

Next Generation Meeting Insights



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Related Documentation

Document Name
Meeting Insights User's Manual

Document Revision Record

LTRT	Description
12726	Initial document release
12729	MIA auto-invite rule
12750	Power BI. Recording Notifications. Automatic AI. Meeting join & lobby in TAC.
12751	Microsoft Outlook Add-In. User Permissions.
12752	Internal / External Share. Provide permissions in customers' Azure enterprise applications. URL to sign in. Grant permission screenshots. AAD Group - security. AAD Group - Group type. AAD Group - Owners. Create AAD group of users. 'Licensing' separated from group. Calendar icon in Teams. New Meeting. Modified instructions for Scheduled Unscheduled meetings. Outlook add-in restructured. Intro to 'Devices' changed. 'Insights' added to Add User Profile page under 'Automatic AI Triggering'. AI Settings: Transcript & AI Insights separated.
12753	Lock icon in Licensed Users page. Enable Zoom for group of users; view and reset voiceprints
12754	BYOS storage; note added for PowerPoint Live not supported; email notifications updated; publishing time preferences; TLS 1.2
12755	Salesforce integration
12756	Template-based AI-powered summaries

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1 Introduction

AudioCodes Meeting Insights is an AI-powered enterprise solution that enables users to record any meeting-generated content (audio and video), and automatically creates 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 about Meeting Insights, see AudioCodes' [website](#).



Currently, Meeting Insights doesn't record shared content of **PowerPoint Live** in Teams.

Intended Audience

This guide is intended for the admin of the enterprise | organization.

2 Pre-Deployment Requirements

Before deploying Meeting Insights, customers must provide:

- Customer's domain name
- Emails of customer contact point for the deployment status
- UPNs of default administrator for the initial access to the application
- Preferable region for recording storing (when a region is unavailable in Azure Cloud, a default region will be selected)

3 Signing in

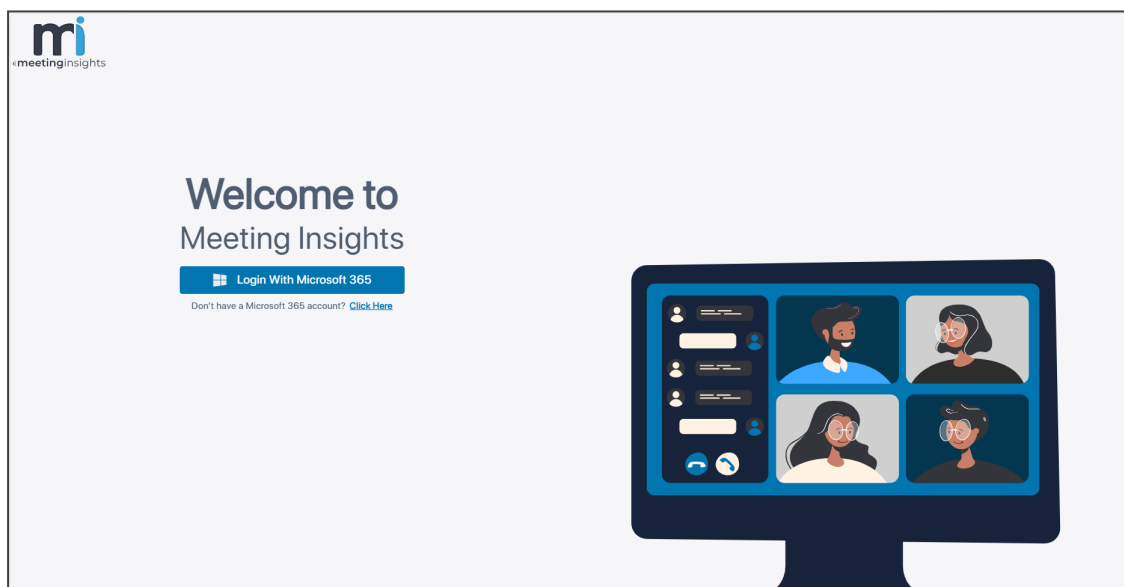
Meeting Insights enables you to sign in as admin. Admin can perform management tasks which regular users cannot. Up to five admins are allowed.









- Default admin is added when the customer application is created.
- Default admin receives an email when the app is ready for sign-in.
- Admin has full access permissions.
 - ✓ Admin has full access to system configuration and meetings.
 - ✓ Admin can act on behalf of the meeting owner and within the scope of the meeting owner's permissions, for example, admin can share a meeting externally if the meeting owner has permission to share externally.

➤ **To sign in as admin:**

1. Access the app at the link provided by AudioCodes in the email and paste it into your browser's address field. The link will be:
 - <https://emea.meetinginsights.com/mi/login> -OR-
 - <https://americas.meetinginsights.com/mi/login>



2. Click **Login with Microsoft 365** and then sign in with the default admin's UPN.

M365 Tenant ID 40615d8a-0c34-4c17-997c-8834b31f1d1		Meeting Insights Tenant ID 074869ca-0bd8-4c79-93d6-3430ce352426	
CONSENT NAME	ACTION	COMPLETED	DESCRIPTION
M365 Login	Grant Admin Consent >		Provide the application with permissions to authenticate users with their M365 credentials, application reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect). M365 Administrator permissions are required to grant the consent.
Read Azure Active Directory Groups and Users	Grant Admin Consent >		Provide the application with permissions to read AAD groups and users to enable the groups' users for recording and access to the application. M365 Administrator permissions are required to grant the consent.
Allow Meeting Insights to Join Meetings	Grant Admin Consent >		Provide the application with permissions to join your Tenant's Teams meetings to record the calls' info and media. M365 Administrator permissions are required to grant the consent.
Publish Meeting Insights Teams Client App in your Teams Store	Publish		Add the application to users' Teams Clients for access and adding it into ongoing meetings. Click on the 'Publish' button to publish the app in your Teams store using M365 Administrator permissions. In the store, you can set policies for installing and automatically pinning the application for specific groups or users.
Allow Meeting Insights to Be Added to Ongoing Meetings	Download Script 		Provide the Meeting Insights Teams Client Application with permissions to be pulled into ongoing meetings through Online Meeting Global Application access. You must also publish the Meeting Insights Teams App from a step above in your Teams Store. It may take up to 30 minutes for the permissions to take effect. The M365 Administrator must run the downloaded script from a PC that has PowerShell installed and unrestricted execution policy.

3. You've successfully signed in. Next: Connect to Microsoft 365 as shown [here](#).

4 Setting up Meeting Insights

Follow the three steps described here to set up Meeting Insights.

➤ To set up the app:

1. Configure an Azure Active Directory (AAD) group for Meeting Insights users as shown [here](#).
2. Connect to your Microsoft 365 as shown [here](#).
3. Assign a Meeting Insights license to your users group as shown [here](#).



After setting up Meeting Insights, test the setup as shown [here](#).

Connecting to Microsoft 365

Connecting to Microsoft 365 requires admin to:

1. Grant three consents
2. Publish the Meeting Insights Teams client app in the Teams Store




Optionally, admin can *manually* add the app to the Teams store *without needing to grant permissions*, as shown [here](#).


3. Download and run the script that allows the app to be added to ongoing meetings

➤ To connect to Microsoft 365:

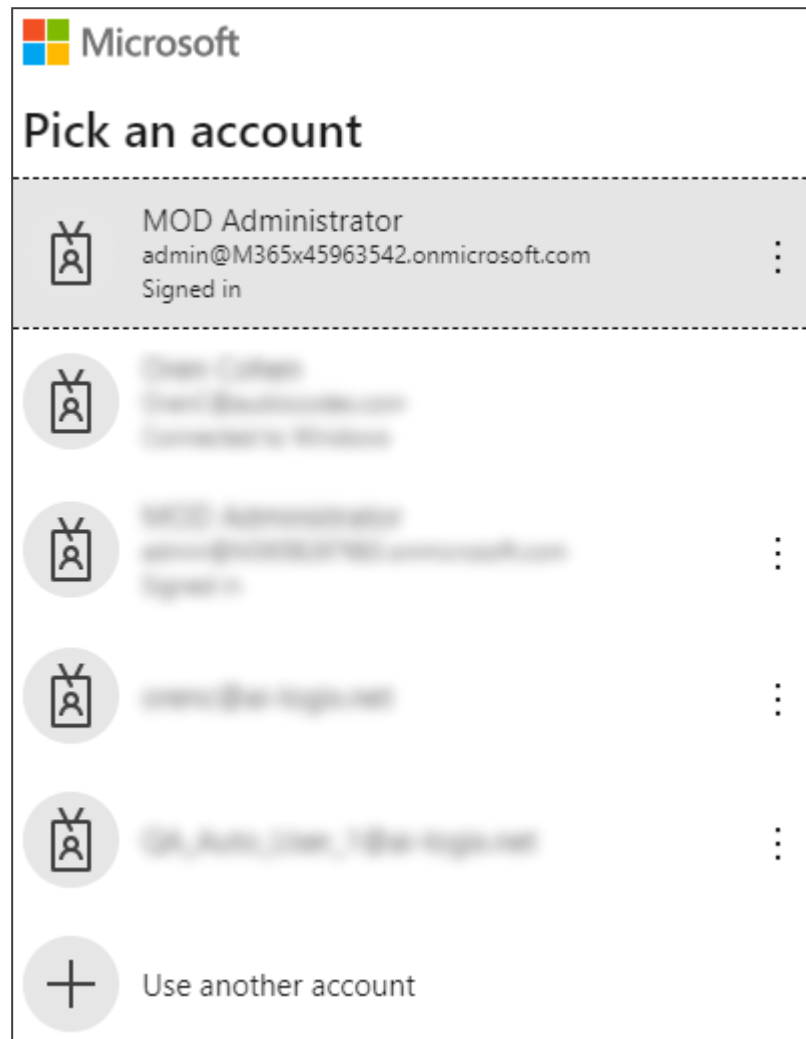
1. After signing in, the 'Connect to your M365' page is displayed (**Admin Settings > System Settings > Connect to your M365**).

M365 Tenant ID 40615d8a-0c34-4c17-997c-8834b31f1d1		Meeting Insights Tenant ID 074869ca-0bd8-4c79-93d6-3430ce352426	
CONSENT NAME	ACTION	COMPLETED	DESCRIPTION
M365 Login	Grant Admin Consent >	❌	Provide the application with permissions to authenticate users with their M365 credentials, application reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect). M365 Administrator permissions are required to grant the consent.
Read Azure Active Directory Groups and Users	Grant Admin Consent >	❌	Provide the application with permissions to read AAD groups and users to enable the groups' users for recording and access to the application. M365 Administrator permissions are required to grant the consent.
Allow Meeting Insights to Join Meetings	Grant Admin Consent >	❌	Provide the application with permissions to join your Tenant's Teams meetings to record the calls' info and media. M365 Administrator permissions are required to grant the consent.
Publish Meeting Insights Teams Client App in your Teams Store	Publish	❌	Add the application to users' Teams Clients for access and adding it into ongoing meetings. Click on the 'Publish' button to publish the app in your Teams store using M365 Administrator permissions. In the store, you can set policies for installing and automatically pinning the application for specific groups or users.
Allow Meeting Insights to Be Added to Ongoing Meetings	Download Script 	❌	Provide the Meeting Insights Teams Client Application with permissions to be pulled into ongoing meetings through Online Meeting Global Application access. You must also publish the Meeting Insights Teams App from a step above in your Teams Store. It may take up to 30 minutes for the permissions to take effect. The M365 Administrator must run the downloaded script from a PC that has PowerShell installed and unrestricted execution policy.

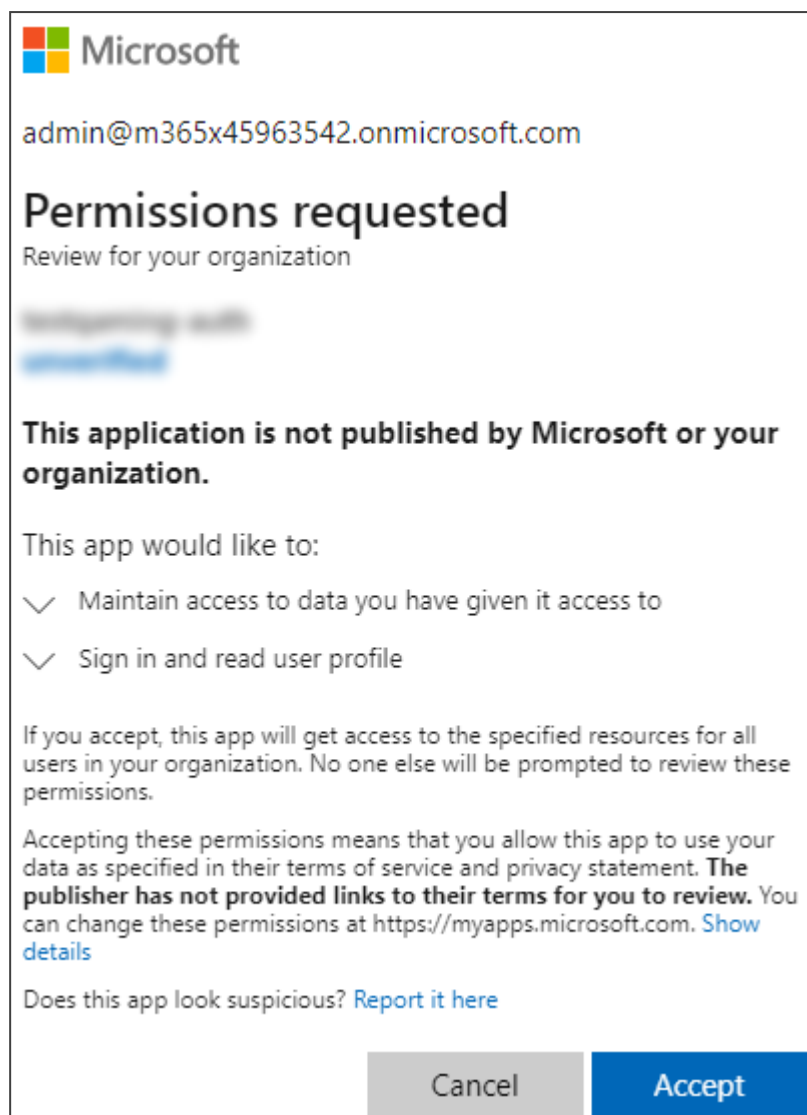


- Under the 'Completed' column, the icons  indicate consent has not been granted yet and must be granted.
- The first consent is hyper linked indicating that this consent must be granted first.
- **Microsoft 365 Administrator permissions are required to grant each consent.**

2. Next to 'M365 Login', click [Grant Admin Consent](#).










3. Click + **Use another account** and in the prompts, enter the admin's email address and password.



- The consent provides the app with permission to authenticate users with your M365 credentials; the app reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect).
- **M365 Administrator permissions are required to grant the consent.**

4. Click **Accept**.

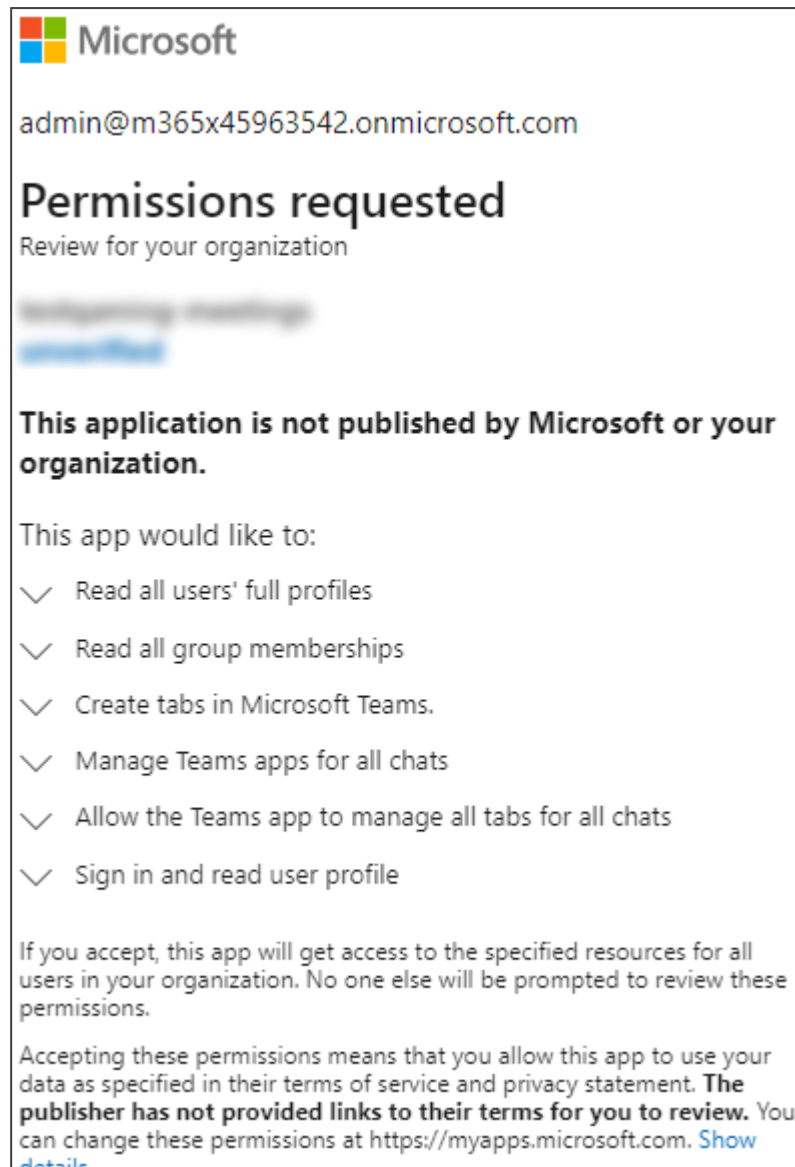
M365 Tenant ID 40615d8a-0c34-4c17-997c-8834b31ff1d1		Meeting Insights Tenant ID 074869ca-0bd8-4c79-93d6-3430ce352426	
CONSENT NAME	ACTION	COMPLETED	DESCRIPTION
M365 Login	Grant Admin Consent >		Provide the application with permissions to authenticate users with their M365 credentials, application reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect). M365 Administrator permissions are required to grant the consent.
Read Azure Active Directory Groups and Users	Grant Admin Consent >		Provide the application with permissions to read AAD groups and users to enable the groups' users for recording and access to the application. M365 Administrator permissions are required to grant the consent.
Allow Meeting Insights to Join Meetings	Grant Admin Consent >		Provide the application with permissions to join your Tenant's Teams meetings to record the calls' info and media. M365 Administrator permissions are required to grant the consent.
Publish Meeting Insights Teams Client App in your Teams Store	Publish		Add the application to users' Teams Clients for access and adding it into ongoing meetings. Click on the 'Publish' button to publish the app in your Teams store using M365 Administrator permissions. In the store, you can set policies for installing and automatically pinning the application for specific groups or users.
Allow Meeting Insights to Be Added to Ongoing Meetings	Download Script 		Provide the Meeting Insights Teams Client Application with permissions to be pulled into ongoing meetings through Online Meeting Global Application access. You must also publish the Meeting Insights Teams App from a step above in your Teams Store. It may take up to 30 minutes for the permissions to take effect. The M365 Administrator must run the downloaded script from a PC that has PowerShell installed and unrestricted execution policy.

5. View the icon  under the 'Completed' column. It indicates you successfully granted consent (consent was successfully completed from this page for 'M365 Login'). You've successfully provided the app permission to authenticate users with your M365 credentials; the app reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect).




- Even if consent is later revoked, the icon stays green.
- The next consent down now becomes hyper linked for you to grant (Read AAD Groups and Users).
- **Microsoft 365 Administrator permissions are required to grant each consent.**

6. Next to 'Read Azure AD Groups & Users', click [Grant Admin Consent](#), and then select the account.

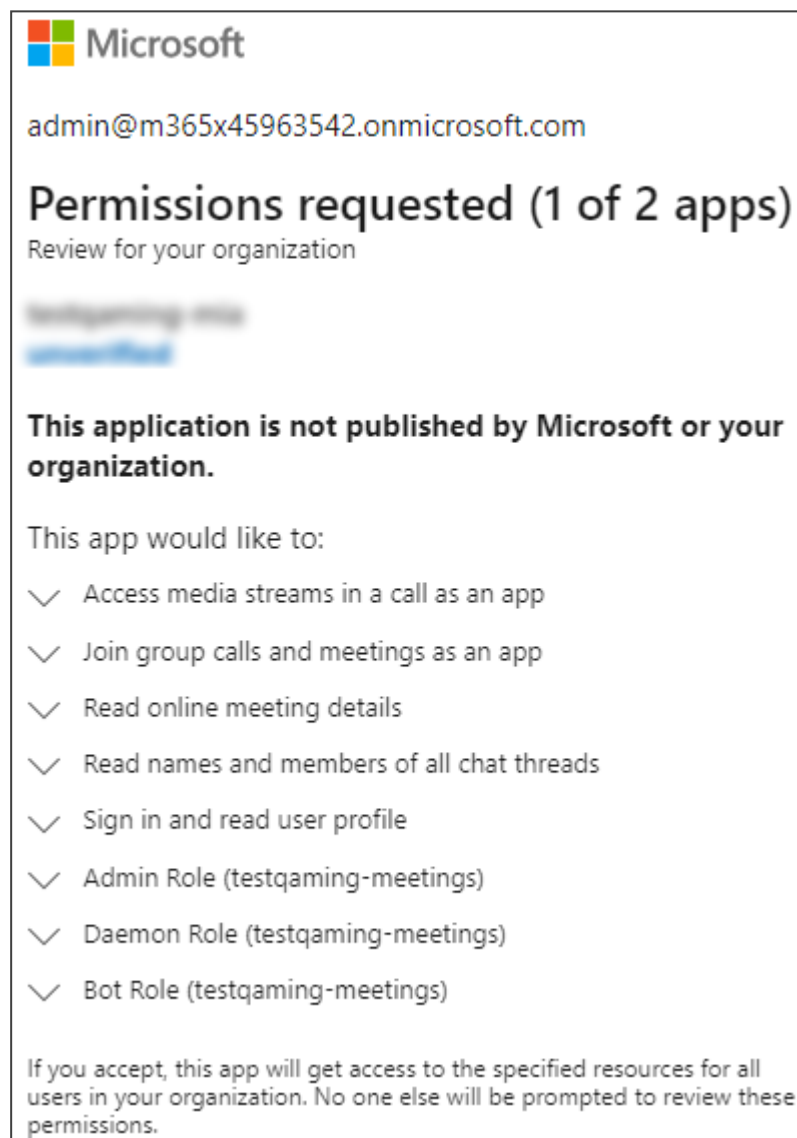


This consent provides the app with permission to read AAD groups and users, and permission for groups' users to access the app and record.

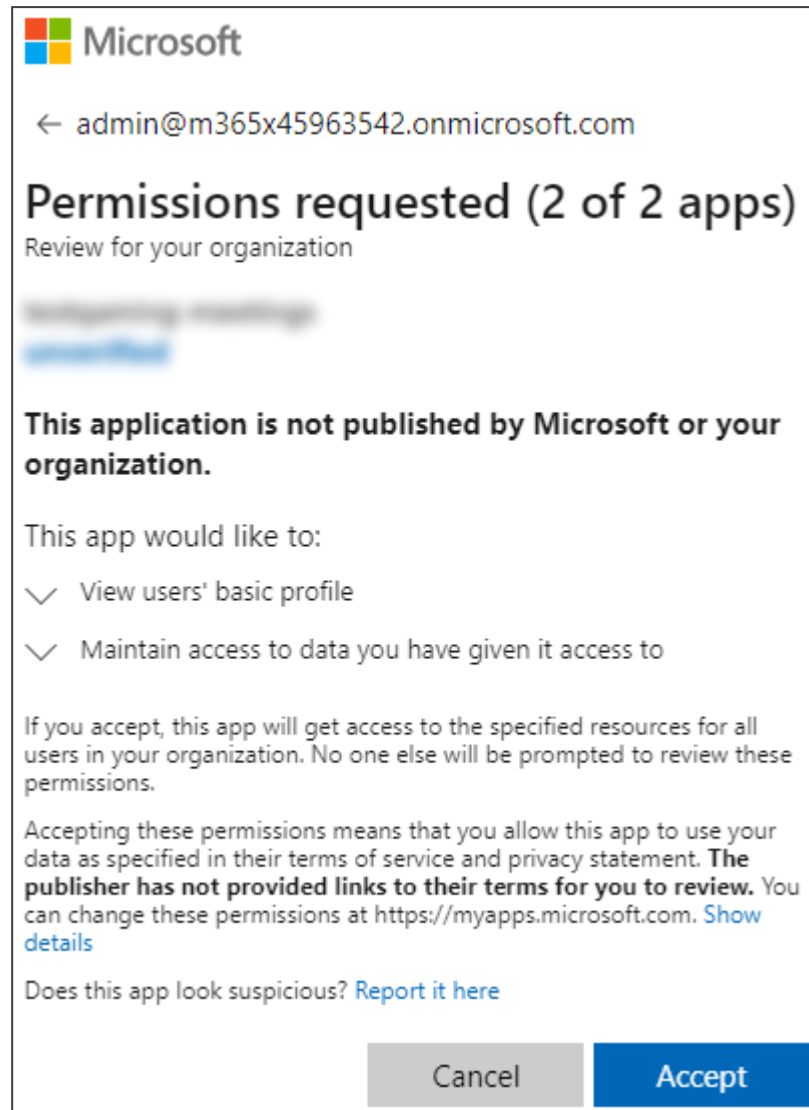
7. Click **Accept**.

M365 Tenant ID 40615d8a-0c34-4c17-997c-8834b31f1d1		Meeting Insights Tenant ID 074869ca-0bd8-4c79-93d6-3430ce352426	
CONSENT NAME	ACTION	COMPLETED	DESCRIPTION
M365 Login	Grant Admin Consent >	●	Provide the application with permissions to authenticate users with their M365 credentials, application reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect). M365 Administrator permissions are required to grant the consent.
Read Azure Active Directory Groups and Users	Grant Admin Consent >	●	Provide the application with permissions to read AAD groups and users to enable the groups' users for recording and access to the application. M365 Administrator permissions are required to grant the consent.
Allow Meeting Insights to Join Meetings	Grant Admin Consent >	●	Provide the application with permissions to join your Tenant's Teams meetings to record the calls' info and media. M365 Administrator permissions are required to grant the consent.
Publish Meeting Insights Teams Client App in your Teams Store	Publish	●	Add the application to users' Teams Clients for access and adding it into ongoing meetings. Click on the 'Publish' button to publish the app in your Teams store using M365 Administrator permissions. In the store, you can set policies for installing and automatically pinning the application for specific groups or users.
Allow Meeting Insights to Be Added to Ongoing Meetings	Download Script 	●	Provide the Meeting Insights Teams Client Application with permissions to be pulled into ongoing meetings through Online Meeting Global Application access. You must also publish the Meeting Insights Teams App from a step above in your Teams Store. It may take up to 30 minutes for the permissions to take effect. The M365 Administrator must run the downloaded script from a PC that has PowerShell installed and unrestricted execution policy.

8. Next to the consent 'Allow Meeting Insights to Join Meetings', click **Grant Admin Consent**, and then select the account.









9. Click **Next**.



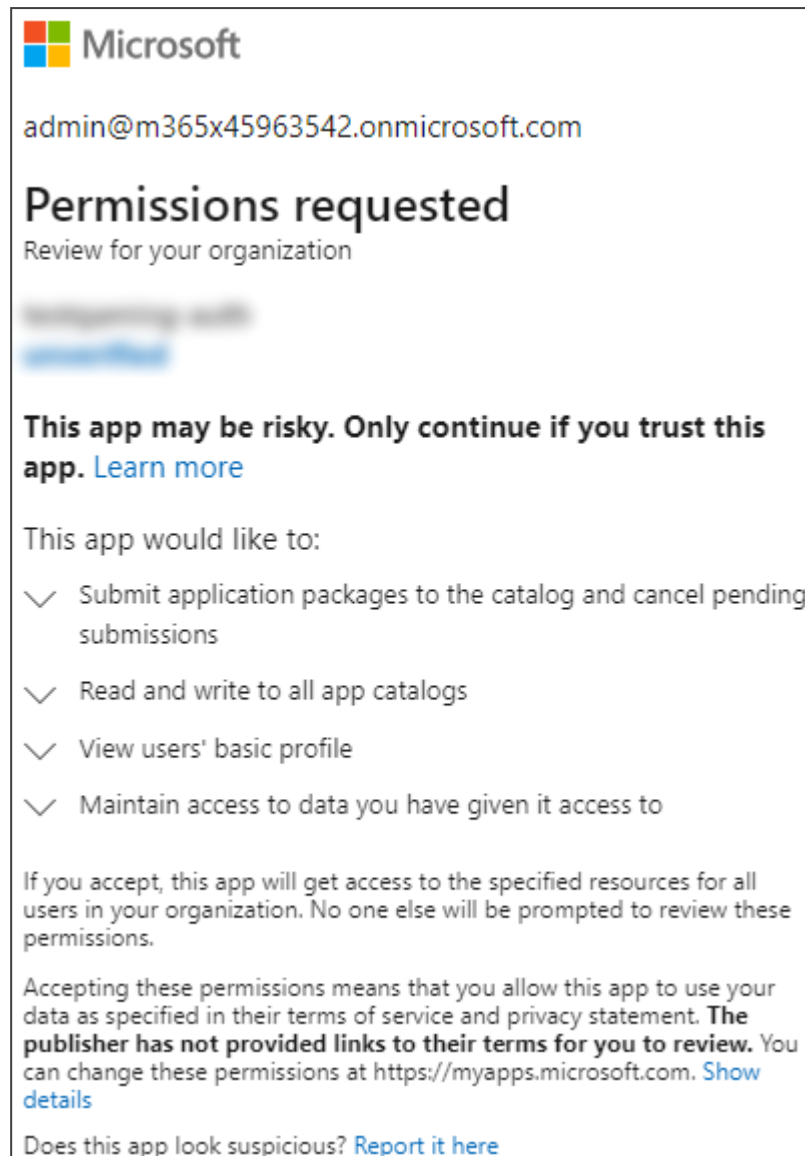
10. Click **Accept**.



The consent provides the app with permission to join your Tenant's Teams meetings to record calls' info and media.

