions**; a list of all the participants appears.

3. Click the arrow corresponding to the participant whose privileges you want to change, and then from the drop-down list, select one of the following:
 - **Can edit:** Assigns the participant only read privileges to the meeting recording.
 - **Can view:** Assigns the participant full read-write privileges to the meeting recording.




Running AI to Create Summary and Action Items

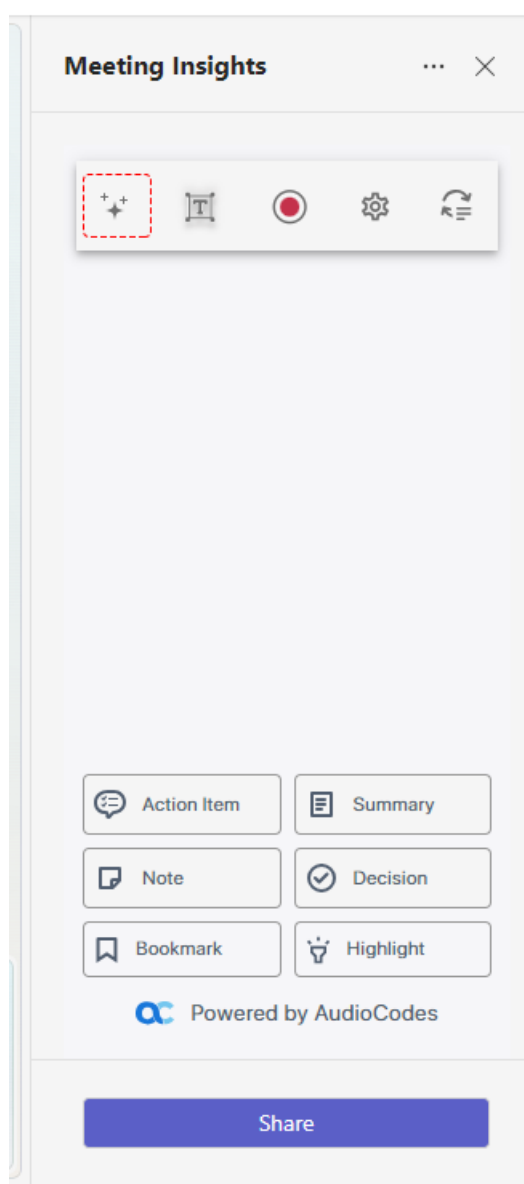
Meeting Insights offers you a quick and effective method for automatically creating a summary, outline, and action items for your meeting recording, using artificial intelligence (AI).



- The summary and action items are generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the summary and actions items, and edit them if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered summary and action items.
- When you activate AI, it always generates a summary, an outline, a transcription, and action items.

➤ **To run AI to create summary and action items:**

1. On the toolbar of the Meeting Insights side panel, click the **Activate AI**  icon:



The icon (and  icon) is displayed with a blue tick, indicating that AI has been activated.

2. To stop AI, click the icon again; the icon no longer appears with the blue tick and AI is deactivated.


Activating Transcription in Teams Meeting Window

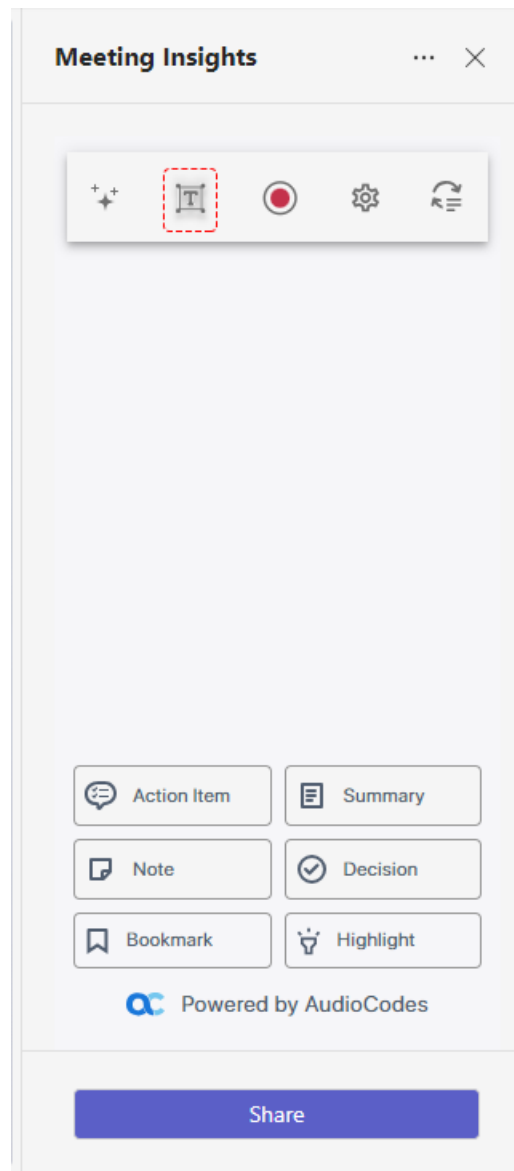
At any time during the meeting, you can enable Meeting Insights to transcribe all speech spoken by the participants into text.



- Only the Owner (or co-organizers) of the meeting recording can enable transcription.
- For managing the transcription after the meeting recording, see [Managing Transcription](#) on page 142.

➤ To enable transcription:


1. On the toolbar of Meeting Insights side panel, click the **Activate Transcription**  icon:



The icon is displayed with a blue tick, indicating that transcription has been activated.

2. To stop transcription, click the icon again; the icon no longer appears with the blue tick and transcription is deactivated.

Adding Meeting Recap in Teams Meeting

Once you have added the Meeting Insights optimized-for-meetings app  icon to your joined meeting, as described in Adding Meeting Insights Tab to Teams Meeting Window, you can start adding meeting recap items (summary, decisions, action items, and notes) in the Meeting Insights side panel of the Teams meeting window.

You can add recap items using any of the following methods:

- Using Meeting Insights built-in, voice-activated assistant called "[Mia](#)", which identifies specific phrases for activating each recap type, and then transcribes your voice into text for the specific recap.
- Using the [microphone](#) to record your recap.
- Using the text box to [type](#) the recap text.



- The Owner of the meeting recording can add all recap types; participants can add only notes.
- Only one summary can be added per meeting recording.
- Action items, decisions and the summary are always public and therefore, visible to everyone that has access to the meeting recording. You can make notes private or public.

➤ To add a meeting recap:

1. To add a recap using the assistant "Mia":

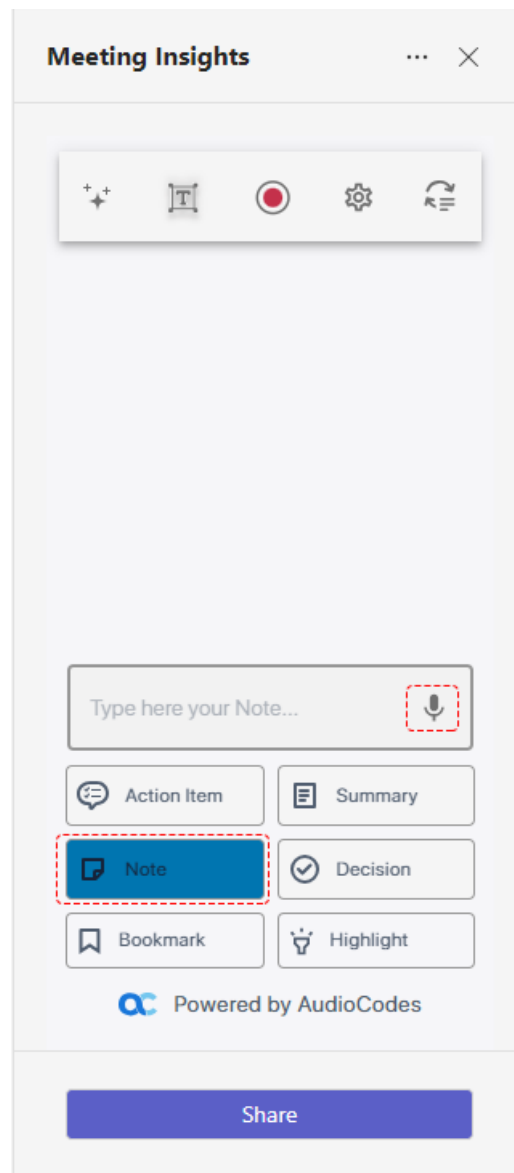
- a. Activate "Mia" by saying the specific phrase that "Mia" recognizes for the recap type that you want to add.
- b. When you're prompted by "Mia", say your recap.
- c. When you want to end your recap, say the phrase that "Mia" recognizes for ending its recoding of the recap.





For phrases that Mia recognizes, see [Viewing Voice-Activated Command Phrases](#) on page 40.

2. To add a recap using microphone:



- a. In the Meeting Insights side panel, click the required recap type button - **Action Item**, **Note**, **Summary**, or **Decision**:

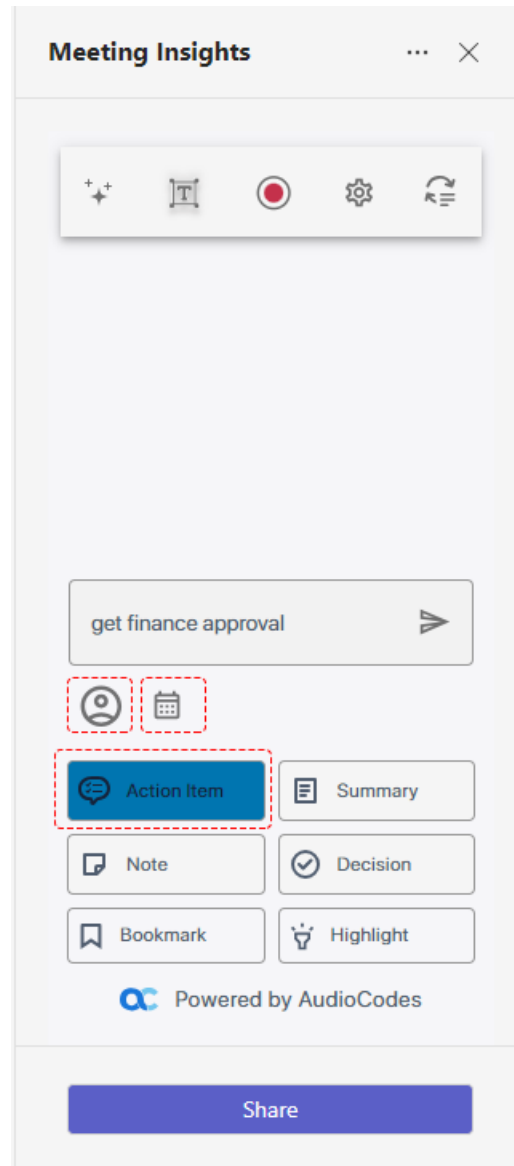


- b. Click the microphone  icon, and then record your voice for the recap.
- c. When you want to end your recap, click the stop recording  icon.

3. To type a recap:

- **Summary:**
 - i. In the Meeting Insights side panel, click the **Summary** button.
 - ii. In the text box, type the summary, and then click ➤.
- **Decisions:**
 - i. In the Meeting Insights side panel, click the **Decision** button.
 - ii. In the text box, type the decision, and then click ➤.
- **Action Items:**
 - i. In the Meeting Insights side panel, click the **Action Item** button.

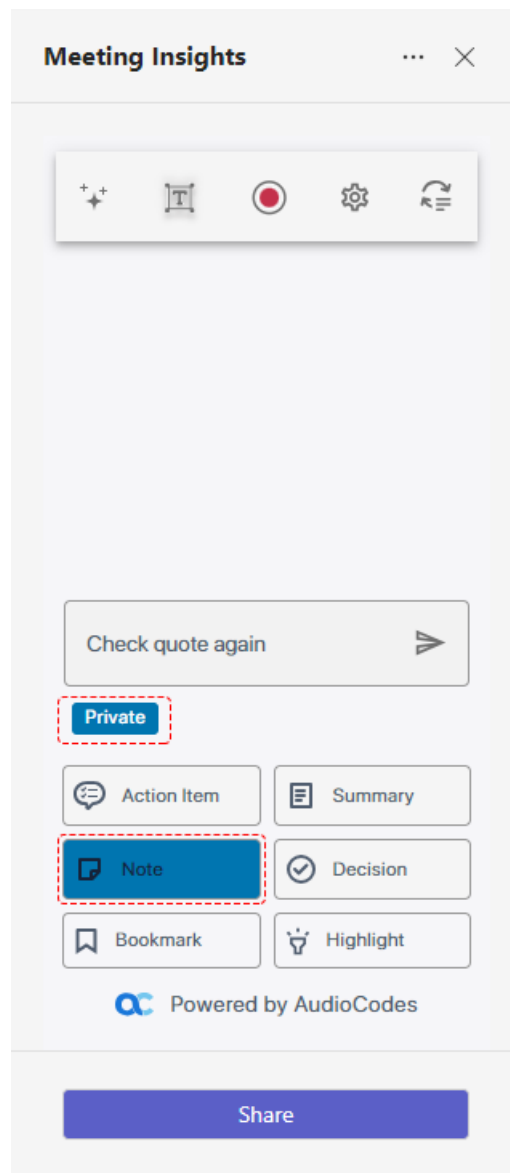
- ii. In the text box, type an action item / task.
- iii. To assign the action item to a specific participant, click , and then from the drop-down list, select the participant.
- iv. To define a due date for the action item, click , and then select the date from the displayed calendar.



- v. Click .

- **Notes:**



- i. In the Meeting Insights side panel, click the **Note** button.
- ii. In the text box, type your note.
- iii. To make the note visible only to you (private) or visible to everyone (public), toggle the **Private** / **Public** button.

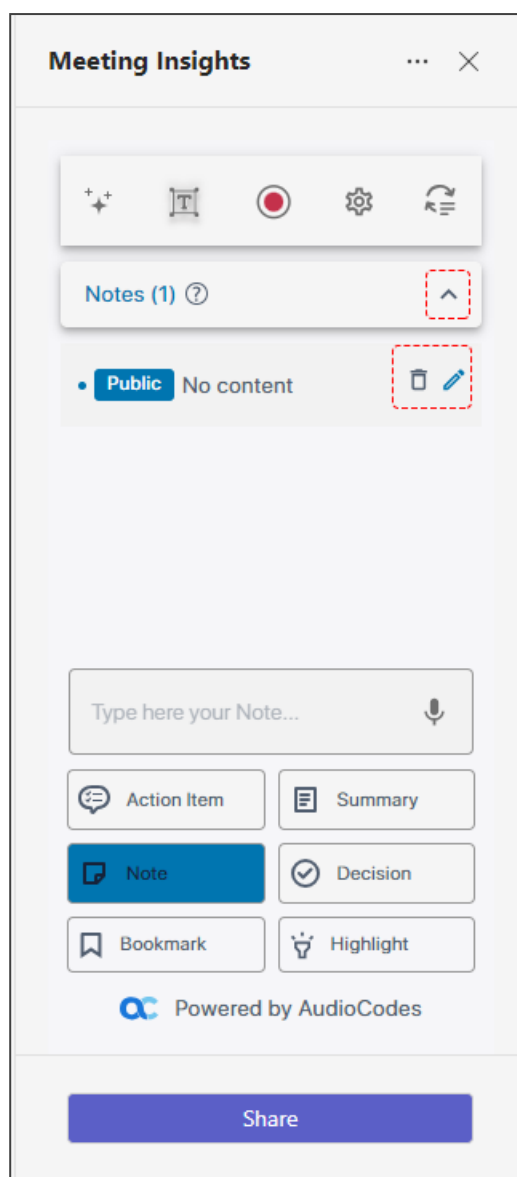


iv. Click ➤.




You can edit or delete your recap items, as described in the following procedure:

➤ **To edit or delete a recap:**

1. In the Meeting Insights side panel, click the down-facing arrow to expand the recap.
2. Hover your mouse over the recap contents; the edit  and delete  icons appear on the right of the recap, as shown in the following example:



3. Do one of the following:

- To edit the recap item, click , edit the recap item, and then click .
- To delete the recap, click , and then in the pop-up message box, click **Delete** to confirm.

Adding Bookmarks in Teams Meeting Window

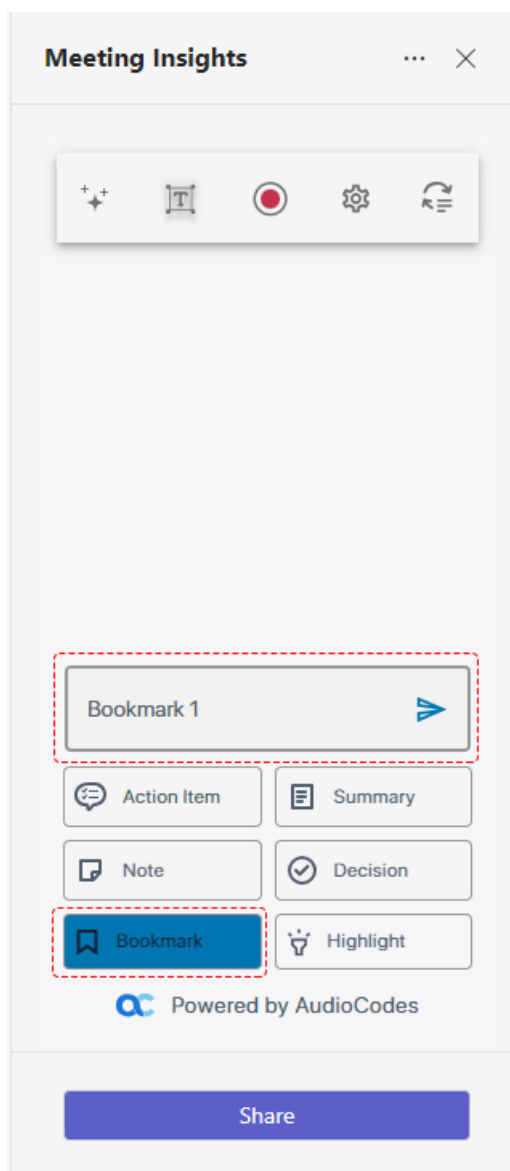
You and participants can add bookmarks during the meeting recording with a single click. A bookmark marks a specific place in the meeting recording, which you can return to at the end of the meeting recording (as described in [Viewing Bookmarks](#) on page 149).



Added bookmarks aren't displayed in the Meeting Insights side panel in Teams meeting window. You can view them after the meeting recording has ended, in the Player page, as described in [Viewing Bookmarks](#) on page 149.

➤ **To add a bookmark:**

1. In the Meeting Insights side panel, click the **Bookmark** button; a text box appears, allowing you to rename the bookmark.



2. In the text box, rename the bookmark or leave it at the default name. The default bookmark name is in the format "Bookmark <sequential bookmark number>" (e.g., Bookmark 1).
3. Click ➤ to add the bookmark.

Adding Highlights in Teams Meeting Window

You and participants can highlight important parts of the meeting recording with a single click. The highlight not only tags the specific location of the meeting recording, but also provides a transcription of the audio where the highlight was added (by default, 20 seconds before and 20

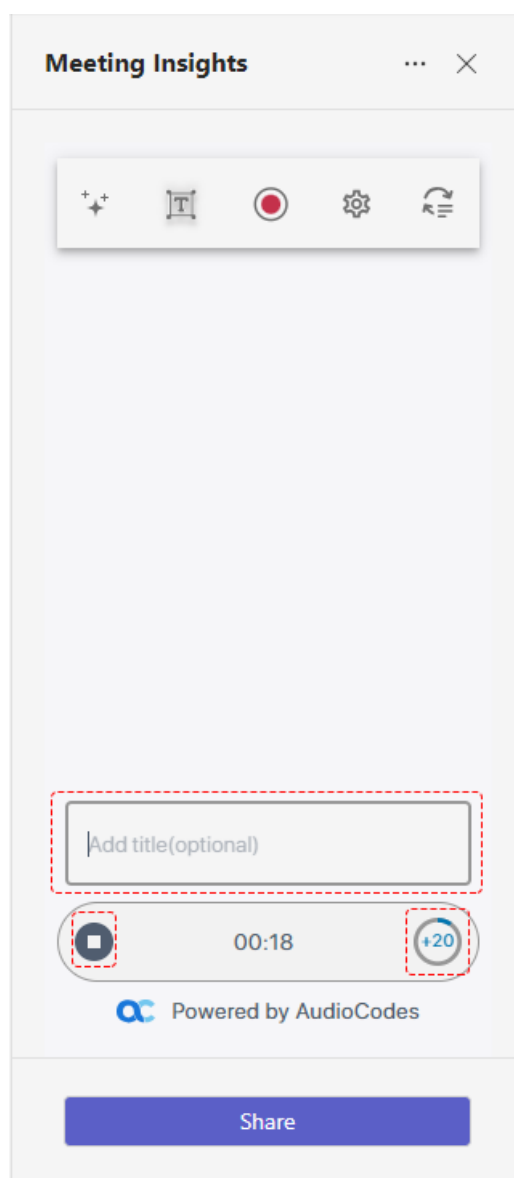
seconds after). You can extend the transcription period by 20 seconds (before and after) or stop the transcription before the duration expires.




Added highlights aren't displayed in the Meeting Insights side panel in Teams meeting window. You can view them after the meeting recording has ended, in the Player page, as described in [Viewing Highlights](#) on page 151.

➤ **To add a highlight:**

1. In the Meeting Insights side panel, click the **Highlight** button; the time remaining (e.g., 18 seconds) until Meeting Insights finishes transcribing the audio located 20 seconds before and 20 seconds after the highlight:




2. To add another 20 seconds of transcription, click **+20** (i.e., transcription is done for 40 seconds before and after highlight added).

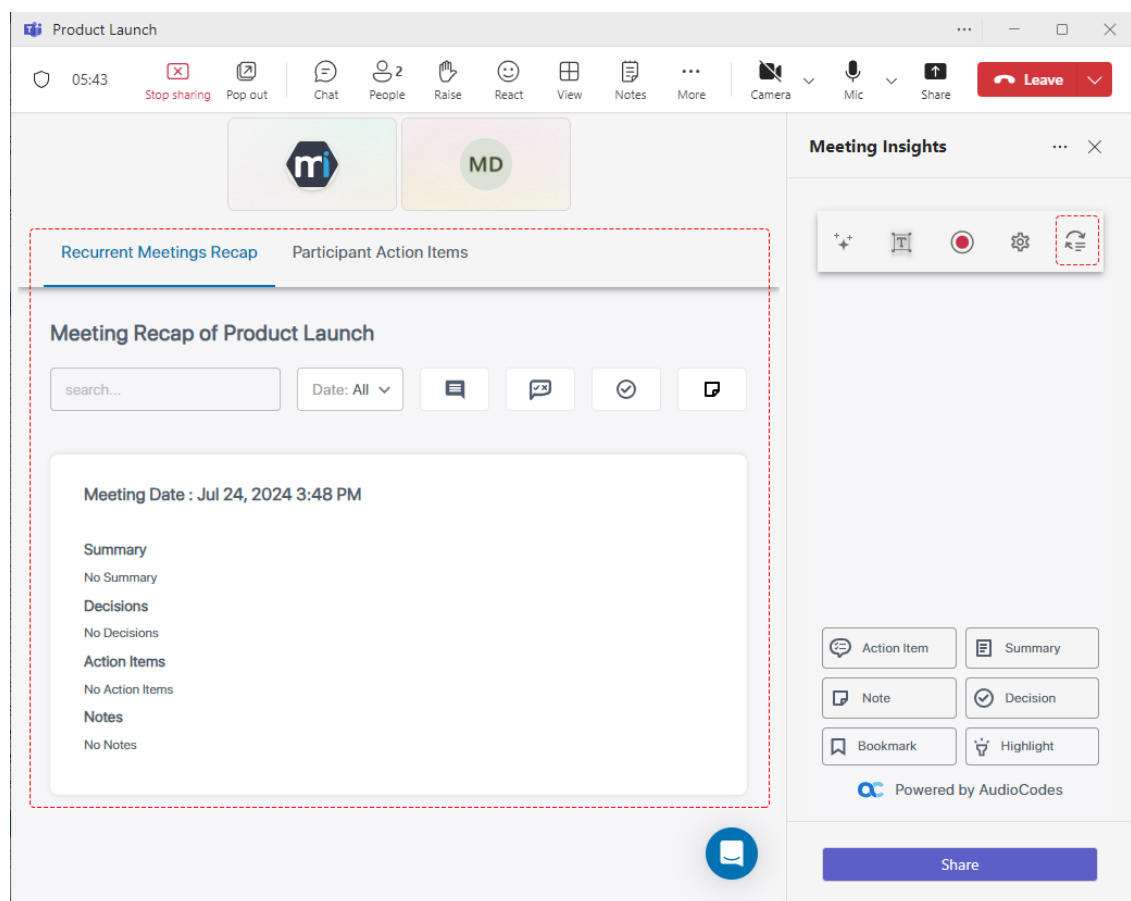
3. To stop the transcription, click ; the highlight is added with the transcription of the duration that was displayed when you stopped it. For example, if you stopped the timer at 00:18, the highlight includes transcription of only 18 seconds before and after.
4. (Optional) In the text box, type a title for the highlight.


Viewing Recap and Action Items of Recurring Meetings

During a meeting recording that is a recurring meeting, you can display the recap and action items of all previous meetings in the series.

➤ To display recap and action items of recurring meeting:

1. In the Meeting Insights side panel, click the  icon; the Teams window displays the meeting recap of all the meetings in the series:



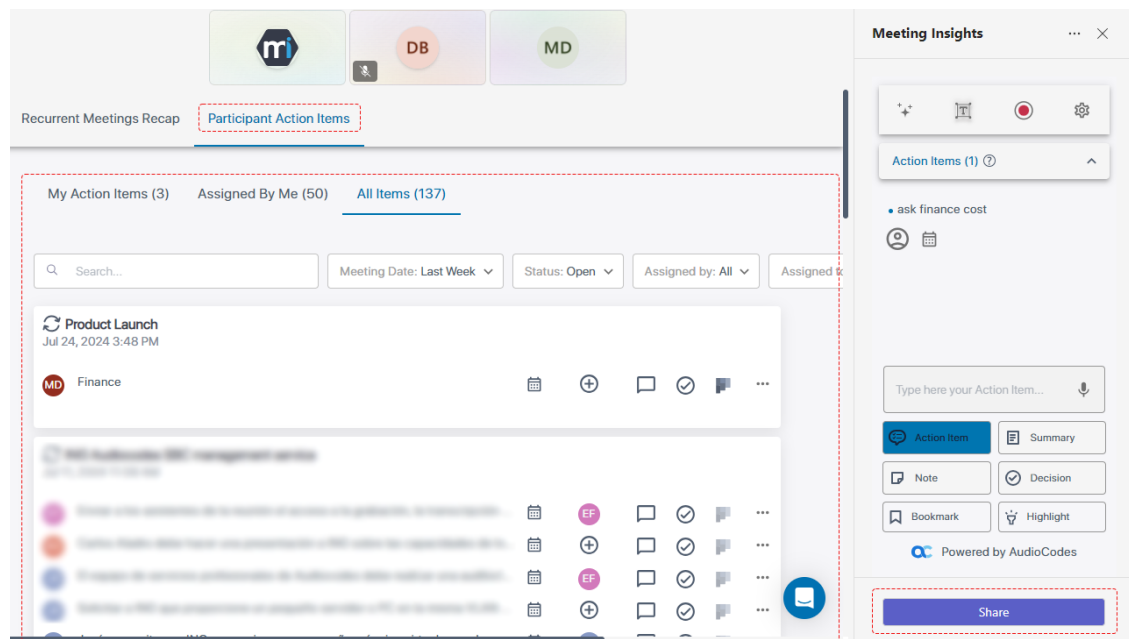
2. To view the meeting recap, select the **Recurrent Meetings Recap** tab. You can filter the display by recap type and date.
3. To view action items, select the **Participant Action Items** tab.
4. To stop the recurring meeting display, click the **Stop sharing**  button, located on the Teams window toolbar.

Viewing Action Items during Meeting

During any meeting recording, you can view action items.

➤ To view action items during meeting:

1. In the Meeting Insights side panel, click the **Share** button; the Teams window displays the below:



2. Select the **Participant Action Items** tab.
3. Choose whose action items you want to view, by clicking **My Action Items**, **Assign By Me**, or **All Items**.
4. To quit the display, click the **Share** button again.

In-Meeting Experience using Meeting Insights Web Tool



During your meeting recording, you can open Meeting Insights Live Panel in the Web-based management tool to easily view, add, edit, and delete meeting recap items (notes, action items, decisions, and summary), including adding of highlights.

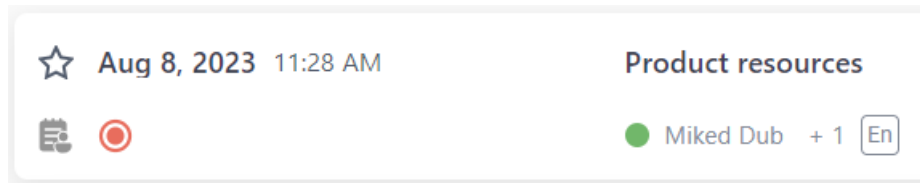
The Live Panel displays the recap in real-time, updating its display as you and participants add recap items through the Live Panel or the Teams meeting window. It also reflects recap items added using the voice-activated assistant "Mia" or the local microphone.

Accessing the Live Panel

You can access the Live Panel at any time during the meeting recording.

➤ **To access Live Panel:**

1. Open the  **All Meetings** page.
2. Locate your ongoing meeting recording, which is indicated by the **Recording**  icon, as shown in the following example:



3. Click the meeting recording's name; the Live Panel window opens.



- The Live Panel is accessible only during the meeting recording.
- Participants of the meeting recording can also access the Live Panel through their mobile phones by simply logging into their Meeting Insights account.
- Participants added during the meeting recording can't access the Live Panel and therefore, can't add meeting recaps during the meeting recording.

Adding Meeting Recap in Live Panel

During a meeting recording in the Live Panel, you can add meeting recap items.



- The Owner of the meeting recording can add all recap types; participants can add only notes.
- Only one summary can be added to the meeting recording.
- Action items, decisions and the summary are always public and therefore, visible to everyone that has access to the meeting recording. You can make notes private or public.

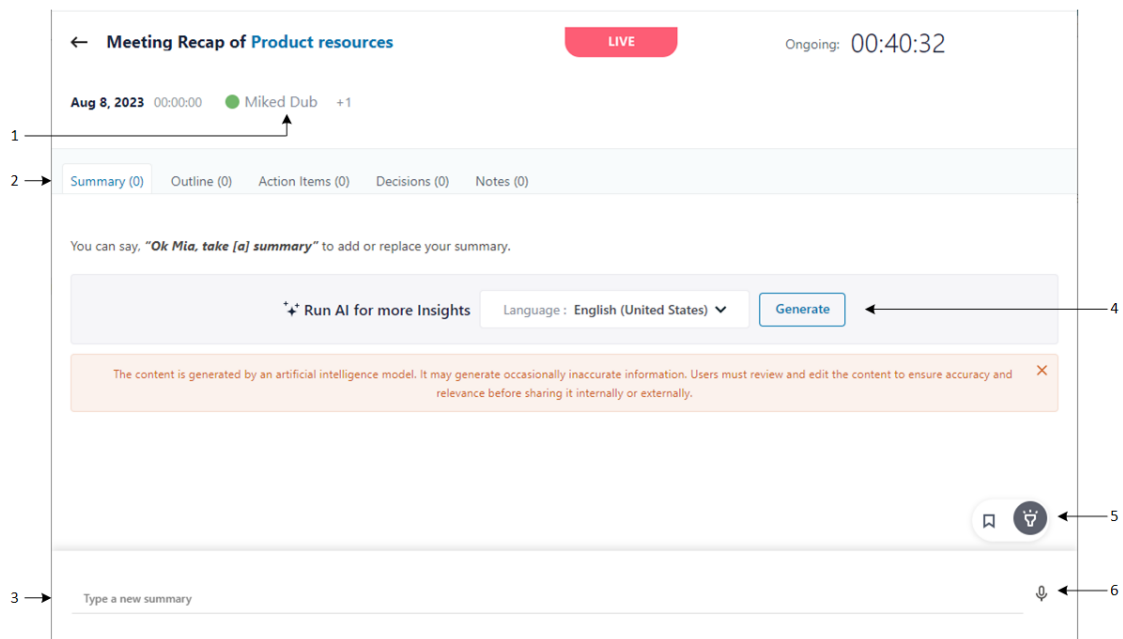
The Live Panel provides flexibility in how you want to add recap items:

- Using Meeting Insights built-in, voice-activated assistant called "**Mia**", which identifies specific phrases for activating each recap type, and then transcribes your voice into text for the specific recap.
- Using the **microphone** to record your recap (applicable only to Teams desktop client).
- Using the **text box** to type the recap text.

➤ **To add meeting recap items in Live Panel:**

1. Access the Live Panel (see [Accessing the Live Panel](#) on the previous page).

The following shows an example of the Live Panel:



2. Speaking your recap using the assistant "Mia":

- a. Activate "Mia" by saying the specific phrase that "Mia" recognizes for the recap type that you want to add.
- b. When you're prompted by "Mia", say your recap.
- c. When you want to end your recap, say the phrase that "Mia" recognizes for ending its recoding of the recap.





For phrases that Mia recognizes, see [Viewing Voice-Activated Command Phrases](#) on page 40.

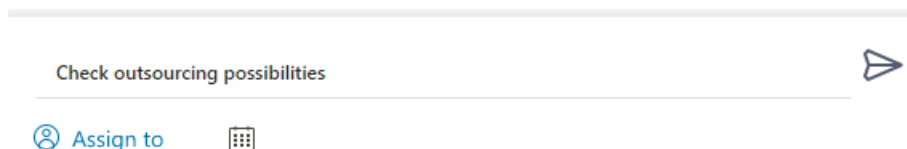
3. Recording your recap with the microphone:


- a. Select the type of recap (#2 in figure) that you want to add.
- b. Click the microphone icon (#6 in figure), and then say your recap; Meeting Insights records your voice (and the microphone icon is replaced by the recording in-progress and stop icon).
- c. When you want to end your recap, click the stop recording icon; Meeting Insights adds the transcription of your recorded voice to the relevant recap group (and the stop icon is replaced by the microphone icon).

4. Typing your recap in the text box:

- a. Select the type of recap (#2 in figure) that you want to add.
- b. In the text box (#3 in figure), type the recap.
- c. (Action Items Only):

- i. If you want to assign the action item to a specific participant, click , and then from the drop-down list, select the participant.
- ii. If you want to assign a due date to the action item, click , and then select the date from the calendar.



- d. (Notes Only): To make the note visible only to you (private) or visible to everyone (public), toggle the **Private** / **Public** button.
- e. Click  .

Running AI to Generate Recap and Transcription

During a meeting recording in the Live Panel, you can activate AI to generate a transcription of your meeting and the following recap items:

- Summary
- Action Items
- Q&A
- Issues & Solutions
- Meeting Prep (for recurring meetings only)



- The summary and action items are generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the summary and actions items, and edit them if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- The AI process may take some minutes.

➤ To run AI to create recap and transcription:


1. Access the Live Panel (see [Accessing the Live Panel](#) on page 66).
2. Select the **Summary**, **Outline**, or **Action Items** recap tab.
3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; Meeting Insights begins the AI process. If you want to cancel the process (for whatever reason), click **Stop**.

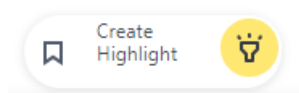
Adding Highlights in Live Panel

During a meeting recording in the Live Panel, you and participants can highlight important parts of the meeting with a single click. The highlight not only tags the specific location of the meeting recording, but also provides a transcription of the audio where the highlight is added (by default, 20 seconds before and 20 seconds after). You can extend the transcription period by 20 seconds (before and after) or stop the transcription before the duration expires.

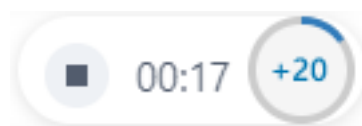
After the meeting, you can view the highlights in Meeting Insights' video player, as described in [Viewing Highlights on Video](#) on page 170.

➤ To add a highlight:


1. Click the  icon; the icon is replaced with the following:




2. Click **Create Highlight**; Meeting Insights starts creating the highlight, and the time remaining (e.g., 17 seconds) until Meeting Insights finishes transcribing the audio located 20 seconds before and after the highlight is displayed:



3. To add another 20 seconds of transcription (before and after), click **+20** (i.e., transcription is done for 40 seconds before and after highlight added).


4. To stop the transcription, click ; the highlight is added with the transcription of the duration that was displayed when you stopped it. For example, if you stopped the timer at 00:18, the highlight will include transcription of only 18 seconds before and after.

When transcription ends, the highlight  icon appears again.

Adding Bookmarks in Live Panel

During a meeting recording in the Live Panel, you and participants can add bookmarks with a single click. A bookmark marks a specific place in the meeting recording, which you can return to at the end of the meeting recording (as described in [Viewing Bookmarks](#) on page 149).

➤ To add a bookmark:

1. Access the Live Panel (see [Accessing the Live Panel](#) on page 66).
2. Click the bookmark  icon, as shown below; a text box appears, allowing you to edit the default bookmark name ("Bookmark <sequential number>"):





3. Edit the bookmark name, if necessary; the bookmark is listed under the **Bookmarks** category and displayed with the time traversed in the meeting recording at which you added it.

Editing or Deleting Meeting Recap Items in Live Panel

During a meeting recording in the Live Panel, you can edit or delete recap items.

➤ To edit or delete recap items:

1. Select the type of recap that you want to edit or delete.
2. To edit a recap:
 - a. Click the **Edit**  icon.
 - b. Make your changes.
 - c. Click **Update**.
3. To delete a recap:
 - a. Click the **Delete**  icon; a confirmation box appears.
 - b. Click **Delete**.

In-Meeting Experience using Teams Mobile Client

For meetings scheduled through your Microsoft Outlook Calendar, you can perform various actions during the meeting recording using Meeting Insights Live Panel on your Teams Mobile client, as discussed in this section.

Meeting Insights Live Panel on Mobile Teams Client

During a meeting recording, you can use Meeting Insights Live Panel on your mobile Teams client to do the following:

- Add recaps - action items, notes, decisions, and a summary (see [Adding Recap in Mobile Live Panel](#) on page 79)
- Add bookmarks (see [Adding Bookmarks in Mobile Live Panel](#) on page 82)
- Add highlights (see [Adding Highlights in Mobile Live Panel](#) on page 81)

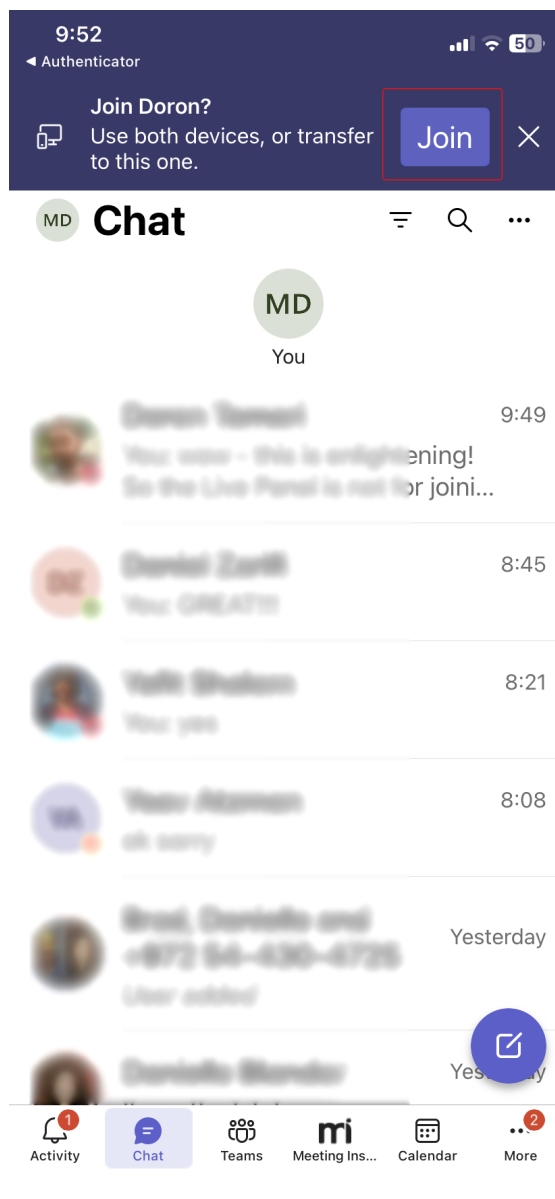
- Pause and resume recording ([Pausing and Resuming Recording in Mobile Live Panel](#) on page 82)
- Run AI-generated recap and transcription [Running AI-Generated Recap, Transcription and Meeting Prep in Mobile Live Panel](#) on page 83)

Accessing Live Panel from Joined Teams Meeting

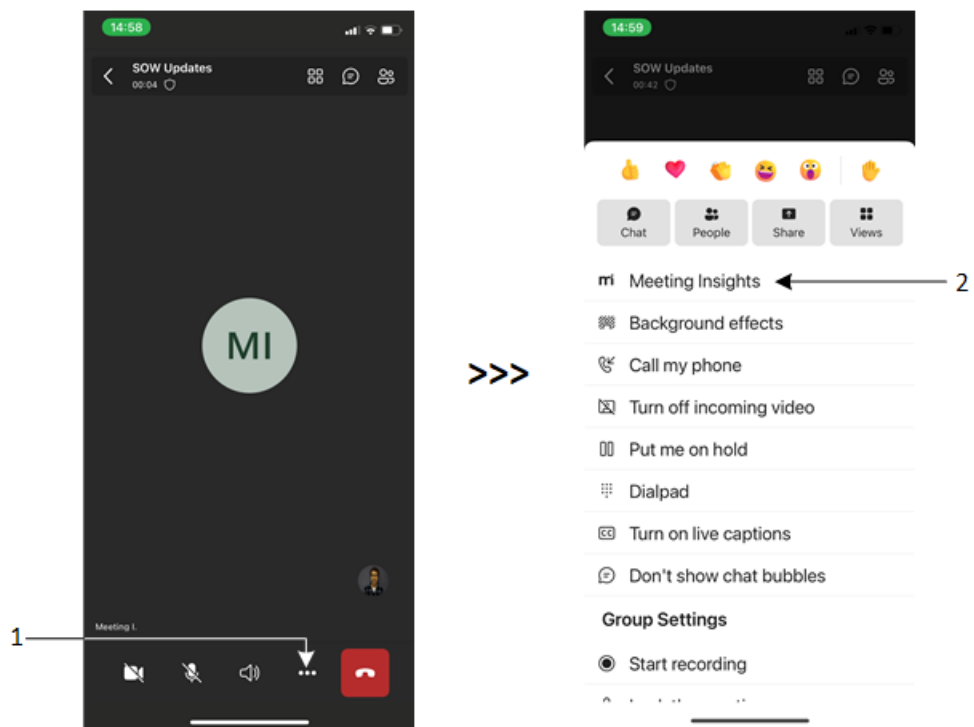
After you join a meeting recording (scheduled through Microsoft Outlook Calendar) through your Teams mobile client, you can add Meeting Insights Live Panel to the meeting recording.