M365 Tenant ID		Meeting Insights Tenant ID	
40615d8a-0c34-4c17-997c-8834b31ff1d1		074869ca-0bd8-4c79-93d6-3430ce352426	
CONSENT NAME	ACTION	COMPLETED	DESCRIPTION
M365 Login	Grant Admin Consent >		Provide the application with permissions to authenticate users with their M365 credentials, application reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect). M365 Administrator permissions are required to grant the consent.
Read Azure Active Directory Groups and Users	Grant Admin Consent >		Provide the application with permissions to read AAD groups and users to enable the groups' users for recording and access to the application. M365 Administrator permissions are required to grant the consent.
Allow Meeting Insights to Join Meetings	Grant Admin Consent >		Provide the application with permissions to join your Tenant's Teams meetings to record the calls' info and media. M365 Administrator permissions are required to grant the consent.
Publish Meeting Insights Teams Client App in your Teams Store	Publish		Add the application to users' Teams Clients for access and adding it into ongoing meetings. Click on the 'Publish' button to publish the app in your Teams store using M365 Administrator permissions. In the store, you can set policies for installing and automatically pinning the application for specific groups or users.
Allow Meeting Insights to Be Added to Ongoing Meetings	Download Script 		Provide the Meeting Insights Teams Client Application with permissions to be pulled into ongoing meetings through Online Meeting Global Application access. You must also publish the Meeting Insights Teams App from a step above in your Teams Store. It may take up to 30 minutes for the permissions to take effect. The M365 Administrator must run the downloaded script from a PC that has PowerShell installed and unrestricted execution policy.

- Click **Publish** next to 'Publish Meeting Insights Teams Client App in your Teams Store' to publish the app in your Teams store using M365 Administrator permissions, and then select the account.



12. Consent on behalf of your organization and click **Accept**.



- Alternatively, publish via the 'Tools' page as shown [here](#).
- In the store, you can set policies for installing and automatically pinning the app for specific groups or users.
- The consent adds the app to users' Teams Clients for access and adding it into ongoing meetings.

M365 Tenant ID 40615d8a-0c34-4c17-997c-8834b31ff1d1		Meeting Insights Tenant ID 074869ca-0bd8-4c79-93d6-3430ce352426	
CONSENT NAME	ACTION	COMPLETED	DESCRIPTION
M365 Login	Grant Admin Consent >	✔	Provide the application with permissions to authenticate users with their M365 credentials, application reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect). M365 Administrator permissions are required to grant the consent.
Read Azure Active Directory Groups and Users	Grant Admin Consent >	✔	Provide the application with permissions to read AAD groups and users to enable the groups' users for recording and access to the application. M365 Administrator permissions are required to grant the consent.
Allow Meeting Insights to Join Meetings	Grant Admin Consent >	✔	Provide the application with permissions to join your Tenant's Teams meetings to record the calls' info and media. M365 Administrator permissions are required to grant the consent.
Publish Meeting Insights Teams Client App in your Teams Store	Publish	✔	Add the application to users' Teams Clients for access and adding it into ongoing meetings. Click on the 'Publish' button to publish the app in your Teams store using M365 Administrator permissions. In the store, you can set policies for installing and automatically pinning the application for specific groups or users.
Allow Meeting Insights to Be Added to Ongoing Meetings	Download Script ⬇	✖	Provide the Meeting Insights Teams Client Application with permissions to be pulled into ongoing meetings through Online Meeting Global Application access. You must also publish the Meeting Insights Teams App from a step above in your Teams Store. It may take up to 30 minutes for the permissions to take effect. The M365 Administrator must run the downloaded script from a PC that has PowerShell installed and unrestricted execution policy.



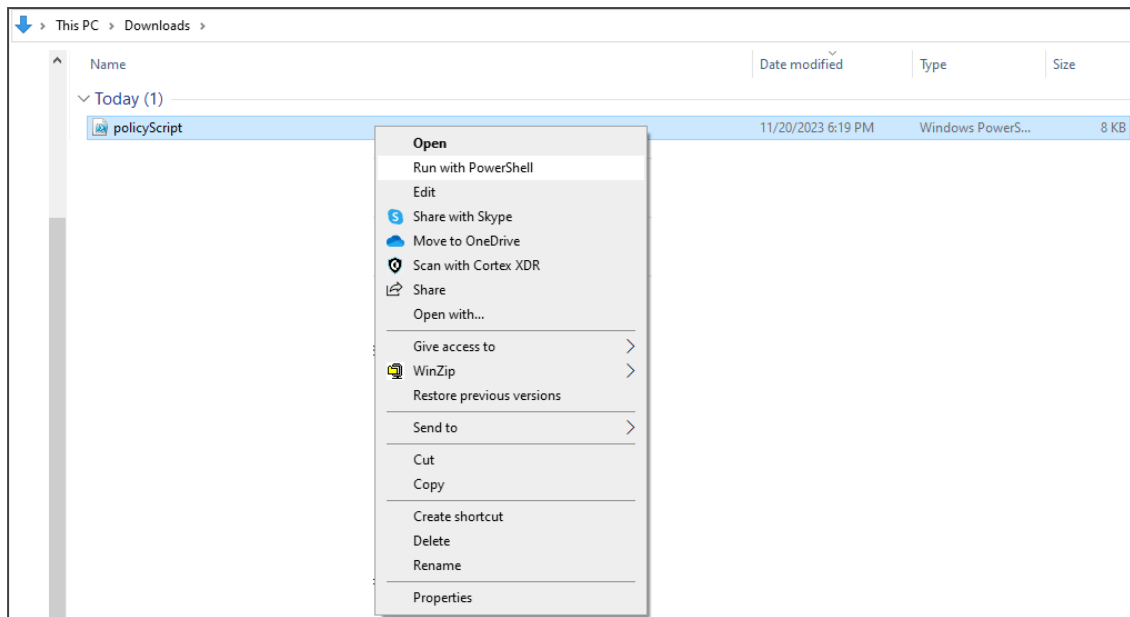
In addition to the icon ✔ under the 'Completed' column indicating you successfully granted consent (consent was successfully completed from this page for 'Publishing Meeting Insights Teams Client App in your Teams Store'), the notification **Application published in your Teams store successfully** is displayed.

13. [Recommended] Install and pin the application for Meeting Insights users as shown [here](#).

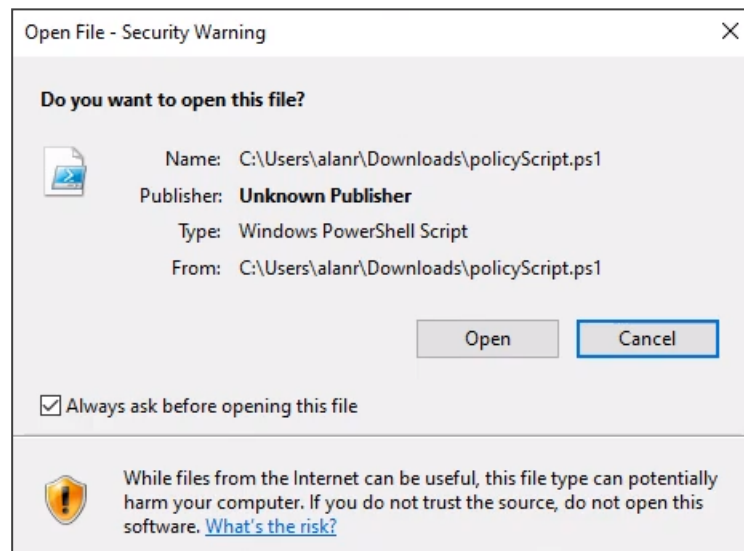
14. Next to the consent 'Allow Meeting Insights to be Added to Ongoing Meetings', click **Download Script**; the 'policyScript' file is downloaded to your PC.



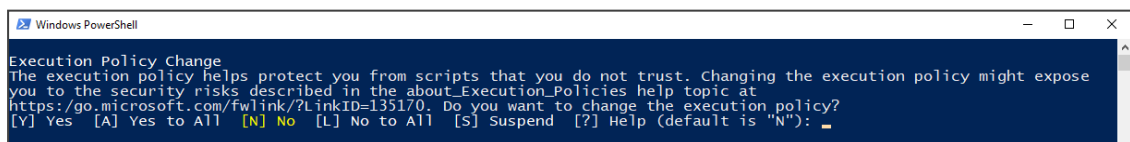
- **PowerShell must be installed on the PC and the PC must have an unrestricted execution policy for the Microsoft 365 admin to run the downloaded script.**
- Before running the downloaded script file, unblock it as the OS may block it. To unblock it, right-click the file and select **Properties**. If you're using Windows 11, first click **Show more options** to see the **Properties** option in the context menu. Select the **General** tab and check the **Unblock** option located lowermost under the 'Security' section.
- Run the script from the PC using PowerShell, with a 'Bypass' execution policy.
- The execution policy must be as follows:
Set-ExecutionPolicy -ExecutionPolicy Bypass -Scope LocalMachine



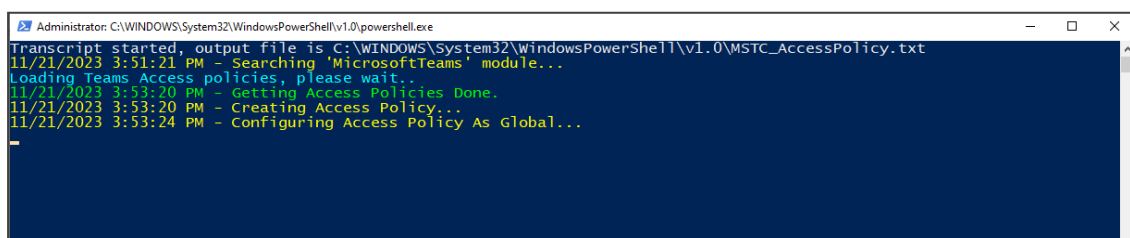
- a. Right-click the file and select **Run with PowerShell**.



- b. Click **Open**. PowerShell opens.



- c. [Note that this screen is not always displayed after changing the execution policy the first time]. Type in **A** (Yes to All) and enter.



- d. Type in **Y** (Yes) if the prompt below is displayed (it isn't always displayed), and enter.

```
Administrator: C:\WINDOWS\System32\WindowsPowerShell\v1.0\powershell.exe
Transcript started, output file is C:\Users\alanr\Downloads\MSTC_AccessPolicy.txt
11/21/2023 3:07:24 PM - Searching 'MicrosoftTeams' module...
11/21/2023 3:07:30 PM - 'MicrosoftTeams' module not found, installing module...

NuGet provider is required to continue
PowerShellGet requires NuGet provider version '2.8.5.201' or newer to interact with NuGet-based repositories. The NuGet
provider must be available in 'C:\Program Files\PackageManagement\ProviderAssemblies' or
'C:\Users\alanr\AppData\Local\PackageManagement\ProviderAssemblies'. You can also install the NuGet provider by running
'Install-PackageProvider -Name NuGet -MinimumVersion 2.8.5.201 -Force'. Do you want PowerShellGet to install and
import the NuGet provider now?
[Y] Yes [N] No [S] Suspend [?] Help (default is "Y"): _
```

- e. Press Enter to continue...

```
Administrator: C:\WINDOWS\System32\WindowsPowerShell\v1.0\powershell.exe
Transcript started, output file is C:\WINDOWS\System32\WindowsPowerShell\v1.0\MSTC_AccessPolicy.txt
11/29/2023 11:54:15 AM - Searching 'MicrosoftTeams' module...
Loading Teams Access policies, please wait...
11/29/2023 11:55:31 AM - Getting Access Policies Done.
11/29/2023 11:55:31 AM - Creating Access Policy...
11/29/2023 11:55:36 AM - Configuring Access Policy As Global...
11/29/2023 11:55:40 AM - Access Policy As Global Has Been Configured.
{
  "time": "2023-11-29T11:54:15.292+02:00",
  "primaryBotAppId": "9477c4e8-d26e-433d-8258-289e7d2af586",
  "statusCode": 1,
  "message": "Failure",
  "extendedInfo": [
    {
      "stepName": "Access Policy Creation",
      "stepMessage": "\"MI-NG-AccessPolicy\" not found"
    }
  ]
}
Press Enter to continue... _
```

You've successfully provided the Meeting Insights Teams client app with permissions to be pulled into ongoing meetings through Online Meeting Global Application access. It may take up to 30 minutes for the permissions to take effect. The M365 admin must run the downloaded script from a PC that has PowerShell installed and unrestricted execution policy.

CONSENT NAME	ACTION	COMPLETED	DESCRIPTION
M365 Login	Grant Admin Consent >	✓	Provide the application permissions to authenticate users with your M365 credentials, application reroutes users to M365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect). M365 Administrator permissions are required to grant the consent.
Read Azure Active Directory Groups and Users	Grant Admin Consent >	✓	Provide the application with permissions to read AAD groups and users to enable the groups' users for recording and access to the application. M365 Administrator permissions are required to grant the consent.
Allow Meeting Insights to Join Meetings	Grant Admin Consent >	✓	Provide the application with permissions to join your Tenant's Teams meetings to record the calls' info and media. M365 Administrator permissions are required to grant the consent.
Publish Meeting Insights Teams Client App in your Teams Store	Publish >	✓	Add the application to users' Teams Clients for access and adding it into ongoing meetings. Click on the 'Publish' button to publish the app in your Teams store using M365 Administrator permissions. In the store, you can set policies for installing and automatically pinning the application for specific groups or users
Allow Meeting Insights to Be Added to Ongoing Meetings	Download Script >	✓	Provide the Meeting Insights Teams Client Application with permissions to be pulled into ongoing meetings through Online Meeting Global Application access. You must also publish the Meeting Insights Teams App in your Teams Store (click 'Publish' below as the next action). It may take up to 30 minutes for the permissions to take effect. The M365 Administrator must run the downloaded script from a PC that has PowerShell installed and unrestricted execution policy

You've successfully connected to Microsoft 365. **Next:** Assign licenses to Meeting Insights users as shown [here](#).



The 'Auto can edit' feature takes effect on a meeting only if the user with this permission has joined the meeting. If the user hasn't joined, they will not be able to edit it automatically.

Permissions in Customers' Azure Enterprise Applications

Some customers must have Meeting Insights application permissions in flat form to run it through internal IT / Security approvals before onboarding. The following sections list the permissions that must be provided for customers' Azure enterprise applications. Provide permissions for the following customer Azure enterprise applications:

[Azure AD Meeting Insights Web Application](#) below

[Azure AD Meeting Insights Application](#) below

[Azure AD Meeting Insights Bot Application](#) on the next page

[Azure AD Meeting Insights Teams Application](#) on the next page

[Azure AD Notifications Bot Application \(Optional\)](#) on the next page

[Allow Meeting Insights to Be Added to Ongoing Meetings – script needs to be executed \(optional\)](#) on page 19

Azure AD Meeting Insights Web Application

Provide the application with permissions to authenticate users with their Microsoft 365 credentials, application reroutes users to Microsoft 365 for authentication (Azure Active Directory authentication - Microsoft OpenID Connect).

Microsoft 365 Administrator permissions are required to grant the consent.

Permissions description:

1. Microsoft Graph email - View users' email address (Delegated)
2. Microsoft Graph offline_access - Maintain access to data you have given it access to (Delegated)
3. Microsoft Graph openid - Sign users in (Delegated)
4. Microsoft Graph profile - View users' basic profile (Delegated)
5. Microsoft Graph User.Read - Sign in and read user profile (Delegated)

For integration with MSFT Planner, when it is enabled by admin (optional):

6. Microsoft Graph Tasks.ReadWrite - Create, read, update, and delete user's tasks and task lists (Delegated)

Azure AD Meeting Insights Application

Provide the application with permissions to read AAD groups and users to enable the groups' users for access to the application. Enable the application to add Meeting Insights Teams App to meetings.

Microsoft 365 Administrator permissions are required to grant the consent.

1. Microsoft Graph User.Read.All - Read all users' full profiles (Application)

2. Microsoft Graph TeamsTab.ReadWriteForChat.All - Allow the Teams app to manage all tabs for all chats (Application)
3. Microsoft Graph TeamsTab.Create - Create tabs in Microsoft Teams (Application)
4. Microsoft Graph TeamsAppInstallation.ReadWriteForChat.All - Manage Teams apps for all chats (Application)
5. Microsoft Graph GroupMember.Read.All - Read all group memberships (Application)

Azure AD Meeting Insights Bot Application

Provide the application with permissions to join your Tenant's Teams meetings to record the calls' info and media and read the participants of the meetings (chat permission).

Microsoft 365 Administrator permissions are required to grant the consent.

1. Microsoft Graph Calls.JoinGroupCall.All - Join group calls and meetings as an app (Application)
2. Microsoft Graph OnlineMeetings.Read.All - Read online meeting details (Application)
3. Microsoft Graph Chat.ReadBasic.All - Read names and members of all chat threads (Application)
4. Microsoft Graph Calls.AccessMedia.All - Access media streams in a call as an app (Application)

Internal communication application roles permissions:

5. BotRole - Bot Role (Application)
6. DaemonRole - Daemon Role (Application)
7. AdminRole - Admin Role (Application)

Azure AD Meeting Insights Teams Application

Provide the application with permission to add and update Meeting Insights Teams app in Organizational Teams Store.

1. Microsoft Graph AppCatalog.Submit - Submit application packages to the catalog and cancel pending submissions (Delegated)
2. Microsoft Graph AppCatalog.ReadWrite.All - Read and write to all app catalogs (Delegated)
3. Microsoft Graph openid - Sign users in (Delegated)
4. Microsoft Graph email - View users' email address (Delegated)
5. Microsoft Graph profile - View users' basic profile (Delegated)

Azure AD Notifications Bot Application (Optional)

Provide the application with permissions to trigger MSFT Teams recording notifications in your Tenant's Teams meetings when recorded by Meeting Insights.

Microsoft 365 Administrator permissions are required to grant the consent.

1. Microsoft Graph Calls.JoinGroupCall.All - Join group calls and meetings as an app (Application)
2. Microsoft Graph OnlineMeetings.Read.All - Read online meeting details (Application)
3. Microsoft Graph Calls.AccessMedia.All - Access media streams in a call as an app (Application)

Internal communication application roles permissions.

4. BotRole - Bot Role (Application)
5. DaemonRole - Daemon Role (Application)
6. AdminRole - Admin Role (Application)

Allow Meeting Insights to Be Added to Ongoing Meetings – script needs to be executed (optional)

Provide the Meeting Insights Teams Client Application with permissions to be pulled into ongoing meetings through Online Meeting Global Application access.

The Microsoft 365 Administrator must run the downloaded script from a PC that has PowerShell installed and an unrestricted execution policy.

- Online Meeting Global Application access

Defining a Group of Users in AAD

Before assigning a license, the enterprise admin must define a group of users in Azure Active Directory (AAD) for those users who'll be using Meeting Insights.



If you later modify an AAD group, access the License Management page (see [Assigning a Meeting Insights License to Users](#) on page 21), and then click **Sync and Apply** for your changes to be reflected in Meeting Insights. For more information on the

➤ To define a group of users in AAD:

1. Sign in from [here](#) to Microsoft Azure portal with your admin credentials.
2. Locate the Groups | All Groups page and click **New group**.

Microsoft Azure

Home > Groups | All groups >

New Group

Got feedback?

Group type * ⓘ
Security

Group name * ⓘ
Enter the name of the group

Group description ⓘ
Enter a description for the group

Microsoft Entra roles can be assigned to the group ⓘ
Yes No

Membership type * ⓘ
Assigned

Owners
No owners selected

Members
No members selected

- [Mandatory] From the 'Group type' drop-down, select **Security**.
- [Strongly recommended] Define the group name as **Meeting Insights Users**.
- Assign owners to the group. Note that group owners have unique permissions to manage the group. They can add and remove members, change group settings, rename the group, update its description, and more.
- Assign members (i.e., users or groups) to the group.

Microsoft Azure

Home > Groups | All groups > Meeting Insights Users

Meeting Insights Users | Members

Overview | Diagnose and solve problems | Manage | Properties | Members | Owners | Roles and administrators | Administrative units | Group memberships | Applications | Licenses | Azure role assignments | Activity | Privileged Identity Management | Access reviews | Audit logs | Bulk operation results | Troubleshooting + Support | New support request

Direct members | All members

Search by name

No members have been found

Add members

Try changing or adding filters if you don't see what you're looking for.

Search

All | Users | Groups | Devices | Enterprise applications

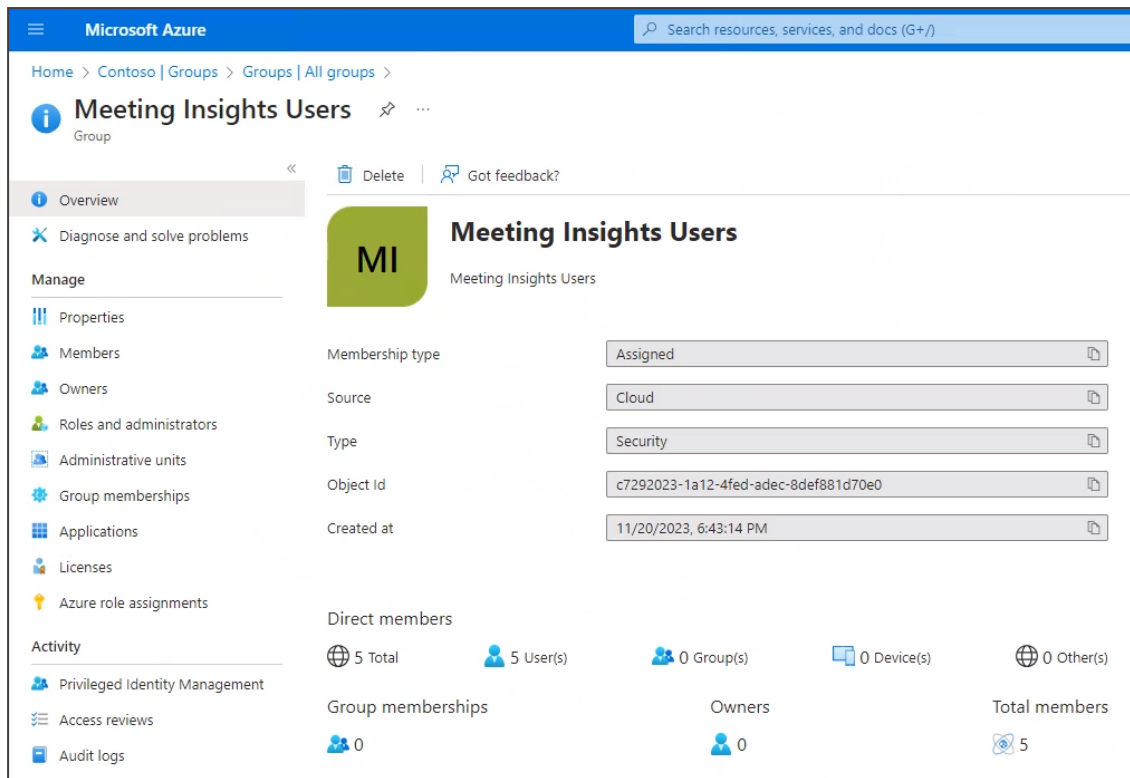
	Name	Type	Details
<input type="checkbox"/>	Azure Advanced Threat Protection	Enterprise ap...	7b7531ad-5926-4f2d-8a1d-38495ad33e17
<input type="checkbox"/>	Azure Multi-Factor Auth Connect...	Enterprise ap...	1f5330b3-261a-47a9-b337-de0261e17918
<input type="checkbox"/>	Azure Portal	Enterprise ap...	c4b04083-36b0-49c1-b47d-974e53cd0f3c
<input type="checkbox"/>	AzureSupportCenter	Enterprise ap...	37182072-3c9c-4f8a-a4b3-b3f91ca0ffa
<input type="checkbox"/>	Bianca Pisani	User	BiancaP@M365x51160550.OnMicrosoft.com
<input type="checkbox"/>	Bing	Enterprise ap...	9ea1ad79-fdb6-4f8a-b8c3-2b7096e34c7
<input type="checkbox"/>	Box	Enterprise ap...	f2318450-bab3-47bf-b0e2-62aa82ae9652
<input checked="" type="checkbox"/>	Brian Johnson (TAILSPIN)	User	BrianJ@M365x51160550.OnMicrosoft.com
<input checked="" type="checkbox"/>	Cameron White	User	CameronW@M365x51160550.OnMicrosoft.co
<input type="checkbox"/>	Christie Cline	User	ChristieC@M365x51160550.OnMicrosoft.com

Select

Selected (5)

- Adele Vance
AdeleV@M365x51160550.OnMicrosoft.com
- Alex Wilber
AlexW@M365x51160550.OnMicrosoft.com
- Allan Deyoung
AllanD@M365x51160550.OnMicrosoft.com
- Brian Johnson (TAILSPIN)
BrianJ@M365x51160550.OnMicrosoft.com
- Cameron White
CameronW@M365x51160550.OnMicrosoft.com

- View the group details in Microsoft Azure portal.

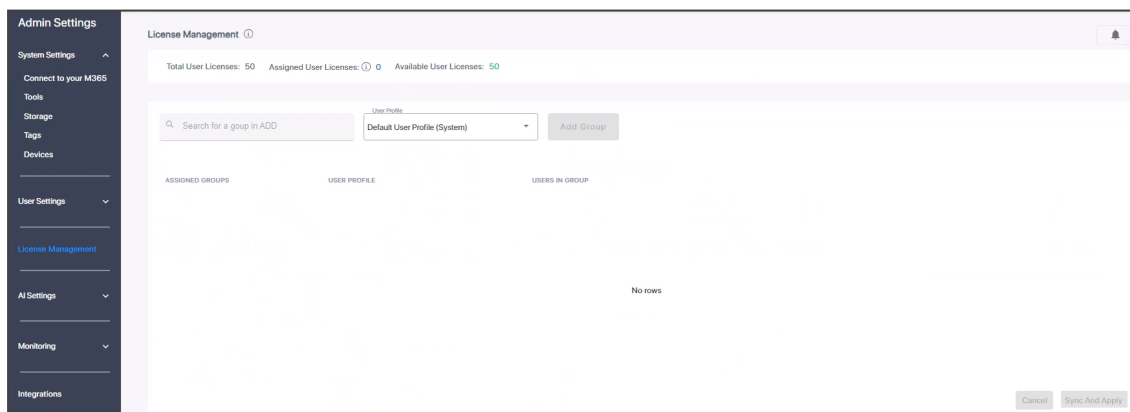


Assigning a Meeting Insights License to Users

The License Management page in Meeting Insights enables the enterprise admin to assign a Meeting Insights license to a group of users.

➤ To assign a license to the group:

1. In Meeting Insights, click the **License Management** menu.



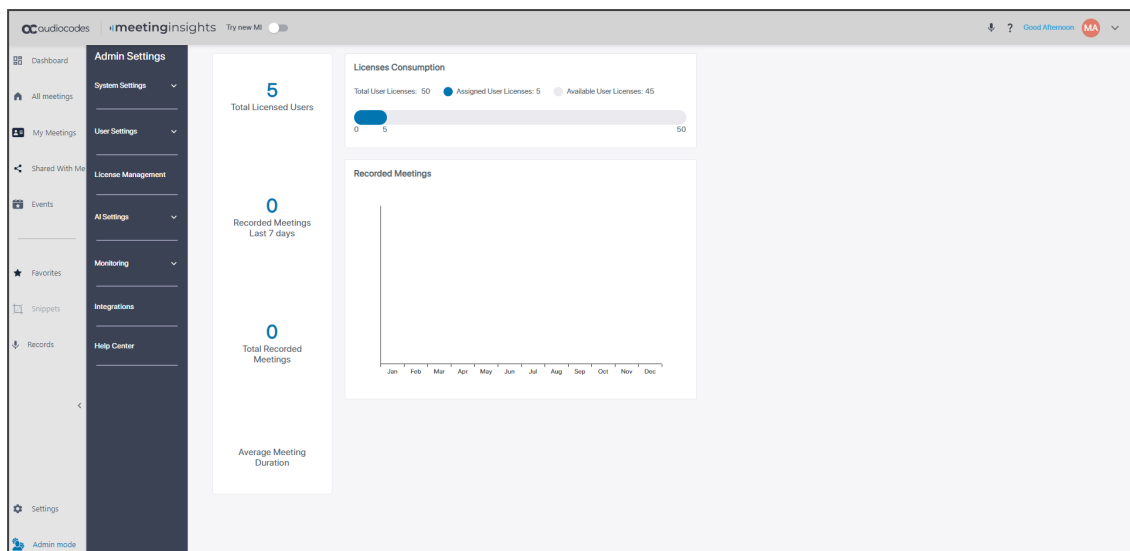
2. In the 'Search for a group in AAD' field, enter the first letters of the name of the group you defined in the previous procedure; the field is auto-populated, i.e., **Meeting Insights Users (5)**. Wait a few seconds for AAD to populate the field.

The screenshot shows the 'License Management' interface. At the top, it displays 'Total User Licenses: 50', 'Assigned User Licenses: 0', and 'Available User Licenses: 50'. Below this, there is a search bar containing 'Meeting Insights Users (5)' and a dropdown menu for 'User Profile' set to 'Default User Profile (System)'. An 'Add Group' button is visible. At the bottom right, there are 'Cancel' and 'Sync and Apply' buttons, with the latter highlighted by a red rectangle.

3. Leave the 'User Profile' field at its default, i.e., **Default User Profile (System)**, permitting users to access Meeting Insights and to record meetings. [See more information about User Profiles [here](#)].
4. Click **Add Group** and then **Sync and Apply**; a Meeting Insights license is assigned to the group; the users in the group can go ahead and use the app.

The screenshot shows the 'License Management' interface after adding a group. The top status bar now shows 'Total User Licenses: 50', 'Assigned User Licenses: 5', and 'Available User Licenses: 45'. The search bar is empty with the placeholder 'Search for a group in ADD'. The 'User Profile' dropdown remains 'Default User Profile (System)'. Below the search bar, there is a table with three columns: 'ASSIGNED GROUPS', 'USER PROFILE', and 'USERS IN GROUP'. The first row shows 'Meeting Insights Users' under 'ASSIGNED GROUPS', 'Default User Profile (System)' under 'USER PROFILE', and '5' under 'USERS IN GROUP'. The 'Add Group' button is now disabled.

5. View the license assignment displayed uppermost in the License Management page. In the example shown in the preceding figure:
 - Total User Licenses: 50
 - Assigned User Licenses: 5
 - Available User Licenses: 45
6. [Optionally] View this information as well as usage on the Dashboard (Licenses Consumption) page.




In the example shown in the preceding figure, a license to a group of five Meeting Insights users was assigned, 0 meetings were recorded in the last 7 days and 0 meetings were held in total.