➤ To access Live Panel from joined meeting:

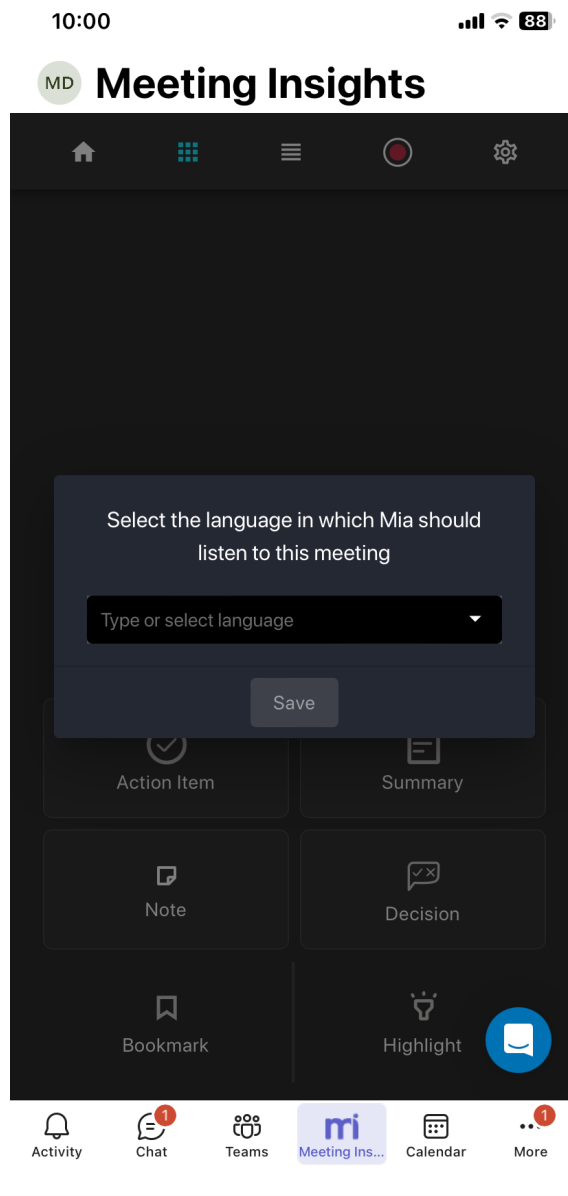
1. Join the meeting through your mobile Teams app, by tapping **Join**:



2. Tap the ellipsis button (#1 in figure), and then from the pop-up, tap **Meeting Insights** (#2 in figure):



The Meeting Insights Live Panel appears, prompting you to select the language spoken in your meeting:



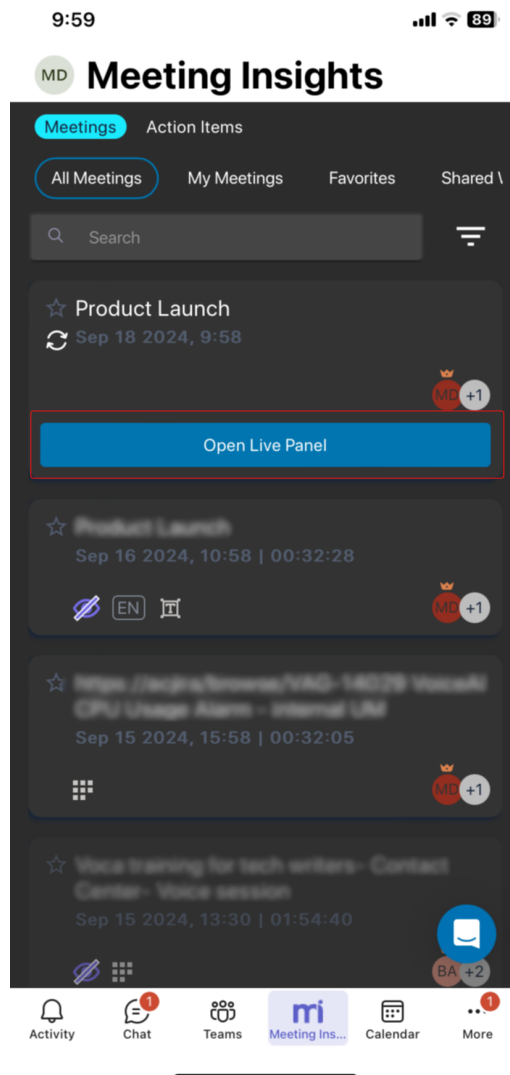
3. From the 'Select the language ...' drop-down list, select the language of your meeting, and then click **Save**.

Accessing Live Panel from Meeting Insights Home Screen

When the meeting recording of a meeting to which you were invited starts, you can easily access the Live Panel from the home screen of the Meeting Insights app for your mobile Teams client.

➤ To access Live Panel of a meeting recording:

1. Open the Meeting Insights app for Teams mobile client.
2. In the home screen, which displays the list of meeting recordings, tap the **Open Live Panel** button, as shown below:



If you didn't join the meeting, when you open the Live Panel you won't hear anyone in the meeting. However, you can view public recaps added by participants and you can add recaps by typing them. Only if you joined the meeting recording can you hear the participants, and add recaps by typing and by **voice**.

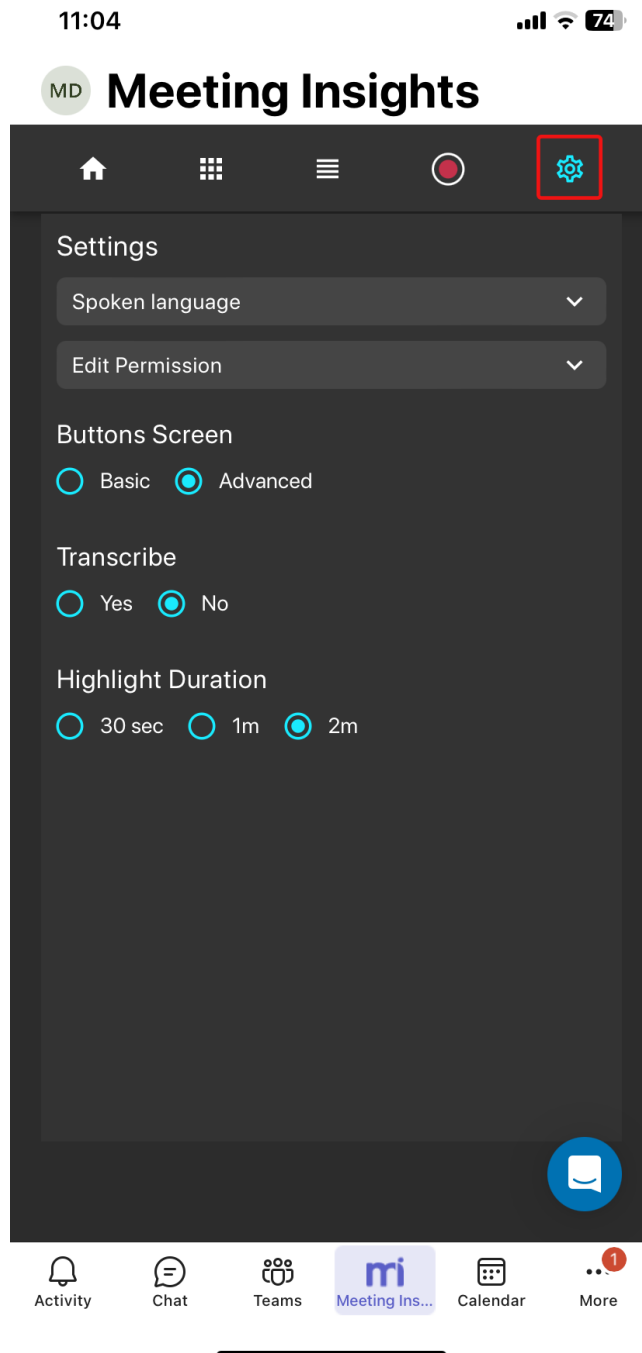
General Settings of Mobile Live Panel

During the meeting recording, you can configure the following general settings on your Teams mobile client for the specific meeting recording:

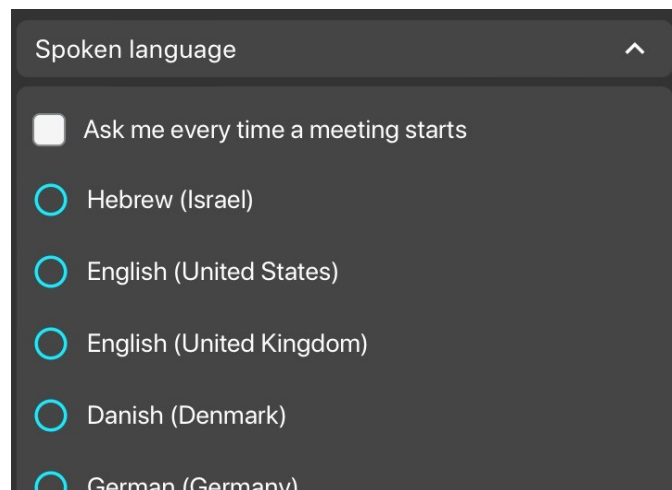
- Select the language spoken during the meeting recording.
- Assign editing permissions to specific participants.
- Define the layout of buttons.
- Enable or disable transcription.
- Define the maximum duration of highlights.

➤ **To configure general settings:**

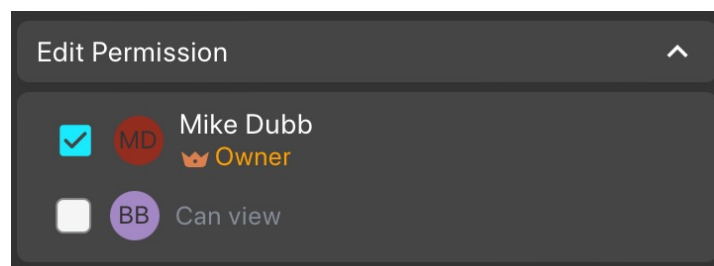
1. On the toolbar, tap the  icon; the Settings screen appears:



2. To change the language of the meeting:
 - a. Tap **Spoken language** to expand the group:




- b. Select the 'Ask me every time a meeting starts' check box if you want to be prompted to select the language each time you add Meeting Insights to a meeting (default).
 - c. From the list, select the desired language.
3. To change permissions of a participant:
 - a. Tap **Edit Permission** to expand the group; a list of all the participants is displayed:

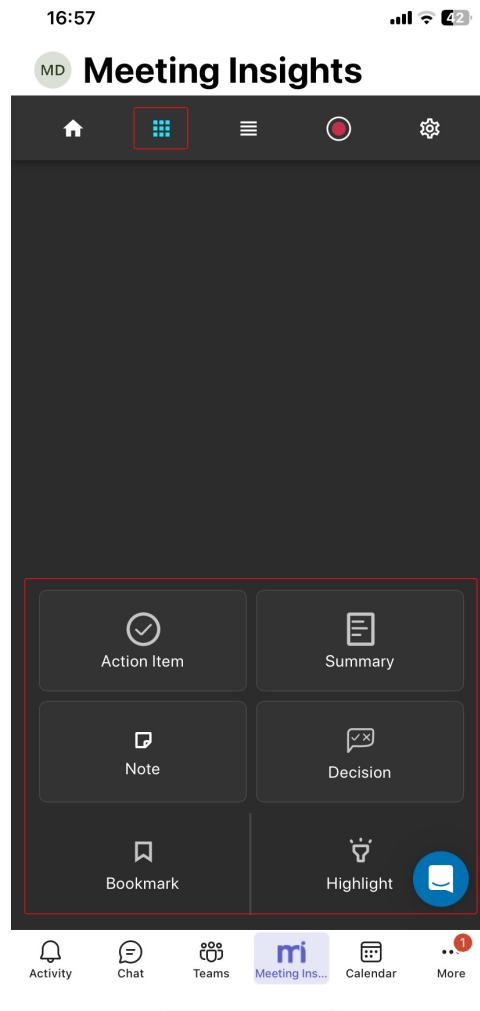



- b. Tap the name of the participant(s) to whom you want to assign editing privileges (**Can edit**) or view-only (**Can view**). Participants with editing privileges are displayed with a tick in their corresponding check box.
4. Under the **Buttons Screen** group, select one of the following options: To display also the **Note** and **Decision** buttons in the grid layout, under the select one of the following options:
 - **Basic:** The grid layout displays only the **Action Item**, **Summary**, **Bookmark**, and **Highlight** buttons.
 - **Advanced:** The grid layout displays all the basic buttons (above) as well as the **Note** and **Decision** buttons.
5. Under the **Transcribe** group, select **Yes** if you want Meeting Insights to create a transcription of the meeting recording (default is **No**).
6. Under the **Highlight Duration** group, define the maximum duration of a highlight, by selecting **30 sec**, **1m**, or **2m**.

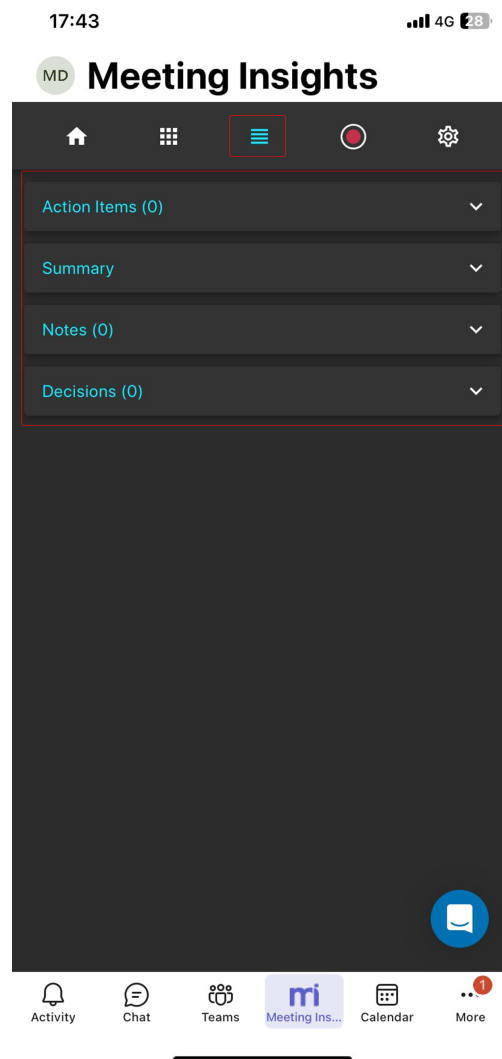
Defining Screen Layout of Mobile Live Panel

During the meeting recording, you can change the screen display between the following layouts:

- **Grid layout:** Displays the recap types, bookmark, and highlight options in grid layout (tiles). To view this layout, tap the  icon on the toolbar, as shown in the following figure:



- **List layout:** Displays the recap types in expandable groups. In this layout, recaps are added by typing them. To view this layout, tap the  icon on the toolbar, as shown in the following figure:



- The method for adding recaps depends on screen layout:
 - ✓ Grid layout: Recaps are added by saying them out loud so that Meeting Insights can record your voice.
 - ✓ List layout: Recaps are added by typing them.
- List layout doesn't provide options to add bookmarks or highlights.

Adding Recap in Mobile Live Panel

During a meeting recording on your Teams mobile client, you can add the following recap types:

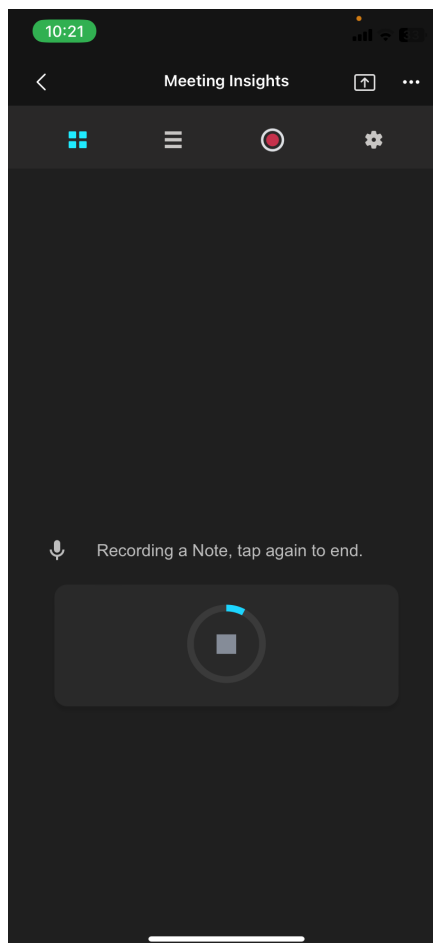
- Action Items
- Notes
- Decisions
- Summary

The method for adding a recap depends on the selected screen layout (see [Defining Screen Layout of Mobile Live Panel](#) on page 78):

- **Grid layout:** A recap is added by saying it out loud so that Meeting Insights can record your voice.
- **List layout:** A recap is added by typing it in a text box.

➤ **To add a recap:**

- **Grid layout:**
 - i. Tap a recap tile; Meeting Insights starts recording whatever you say, as indicated by the following button surrounded by a progress bar:



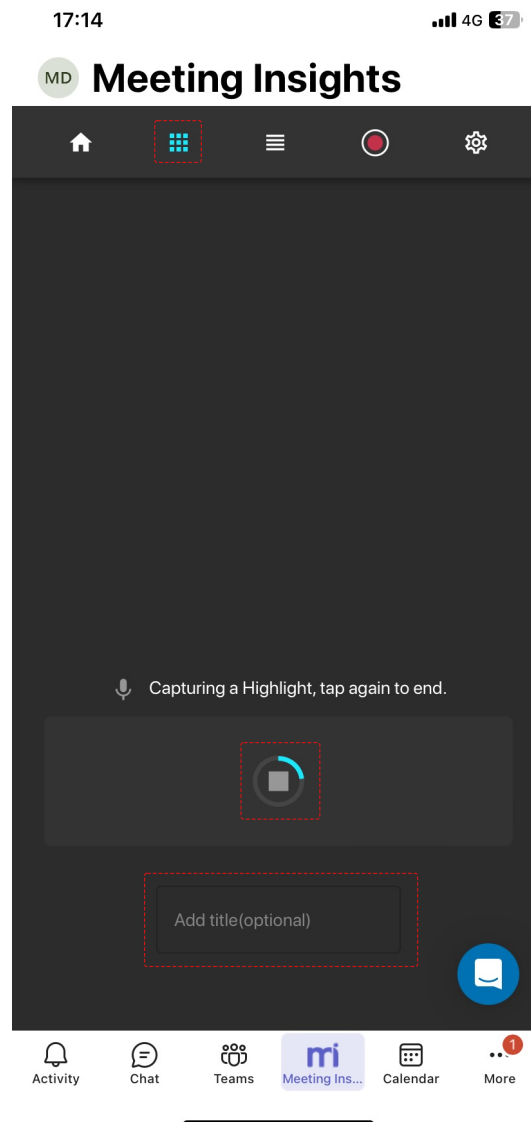
- ii. Speak your recap.
 - iii. Tap the button to end recording.
- **List layout:**
 - i. Tap the recap name type to expand the group.
 - ii. Click **New**, type your note in the text box, and then tap the arrow to apply.
 - iii. Tap the edit pencil icon, tap **private** or **public** to determine if only you can view or everyone, and then click the tick mark to apply.

Adding Highlights in Mobile Live Panel

During a meeting recording on your Teams mobile client, you can highlight important parts of the meeting recording with a single click. After the meeting, you can view the highlights in Meeting Insights video player (see [Viewing Highlights on Video](#) on page 170).

➤ **To add a highlight:**

1. Access the Grid layout.
2. Tap the **Highlight** button; Meeting insights begins adding the highlight, as shown below:



3. To add a name to the highlight, tap the text box "Add title" located below the button, and then type the name.
4. To end the highlight, tap the button again.

Adding Bookmarks in Mobile Live Panel

During a meeting recording on your Teams mobile client, you can add bookmarks with a single click. A bookmark marks a specific place in the meeting recording, which you can return to after the meeting recording has ended (see [Viewing Bookmarks](#) on page 149).

➤ To add a bookmark:

1. Access the Grid layout.
2. Tap the **Bookmark** tile; the current place in the meeting recording is bookmarked. The total number of bookmarks that have been added during the meeting recording is displayed in the top-right corner of the **Bookmark** tile.

Pausing and Resuming Recording in Mobile Live Panel

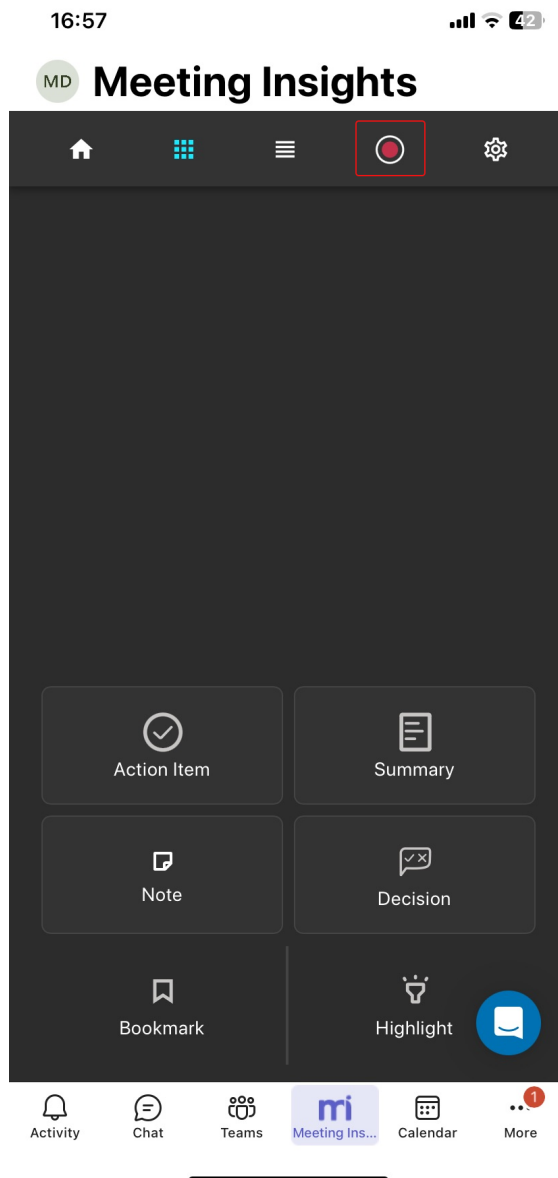
During a meeting recording on your Teams mobile client, you can pause and resume recording. This feature may be useful, for example, if you don't want confidential information from being recorded.



- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can pause and resume recording.
- When you pause recording, all other functions in the Live Panel (e.g., adding recaps) are deactivated.

➤ To pause and resume recording:

1. On the toolbar, tap the record button; recording is paused:



2. To resume recording, tap the record button again.

Running AI-Generated Recap, Transcription and Meeting Prep in Mobile Live Panel

During a meeting recording on your Teams mobile client, you can activate AI to generate the following:

- Transcription
- Summary
- Action Items
- Q&A
- Issues & Solutions
- Meeting Prep (only for recurring meetings)



- The recap items are generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review and edit them if necessary to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. Participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- You can also activate AI after the meeting.
- It may take several minutes to generate the AI-powered recap.
- For more information on the AI-generated meeting prep, see [Generating AI-Powered Meeting Prep](#) on page 112.

➤ **To run AI to create recap and transcription:**

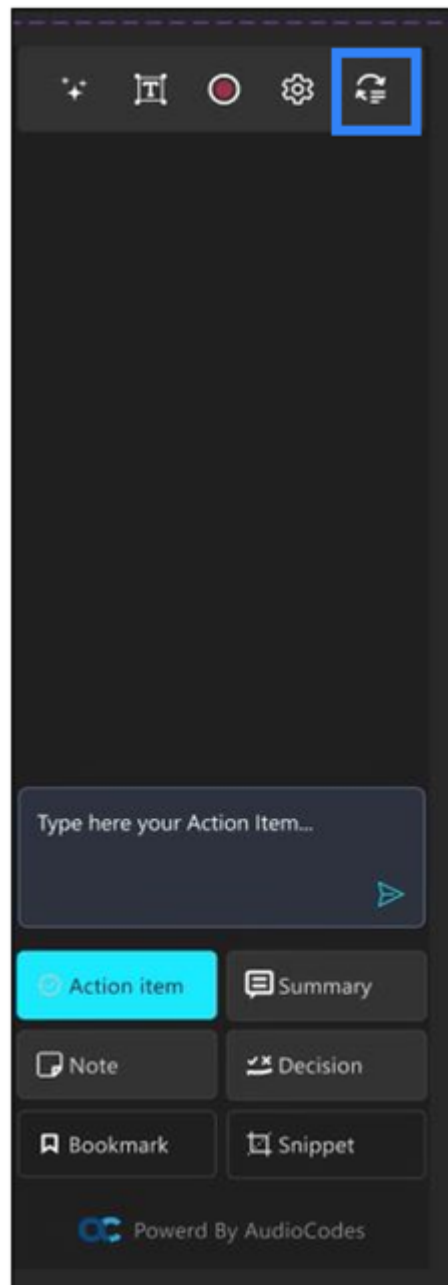
1. On the toolbar, click the  icon.

Viewing AI-Generated Meeting Prep in Mobile Live Panel

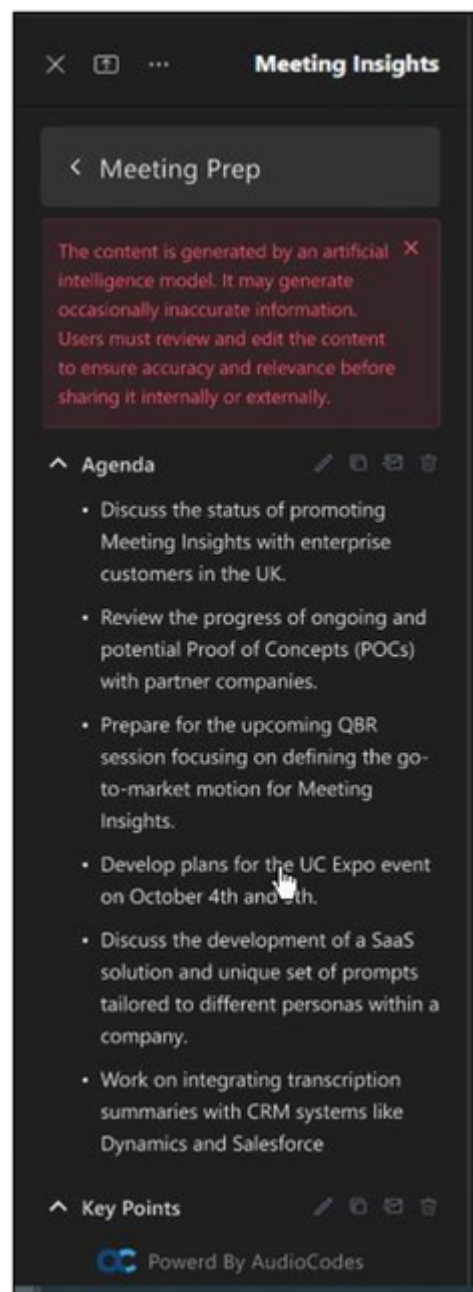
For recurring meetings, if you've generated a Meeting Prep using AI (see [Generating AI-Powered Meeting Prep](#) on page 112), you can view the Meeting Prep during the meeting recording.

➤ **To view meeting prep:**

1. On the toolbar, click the  icon, as shown below:



The Meeting Prep screen appears, showing the meeting prep:



In-Meeting Actions using Voice-Activated Assistant Mia

Meeting Insights provides a built-in voice-activated assistant called "Mia" (pronounced "mee-ya"), which lets you use your voice to add meeting recap items (summary, decisions, action items, and notes) during your meeting recordings. When you speak, Mia transcribes your speech into text, adding it to the recap.

To trigger the above actions, you need to say special phrases that Mia recognizes. For a list of these phrases, see Section [Viewing Voice-Activated Command Phrases](#) on page 40.



Voice-activated commands is applicable only to meeting recordings that are scheduled through Microsoft Outlook Calendar with Teams.

➤ **To add mid-meeting meeting recap items using Mia:**

1. Say the special phrase to trigger Mia to record the meeting recap item, for example, "Mia please take a note" to add a note; a beep is heard, indicating that Mia recognizes the phrase and has started recording your voice.
2. Say what you want.
3. Say the phrase to trigger Mia to end recording; a beep is heard, indicating that Mia has added your recap.

Pausing and Resuming Meeting Recordings


Meeting owners and co-organizers can pause a meeting recording (Mia) during the meeting and then resume recording when needed.

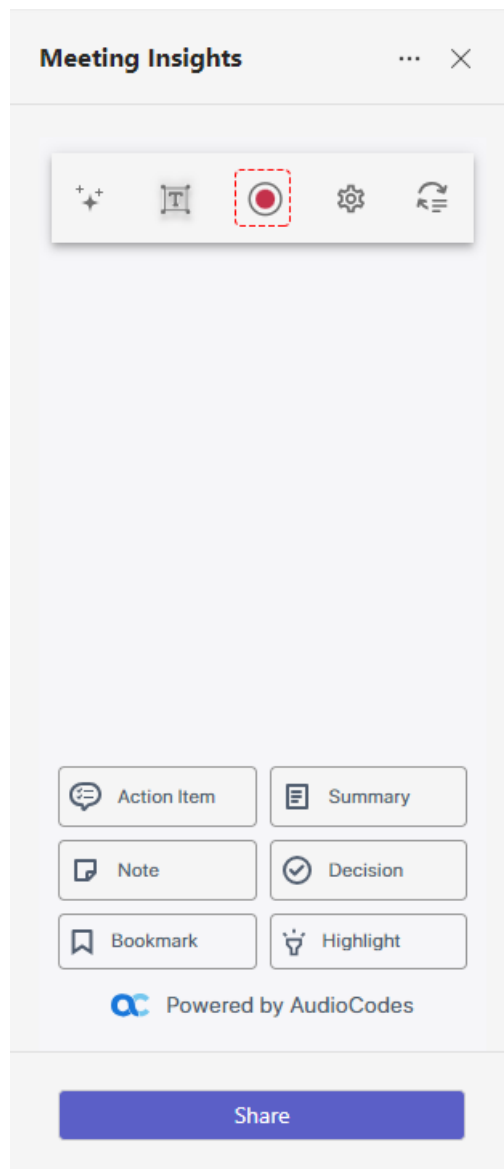
The feature allows you to exclude sensitive information from being recorded. For example, you may want to pause recording when suddenly talking about salaries, and then resume recording when you want to continue the subject of the meeting.



When you pause recording, the functions of the side panel are deactivated.

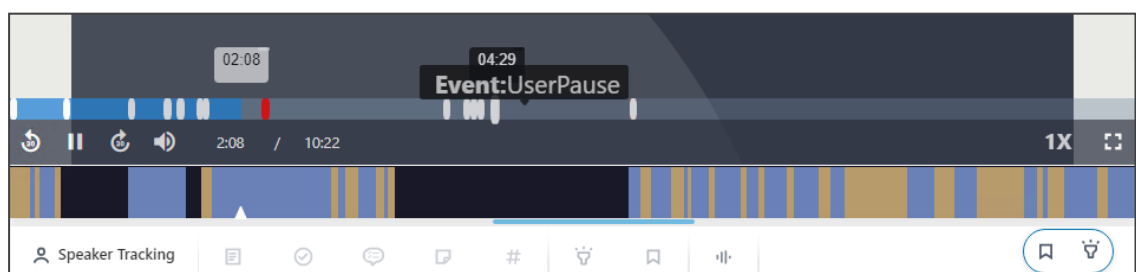
➤ **To pause and resume recording:**

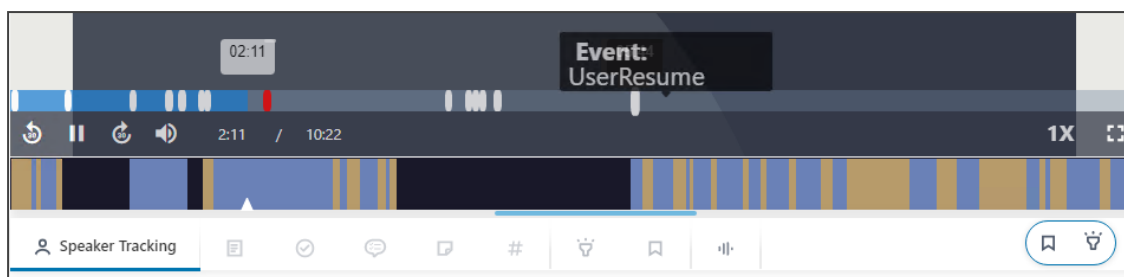
1. To pause recording, on the meeting side panel's toolbar, click the **Stop Recording**  icon.



2. To resume recording, on the meeting side panel's toolbar, click the **Start Recording**  icon:

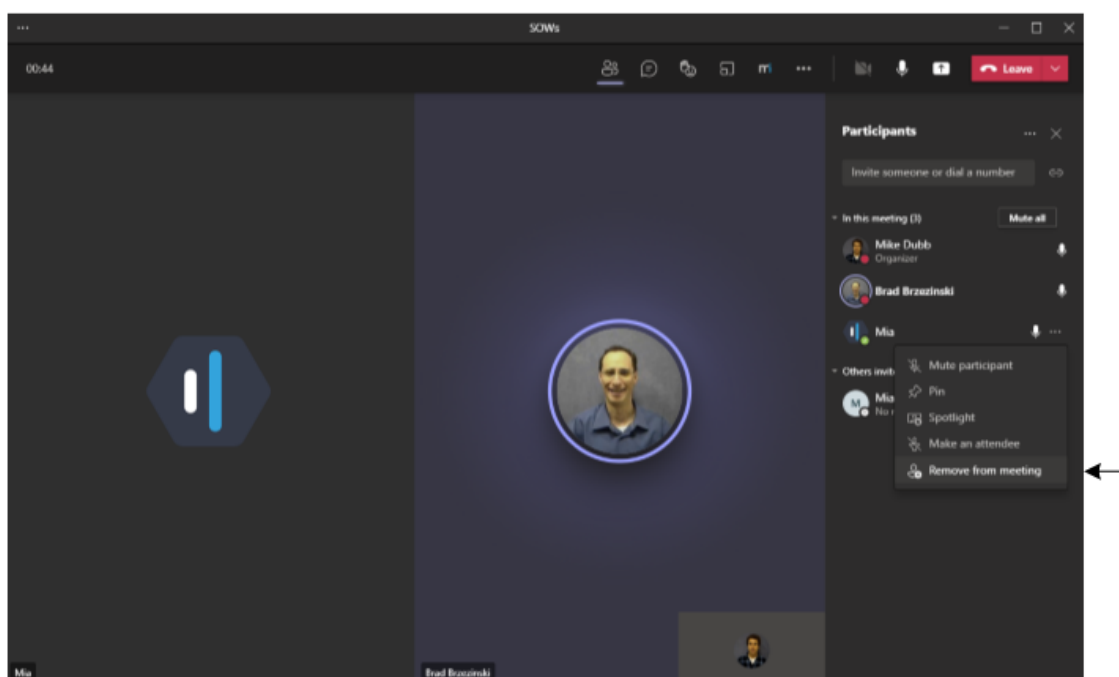
When playing the meeting recording video after the meeting, Meeting Insights skips over the stopped / paused part of the meeting, saving users from sitting through a period of silence, as shown here:





Stopping Recording during Meeting

For whatever reason, you may want to stop recording during the meeting. This is done by simply removing from the meeting the Meeting Insights participant, Mia. The following shows an example of removing Mia from the Teams meeting window:



If you remove Mia from the meeting and you later want to resume recording, add Mia again as a participant to the meeting. In this scenario, Meeting Insights creates another recording for this meeting (i.e., you will see two meeting recordings listed in the All Meetings).

Recording Notifications during Meeting

If your Meeting Insights Administrator has enabled the 'Recording Notice' feature for your account (see [Viewing Account Information](#) on page 33) and you're the Owner of the meeting, recording (audio and recap) depends on whether or not you have joined the meeting.

If you leave the meeting recording, recording pauses and a message is displayed and played to participants. If you rejoin the meeting, recording resumes and a message is displayed and played to participants.


6 Post-Meeting Actions

This section describes actions that you can do in Meeting Insights for meeting recordings that have ended.







The Meeting Insights app for Teams desktop client and the Meeting Insights web-based management tool provide almost identical functionality and therefore, this section is applicable to both management platforms.

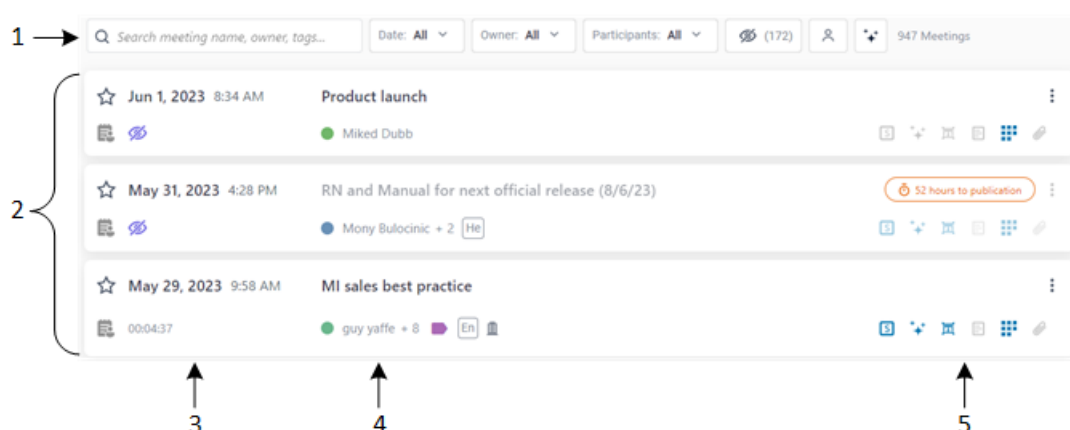
Viewing Meeting Recordings List

When you access Meeting Insights, the  **All Meetings** page is displayed, which is a dashboard of all the meeting recordings where you're the Owner or a participant, as well as meeting recordings that were shared with you even if you were not a participant.










You can also view pages of pre-filtered meeting recordings, by clicking any of the following icons in the left navigation pane:










-  **My Meetings:** Displays meeting recordings where you're the Owner or a participant.
-  **Shared with Me:** Displays meeting recordings that you were not invited to, but that were shared with you.
-  **Events:** Displays meeting recordings that were shared with everyone in your organization.
-  **Favorites:** Displays meeting recordings that you have tagged as favorites.

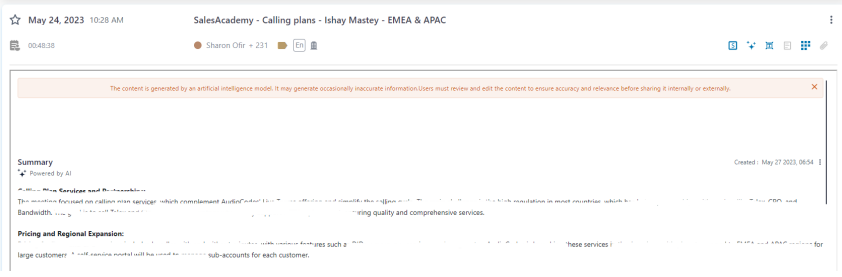















The following figure and subsequent table describes the meeting recording list functionality:



Item	Description
#1	Search field and filters.