Switching from Admin to User Mode, and Back

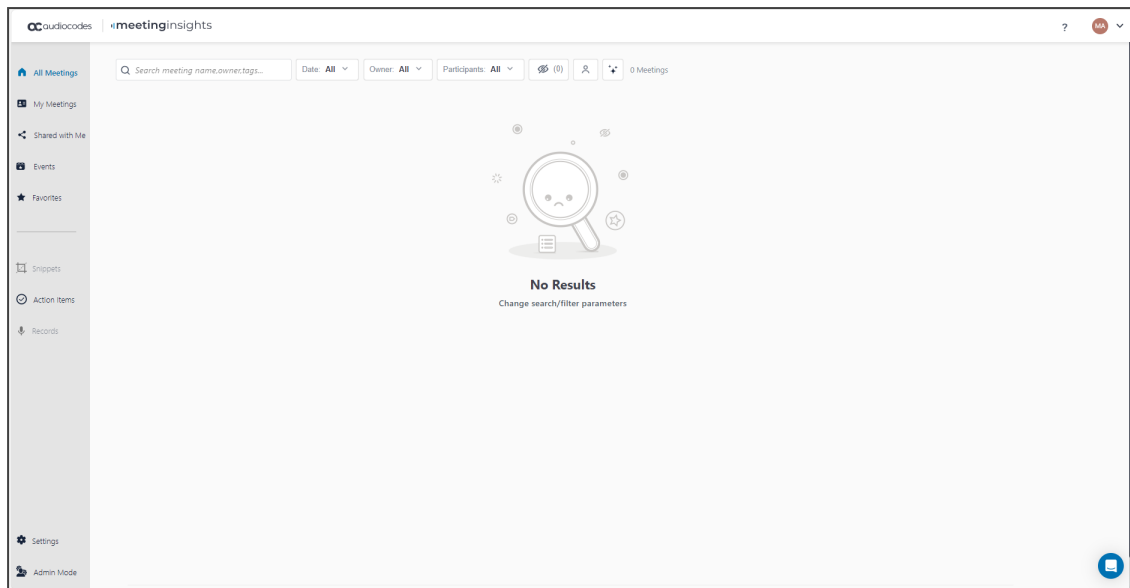
Admin can optionally switch from Admin Mode to User Mode, and then back to Admin Mode.



-  **Admin mode** located in the lowermost left corner of the page indicates you signed in as admin.
- The 'Admin Settings' menu bar also indicates you signed in as admin.
- Default admin must be a user who is logged in to the system (see [here](#) for related information).

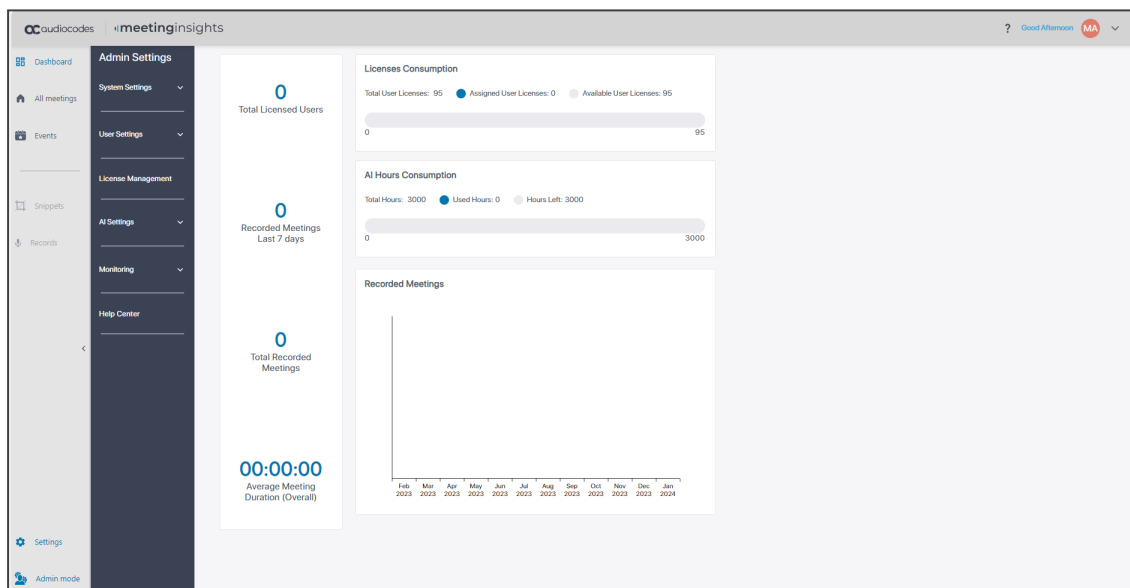
➤ To switch to user view:

- Click  **Admin mode**; the link is deactivated and the user view is displayed. The figure below shows no meetings displayed following deployment.



➤ **To switch back to admin mode:**

■ Click  **Admin Mode**; admin view is displayed and the link is reactivated.

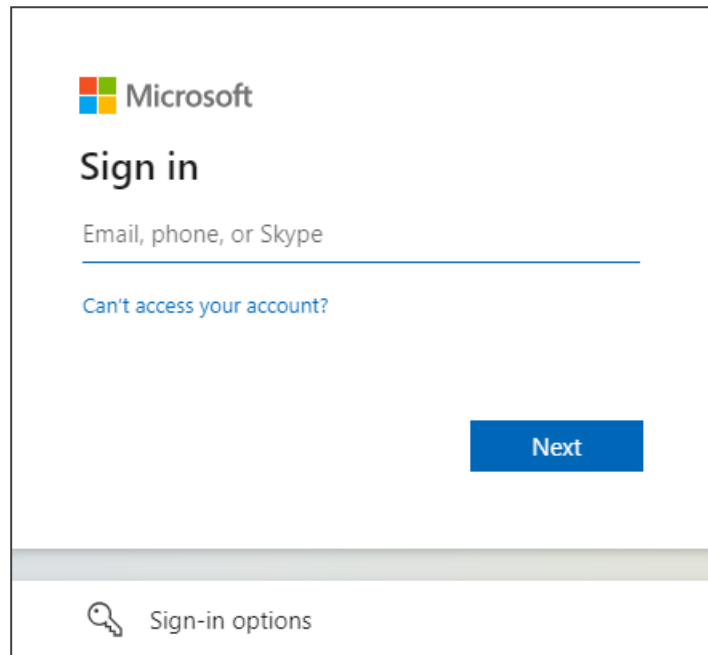


5 Testing your Meeting Insights App

After setting up Meeting Insights, best practice is to test the app with one of the users that is in the Meeting Insights group.

➤ **To test the app:**

1. Click the Teams web app link.

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text "Sign in". Underneath is a text input field with the placeholder text "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". At the bottom right is a blue button labeled "Next". At the bottom left is a link icon (a key) followed by the text "Sign-in options".


Microsoft

Sign in

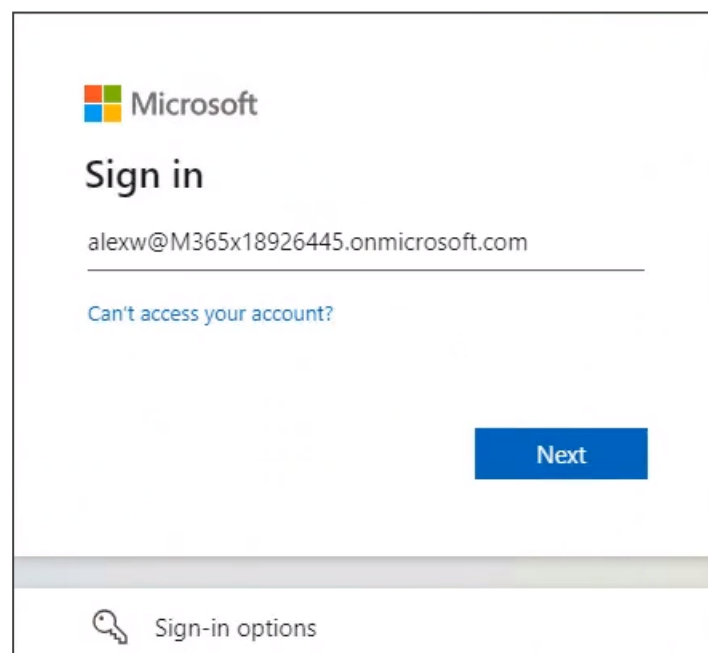
Email, phone, or Skype

[Can't access your account?](#)

Next

 Sign-in options

2. Enter the user's Teams client username.

A screenshot of the Microsoft sign-in page, similar to the previous one, but with the username "alexw@M365x18926445.onmicrosoft.com" entered in the text input field. The "Next" button and "Sign-in options" link are still visible.


Microsoft

Sign in

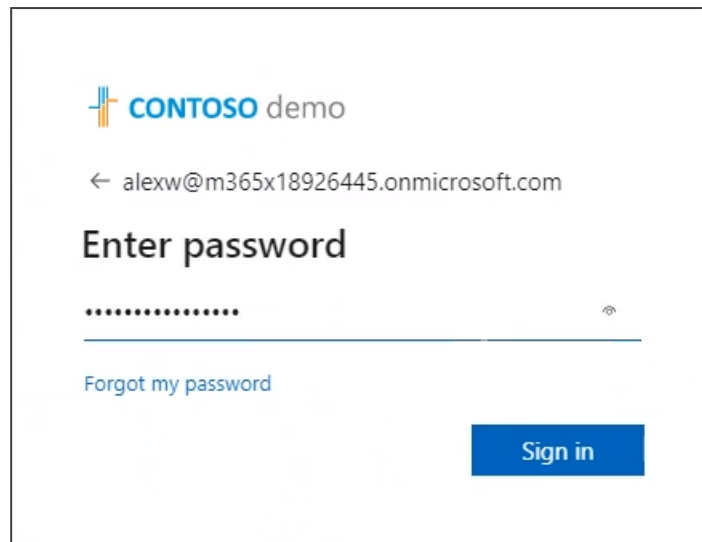
alexw@M365x18926445.onmicrosoft.com

[Can't access your account?](#)

Next

 Sign-in options

3. Click **Next**.



CONTOSO demo

← alexw@m365x18926445.onmicrosoft.com

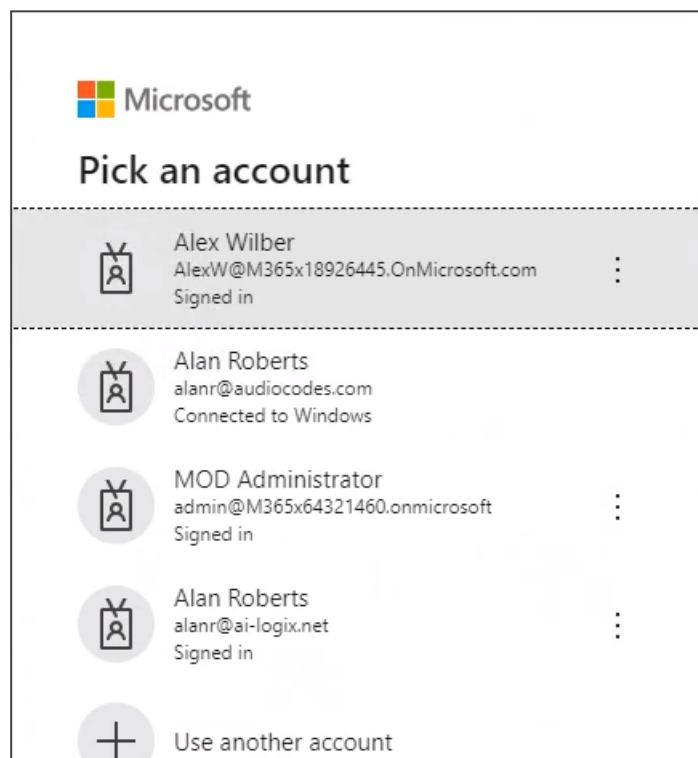
Enter password

.....

[Forgot my password](#)






Sign in

4. Enter the user's Teams client password and click **Sign in**.

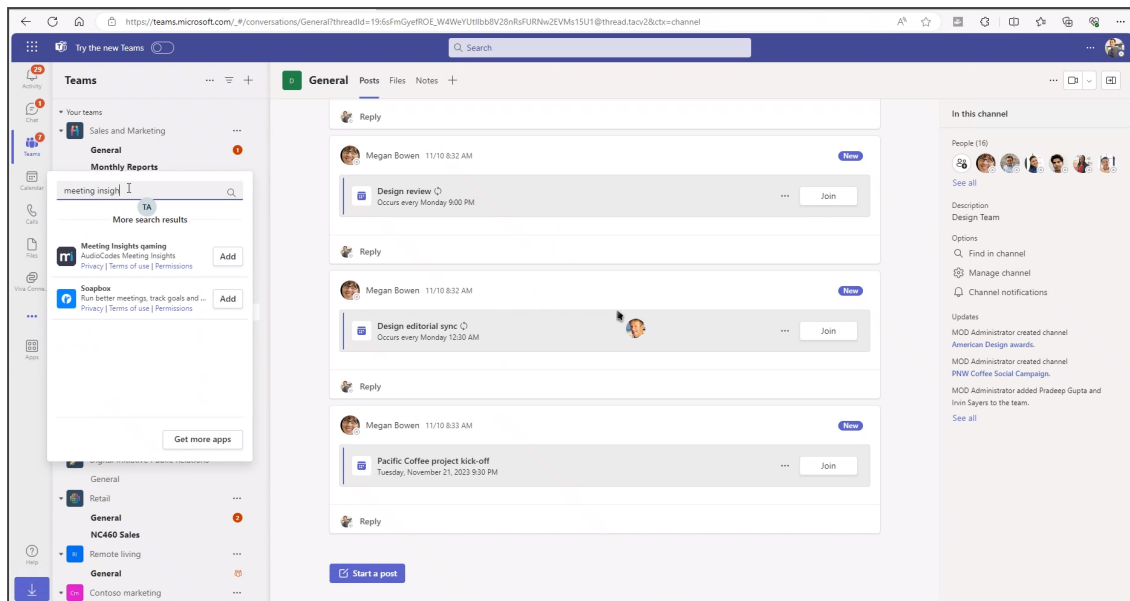


Microsoft

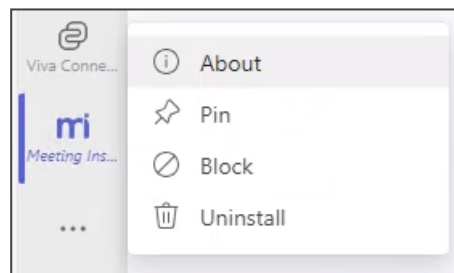
Pick an account

	Alex Wilber AlexW@M365x18926445.OnMicrosoft.com Signed in	⋮
	Alan Roberts alanr@audiocodes.com Connected to Windows	
	MOD Administrator admin@M365x64321460.onmicrosoft Signed in	⋮
	Alan Roberts alanr@ai-logix.net Signed in	⋮
	Use another account	

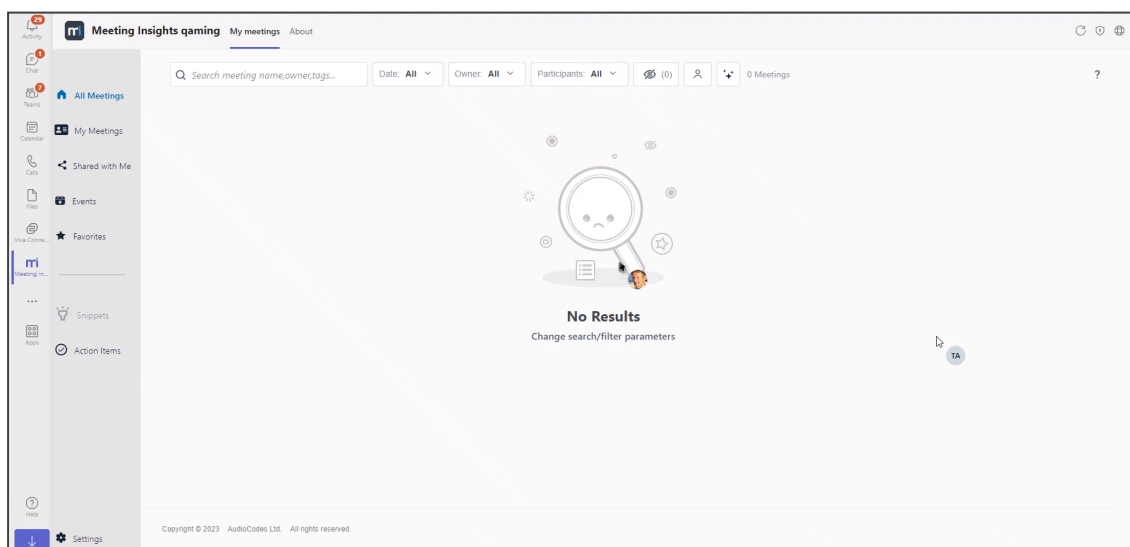
5. Click the account of the user.



6. In the Teams web app, click the ... option in the left menu bar. In the 'Search for apps' field, enter Meeting Insights.
7. Select the **Meeting Insights** app and click the **Add** button next to it; Meeting Insights is added to the Teams client.
8. Right-click the newly added Meeting Insights icon in the left menu bar.



9. From the popup, select **Pin**.



The user has not used Meeting Insights before so no meeting recordings are displayed.

10. Click the **Calendar icon in Teams and in the Calendar, click **New meeting**.**

- 11. Schedule a meeting for at least five minutes before a start time to allow MIA (Meeting Insights Assistant) to join. Add MIA to the invitees' list using its email address (xx.mia@meetinginsights.com). Meeting Insights will join two minutes before the meeting.**
- 12. Click **Start Meeting**.** You've successfully tested the new user's ability to start a meeting and record it. Make sure the Meeting Insights app icon is displayed at the top of the meeting window and that MIA is one of the participants.



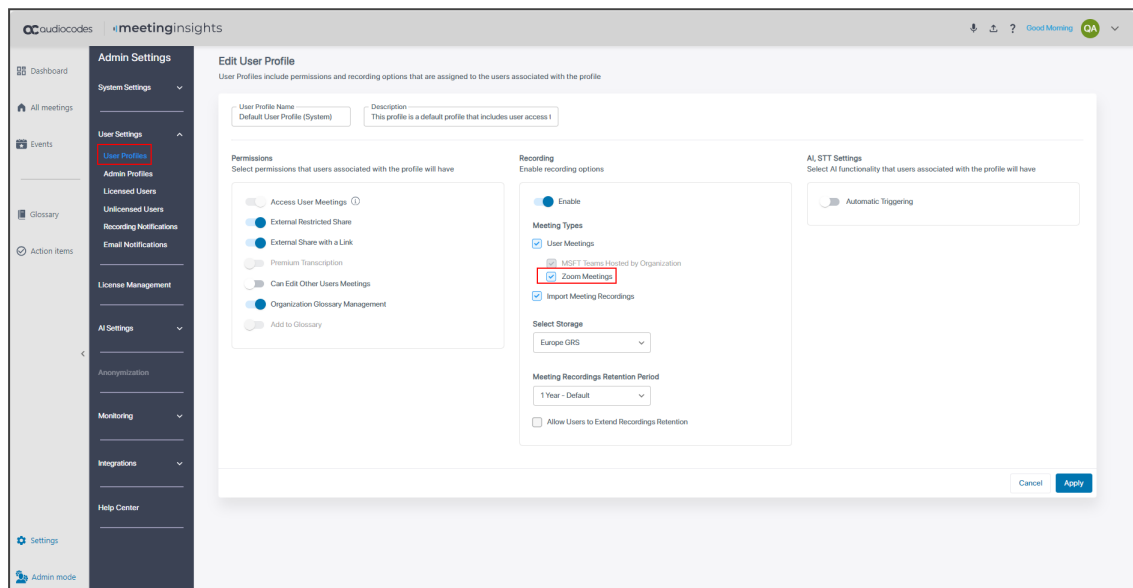
- The instructions above describe testing a *scheduled meeting*, with MIA *joining in*.
- If the meeting was *unscheduled*, go to **+ Apps** and select **Meeting Insights**; make sure MIA joins and that there's a **Meeting Insights** tab at the top of the screen.
- At the end of the meeting, go to 'List View' to play the recording. Note that it takes time for Meeting Insights to process a meeting but the video recording can be viewed and the audio can be played almost immediately.

6 Enabling Users to Record Zoom Meetings

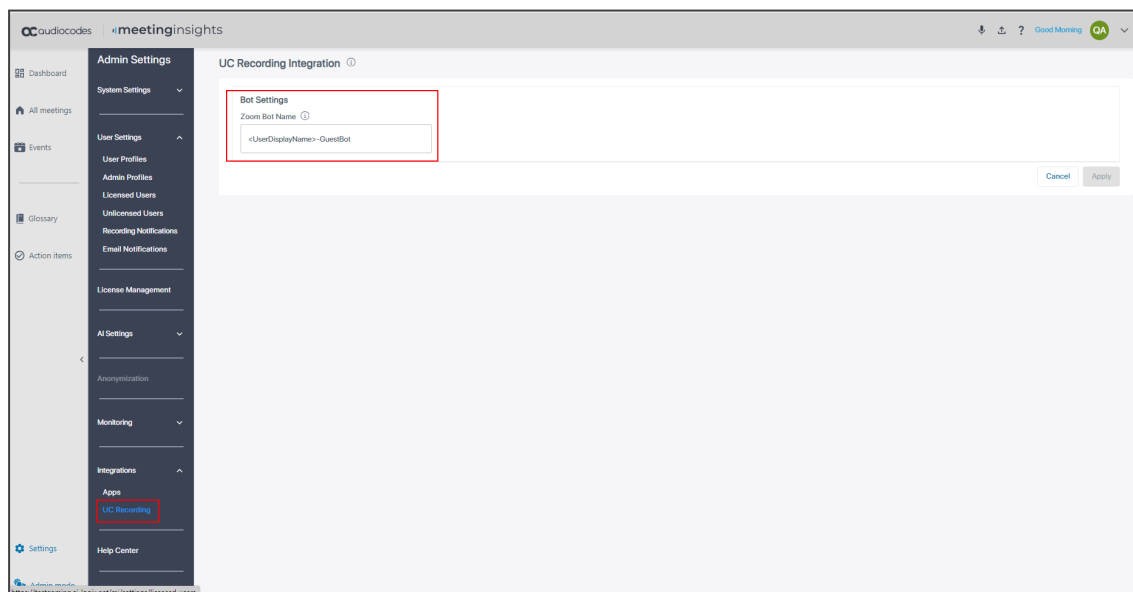
The instructions below show how to enable users (associated with a specific User Profile) to record their Zoom meetings.

➤ **To enable users to record Zoom meetings:**

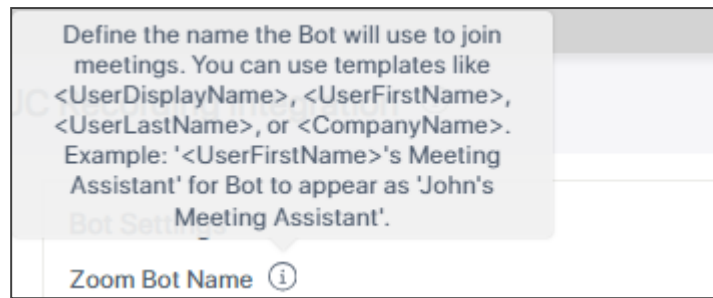
1. Select a User Profile with which the users for whom you want to enable Zoom are associated.



2. [Optionally] In the UC Recording Integration page (**Admin Settings > Integrations > UC Recording**) in the 'Zoom Bot Name' field under 'Bot Settings', configure a Zoom Bot name.



3. Click the i icon adjacent to 'Zoom Bot Name' and use the tooltip as reference:



- The 'Zoom Bot Name' field includes <UserDisplayName> in brackets.
- This is the name the Zoom Bot will use to join meetings.

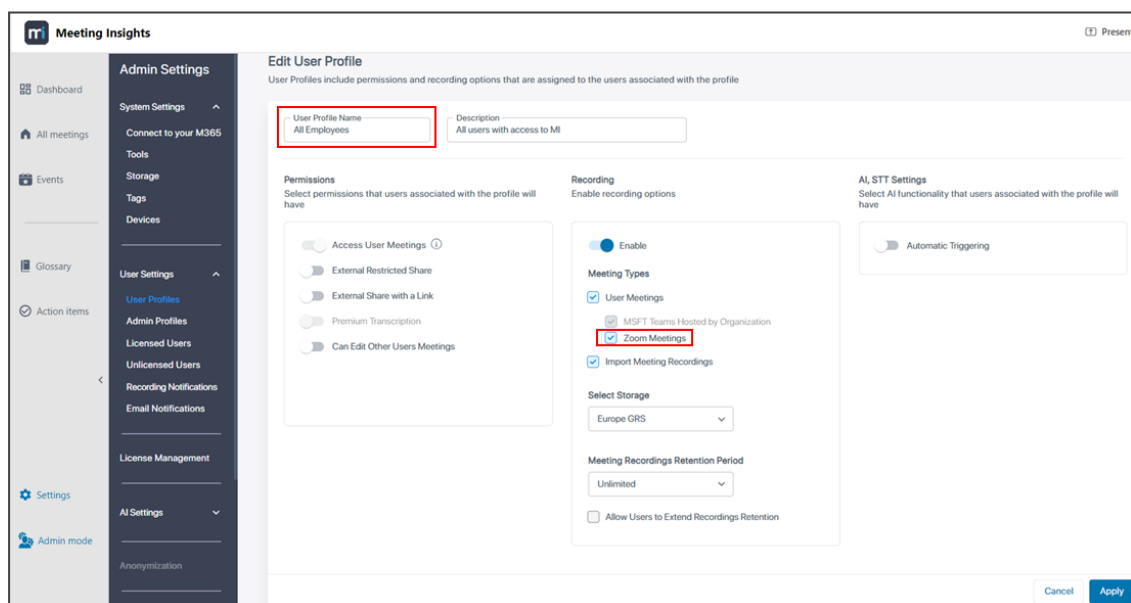
4. Click **Apply**.

Enabling Zoom for All Employees

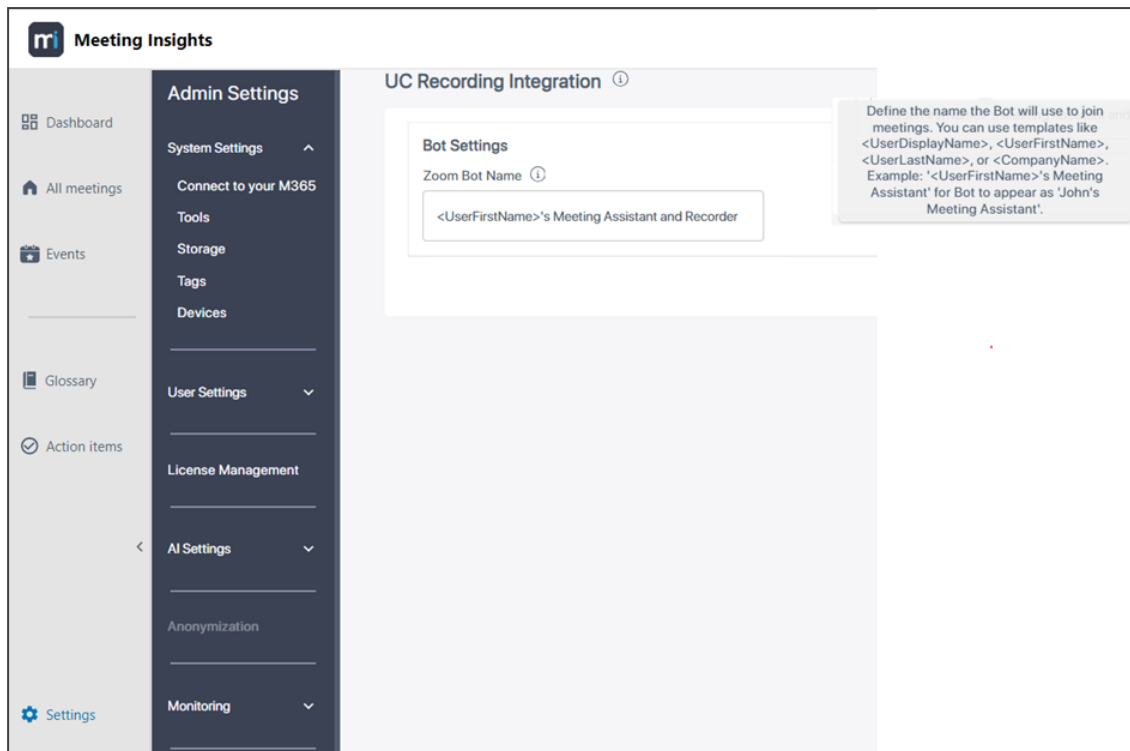
This section shows how to enable Zoom for all employees in the enterprise with access to Meeting Insights. Admin can configure enabling Zoom for all users in the enterprise, or for a group of users, in the User Profiles page. Additionally, admin can customize the Zoom Bot name.

➤ **To enable Zoom for all enterprise employees with access to Meeting Insights:**

1. Select the User Profile with which all users in the enterprise, for whom you want to enable Zoom, are associated. In the figure below, the User Profile Name is 'All Employees'.



2. [Optionally] In the UC Recording Integration page (**Admin Settings > Integrations > UC Recording**) in the 'Zoom Bot Name' field under 'Bot Settings', configure a Zoom Bot name.



7 Determining Who has Permission to Perform What Action

The table below shows who has permission to perform what actions for highlights, bookmarks, snippets, etc., with Meeting Insights.

	Actions	Admin	Owner	Delegate	Auto Can Edit	Participant
Highlight	Add	X	√	√	√	√
	Edit	X	OWN	OWN	OWN	OWN
	Delete	X	OWN	OWN	OWN	OWN
	View	√	OWN	OWN	OWN	OWN
Bookmark	Add	X	√	√	√	√
	Edit	X	OWN	OWN	OWN	OWN
	Delete	X	OWN	OWN	OWN	OWN
	View	√	OWN	OWN	OWN	OWN
Snippet	Add	X	√	√	√	√
	Edit	X	OWN	OWN	OWN	OWN
	Delete	X	OWN	OWN	OWN	OWN
	View	√	OWN	OWN	OWN	OWN
Snippet Sharing	Restricted	X	√	√	√	√
	Shareable	X	√	√	√	X
	Organization	X	√	√	√	X
Notes Private	Add	X	√	√	√	√
	Edit	X	OWN	OWN	OWN	OWN
	Delete	X	OWN	OWN	OWN	OWN
	View	X	OWN	OWN	OWN	OWN

	Actions	Admin	Owner	Delegate	Auto Can Edit	Participant
Notes Public	Add	X	√	√	√	√
	Edit	X	√	√	√	OWN
	Delete	√	√	√	√	OWN
	View	√	√	√	√	√
Recap	Add	√	√	√	√	X
	Edit	√	√	√	√	X
	Delete	√	√	√	√	X
	View	√	√	√	√	√
	AI trigger	√	√	√	√	If everyone can trigger, enabled by admin
Transcription	Edit	√	√	√	√	X
	Delete	√	√	√	√	X
	View	√	√	√	√	√
	Trigger	√	√	√	√	If everyone can trigger, enabled by admin
Delete		√	√	√	√	X
Download		√	√	√	√	X
Meeting info	Edit	√	√	√	√	X
	View	√	√	√	√	√
External Share	Only when both the owner and the other	√	√	√	√	X

	Actions	Admin	Owner	Delegate	Auto Can Edit	Participant
	party have permission to share (this is due to the sensitivity of the external share).					
Internal Share		√	√	√	√	X

8 Recording Teams Live Events or Webinars

➤ **To record Teams Live Events or Webinars:**

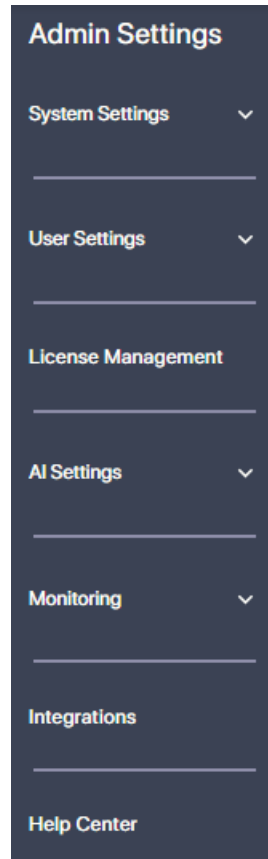
- Make sure to add the Meeting Insights Assistant (MIA) email address to the invitation or forward the invitation to MIA.



MIA can't be added as a presenter | producer.

9 Configuring System Settings

Regular users cannot perform management tasks. Only enterprise admins can. After logging in as admin, view 'Admin Settings' displayed.



Tools

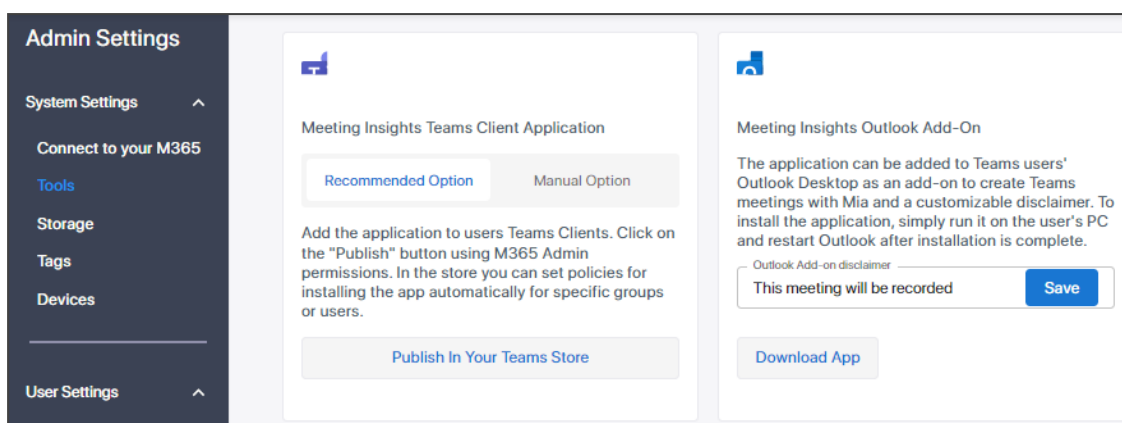
Two supplementary apps are provided by AudioCodes as installation additions:

- Meeting Insights Teams add-on provided by AudioCodes for accessing the portal from within the Teams client.
- Meeting Insights Outlook add-on provided by AudioCodes to make scheduling of recorded meetings easier | meetings with MIA.

The Tools page enables admins to add the Meeting Insights app to the Teams client and/or to Outlook.

➤ To add the app to Teams client| Outlook:

1. Under the 'System Settings' menu, click the **Tools** option.



2. (Optionally) Add the Meeting Insights app to users':

- Teams client - go [here](#)
- Outlook - go [here](#)

Adding Meeting Insights to Teams Client

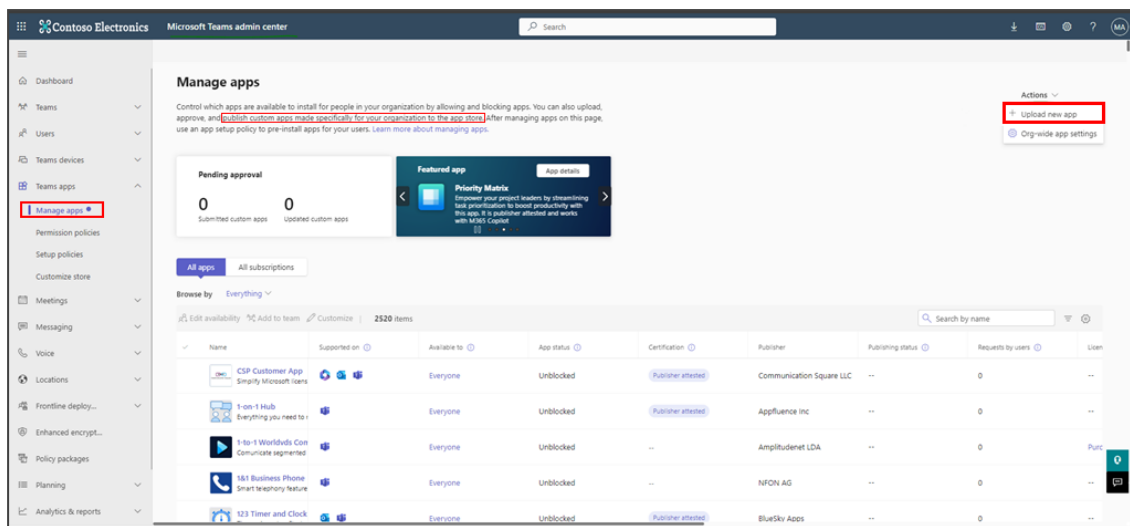
The Tools page enables the admin to add the Meeting Insights app to Teams users' Teams clients.



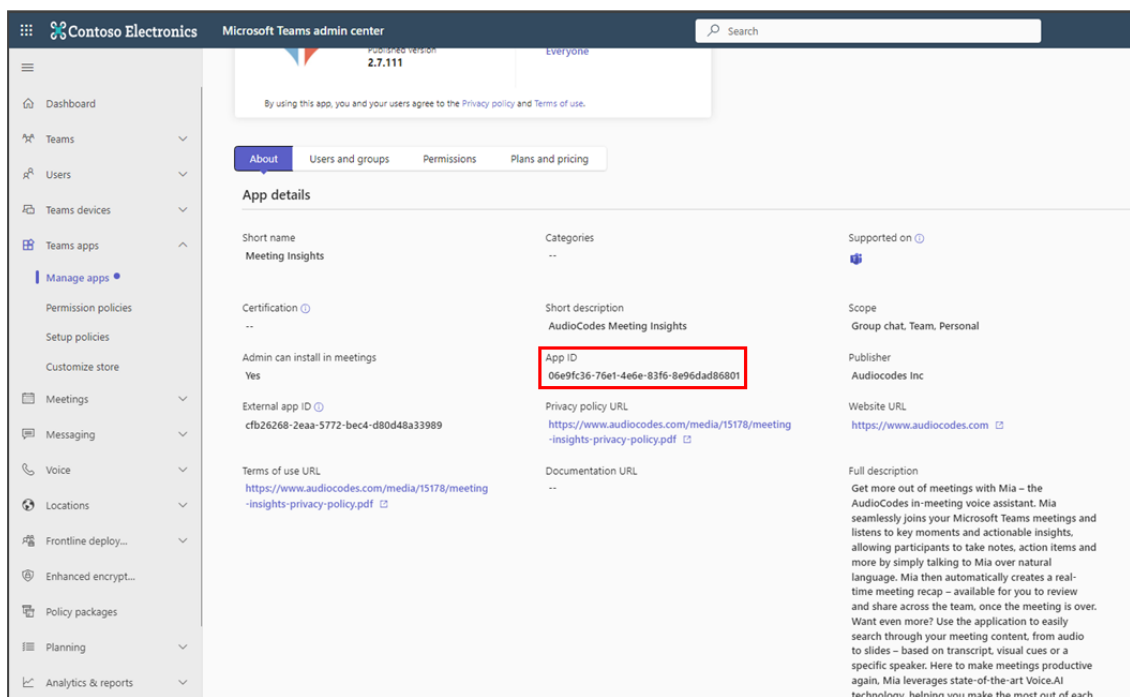
- This step is usually performed during the initial setup in the 'Connect to your M365' page as shown [here](#) (last step).
- Optionally, admin can *manually* add the app to the Teams store *without needing to grant permissions*, as described below.

➤ To add the Meeting Insights app:

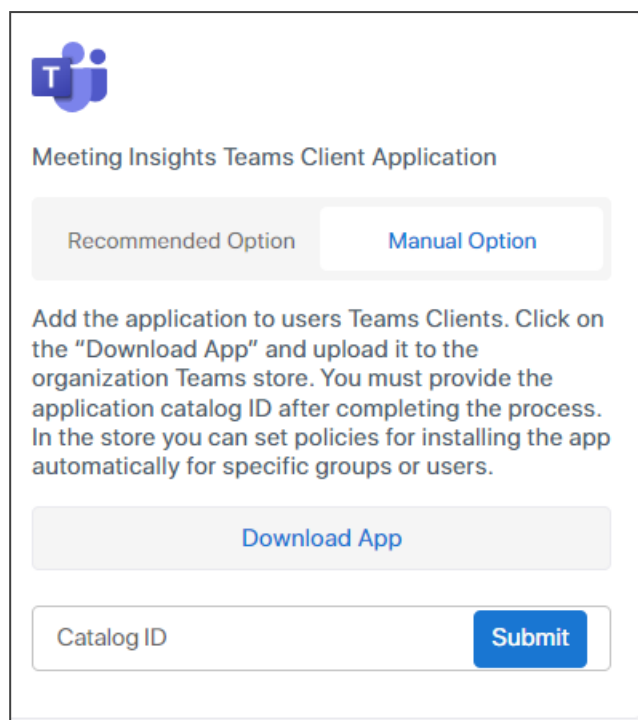
1. Under the 'System Settings' menu, click the **Tools** option.
2. Under 'Meeting Insights Teams Client Application' either:
 - Click **Recommended Option** and then click **Publish in your Teams Store**
 - OR-
 - Manually add the Meeting Insights app to the Teams client (if for example it has been customized for your organization and you harbor concerns about Meeting Insights requesting permissions for Teams app publishing):
 - i. Download the app package.
 - ii. Add it manually to the Teams store: In Teams admin center, open the 'Manage apps' page and upload it as shown in the figure below:



iii. Locate the Catalog ID that is generated and allocated to the app:



iv. Update it in Meeting Insights under **Tools > Manual Option**:



Meeting Insights Teams Client Application

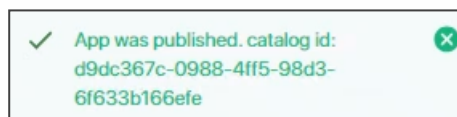
Recommended Option Manual Option

Add the application to users Teams Clients. Click on the "Download App" and upload it to the organization Teams store. You must provide the application catalog ID after completing the process. In the store you can set policies for installing the app automatically for specific groups or users.

Download App

Catalog ID Submit

- v. Enter it in the 'Catalog ID' field and then click **Submit**.



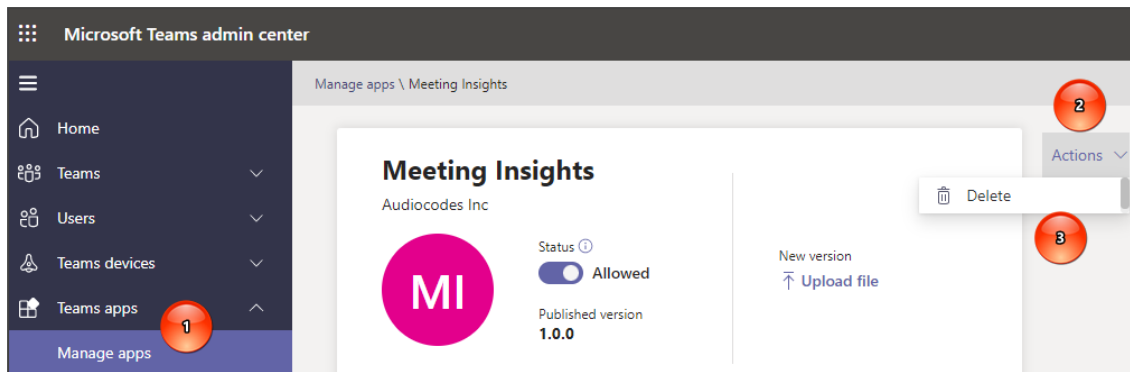
Alternatively, add the app during the initial setup in the 'Connect to your M365' page as shown [here](#) (last step).

Adding App to Organization's Teams Store via TAC

This section describes how to add the Meeting Insights app to your organization's Microsoft Teams Store via Microsoft's Teams admin center (TAC).

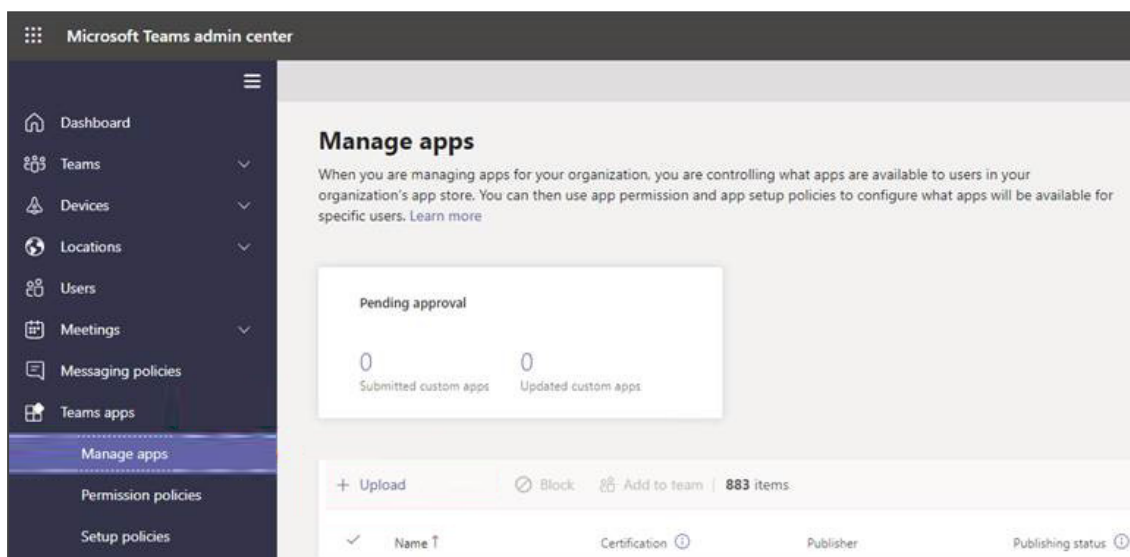
➤ To add Meeting Insights app to Teams store via Teams admin center:

1. Sign in to your organization's [Teams admin center](#) with your Office 365 admin account.
2. If the Teams store has the previous version of Meeting Insights Teams app, you need to remove it:
 - a. From the left navigation menu, navigate to **Teams apps > Manage apps**.
 - b. Search for the Meeting Insights app, and then from Actions drop-down menu, choose **Delete**:

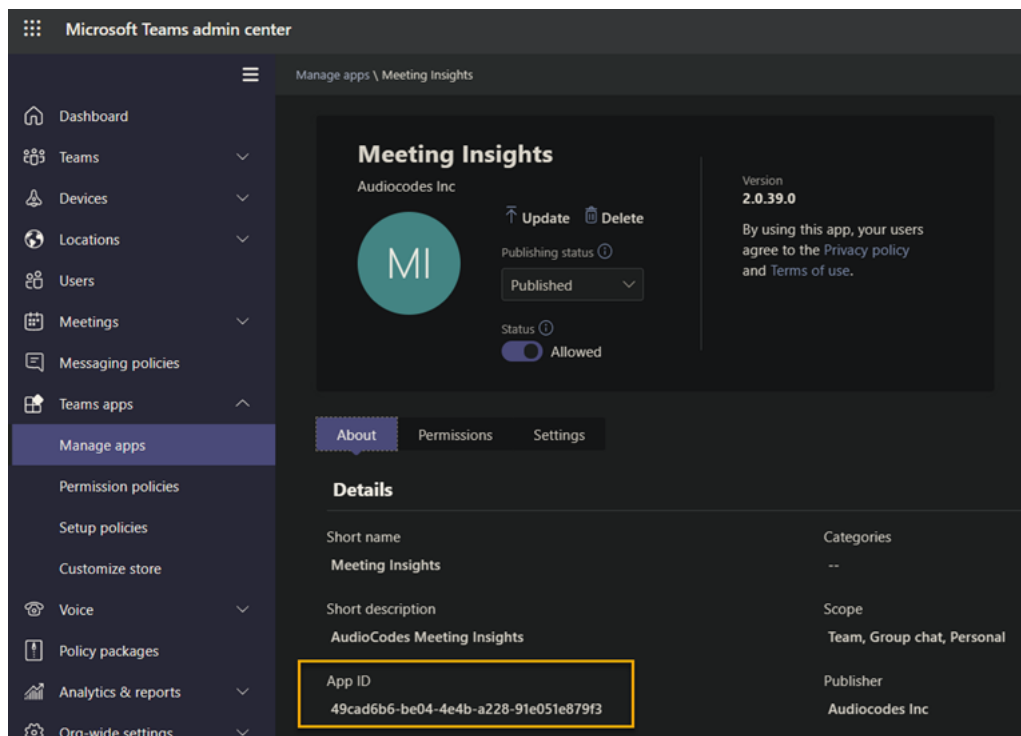


3. Upload the installation file for the Meeting Insights Teams app:

- a. From the left navigation menu, navigate to **Teams apps > Manage apps**, and then click **Upload**:

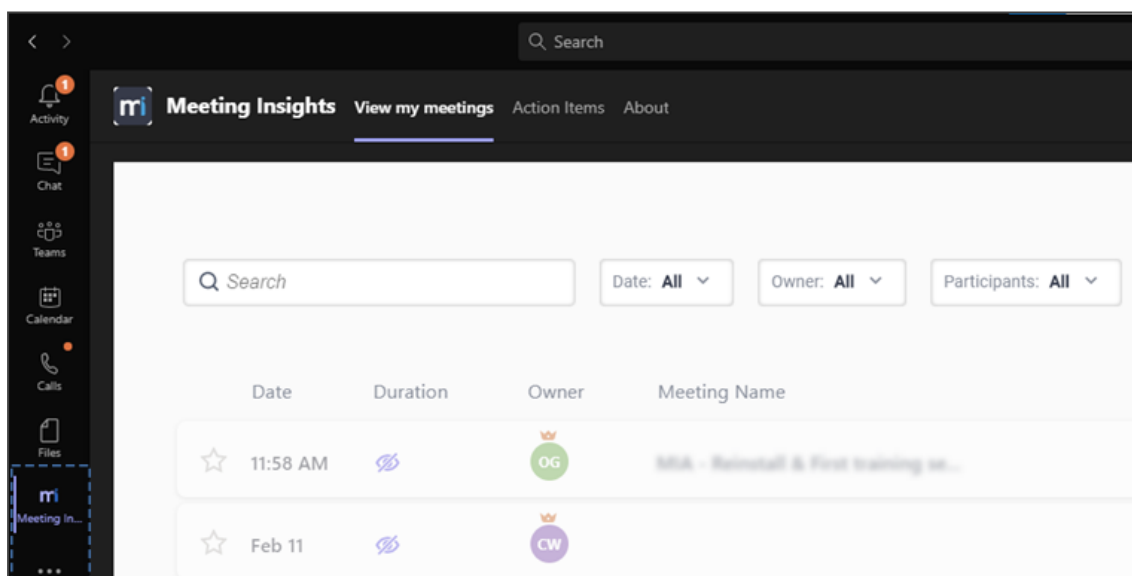


- b. In the displayed dialog box, click **Select a file**, and then browse to and select the Meeting Insights Teams app installation file (*TeamsApp.zip*) that you received from AudioCodes.
4. Provide AudioCodes with the app ID:
- a. From the left navigation menu, navigate to **Teams apps > Manage apps**.
 - b. Locate the newly installed Meeting Insights Teams app in the list of apps, and then select it.
 - c. Under the **About** tab, copy the 'App ID' field value:



- d. Enter the app ID in the 'Catalog ID' field in Meeting Insights' Tools page as shown [here](#).
5. Pin the Meeting Insights app to the Teams client navigation bar:

In the Teams client left navigation bar, click the 3-dot (...) button, and then choose the newly installed Meeting Insights app; a Meeting Insights icon is added to the navigation bar:



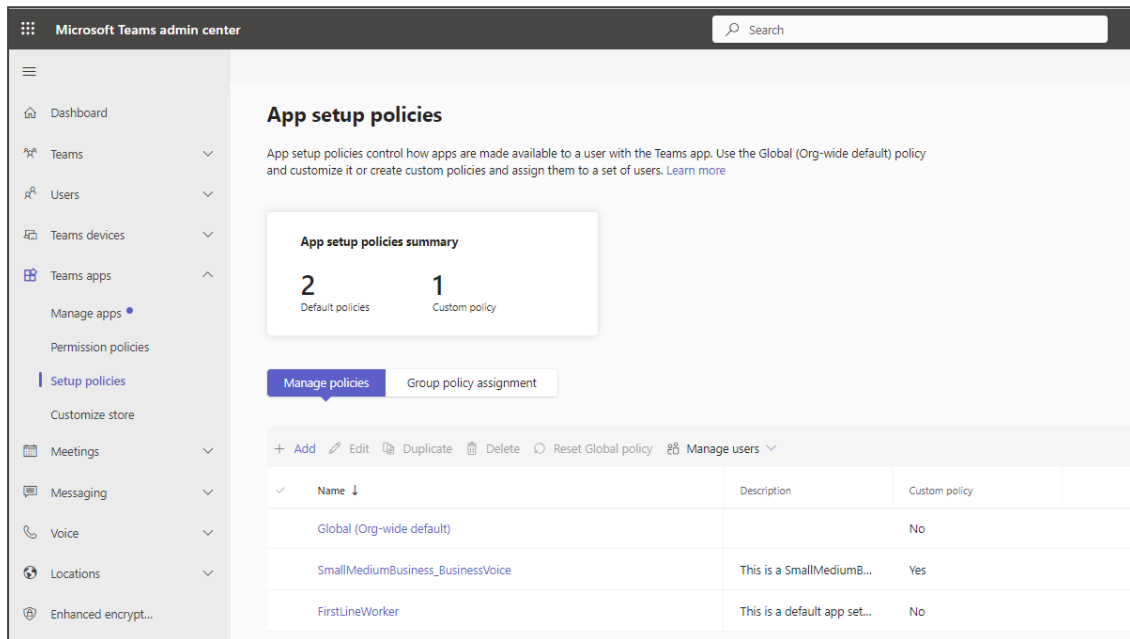
Admins are recommended to add and pin Meeting Insights Teams app to the whole organization or to user group(s) that will be using the application. See [here](#) for more information.

Add and Pin Meeting Insights Teams App to the Entire Organization or to User Group(s)

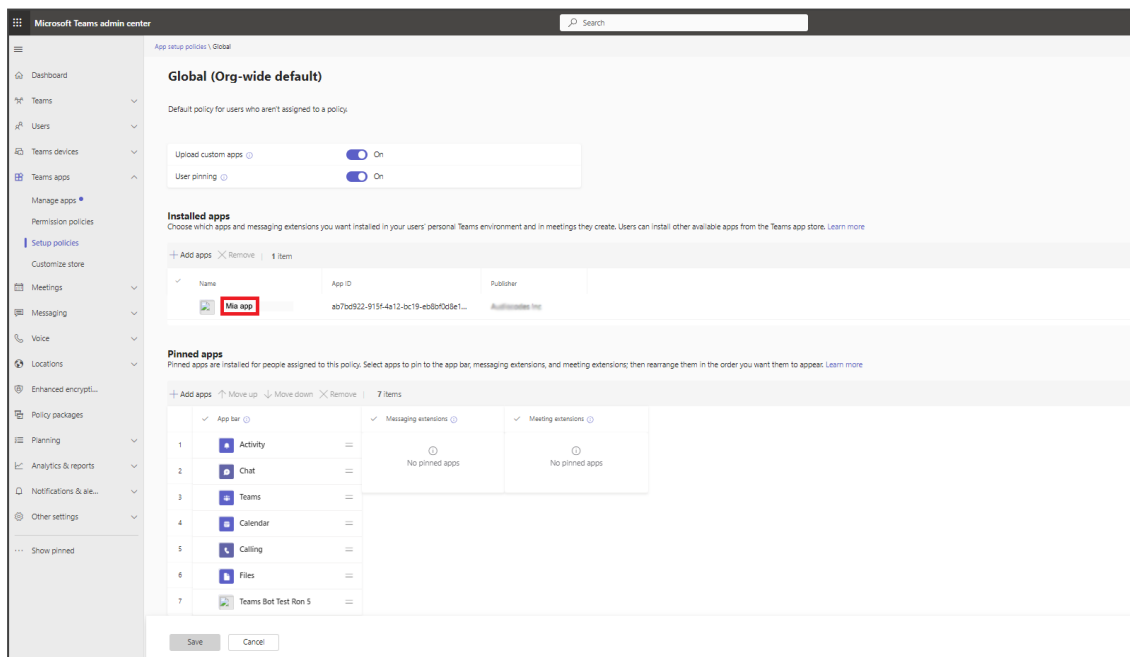
Admins are recommended to add and pin the Meeting Insights Teams app to the whole organization or to user group(s) that will be using the app.

➤ To add and pin the Meeting Insights Teams app to the whole organization or to user group(s):

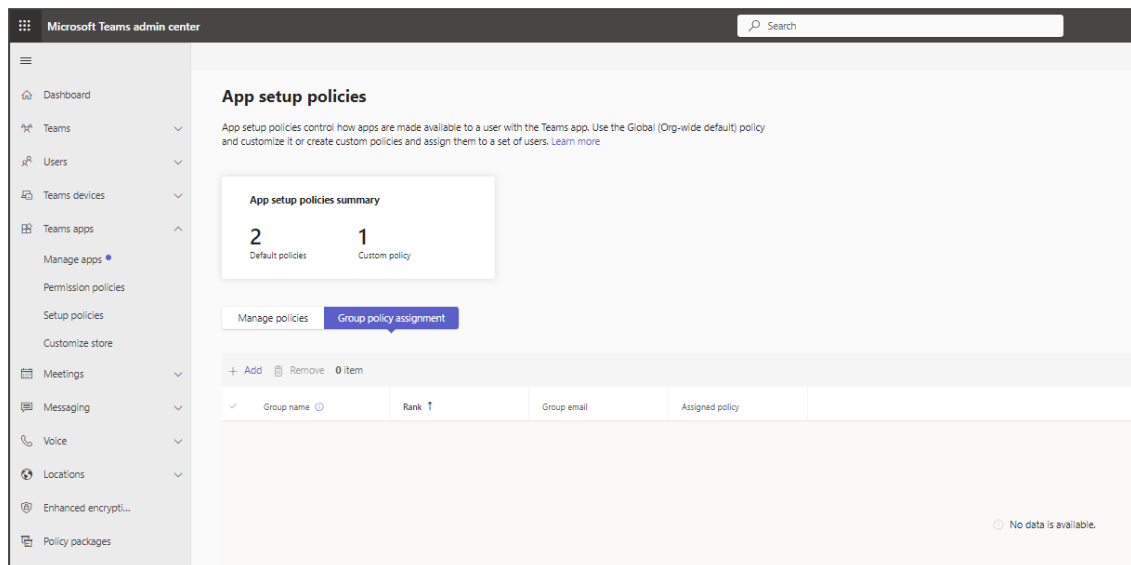
1. Open Microsoft Teams admin center (TAC) and add to the organizational policy or create a new policy and assign it to the users or groups.



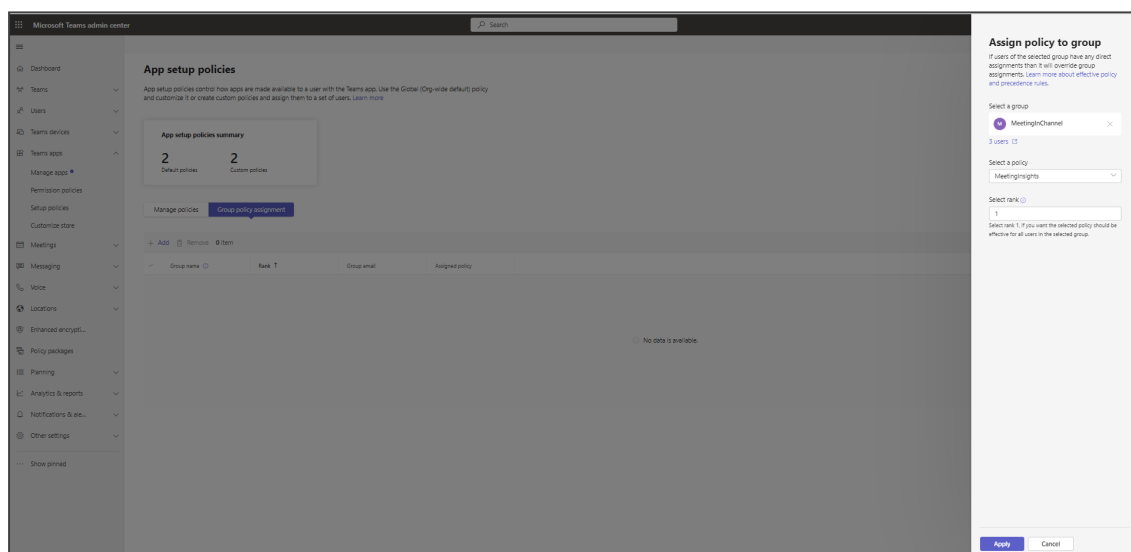
2. Add Meeting Insights Teams app to the installed apps and to the pinned apps (recommended) so that it'll be displayed for users by default.



3. To apply to a group, create a separate policy, add the Meeting Insights Teams app to the installed and pinned apps, and then assign group(s) as shown below.
4. To assign to a group, click **Group policy assignment** under the setup policy option.