Item	Description
#2	List of meeting recordings.
#3	
	Indicates if you have marked the meeting recording as a favorite. To mark it as a favorite, click the icon (changes to ).
<date>	Displays the starting date and time of the meeting recording.
	Indicates if you have added a memo (brief note) about the meeting recording. For more information, see Adding Memos to Meeting Recordings on page 101.
<duration>	Displays the duration of the meeting recording. The duration is displayed only for meeting recording that have been published.
<status>	<p>If the meeting recording hasn't been published, one of the following status icons is displayed instead of the duration (above):</p> <ul style="list-style-type: none">  Indicates that your meeting recording is currently in progress and being recorded by Meeting Insights.  Your meeting recording has ended and is currently being compiled (processed state).  Your meeting recording has been processed, but not published.  No one attended the meeting recording.  The meeting recording failed (for whatever reason). Only the Administrator or the meeting owner can delete it. Contact your Administrator if necessary. A participant cannot interact with a failed meeting. The Administrator or the meeting owner can access the meeting but no video will be displayed in the player page; a message 'No compatible source was found for this media' will be displayed.
#4	
	<p>Indicates that the meeting recording is a recurring meeting, scheduled in Microsoft Outlook or Teams Calendar. This icon is displayed next to the name of the meeting recording.</p> <p>To view recurring meetings, see Viewing Meeting Recordings of Recurring Meetings on page 102.</p>

Item	Description
<meeting name>	Displays the name of the meeting recording. If you click the name, the Player page opens, providing you with advanced management capabilities over the meeting recording, for example, playing the presentation of the meeting recording, managing the meeting recap (see Managing Meeting Recap on page 108), managing highlights (see Managing Highlights on page 150), enabling transcription of speech (see Creating a Transcription on page 142), and managing participants (see Managing Participants on page 179).
<participants>	Displays the participants of the meeting recording. The first name is the owner, followed by the number of additional participants. To view the additional participants, click the number.
	Indicates the tags that were added to the meeting recording. If you hover your mouse over the tag, a pop-up appears displaying the names of each tag. For more information on tags, see Managing Tags on page 159.
	Indicates the language that was selected for the meeting recording ("EN" for English or "HE" for Hebrew).
	Indicates that the meeting recording has also been shared with people outside of your organization (external). For more information, see Sharing Meeting Recordings Outside of Organization on page 184.
	Indicates that the meeting recording has been shared with everyone in your organization. For more information, see Making Meeting Recordings Public on page 189.
#5	
	Indicates how many hours remaining until Meeting Insights automatically publishes the meeting recording. This is applicable only if delayed automatic publishing is enabled (see Configuring Preferences on page 39).
	Indicates if the meeting has a summary. If yes, the icon appears blue  . If you hover over the icon, a pop-up displays the number of summaries. To view the summary, click  . The summary is displayed below the meeting recording's name. To close the summary, click  again.

Item	Description
	
	<p>Indicates if AI was triggered to create a summary, an outline, and suggested action items for the meeting recording. If yes, the icon appears blue .</p> <p>If a AI was run to create a summary, an outline, and suggested action items, click  to view these recap items. If AI wasn't run, you can trigger AI, by clicking . For more information, see Running AI to Create Summary and Action Items from List View on page 96.</p>
	<p>Indicates if a transcription (speech to text) was created for the meeting recording. If yes, the icon appears blue .</p> <p>To view the transcript, click the icon.</p> <p>For more information, see Creating a Transcription on page 142.</p>
	<p>Indicates if the meeting recording has any meeting recap items (bookmarks, highlights, notes, action items, or decisions). If yes, the icon appears blue .</p> <p>If you hover over the icon, a pop-up displays the number of each recap item.</p> <p>To view recap items, click .</p> <p>For more information on meeting recap, see Managing Meeting Recap on page 108.</p>
	<p>Indicates if Meeting Insights created slides out of the meeting recording from the presented media. If yes, the icon appears blue .</p> <p>If you hover over the icon, a pop-up displays the number of slides.</p> <p>To view the slides, click .</p> <p>For more information on slides, see Managing Video Slides on page 174.</p>
	<p>Indicates if the meeting recording has an attached file(s). If yes, the icon appears blue .</p> <p>If you hover your mouse over the icon, a pop-up displays the number of attached files.</p> <p>To download the attached file or attach more files, click . For more</p>



Item	Description
	information, see Attaching Files to Meeting Recordings on page 190.
⋮	<p>When clicked, a drop-down menu with the following commands is displayed:</p> <ul style="list-style-type: none"> ■ Publish: (Available only if you're the Owner) Publishes your meeting recording. ■ Unpublish: (Available only if you're the Owner) Unpublishes a published meeting recording. ■ Add Memo: Adds or edits a memo (brief note) about the meeting recording. After you add a memo, the command is replaced by Edit Memo. ■ Add Subtitle: Adds a subtitle to the meeting recording. After you add a subtitle, the command is replaced by Edit Subtitle. ■ Edit Meeting: (Available only if you're the Owner) Allows you to change the name of the meeting, make the meeting recording accessible to all Meeting Insights users, and add tags to the meeting recording. <div data-bbox="549 1039 1378 1895"> <p>Edit Meeting</p> <p>Meeting Name</p> <p><input type="text" value="https://acjira/browse/SBC-27214"/></p> <hr/> <p>Public Meeting</p> <p>Will be visible to entire company <input checked="" type="checkbox"/></p> <hr/> <p>Add Tags</p> <p><input type="text" value="Find tags"/></p> <p>Recently used:</p> <div> <div>Tutorial</div> <div>Events</div> <div>SKO 2020 EMEA APAC</div> <div>NA_ALFA_FEEDBACK</div> <div>Webinar</div> <div>Training Material</div> <div>2020 Sales Training material & 2020 SP sales training material</div> <div>2020 Sales Training material & NA/CALA</div> <div>2020 Sales Training material & EMEA/APAC</div> <div>Languages</div> </div> <p>Cancel Save</p> </div> <ul style="list-style-type: none"> ■ Run AI: Activates AI to create a summary of the meeting recording.

Item	Description
	<ul style="list-style-type: none"> ■ Copy Link: Copies the URL of the meeting recording, which you can then send (for example, by email) to someone to view the video of the meeting recording. ■ Delete: (Available only if you're the Owner) Deletes your meeting recording.

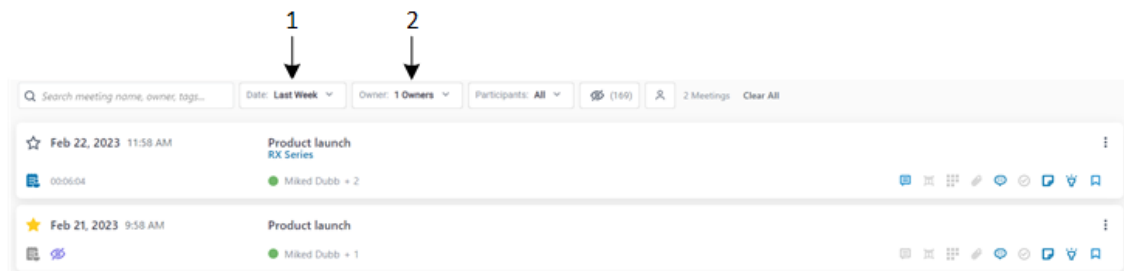
Searching for Meeting Recordings

The meeting recordings list provides you with a powerful search feature, allowing you to easily search meeting recordings based on multiple search filter criteria. You can search meeting recordings based on multiple criteria, for example, all meeting recordings of a specific Owner that have yet to be published.

➤ To search and filter meeting recordings:

1. In the Navigation pane, click any of the following to view the required list of meeting recordings:  **All Meetings**,  **My Meetings**,  **Shared with Me**,  **Events**, or  **Favorites**.
2. Use any of the following to define your search filter criteria:
 - **Search field:** Start typing the name of the user, meeting name or tag that you want to use for your search criteria. As you type, the search field displays a drop-down list, offering you meeting recordings that match your currently typed letters.
 - **Date:** Filters the list of meeting recordings by most recent date (last week, last month, or last year).
 - **Owner:** Filters the list of meeting recordings by Owners.
 - **Participants:** Filters the list of meeting recordings by participants.
 -  : Filters the list by unpublished meeting recordings.
 -  : Filters the list by meeting recordings that were shared externally with contacts outside of your organization. For more information, see [Sharing Meeting Recordings Outside of Organization](#) on page 184.

The following example filters meetings recordings by date (#1 in figure) and owner (#2 in figure):



3. To clear your search filter settings, click **Clear All**; all meeting recordings are now displayed.




Running AI to Create Summary and Action Items from List View

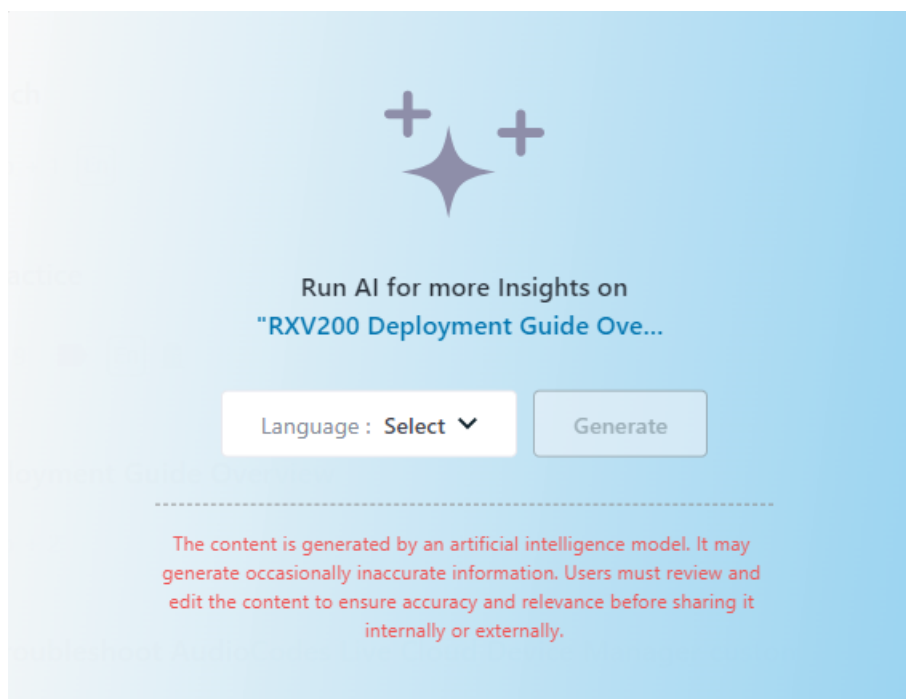
In the List View, you can trigger Meeting Insights to use artificial intelligence (AI) to create a summary, an outline and suggested action items.






- The AI module may sometimes generate inaccurate information. Therefore, it's recommended that you review the AI-generated recap and edit it if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered recap.
- When you activate AI, it always generates a summary, an outline, Q&A, Issues and Solutions, action items, and a transcription.
- When the AI-powered recap is successfully generated, Meeting Insights sends you an email containing the recap.
- You can also run AI from the Player page. For more information, see:
 - ✓ [Generating AI-Powered Summary](#) on page 108
 - ✓ [Generating AI-Powered Outline](#) on page 114
 - ✓ [Generating AI-Powered Suggested Action Items](#) on page 116
 - ✓ [Generating an AI-Powered Questions and Answers](#) on page 123
 - ✓ [Generating AI-Powered Issues and Solutions](#) on page 124

➤ To run AI to create summary and action items from List View:

1. In the Navigation pane, click  **All Meetings**.
2. For the meeting recording that you want, click the corresponding **AI not active**  icon, or click the ellipsis  icon, and then from the drop-down menu, choose **Run AI**; the following dialog box appears:










3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; the AI processes begins, indicated by the rotating  icon, which displays "Processing" when you hover your mouse over it. When the process completes, the  icon displays "AI active" when you hover your mouse over it.
5. To view the AI-powered recap, click . For more information, see [Viewing Meeting Recap in List View](#) below.


Viewing Meeting Recap in List View

You can view the meeting recap of meeting recordings directly from the meeting recordings list view.

➤ To view recap from list view:


1. In the Navigation pane, click  **All Meetings**.
2. Click either the  icon (if you have run AI) or  icon, corresponding to the meeting recording that you want; the Meeting Recap dialog box appears:





Meeting Recap of Outlook Tasks    [Open in player](#) 

Oct 1, 2023 00:32:02  Miked Dubb +1

Summary (2) Outline (1) Action Items (2) Q&A (1) Issues & Solutions (1) Decisions (1) Notes (1)

[Add your Summary](#)

The content is generated by an artificial intelligence model. It may generate occasionally inaccurate information. Users must review and edit the content to ensure accuracy and relevance before sharing it internally or externally. 




Bullet-Point Summary    

Powered by AI Created: Oct 5 2023, 16:45





- Meeting involved a comprehensive discussion between MikeD and DanielB from AudioCodes regarding their current tasks.
- Tasks under review included IP phone generics, RXV, XV troubleshooting, and AMS deferred IP phone, all assigned to DanielB.
- An additional task related to AudioCodes TTS API was discussed, which was completed by DanielB.
- MikeD suggested that the TTS API task might still be on DanielB's list due to a deletion error.
- A task related to cpls was found in the completed section of DanielB's tasks.
- MikeD decided to delete both the TTS and cpls tasks from their side, indicating their completion.
- MikeD inquired if DanielB had any tasks that required prioritization.
- MikeD chose to undertake a new task themselves considering DanielB's existing workload.
- The meeting ended with a mutual agreement to discuss further tasks at a later date.
- Key takeaways include the completion and deletion of the TTS and cpls tasks, MikeD's decision to take on a new task, and the agreement to discuss further tasks in the future.

Are you satisfied with the automatic Summary? 😊 😐 😞











3. To perform global operations for the meeting recap:

- To send meeting recap to all participants by email: On the top of the dialog box, click .
- To download meeting recap to your computer as a PDF or CSV file: On the top of the dialog box, click  or , respectively.
- To view meeting recap on Player page: On the top of the dialog box, click **Open in player**. For more information on managing recap on the Player page, see [Managing Meeting Recap](#) on page 108.

4. To view the Summary, select the **Summary** tab:

- To send summary by email: Click the down-pointing arrow on the tab, choose **Send**, add the people to send it to, and then click **Send**.
- To copy summary to your clipboard: Click the down-pointing arrow on the tab, and then choose **Copy**.
- To add a summary: Click **Add your Summary**, type your summary, and then click **Add Summary**.
- To manage AI-generated summary (Bullet-Point Summary or Summary):
 - ◆ To edit summary: Click , edit the text as desired, and then click **Update**.
 - ◆ To delete summary: Click , and then in the confirmation box, click **Delete**.
 - ◆ To copy summary to clipboard: Click , and then paste wherever (e.g., in a Word document).
 - ◆ To send summary to email: Click , add the people to send it to, and then click **Send**.



- ◆ To provide feedback on your satisfaction with the AI-generated summary: Click 😊 , 😐 , or 😞 .
5. To view the Outline, select the **Outline** tab:
- To copy outline to your clipboard: Click the down-pointing arrow on the tab, and then choose **Copy**.
 - To manage AI-generated Outline:
 - ◆ To edit outline: Click ✎ , edit the text as desired, and then click **Update**.
 - ◆ To delete outline: Click 🗑 , and then in the confirmation box, click **Delete**.
 - ◆ To copy outline to clipboard: Click 📄 , and then paste wherever (e.g., in a Word document).
 - ◆ To provide feedback on your satisfaction with the AI-generated outline: Click 😊 , 😐 , or 😞 .
6. To view Action Items, select the **Action Items** tab:
- To add an action item: Click **New**, type the action, assign it to a participant (optional), assign it a due date (optional), and then click **Add Action Items**.
 - To manage AI-generated summary (Bullet-Point Summary or Summary):
 - ◆ To approve action items: To approve all AI-generated Action Items, click **Approve All**. To approve individual Action Items, click the corresponding **Approve** button.
 - ◆ To play action item in video: Click the button that displays the time in the video that relates to the action item.
 - ◆ To edit action item: Click ✎ , edit the action item as desired, and then click **Update**.
 - ◆ To delete action item: Click 🗑 , and then in the confirmation box, click **Delete**.
 - ◆ To provide feedback on your satisfaction with the AI-generated summary: Click 😊 , 😐 , or 😞 .
7. To view the Q&A, select the **Q&A** tab:
- To send Q&A by email: Click the down-pointing arrow on the tab, choose **Send**, add the people to send it to, and then click **Send**.
 - To copy Q&A to your clipboard: Click the down-pointing arrow on the tab, and then choose **Copy**.
 - To manage AI-generated Q&A:
 - ◆ To edit Q&A: Click ✎ , edit the text as desired, and then click **Update**.
 - ◆ To delete Q&A: Click 🗑 , and then in the confirmation box, click **Delete**.

- ◆ To copy Q&A to clipboard: Click , and then paste wherever (e.g., in a Word document).
 - ◆ To send Q&A to email: Click , add the people to send it to, and then click **Send**.
 - ◆ To provide feedback on your satisfaction with the AI-generated Q&A: Click 😊, 😐, or 😞.
8. To view the Issues & Solutions, select the **Issues & Solutions** tab:
- To send Issues & Solutions by email: Click the down-pointing arrow on the tab, choose **Send**, add the people to send it to, and then click **Send**.
 - To copy Issues & Solutions to your clipboard: Click the down-pointing arrow on the tab, and then choose **Copy**.
 - To manage AI-generated Issues & Solutions:
 - ◆ To edit: Click , edit the text as desired, and then click **Update**.
 - ◆ To delete: Click , and then in the confirmation box, click **Delete**.
 - ◆ To copy to clipboard: Click , and then paste wherever (e.g., in a Word document).
 - ◆ To send to email: Click , add the people to send it to, and then click **Send**.
 - ◆ To provide feedback on your satisfaction with the AI-generated Q&A: Click 😊, 😐, or 😞.
9. To view Decisions, select the **Decisions** tab:
- To add a decision: Click **New**, type your Decision, and then click **Add decision**.
 - To edit a decision: Click , edit the text as desired, and then click **Update**.
 - To play decision in video: Click the button that displays the time in the video when the decision was added.
 - To delete decision: Click , and then in the confirmation box, click **Delete**.
10. To view Notes, select the **Notes** tab:
- To add a note: Click **New**, type your Note, and then click **Add note**.
 - To edit a note: Click , edit the text as desired, and then click **Update**.
 - To play note in video: Click the button that displays the time in the video when the note was added.
 - To make a note private or public: Click the **Private** or **Public** button, respectively.
 - To delete a note: Click , and then in the confirmation box, click **Delete**.

Adding Memos to Meeting Recordings

You can add a memo to any meeting recording, even if you're not the owner. The memo is private and (i.e., only you can see it).

To add a memo:

1. In the Navigation pane, click  **All Meetings**.
1. Click the  icon corresponding to the meeting recording that you want; the following dialog box appears:

Add Memo

Note

0/512

Cancel



Create

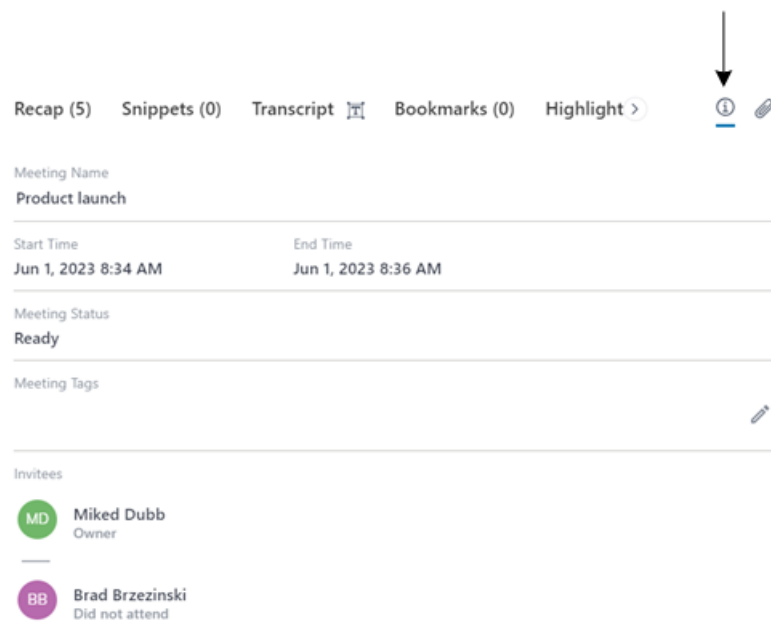
2. Type a brief note, and then click **Create** ; the icon changes to .

Viewing General Information of Meeting Recordings

You can view general information about a meeting recording.

➤ To view general information of a meeting recording:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the  icon:



The screenshot shows the 'Meeting Insights' interface for a meeting titled 'Product launch'. At the top, there are tabs for 'Recap (5)', 'Snippets (0)', 'Transcript', 'Bookmarks (0)', and 'Highlight >'. An arrow points to an information icon (i) next to a pencil icon. Below the tabs, the meeting details are displayed in a form-like structure:

- Meeting Name:** Product launch
- Start Time:** Jun 1, 2023 8:34 AM
- End Time:** Jun 1, 2023 8:36 AM
- Meeting Status:** Ready
- Meeting Tags:** (with a pencil icon for editing)
- Invitees:**
 - MD Miked Dubb** (Owner)
 - BB Brad Brzezinski** (Did not attend)

'Meeting Name'	Displays the name of the meeting recording. To change the name (if you're the owner), click in the field, edit the text, and then click anywhere outside of the field to save your changes.
'Start Time' / 'End Time'	Displays the date and time that the meeting recording started and ended.
'Meeting Status'	Displays the status of the meeting recording: <ul style="list-style-type: none"> ■ "Edit": The meeting recording has been processed, but not published. ■ "Ready": The meeting recording has been published.
'Meeting Tags'	Displays tags assigned to the meeting recording.
'Invitees'	Displays a list of all the users that were invited to the meeting recording and users with which the meeting was shared after it was published.



Viewing Meeting Recordings of Recurring Meetings

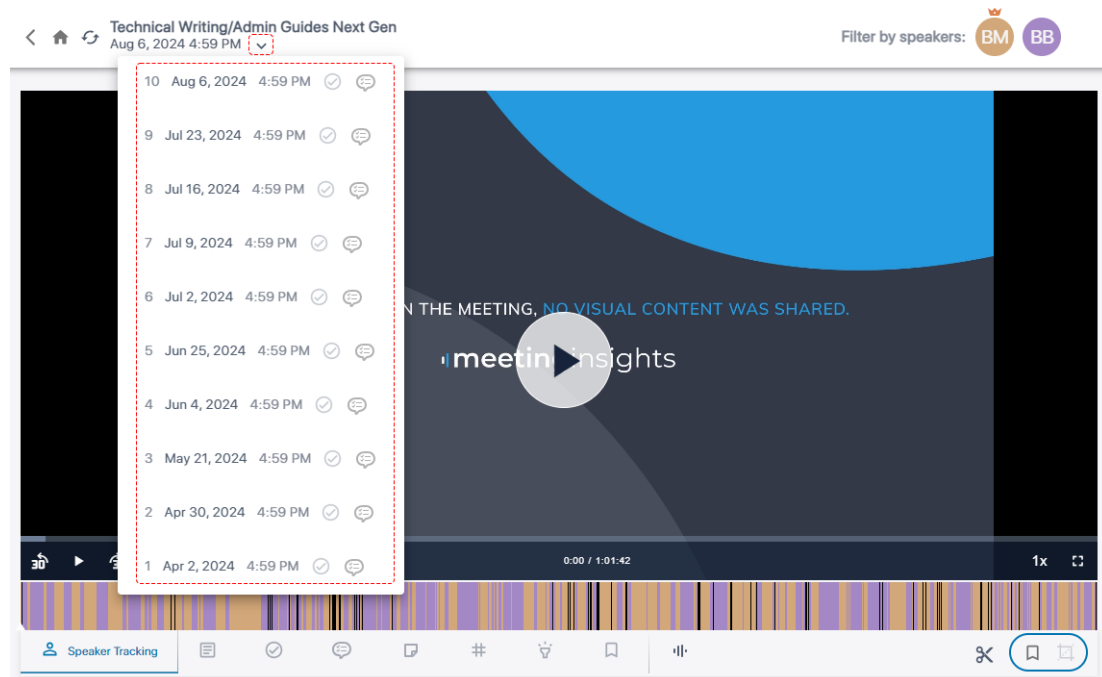
You can view the meeting recordings of meetings that have been scheduled through Microsoft Calendar as recurring meetings.



To trigger an AI-generated meeting preparation for recurring meetings, see [Generating AI-Powered Meeting Prep](#) on page 112.

➤ **To view all meeting recordings of a recurring meeting:**

1. In the Navigation pane, click  **All Meetings**.
2. Meeting recordings of recurring meetings are displayed with the  icon. Click the name of the meeting recording that you want; the Player page opens.
3. Click the down-pointing arrow located above the video player, and then from the drop-down list, select the required meeting recording. The meetings are numbered sequentially, where 1 is the first meeting in the series.



Modifying Name of Meeting Recordings



You can modify the name of your meeting recordings.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can modify the name.

➤ **To modify the meeting recording name:**

■ **All Meetings page:**

- a. In the Navigation pane, click  **All Meetings**.
- b. Click the ellipsis  icon corresponding to the meeting recording that you want, and then from the drop-down menu, choose **Edit Meeting**.

Edit Meeting

Meeting Name

https://acjira/browse/SBC-27214

Public Meeting

Will be visible to entire company
☐

Add Tags

Find tags

Recently used:

Tutorial

Events

SKO 2020 EMEA APAC

NA_ALFA_FEEDBACK

Webinar

Training Material

2020 Sales Training material & 2020 SP sales training material

2020 Sales Training material & NA/CALA

2020 Sales Training material & EMEA/APAC



Languages

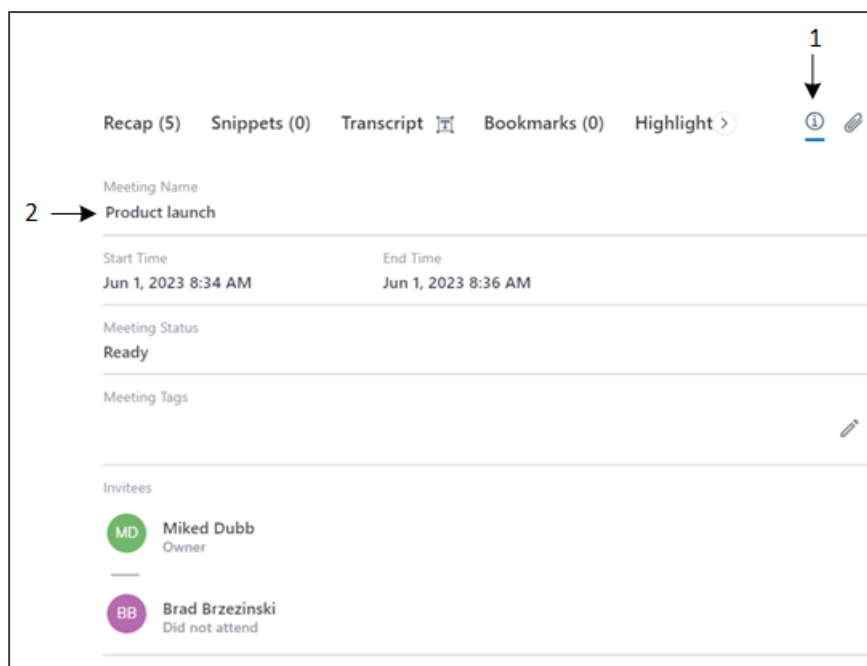
Cancel

Save

- c. In the 'Meeting Name' field, type a new name, and then click **Save**.

■ Player page:

- a. In the Navigation pane, click  **All Meetings**.
- b. Click the name of the meeting recording that you want; the Player page appears.
- c. Click the  icon (#1 in figure), and then in the 'Meeting Name' field (#2 in figure), modify the name:



Publishing Meeting Recordings


Only when you publish a meeting recording can its participants view it in their Meeting Insights account.

When you publish a meeting recording, Meeting Insights notifies all participants by email. The email also includes the meeting recap (meeting summary, decisions, action items, notes, and tags).



- By default, Meeting Insights automatically publishes your meeting recording when it ends. You can change this to manually publish meeting recordings or to have Meeting Insights automatically publish your meeting recordings after three days (see [Configuring Preferences](#) on page 39).
- You can configure Meeting Insights to send you a weekly email listing all your meeting recordings that you haven't published (see [Subscribing to Email Notifications](#) on page 39).
- The procedure below is applicable only if your account profile is "Meeting Insights". If your account profile is "Insights", publishing a meeting recording is done through the Meeting Recap page.

➤ To manually publish a meeting recording:

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. On the toolbar, click the **Publish** button:

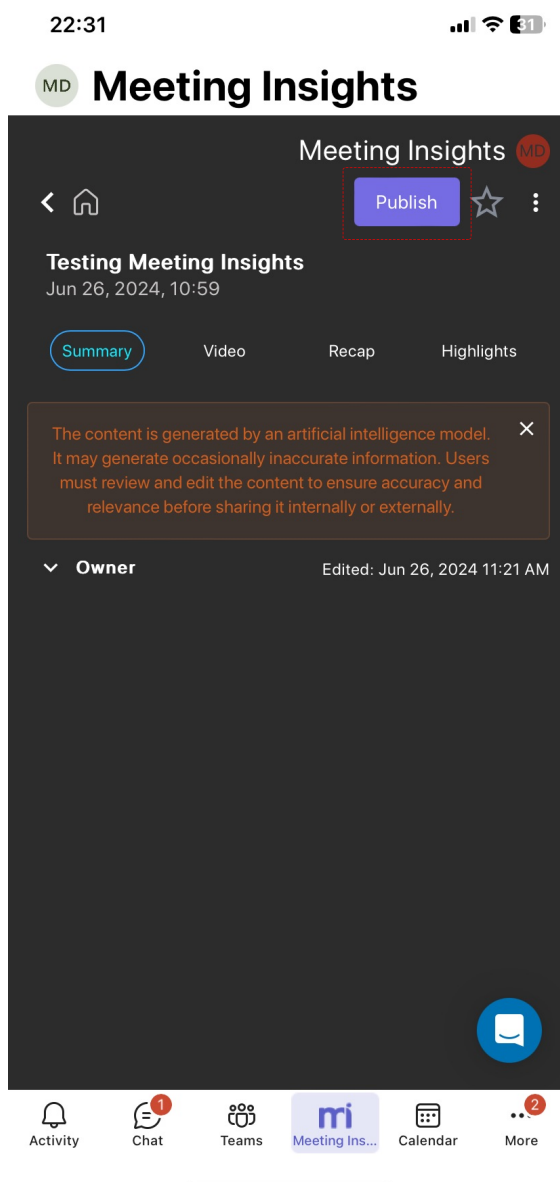


Instead of the **Publish** button, the **Unpublish** button, "Published" message, and **Share** button are displayed:



If you're using Meeting Insights on your mobile phone, do the following to publish a meeting recording:

1. On the home screen, tap the meeting recording that you want.
2. Tap the **Publish** button:




Unpublishing Meeting Recordings


You can unpublish a published meeting recording meeting recording. After you unpublish the meeting recording, only the Owner can view it.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can unpublish the meeting recording.

➤ To unpublish a meeting recording:

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Do one of the following:

- **All Meetings page:** Click the  icon corresponding to the meeting recording that you want, and then from the drop-down menu, choose **Unpublish**.
- **Player page:**
 - i. In the All Meetings page, click the name of the meeting recording that you want; the Player page appears.
 - ii. On the toolbar, click **Unpublish**:

Unpublish



Published

Share



MD

Managing Meeting Recap

The meeting recording can include the following types of recap items:

- Summary - see [Summary](#) below
- Outline - see [Outline](#) on page 113
- Decisions - see [Decisions](#) on page 125
- Action items - see [Action Items](#) on page 115
- Notes - see [Notes](#) on page 126

Summary

A summary is a brief description of the meeting recording and its outcome. A summary is useful in that it can remind you of what the meeting was about and its resolution.

You can add a summary of your meeting recording manually (see [Adding a Summary Manually](#) on page 110) or use the AI-powered technology to automatically create one for you (see [Generating AI-Powered Summary](#) below).



- Only the Owner of the meeting recording can add a summary.
- Only one summary can be added per meeting recording.
- The summary is public and therefore, visible to all users that have access to the meeting recording.

Generating AI-Powered Summary

Meeting Insights offers you a quick and effective method for automatically creating a summary of your meeting recording, using artificial intelligence (AI). A summary powered by AI creates an accurate summary, saving you time and helping you find crucial information faster.

The AI-generated summary includes the following:

- **Bullet-Points:** Bullet list of the main points of the meeting recording (in chronological order). This summary is displayed under 'Bullet-Point Summary - Powered by AI'.


- **Topics:** Summary of the main issues of the meeting recording, grouped under meaningful topic headings. This summary is displayed under 'Summary - Powered by AI'.

When the AI-powered summary is successfully generated, Meeting Insights sends you an email containing the summary.




- The summary by speakers and summary by topics are generated only if your Meeting Insights application is enabled to generate them by the Service Provider.
- The summary is generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the summary and edit it if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate a summary. Participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered summary.
- When you activate AI, it always generates a Summary, Action Items, Q&A, Issues & Solutions, and a transcription.

➤ **To run AI to create summary:**

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Summary**:

[Add your Summary](#)

 **Run AI for more Insights**

Language : English (United States) ▼

Generate

3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; AI processes the summary and when finished, the summary appears. If you want to cancel the process (for whatever reason), click **Stop**.

The following figure shows an example of an AI-generated summary. To view the different, summary types, click their respective tabs - **Bullet-Points**, **Topics**, **Speakers**, and **Paragraphs**:

The screenshot shows the Meeting Insights interface. At the top, there are tabs: **Recap** (selected), **Snippets (0)**, **Transcript** (with a text icon), **Bookmarks (0)**, and **Highlight: >** (with a paperclip icon). Below these, there's a sub-menu with **Summary (4)** (selected), **Outline (1)**, **Action Items (3/19)**, **Q&A (12)**, **Issues & Solutions (8)**, and **Dec >**. Under the sub-menu, there are four buttons: **Bullet-Points** (blue), **Topics** (teal), **Speakers** (purple), and **Paragraphs** (red). Below the buttons, the text "Add your summary" is displayed. A section titled **Bullet-Points (10)** is shown, with a "Powered by AI" label and a "Created: May 20, 2024 11:24 AM" timestamp. The summary content includes several bullet points about technical aspects of DMS AI, including follow-up and SPC to cloud SPC or Genesys, explanation of system functionality in case of SPC or Genesys failure, highlighted issues with the system, specific requirements from DMS, and provided solution for DMS's manual follow-up requirement.


Adding a Summary Manually

You can manually write a single summary.



You can have both a manually written summary and an AI-generated summary (as described in [Generating AI-Powered Summary](#) on page 108).

➤ To add a summary:

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Summary**.

The screenshot shows the 'Recap' tab in the Meeting Insights interface. The top navigation bar includes 'Recap', 'Snippets (0)', 'Transcript', 'Bookmarks (0)', and 'Highlights (0)'. Below this, a sub-navigation bar shows 'Summary (0) ▼', 'Outline (0)', 'Action Items (0/0)', 'Q&A (0)', 'Issues & Solutions (0)', and 'Decisions >'. A warning box states: 'The content is generated by an artificial intelligence model and marked with insights "Powered by AI". It may occasionally produce inaccurate information. Users must review and edit the content to ensure accuracy and relevance before sharing it internally or externally.' Below the warning is a text box labeled 'Add Your Summary'. At the bottom, there is a section with a '+ Run AI for more Insights' button, a language dropdown set to 'English (United States)', and a 'Generate' button.

3. Click **Add Your Summary**; a text box appears:

The screenshot shows a text box with the placeholder text 'Add your summary' and the entered text 'This is my summary'. Below the text box are two buttons: 'Cancel' and 'Apply'.

4. In the text box, type your summary, and then click **Apply**; your summary is displayed under the 'Owner' section.

AI-Generated Meeting Preparation for Recurring Meetings

When you activate AI during or after a recurring meeting, Meeting Insights automatically generates an AI-powered Meeting Preparation (*Meeting Prep*). The Meeting Prep provides information from the current meeting to help you prepare for the next upcoming meeting in the recurring meeting series.

The Meeting Prep includes the following information for the upcoming meeting:

- Agenda of the meeting to be
- Action Items (assigned to participants)
- Meeting summary

Twenty four (24) hours before the next meeting in the recurring meeting series, Meeting Insights sends an email with the Meeting Prep to the Owner of the meeting and to all participants that were assigned Action Items. This enhances preparedness for the meeting, eliminating the need to listen to the previous meeting for gathering information.

The Meeting Prep is displayed on the Players page under the **Meeting Prep** tab, which is available only if you have triggered AI for the recurring meeting.

Generating AI-Powered Meeting Prep


This section describes how to generate an AI-powered Meeting Prep for a recurring meeting. You can trigger AI during a recurring meeting or after the meeting.

The AI-generated meeting prep includes the following:



- **Agenda** - matters to be discussed in the next upcoming meeting
- **Action Items** - action items that were assigned to participants
- **Meeting Summary** - summary of the current meeting

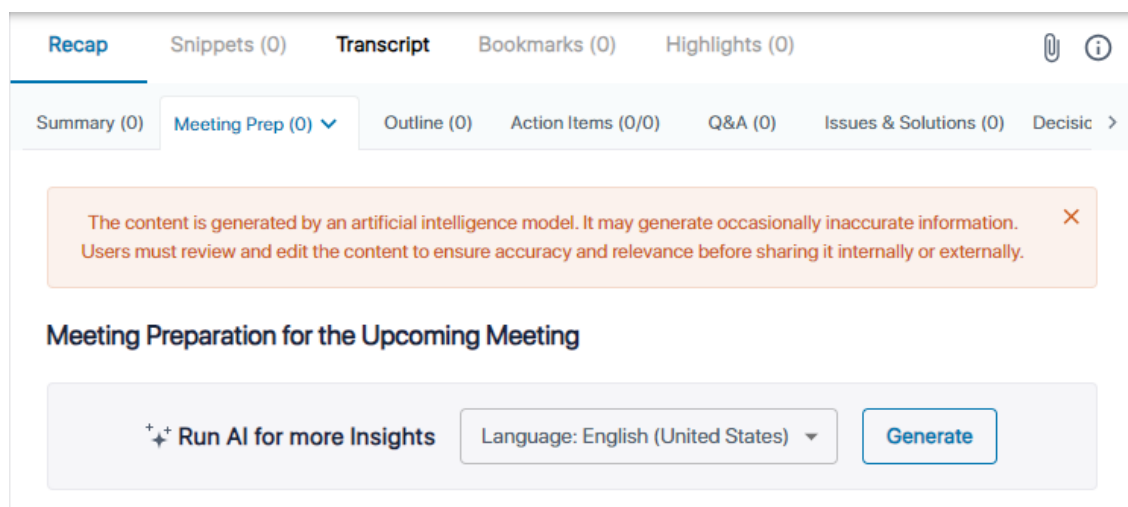
You can copy and send the meeting prep by email. The Owner of the meeting can also edit the content of the meeting prep.



- The Meeting Prep is generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review and edit it if necessary to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate a Meeting Prep. Participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- You can also activate AI from the meetings list view (**All Meetings**), by clicking the  icon (see [Viewing Meeting Recordings List](#) on page 90).
- It may take several minutes to generate the AI-powered Meeting Prep.
- When you activate AI, it also generates the Summary, Action Items, Q&A, Issues & Solutions, and Transcription.