5. To assign groups, click **Apply**.

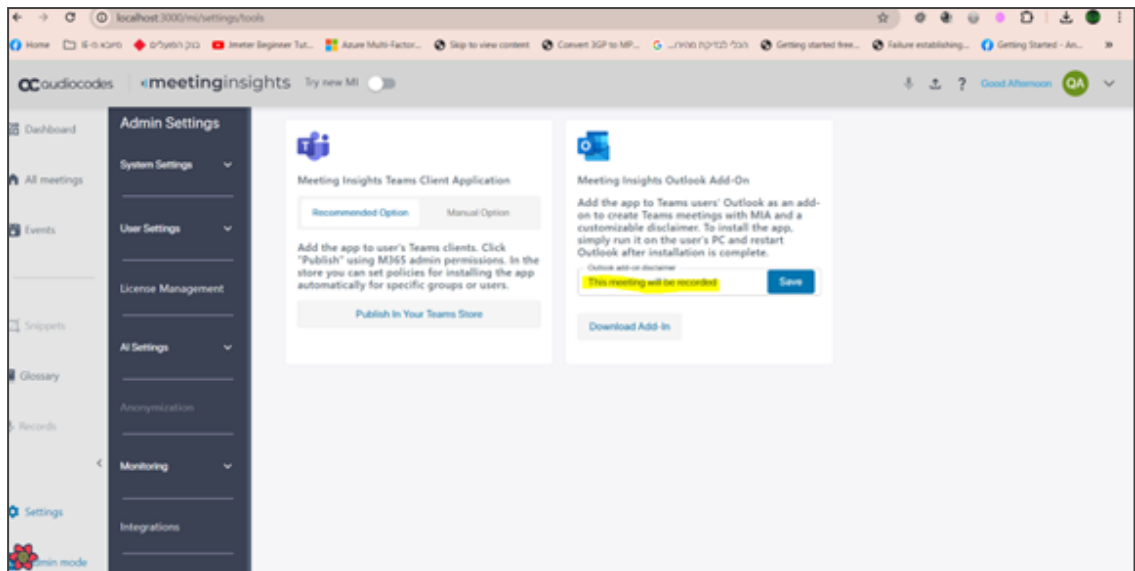


Setting up Outlook Add-in

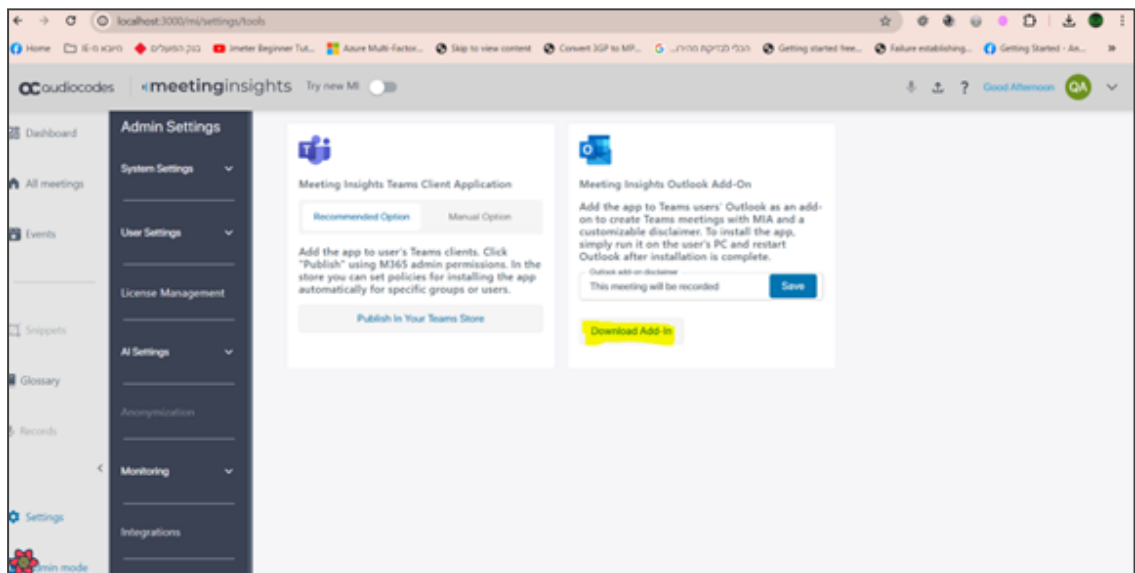
The Tools page enables admin to add the Meeting Insights app to Teams users' Outlook as an add-on to create Teams meetings with MIA. The instructions below show how to set up the Microsoft Outlook add-in.

➤ To set up Outlook add-in:

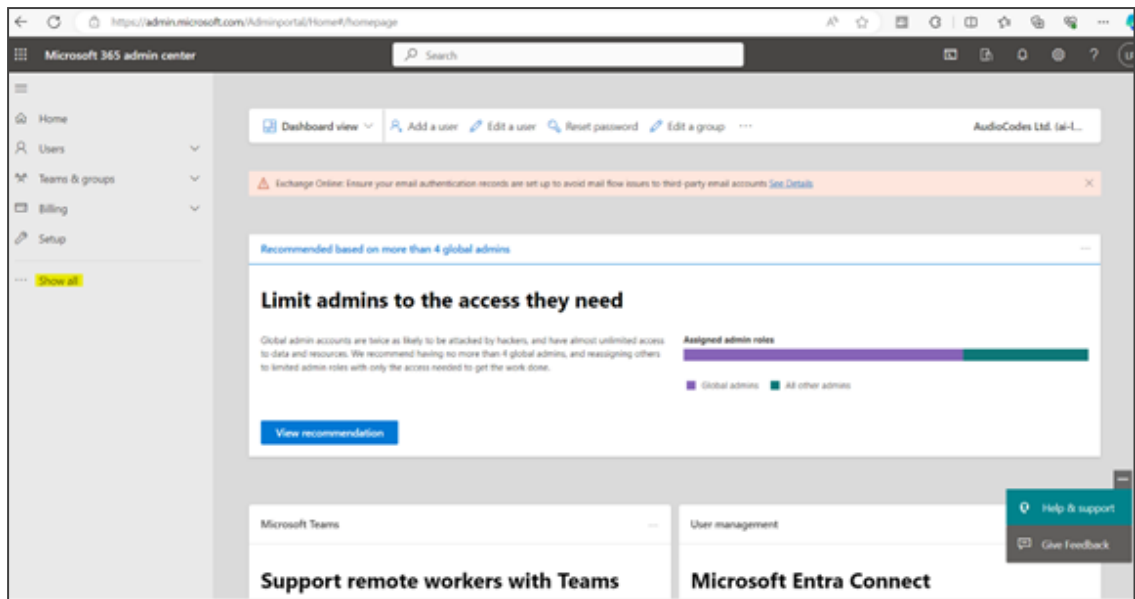
1. [Recommended] Set a disclaimer in the Meeting Insights 'Tools' page (**Admin Settings > System Settings > Tools**), as shown here:



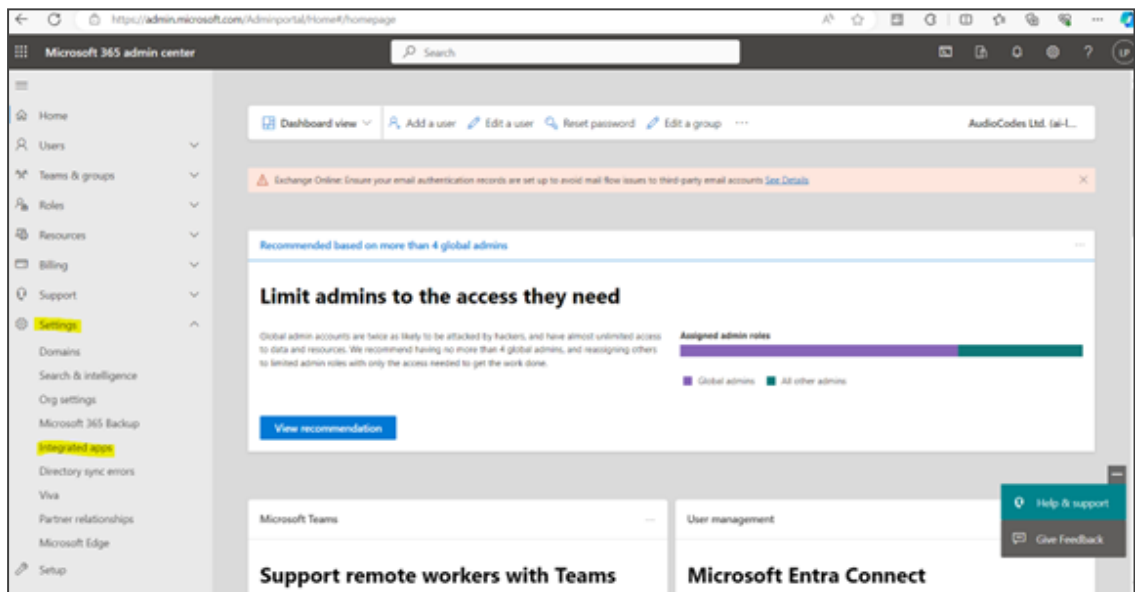
2. Download the add-in by clicking the **Download Add-In** button



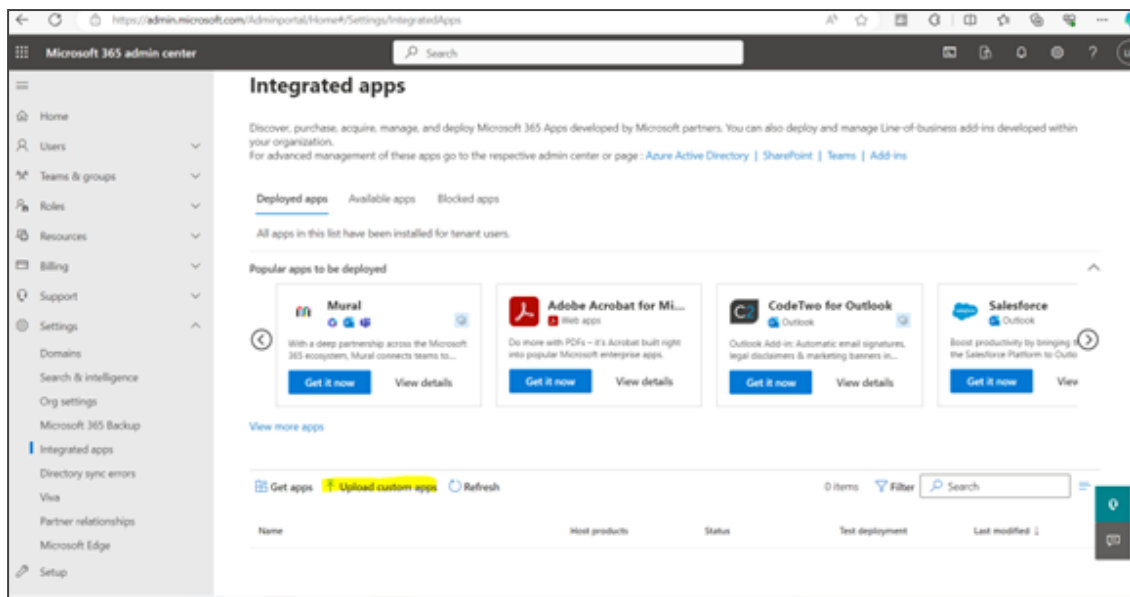
3. Log in to <https://admin.microsoft.com/> to view the Microsoft 365 admin center.



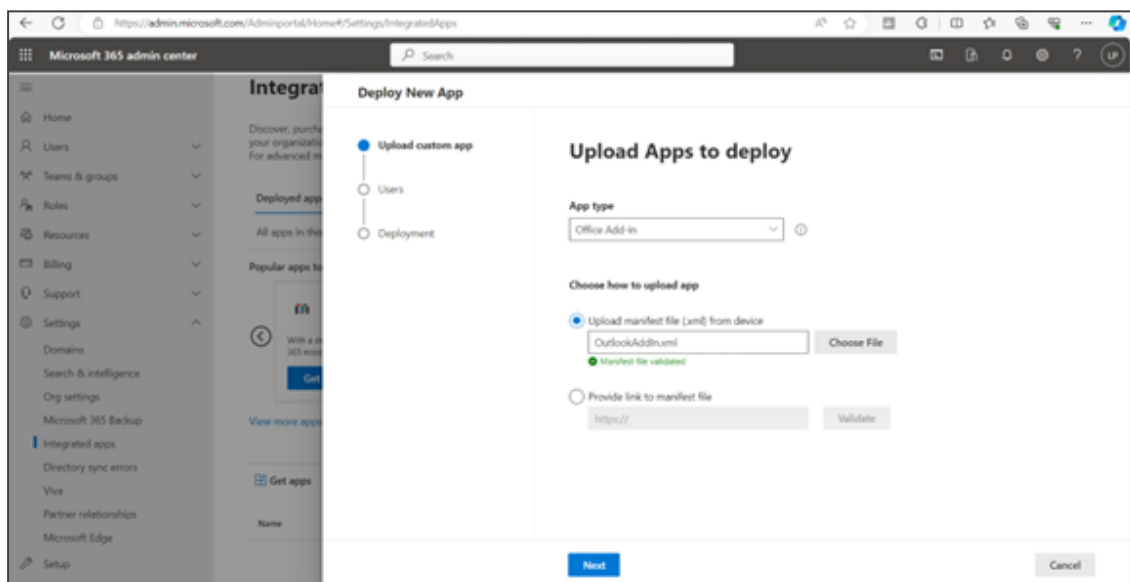
4. Click **Show All** as shown in the preceding figure.



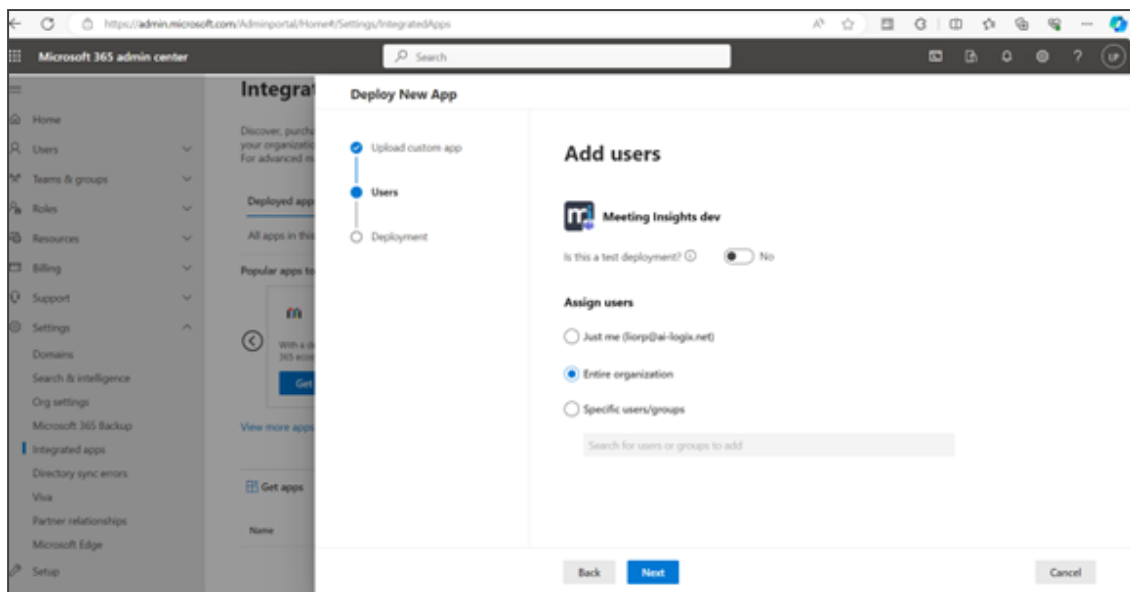
5. Expand the **Settings** menu as shown in the preceding figure and click the **Integrated apps** option.



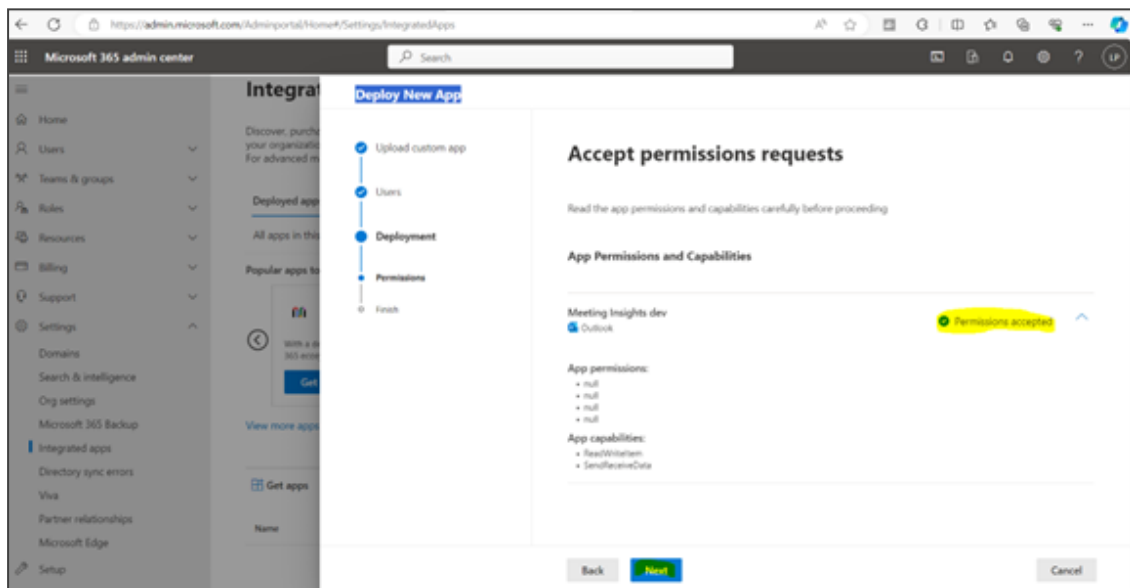
6. Click the **Upload custom apps** option.



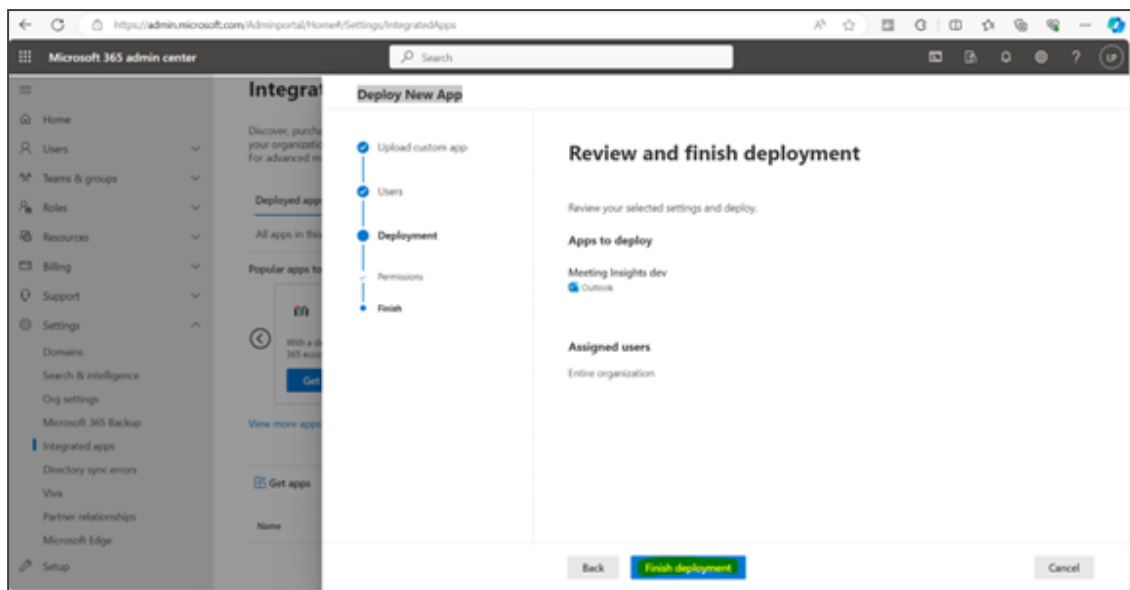
7. From the 'App type' drop-down, select **Office Add-in**, select the **Upload manifest (.xml) from device** option and then click **Choose File**. Click **Next** after xml validation.



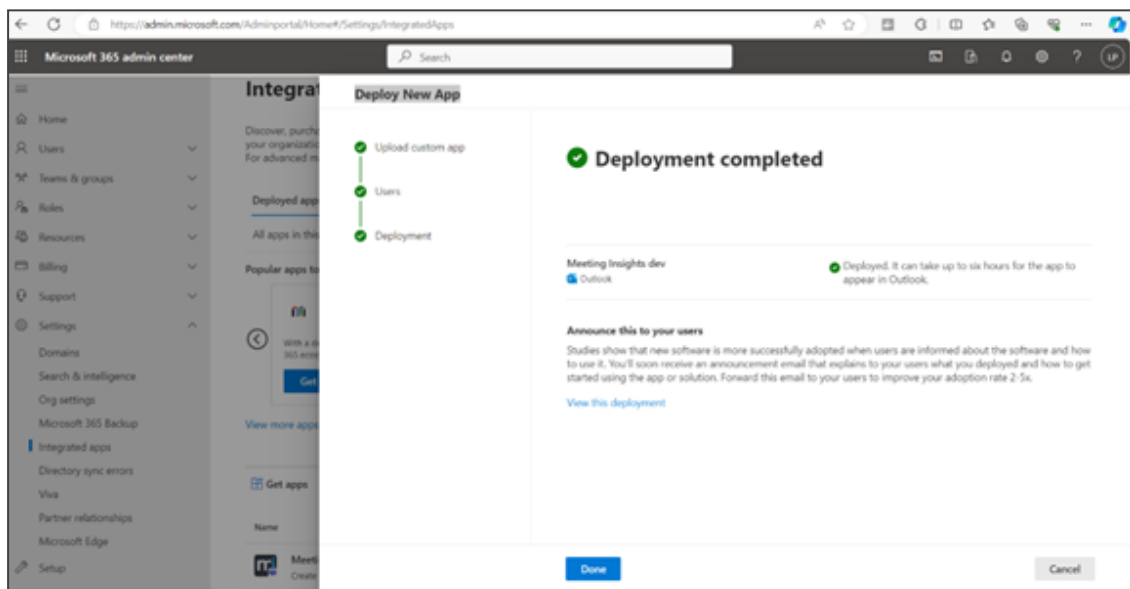
8. Select who can use the add-in and then click **Next**.



9. Accept the required permissions the application requires by clicking on the permissions and then click **Next**.



10. Review the deployment and then click **Finish deployment**.



View the screen shown in the preceding figure after the deployment is completed.

Storage

By default, Meeting Insights stores meeting recording audio, screen sharing content, generated images, transcriptions, and AI insights in separate Azure Blob storage, tailored to regional preferences, and hosted in AudioCodes data centers. For more information, see [Storage Hosted on AudioCodes Azure Blob](#) on page 50.

However, Customers who need control and ownership of their stored data can add their Azure Blob Storage accounts for various locations (Bring Your Own Blob Storage or BYOS). Once the BYOS locations are configured, they can be assigned to user profiles, enabling recordings for users assigned to these profiles to be stored in the designated storage. For more information on BYOS, see [Storage Hosted on Customer Azure Blob](#) on page 51.

Meeting Insights supports the following Azure storage options:

- **Local redundant storage (LRS):** This is a local, redundant storage, whereby data is replicated in the same region.
- **Geo-redundant storage (GRS):** This is a geographically, redundant storage, whereby data is replicated across two regions (primary and secondary). The benefit of GRS is that it protects the recordings in case of a regional outage.

Meeting Insights also allows you to monitor the storage services, by displaying maximum storage, storage utilization, and remaining storage.



- Meeting Insights default storage is LRS.
- GRS is a feature available for purchase from AudioCodes.
- Bring Your Own Blob Storage requires the BYOS feature key.

➤ **To view Meeting Insights storage accounts:**

1. Under the 'System Settings' menu, click the **Storage** option; the default storage account is displayed (e.g., Europe LRS).

NAME	STATUS	CONSUMED	LAST MONTH GR...	AVAILABLE STOR...	STORAGE LEFT	MONTH LEFT
Europe LRS	#Connected;	-	-	-	-	-
My BYOS Storage	#Connected;	-	-	-	-	-

The following table describes the table columns:

Table Column	Description
Name	Displays the region in which the storage (LRS) is located (e.g., 'Canada LRS').
Status	Displays the status of connection to storage account: <ul style="list-style-type: none"> ■ "Connected" ■ "Disconnected" ■ "Failed"
Consumed	Displays the storage space (in GB) that has been utilized. Note: This column is applicable to Locally-Redundant Storage (LRS) and Geo-Redundant Storage (GRS).

Table Column	Description
Last Month Growth	Displays the change of storage for the last month. This typically shows an increase (growth), but if more meeting recordings are deleted than created, then it shows a decrease.
Available Storage	Displays the total available storage space (in GB). Note: This column is applicable only to GRS.
Storage Left	Displays the remaining storage space (in GB). Note: This column is applicable only to GRS.
Month Left	Displays the estimated number of months remaining before the storage is full.

Storage Hosted on AudioCodes Azure Blob

The Meeting Insights application stores the recorded media (audio, screen sharing content, generated images) and recaps (transcription, summary, action items, and AI-generated insights) in separate Azure Blob storage containers, tailored to regional preferences and hosted in AudioCodes data centers.

Meeting Insights supports the following Azure storage options:

- **Local redundant storage (LRS):** This is a local, redundant storage, whereby data is replicated in the same region. By default, Meeting Insights provides you with a single storage LRS platform in AudioCodes data center. This storage platform doesn't include storage monitoring.
- **Geo-redundant storage (GRS):** This is a geographically, redundant storage, whereby data is replicated across two regions (primary and secondary). The benefit of GRS is that it protects the recordings in case of a regional outage. If you require GRS, you can purchase this feature from AudioCodes. GRS is enabled by a feature key, which also specifies the storage capacity (GB). This storage platform allows you to monitor storage.

For monitoring the storage connectivity status and capacity, see [Monitoring Storage Connectivity Status and Capacity](#) on page 55.



Meeting Insights doesn't limit storage when hosted by AudioCodes.

➤ To view storage hosted by AudioCodes:

- Under the 'System Settings' menu, click the **Storage** option; the default storage account is displayed (e.g., Europe LRS).

Admin Settings

System Settings ^

Connect to your M365

Tools

Storage

Tags

Devices

User Settings v

License Management

AI Settings v

Monitoring v

Help Center

+ Bring Your Own Blob Storage

NAME	STATUS	CONSUMED	AVAILABLE STORAGE	STORAGE LEFT
Europe LRS	#Connected	0 GB	-	-

Storage Hosted on Customer Azure Blob

If you require control and ownership of your stored Meeting Insights data, you can use Meeting Insights *Bring Your Own Blob Storage* (BYOS) feature to use your Azure Blob Storage account across different locations (regions). After configuring BYOS for each location (region), you can assign these storage accounts to specific User Profiles, ensuring that recordings for users associated with these profiles are stored in the designated storage locations.

Adding BYOS storage includes the following main steps:

1. [Setting up your Azure Blob storage account.](#)
2. [Configuring Meeting Insights with your storage account \(BYOS\).](#)



- Bring Your Own Blob Storage requires the BYOS feature key. Contact your Service Provider if it's not available in your Meeting Insights application.
- Make sure that your BYOS accounts are registered on your Microsoft 365 tenant.
- Performance latency may occur if the storage location is geographically distant from the Meeting Insights deployment instance.
- The customer's user information such as Display name, email, Azure OID, and recorded meeting metadata such as time, duration, subject, participants, and invitees are stored in the Meeting Insights separate database per customer.
- When a user is assigned to multiple user profiles, all profiles must be configured with the same storage. User recordings will be stored in arbitrary storage locations if the user is assigned to user profiles with distinct storage locations.
- You can delete an added BYOS storage only when there are no active meeting recordings.

Defining Your Azure Blob Storage Account

Before you can configure Meeting Insights with BYOS, the first step is to configure a storage container in your Azure Blob Storage account. This process includes generating a Shared Access Signature (SAS) token and URL, which you'll need later when configuring BYOS in Meeting

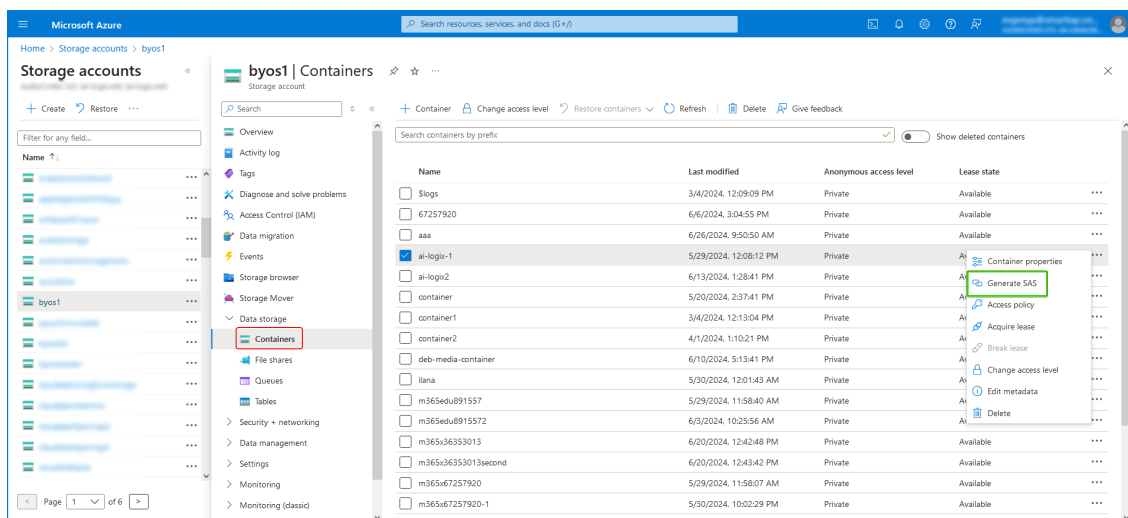
Insights. In addition, this process includes specifying a start date and time, as well as an expiry date and time for the SAS token.



This section assumes that you have an Azure Blob Storage account with a storage container.

➤ **Set up Azure Blob Storage account:**

1. Log in to your (customer tenant) Microsoft Azure portal [account](#).
2. Access the Storage accounts page, and then select the relevant Blob Storage account.
3. Navigate to **Data storage > Containers**, and then select the container where you want to store media.
4. Right-click the container, and then from the drop-down menu, choose **Generate SAS**; the Generate SAS dialog box opens.

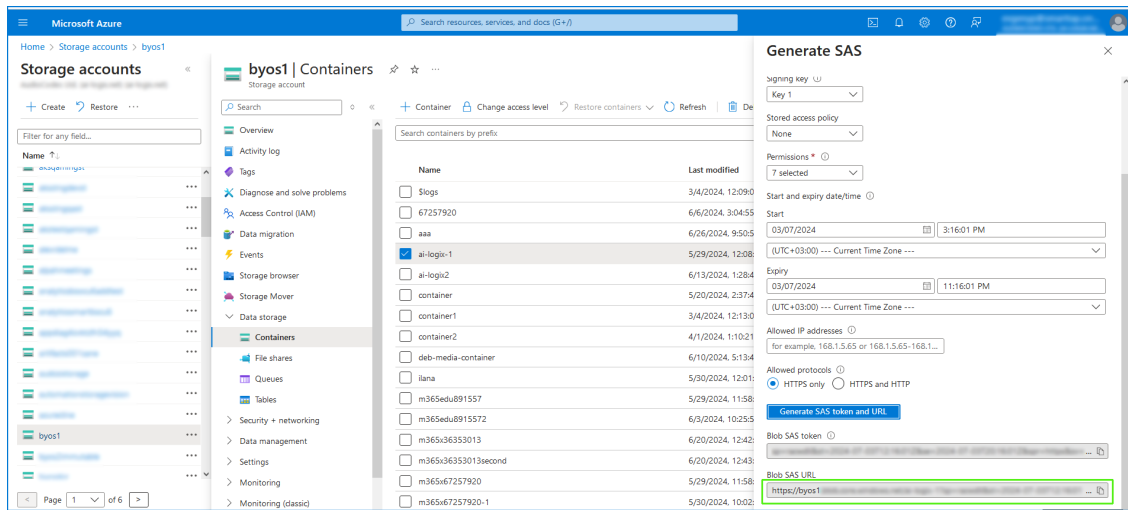


5. In the Generate SAS dialog box, configure access settings to the storage:
 - a. Under the Signing method group, select the **Account key** option.
 - b. From the 'Signing key' drop-down list, select **Key 1**.
 - c. From the 'Stored access policy' drop-down list, select a shared access policy.
 - d. From the 'Permissions' drop-down list, select (check) all the listed permissions check boxes.
 - e. In the 'Start' and 'Expiry' fields, define the start and expiry time-date of the signed key, respectively.



For Meeting Insights' BYOC, the SAS token expiration period must be **at least three months**.

- f. Under the Allowed protocols group, select the **HTTPS only** option to allow only requests using the HTTPS protocol.
- g. Click the **Generate SAS token and URL** button; a shared access signature (SAS) token and URL are generated and displayed in the fields below the button:



6. Copy and paste the Blob SAS URL in a secure location (e.g., in Notepad). You'll need this URL (which includes the SAS token key) when configuring this BYOS storage in Meeting Insights (see [Configuring Meeting Insights with BYOS](#) below).

Configuring Meeting Insights with BYOS

Once you have configured your Azure Blob Storage account and generated a SAS URL, you can configure Meeting Insights with a BYOS.



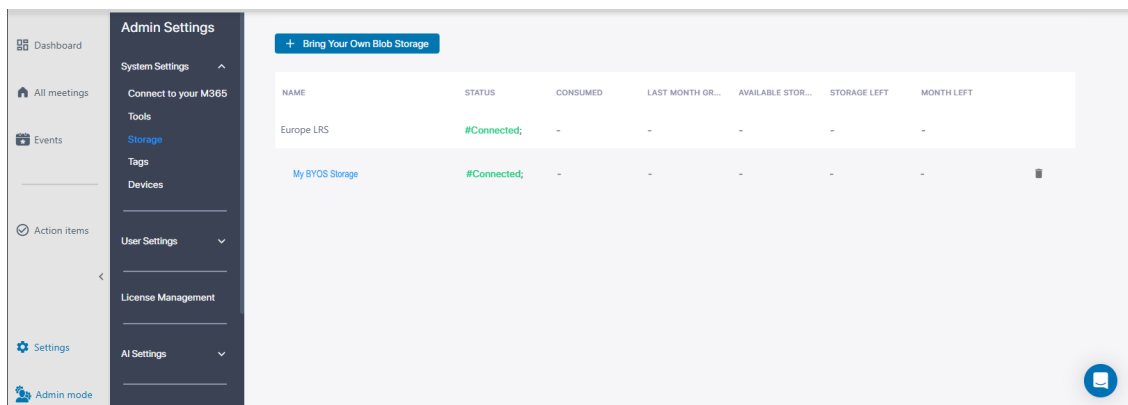
Meeting Insights doesn't display BYOS storage capacity. Storage monitoring can only be done through your Azure Blob storage account.

➤ To configure Meeting Insights with BYOS:

1. Under the 'System Settings' menu, click the **Storage** option; the default storage account is displayed (e.g., Europe LRS).
2. Click the **Bring Your Own Blob Storage** button; the following dialog box appears:

Bring Your own Blob storage

3. In the 'Friendly Name' field, type a meaningful name for your Blob storage container so that you can easily identify it later, especially useful if add multiple Blob storage containers (e.g., "West US BYOS" or "North Europe BYOS").
4. In the 'Blob SAS URL' field, paste the Blob SAS URL (also contains the SAS token key) that you copied from your Azure Blob Storage account (see [Defining Your Azure Blob Storage Account](#) on page 51).
5. Click **Apply**; the BYOS is added to Meeting Insights:



6. Associate the BYOS account to a Users Profile, by selecting it from the 'Select Storage' drop-down list, as described in [User Profiles](#) on page 60.

For monitoring the storage connectivity status, see [Monitoring Storage Connectivity Status and Capacity](#) on the next page.

Connectivity Issues to BYOS Storage

If Meeting Insights is unable to access the BYOS storage, it deletes the recording after several retry attempts. Loss of connectivity to the BYOS storage can occur for several reasons, such as:

- Storage no longer exists
- Network issues
- SAS token key expired

Meeting Insights notifies you about the upcoming token key expiration at 30 days, 7 days, and on expiration day, both via email and in the system activity logs. In addition, Meeting Insights triggers an alarm if the connection to the storage is lost or the token key expires.



- The SAS token key expiration period must be at least three months.
- To prevent outages and the potential loss of recordings, it's essential that you generate a new SAS token key before it expires and update Meeting Insights with the new key.

Monitoring Storage Connectivity Status and Capacity

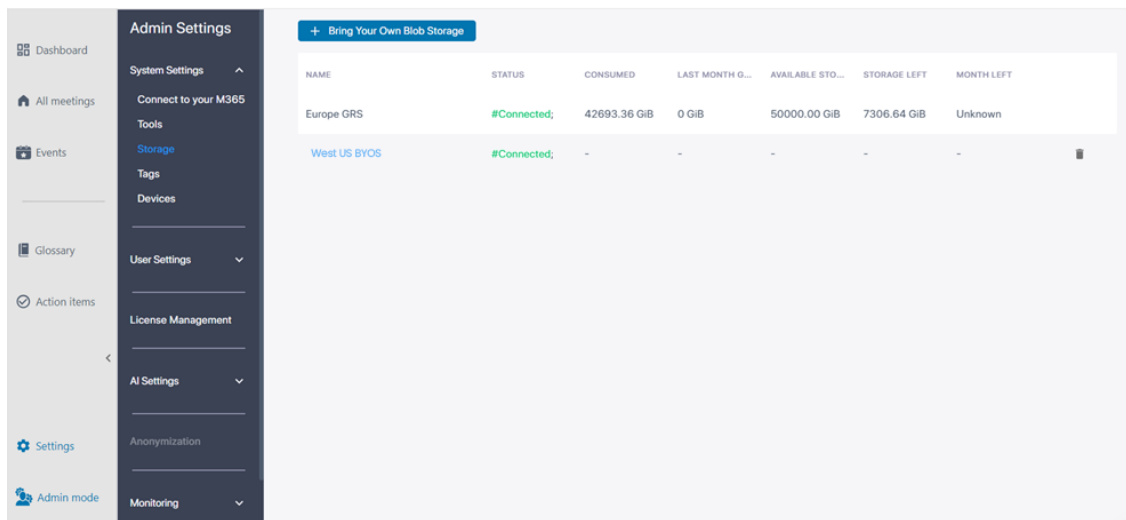
Meeting Insights allows you to monitor the storage connectivity status as well as storage capacity (depending on storage platform). The support for monitoring storage per platform is shown below:

Storage Platform	Monitoring of Storage Capacity
Storage hosted by AudioCodes Azure Blob storage account	Storage monitoring depends on Blob storage option: <ul style="list-style-type: none"> ■ LRS: No monitoring provided. ■ GRS: Monitoring is through Meeting Insights (described below).
Storage hosted by Customer's Azure Blob storage account	Monitoring is through Customer's Azure Blob storage account (not through Meeting Insights).

The following describes how to monitor storage connectivity status and storage capacity through Meeting Insights.

➤ **To monitor storage connectivity and capacity:**

- Under the 'System Settings' menu, click the **Storage** option; the storage account(s) are displayed:



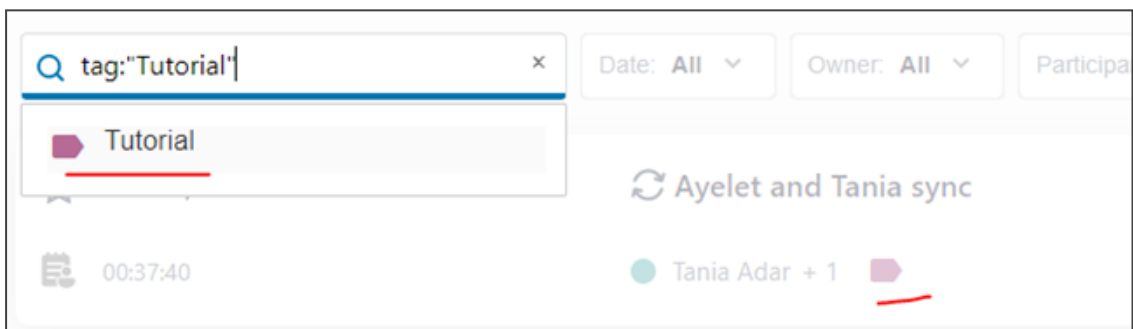
The storage connectivity status and capacity are monitored using and following fields on the page:

Table Column	Description
Name	Displays the region in which the storage is located (e.g., "Canada LRS", "Europe GRS", or "West US BYOS").
Status	Displays the status of connection to storage platform: <ul style="list-style-type: none"> ■ "Connected" ■ "Disconnected" ■ "Failed" ■ "Pending"
Consumed	Displays the storage space (in GB) that has been utilized. Note: This column is applicable only to AudioCodes hosted storage for GRS.
Last Month Growth	Displays the change of storage for the last month. This typically shows an increase (growth), but if more meeting recordings are deleted than created, then it shows a decrease. Note: This column is applicable only to AudioCodes hosted storage for GRS.
Available Storage	Displays the total available storage space (in GB). Note: This column is applicable only to AudioCodes hosted storage for GRS.

Table Column	Description
Storage Left	Displays the remaining storage space (in GB). Note: This column is applicable only to AudioCodes hosted storage for GRS.
Month Left	Displays the estimated number of months remaining before the storage is full. Note: This column is applicable only to AudioCodes hosted storage for GRS.

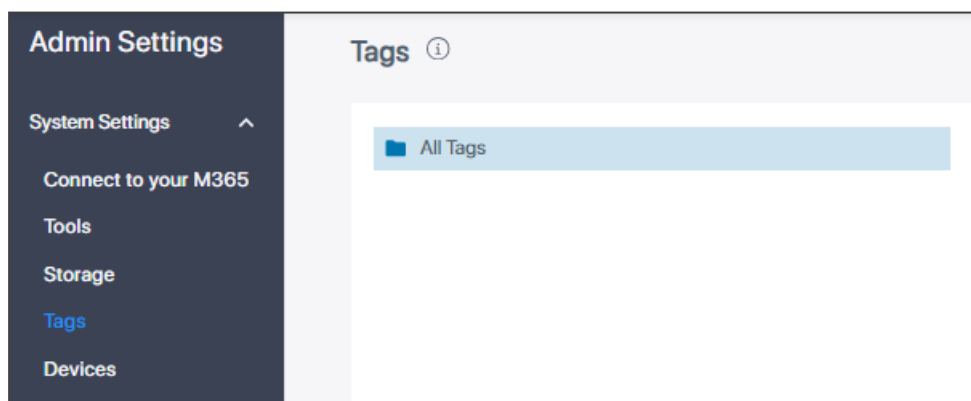
Tags

Tags can be added to meeting recordings to make it easier to search for specific information in them.

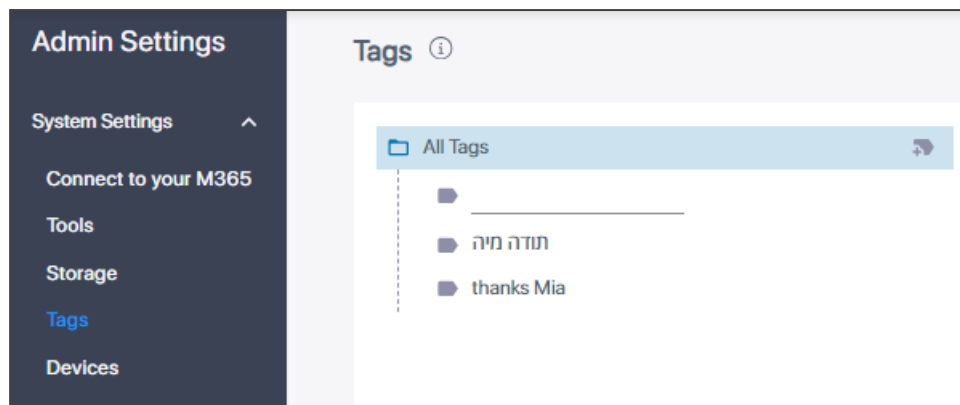


➤ To define a tag:

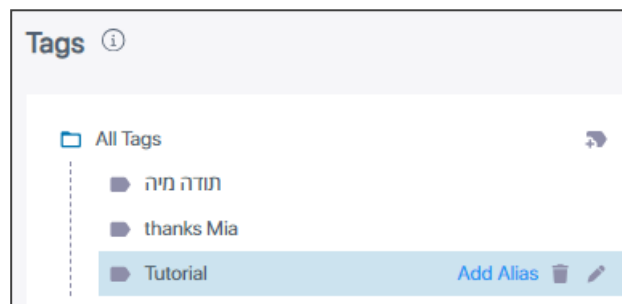
1. Under the 'System Settings' menu, click the **Tags** option.



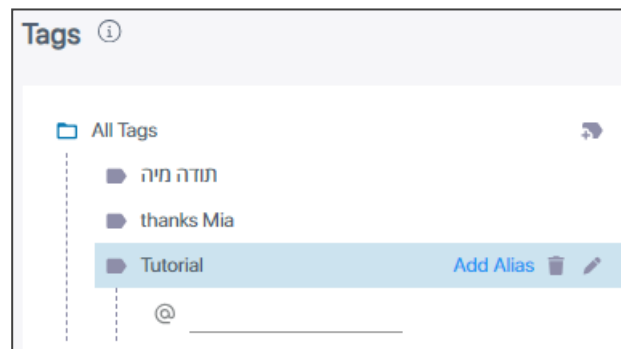
2. Point your mouse over the **All Tags** bar and then click the  icon.



3. In the field , enter a tag name and then enter.



4. Select **Add Alias** from the menu.



Two categorical levels of 'alias' can be added under the tag. These categorical levels facilitate organizing your corporate meetings around subject matter (for example, around products).

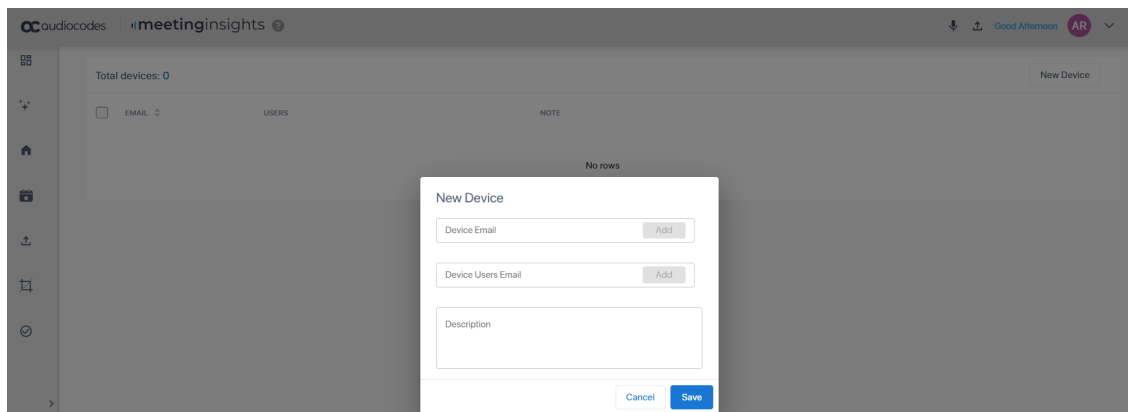
5. Optionally select the delete icon or edit icon to facilitate building meeting junctures.

Devices

Admin must define a device in the enterprise's physical conference room. Meeting Insights identifies speakers participating physically in the room by their voice and doesn't assign a specific user to the device. Defining the room's email address is sufficient to associate the device with the room.

➤ **To configure a device:**

1. Under the 'System Settings' menu, click the **Devices** option.



2. Enter the device email and click **Add**.
3. Enter the device user's email and click **Add**.

If a call comes in on a CAP located in a conference room around which a number of attendees are sitting and the device is unassociated with any specific user, recording management with Meeting Insights will not be possible. Defining an email address is sufficient to associate the phone with a specific user to make recording management possible.

Note that Meeting Insights applies speaker detection on the device by using the email addresses of all attendees in the meeting, i.e., the invited users voiceprint, if available, is used for device speaker detection.

10 Configuring User Settings

Admin can configure the following user settings:

- [User Profiles](#)
- [Admin Profiles](#)
- [Licensed Users](#)
- [Unlicensed Users](#)
- [Recording Notifications](#)
- [User Preferences](#) on page 75

User Profiles

Only users assigned with a license are able to access Meeting Insights or record meetings according to their profile. The remaining users who don't have a license but participated in a meeting will not have access to Meeting Insights. Meeting Insights caches their info to present them in the meeting info. To use Meeting Insights, a user must be connected to at least one user profile. Three user profiles are provided with Meeting Insights. Admin can create more.

See also 'Unlicensed Users' page [here](#) in which admin can view the info collected and if necessary remove. Users who had a license but were unassigned from their license will also be displayed in this page.

Three profiles are provided:

- **Default User Profile (System).** This profile is a default profile that includes user access to their meetings.
- **External Restricted Share (System).** This profile enables access to user meetings and restricted external share.
- **External All Share (System).** This profile enables access to user meetings and both restricted and with a link share with external parties.



You cannot delete a profile while it is assigned to an AAD group. You must assign the group to another profile before you can delete the profile.

➤ To configure a user profile:

1. Under the 'User Settings' menu, click the **User Profiles** option.

User Profiles		
+ New Profile		
PROFILE NAME	GROUPS ASSIGNED	DESCRIPTION
Default User Profile (System)	Meeting Insights Users (5)	This profile is a default profile that includes user access to their meetings
External Restricted Share (System)		This profile enables access to user meetings and restricted external share
External All Share (System)		This profile enables access to user meetings and both restricted and with a link share with external parties

2. View the three default profiles.



- The figure above shows the **Meeting Insights Users (5)** user group assigned with **Default User Profile (System)**, which you did in step 3 when assigning a license shown [here](#).
- The figure below shows no groups assigned. To assign a group to a user profile, see step 3 when assigning a license shown [here](#).

User Profiles		
+ New Profile		
PROFILE NAME	GROUPS ASSIGNED	DESCRIPTION
Default User Profile (System)		This profile is a default profile that includes user access to their meetings
External Restricted Share (System)		This profile enables access to user meetings and restricted external share
External All Share (System)		This profile enables access to user meetings and both restricted and with a link share with external parties

3. Click **+ New Profile** to add another (customized) user profile to the three that are already available.

Admin Settings
System Settings
User Settings
User Profiles
Admin Profiles
Licensed Users
Unlicensed Users
Recording Notifications
Email Notifications
License Management
AI Settings
Anonymization
Monitoring
Integrations
Help Center

Add User Profile

User Profiles include permissions and recording options that are assigned to the users associated with the profile

Permissions
Select permissions that users associated with the profile will have

☐ Access User Meetings ⓘ
☐ External Restricted Share
☐ External Share with a Link
☐ Premium Transcription
☐ Can Edit Other Users Meetings

Recording
Enable recording options

☒ Enable
Meeting Types
☒ User Meetings
☐ Import Meeting Recordings
Select Storage
United States LRS
Meeting Recordings Retention Period
1 Year - Default
☐ Allow Users to Extend Recordings Retention

AI, STT Settings
Select AI functionality that users associated with the profile will have

☒ Automatic Triggering
☒ Automatic AI ☐ Automatic STT Only
Language
User language can be selected during the meeting, set in advance for English only speakers. Only one option can be selected.
Select Language During Meeting
Insights
☐ Summary
☐ Action Items
☐ Q & A, Issues & Solutions
Meeting Types
☒ All Meetings ☐ Select Meeting Types

Cancel
Apply

4. Configure the fields using the table below as reference.

Field	Description
User Profile Name	Enter an intuitive name for effective management later
Description	Enter a description of the profile for effective management later
Meeting Recording	When enabled, users in the groups assigned to the profile will be able to record the meetings they organize (they must be the meeting organizer).
Permissions	

Field	Description
Access User Meetings	Always enabled, this option is used for user access to their meetings. It cannot be disabled. The option is grayed out to indicate that the user always has access to meetings they organized or participated in and to meetings that were shared with them. This option is always enabled and can't disabled.
External Restricted Share	Enable this setting to allow the user to share meeting recordings with external parties who participated in the meetings. To access a meeting recording, external parties will go through their email verification and code access process.
External Share with a Link	Enable this setting to allow sharing the meeting recording with a link; anybody with the link will be able to access the recording.
Premium Transcription	The 'Premium Transcription' option applies only to Hebrew speakers and will mostly be unavailable. It's controllable at the tenant level. Contact your Service Provider if you are interested in this option.
Can Edit Other Users Meetings	People whose 'Auto Can Edit' setting is activated get the 'Can Edit' permission automatically prior to the meeting, i.e., this permission gives them the same level of control of the meeting as the owner, making them a co-owner. They can view, edit, etc. (just like owner of the meeting). It's the same permission that's available when 'Can View' is changed to 'Can Edit' through the meeting side panel or meeting sharing options.
User Meetings	MIA will record meetings of users assigned to the profile when it is invited to the meeting and the user is the meeting organizer.
Import Meeting Recordings	Select or clear this option to give or deny the user permission ('On' or 'Off') to import meeting recordings into Meeting Insights.
Select Storage	The Meeting Insights application stores meeting recording audio, screen sharing content, generated images, transcriptions, and AI insights in separate Azure Blob storage, tailored to regional preferences and hosted in AudioCodes data centers. Customers who need control and ownership of their stored data can add additional Azure Blob Storage accounts for various locations (Bring Your Own Blob Storage or BYOS). Once the BYOS locations are configured, they can be assigned to user profiles, enabling recordings for users assigned to those profiles to be stored in the designated storage. To configure storage accounts, see Storage on page 48.
Meeting Recordings	Select how long video meeting recordings will be retained for (i.e., for how many days recordings will be kept in storage); if the set limit is

Field	Description
Retention Period	<p>exceeded, recordings will be deleted.</p> <ul style="list-style-type: none"> ■ Unlimited (default): Recordings will never be deleted. Admins must practice caution because the storage location will eventually reach full capacity. ■ 180 Days ■ 1 Year (365 Days) ■ 2 Years (730 Days) ■ 3 Years (1095 Days) ■ Custom <p>Once a day, Meeting Insights deletes recordings that exceed the retention period.</p>
Allow Users to Extend Recordings Retention	<p>Allows users to overwrite the retention period by setting the meetings to not be deleted. In this case, the meeting will not be deleted as part of the retention period. It can be deleted manually when needed.</p>

- Click **Apply**. You can assign a user group to this user profile as shown [here](#) in step 3 (when assigning a license).

Enabling 'Automatic AI Triggering' in a User Profile

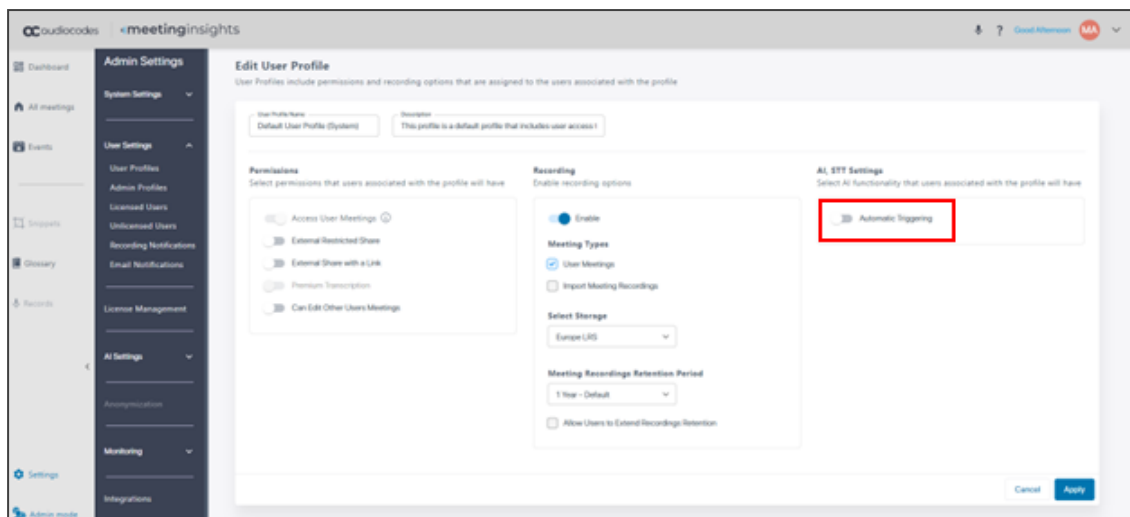
When Automatic AI triggering is enabled, you can control it in the User Profile page.



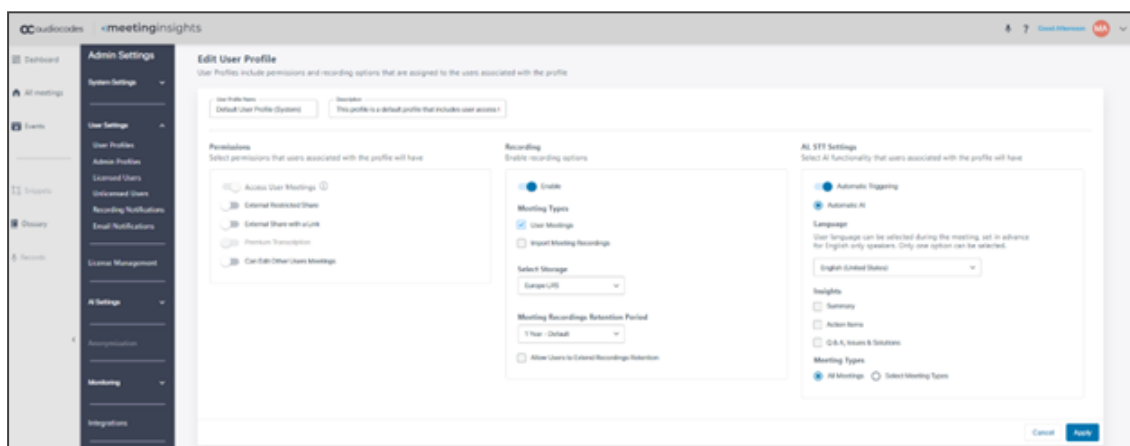
If your application excludes 'Automatic AI Triggering' and you would like to include the feature, contact your Service Provider.

➤ To enable Automatic AI Triggering:

- Open the User Profile page. The figure below shows the Edit User Profile page.



2. [Refer to the previous figure] Enable the 'Automatic Triggering' setting.



When you enable 'Automatic Triggering' in a User Profile, users assigned to the profile will have Automatic AI triggered automatically on their meetings according to the configuration.

3. Optionally select AI Insights to generate automatically. The rest of the available AIs can be generated manually after the meeting ends. Check the insights you want to generate.
4. Configure 'Language'. AI languages can be one of the Speech To Text languages (STT) enabled in your application. The following AI languages are currently supported:
 - English
 - Hebrew
5. Select 'Insights':
 - Summary
 - Action Items
 - Q&A Issues & Solutions
 - Prepare me (preps for follow-up meeting by recapping previous) (preview feature)

6. Select whether to trigger AI on 'All Meetings' or 'Select Meeting Types'. If you select the latter, the following options are available:

- Meetings with External Parties
- Meetings with *n* Invitees or More



- When automatic triggering is enabled, the user associated with the User Profile automatically gets AI generation of the selected insights.
- AI generation takes place when the meeting ends and may take time (up to half of the meeting's duration).
- For users configured with 'Automatic Publish', Meeting Recap with generated insights is automatically sent out to internal participants of the meeting when generation finishes.

Enabling Template-based AI-Powered Summaries

You can enable AI-generated summaries to conform to a custom layout templates. The templates are tailored to the specific needs of your organization, allowing meeting summaries to adhere to a specific format. For example, the organization may want the summary to be categorized using specific terms such as 'Meeting Agenda', 'Main Concerns', and 'Wishful Goal'.

Owners of meeting recordings that are enabled to use templates can run AI-powered summaries based on one or more of the templates. In other words, the Owner can generate multiple summaries of the same meeting recording, where each is based on a different template.



To view a list of available templates, see [Viewing and Naming Templates for AI-Powered Summaries](#) on page 81.

➤ To enable template-based AI-powered summaries:

1. In the **Admin Settings** menu pane, expand **User Settings**, and then click **User Profiles**.
2. Click **New Profile** to add a new User Profile, or select an existing User Profile.
3. Under the **AI, STT Settings** group, do the following:

- a. Click the **Enable AI Templates** toggle button to turn it on.
- b. From the 'Select Templates' drop-down list, select one or more templates.

AI, STT Settings

Select AI functionality that users associated with the profile will have

☐ Automatic Triggering

☒ Enable AI Templates

Council meeting in the municipality | X

Deep Dive | X Coaching Mentoring Interaction | X

Select Templates

☒ Deep Dive

☒ Coaching Mentoring Interaction

☒ Council meeting in the municipality

4. Click **Apply**.

Admin Profiles

You can configure admin profiles.



The number of admins is limited to five by default. If more are needed, you can request your Service Provider.

➤ To configure an admin profile:

1. Under the 'User Settings' menu, click the **Admin Profiles** option.

Administrators (Full Access) ⓘ

Email Address Add

admin@M365x64321460.onmicrosoft.com | X

2. Enter the email address of the admin to add and then click **Add**.



- Added email address(es) are of admins who will be the *default* admins.
- Default admins have full access privileges; they can access all Meeting Insights pages and do and see everything.
- If you lose access or the default admin account is unavailable or deleted, contact the Service Provider to reset the admin account by setting the account you provide.



Licensed Users

The Licensed Users page enables admin to view all licensed users in the system and their permissions. The page also enables admin to assign representatives for users in case a user will need another user to have full access to their recordings. If the employee will leave the company, for example, the assigned representative will have owner access to the departing employee's meeting recordings.

➤ To manage licensed users:

1. Under the 'User Settings' menu, click the **Licensed Users** option.

NAME	EMAIL	AAD GROUPS	USER PROFILES	REPRESENTATIVES	ADDED DATE & TIME	PERMISSIONS
Start With	Start With	Start With	Start With	Start With	MM/DD/YYYY-M	
<input type="checkbox"/>	Thomas Davis	Thomas.Davis@...	All Employees	Default User Pr...	May 20, 2024 12:31 PM	✓ ✓
<input type="checkbox"/>	John Doe	John.Doe@...	All Employees	Default User Pr...	May 20, 2024 12:31 PM	✓ ✓
<input type="checkbox"/>	John Doe	John.Doe@...	All Employees	Default User Pr...	May 20, 2024 12:31 PM	✓ ✓ ✓
<input type="checkbox"/>	MOD Administr...	admin@M365x...	All Employees, ...	Default User ...	May 19, 2024 2:20 PM	✓ ✓ ✓ ✓ ✓

2. Select a single licensed user -OR- select multiple licensed users -OR- check the box next to the NAME column to select *all* licensed users.
3. Point your mouse over a permission icon, e.g., the Admin Permission icon or the Recording Notification icon; a tooltip pops up identifying the icon.
4. Under the permission icon you require, click  and from the popup, select **ALL**, **Enabled** or **Disabled**.
5. [Optionally] Add Representatives: Click the icon  adjacent to the user to whom to add a representative.