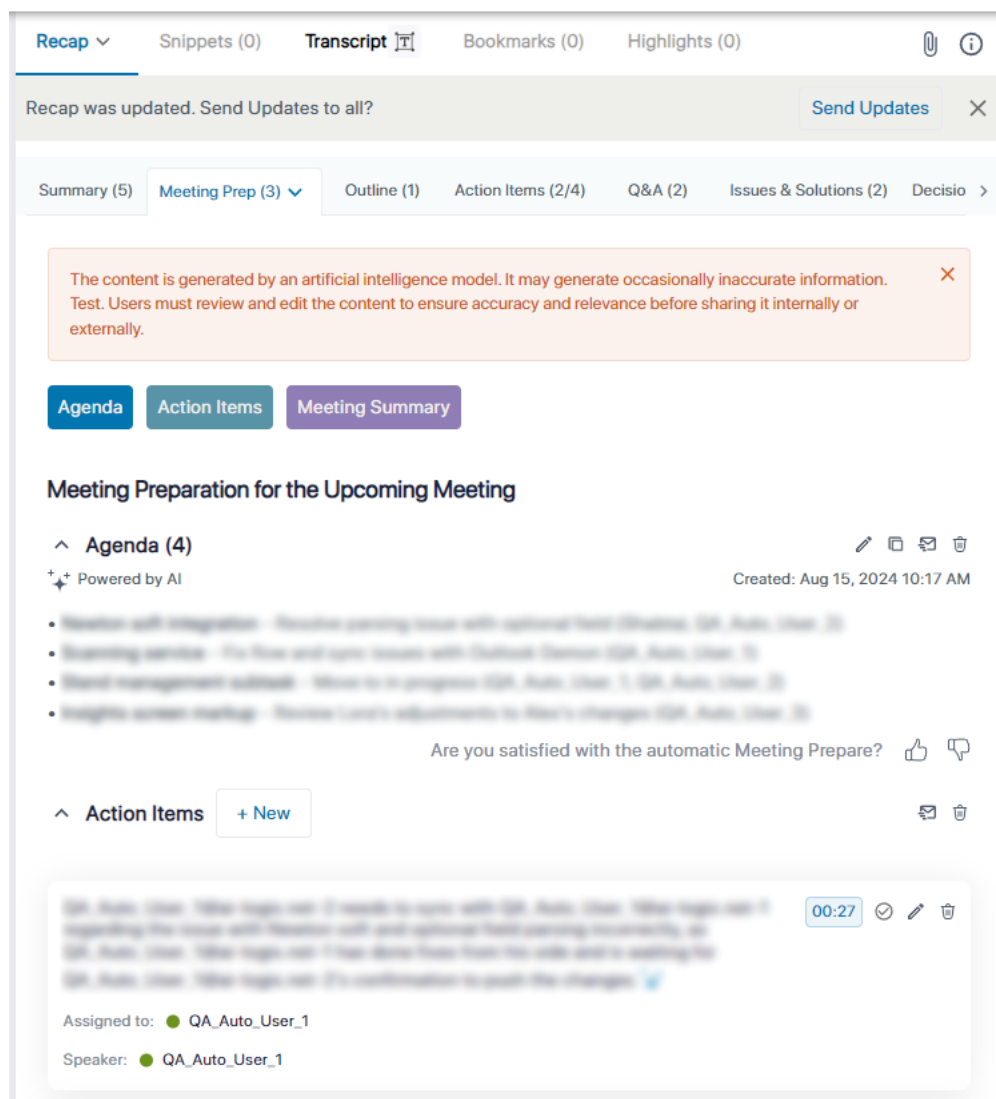
➤ To run AI to create Meeting Prep:

1. In the Navigation pane, click  **All Meetings**, and then click the name of the recurring meeting (indicated by  icon) that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Meeting Prep**:



3. From the 'Language' drop-down list, select the language of your meeting recording.

- Click **Generate**; AI begins processing the Meeting Prep. If you want to cancel the process, click **Stop**. When the process has finished, the meeting prep is displayed under the **Meeting Prep** tab, as shown in the following example. To view the different meeting prep sections, click the **Agenda**, **Action Items**, or **Meeting Summary** buttons.



Outline

Meeting Insights provides a quick and effective method for automatically creating a meeting outline of your meeting recording, by using artificial intelligence (AI), as described in [Generating AI-Powered Outline](#) on the next page.

The AI-generated outline includes sections ("headings") of the meeting recording: introduction, an overview, a detailed discussion on the subject, and lastly, the conclusion. You can play the video of the meeting recording from any specific heading. An example of an AI-generated outline is shown below:

Recap ▾
Snippets (0)
Transcript
Bookmarks (0)
Highlight: >

Recap was updated. Send updates to all?
[Send Updates](#)

Summary (0)
Outline (1) ▾
Action Items (0)
Q&A (0)
Issues & Solutions (0)
Decisions (0)
>

Outline

Powered by AI
Created Oct 4, 2023 12:45 PM

[Collapse All](#) ^

1. Introduction 0:00
2. Overview Of The Project ^ 1:00
 - Project Goals 1:30
 - Project Timeline 1:45
3. Detailed Discussion On The Project ^ 2:00
 - Project Scope 0:13
 - Project Resources 0:28
 - Project Risks 0:43
4. Interruption 0:58
5. Resuming The Discussion ^ 1:28
 - Project Deliverables 1:43
6. Conclusion 1:58



- Only one outline can be added per meeting recording.
- The outline is public and therefore, visible to all users that have access to the meeting recording.


Generating AI-Powered Outline

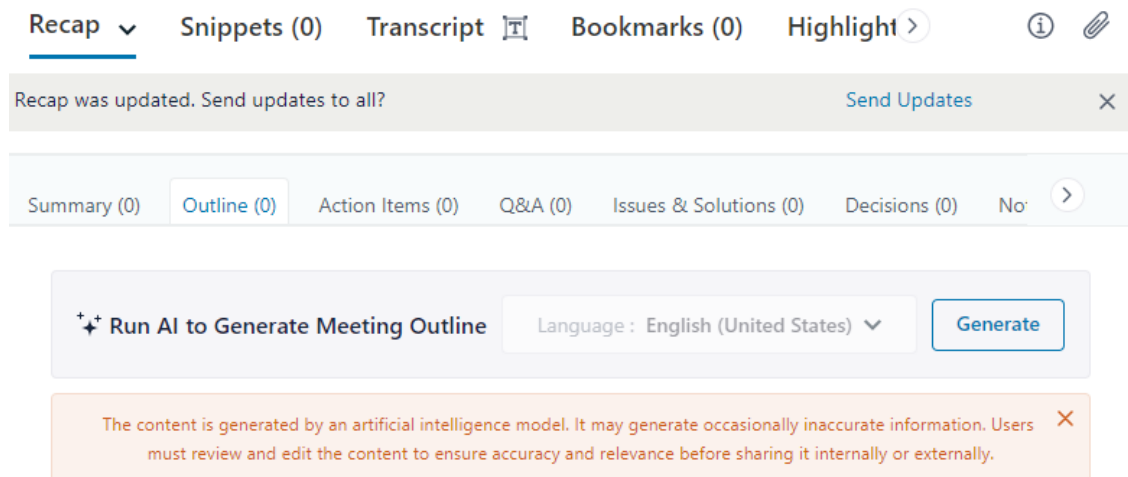
When the outline is successfully generated, Meeting Insights also sends you an email with the outline.





- The outline is generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the outline and edit it if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate an outline. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take several minutes to generate the AI-powered outline.

➤ **To run AI to create outline:**


1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Outline**:



Recap ▾ Snippets (0) Transcript  Bookmarks (0) Highlight > ⓘ 

Recap was updated. Send updates to all? [Send Updates](#) ✕

Summary (0) **Outline (0)** Action Items (0) Q&A (0) Issues & Solutions (0) Decisions (0) No >

 **Run AI to Generate Meeting Outline** Language : English (United States) ▾ [Generate](#)

The content is generated by an artificial intelligence model. It may generate occasionally inaccurate information. Users must review and edit the content to ensure accuracy and relevance before sharing it internally or externally. ✕

3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; AI processes the summary and when finished, the summary appears. If you want to cancel the process (for whatever reason), click **Stop**.

Action Items

An action item is a task or activity that needs to be done. You can optionally specify a date by which the action item needs to be done, and optionally assign it to a participant.

Instead of adding action items manually, you can trigger Meeting insights to automatically generate action items using the Artificial Intelligence(AI) technology.



- Only the Owner of the meeting recording can add action items.
- Action items are public and therefore, visible to all users that have access to the meeting recording.

Adding Action Items Manually

You can add action items per meeting recording.



In addition to manually adding action items, you can generate suggested action items using Artificial Intelligence, as described in [Generating AI-Powered Suggested Action Items](#) below.

➤ To add an action item:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Action items**.
3. Click the **New +** button, and then in the text box, type the task that needs to be done:

Action Items New + 📧 🕒 🗑️ 📄

Check resources

Assign to Due date

Cancel Add Action Items

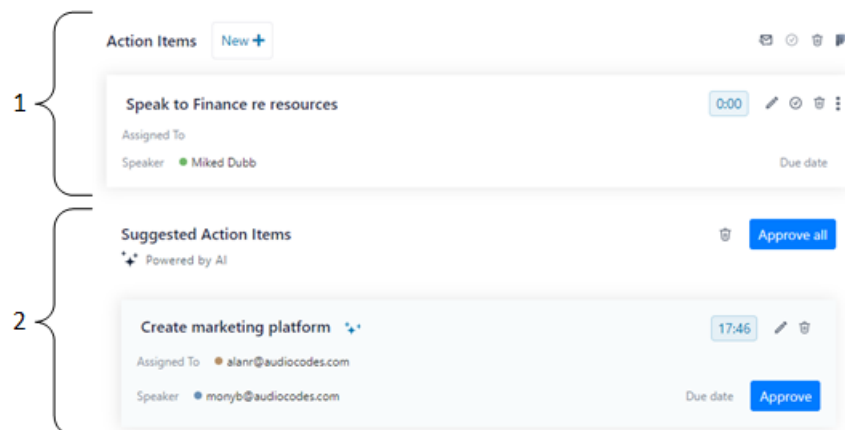
4. If you want to assign the task to someone, click **Assign to**, and then from the drop-down list, choose the listed participant (or click **Add user** to choose a non-participant, and then click **Assign**).
5. If you want to assign the task a due date, click , and then select the date from the displayed calendar.
6. Click **Add Action Items**.

Generating AI-Powered Suggested Action Items

Meeting Insights offers you a quick and effective method for automatically creating action items from your meeting recording, using artificial intelligence (AI). AI-powered action items include the action to take, the speaker who requested the action, the person assigned to the action, and its due date.

AI-generated action items are only suggested actions items and therefore, Meeting Insights allows you to approve (and edit) or delete each one accordingly. If you don't approve an action item (and don't delete it), it remains under the Suggested Action Items group and only the owner (or representative) of the meeting recording can view it. Participants can view only approved action items.

The following figure displays AI-generated action items. Those that have yet to be approved are listed under the Suggested Action Items group (#2 in figure). Those that were approved (or manually created) are listed under the Action Items group (#1 in figure).



When the AI-powered action items are successfully generated, Meeting Insights sends you an email containing the actions items.

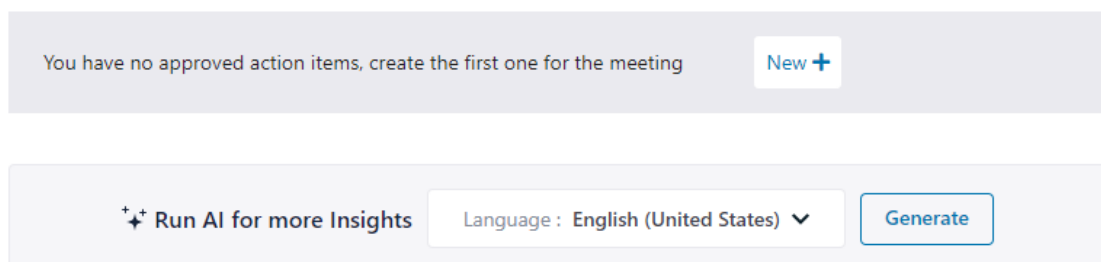


- The action items are generated by an AI model, which may sometimes generate unnecessary action items. Therefore, it's strongly recommended that you review the action items and edit them if required before sharing with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate action items. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take several minutes to generate the AI-powered action items.
- You can also use activate AI to generate action items during a meeting recording.
- When you activate AI, it always generates a Summary, Action Items, Q&A, Issues & Solutions, and a transcription.
- In addition to generating suggested action items using AI, you can manually add action items, as described in [Adding Action Items Manually](#) on the previous page.

➤ To run AI for action items:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Action Items**:

Action Items



3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; Meeting Insights begins the AI process to generate action items. If you want to cancel the process (for whatever reason), click **Stop**.

Managing Action Items

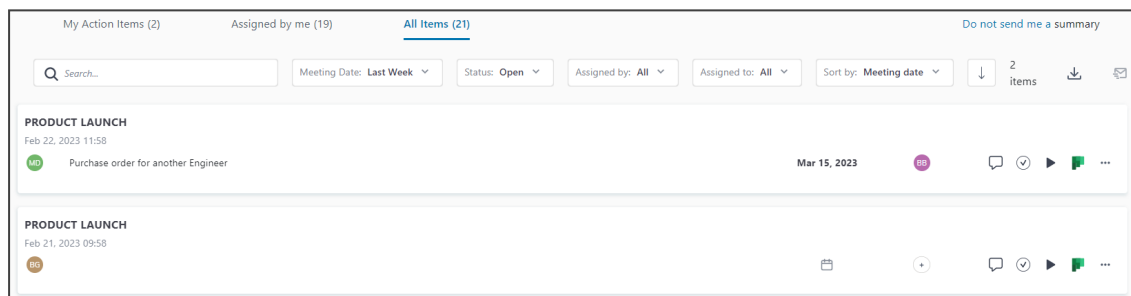
Meeting Insights provides a dedicated page which is accessed from the Navigation pane that allows you to easily manage action items of all meeting recordings. This includes action items that were assigned to you or that you assigned to others.



For exporting an action item to Microsoft Planner, see [Integration with Microsoft Planner](#).


➤ To manage action items:

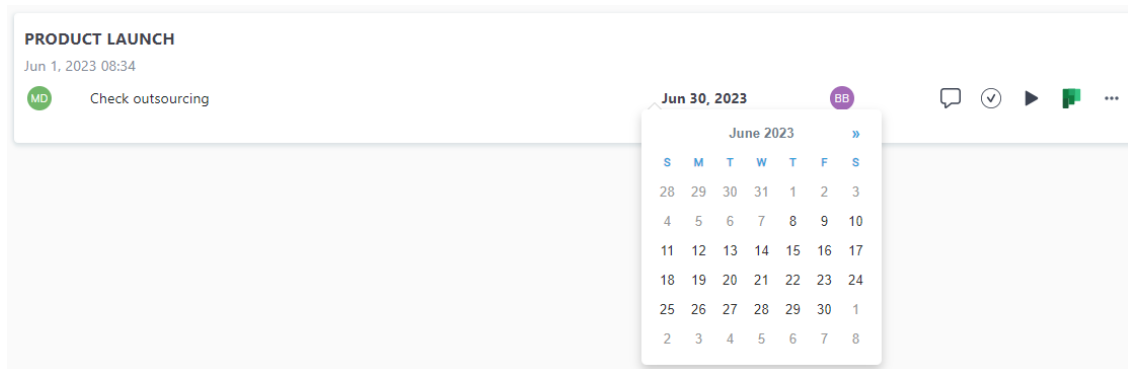
1. In the Navigation pane, click  **Action items**:







When you access the Action Items page, it lists the action items according to your previous filter settings.





2. Select any of the following action item tabs:
 - **My Action Items**: Displays all action items assigned to you that are still open.
 - **Assigned by Me**: Displays all action items that you assigned to other users (including to yourself).
 - **All Items**: Displays all action items assigned to you and that you assigned to other users (including to yourself).
3. To search and filter the list of action items, use the following search filtering criteria:
 - **Search**: Use this field to search for an action item containing specific text.
 - **Meeting Date**: Filters the list of action items by date of meeting recording (last week, last month, or last year).
 - **Status**: Filters the list of action items by status (open or done).
 - **Assigned by**: Filters the list of action items by users that assigned them.
 - **Assigned to**: Filters the list of action items by users to whom they are assigned.

- **Sort by:** Filters the list by **Meeting date** or **Due date** of the action item.
 -  Orders the list by ascending or descending order, latest meeting on top or oldest meeting on top, i.e., from the most recent date descending to the oldest date, or from the oldest date descending to the most recent date (Date of meeting -or- Due date of Action Item).
4. To change the due date of the action item, click the displayed date, and then use the calendar to select a new date:

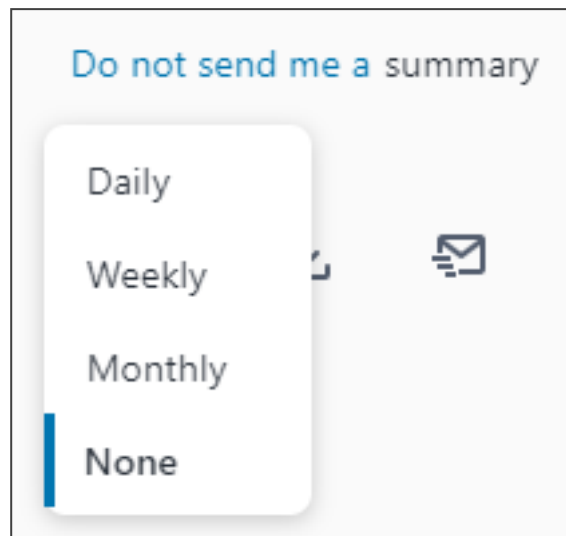


5. To add a comment to the action item, click , and then type your comment in the displayed text box. After you add a comment, the icon changes to . To view or close the comment, click the icon.
6. To mark an action item as done, click  (#1 in figure); the icon changes to  (#2 in figure) and "Done" is displayed (#3 in figure):



7. To play the meeting recording (in the Player page), click .
8. To send the action item to Microsoft Planner, click , select a plan and bucket, and then click **Send to Planner**.
9. To download the filtered list of action items to your computer as a PDF file, click .
10. To email the filtered list of action items to the participants, click .

11. To define how often you want Meeting Insights to email you all the open action items of the last 30 days, click the **Do not send me a summary** link, and then choose **Daily**, **Weekly**, **Monthly** or **None** (if you don't want to receive it - default):



12. To view the meeting recap of the meeting recording to which the action item belongs, click **...**, and then from the drop-down menu, choose **Meeting Recap**.
13. To delete an action item, click **...**, from the drop-down menu, choose **Delete Item**, and then in the confirmation message box, click **Delete**.

Exporting Action Items to Microsoft Planner

Meeting Insights provides seamless integration with Microsoft Planner for managing action items instead of Meeting Insights. Access to Planner is through the same corporate credentials that you use to access Meeting Insights.


You can export an action item from Meeting Insights to Planner and then use Planner to manage the action item instead of Meeting Insights. Once exported, all subsequent management of that action item (editing and deleting) can only be done through Planner.




- By default, integration with Planner is enabled. You can disable it, as described in [Configuring Preferences](#) on page 39.
- Modifying or deleting the action item in Planner is not reflected in Meeting Insights.

➤ To export an action item to Microsoft Planner:

■ Player page:

- In the Navigation pane, click  **All Meetings**.
- Click the name of the meeting recording that you want; the Player page appears.
- Select the **Recap** tab, and then click **Action Items**.

- d. Click the ellipsis icon corresponding to the action item, and then from the drop-down menu, choose  **Send to Planner**:



The following dialog box appears:

Add Action Item to Planner


Plan

MikeD



Bucket

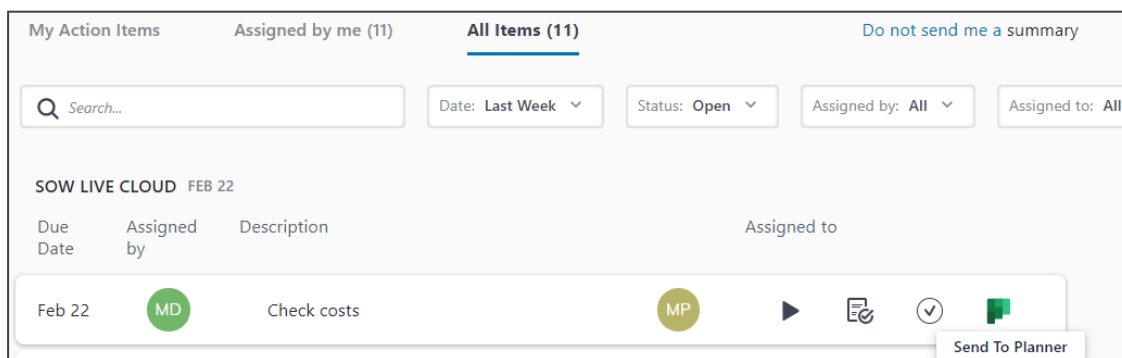
To do

Cancel
Send to Planner

- e. From the 'Plan' drop-down list, select a plan.
- f. From the 'Bucket' drop-down list, select a bucket.
- g. Click **Send To Planner**; the action item is added to Planner and the icon is now displayed with a lock .

■ Action Items page:

- a. In the Navigation pane, click the  **Action items**.
- b. Click  corresponding to the action item:



- c. Follow the instructions from Step e above for the Player page.

Accessing Action Items in Planner


Action items that you have exported to your Microsoft Planner can only be managed (edited or deleted) through Planner. You can easily access these action items in Planner from Meeting Insights.

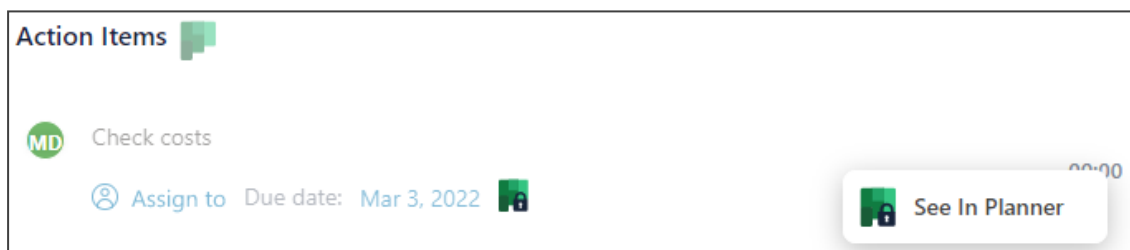


Modifying or deleting the action item in Planner is not reflected in Meeting Insights.


➤ To access an action item in Microsoft Planner:

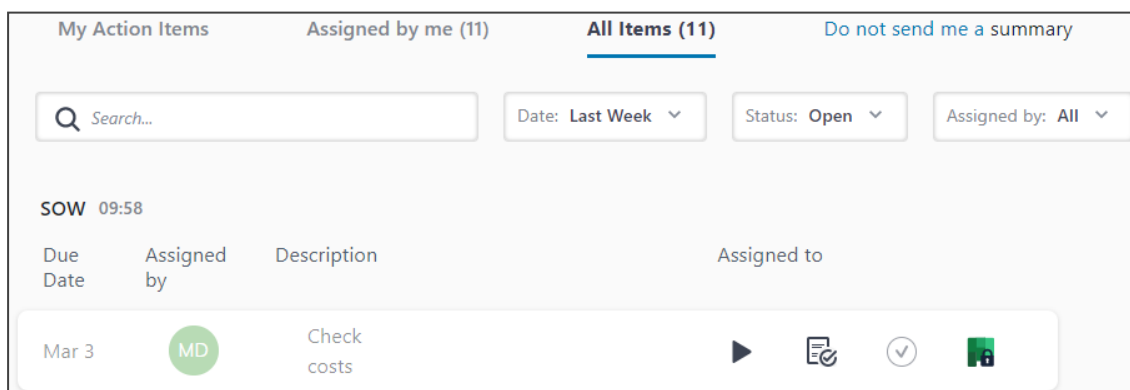
■ Player page - Web GUI:

- Open the All Meetings (see [Viewing Meeting Recordings List](#) on page 90).
- Click the name of the meeting recording that you want; the Player page appears.
- Select the **Recap** tab.
- Click the ellipsis icon corresponding to the action item, and then from the drop-down menu, choose  **See in Planner**:



■ Action Items page - Web GUI and Teams:

- Open the Access Items page, by clicking **Action items** in the Navigation menu pane.
- Click the  **See in Planner** icon corresponding to the action item:



Questions and Answers

Meeting Insights offers you a quick and effective method for automatically creating Question and Answers (Q&A) from your meeting recording, using artificial intelligence (AI). AI identifies the questions that were asked around discussed subjects during the meeting recording and the answers to the questions.

Generating an AI-Powered Questions and Answers

Meeting Insights can create Question and Answers (Q&A) from your meeting recording, using artificial intelligence (AI). AI identifies the questions that were asked around discussed subjects during the meeting recording and their answers. Meeting Insights displays the identified question with the person that asked it and displays the identified answer below it with the person that answered it, as shown in the following example:


The screenshot shows the Meeting Insights interface. At the top, there are tabs: **Recap** (selected), **Snippets (0)**, **Transcript**, **Bookmarks (0)**, and **Highlight**. Below these are filter buttons: **Summary (2)**, **Outline (0)**, **Action Items (0/2)**, **Q&A (3)** (selected), **Issues & Solutions (7)**, and **Decisions (1)**. A **Collapse All** link is also visible. Two Q&A entries are displayed:

- Entry 1:** Asked by MikeD@audiocodes.com at 21:22. Question: "Did you do this?". Answered by danielb@audiocodes.com: "Yes, I did that already."
- Entry 2:** Asked by MikeD@audiocodes.com at 21:59. Question: "What was this parenthesis?". Answered by danielb@audiocodes.com: "It's related to the Agent assist API."



- The Q&A is generated by an AI model, which may sometimes generate unnecessary Q&A. Therefore, it's recommended that you review the Q&A and edit or delete them if required before sharing with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate Q&A. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take several minutes to generate the AI-powered Q&A.
- You can also use activate AI to generate Q&A during a meeting recording.
- When you activate AI, it always generates a Summary, Action Items, Issues & Solutions, and a transcription.
- When the AI-powered Q&A is successfully generated, Meeting Insights sends you an email with the Q&A.

➤ **To run AI for Q&A:**

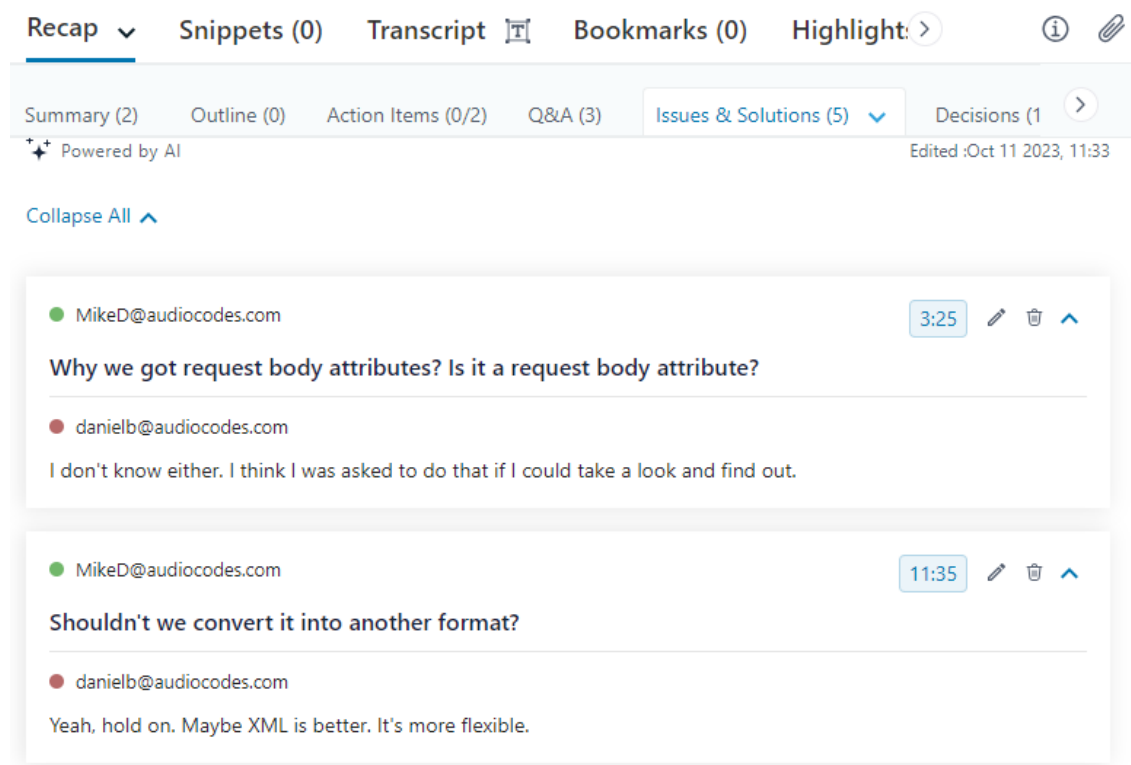
1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Q&A**.

Issues and Solutions




Meeting Insights can create Issues and Solutions from your meeting recording, using artificial intelligence (AI). AI identifies issues that were raised during the meeting recording and their solutions if provided.


Generating AI-Powered Issues and Solutions


Meeting Insights can create Issues and Solutions from your meeting recording, using artificial intelligence (AI). AI identifies issues that were raised during the meeting recording and their solutions if provided. Meeting Insights displays the identified issue with the person that raised the issue and displays the identified solution below it with the person that offered the solution, as shown in the following example:








The screenshot displays the Meeting Insights interface. At the top, there are tabs: **Recap** (selected), **Snippets (0)**, **Transcript**, **Bookmarks (0)**, **Highlight**, and icons for information and a link. Below these tabs is a horizontal bar with categories: **Summary (2)**, **Outline (0)**, **Action Items (0/2)**, **Q&A (3)**, **Issues & Solutions (5)** (selected), and **Decisions (1)**. Below this bar, it says "Powered by AI" and "Edited :Oct 11 2023, 11:33". A "Collapse All" button is visible. The main content area shows two examples of AI-generated issues and solutions. Each example has a header with a green dot and the email "MikeD@audiocodes.com", a timestamp, and icons for edit, delete, and upvote. The first example is titled "Why we got request body attributes? Is it a request body attribute?" and shows a response from "danielb@audiocodes.com" stating "I don't know either. I think I was asked to do that if I could take a look and find out." The second example is titled "Shouldn't we convert it into another format?" and shows a response from "danielb@audiocodes.com" stating "Yeah, hold on. Maybe XML is better. It's more flexible."

Recap ▾ **Snippets (0)** **Transcript**  **Bookmarks (0)** **Highlight**  


Summary (2) Outline (0) Action Items (0/2) Q&A (3) **Issues & Solutions (5)** ▾ Decisions (1) 

 Powered by AI Edited :Oct 11 2023, 11:33





Collapse All 

 MikeD@audiocodes.com 3:25   


Why we got request body attributes? Is it a request body attribute?

 danielb@audiocodes.com

I don't know either. I think I was asked to do that if I could take a look and find out.

 MikeD@audiocodes.com 11:35   

Shouldn't we convert it into another format?


 danielb@audiocodes.com

Yeah, hold on. Maybe XML is better. It's more flexible.



- The Issues and Solutions is generated by an AI model, which may sometimes generate unnecessary Issues and Solutions. Therefore, it's strongly recommended that you review the Issues and Solutions and edit or delete them if required before sharing with others.
- If you're the owner of the meeting recording, you can always trigger AI to generate Issues and Solutions. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take several minutes to generate the AI-powered Issues and Solutions.
- You can also use activate AI to generate Issues and Solutions during a meeting recording.
- When you activate AI, it always generates a Summary, Action Items, Q&A, Issues & Solutions, and a transcription.
- When the AI-powered Issues and Solutions is successfully generated, Meeting Insights sends you an email with the Issues and Solutions.

➤ **To run AI for Issues and Solutions:**

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Issues and Solutions**.
3. From the 'Language' drop-down list, select the language of your meeting recording.
4. Click **Generate**; Meeting Insights begins the AI process to generate Issues and Solutions. If you want to cancel the process (for whatever reason), click **Stop**.

Decisions

A decision is typically an agreed upon resolution or agreement that was made during the meeting recording. Adding a decision is useful in that it helps to remind you of what was agreed upon.




- Only the Owner of the meeting recording can add decisions.
- Decisions are public and therefore, visible to all users that have access to the meeting recording.

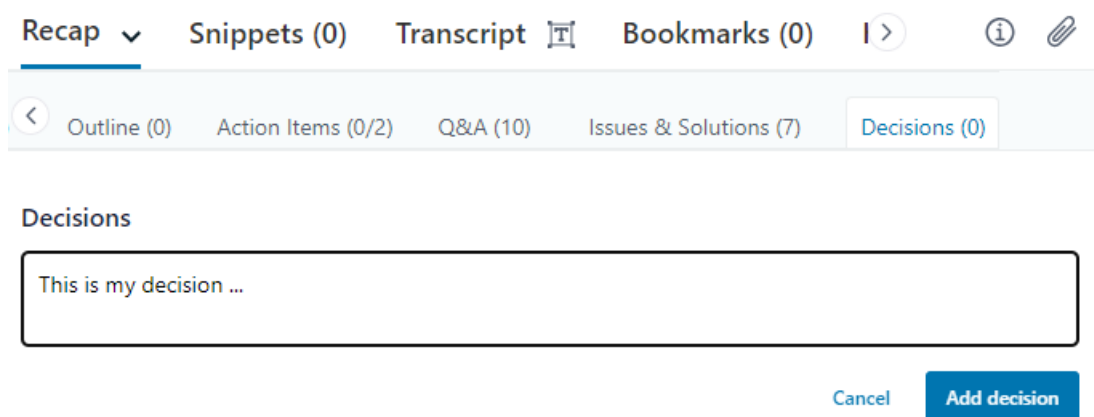
Adding Decisions

You can add multiple decisions per meeting recording.

➤ **To add a decision:**

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Decisions**.

3. Click the **New +** button, and then in the text box, type the decision.



4. Click **Add decision**.

Notes

A note is typically used to convey a thought or idea that you don't want to forget.




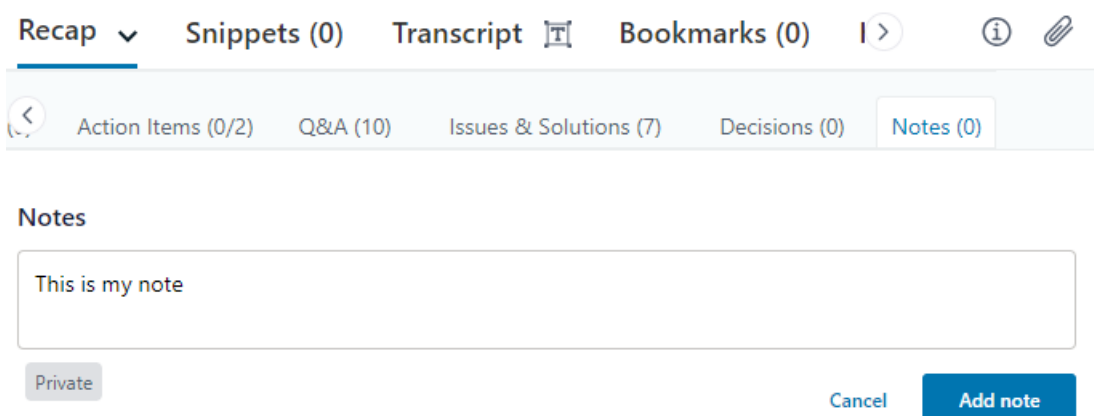
- Everyone with access to a meeting recording can add notes.
- By default, your notes are private. You can make a note public so that its visible to everyone that has access to the meeting recording.

Adding Notes

You can add multiple notes per meeting recording.

➤ To add a note:

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click **Notes**.
3. Click the **New +** button, and then in the text box, type the note:




4. If you want to make your note public so that it's visible to everyone that has access to the meeting recording, click the **Private** button (toggles between **Private** and **Public**).
5. Click **Add note**.


Viewing the Meeting Recap

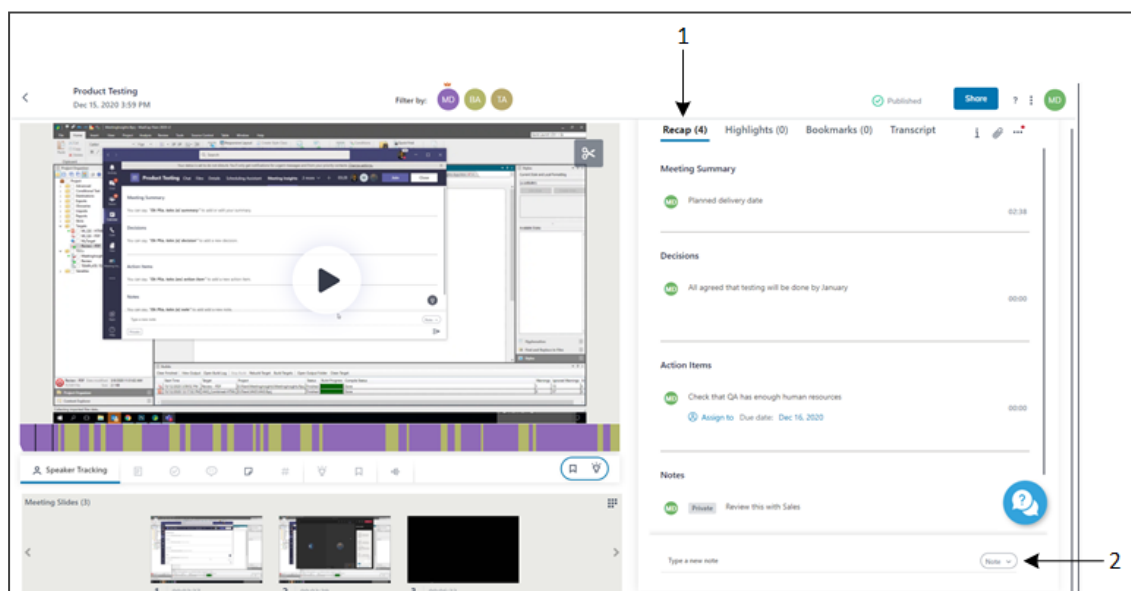
To view the meeting recap of a meeting recording, follow the procedure below.



- You can also view meeting recap items added by other participants, if made public.
- All users that have access to the meeting recording can view the summary, decisions, and action items. Notes can be seen by all users only if they were added as "Public".
- The listed meeting recap items also display the location (time) in the video where they were added, except recap items that were added at the beginning of the video (i.e., 00:00).
- You can also view the recap, using the  **RECAP (12)** icon in the All Meetings.

➤ To view the meeting recap:



1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab (#1 in figure below); the meeting recap is displayed, as shown below:

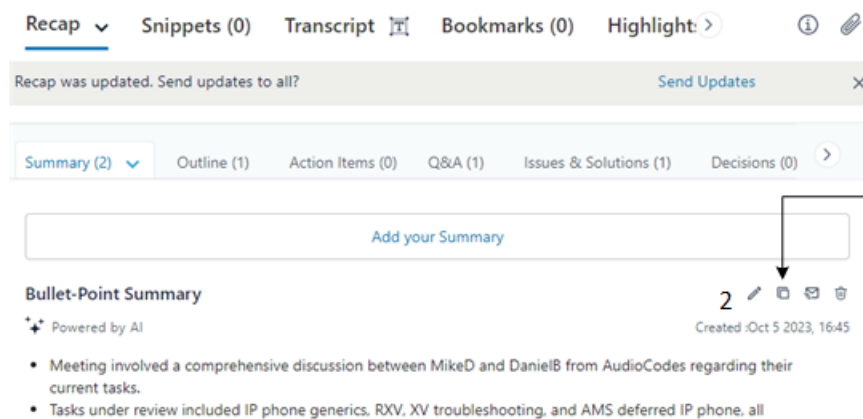


Copying a Recap to Clipboard

You can copy a recap to your computer's clipboard and then paste it wherever you want (e.g., in an email or a document).

➤ To copy recap to clipboard:

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click the required recap type (see note above).
3. To copy all items of a specific recap type (e.g., all notes), from the recap type's tab (e.g., **Notes**) drop-down menu, choose **Copy**.
4. To copy a specific recap item, click the item's copy  icon:



Copying a specific recap item is supported only for the following recap types: Summary, Outline, Q&A, and Issues & Solutions.


5. Paste the copied recap wherever you want (e.g., email or document).

Playing Video from Recap Location

You can play the video from the location (timestamp) where a specific meeting recap was added to the Meeting Recording.

The timestamp (mm:ss) is displayed next to each recap. If the recap was added at the beginning of the meeting recording, the timestamp displayed is "00:00".

➤ To play video from location of recap:

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab.

3. Click the corresponding timestamp of the recap (e.g., a note); the video starts playing from the location where the recap item was added.

Editing a Recap

You can edit your meeting recap items.



Only the Owner or Co-owner of the meeting recording, or users assigned editing privileges to the meeting recording can edit all recap types. The other participants can edit only their notes.

➤ To edit a meeting recap item:

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click the type of recap.
3. Click the edit icon corresponding to the recap item that you want to modify:


The screenshot shows the 'Recap' tab selected in the top navigation bar. Below it, there are sub-tabs for 'Summary (4)', 'Outline (0)', 'Action Items (0/0)', 'Q&A (0)', 'Issues & Solutions (0)', 'Decisions (0)', and 'Notes (1)'. The 'Summary (4)' sub-tab is active, showing four buttons: 'Bullet-Points', 'Topics', 'Speakers', and 'Paragraphs'. Under 'Add your summary', there are two sections. The first section is 'Bullet-Points (2)', which is 'Powered by AI' and was 'Created: Jun 24, 2024 6:44 PM'. It contains two bullet points: 'The speaker initiated a discussion related to a mountain and cover.' and 'Specific details of the topic were not provided in the transcript.' The second section is 'Topics (1)', also 'Powered by AI' and 'Created: Jun 24, 2024 6:44 PM'. It has the title 'Mountain and Cover' and one bullet point: 'The main speaker, identified as Participant, led the discussion on this topic for an unspecified amount of time.' In the top right corner of the recap list, there are icons for edit (pencil), copy, share, and delete. The edit icon for the first section is highlighted with a red dashed box.

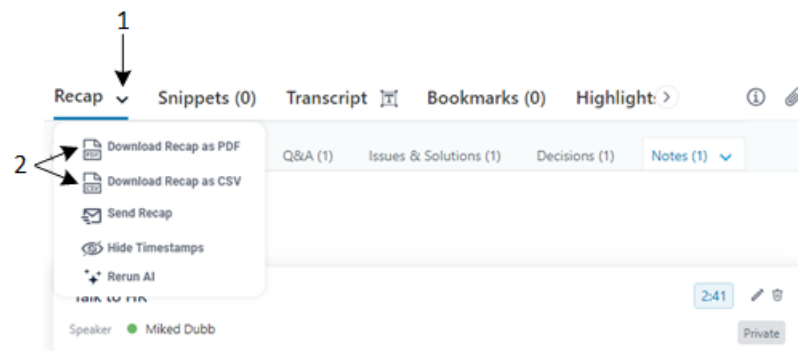
4. Modify the recap as desired, and then click **Apply** or **Update** (depending which recap you are modifying).

Downloading File of Entire Recap to PC

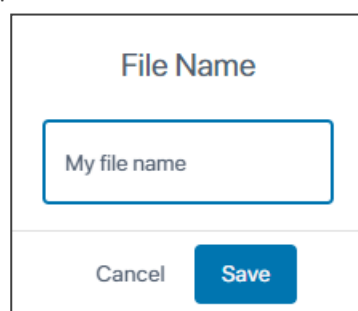
You can download all the recap items of a meeting recording to your computer as a PDF file (.pdf) or as a comma-separated values file (.csv). By default, Meeting Insights assigns the downloaded file with the same name as the subject of the meeting recording. However, you can define a different name for the file.

➤ To download all recap:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the arrow on the **Recap** tab (#1 in figure), and then from the drop-down menu, choose one of the following (#2 in figure):
 - **Download Recap as PDF** to download the recap to your computer as a PDF file.
 - **Download Recap as CSV** to download the recap to your computer as a CSV file.



The following dialog box appears:

A dialog box titled 'File Name'. It contains a text input field with the placeholder text 'My file name'. Below the input field are two buttons: 'Cancel' and 'Save'.

4. In the text box, type a name for the downloaded file, and then click **Save**.

Sending Entire Recap by Email

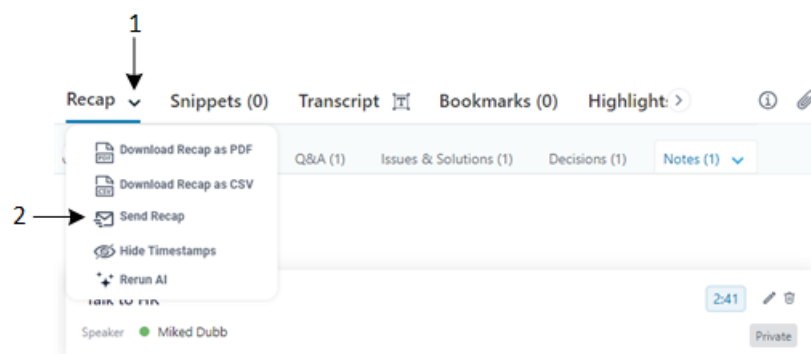
You can send all the recap types by email to all participants of the meeting recording.



- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can send the recap by email.
- For the Summary recap, you can send an email with only the 'Owner Summary', or 'Bullet-Point Summary' done by AI, or 'Summary' done by AI (see procedure at end of section).

➤ **To send recap by email:**

1. In the Navigation pane, click **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Click the arrow on the **Recap** tab (#1 in figure), and then from the drop-down menu, choose **Send Recap** (#2 in figure):



If you want to send an email for a specific summary item under the **Summary** tab:

1. Click the corresponding icon; the following dialog box appears:

Choose People to Email Topics

☒ Send to me
 ☐ Send to people

Cancel
Send


2. Choose one of the following options:
 - **Send to me:** Sends the recap to your email.
 - **Send to people:** If you want to send the email to all participants, click **Add All Participants**. If you want to specify the people (participants or non-participants), then in the 'Add People' field, start typing the names of the people and then select their full names from the offered drop-down list.
3. Click **Send**.

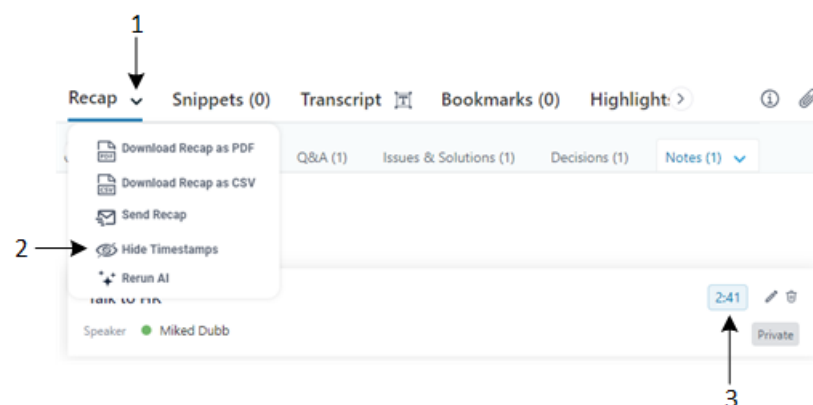
Showing and Hiding Timestamps in Recap

By default, Meeting Insights displays recap items with a timestamp, which is the location in the video where the recap was added or where it's associated. For example, if a note was added 2 minutes and 41 seconds from the start of the meeting recording, Meeting Insights displays the timestamp "2:41" alongside the note (see #3 in the figure below).

Hiding timestamps may be useful, for example, if you want to avoid clutter.

➤ To hide or show timestamps in recap:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the arrow on the **Recap** tab (#1 in figure), and then from the drop-down menu, choose (#2 in figure):
 - **Hide Timestamps** to hide timestamps.
 - **Show Timestamps** to display timestamps.




Re-running AI to Generated Recap

You can rerun artificial intelligence (AI) to create the Summary, Outline, Action Items, Q&A, and Issues and Solutions recap types. Rerunning AI may be useful, for example, to improve the previously generated recap. The new AI-powered recap replaces the previous AI-generated recap.



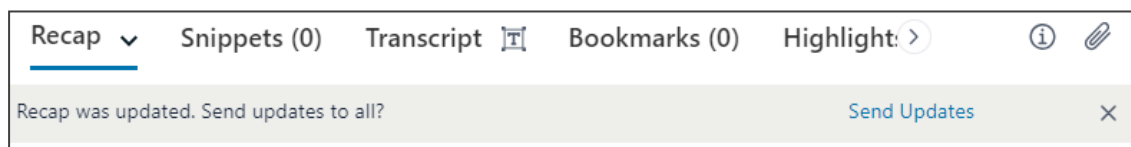
- The recap is generated by an AI model, which may sometimes generate inaccurate information. Therefore, it's recommended that you review the AI-generated recap and edit them if required to ensure accuracy and relevance before sharing it with others.
- If you're the owner of the meeting recording, you can always trigger AI. However, participants of the meeting recording can also trigger AI if your organization's administrator has enabled such functionality.
- It may take some minutes to generate the AI-powered recap.
- When you activate AI, it also generates a transcription.

➤ **To rerun AI to create summary and action items:**

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Click the arrow on the **Recap** tab, and then from the drop-down menu, choose **Rerun AI**; a confirmation message box appears.
3. Click **Continue**; AI regenerates the recap types.

Sending Updated Recap by Email

If you update a recap of a meeting recording, the below message is displayed. If you click **Send Updates**, the updated recap is sent by email to the participants of the meeting recording.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can send the updated recap by email.


Deleting a Recap


You can delete a meeting recap item.

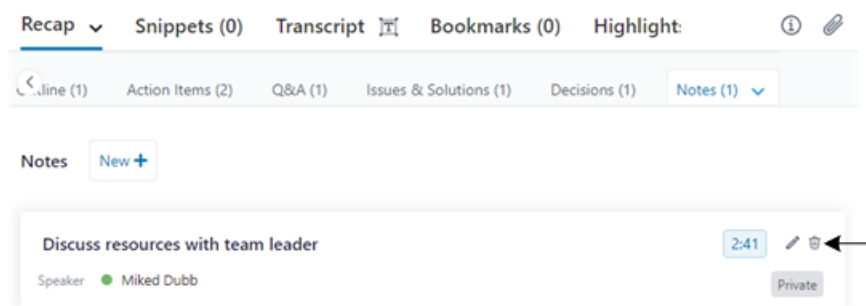


Only the Owner or Co-owner of the meeting recording, or users assigned editing privileges to the meeting recording can delete all recap types. The other participants can delete only their notes.

➤ **To delete a meeting recap item:**

1. In the Navigation pane, click  **All Meetings**, and then click the name of the meeting recording that you want; the Player page appears.
2. Select the **Recap** tab, and then click the type of recap.

- Click the delete  icon corresponding to the recap that you want to delete; a confirmation message box appears.



- Click **Delete** to confirm.

Managing Snippets

This section describes snippets in Meeting insights.



You can only create a snippet after the meeting recording has ended.




Creating Snippets

The following procedure describes how to create a snippet of a meeting recording.



You can only create a snippet for meeting recordings that have ended.



➤ To create a snippet of a meeting recording:

- In the Navigation pane, click  **All Meetings**.
- Click the name of the meeting recording that you want; the Player page appears.
- On the Speakers & Recap bar, click the  icon that's in this area ; a blue box appears on the Speakers & Recap bar:






4. Drag the left side of the blue box (#2 in figure) to where you want the snippet of the video to begin, and drag the right side of the blue box (#3 in figure) to where you want the snippet to end. When you create the snippet, everything outside of the box is excluded; only the portion inside the box becomes the snippet (#1 in figure).

You can also use the following to select the snippet portion:

- Place your cursor inside the box and drag it on the video timeline (size of box doesn't change).
 - Left and right arrows to move the sides of the blue box by centisecond (0.01 seconds), or double arrows by 5 seconds.
 -  and  to zoom out of and zoom in to the video, respectively.
 - Check boxes of the slides (#4 in figure), located below the video.
 - If a transcription was created for the meeting recording (see [Managing Transcription](#) on page 142), you can adjust the snippet portion by selecting the check boxes of contiguous transcribed rows, located under the **Snippets** tab in the right pane of the Player page.
5. Click **Create Snippet** (#5 in figure) to accept your snippet selection (or **Cancel** to ignore your snippet selection and quit the snippet mode); the following appears in the right pane of the Player page, allowing you to choose with whom you want to share your snippet:

Share Options

☒  **Restricted** ☐  **Shareable** ☐  **Organization**

Only people within the organization with whom the snippet has been shared can view it in their Snippets folder.

Choose people to share with

 Add People

[+ Add All Participants](#)

Snippet Title (optional)

Message (optional)

Cancel


Create



6. Choose one of the following sharing options:
 - **Restricted:** The snippet can be viewed only by specific people in your organization. Specify the people in the 'Add People' field under **Choose people to share with**. If you also want to share the snippet with all participants of the meeting recording, click **Add All Participants**.
 - **Shareable:** The snippet can be viewed by anyone in your organization that has the link to the snippet, and those that you specifically notify in your organization (under **People to notify in AudioCodes**) can view the snippet under the **Snippets** tab on the Player page.
 - **Organization:** Everyone in your organization can view the snippet under the **Snippets** tab on the Player page.
7. (Optional) In the 'Snippet Title' field, type a title for the snippet.
8. (Optional) In the 'Message' field, type a message for the email that is sent to the people with whom you're sharing the snippet.
9. Click **Create and Share**.

Viewing Snippets


Meeting Insights allows you to view (and manage) snippets of meeting recordings in the following areas:




- Player page, under the **Snippets** tab - see [Viewing Snippets on Player Page](#) below
- Snippets page, accessed from the  **Snippets** menu in the Navigation pane - see [Viewing Snippets on Snippets Page](#) on the next page



Viewing Snippets on Player Page


You can view snippets on the Player page, as described below.

➤ To view snippets on Player page:


1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; a list of snippets is displayed with their subject names and the time range during the meeting recording for which they were created, as shown in the following example:

Recap (3) **Snippets** Transcript  Bookmarks (0) Highlights (1)  



^ NO_SUBJECT  10:47 - 11:15 

Created by :  Miked Dubb




No message

 Shalak Lakha Law? Henrika Vammasiya or Diazi the law over D Sheshli? Poor. That's it There.

hello i think the local show

v NO_SUBJECT  11:29 - 11:55 

Each snippet is displayed with one of the following icons:

Icon	Description
	(Restricted) Indicates that the snippet can only be viewed by specific persons in your organization.
	(Shareable) Indicates that the snippet can be viewed by anyone in your organization that has the link to the snippet, and those that you specifically notify in your organization.
	(Organization) Indicates that everyone in your organization can view the snippet

Icon	Description
	under the Snippets tab on the Player page.

- To view the person who created the snippet, an optional message from the creator, and the transcription of the snippet, click the down-pointing arrow.
- To play the snippet in the video player, click any transcription line.


Viewing Snippets on Snippets Page

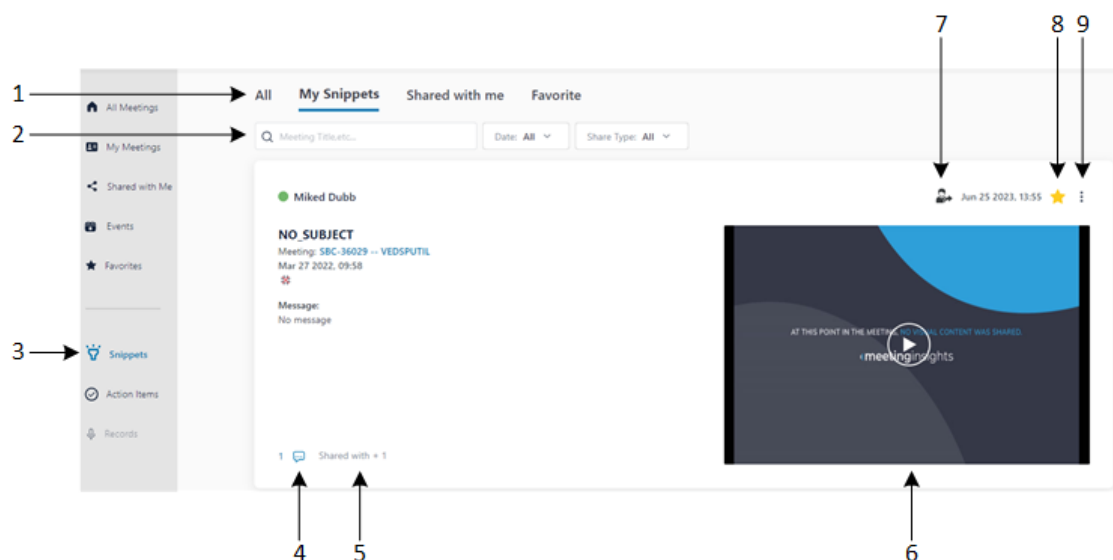
You can view snippets in a dedicated page that is accessed from the Navigation pane.









Some snippet features (e.g., renaming the snippet) can only be done on the Player page.

➤ To view snippets on Snippets page:

- In the Navigation pane, click  **Snippets** (#3 in figure); the dedicated Snippets page appears:





- To filter the list of displayed snippets, use the following filter tabs (#1 in figure):
 - All:** Displays all snippets, those created by you and those shared with you.
 - My Snippets:** Displays only snippets that were created by you.
 - Shared with me:** Displays only snippets that have been shared with you.
 - Favorite:** Displays only snippets that you have marked as favorite.
- To search and filter the list, use the following filtering criteria (#2 in figure):
 - Search:** Searches snippets containing specific text.

- **Date:** Filters the list by date of meeting recording (last week, last month, or last year).
 - **Share Type:** Filters the list by share type (**Restricted**, **Shareable**, or **Organization**). The sharing type is indicated above the video snippet (#7 in figure).
4. To add a comment, click  (#4 in figure), type a comment, and then click . To view all comments, click  again.
 5. To view people with whom the snippet has been shared, click **Shared with** link (#5 in figure).
 6. To play the snippet in the video, click the video (#6 in figure).
 7. To mark a snippet as a favorite, click  (#8 in figure). Snippets that are favorites are displayed with the  icon.
 8. To share, copy or delete the snippet, click the  icon (#9 in figure), and then choose the required command:
 - **Share:** Changes the snippets sharing properties.
 - **Copy link:** Copies the URL link of the snippet to your clipboard, which you can paste in another application (e.g., email) and send to another person.
 - **Delete:** Deletes the snippet.

Renaming Snippets

By default, Meeting Insights assigns each snippet the name "NO_SUBJECT". You can rename the snippet, as described below.

➤ To rename a snippet:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; a list of snippets is displayed.
4. Hover your mouse over the snippet, and then click the corresponding  icon.
5. Type a new name:

CancelRename

6. Click **Rename**.



Making a Recap from a Snippet

You can create a recap item from a snippet.



- The Owner of the meeting recording can add all recap types; participants can add only notes.
- Only one summary can be added to the meeting recording. If you already have a summary, it will be replaced by the new summary.
- Action items, decisions and the summary are always public and therefore, visible to everyone that has access to the meeting recording. By default, notes are private.

➤ To make a recap from a snippet:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; the list of snippets are displayed.
4. Click the  icon corresponding to the snippet you want, and then from the drop-down menu, choose the desired recap (**Summary**, **Decision**, **Action Item**, or **Note**) under the **Convert to** group; a dialog box relating to the chosen recap type appears, displaying the transcription of the snippet, as shown in the following example for making a note:

New Note



this may be offered ok
I need to check of their own name
and if incorrect we will fix yeah anyway

Private

Cancel



Create

5. Define the recap item as desired, and then click **Create**; your recap item is added.

Changing Sharing Options for Snippets

The type of sharing (i.e., Restricted, Shareable, or Organization) is defined when you create the snippet, as described in [Creating Snippets](#) on page 134. If the snippet was created Shareable or Organization, you can change it to any type of sharing, including Restricted. However, if the snippet was created Restricted, it can't be changed to another sharing type.

➤ **To change sharing for a snippet:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; the list of snippets are displayed.
4. Click the  icon corresponding to the snippet you want, and then from the drop-down menu, choose **Share**; a dialog box appears with sharing options. If the snippet was created Shareable or Organization, all sharing options are available. If the snippet was created Restricted, only the Restricted option is available.
5. Make your changes, and then click **Create** or **Create and Share**. For more information on the sharing options, see [Creating Snippets](#) on page 134.



Copying Snippets to Clipboard

You can copy the transcription of a snippet to your computer's clipboard and then paste it wherever you want (for example, in an email).



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can copy snippets.


➤ **To copy a snippet to clipboard:**


1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; a list of snippets are displayed.
4. Click the ellipsis  icon corresponding to the snippet, and then from the drop-down menu, choose **Copy**; the snippet is copied to your clipboard.
5. Paste the snippet in the desired application.

Deleting Snippets

You can delete snippets of a meeting recording.

➤ **To delete a snippet:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Snippets** tab; a list of snippets is displayed.

4. Click the ellipsis  icon corresponding to the snippet, and then from the drop-down menu, choose **Delete**; a confirmation message box appears.
5. Click **Yes** to confirm deletion; the snippet is removed from the list.

Managing Transcription

You can activate Meeting Insights to create a transcription (speech-to-text version) of your meeting recording, as described in [Creating a Transcription](#) below. Once transcribed, you can edit or delete transcribed words and sentences, as described in [Editing Transcription](#) on page 145.




Only Meeting Insights users with account profile "Meeting Insights" can enable transcription (see [Viewing Account Information](#) on page 33).

Creating a Transcription

If enabled by your organization's Administrator, you can trigger Meeting Insights to convert all speech spoken by participants during the meeting recording into text. This can be done by a professional translator (*Premium transcription*), or a third-party speech-to-text service provider (*Basic transcription*).


Meeting Insights automatically assigns each transcribed word or text to the dominant speaker at the given time during the meeting recording. When the meeting recording is played, the transcription of each sentence is displayed as a caption on the video and on the presentation slide as the participant speaks.

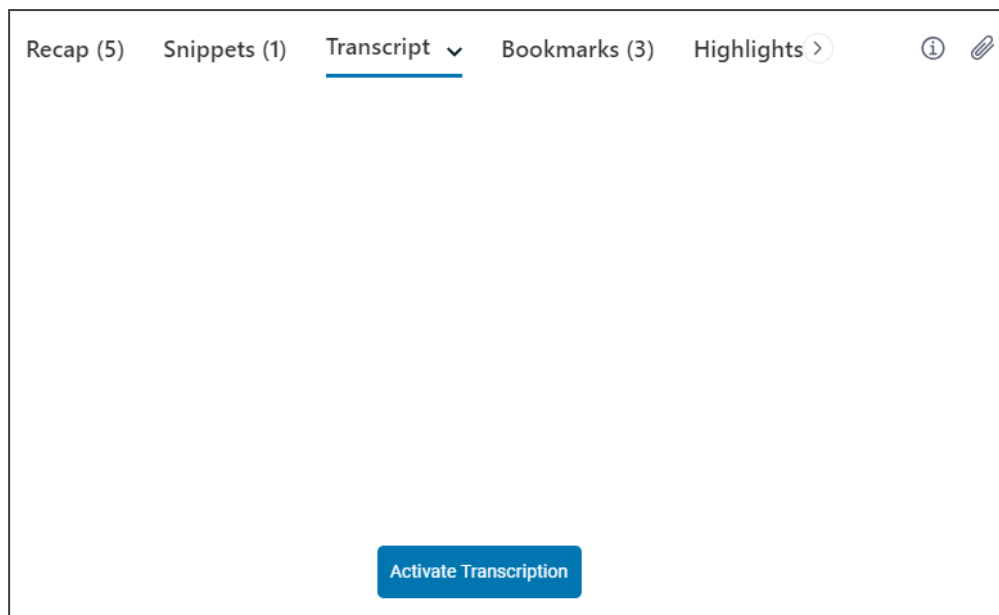
Meeting recordings that have been transcribed are displayed in the meeting recordings list with the  icon (see [Viewing Meeting Recordings List](#) on page 90).



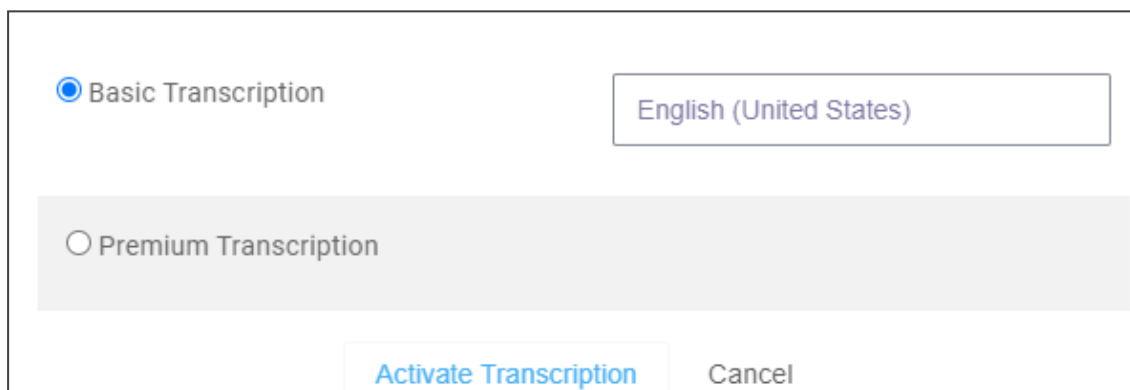
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can activate transcription.
- The **Premium Transcription** option is available only if your Meeting Insights Administrator has enabled this feature for you. To see if it's enabled, refer to the 'Premium Transcription' field in your account information, as described in [Viewing Account Information](#) on page 33.
- If Meeting Insights can't identify the speaker, it displays "AN" (anonymous) next to the transcribed paragraph.

➤ To activate speech-to-text transcription of a meeting recording:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab, and then click **Activate Transcription**:

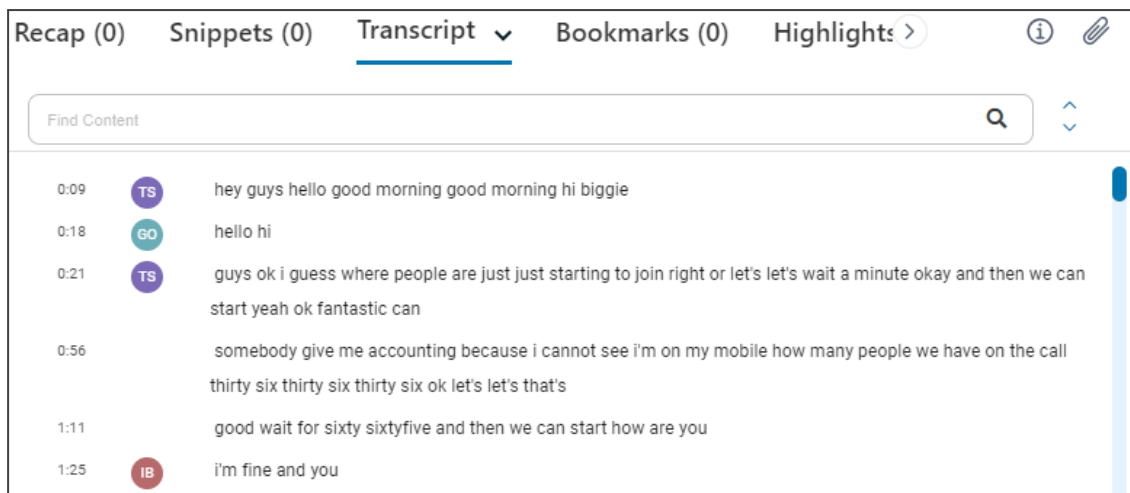


The following appears:



4. Choose one of the following transcription options:
 - **Basic Transcription:** Transcription of the selected language of your meeting recording is done by a speech-to-text service provider. For Hebrew transcriptions (**Hebrew (AudioCodes)**), Meeting Insights uses AudioCodes speech-to-text engine.
 - **Premium Transcription:** Transcription is done by (human) professional translators. The transcription will be done and updated automatically in Meeting Insights within two business days. Meeting Insights sends you an email to notify you when transcription is complete.
5. Click **Activate Transcription**; transcription process begins and "Processing" is displayed. When the transcription process finishes, the transcription is displayed under the **Transcript** tab, as shown in the below example.

Each transcription line(s) displays the time (timestamp) in the meeting recording at which it was spoken and the speaker. If you click a line, the video starts playing from where that line was spoken.

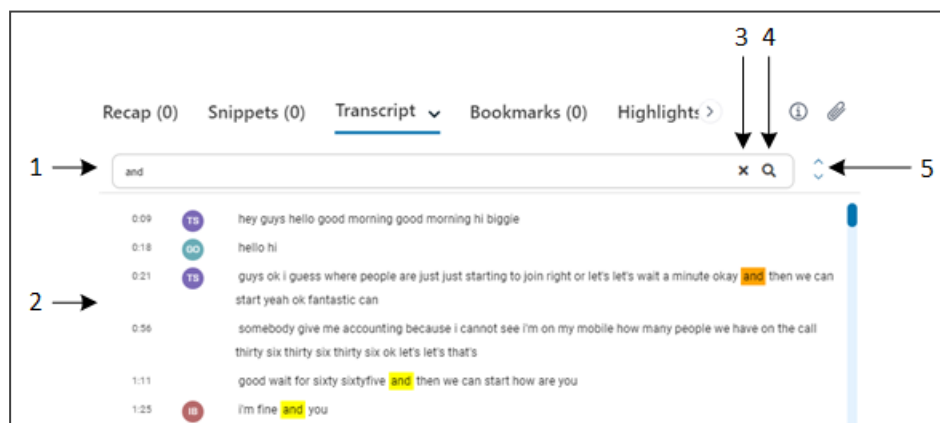


Searching Text in Transcription

You can search for text in the transcription of the meeting recording.

➤ To search text in transcription:

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. In the search field, type the text string that you want to search for (#1 in figure), and then press the Enter key on your keyboard or click (#4 in figure); the first occurrence of the searched string is highlighted in **amber**; all other occurrences are highlighted in **yellow**, as shown in the following example:



5. To jump to the next or previous occurrence of the searched string, use the and arrows, respectively (#5 in figure). Your current location is highlighted in **amber**.
6. To clear your search, click (#3 in figure).


Editing Transcription

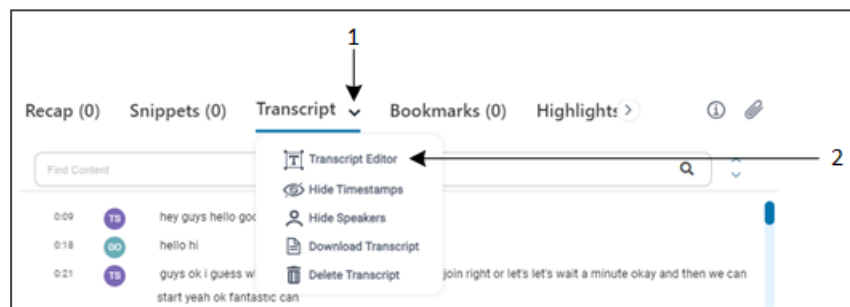
You can edit the transcription of your meeting recording.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can edit the transcription.



➤ To edit transcription:

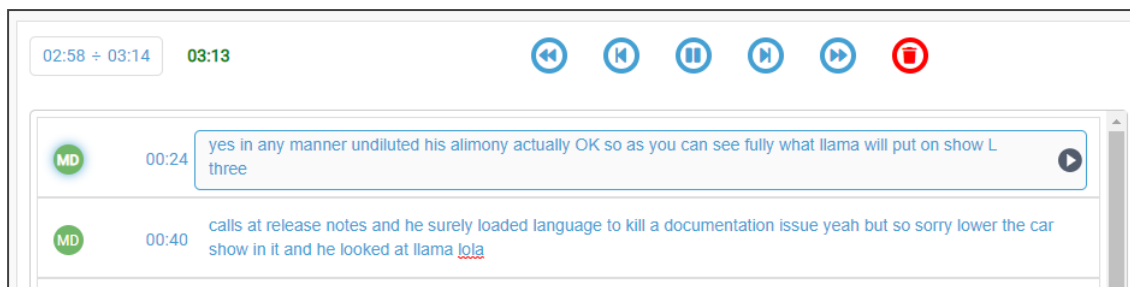
1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Transcript Editor** (#2 in figure):



A page opens with editable transcript rows, as shown in the following example:



5. Click the text that you want to edit, make your changes, and then click any other editable transcript row; the message "update successfully" is displayed. If you want to remove all punctuation, click  .
6. To play the video from a transcript row, click  of the row; the video in the left pane plays from the transcript and the play video controls appear above the transcript rows:



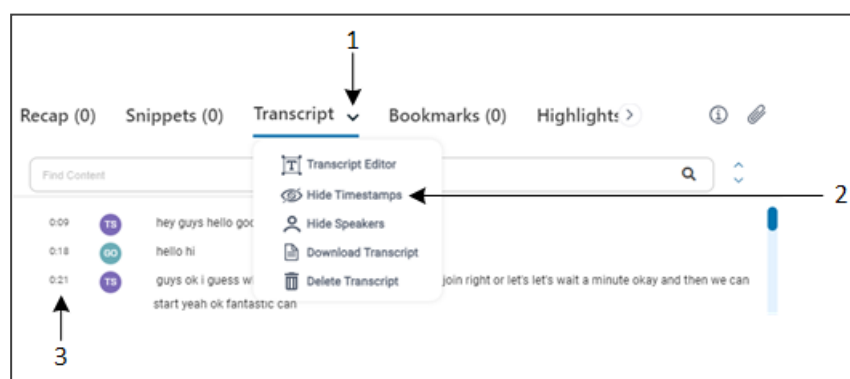
- Plays video 15 seconds back from the current play location.
- Plays video from currently selected transcription.
- Plays video 15 seconds forward from the current play location.
- Plays video from the beginning.

Showing and Hiding Timestamps in Transcription

By default, each row in the transcription displays the timestamp (location) in the video that was transcribed. To avoid clutter, you can hide the timestamps.

➤ To hide or show timestamps in transcription:


1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Hide Timestamps** (#2 in figure) to hide timestamps (#3 in figure) or **Show Timestamps** to display them:

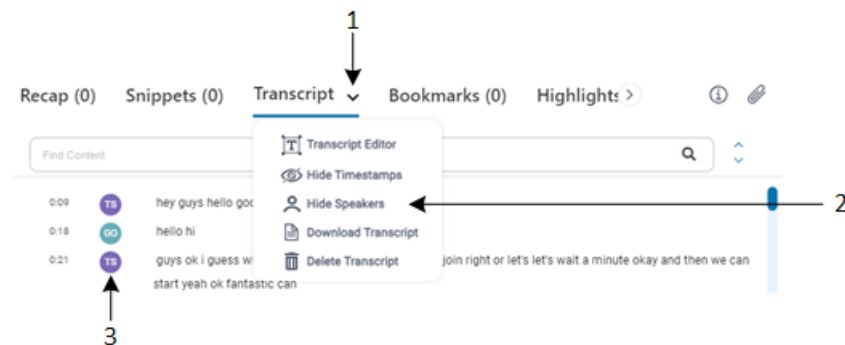


Showing and Hiding Speakers in Transcription

By default, the transcription shows who spoke the transcribed text. To avoid clutter, you can hide the speakers profile avatars.

➤ **To hide or show speakers in transcription:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Hide Speakers** (#2 in figure) to hide speakers (#3 in figure) or **Show Speakers** to display them:




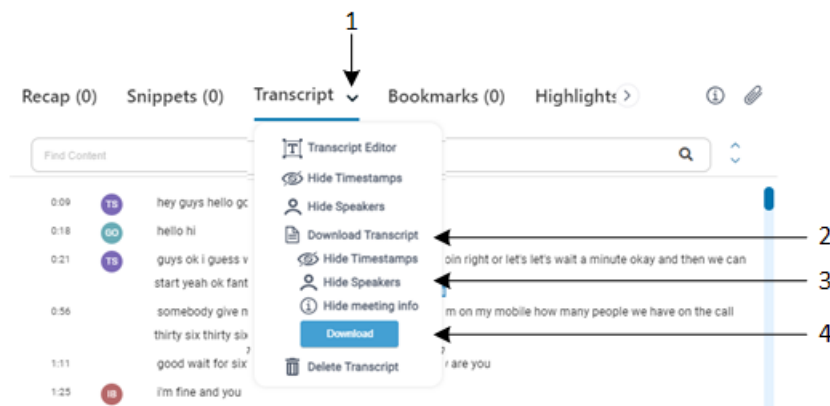
Downloading Transcription

You can download the transcription of a meeting recording to your computer as a comma-separated values (.csv) file or a PDF file (.pdf).

By default, Meeting Insights assigns the downloaded file with the same name as the subject of the meeting recording. However, you can assign a different name for the downloaded file.

➤ **To download a meeting recording's transcription:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Download Transcript** (#2 in figure).
5. Choose if you want to exclude (hide) the timestamps, speakers, or meeting information (#3 in figure) from the downloaded file, and then click **Download** (#4 in figure).



6. In the dialog box, keep the default file name or type a new name, and then click **Yes**; the file is downloaded to your computer.


Deleting Transcription

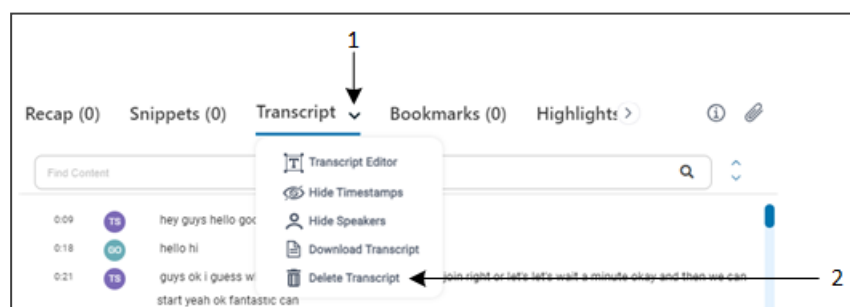
You can delete the transcription of your meeting recording.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete the transcription.

➤ To delete meeting recording's transcription:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Transcript** tab.
4. Click the arrow (#1 in figure) on the **Transcript** tab, and then from the drop-down menu, choose **Delete Transcript** (#2 in figure):



A confirmation message box appears.

5. Click **Remove** to confirm; the transcription of the meeting recording is deleted.

Managing Bookmarks

Meeting Insights enables participants of a meeting recording to bookmark specific parts of the meeting recording with a single click. After the meeting, you can easily navigate to your bookmarks in the video. You can add bookmarks during the meeting recording or after it has ended.




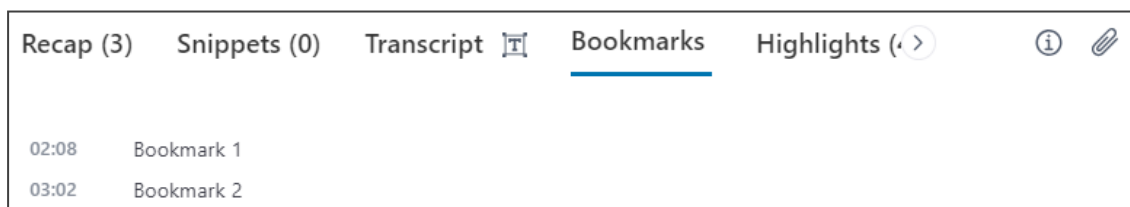
To add bookmarks at the end of the meeting recording on the video player, see [Adding and Viewing Bookmarks](#) on page 170. To add bookmarks during a meeting recording through Teams window, see [Adding Bookmarks in Teams Meeting Window](#) on page 62.

Viewing Bookmarks

You can view a list of all your bookmarks that were added to a meeting recording.

➤ To view bookmarks:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Bookmarks** tab; a list of bookmarks is displayed with their names and the time during the meeting recording at which they were added, as shown in the following example:



4. To play the video from where the bookmark was added, simply click the bookmark.


Renaming Bookmarks


By default, Meeting Insights assigns each bookmark the name "Bookmark <consecutive number>" (e.g., "Bookmark 1", "Bookmark 2", and so on). However, you can rename a bookmark.

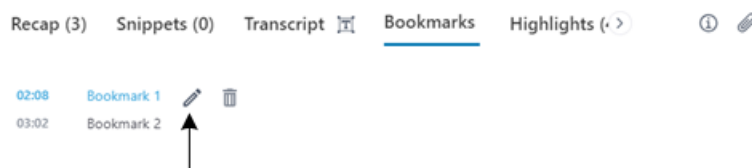


Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can rename bookmarks.

➤ To rename a bookmark:


1. In the Navigation pane, click  **All Meetings**.

2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Bookmarks** tab; a list of bookmarks is displayed.
4. Hover your mouse over the bookmark, and then click  to enter editing mode:



5. Click the bookmark name and then type a new name:



6. Click  to save your bookmark name.



Deleting Bookmarks

You can delete bookmarks of a meeting recording.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete bookmarks.

➤ To delete a bookmark:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Hover your mouse over the bookmark, and then click ; a confirmation message box appears.
4. Click **Remove** to delete the bookmark.

Managing Highlights

Meeting Insights enables participants of a meeting recording to highlight important parts of the meeting recording with a single click. By default, when you add a highlight during a meeting recording, it includes 20 seconds before and 20 seconds after. You can extend this time range by 20 seconds (before and after).

The highlight not only tags the specific location of the meeting recording, but also provides a transcription of the audio where the highlight was added.

After the meeting, you can easily navigate to the highlights.




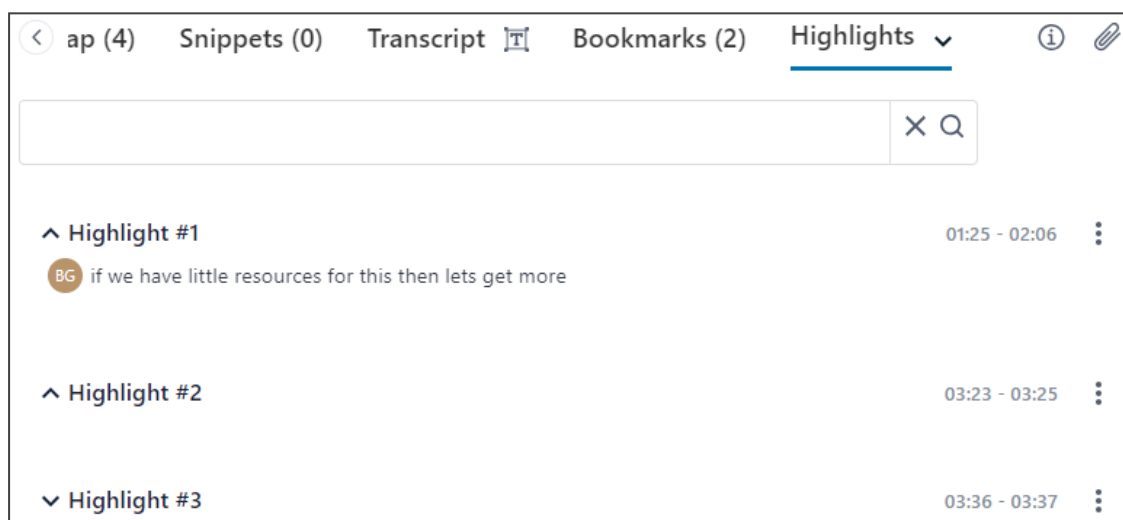
You can only add highlights during a meeting recording (see [In-Meeting Experience](#) on page 51).

Viewing Highlights

You can view the highlights that were added during the meeting recording.

➤ To view highlights:



1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the titles of all the highlights are displayed.
4. To view the transcription of a highlight, click the highlight's title:



Searching for Text in Highlights


You can search for specific text strings in highlights of a meeting recording.