×

Apply

6. Enter in the 'Search' field the name of the user to add as representative.



Only a licensed user can be added as a representative of another user.


7. Check the box and then click **Apply**. The name of the user who you added as representative is displayed in the REPRESENTATIVES column in the Licensed Users page.

<input type="checkbox"/>	NAME	EMAIL	AAD GROUPS	USER PROFILES	REPRESENTATIVES	ADDED DATE & TIME	
	Start With	Start With	Start With	Start With	Start With	MM/DD/YYYY - MM/DD/YYYY	
<input type="checkbox"/>	Brian Johnson (TAILSPIN)	Brian.J@M365x51160550...	Meeting Insights Users	Default User Profile (Syst...	Alex Wilber	Dec 3, 2023 5:04 PM	✓

8. View the 'lock' icon  if it's displayed (not shown in the preceding figures).



- Purpose: The 'lock' icon is a security feature displayed in rare cases involving user account changes within the organization.
- The icon is displayed when a former employee's User Principal Name (UPN) is reused. This can happen if the employee returns to the organization or if the same UPN is assigned to a new employee. When this icon is displayed adjacent to a listed account, if the organization's admin wants to allow that employee (user) access to the meeting recordings of the employee that left, click the icon to unlock them. If you don't want the new employee to have access, open a support ticket with Service Provider's Support to resolve the conflict.
- What the feature does:
 - ✓ When a user with the same UPN is detected, the account is locked.
 - ✓ The lock prevents the new user from accessing old meeting recordings on behalf of the old user.
 - ✓ The lock also stops new recordings and logins for the new account.
- Admin can unlock the user; the user will then have access to the meeting recordings of the old user.

- a. Select the user.
- b. Click the  icon.

Unlicensed Users

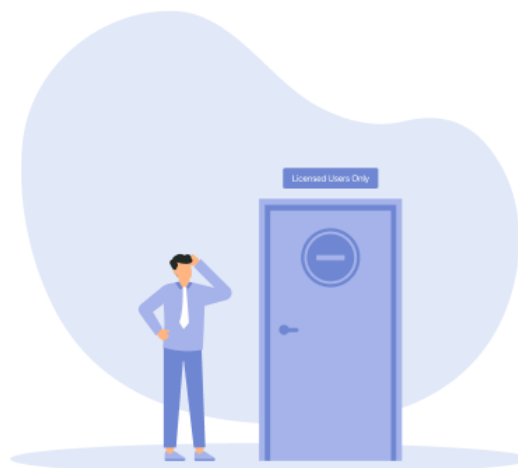
The Unlicensed Users page enables admin to manage all unlicensed users in the system. Unlicensed users are users who either participated in licensed user meetings and their info such as name and UPN are maintained in the system for presentation as part of the meetings they participated in, or users who had a license before.

If an unlicensed user receives an email from Meeting Insights about, for example, the recap, when the user clicks the button for accessing the meeting recording, the following message is displayed:



No license

You do not have a Meeting Insights license to view meetings.
Please reach out to your admin to get a license.

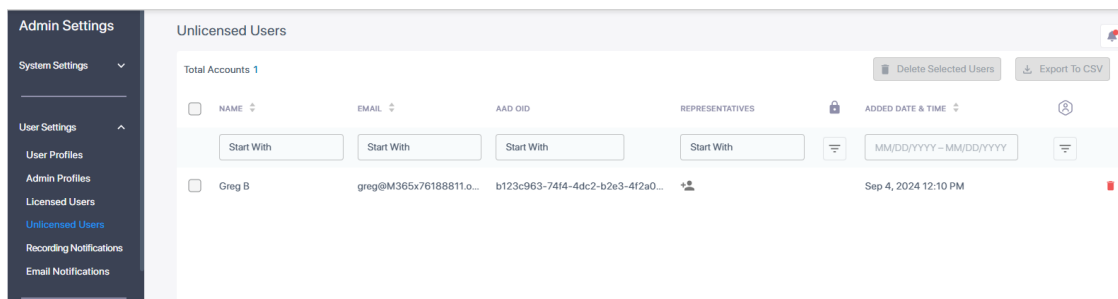





- Admin can delete these users if their info needs to be deleted.
- The user and their info will be added again if they participate in a meeting after it is deleted.
- Deletion of a user from the page doesn't delete their display name from meetings.

➤ To manage unlicensed users:

1. Under the 'User Settings' menu, click the **Unlicensed Users** option.



2. (Optionally) Select all unlicensed users listed in the page by checking the box next to 'Name'; to deselect all, click the same box again.
3. Select a single unlicensed user or select multiple unlicensed users by checking the box next to each entry; the number of unlicensed users you selected is displayed out of the total number of unlicensed users.
4. (Optionally) Filter the page by
 - 'Name': In the **Start With** field under the 'Name' column, enter letters in the name.
 - 'Email': In the **Start With** field under the 'Email' column, enter an email address.
 - 'AAD OID': In the **Start With** field under the 'AAD OID' column, enter the OID of the AAD user.

- 'Representatives': In the **Start With** field under the 'Representatives' column, enter the name of a representative.
-  : Filters by **ALL**, **Unlocked** or **Locked** users.
- 'Added Date & Time': Click **MM/DD/YY - MM/DD/YY** and in the calendar that pops up, select the start and end day of a period.



- The lock icon is a security feature displayed in rare cases involving user account changes within the organization.
- The icon is displayed when a former employee's User Principal Name (UPN) is reused. This can happen if the employee returns to the organization or if the same UPN is assigned to a new employee. When this icon is displayed adjacent to a listed account, if the organization's admin wants to allow that employee (user) access to the meeting recordings of the employee that left, click the icon to unlock them. If you don't want the new employee to have access, open a support ticket with Service Provider's Support to resolve the conflict.
- What the feature does:
 - ✓ When a user with the same UPN is detected, the account is locked.
 - ✓ The lock prevents the new user from accessing old meeting recordings on behalf of the old user.
 - ✓ The lock also stops new recordings and logins for the new account.
- Admin can unlock the user; the user will then have access to the meeting recordings of the old user.

Recording Notifications

Meeting Insights can trigger Microsoft recording notifications. Admin can configure the feature in the Recording Notifications page.

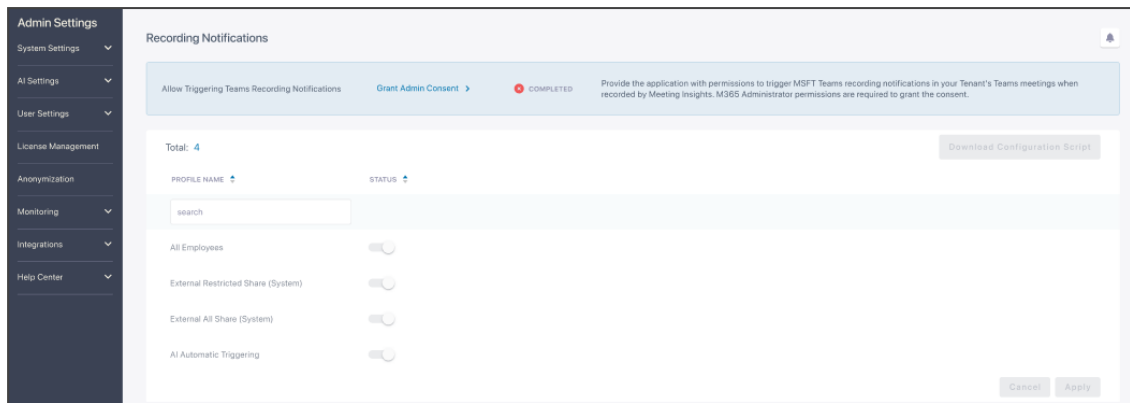
When a meeting is recorded, Meeting Insights triggers Microsoft to provide audio and visual notifications to meeting participants. Users can't overwrite the configuration. Meeting recording starts only when the owner-organizer joins the meeting. If they leave the meeting, recording is paused; if they rejoin, recording resumes. If the feature is disabled, recording continues regardless of whether they joined, left, or didn't join or leave.



The procedure described in this section for enabling recording notifications involves running a Microsoft script that requires Teams Administrator permissions.

➤ To trigger recording notifications during meetings when recorded by Meeting Insights:

1. Under the 'User Settings' menu, click the **Recording Notifications** option.



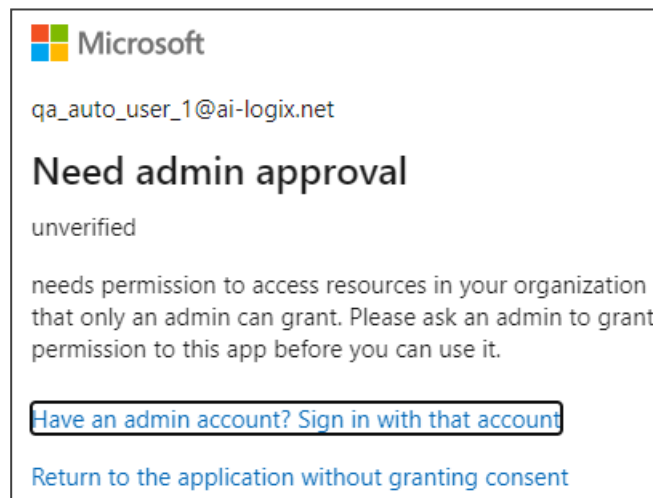
2. Make sure admin has been granted consent to allow Teams recording notifications to be triggered during meetings recorded by Meeting Insights.

- ✓ indicates consent has been granted
- ✗ indicates consent has not been granted yet and must be granted



- If consent has not been granted, the page will be uneditable.
- Recording notifications require the 'Allow Meeting Insights to Be Added to Ongoing Meetings' script to be successfully executed from the 'Connect to M365' page. The script enables the notification bot to access meeting information.

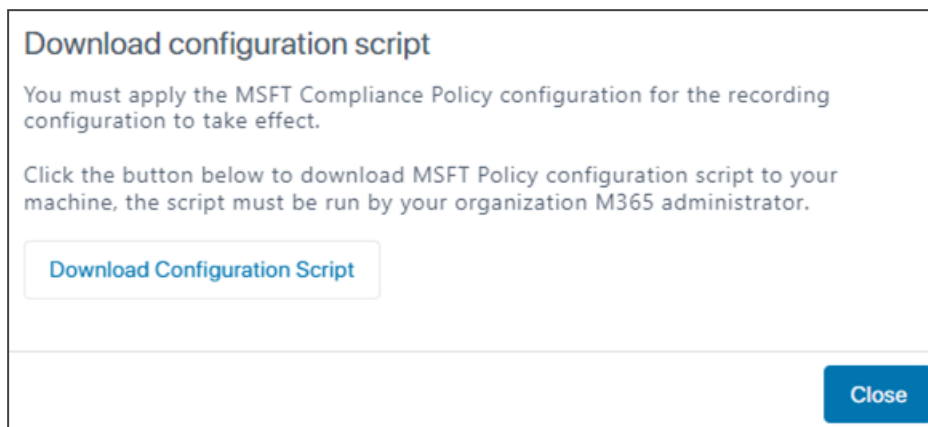
3. Click **Grant Admin Consent** > if consent has not been granted yet.



4. Sign in with your M365 admin account.
5. Enable the User Profile.
 - For example, enable the default user profile **Default User Profile (System)**.
 - All users with this profile will receive recording notifications during meetings they organize.
 - See [here](#) for information about how to configure a User Profile.
6. After changing a User Profile, the Recording Notifications page displays this message:

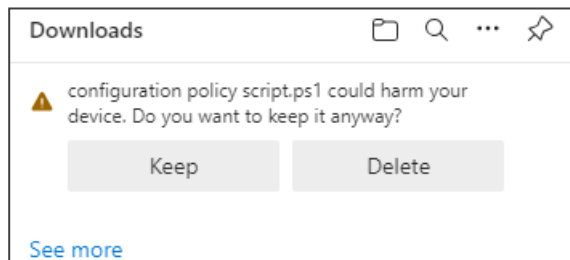
Recording Notifications #Pending MSFT Policy Execution

- Click the **Download Configuration Script** button. The script must be executed by the M365 admin.



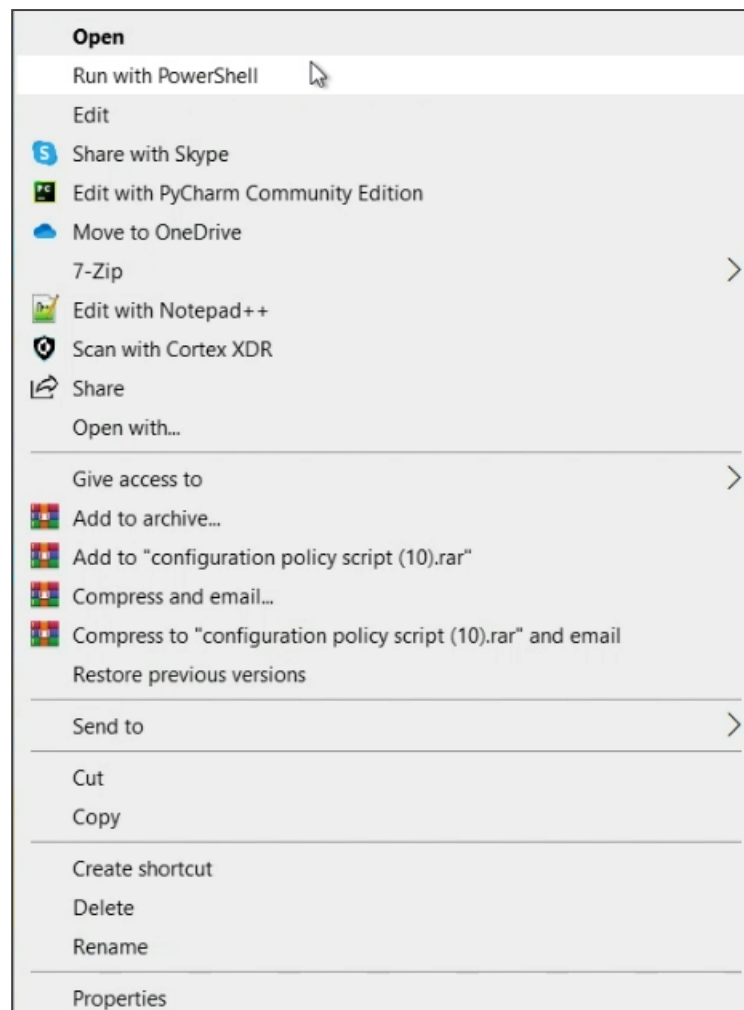
The script must be run to enable recording notifications in Microsoft. It may take time for the Microsoft configuration to take effect. Meetings of the users enabled for recording notifications will not be recorded until the configuration takes effect on the Microsoft side.

- Click **Download Configuration Script**; the following prompt is displayed:

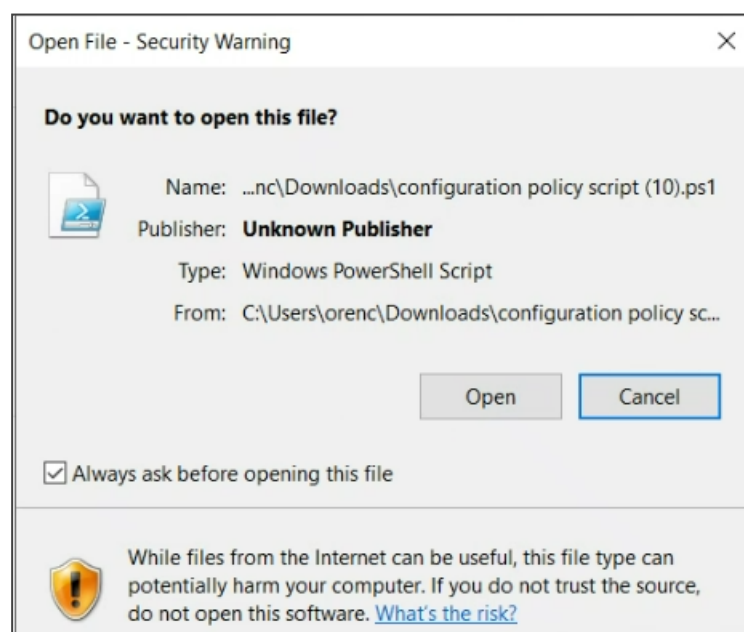


- Only Microsoft Edge displays the 'Keep' prompt.
- Chrome immediately presents the download option.

- (In Edge) Click **Keep**.
- (In Chrome) Click the download icon.
- Right-click the downloaded **policy script.ps1** file.



12. Select the option **Run with PowerShell**.

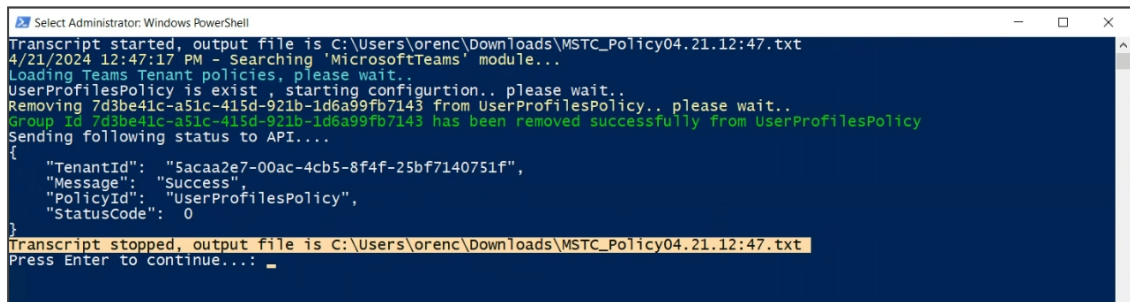


13. Click **Open**.

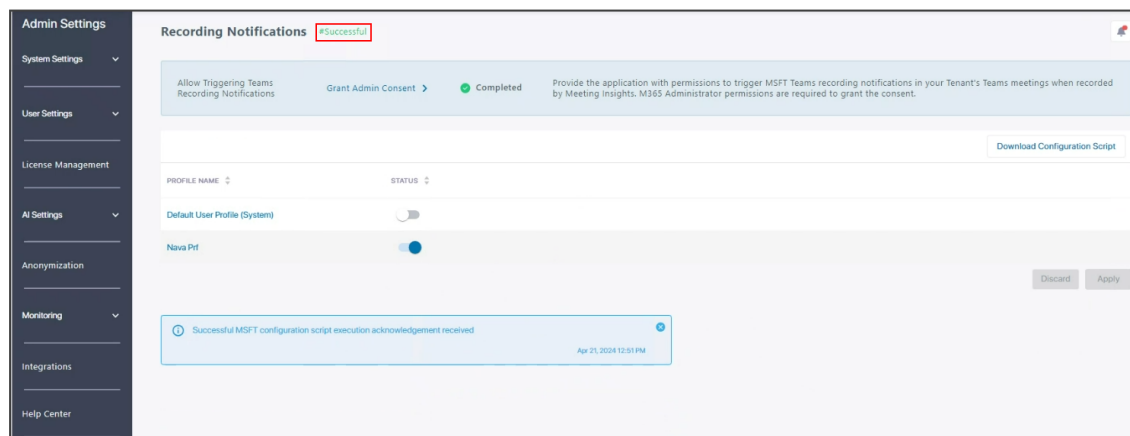


14. Click **Yes**.

15. In PowerShell, type 'A' and then enter.



16. After the script is run, you'll view the 'Transcript stopped' indication shown in the figure above, and the 'Successful' message shown in the Recording Notifications page in the figure below.





- Enabling users for recording notifications may slow down users' call establishment.
- Removing an AAD group or adding an AAD group to User Profiles that are enabled for recording notification requires downloading and executing the script for the change to take effect.

User Preferences

You can configure the following preferences for users:

- Email notification preferences - see [Email Notifications](#) below
- Publishing time preferences for meeting recordings - see [Publishing Time Preferences](#) on page 77

Email Notifications

You can configure Meeting Insights with permissions to enable Microsoft recording notifications for your users during meetings in your Teams' tenant.

➤ To manage email notifications:

1. Under the 'User Settings' menu, click the **User Preferences** option. The email notification options are displayed under the **Default User Email Notifications** group:

Default User Email Notifications

Owner	Recipient
AI finished: Ready or Failed	Action item was assigned to you in a meeting you were not invited to
Meeting Processing Failure email notification	Get meeting recap email once a meeting is published
Transcription finished: Ready or Failed	Get meeting recap UPDATE email once it is updated and sent by owner
Weekly unpublished meetings reminder	Get a notification email once a meeting is shared/unshared with you
Added/Removed as a Representative for someone else	Meeting recording is ready (Video ready)
Get recap email once it's ready (for meetings not published yet) - only for cases you are configured as 'Not AutoPublish'	Use Hebrew recap email template if recap is in Hebrew

2. Under **Owner**, configure email notifications for Owners of meeting recordings:

Email Notification	Description
Owner	
AI finished: Ready or Failed	Switch on off for an email notification be sent not sent to users, indicating that AI Summarization is finished and that its status is Ready Failed.
Meeting Processing Failure email notification	Switch on off for an email notification to be sent not sent to users indicating that meeting processing failed.

Email Notification	Description
Transcription finished: Ready or Failed	Switch on off for a notification to be sent not sent to users indicating that the transcription is finished and that its status is Ready Failed.
Weekly unpublished meetings reminder	Switch on off for an email notification to be sent not sent to users every week, reminding them about their unpublished meetings.
Added/Removed as a Representative for someone else	Switch on off for a notification to be sent not sent to users indicating that they've been added removed as a representative for someone else.
Get recap email once it's ready (for meetings not published yet) - only for cases you are configured as 'Not AutoPublish'	Switch on off for an email to be sent not sent to users indicating that a recap is ready (for unpublished meetings). Applies only if users are configured as 'Not AutoPublish'.

3. Under **Recipient**, configure email notifications for participants of meeting recordings:

- a. Click the toggle button corresponding to each email notification type to switch it on or off:

Email Notification	Description
Recipient	
Action item was assigned to you in a meeting you were not invited to	Switch on off for a notification to be sent not sent to users after an action item is assigned to them in a meeting to which they were not invited.
Get meeting recap email once a meeting is published	Switch on off for a notification to be sent not sent to users indicating the meeting recording has been published.
Get meeting recap UPDATE email once it is updated and sent by owner	Switch on off for a notification email to be sent not sent to users indicating that a meeting recap has been updated by the owner.
Get a notification email once a meeting is shared/unshared with you	Switch on off for a notification email to be sent not sent to users, indicating a meeting recording has been shared unshared with them.
Meeting recording is ready (Video ready)	Switch on off for a notification to be sent not sent to users indicating that the meeting recording is ready (video ready).
Use Hebrew recap email	Switch on off for a Hebrew recap email template to be

Email Notification	Description
template if recap is in Hebrew	used if the recap is in Hebrew.

Publishing Time Preferences

Meeting Insights supports the following publishing time options:

- **Auto Publishing:** (Default) Meeting Insights automatically publishes the meeting recording immediately after it ends.
- **Manual Publishing:** The user needs to manually publish the a meeting recording (by clicking the meeting recording's **Publish** button).
- **Delayed Publishing:** Meeting Insights automatically publishes the meeting recording three days (72 hours) after it has ended.

You can configure preferences for your organization's users regarding publishing of meeting recordings, including the following:

- Selecting one the above publishing options as the default.
- Allowing users to select any of the above publishing options; otherwise, only the default publishing option is available.
- Resetting the currently selected publishing option of each user to the default option.

➤ To configure publishing preferences:

1. Under the 'User Settings' menu, click the **User Preferences** option; the User Preferences page appears.
2. Scroll down to the **Meeting Publishing Settings** group:

Meeting Publishing Settings

Default Publishing Time:

☒ Auto Publishing
☐ Manual Publishing
☐ Delayed Publishing (72 hours)

Allow User to Select Publishing Settings
 ☒

☐ Reset all Users to Default Settings
 UPDATE

3. Under 'Default Publishing Time', select the default publishing option for your users (**Auto Publishing**, **Manual Publishing**, or **Delayed Publishing (72 hours)**). You can find an explanation of each option in the beginning of this section.
4. To allow users to select any of the publishing options, click the **Allow User To Select Publishing Settings** toggle button to on. If you don't want publishing options available (displayed) to users, but instead want them to use only the default publishing option, then click the toggle button off.
5. If you've allowed users to select a preferred publishing option (see Step 4 - toggle button on), you can force (overwrite) all the users' currently selected publishing option to change to the default publishing option (see Step 3). To enable this, select the 'Reset all Users to Default Settings' check box.
6. Click **Update** to apply your settings.



- If you change the default publishing option and all options are available to users (i.e., **Allow User To Select Publishing Settings** toggle button is on), but the 'Reset all Users to Default Settings' check box is cleared:
 - ✓ For users whose currently selected option was not the previous default option, their selected option is retained (i.e., not changed to default).
 - ✓ For users whose currently selected option was the previous default option, their option is changed to the new default option.
- If you change the default publishing option and all options are available to users (i.e., **Allow User To Select Publishing Settings** toggle button is on), and you've selected the 'Reset all Users to Default Settings' check box, **all** users are forcibly changed to the new default option.
- If you disable users from selecting publishing options (i.e., **Allow User To Select Publishing Settings** toggle button is off), publishing options are not displayed to users and all users have the same publishing option, which is the default.

11 AI Settings

Meeting Insights supports various Artificial Intelligence (AI) features:

- [Configuring AI-Powered Transcription](#) below
- [Configuring AI-Powered Insights](#) on the next page
- [Viewing and Resetting Voiceprints](#) on the next page
- [Viewing and Naming Templates for AI-Powered Summaries](#) on page 81

Configuring AI-Powered Transcription

Meeting Insights supports Artificial Intelligence (AI) to convert audio recordings of meetings to textual documentation.



The AI-powered transcription feature is enabled by default.

➤ To configure AI-powered transcription:

1. Under the 'AI Settings' menu, click the **Transcription** option.

The screenshot shows the 'Admin Settings' sidebar on the left with 'AI Settings' expanded and 'Transcription' selected. The main content area is titled 'Transcription' and contains a toggle switch for 'Transcription' which is turned on. Below this is a 'Languages' section with two buttons: 'English (United States)' and 'Hebrew (Israel)', each with a close icon. At the bottom is a 'Transcription Activation' dropdown menu currently set to 'Meeting Owner'.

2. Click the **Transcription** toggle button to turn on the AI-powered transcription feature.
3. From the 'Transcription Activation' drop-down list, select who can trigger AI-generated transcriptions of meeting recordings:
 - **Meeting Owner** - only the owner or a user with edit permissions.
 - **Anyone** - anyone with access to the meeting recording.

Configuring AI-Powered Insights

Meeting Insights supports AI-powered Insights.



- The AI Insights feature is enabled by default.
- If you disable the AI Insights feature, admin will view the AIs of old meetings but will not be able to trigger new ones.

➤ To configure AI-powered Insights:

1. Under the 'AI Settings' menu, select **AI Insights**.

The screenshot shows the 'AI Insights' configuration page. On the left is a sidebar with 'Admin Settings' and sub-items: 'System Settings', 'User Settings', 'License Management', 'AI Settings' (expanded), 'Transcription', 'AI Insights' (selected), and 'Voiceprints'. The main content area is titled 'AI Insights' and contains:

- An 'AI' toggle switch that is turned on.
- 'AI Activation' dropdown menu set to 'Meeting Owner'.
- Two text areas for disclaimers:
 - 'English (United States) - Default': 'Users must review and edit the content to ensure accuracy and relevance before sharing it internally or externally.'
 - 'Hebrew (Israel)': 'המשתמש חייב לסקור ולערך את התוכן כדי להבטיח דיוק ורלוונטיות לפני שיתוף פנימי או חיצוני.'
- A 'Full Disclaimer Preview' section on the right with a dropdown set to 'English (United States)' and a preview of the disclaimer text.

2. Click the **AI** toggle button to turn on the AI-powered Insights feature.
3. From the 'AI Activation' drop-down, select who can trigger AI-generated insights of meeting recordings:
 - **Anyone** - anyone with access to the meeting recording (default).
 - **Meeting Owner** - only the owner or a user with edit permissions.
4. To customize the disclaimer:
 - a. Click the pencil icon corresponding to the disclaimer language.
 - b. Type the disclaimer text, and then click the tick icon.
 - c. To view a preview of your disclaimer, from the 'Full Disclaimer Preview' drop-down list, select your disclaimer.

Viewing and Resetting Voiceprints

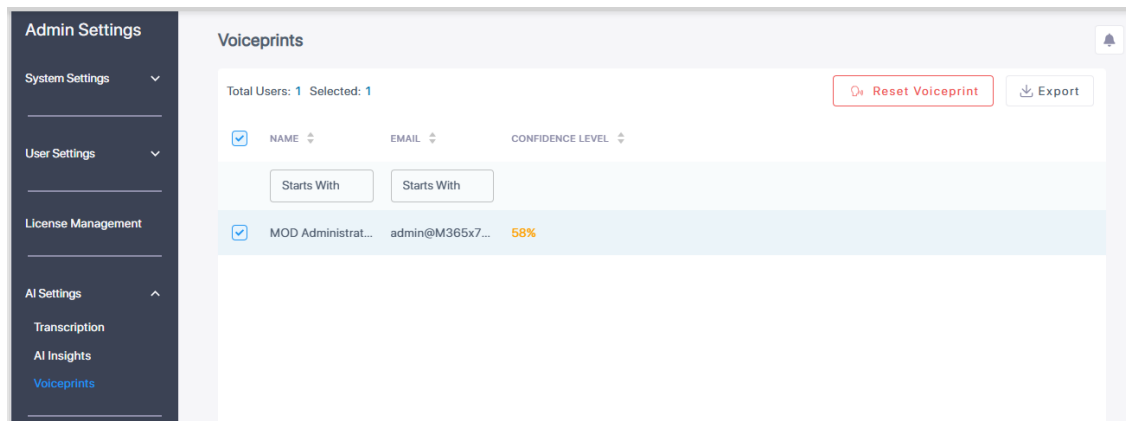
Admin can view users' voiceprints and their confidence level. Admin can also reset voiceprints.



Voiceprint examiners interpret spectrograms using aural and instrumental comparisons of a known voice with an unknown voice. They examine time, frequency and intensity of the sounds captured on the spectrograph. Pitch, dialect, resonance, breath patterns and other speech characteristics are registered.

➤ **To view users' voiceprints and their confidence level:**

1. Open the Voiceprints page (**Admin Settings > AI Settings > Voiceprints**).



2. View each voiceprint and its (color-coded) confidence level:

- Red = no voiceprint
- Yellow = insufficient
- Green = good

➤ **To reset a voiceprint:**

1. On the Voiceprints page, select the voiceprint(s) to reset.
2. Click the **Reset Voiceprint** button; a confirmation message appears.
3. Click **RESET** to confirm.