➤ To search for text in highlights:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab.
4. In the search field (#1 in figure), type the text string that you want to search, and then click  (#3 in figure); only the highlights containing the searched string are shown (all others are hidden). In addition, if you open the highlight, the searched string is highlighted in **yellow**, as shown in the following example:

**Legend:**

- 1 = Search field
- 2 = Clear search
- 3 = Apply search
- 4 = Highlighted occurrences of searched string

5. To clear your search, click  (#2 in figure).


Editing Transcription of Highlights

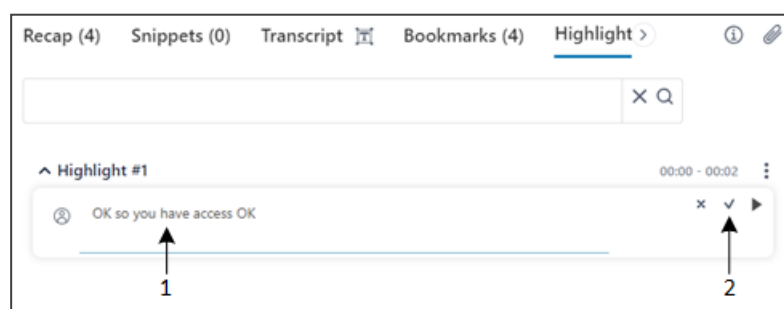
You can edit the transcription of highlights. This may be necessary if the transcription has some errors such as typos or grammar mistakes.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can edit a highlight's transcription.

➤ To edit transcription of a highlight:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the title of the highlight that you want; the highlight's transcription is displayed.
5. Right-click the transcription (#1 in figure) to enter the edit mode, and then edit the transcription as desired:




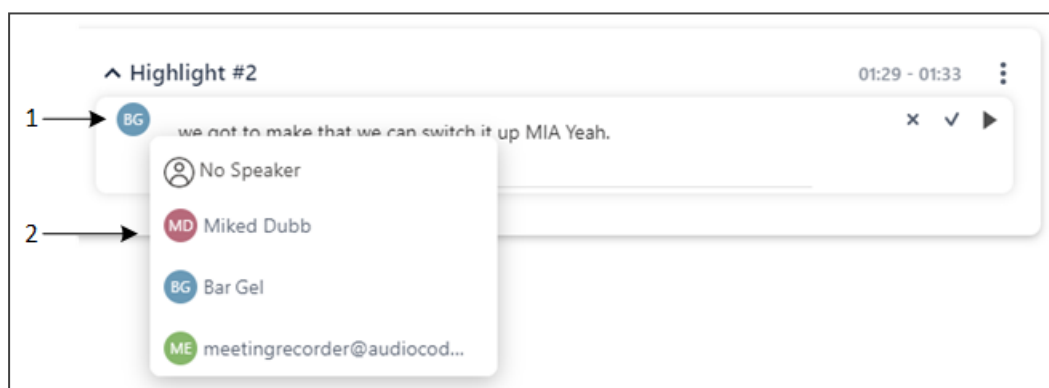
6. Click ✓ (#2 in figure) to apply your changes.

Changing Speaker of Highlights

Meeting Insights shows the participant that spoke during the highlight. However, sometimes more than one participant speaks during a highlight. In such a scenario, you may want to assign a different participant to the highlight. Typically, you would assign the participant who was the main speaker during the highlight.

➤ To assign a speaker to a highlight:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the title of the highlight that you want; the highlight's transcription is displayed. Users can add titles to highlights to expedite access to specific meeting content.
5. Right-click the transcription to enter the edit mode, and then click the currently assigned user profile icon (#1 in figure), as shown in the following example; a drop-down list appears (#2 in figure), displaying all the meeting recording's participants:




6. Select the participant that you want to assign to the highlight, and then click ✓ to apply your changes.

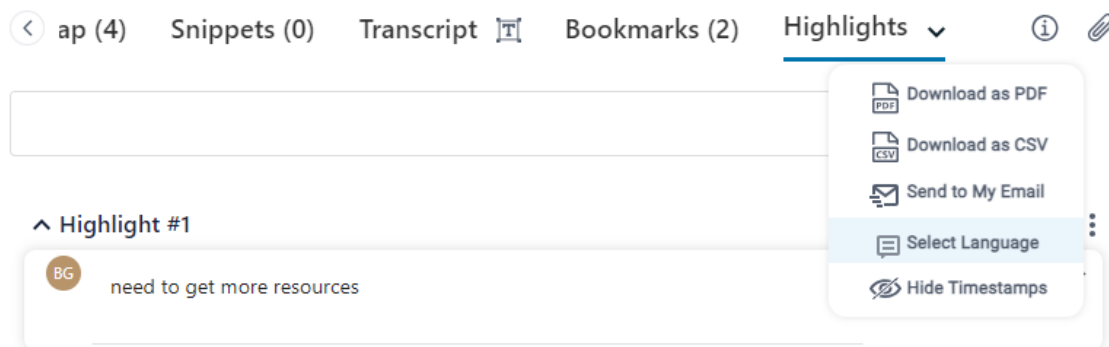
Changing Language of Highlights

You can change the language of highlights (i.e., transcribed text). By default, Meeting Insights transcribes highlights in English.

➤ To change language of highlights:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab.

- Click the arrow (#1 in figure) on the **Highlights** tab, and then from the drop-down menu (#2 in figure), choose **Select Language**:



- In the dialog box, select the language, and then click **Save**.

Renaming Highlights

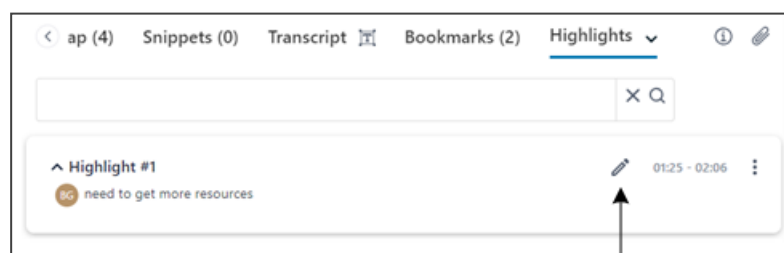
By default, Meeting Insights names highlights as "Highlight #<consecutive number>" (e.g., "Highlight #1", "Highlight #2", and so on). However, you can rename a highlight if you want.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can rename highlights.

➤ To rename a highlight:

- In the Navigation pane, click **All Meetings**.
- Click the name of the meeting recording that you want; the Player page appears.
- Select the **Highlights** tab; the list of highlights are displayed.
- Hover over the highlight you want, and then click :



- Type a new title for the highlight, and then click **Rename**.

Making a Recap from a Highlight

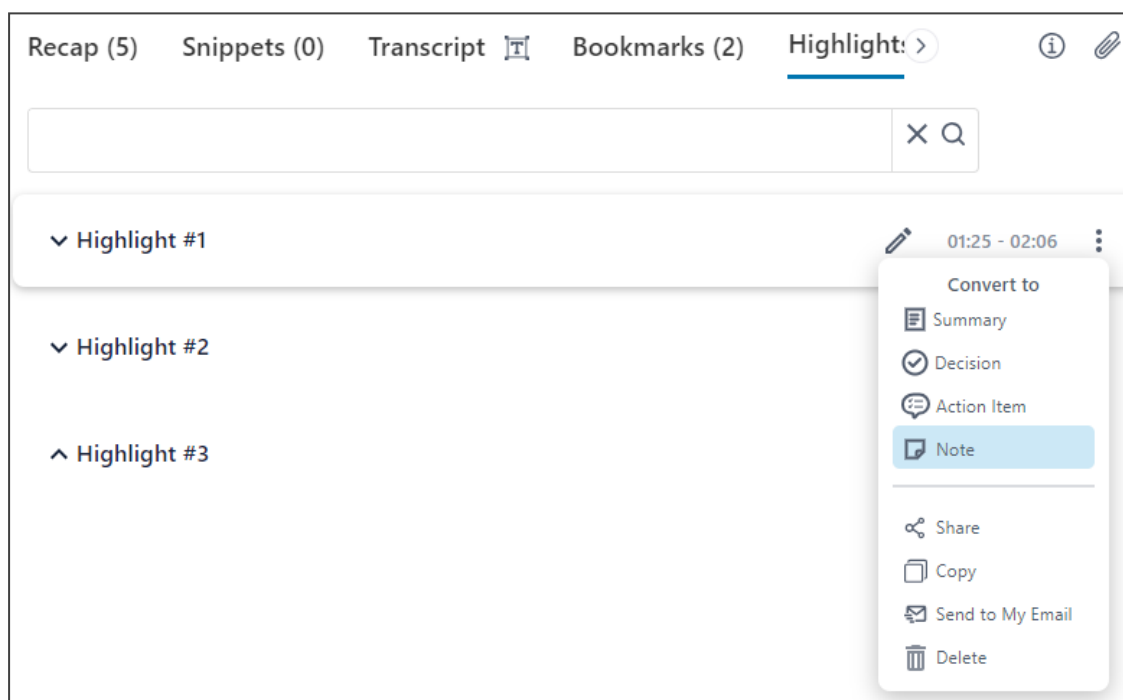
You can create a recap item from the transcription of a highlight.



- The Owner of the meeting recording can add all recap types; participants can add only notes.
- Only one summary can be added to the meeting recording. If you already have a summary, it will be replaced by the new summary.
- Action items, decisions and the summary are always public and therefore, visible to everyone that has access to the meeting recording. By default, your notes are private.

➤ **To make a recap from a highlight:**

1. In the Navigation pane, click **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the icon corresponding to the highlight you want, and then from the drop-down menu, choose the desired recap (e.g., **Note**) under the **Convert to** group:




A dialog box relating to the chosen recap type appears, displaying the transcription of the highlight.

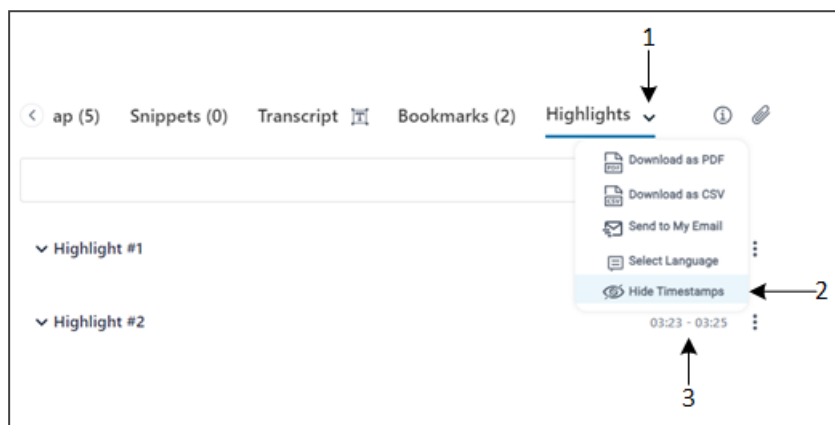
5. Define the recap item as desired (including modifying the text), and then click **Create**; your recap item is added.

Hiding Timestamps of Highlights

By default, each highlight displays the time (*timestamp*) in the video where it was added (see #3 in figure). To avoid clutter, you can hide these timestamps.

➤ **To hide or show timestamps of highlights:**


1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab.
4. Click the arrow (#1 in figure) on the **Highlights** tab, and then from the drop-down menu, choose **Hide Timestamps** (#2 in figure) to hide timestamps (#3 in figure), or **Show Timestamps** to display them:

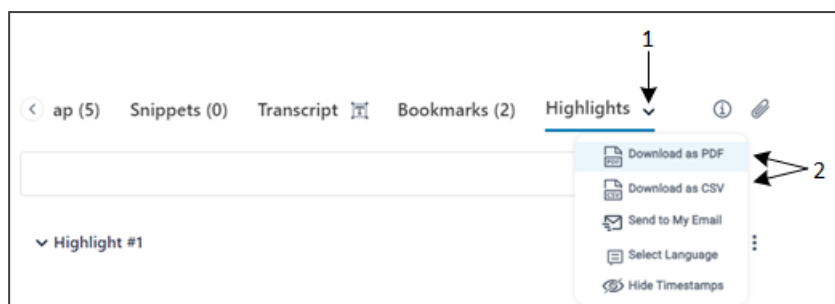


Downloading Highlights

You can download all the highlights of a meeting recording to your computer as a comma-separated values (.csv) file or a PDF file (.pdf). By default, Meeting Insights assigns the downloaded file with the same name as the subject of the meeting recording. However, you can assign a different name for the downloaded file.

➤ **To download highlights:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab.
4. Click the arrow (#1 in figure) on the **Highlights** tab, and then from the drop-down menu (#2 in figure), choose one of the following:
 - **Download as PDF** - downloads highlights as a PDF file
 - **Download as CSV** - downloads highlights as a CSV file



5. In the dialog box, keep the default file name or type a new name, and then click **Yes**; the file is downloaded to your computer.


Sending Highlights by Email

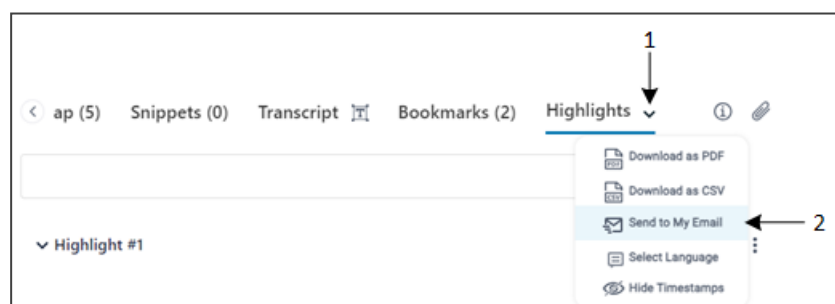
You can send all highlights to your email (as defined for your Meeting Insights account).



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can send highlights by email.

➤ To send highlights by email:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the arrow (#1 in figure) on the **Highlights** tab, and then from the drop-down menu, choose **Send to My Email** (#2 in figure):



A message box appears, notifying you that the email has been successfully sent. Click **OK** to close the message box.



Copying Highlights to Clipboard

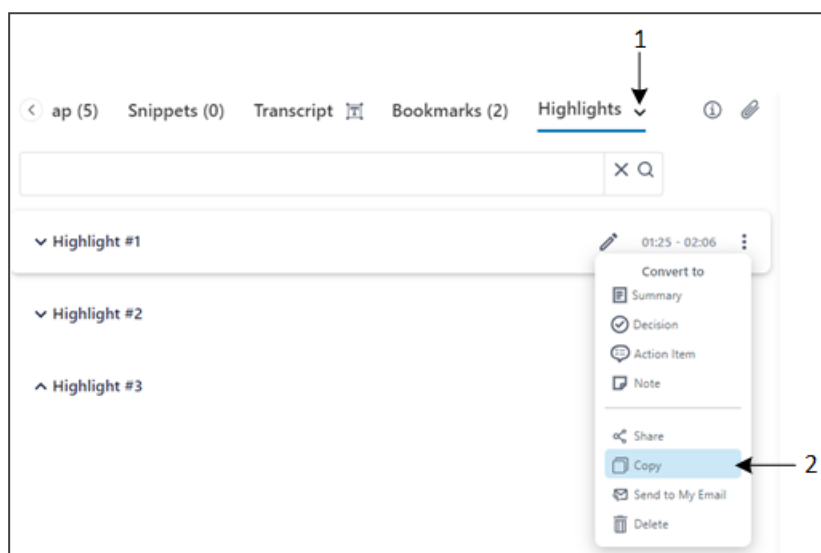
You can copy the transcription of a highlight to your computer's clipboard and then paste it wherever you want (for example, in an email).



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can copy highlights.

➤ **To copy a highlight to clipboard:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the ellipsis  icon corresponding to the highlight (#1 in figure), and then from the drop-down menu, choose **Copy** (#2 in figure):



The highlight is copied to the clipboard.

5. Paste the highlight in the desired application.



Deleting Highlights

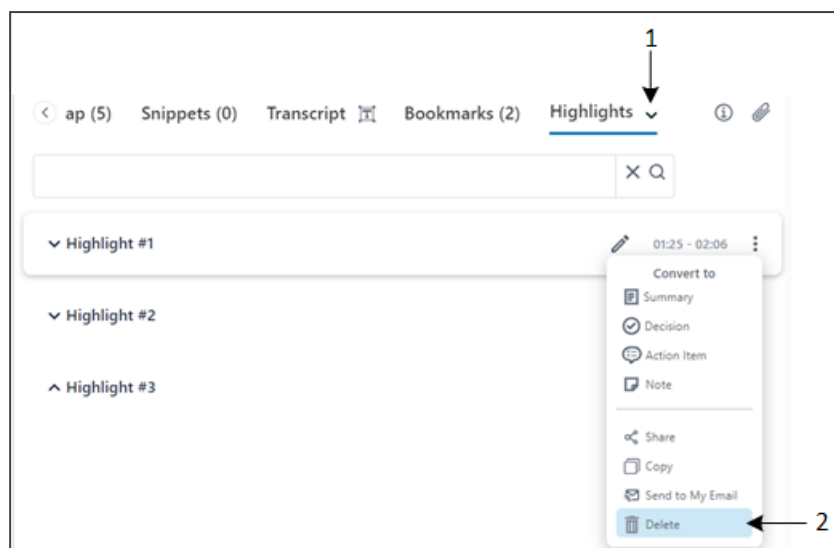
You can delete a highlight of a meeting recording.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete highlights.

➤ **To delete a highlight:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Select the **Highlights** tab; the list of highlights are displayed.
4. Click the ellipsis  icon corresponding to the highlight (#1 in figure), and then from the drop-down menu, choose **Delete** (#2 in figure):



A confirmation message box appears.

5. Click **Delete** to confirm deletion; the highlight is removed from the list.



Managing Tags

Tags are useful for identifying and searching for meeting recordings. For example, you may want to tag all meeting recordings that concern employee salaries with a tag named "SBC". Once tagged, you can easily search for these meeting recordings in the list of meeting recordings, by using the tag name "SBC" as the search filter ("tag: SBC"). you can also assign multiple tags to a meeting recording.


The meeting recordings list displays the tag's color-coded icon. If you hover over the tag, the name of the tag is shown.

To tag meeting recordings, you can use your own user-defined tags (see Section Defining a Tag) or Meeting Insights default tags. In addition,.

➤ To add or remove a tag to / from a meeting recording:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click the  icon; the Meeting info pane is displayed:

The screenshot displays the 'Transcript' tab in the Meeting Insights interface. At the top, there are tabs for 'Recap', 'Snippets (0)', 'Transcript', 'Bookmarks (0)', and 'Highlights (0)'. Below these is the 'Meeting info' section, which contains a 'Meeting Name' field with the value 'EN UK', a 'Start Time' of 'Jun 4, 2024, 11:15', an 'End Time' of 'Jun 4, 2024, 11:37', a 'Meeting status' of 'Ready', and a 'Meeting Tags' section with a single tag 'תודה מיה'. Below the tags is an 'Invitees' section showing two participants: 'AW Owner' and 'PF Did not attend'.

4. Under the Meeting Tags group, click .
5. In the 'Add Tags' field, type the name of the tag and then choose the tag from the offered list of matching tags. You can also select a tag under the **Recently Used** group.
6. To remove an assigned tag, click the **X** corresponding to the tag.
7. Click **Save**; the tag is added to the meeting recording and displayed under Meeting Tags.

Managing Video

Meeting Insights provides a sophisticated and feature-rich embedded video player for viewing meeting recordings.

This section describes the video functionality:

- Using the video playback controls and navigating through the video (see [Playing and Navigating Video of Meeting Recordings](#) on the next page)
- Using the video's Insights timeline (see [Using the Video Player's Speakers and Recap Bar](#) on page 164):
 - Tracking speakers on Insights timeline
 - Tracking meeting recap items on Insights timeline
 - Tracking highlights on Insights timeline

- Viewing video audio in waveform on Insights timeline
- Filtering the Insights timeline by speaker or meeting recap type
- Viewing and adding highlights

■ Trimming the video (see [Trimming a Meeting Recording's Video](#) on page 173)

Playing and Navigating Video of Meeting Recordings

Meeting Insights Player page provides an embedded video player that allows you to play the meeting recording. The player offers playback controls to perform various functions such as play, pause, mute, rewind, fast-forward, playback speed, and full screen viewing.


Thumbnails of the slides generated for the video content are displayed below the video player on the Slide Navigator. You can use the Slide Navigator to easily navigate through the slides and then play the video from a specific place in the meeting recording. For editing slides, see [Editing Presentation Slides](#).

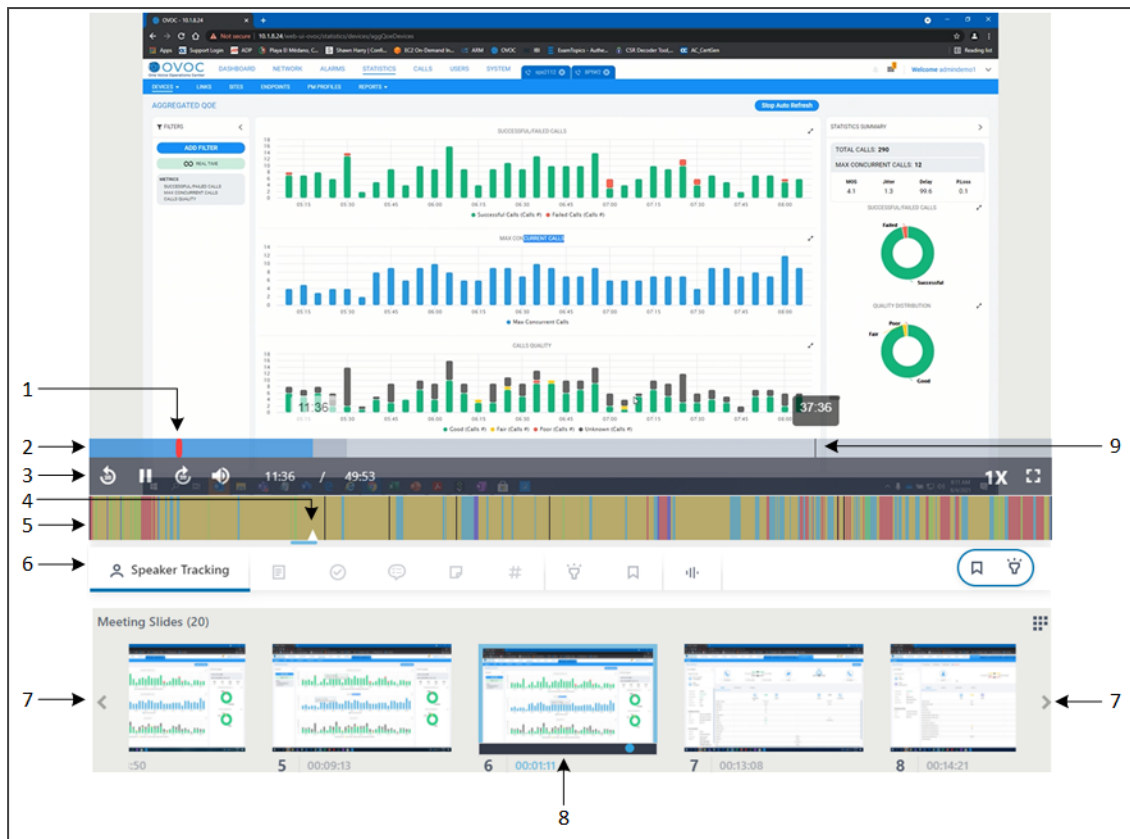
As the Player page also displays the meeting recap and transcription (if done) of the meeting recording, you can play the video from a selected recap item or transcribed text.



- This section is applicable only to Meeting Insights users whose account profile is "Meeting Insights".
- You can play a meeting recording only if you're the Owner, Co-owner, or users assigned editing privileges, or the meeting recording has been published and shared with you.
- For viewing and filtering speakers and meeting recap items on the video player, see [Using the Video Player's Speakers and Recap Bar](#) on page 164.
- For adding meeting recap items, see [Managing Meeting Recap](#) on page 108.
- For activating transcription to convert speech to text, see [Creating a Transcription](#) on page 142.
- For adding participants, see [Managing Participants](#) on page 179.

➤ To play a meeting recording:

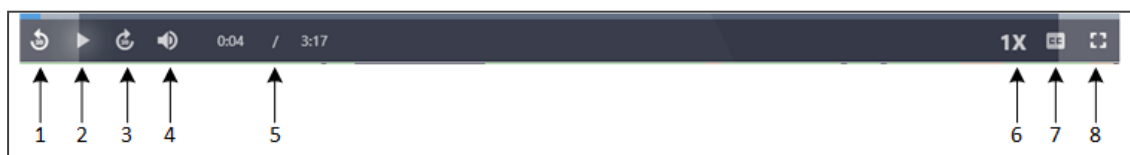
1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears. The following shows the main areas of the video player:



Legend:

- 1 = Start of media presentation
- 2 = Video timeline
- 3 = Video play controls
- 4 = Video playhead
- 5 - Speakers & Recap display bar
- 6 - Speakers & Recap toolbar
- 7 = Left and right arrow of Slide Navigator
- 8 = Currently played slide in video (slide displayed with blue border)
- 9 = Playhead dragged on video timeline and displaying location (timestamp) in video

3. To play the video, click the **Play Video** icon that is displayed in the center of the video player. You can use the following playback controls:



Item #	Label	Description
1	Seek back 30 seconds	Rewinds the video by 30 seconds.

Item #	Label	Description
2	Play	Plays the video. You can also play the video by clicking the Play Video icon that is displayed in the center of the video.
3	Seek forward 30 seconds	Fast-forwards the video by 30 seconds.
4	Mute	Mutes the audio. Click again to unmute.
5	-	Displays the elapsed playing time of the video over the total duration of the video (<elapsed time> / <total duration>).
6	-	<p>Defines the playback speed. If you click the icon, a pop-up menu appears displaying the possible speed options:</p> <ul style="list-style-type: none"> ■ 2x: Plays the video at twice the normal speed ■ 1.75x: Plays the video at 1.75 times the normal speed ■ 1.5x: Plays the video at 1.5 times the normal speed ■ 1x: Plays the video at normal recorded speed
7	Captions	<p>If the meeting recording was transcribed (see Creating a Transcription on page 142), the transcription is displayed as closed captions during the video. If you click the Captions icon, a pop-up menu appears with the following options:</p> <ul style="list-style-type: none"> ■ Captions Off: Hides the closed captions. ■ Captions On: Displays the closed captions.

Item #	Label	Description
8	Fullscreen	Displays the video in full screen. To exit full screen mode, press the Escape key on your keyboard.

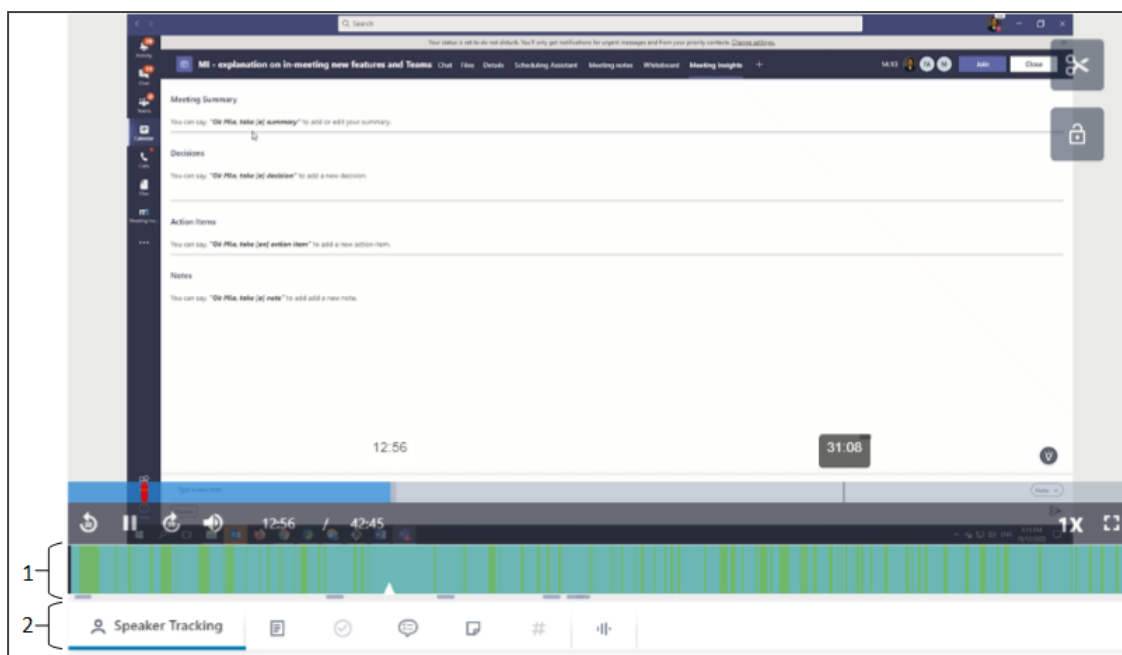
4. **To jump to a specific place in video:** Hover your mouse over the video to show the playback controls, and then click the timeline at the required location or drag the playhead on the timeline to the required location.
5. **To play video from a specific slide:** Use the Slide Navigator's left and right arrows to locate the slide, and then hover over the slide and click its play icon.
6. **To play video from a specific recap item, highlight, bookmark, or transcription (if done):** On the right pane, select the **Recap**, **Highlights**, **Bookmarks** or **Transcript** tab, and then click the specific item.

Using the Video Player's Speakers and Recap Bar

The video player on the Player page provides the Speakers and Recap bar, which you can configure to display the following:

- (Default) Location in meeting where participants spoke during the meeting recording, using color-coded bars.
- Location in meeting recording where meeting recap items, bookmarks, highlights or tags were added by you and participants.
- Filtered display of all above by participant (for more information, see [Filtering Video Speakers and Recap Bar by Speakers](#) on page 169).
- Audio of the meeting recording in waveform.

The Speakers & Recap bar is located below the video's timeline and consists of two areas, as shown below:



Legend:

1 = Display bar on which the speakers bars, recap items, or audio in waveform are displayed.

2 = Toolbar providing icons to show or hide speakers bars, recap items, and audio in waveform on the display bar. These icons are described in the following table:

Icon	Name	Description
	Speaker Tracking	Displays where each participant spoke during the meeting recording, using color-coded bars. For more information, see Tracking Speakers in Video Player on the next page.
	Summary	Displays the location in the meeting recording where the summary was added. For more information, see Viewing Meeting Recap on Video on page 167.
	Decisions	Displays the location in the meeting recording where decisions were added. For more information, see Viewing Meeting Recap on Video on page 167.
	Action Items	Displays the location in the meeting recording where action items were added. For more information, see Viewing Meeting Recap on Video on page 167.
	Notes	Displays the location in the meeting recording

Icon	Name	Description
		where notes were added. For more information, see Viewing Meeting Recap on Video on the next page.
#	Tags	Displays the location in the meeting recording where the tags were added. For more information, see Viewing Meeting Recap on Video on the next page.
• •	Wave Form	Displays the audio of the meeting recording in waveform. For more information, see Viewing Audio Waveform of Video on page 172.




Tracking Speakers in Video Player

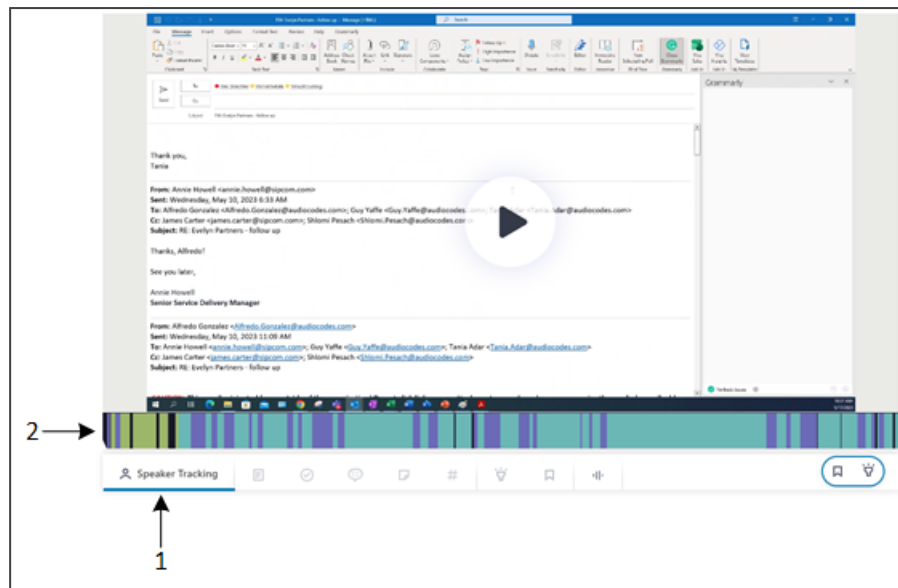
Meeting Insights randomly assigns the speech of each participant (dominant speaker) in the meeting recording with a unique color. It knows the dominant speaker from information received from the participant's Teams client. Using these color codes (and optionally, Meeting Insights filter feature), you can easily track and listen to specific participants on the video player.



You can also filter the Speakers & Recap bar by participant so that it only displays the places in the meeting recording where a specific participant spoke (see [Filtering Video Speakers and Recap Bar by Speakers](#) on page 169).

➤ To track speakers in a meeting recording:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap toolbar, click the  icon; the icon changes to  **Speaker Tracking** and the Speaker & Recap bar shows color-coded lines (bars), where each color represents audio spoken by a specific participant during the meeting recording. The following displays an example of a meeting recording consisting of two main speakers:



Legend:

1 = Speaker Tracking icon.

2 = Speakers and Recap bar displaying where each speaker spoke.

4. To view which color represents which participant, hover your mouse over the color bars; a pop-up displays the participant that is associated with the color.
5. To listen to a specific participant, click its assigned color in the desired location; the video player starts playing the presentation from the **beginning** of the clicked color-coded segment, and the voice of the specific participant is heard. For example, if a participant spoke between minutes 2:00 and 2:15 and you clicked the color bar at minute 2:10, the player starts playing from minute 2:00.



Viewing Meeting Recap on Video





You can view where meeting recap items were added in the meeting recording. The recap is displayed on the video player's Speakers & Recap bar. The display is filtered according to the selected meeting recap type (i.e., summary, decisions, action items, notes, or tags).



You can also filter the Speakers & Recap bar by participant so that only recap items added by a specific participant are displayed (see [Filtering Video Speakers and Recap Bar by Speakers](#) on page 169).

➤ To view meeting recap on video:

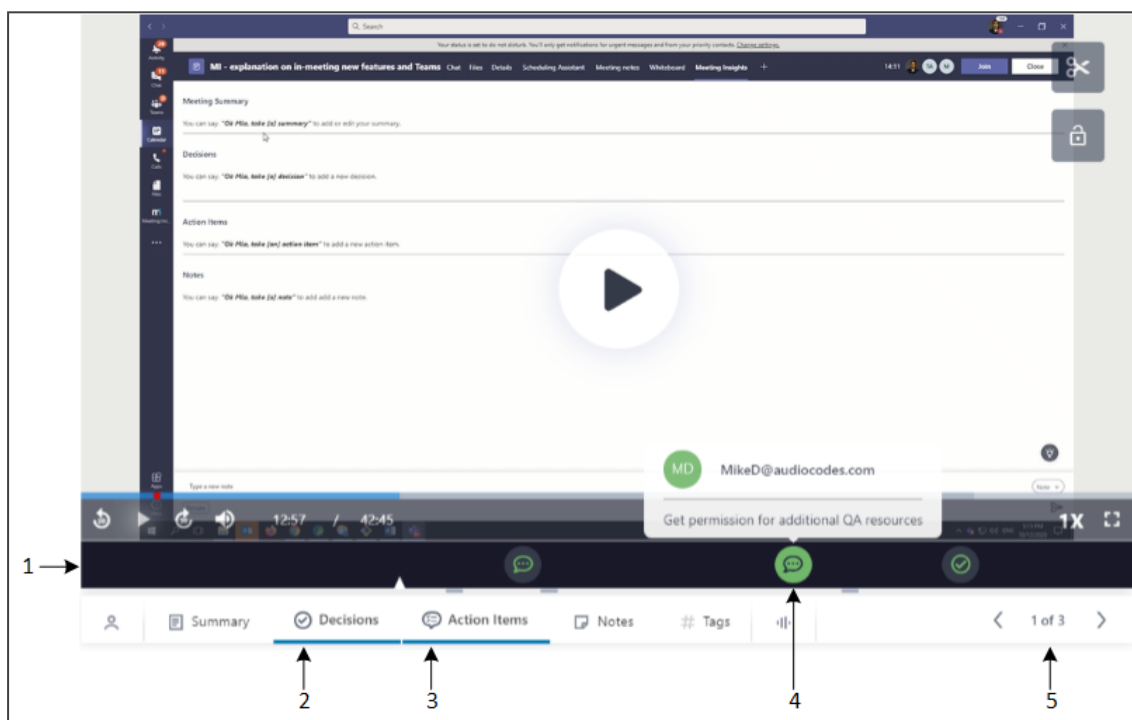
1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap toolbar, click any of the below recap icons.
 - **Summary**  icon: Displays the summary.

- **Decisions**  icon: Displays decisions.
- **Action Items**  icon: Displays action items.
- **Notes**  icon: Displays notes.
- **Tags**  icon: Displays tags.



- You can select and display multiple recap types, if desired.
- A grayed out (unavailable) recap icon means that no items of that specific recap type were added in the meeting recording.

When you click a recap icon, the Speakers & Recap display bar shows the location in the meeting recording where each of its recap items were added, as shown in the following example for decisions and action items:




Legend:

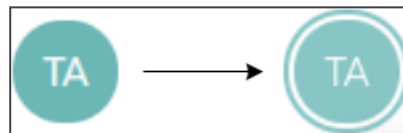
- 1 = Speakers & Recap display bar, showing location where each recap item of selected recap type was added in the meeting recording.
- 2 = Decisions selected for display.
- 3 = Action items selected for display.
- 4 = Pop-up displaying the details of a specific recap item when you hover your mouse over it.
- 5 = Left and right navigation arrows to play the video from the next or previous recap item on the display bar.

Filtering Video Speakers and Recap Bar by Speakers

You can filter the video player's Speakers & Recap bar to display tracked speakers and recap items of specific participants (speakers) only. This is useful, for example, if you want to listen to what a specific participant said during the meeting or you want to locate the notes that you added.

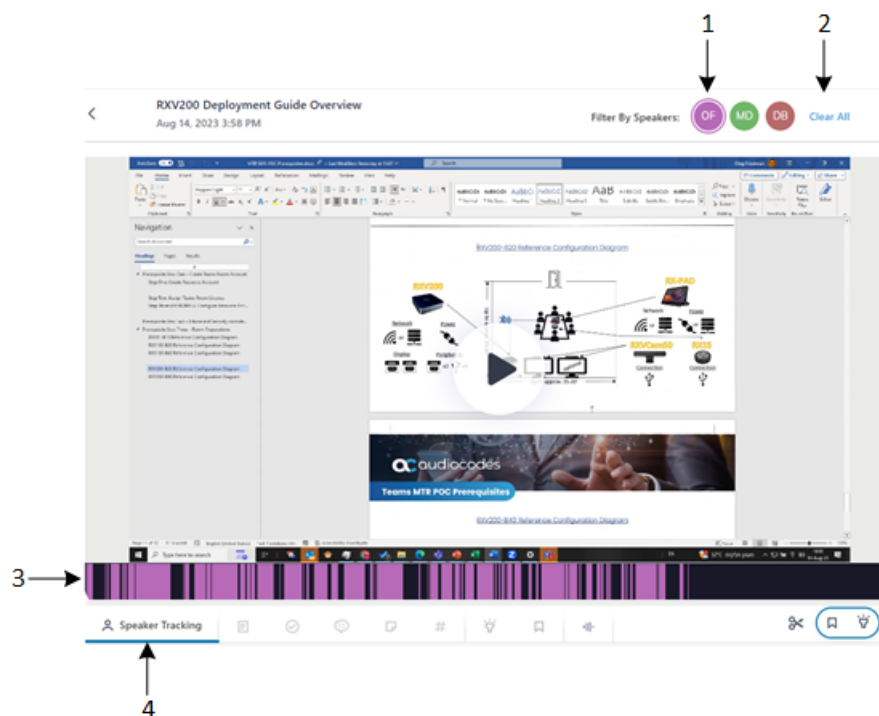
➤ To filter tracked speakers and recap by speaker:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. In the 'Filter by Speakers' area (#1 in figure), located above the video player, click the profile icons of participants for which you want to filter tracked speakers and recap.
 - Selected profile icons are displayed with an outer ring, as shown in the following example:



- To deselect a filtered participant, click its profile icon again (outer ring is removed).
- To clear the filter, click the **Clear All** button (#2 in figure below).

The Speakers & Recap bar (#3 in figure) now only displays tracked speakers and recap items of your filtered participants (e.g., of participant "OF", who is indicated in **purple**):





Viewing Highlights on Video

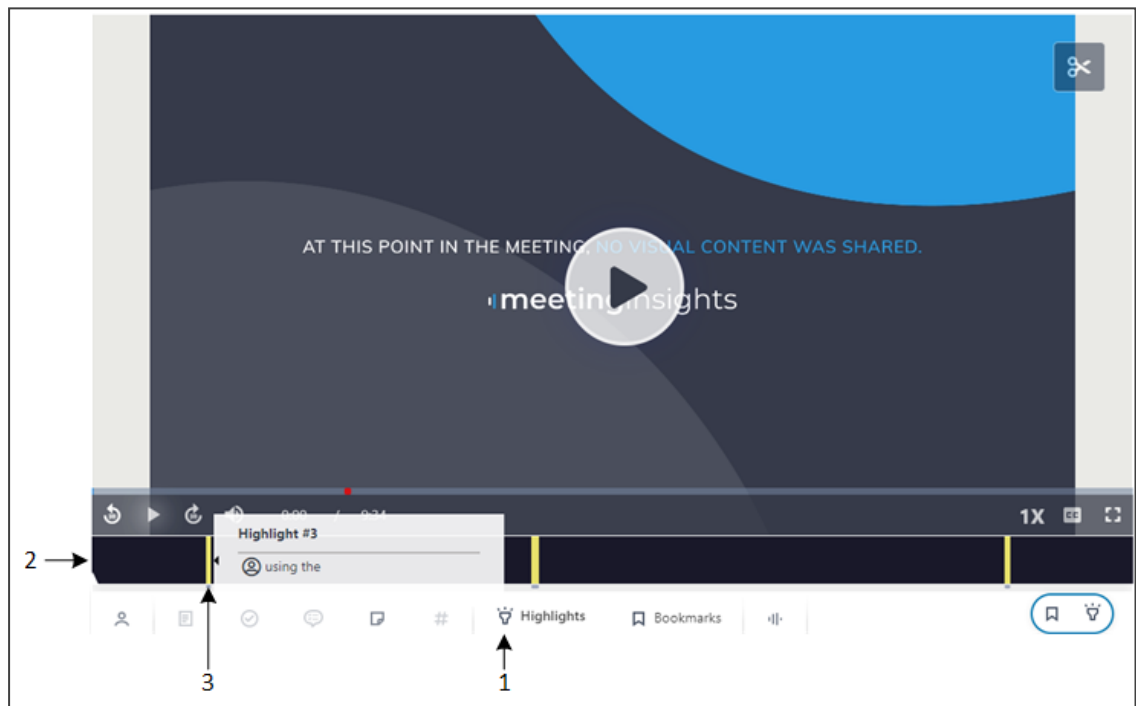
Highlights tag important parts of the meeting recording. The highlight also provides a transcription of the audio where the highlight was added.



You can only add highlights during a meeting recording (see [In-Meeting Experience](#) on page 51).

➤ To view highlights in a meeting recording:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap toolbar, click the  **Highlights** icon (#1 in figure). The Speakers & Recap bar displays the location in the meeting recording of your highlights as yellow bars (#2 in figure), as shown in the following example:



4. To view the transcription of a highlight, hover your mouse over the highlight's yellow bar (#3 in figure).
5. To play the video from a highlight, click the highlight's yellow bar.



Adding and Viewing Bookmarks

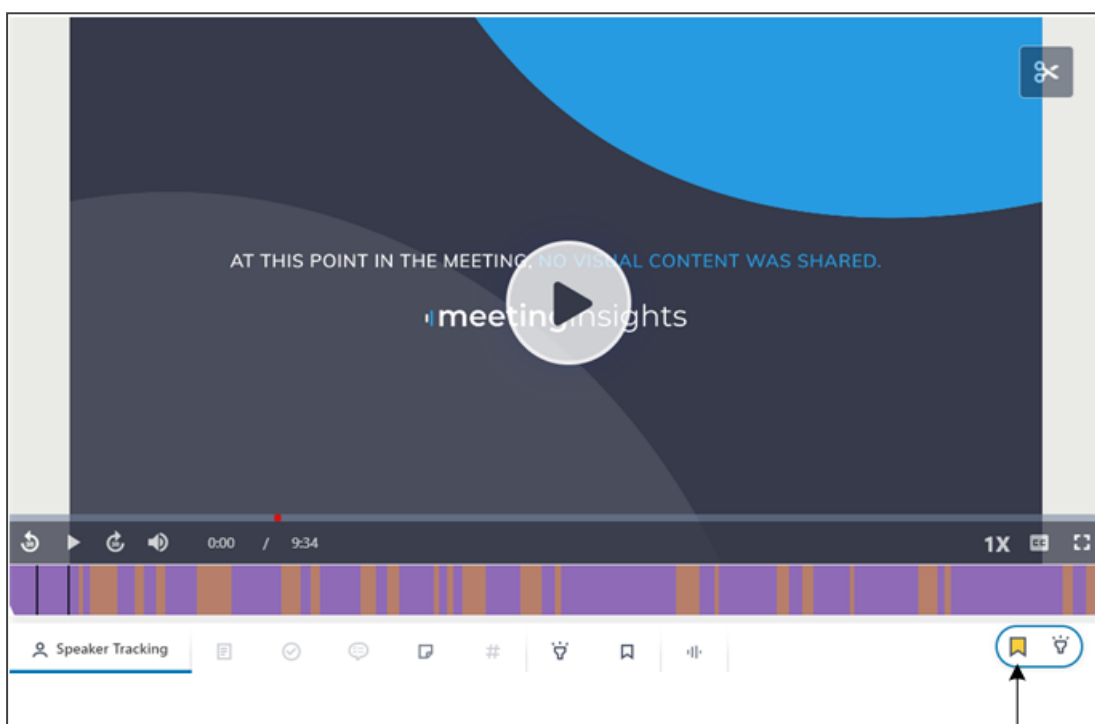
Bookmarks are used to tag important parts (locations) of the meeting recording. You can add bookmarks and view them on the video player's Speakers & Recap bar.




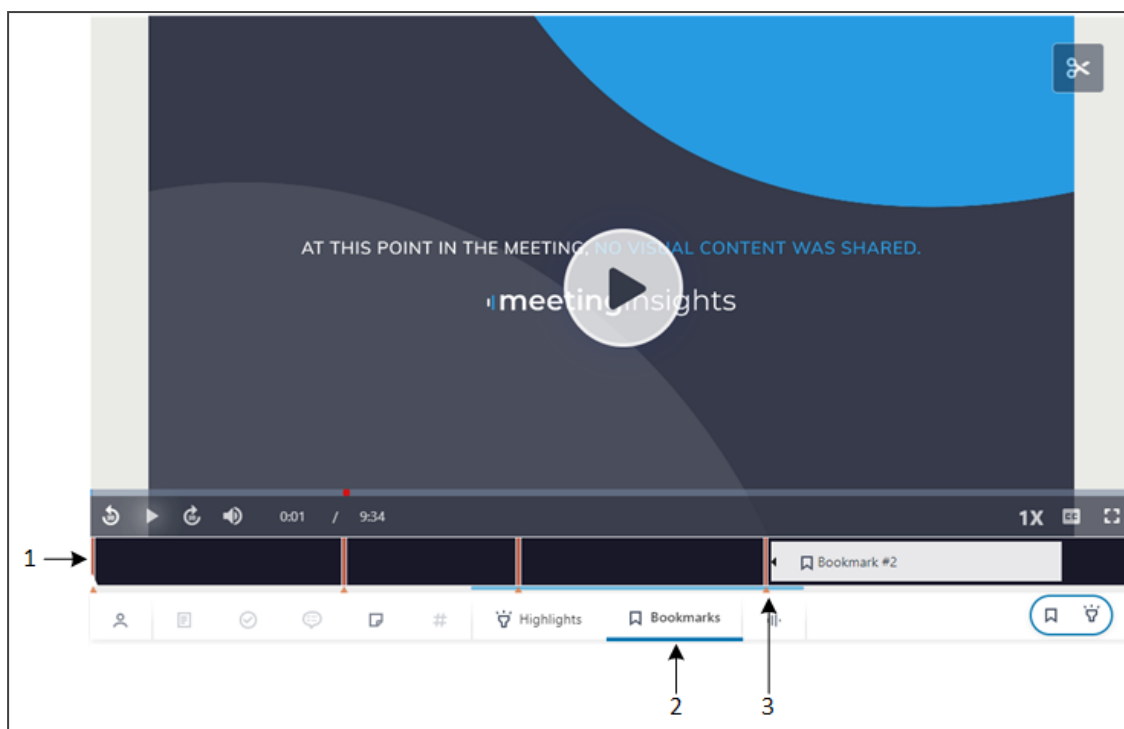
To add bookmarks during a meeting recording using Meeting Insights' app for Teams, see [Adding Highlights in Teams Meeting Window](#) on page 63.

➤ **To add and view bookmarks on video player:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Pause the video at the location where you want to add the bookmark.
4. On the Speakers & Recap bar, click , as shown below:





To view your bookmarks on the Speakers & Recap bar, click  (#2 in figure). To view the bookmark name, hover over the bookmark's line (#3 in figure). To play the video from a bookmark, click the bookmark's line.

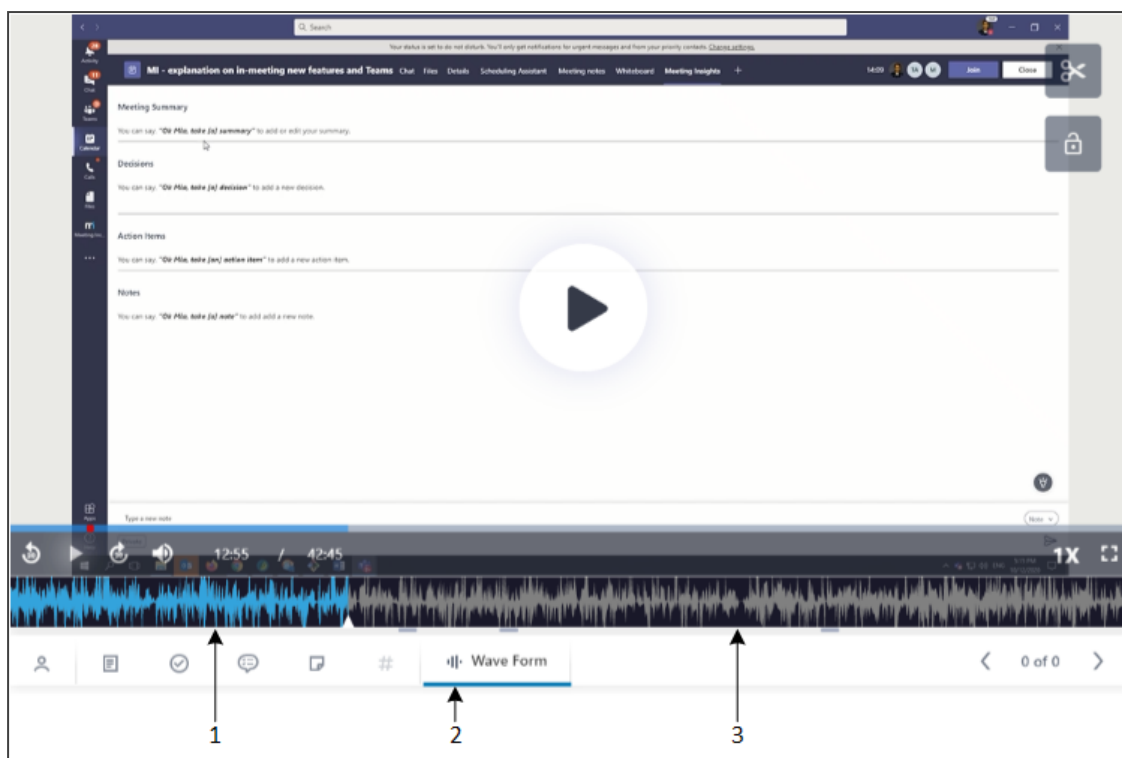


Viewing Audio Waveform of Video

You can view the audio of the meeting recording on the Speakers & Recap bar of the video player, in waveform. The waveform displays the change in amplitude of the sound wave during the meeting recording. This may be useful, for example, to identify areas in the meeting recording where less speaking occurred and thus, less important information conveyed.

➤ To view audio in waveform:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the Speakers & Recap toolbar, click the **Wave Form**  Icon; Meeting Insights loads the audio waveform. This may take a few seconds. As the presentation plays, the color of the wave changes from gray to blue to indicate the currently played audio:

**Legend:**

- 1** = Blue wave, indicating already played video segments.
- 2** = **Wave Form** icon selected.
- 3** = Gray waveform, indicating not yet played video segments.



Trimming a Meeting Recording's Video

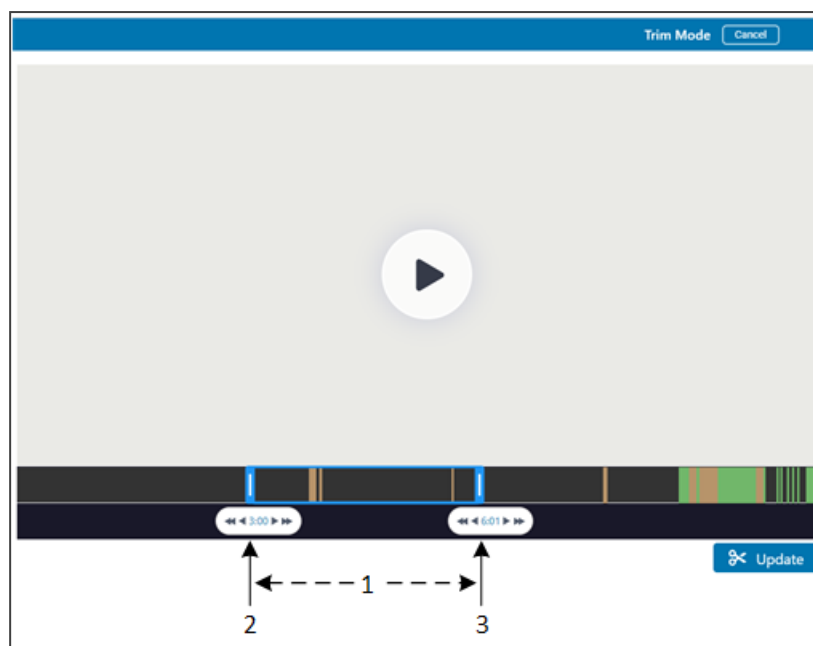
Meeting Insights lets you hide (trim) video content (visual and sound) that you don't want shown when the video is played. Meeting Insights automatically synchronizes the trimmed video regarding speech and video frames (slides). In some cases, it even removes slides that it considers unimportant.




- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can trim the video.
- Trimming a video deletes any AI-generated summary and outline. Therefore, if you still want an AI-generated summary and outline, you need to re-generate it.

➤ To trim a meeting recording's video:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the video, click  ; a blue box appears on the Speakers & Recap bar:



4. Drag the left side of the blue box (#2 in figure) to where you want the video to begin and drag the right side of the blue box (#3 in figure) to where you want the video to end. When you trim the video, everything to the outside of the box is removed; only the portion in the box is kept (#1 in figure).
5. Click **Update** to trim your selection (or **Cancel** to ignore your trimmings).

To undo the trimmings of a video and restore it to original, click , and then drag the left and right sides of the blue box to the beginning and end of the video, respectively.

Managing Video Slides

If media was presented and shared through the desktop or an application (e.g., PowerPoint presentation, web browser, or Word document) during the meeting recording, Meeting Insights processes the recorded media, generating a video and slides of the video similar to a PowerPoint presentation. The slides are created from key images (frames) of the presented media.

Management of slides is done in Meeting Insights' Gallery, which includes the following:

- Viewing slides of a meeting recording (see [Viewing Slides](#) below)
- Hiding slides (see [Hiding or Restoring Slides](#) on page 177)
- Downloading slides (see [Downloading Slides](#) on page 179)



Viewing Slides

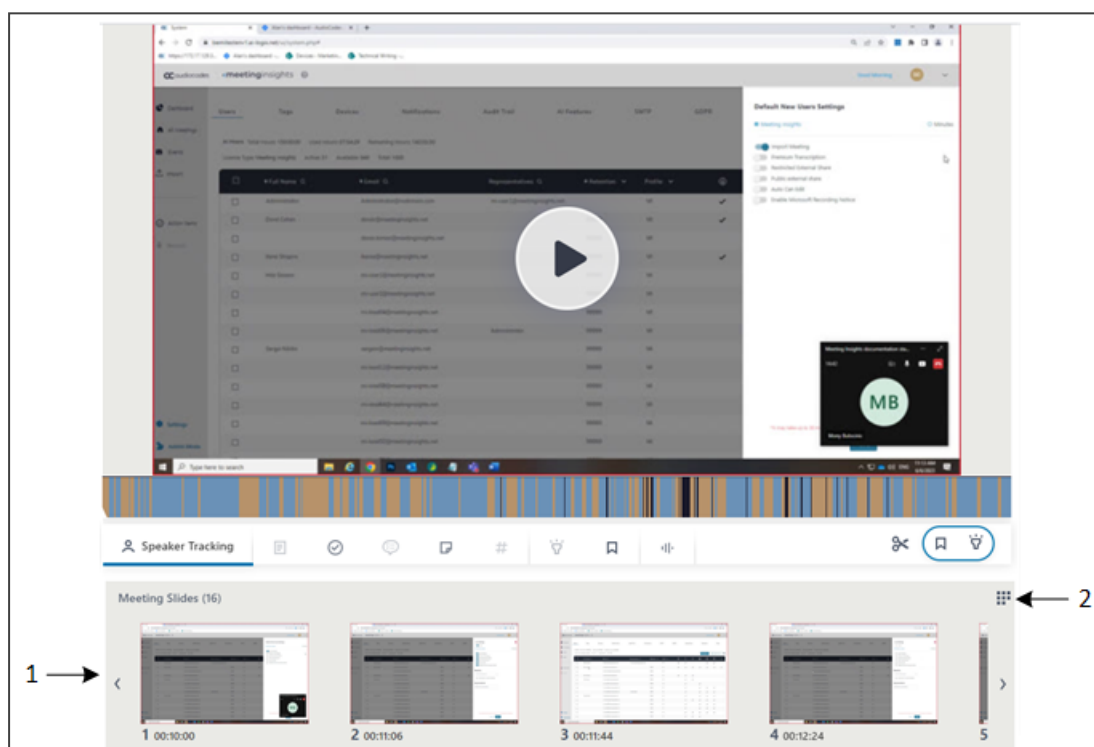
You can view the slides created from the meeting recording's video. The slides are displayed in the slide gallery, which can be accessed from various areas in Meeting Insights, as described below.



You can only view slides of published meeting recordings.

➤ **To view slides of a meeting recording:**

1. In the Navigation pane, click  **All Meetings**.
2. Access the slide gallery using any of the following methods:
 - **All Meetings page:** Click  located in the same row as the meeting recording that you want; the slide gallery appears in a pop-up window.
 - **Player page:**
 - i. Click the name of the meeting recording that you want; the Player page appears. The slide navigation pane is displayed below the video, as shown in the following example:




Legend:

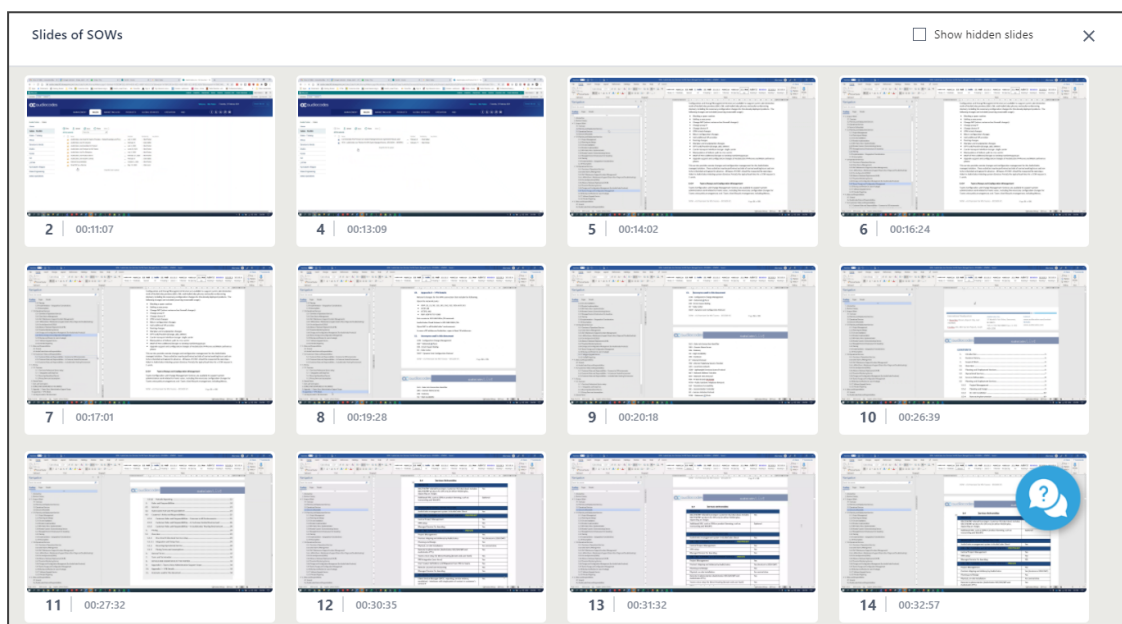
1 = Slide navigator with slide thumbnails



2 = Icon  to open the slide gallery

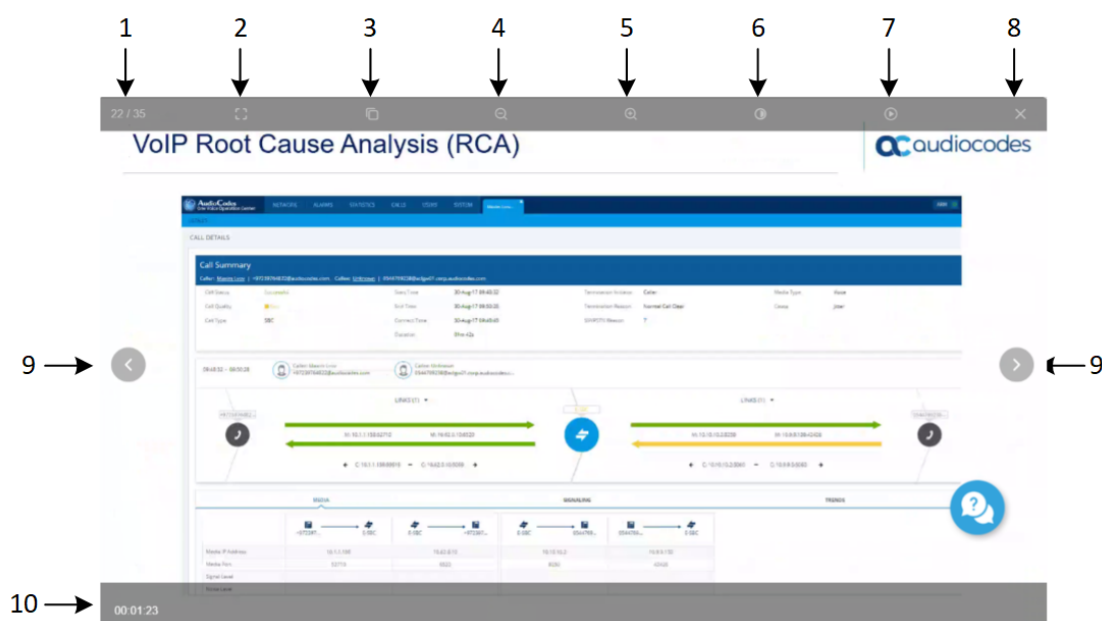


- You can perform similar actions (i.e., hide and download) on slides in the slide navigator as you can in the slide gallery. Simply hover your mouse over a slide, and then click the pop-up action icon that you want.
- When you play the video of a meeting recording, thumbnails of the slides are displayed in the slide navigator. You can also use the slide navigator to easily locate a specific place in the video that you want to listen to, by navigating through the slide thumbnails, and then clicking the required slide to play the video from it.

ii. Click  (#2 in previous figure); the slide gallery page appears:



3. To show hidden files (if any), select the **Show Hidden Files** check box. (For hiding slides, see [Hiding or Restoring Slides](#) on the next page.)
4. To play the meeting recording video from a specific slide, hover your mouse over the slide, and then click .
5. To view or play a slide in a pop-out window, hover your mouse over the slide, and then click ; the following pop-out window appears:




- 1 = Slide number out of total slides
- 2 = Displays the slide in full screen mode
- 3 = Zooms in and zooms out to 100%
- 4 = Zooms in
- 5 = Zooms out
- 6 = Background color scheme for slide control
- 7 = Plays (or pauses) video
- 8 = Closes pop-out slide window
- 9 = Left and right slide navigation buttons
- 10 = Time in meeting recording of transition to slide

Hiding or Restoring Slides


You can hide slides so that they are not visible to users when they view the meeting recording's slides. This may be useful, for example, to conceal slides that are not relevant or important to the meeting. Hiding irrelevant slides also eliminates clutter in the slide gallery.

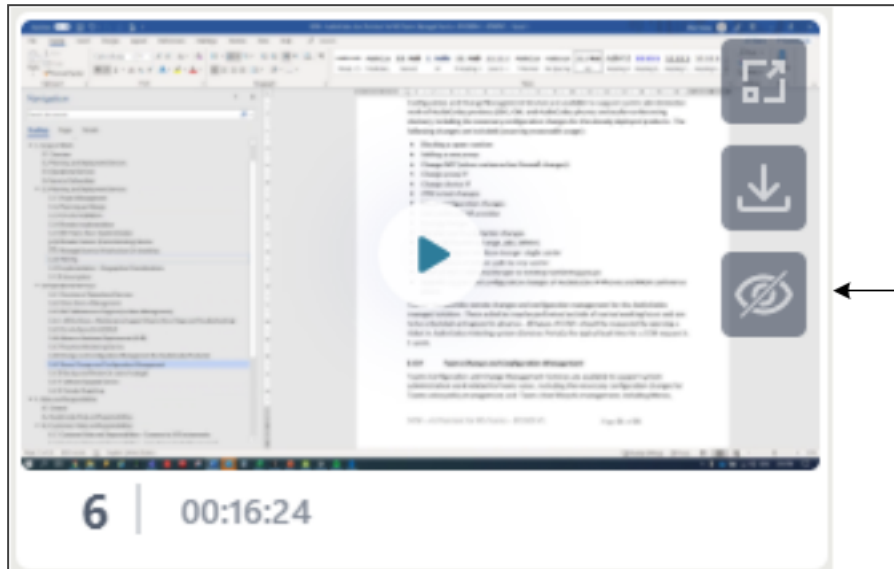
The slide gallery allows you to [hide](#) slides, [view](#) hidden slides, and [restore](#) hidden slides.




- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can hide slides.
- When you create a meeting recording, Meeting Insights may automatically hide certain slides that it considers not important to the meeting. These slides are displayed with the  icon.
- Hiding a slide only hides it from the slide gallery; it doesn't remove any related content from the video.

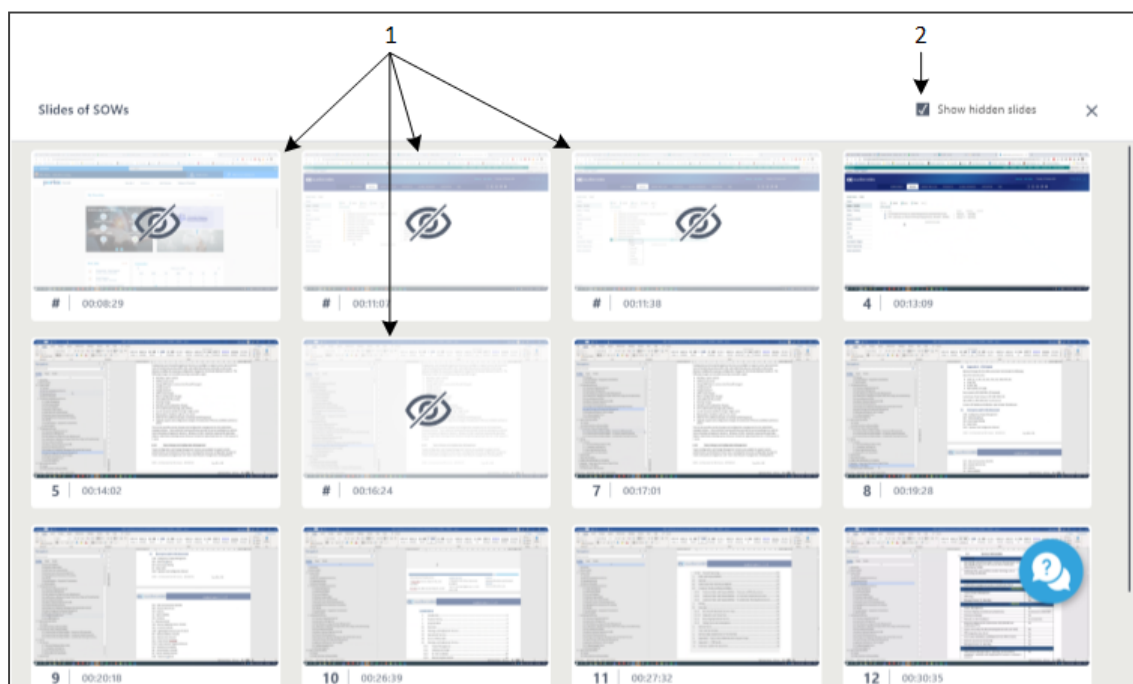
➤ **To hide a slide:**

1. Open the slide gallery (see [Viewing Slides](#) on page 174).
2. Hover your mouse over the slide that you want to hide, and then click ; the slide is removed from the gallery.




➤ **To view hidden slides:**

1. Select the **Show hidden slides** check box; the hidden slides are displayed in the gallery as grayed out and with the  icon, as shown in the following example:




➤ **To restore a hidden slide to the slide gallery:**

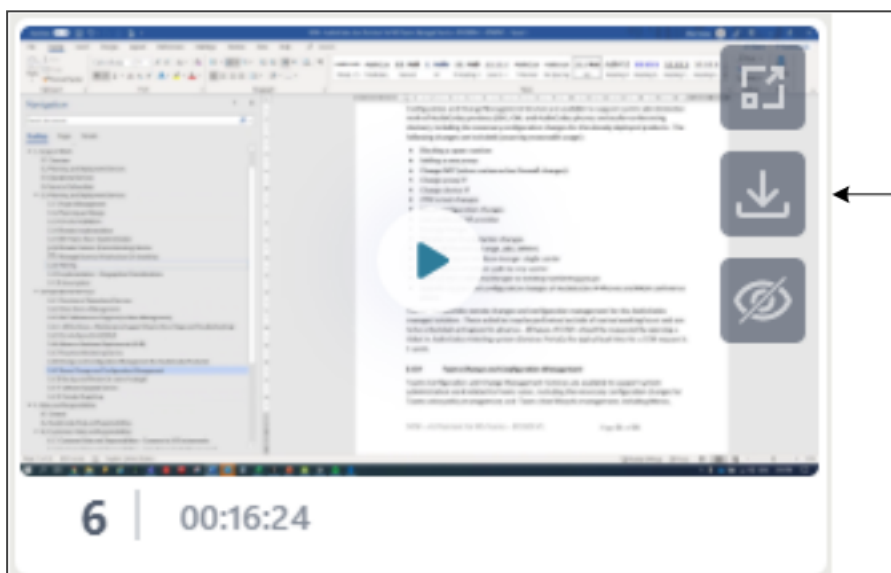
- Select the **Show hidden slides** check box, and then click the hidden slides that you want to restore; the slides are restored and shown with their slide number and without the  icon.

Downloading Slides

You can download any slide to your computer as an image file (.png).

➤ **To download a slide:**

1. Open the slide gallery (see [Viewing Slides](#) on page 174).
2. Hover your mouse over the slide that you want to download, and then click ; the slide is downloaded to your computer as a .png image file.



Managing Participants

This section describes how to manage participants of meeting recordings:



- [Viewing Participants of Meeting Recordings](#) below
- [Assigning Privileges to Participants](#) on page 181
- [Removing Participants from Meeting Recordings](#) on page 181

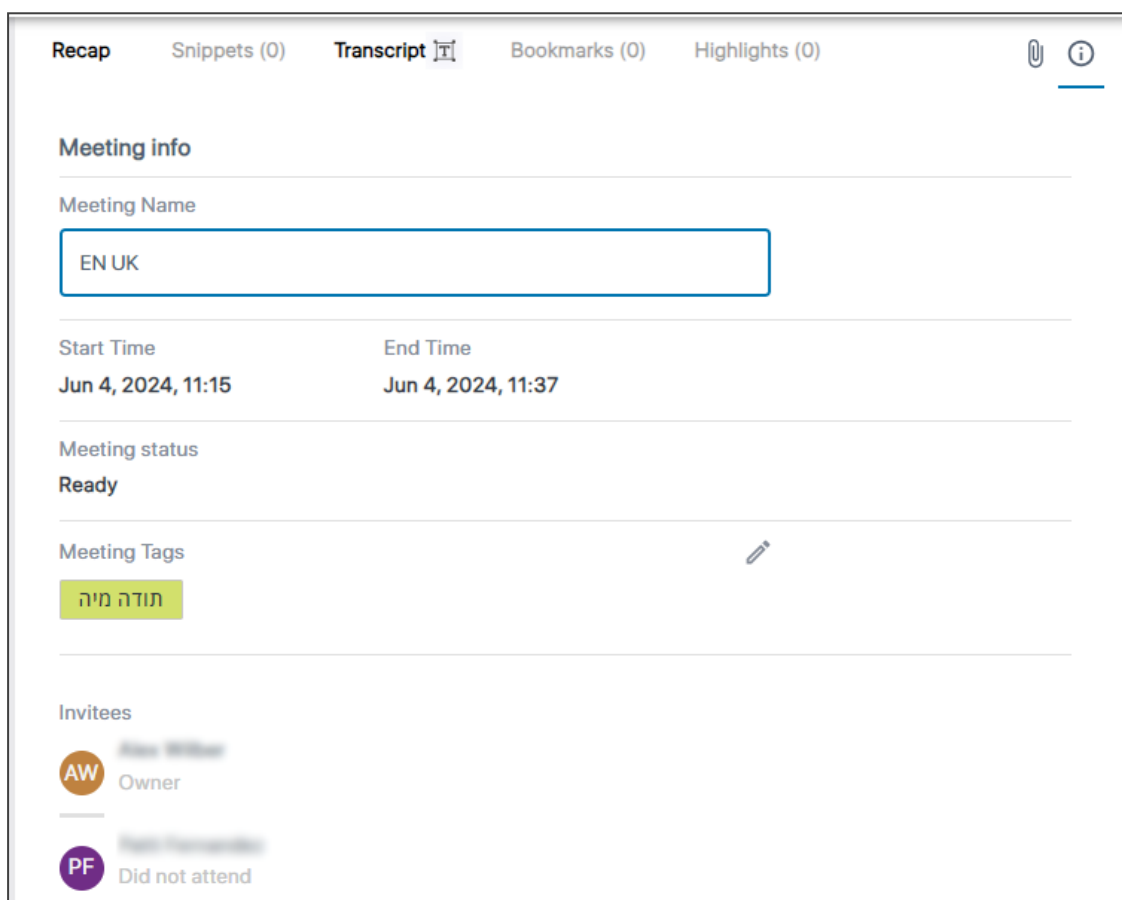
Viewing Participants of Meeting Recordings




You can view the participants of a meeting recording. Participants are users that were invited to the meeting recording, joined the meeting recording, or were added after the meeting recording.

Participants are displayed with their profile avatar alongside their names. Meeting Insights randomly assigns a color to the participant's profile avatar, but attempts to assign a unique color to each participant. However, if there are many participants, some may share the same color.

➤ **To view participants of a meeting recording:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the meeting recording that you want; the Player page appears.
3. Click the  icon; the Meeting info pane is displayed, listing the participants under the **Invitees** group:



Recap Snippets (0) Transcript  Bookmarks (0) Highlights (0)  

Meeting info

Meeting Name


EN UK

Start Time End Time

Jun 4, 2024, 11:15 Jun 4, 2024, 11:37


Meeting status


Ready

Meeting Tags 

תודה מיה


Invitees

 **AW** Owner

 **PF** Did not attend

The type of participant is displayed with the participant's name, as explained in the following table:

Displayed Value	Description
"Owner"	Indicates that the participant is the Owner of the meeting recording.
"Did not attend"	Indicates that the participant did not attend the meeting. For example, the participant was invited to the meeting but didn't

Displayed Value	Description
	join, or the participant wasn't invited but the meeting recording was later shared with the participant.
"Can edit"	Indicates that the participant has the same privileges for the meeting recording as the Owner. These can be participants that are Representatives of the Owner (configured in Configuring Representative Users on page 37) or co-organizers of the meeting (see Scheduling Meeting Recordings through Microsoft Outlook Calendar on page 44).
"External user"	Indicates that the participant is from outside of your organization.
	Indicates that the participant also presented visual media (e.g., a PowerPoint presentation) during the meeting recording.

Assigning Privileges to Participants

By default, participants are assigned read-only (view) privileges to meeting recordings. However, you can also assign a participant write (editing) privileges.

To assign privileges, see [Sharing Meeting Recordings within Organization](#) on the next page



- You can assign privileges to participants only for published meeting recordings.
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can change the privileges of participants.
- You can also change a participant's privileges during the meeting recording through your Teams window, as described in [Changing Permission of Participants](#) on page 54.

Removing Participants from Meeting Recordings

You can remove a participant from a meeting recording. If you do this, the meeting recording is no longer listed the participant's Meeting Insights account and therefore, the participant no longer has access to the meeting recording.

To remove a participant, see [Sharing Meeting Recordings within Organization](#) on the next page



- You can remove participants only from published meeting recordings.
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can remove participants.

Sharing Meeting Recordings

By default, when you publish a meeting recording, Meeting Insights automatically shares it only with invited participants within your organization. However, you can also share your meeting recording with other people:

■ **Internally** - share meeting recording with people within your organization that weren't invited:

- Share it only with specific people in your organization.
- Share it with everyone in your organization.

For more information, see [Sharing Meeting Recordings within Organization](#) below.

■ **Externally** - share meeting recordings with people outside of your organization:

- Share only with people that were participants of the meeting recording.
- Share with anyone outside of your organization.

For more information, see [Sharing Meeting Recordings Outside of Organization](#) on page 184.

Sharing Meeting Recordings within Organization


By default, when you publish a meeting recording, Meeting Insights automatically shares it only with participants within the organization. However, you can also share your meeting recording with other people within your organization that weren't invited:

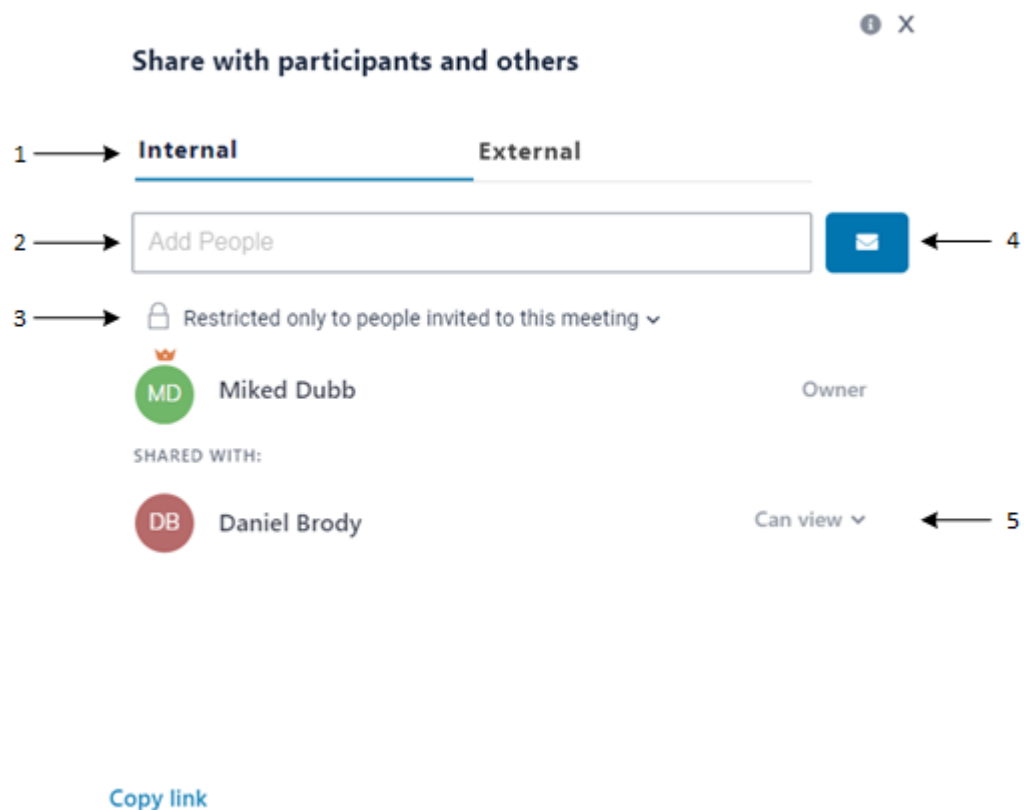
- Share it with only specific people in your organization.
- Share it with everyone in your organization.



- You can share only meeting recordings that have been published.
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can share meeting recordings.

➤ To share a meeting recording within your organization:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page opens.
3. On the toolbar, click **Share**; the following dialog box appears with the **Internal** tab (#1 in figure) selected by default and the list of participants with whom the meeting recording is currently shared:




4. To share with specific people within the organization:


- a. From the 'Choose meeting share method' drop-down list, select **Restricted only to people invited to this meeting** (#3 in figure).
- b. In the Add People text box (#2 in figure), start typing the person's name and then select it from the offered list. Multiple names can be selected.
- c. Click the envelope button (#4 in figure); the following dialog box appears:



- d. In the Message text box, type a message (optional), and then click **Send**; an email is sent to the selected people to notify them that the meeting recording has been shared with them. Their names now appear in the meeting recording's list of participants.

- e. Define the privileges of each participant (or remove a participant), by clicking the  icon (#5 in figure) corresponding to the participant's name, and then choosing one of the following options:
 - ◆ **Can view:** Participant can only view (read-only) the meeting recording - video and recap.
 - ◆ **Can edit:** Participant can view and edit (read-write) the meeting recording - video and recap.
 - ◆ **Remove:** Removes the participant from the meeting recording.

5. To share with everyone in your organization:

- a. From the 'Choose meeting share method' drop-down list, select  **Everyone in the organization can access this meeting**; a confirmation message box appears.
- b. Click **Got It, Proceed**.

Sharing Meeting Recordings Outside of Organization

By default, when you publish a meeting recording, Meeting Insights automatically shares it only with participants **within** your organization, as a safeguard against unauthorized people gaining access to confidential information. However, you can also share your meeting recording with people outside of your organization:


- Share it only with specific people outside of your organization **that were participants of the meeting recording**.
- Share it with anyone outside of your organization.

When you share a meeting recording with external people, Meeting Insights creates a copy (*version*) of the meeting recording and shares this version. If you make subsequent changes to your meeting recording, the shared meeting recording version will not reflect these changes, unless you specifically instruct Meeting Insights to update the shared version (described later in this section).

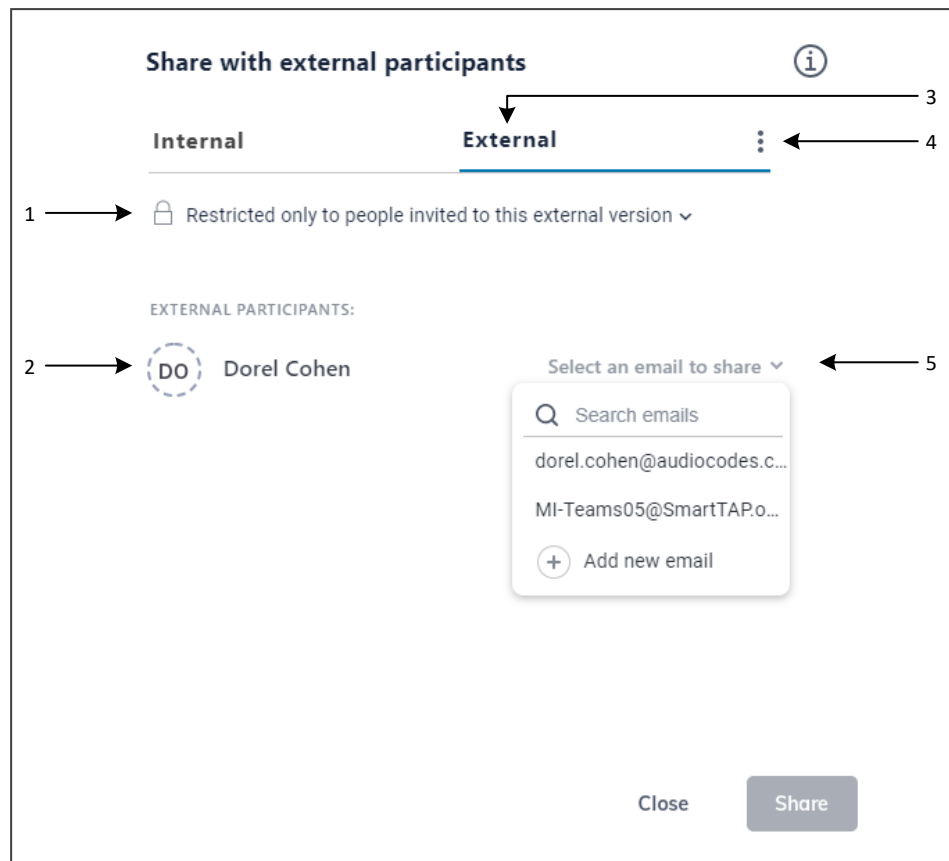


- You can share meeting recordings externally only if your Meeting Insights Administrator has enabled this feature (see [Viewing Account Information](#) on page 33).
- You can share only published meeting recordings.
- Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can share meeting recordings.



➤ To share meeting recording with people outside your organization:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page opens.
3. On the toolbar, click the **Share** button.


4. Select the **External** tab; the following appears, listing all the external participants of the meeting recording:

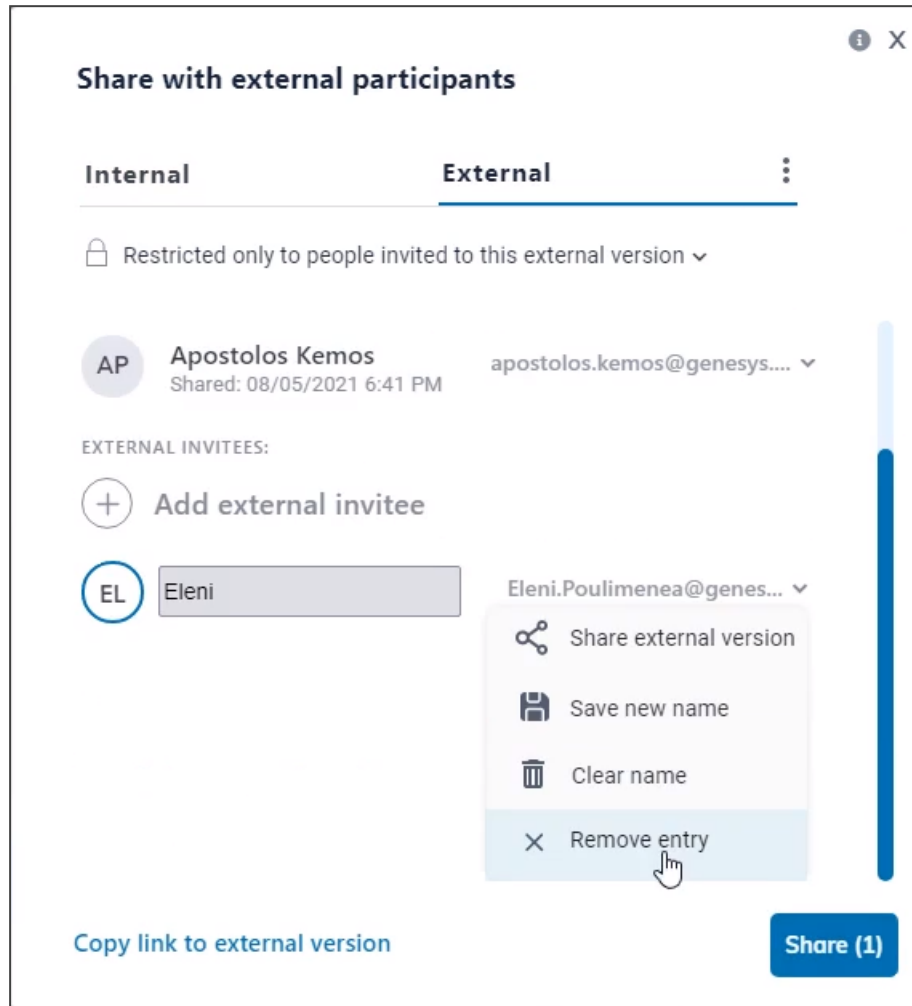


Legend:

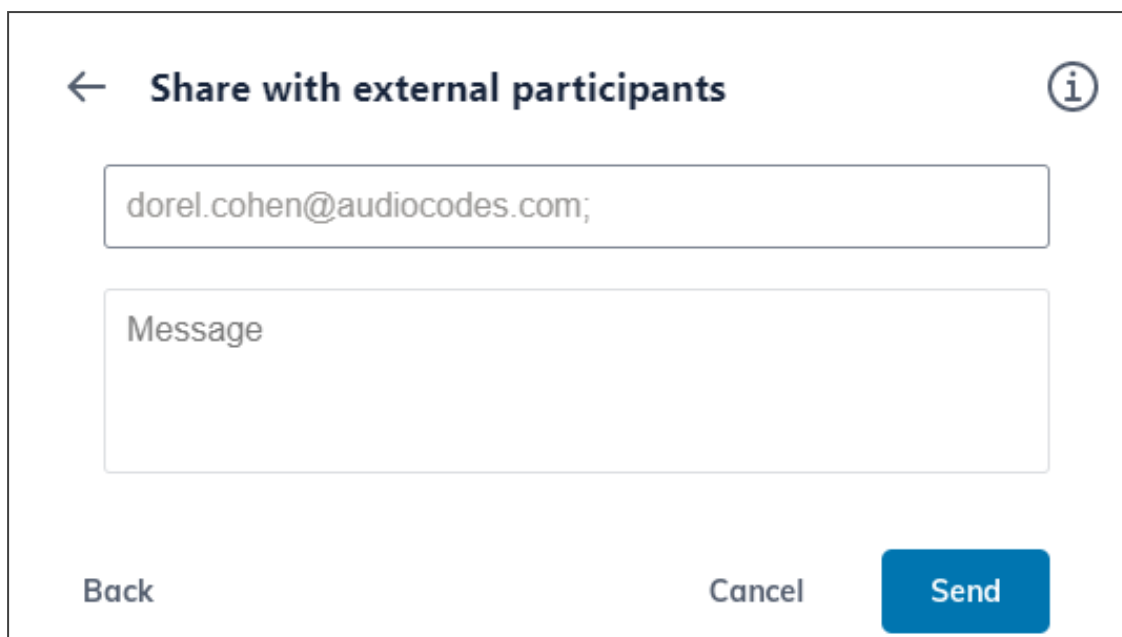
- 1 = Drop-down list for sharing only with specific people or anyone outside of your organization.
 - 2 = List of people from outside your organization that were participants in the meeting recording.
 - 3 = **External** tab selected.
 - 4 = Vertical three-dots menu, providing additional options.
 - 5 = Participant's drop-down menu for selecting an email to where the link to the meeting recording is sent.
5. To share the meeting recording with specific people outside of your organization that were participants:
- a. If you're already sharing with all outside of your organization (see Step 6), then stop sharing with them, by clicking , and then from the drop-down menu, choosing **Stop sharing with all** (see end of this section).
 - b. Select  **Restricted only to people invited to this external version** (#1 in figure); all the external participants are listed.

- c. Click the **Select an email to share** drop-down list, and then select an email address, or add a new address by clicking **Add new email**; Meeting Insights sends an email to the recipients, which contains a URL link to the shared meeting recording.

Once you have selected an email address, the address is associated with the participant and if you click , the following drop-down menu appears:



- d. You can do the following for each participant:
- ◆ **Share external version:** Shares the meeting recording with this specific person (see next step).
 - ◆ **Save new name:** Changes the person's name to the name you enter in the field.
 - ◆ **Clear name:** Clears the person's name from the field.
 - ◆ **Remove entry:** Removes the entry to keep the meeting as is.
- e. If you chose **Share external version** or you clicked the **Share** button (also indicates the number of external participants with which you have shared the meeting recording), a confirmation message box appears.
- f. Click **Got it, proceed**; the following appears:



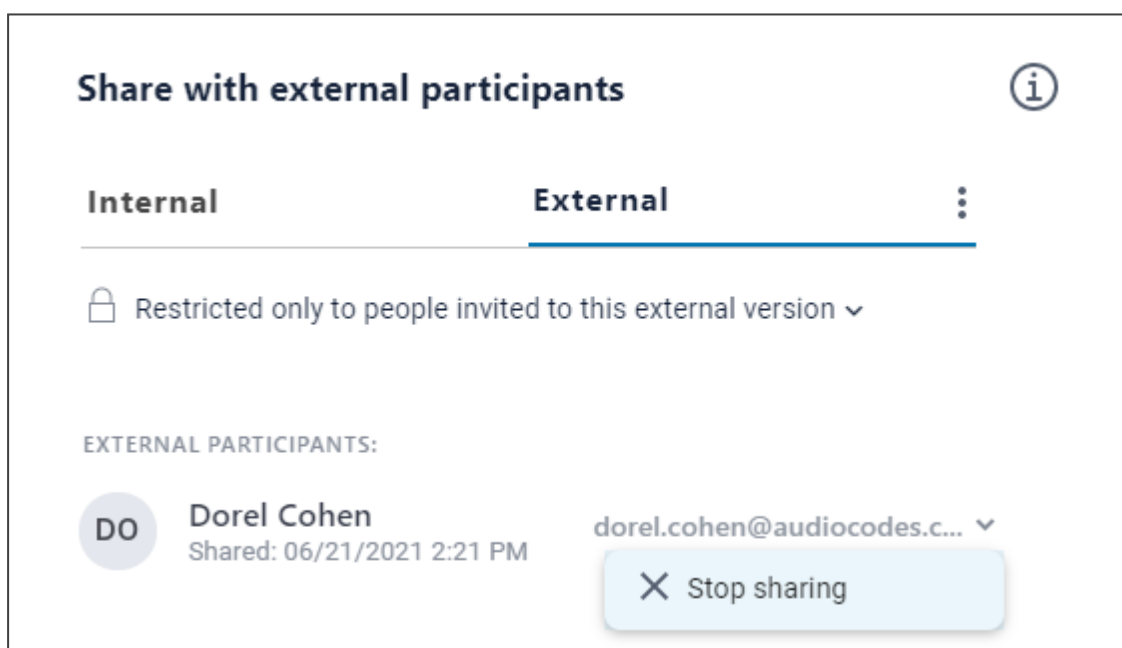
← **Share with external participants** ⓘ

dorel.cohen@audiocodes.com;

Message

Back Cancel Send

- g. In the Message text box, type a message (optional), and then click **Send**; an email is sent with the URL link of the meeting recording to the selected people.
- h. If you want to stop sharing with a specific person, click the ▼ icon next to the participant's email, and then choose **Stop sharing**:



Share with external participants ⓘ

Internal External ⋮

🔒 Restricted only to people invited to this external version ▼



EXTERNAL PARTICIPANTS:

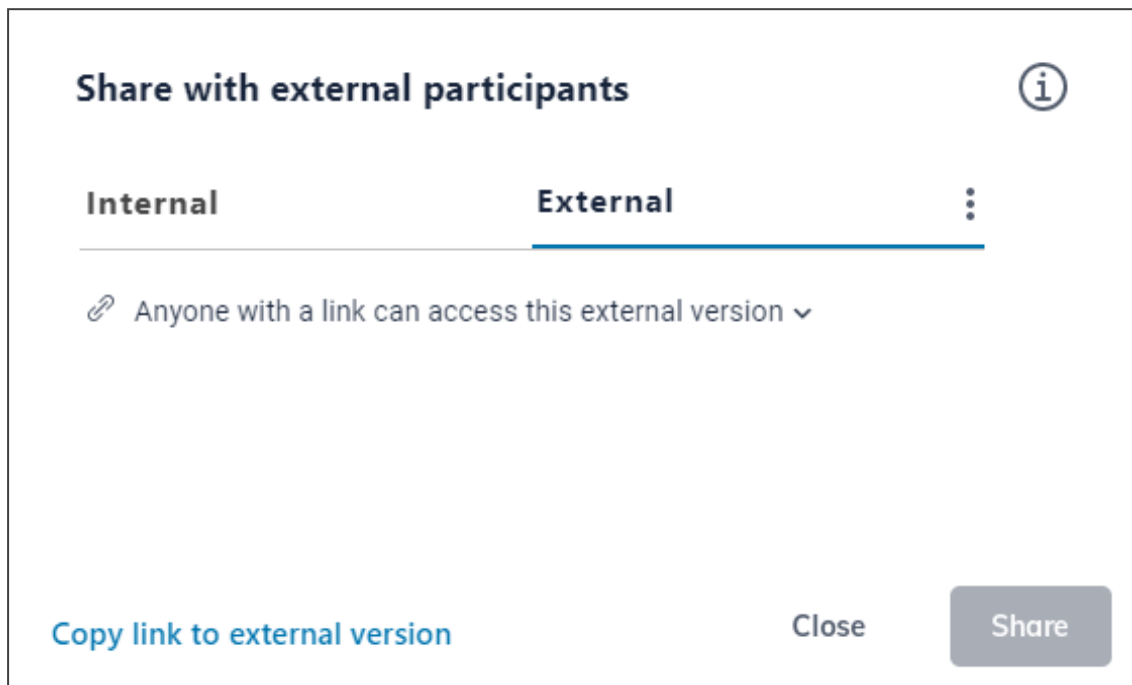
DO Dorel Cohen
Shared: 06/21/2021 2:21 PM

dorel.cohen@audiocodes.c... ▼

✕ Stop sharing

- 6. To share the meeting recording with anyone outside of your organization:
 - a. If you're already sharing with specific external participants (see above), then stop sharing with them, by clicking ⋮, and then from the drop-down menu, choosing **Stop sharing with all** (see end of section).

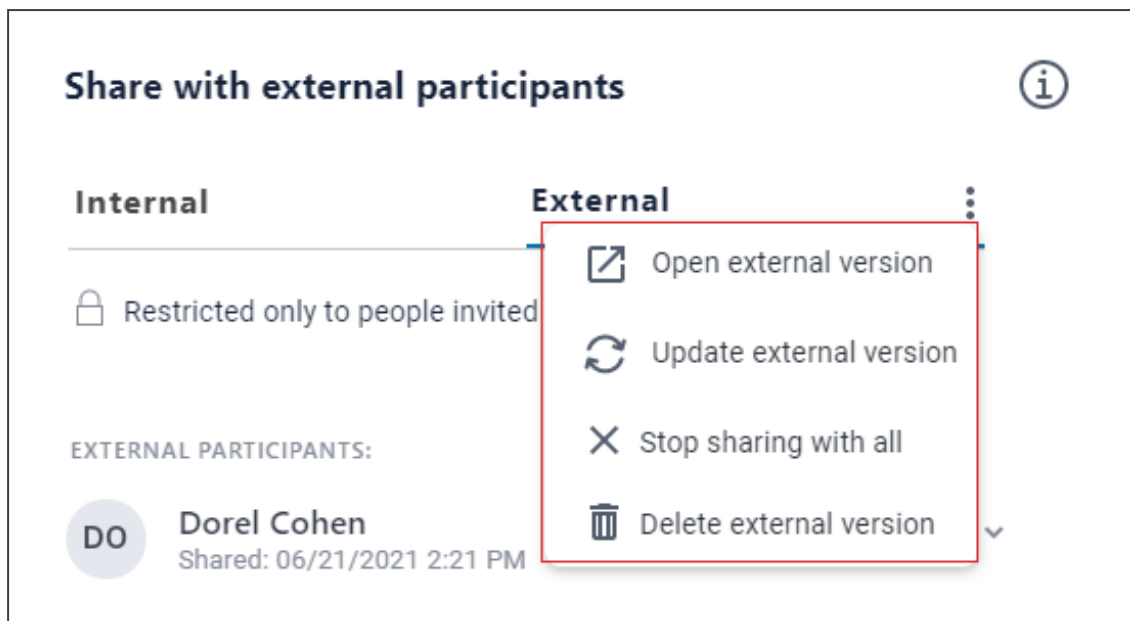
- b. Click  **Restricted only to people invited to this external version**, and then from the drop-down list, select  **Anyone with a link can access this external version**.
- c. Click **Share**; a confirmation message box appears,
- d. Click **Got it, proceed**; the **Copy link to external version** link appears:



- e. Click **Copy link to external version** to copy the link to your clipboard, and then send the link (for example, by email) to whomever you want to share the meeting recording with.

Once you have shared the meeting recording with people outside of your organization, you can

use the  menu next to the **External** tab to do the following:



- **Open external version:** Opens the shared version of the meeting recording, allowing you to view the meeting recording version that you shared.
- **Update external version:** Updates the version of the meeting recording that you shared with the original meeting recording. This is useful if you have subsequently updated the original meeting recording, for example, added recap items and you want the shared meeting recording version to reflect these latest updates.
- **Stop sharing with all:** Stops sharing the meeting recording with all people outside of your organization.
- **Delete external version:** Deletes the shared version of the meeting recording. In this case, the people with whom it was shared will no longer be able to access it.



Making Meeting Recordings Public

When you publish a meeting recording, only its participants can view it in their Meeting Insights account. However, you can also share the meeting recording with everyone in your organization that has access to Meeting Insights, even if they weren't participants.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can make it public.

➤ To make meeting recording public:

1. In the Navigation pane, click  **All Meetings**.
2. Click the ellipsis  (three dots) button corresponding to the meeting recording that you want, and then from the drop-down menu, choose **Edit Meeting**; the following dialog box appears.
3. Under Public Meeting , click the toggle switch to turn on visibility to the entire company:

Edit Meeting

Meeting Name

Product Testing

Public Meeting

Will be visible to entire company

☒

Add Tags

Find tags

Finance X

Recently used:

Tutorial

Events

SKO 2020 EMEA APAC

NA_ALFA_FEEDBACK

Webinar

Training Material

2020 Sales Training material & 2020 SP sales training material

2020 Sales Training material & NA/CALA

2020 Sales Training material & EMEA/APAC

Languages

Cancel

Save

4. Click **Save**.

Attaching Files to Meeting Recordings

You can attach files to your meeting recordings. This is useful if you want to provide additional material to your viewers.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can attach files.



Uploading Files

You can upload and attach multiple files to your meeting recording, for example, PowerPoint presentation files, Word files, or Visio files. This may be useful for providing additional information to users with whom you have shared your meeting recording.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can upload files.

➤ **To upload a file:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click  (#1 in figure); the Attachments group appears:



4. Click **Choose** (#2 in figure), and then browse to and select the file on your computer; the selected file appears listed.
5. If you want to remove any previously attached files with the same name as the file you're currently attaching, select the **Overwrite existing file(s)** check box (#3 in figure).
6. Click **Upload**; Meeting Insights starts uploading the file and when complete, a notification message box appears indicating that the file was uploaded successfully.
7. Click **OK** to close the message box.


Downloading Attached Files


If a meeting recording includes an attached file, for example, a presentation (i.e., PowerPoint) or Word document, you can download it to your computer.

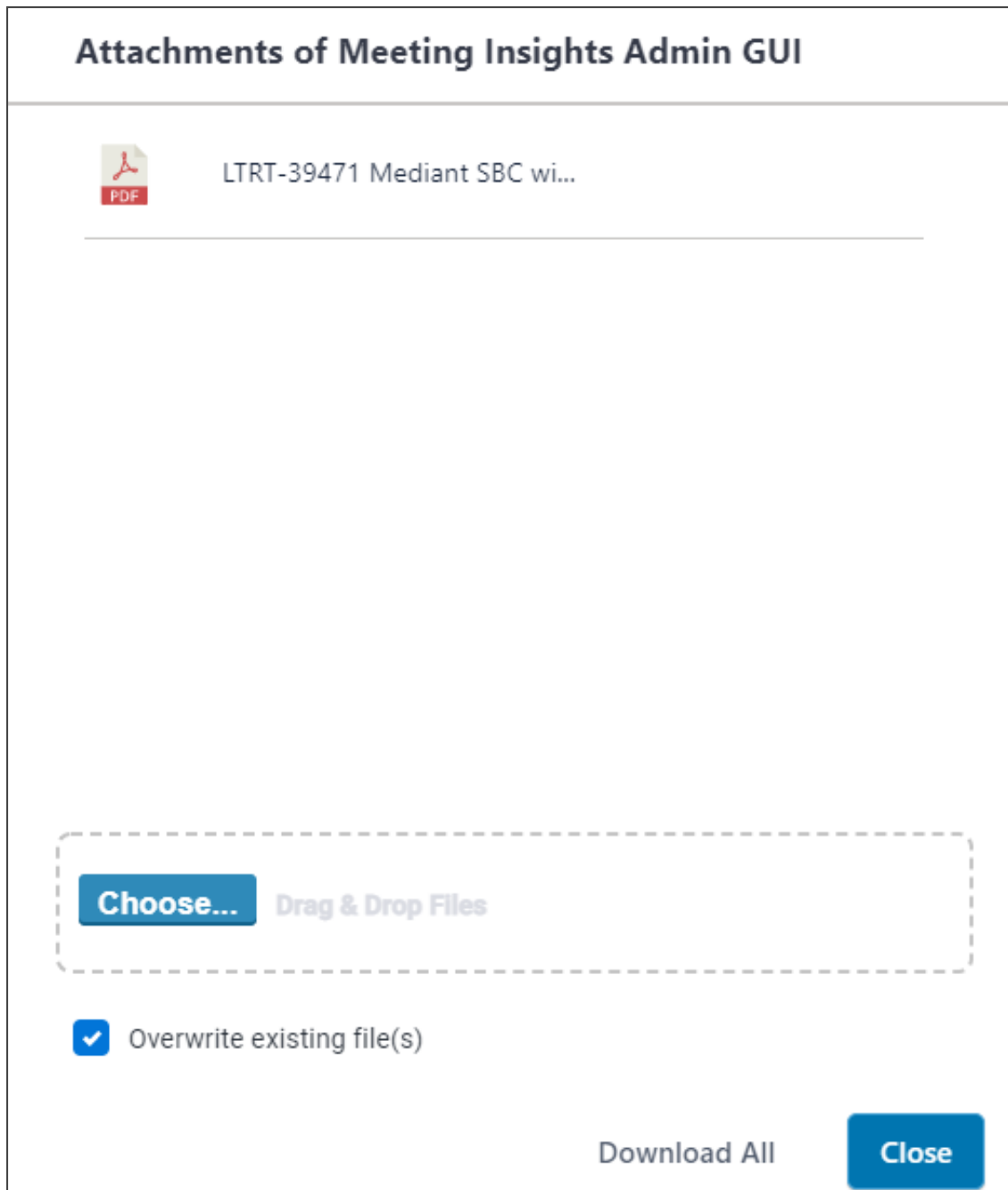



You can download the file only if the meeting recording has been published.

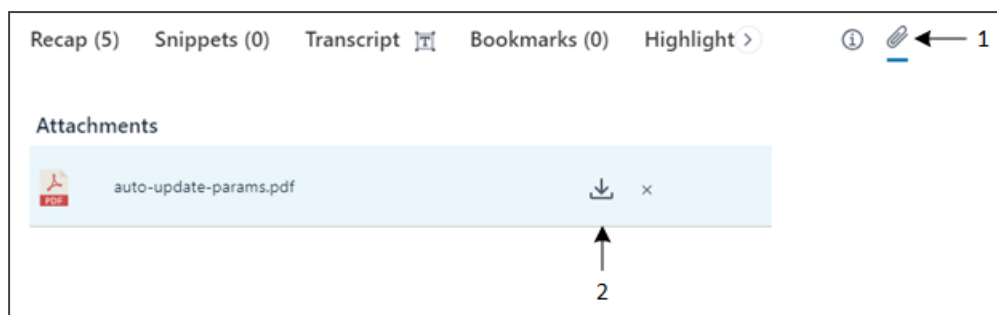
➤ **To download a file:**


1. In the Navigation pane, click  **All Meetings**.
2. Do one of the following:
 - **All Meetings page:**

- i. Click  corresponding to the meeting recording that you want; the following appears, showing the presentation file:



- ii. Click **Download All**; the file is downloaded to your computer.
- **Player page:**
 - i. In the All Meetings page, click the name of the meeting recording that you want; the Player page appears.
 - ii. Click  (#1 in figure); the Attachments group appears, listing the attached files:



- iii. Click  (#2 in figure); the file is downloaded to your computer.



Deleting Attached Files

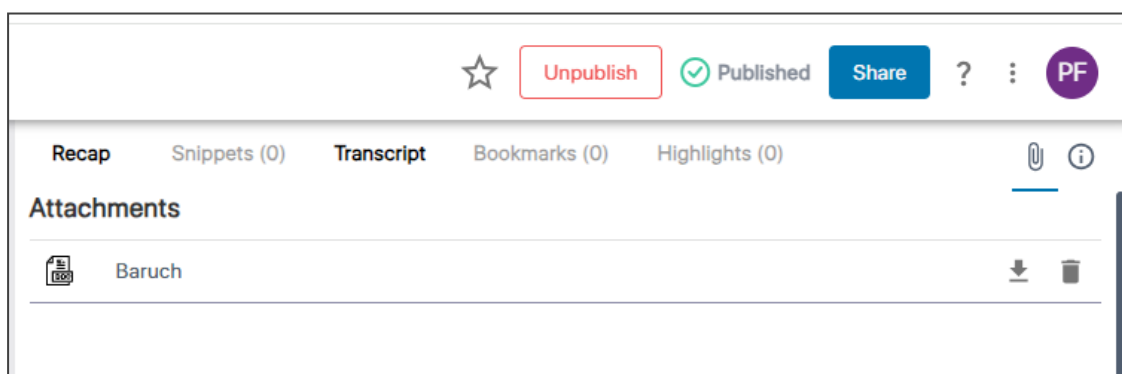
You can delete files that are attached to your meeting recording.




Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete attached files.

➤ To delete a file:

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. Click  ; the Attachments group appears, listing the attached files.



4. Click the delete  icon corresponding to the file you want to delete; a confirmation message appears.
5. Click **Delete**.



Importing Meeting Recordings Created by Third-Party Programs

You can create a meeting recording using a third-party recording program (e.g., webinar) and then upload the recorded file to Meeting Insights. Once uploaded, it's listed with all the other meeting recordings and you can manage it as though it was a meeting recording created by Meeting Insights.




- You can import meeting recordings only if your Meeting Insights Administrator has enabled this feature for you. To check if it's enabled, refer to the 'Meeting Import' field in your account information (see [Viewing Account Information](#) on page 33).
- You can import a recorded file in any of the following file formats: .avi, .mp4, .wmv, .mpeg, .wav, .mov, .flv, .mpg, .aac, .flv, .flac, .wma, .mp3, .m4a, .webm, and .wmv

➤ To import recorded meeting done by third-party program:

1. In the Navigation pane, click  **All Meetings**.
2. On the toolbar, near your profile picture, click  ; the Import page appears.
3. In the 'Subject' field, type a subject for the meeting recording:

SUBJECT


4. In the 'Meeting's Date and Time' field, define the date and time that the meeting occurred. You can do this, by doing any of the following:
 - Clicking each segment of the date or time, and then typing in the new value. For the time, the possible values are "AM" or "PM".


03/02/2023 04:35 PM 

- Clicking the calendar icon, and then selecting the date and time in the calendar:




If you don't specify the date and time, the current date and time is used.

- Click the  icon, browse to the folder on your computer in which the recorded file is located, and then select it; the file's name, type, size and last modified date is displayed, for example:

File Name	File Type	File Size	Last Modified	
No Selected File				
				<div> <div>Cancel</div> <div>Upload</div> </div>



If you want to choose a different file, click the **Replace** button, and then select a different file.

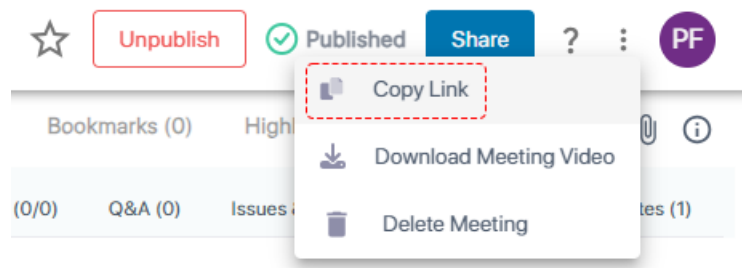
- Click **Upload**; Meeting Insights starts uploading the file. When file upload is complete, the "100% Complete" message is displayed and Meeting Insights starts processing the meeting recording. At this stage, you're automatically navigated to the  **All Meetings** page, where the uploaded meeting recording is listed.

Copying URL of Meeting Recordings

You can copy the URL of a meeting recording to your clipboard. Once copied, you can paste it in whatever application (e.g., email) and send it to someone for viewing.

➤ **To copy meeting recording URL:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the toolbar, click the  icon, and then from the drop-down list, choose **Copy Link**:



4. Paste the link, for example, in an email.



Downloading Meeting Recordings

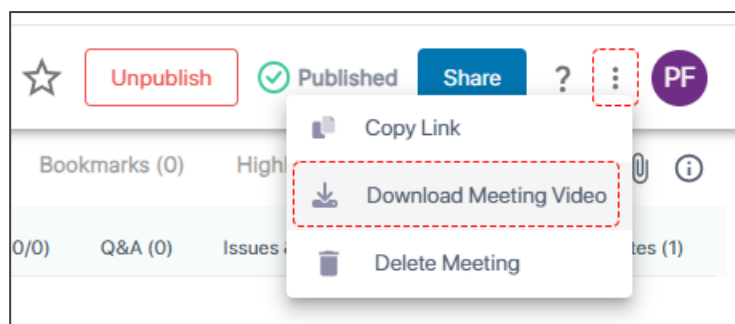
You can download a meeting recording to a folder on your computer as an .mp4 file.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can download the meeting recording.

➤ **To download a meeting recording:**

1. In the Navigation pane, click  **All Meetings**.
2. Click the name of the meeting recording that you want; the Player page appears.
3. On the toolbar, click the  icon, and then from the drop-down list, choose **Download Meeting Video**:



A dialog box appears:

 A screenshot of a 'File Name' dialog box. It has a title bar that says 'File Name'. Below the title bar is a text input field containing the text 'My file name'. At the bottom of the dialog box are two buttons: 'Cancel' and 'Save'.

4. Type a name for the meeting recording file (default is the subject name), and then click **Save**; the meeting recording is downloaded to your computer.




Deleting Meeting Recordings

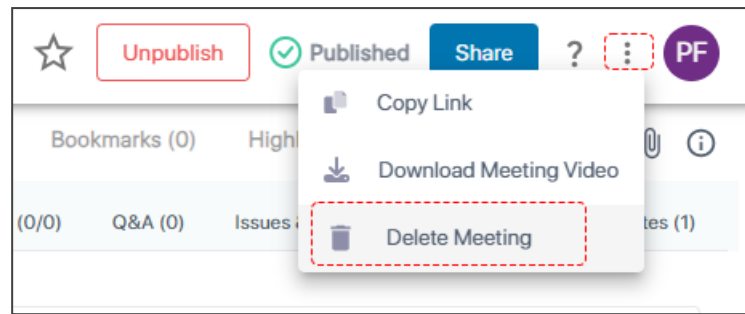
You can delete any of your meeting recordings.



Only the Owner, Co-owner, or users assigned editing privileges of the meeting recording can delete the meeting recording.

➤ To delete a meeting recording:

1. In the Navigation pane, click  **All Meetings**.
2. Do one of the following:
 - **All Meetings page:**
 - i. Click the  icon corresponding to the meeting recording that you want, and then from the drop-down menu, choose **Delete**; a confirmation message appears.
 - ii. Click **Yes**.
 - **Player page:**
 - i. In the All Meetings page, click the name of the meeting recording that you want; the Player page appears.
 - ii. On the toolbar located on the top of the page, click the  icon, and then from the drop-down menu, choose **Delete Meeting**:



A confirmation message appears.

- iii. Click **Remove**.

8 Getting Help

You can obtain help using one of the following :

- Help ? icon (see [Using the Help ? Icon](#) on page 201)
- Help bot (see [Using the Help Bot](#) below)

Using the Help Bot

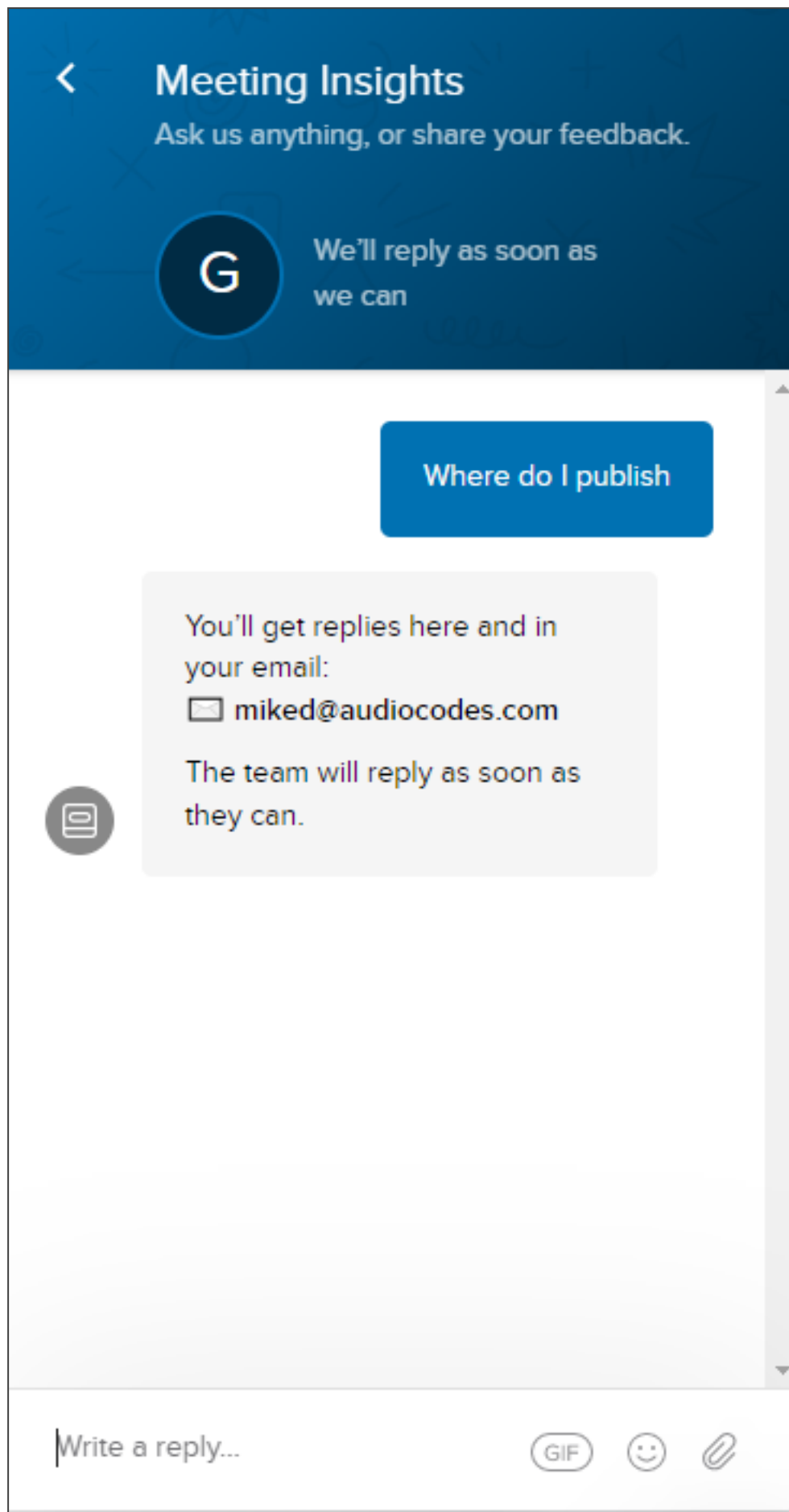
Meeting Insights provides on every page of the application a chat bot aka an 'intercom' application or 'Contact us' customer engagement platform through which users can engage with the Meeting Insights Support Team and the Meeting Insights Customer Success Team about issues they may be encountering, feedback they'd like to give, or requests for new features they'd like to have in the product.


➤ To access the chat bot:

1. In the lowermost right corner of Meeting Insights pages, locate the Bot icon.



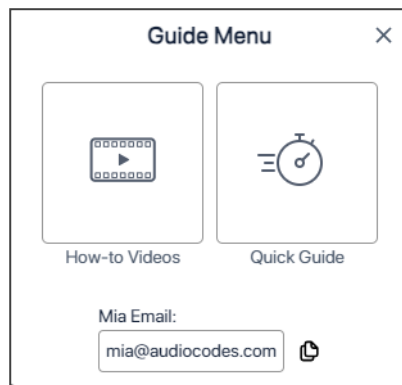
2. Click the icon and in the screen shown below, enter a textual question and send it.



3. Click  to view the status of this conversation and any other you may have had. You can then continue the conversation or start a new conversation.

Using the Help ? Icon

You can get help when using Meeting Insights' web-based management interface by clicking the ? (question mark) icon located on the toolbar of some pages (see [Getting Started with the Web GUI](#) on page 5):



The help page provides the following:

- **How-to Videos:** Opens AudioCodes [YouTube channel](#) that provides how-to videos on performing various tasks in Meeting Insights.
- **Voice Commands:** Opens the Voice Commands page (see [Viewing Voice-Activated Command Phrases](#) on page 40), which lists the phrases that Meeting Insights assistant "Mia" recognizes for recording meeting recaps during meeting recordings.
- **Quick Guide:** Opens this document from the AudioCodes [website](#).
- **Mia Email:** Email [address](#) of Meeting Insights assistant "Mia" for requesting help about any issue about Meeting Insights.
- Software version of Meeting Insights.

This page is intentionally left blank.

International Headquarters

6 Ofra Haza Street

Naimi Park

Or Yehuda, 6032303, Israel

Tel: +972-3-976-4000

Fax: +972-3-976-4040

AudioCodes Inc.

80 Kingsbridge Rd

Piscataway, NJ 08854, USA

Tel: +1-732-469-0880

Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com/>

Documentation Feedback: <https://online.audiocodes.com/documentation-feedback>

©2024 AudioCodes Ltd.. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VoIPerfect, VoIPerfectHD, Your Gateway To VoIP, 3GX, VocaNom, AudioCodes One Voice, AudioCodes Meeting Insights, and AudioCodes Room Experience are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Document #: LTRT-12914