Viewing and Naming Templates for AI-Powered Summaries

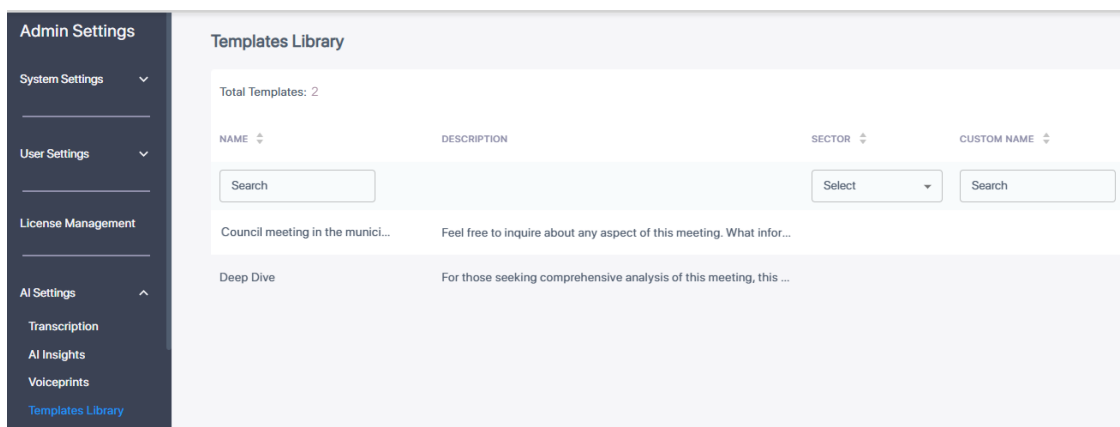
You can view a list of all uploaded templates. Additionally, you can configure a 'Custom Name' for each template, which is displayed to end users in Meeting Insights. This name should be clear and user-friendly, making it easy for users to recognize and identify the template.




- The template 'Name' is only for the administrator, but is displayed to end users if you don't configure a 'Custom Name'.
- The template 'Custom Name' must be unique.
- To enable template-based AI-powered summaries per User Profile, see [Enabling Template-based AI-Powered Summaries](#) on page 65.

➤ **To view templates or change custom name:**

1. In the **Admin Settings** menu pane, expand **AI Settings**, and then click **Templates Library**; a list of the installed templates are displayed:



2. To configure a name for the template:
 - a. Click the  icon corresponding to the required template; the following dialog box appears:

Edit Template

Template Name

- b. In the 'Custom Name' field, type a name for the template.
- c. Click **Save**.

12 Monitoring

Two menu options are available:

- [Audit Trail](#)
- [System Activity Log](#)

Audit Trail

Meeting Insights features an 'Audit Trail' which logs for future reference admin and user activities performed in Meeting Insights.

➤ To monitor the audit trail:

1. Under the 'Monitoring' menu, click the **Audit Trail** option.

Audit Trail						
Total: 9927						Export
DATE & TIME	NAME	ROLE	ACTIVITY	ITEM	MEETING SUBJECT	DESCRIPTION
MM/DD/YYYY - MM/DD/YYYY	Select name		Select		Contains	
Dec 25, 2023 8:51 AM	Shirel Megidish	Admin	Accessed	Meeting Page		
Dec 25, 2023 8:45 AM	Shirel Megidish	Admin	Changed	Group		Added "Test" Group
Dec 25, 2023 8:45 AM	Shirel Megidish	Admin	Downloaded	User Profile Group		Added association of user profile "Default Us...
Dec 25, 2023 8:44 AM	Shirel Megidish	Admin	Added	System Automatic AAD ...		Added automatic AAD groups synchronizatio...
Dec 25, 2023 8:44 AM	Shirel Megidish	Admin	Deleted	Group		Added "team-1" Group
Dec 25, 2023 8:42 AM	Shirel Megidish	Admin	Added	User Profile Group		Added association of user profile "Default Us...
Dec 25, 2023 8:42 AM	Shirel Megidish	Admin	Executed	Manual AAD Synchroniz...		Executed manual AAD groups synchronization
Dec 25, 2023 8:40 AM	Shirel Megidish	Admin	Deleted	System Automatic AAD ...		Deleted automatic AAD groups synchronizati...
Dec 25, 2023 8:39 AM	Shirel Megidish	Admin	Added	System Automatic AAD ...		Added automatic AAD groups synchronizatio...
Dec 25, 2023 8:39 AM	Shirel Megidish	Admin	Deleted	System Automatic AAD ...		Deleted automatic AAD groups synchronizati...
Dec 25, 2023 8:37 AM	QA_Auto_User_1	User	Accessed	Page		

2. [Optionally] Select an Activity filter in order to filter the page by an action users perform in the system (Accessed, Changed, Downloaded, Added, Deleted, etc.). Other filters can also be selected to exclude more unwanted information from the page for more effective management. After the user profile of a user group is changed, for example, the Audit Trail page's **Activity** filter enables you to determine details such as at what time the change was made, who made it, which user group's user profile was changed, and from what profile to what profile.

Audit Trail						
Total: 8						Export
DATE & TIME	NAME	ROLE	ACTIVITY	ITEM	MEETING SUBJECT	DESCRIPTION
MM/DD/YYYY - MM/DD/YYYY	Select name		Select Changed		Contains	
Jan 10, 2024 10:04 AM	MOD Administrator	Admin	Changed	Meeting Admin Mode		ON
Jan 9, 2024 11:01 AM	MOD Administrator	Admin	Changed	Meeting Admin Mode		ON
Jan 8, 2024 3:35 PM	MOD Administrator	Admin	Changed	Meeting Admin Mode		ON
Jan 8, 2024 1:21 PM	MOD Administrator	Admin	Changed	Meeting Admin Mode		ON
Jan 8, 2024 12:25 PM	MOD Administrator	Admin	Changed	Meeting Admin Mode		ON
Jan 8, 2024 10:59 AM	MOD Administrator	Admin	Changed	Meeting Admin Mode		ON
Jan 7, 2024 3:06 PM	MOD Administrator	Admin	Changed	User Profile Group		ON
Jan 7, 2024 2:47 PM	MOD Administrator	Admin	Changed	Meeting Admin Mode		ON



- All logins / logouts of all users are recorded.
- The activity **Deleted** is also associated with the item of **Meeting deletion**, so if you select this activity, this item will also be displayed.
- The activity **Downloaded** is associated with items such as **Meeting Downloaded** or **Recap downloaded**.
- There are no items associated with the activity **Accessed**; the activity implies generic access to content, or else the item indicates Meeting and the subject of the meeting.
- Items associated with the activity **Added** | **Deleted** | **Changed** are (for example) Participant | ActionItem | Highlight | EditPermissions | External share, etc.; these items will be displayed if you select this activity.

3. [Optionally] Select a Date filter. Click the calendar icon and from the popup calendar select a month | day | year; only activities that took place on this date will be displayed in the page (activities that did not take place on this date will be excluded).
- [Optionally] Select a Meeting Subject filter. Enter the subject of the meeting; only activities associated with meetings whose subject line matches the text you entered will be displayed (activities associated with meetings whose subject line does not match the text will be excluded).
- [Optionally] Select a Name filter. Click the drop-down arrow and in the 'Search' field displayed, specify the name of a user; only entries related to that user will be displayed.



More than one filter can be applied: Activity, Date, Meeting Subject and/or Name.

- Click the **Export to CSV** option to export the Audit Trail in CSV format that you can easily share with others.

System Activity Log

The System Activity Log page enables admin to view system activities that occur either following admin operations (license added due to admin mapping of groups or adding users), or automatically, such as when

- a new user is added via automatic synchronization from AAD to a user group -or-
- a new user group is added via automatic synchronization from AAD to Meeting Insights

Logged activities can be filtered by date and time so that system activities which occurred outside that date | time are excluded from display.

➤ To filter the System Activity Log:

1. Under the 'Monitoring' menu, click the **System Activity Log** option.

Admin Settings				
System Settings				
User Settings				
License Management				
AI Settings				
Monitoring				
Audit Trail				
System Activity Log				
Integrations				
Help Center				
Total 95 Selected 18 Select All Export				
<input checked="" type="checkbox"/>	DATE AND TIME	LOG TYPE	ACTIVITY TYPE	LOG DESCRIPTION
MM/DD/YYYY - MM/DD/YYYY				
<input checked="" type="checkbox"/>	Nov 14, 2023 10:28 AM	warning	license	Some users are assigned to multiple AAD groups, each associated with different User Profiles having distinct storage or retention settings. When users are assigned to User Profiles with varying storage locations or retention periods, the longest retention policy will be applied, and storage locations may be assigned arbitrarily. Please ensure that all users belong to a single AAD group mapped to Meeting Insights. See Full List Of Users
<input checked="" type="checkbox"/>	Nov 13, 2023 5:34 PM	warning	license	15 new users were assigned with the license. Overall 15 users exceed the number of available licenses.
<input checked="" type="checkbox"/>	Nov 13, 2023 5:34 PM	warning	license	Some users are assigned to multiple AAD groups, each associated with different User Profiles having distinct storage or retention settings. When users are assigned to User Profiles with varying storage locations or retention periods, the longest retention policy will be applied, and storage locations may be assigned arbitrarily. Please ensure that all users belong to a single AAD group mapped to Meeting Insights. See Full List Of Users
<input checked="" type="checkbox"/>	Nov 13, 2023 5:33 PM	info	license	18 users were unassigned from the licenses.
<input checked="" type="checkbox"/>	Nov 13, 2023 5:32 PM	warning	license	Some users are assigned to multiple AAD groups, each associated with different User Profiles having distinct storage or retention settings. When users are assigned to User Profiles with varying storage locations or retention periods, the longest retention policy will be applied, and storage locations may be assigned arbitrarily. Please ensure that all users belong to a single AAD group mapped to Meeting Insights. See Full List Of Users
<input checked="" type="checkbox"/>	Nov 13, 2023 5:00 PM	warning	license	2 new users were assigned with the license. Overall 18 users exceed the number of available licenses.
<input checked="" type="checkbox"/>	Nov 13, 2023 5:00 PM	warning	license	Some users are assigned to multiple AAD groups, each associated with different User Profiles having distinct storage or retention settings. When users are assigned to User Profiles with varying storage locations or retention periods, the longest retention policy will be applied, and storage locations may be assigned arbitrarily. Please ensure that all users belong to a single AAD group mapped to Meeting Insights. See Full List Of Users
<input checked="" type="checkbox"/>	Nov 13, 2023 4:59 PM	warning	license	2 users were unassigned from the license. 16 users exceed the number of available licenses.
<input checked="" type="checkbox"/>	Nov 13, 2023 4:59 PM	warning	license	Some users are assigned to multiple AAD groups, each associated with different User Profiles having distinct storage or retention settings. When users are assigned to User Profiles with varying storage locations or retention periods, the longest retention policy will be applied, and storage locations may be assigned arbitrarily. Please ensure that all users belong to a single AAD group mapped to Meeting Insights.

2. (Optionally) Select all logs by checking the box next to 'Date and Time'; to deselect all, click the same box again.
3. Select a single log or select multiple logs by checking the box next to each log entry; the number of logs you selected is displayed out of the total number of logs available.
4. (Optionally) Filter the page by 'Date and Time', 'Log Type' or 'Activity Type' column; click the column header.
5. (Optionally) Filter the page by period: Click **MM/DD/YY - MM/DD/YY** and in the calendar that pops up, select the start day and the end day.
6. Under the 'Log Description' column, click the **See Full List Of Users** link in the row of a log.

Total 95 Selected 18 [Select All](#) [Export](#)

DATE AND TIME LOG TYPE ACTIVITY TYPE LOG DESCRIPTION

MM/DD/YYYY - MM/DD/YYYY

DATE AND TIME	LOG TYPE	ACTIVITY TYPE	LOG DESCRIPTION
<input checked="" type="checkbox"/> Nov 14, 2023 10:28 AM	warning	license	Some users are assigned to multiple AAD groups, each associated with different User Profiles having distinct storage or retention settings. When users are assigned to User Profiles with varying storage locations or retention periods, the longest retention policy will be applied, and storage locations may be assigned arbitrarily. Please ensure that all users belong to a single AAD group mapped to Meeting Insights.
<input checked="" type="checkbox"/> Nov 13, 2023 5:34 PM			
<input checked="" type="checkbox"/> Nov 13, 2023 5:34 PM			
<input checked="" type="checkbox"/> Nov 13, 2023 5:33 PM			
<input checked="" type="checkbox"/> Nov 13, 2023 5:32 PM			
<input checked="" type="checkbox"/> Nov 13, 2023 5:00 PM	warning	license	Some users are assigned to multiple AAD groups, each associated with different User Profiles having distinct storage or retention settings. When users are assigned to User Profiles with varying storage locations or retention periods, the longest retention policy will be applied, and storage locations may be assigned arbitrarily. Please ensure that all users belong to a single AAD group mapped to Meeting Insights.
<input checked="" type="checkbox"/> Nov 13, 2023 4:59 PM	warning	license	2 users were unassigned from the license. 16 users exceed the number of available licenses.
<input checked="" type="checkbox"/> Nov 13, 2023 4:59 PM	warning	license	Some users are assigned to multiple AAD groups, each associated with different User Profiles having distinct storage or retention settings. When users are assigned to User Profiles with varying storage locations or retention periods, the longest retention policy will be applied, and storage locations may be assigned arbitrarily. Please ensure that all users belong to a single AAD group mapped to Meeting Insights.

Full list of users

NAME	AAD GROUPS	USER PROFILES
MOD Administrator	All Company, License to users, All Employees	license test- no recording, Default User Profile (System)
Christie Cline	License to users, All Employees	license test- no recording, Default User Profile (System)
Debra Berger	License to users, All Employees	license test- no recording, Default User Profile (System)
Alex Wilber	ming-main, All Employees	main-profile -- DONT DELETE, Default User Profile (System)
Adele Vance	ming-main, All Employees	main-profile -- DONT DELETE, Default User Profile (System)

- In a log, view for example how many times users were added or removed from a license (the count).
- (Optionally) Click the **Export** button in the uppermost right corner of the page and in the format prompt, click the **Export to Excel** button.

13 Integrations

You can integrate the following third-party applications with Meeting Insights:

- Microsoft Planner - see [Integrating Meeting Insights with Microsoft Planner](#) below
- Salesforce customer relationship management (CRM) platform - see [Integrating Meeting Insights with Salesforce](#) on page 90

Integrating Meeting Insights with Microsoft Planner

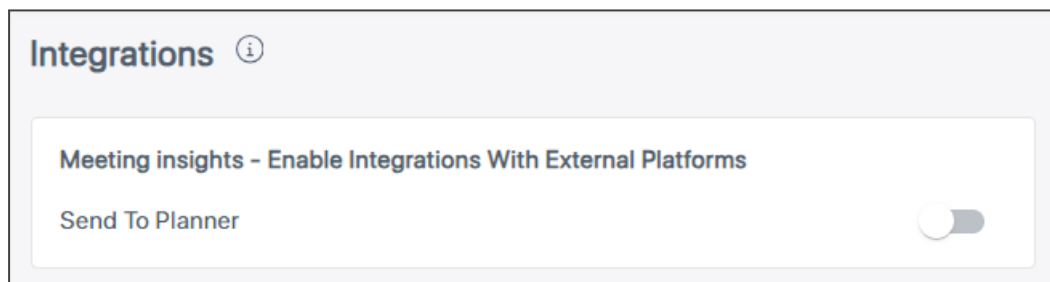
The instructions here show how to integrate Microsoft Planner with Meeting Insights.



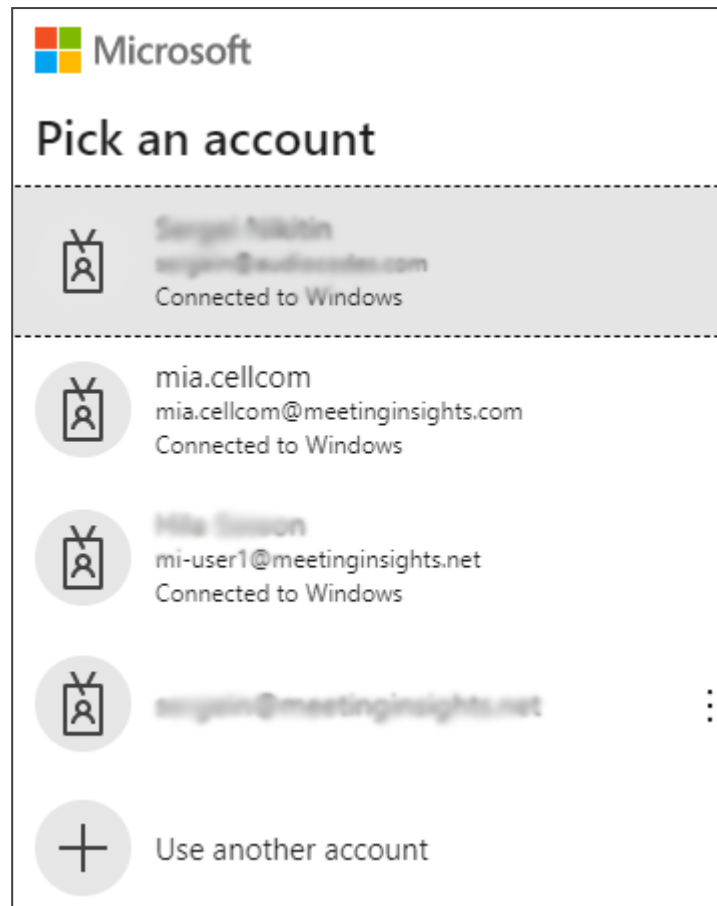
Before integrating Microsoft Planner, the logged-in user must have Meeting Insights 'admin' privileges and Azure 'tenant admin' privileges.

➤ **To integrate Microsoft Planner:**

1. Under the 'Settings' menu, click the **Integrations** option.



2. Enable the **Send to Planner** setting; you will be redirected to the following Microsoft admin login prompt:



3. Pick an account.



sergein@meetinginsights.net

Permissions requested Review for your organization

ronlab-auth-app

unverified

This app may be risky. Only continue if you trust this app. [Learn more](#)

This app would like to:

^ Create, read, update, and delete user's tasks and task lists

Allows the app to create, read, update, and delete the signed-in user's tasks and task lists, including any shared with the user.

This is a permission requested to access your data in Audiocodes Ltd - MI.

^ View users' basic profile

Allows the app to see your users' basic profile (name, picture, user name)

This is a permission requested to access your data in Audiocodes Ltd - MI.

^ Maintain access to data you have given it access to

Allows the app to see and update the data you gave it access to, even when users are not currently using the app. This does not give the app any additional permissions.

This is a permission requested to access your data in Audiocodes Ltd - MI.

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

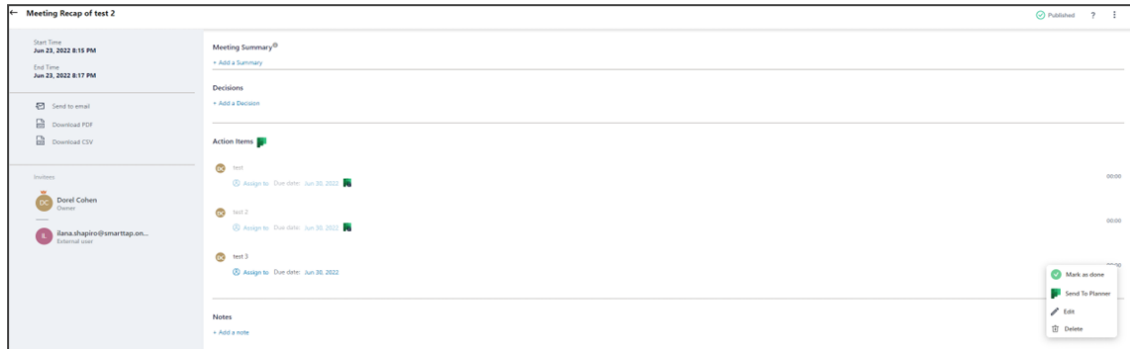
Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept

4. Click **Accept**; you're giving the app permission to create, read, update, and delete the signed-in user's tasks and task lists, as indicated in the prompt; you'll be redirected back to the 'Settings' page; click the **Integrations** tab to make sure it's enabled.
5. Use the following example of the user sending an action item to Microsoft Planner (during a live meeting) as a reference:



6. Click the **Action Items** menu.
7. Choose a plan and a bucket, and then click **Send to Planner**.

 A modal dialog titled 'Add Action Item to Planner'. It contains two dropdown menus. The first dropdown is labeled 'Plan' and has 'Dorel - private' selected. The second dropdown is labeled 'Bucket' and has 'To do' selected. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Send to Planner'.

Integrating Meeting Insights with Salesforce

You can leverage the power of AI-generated meeting summaries by integrating Meeting Insights with your organization's Salesforce platform. This integration allows users to send summaries to specific Salesforce objects, such as the Account object, populating designated fields like 'ACompany'. This ensures key discussion points from sales meetings are readily accessible within Salesforce, opportunities are kept up-to-date, and sales efficiency is improved.



- Only AI-powered bullet-summaries are sent to Salesforce.
- Only the following Salesforce objects are supported:
 - ✓ Account
 - ✓ Opportunity
- When Meeting Insights updates a Salesforce object field with the AI-powered summary, it **replaces** the existing content with the new data. This means that any previously stored information in that field is overwritten and lost. If you want to retain historical content instead of replacing it, Salesforce administrators must configure a Salesforce Record-Triggered Flow. This feature automatically stores (logs) previous content before the update occurs.
- Disabling Salesforce integration deletes all associated data and settings of the tenant.

Integration includes the following main steps:

- Setting up Salesforce and obtaining required information for Meeting Insights (see [Setting Up Salesforce and Obtaining Required Information](#) below).
- Configuring Meeting Insights for integrating with your Salesforce platform (see [Configuring Meeting Insights for Salesforce Integration](#) on page 96).

Setting Up Salesforce and Obtaining Required Information

Before you can configure Meeting Insights to integrate with your organization's Salesforce platform, you need to do the following in Salesforce:

1. Create a Connected App for integration with Meeting Insights - see [Creating a Connected App in Salesforce](#) below.
2. Obtain the following information for Meeting Insights:
 - Salesforce domain URL - [Obtaining the Salesforce Domain URL](#) on page 93.
 - Connected App client ID and client secret key - [Obtaining Client ID and Secret of Salesforce Connected App](#) on page 93.
 - Field (API) names of the Account and Opportunity Salesforce objects where Meeting Insights can send AI-powered meeting summaries - [Obtaining Salesforce Object Field \(API\) Names](#) on page 95.

Creating a Connected App in Salesforce

A connected app is a framework that enables an external application (i.e., Meeting Insights) to integrate with Salesforce using APIs and standard protocols.

➤ To create a connected app:

1. Sign in to your Salesforce account.
2. Click the gear ⚙ icon in the top-right corner, and then choose **Setup**.
3. In the left navigation menu, expand **Apps**, and then choose **App Manager**.

4. Click the **New Connected App** button; a dialog box appears.
5. Select **Create a Connected App**, and then click **Continue**; the New Connected App page appears:

6. Under the **Basic Information** group, configure the following:
 - In the 'Connected App Name' field, type a name for the connected app.
 - In the 'Contact Email' field, type the email of the contact person for this integration.
7. Under the **API (Enable OAuth Settings)** group, configure the following:
 - a. Select the 'Enable OAuth Settings' check box.
 - b. In the 'Callback URL' field, enter all these URLs or the URL according to your region:
 - ◆ **EMEA:** <https://emea.meetinginsights.com/mi/redirect/salesforce>
 - ◆ **Australia:** <https://au.meetinginsights.com/mi/redirect/salesforce>
 - ◆ **Americas:** <https://americas.meetinginsights.com/mi/redirect/salesforce>
 - c. For **Selected OAuth Scopes**, select the following scopes from the **Available OAuth Scopes** list:
 - ◆ **Full access (full)**
 - ◆ **Manage user data via APIs (api)**
 - ◆ **Perform requests at any time (refresh_token, offline_access)**
 - d. Select the 'Enable Client Credentials Flow' check box.
8. Click **Save**; the connected app is created and is now listed in the App Manager list.

9. In the App Manager list, click the down-pointing arrow corresponding to the new connected app, and then from the drop-down menu, choose **Manage**.
10. Click the **Edit Policies** button, and then configure the following:
 - a. From the 'Permitted Users' drop-down list, select **All users may self-authorize**.
 - b. For 'Refresh Token Policy' it's recommended to select **Expire refresh token after 24 Hour(s)**. This means that once the user logs into Salesforce from Meeting Insights, the user only needs to log in again after 24 hours.

The screenshot shows the 'Connected App Edit' interface for an app named 'MiaToSfdc'. The 'OAuth Policies' section is expanded, showing a dropdown for 'Permitted Users' set to 'All users may self-authorize' and a 'Refresh Token Policy' dropdown set to 'Expire refresh token after 24 Hour(s)'. The 'Session Policies' section is also visible at the bottom.

11. Click **Save**.

Obtaining the Salesforce Domain URL

The following procedure describes how to obtain your organization's Salesforce domain URL, which you need for configuring Meeting Insights.

➤ To obtain client ID and secret:

1. Sign in to your Salesforce account.
2. Click the gear ⚙ icon in the top-right corner, and then choose **Setup**.
3. In the left navigation menu, expand **Company Settings**, and then choose **My Domain**.

The domain URL is displayed in the 'Current My Domain URL' field:

My Domain Settings

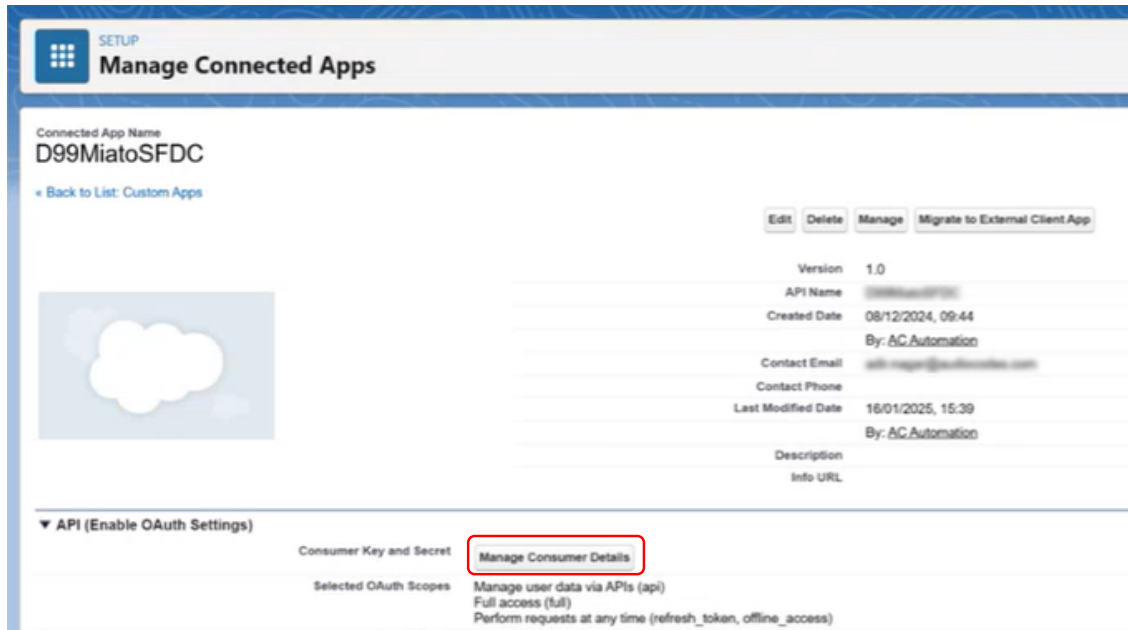
The screenshot shows the 'My Domain Details' page. The 'Current My Domain URL' field is highlighted with a red box, showing a URL ending in '.my.salesforce.com'. Below it, the 'My Domain Name' is 'audiocodes' and the 'Domain Suffix' is 'Standard (*.my.salesforce.com)'. An 'Edit' button is visible in the top right corner.

Obtaining Client ID and Secret of Salesforce Connected App

Once you've created the connected app for Meeting Insights integration, you can obtain its client ID and client secret, which you need for configuring Meeting Insights.

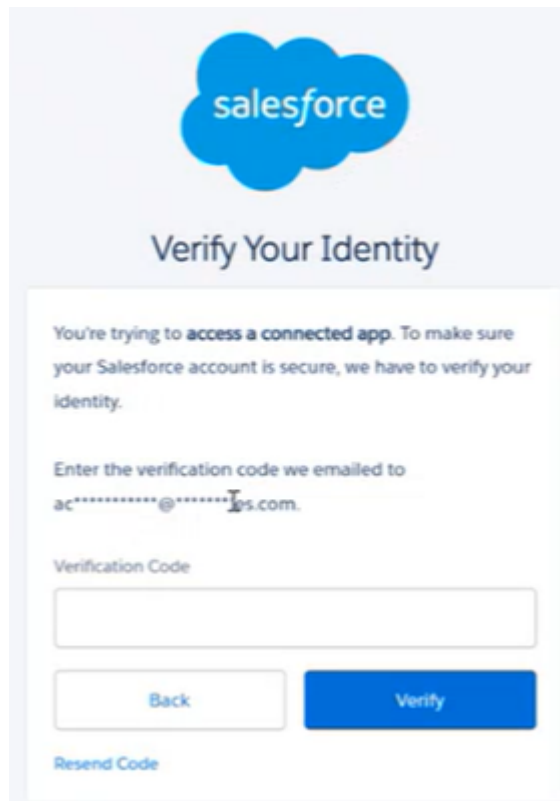
➤ **To obtain client ID and secret:**

1. Sign in to your Salesforce account.
2. Click the gear ⚙ icon in the top-right corner, and then choose **Setup**.
3. In the left navigation menu, expand **Apps**, and then choose **App Manager**.
4. In the App Manager list, click the down-pointing arrow corresponding to the new connected app, and then from the drop-down menu, choose **View**.
5. Click the **Manage Consumer Details** button:



A verification code is sent to your email.

6. Enter the code in the 'Verification Code' field in the displayed dialog box:



7. Click **Verify**; the client ID is displayed in the 'Consumer Key' field and the client secret is displayed in the 'Consumer Secret' field:



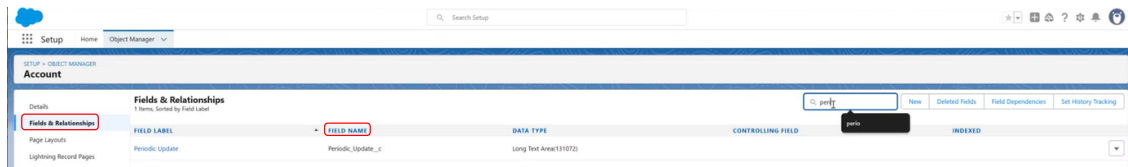
Obtaining Salesforce Object Field (API) Names

The following procedure describes how to obtain the field names for the Account and Opportunity objects. These must be the API field names, which you need for configuring Meeting Insights.

➤ To obtain object field names:

1. Sign in to your Salesforce account.

2. Click the gear ⚙ icon in the top-right corner, and then choose **Setup**.
3. In the left navigation menu, choose **Object Manager**, and then select the object (e.g., Account).
4. Click **Fields & Relationships**, and then search for the required field. The API field name is displayed in the 'Field Name' column, as shown in the following example:

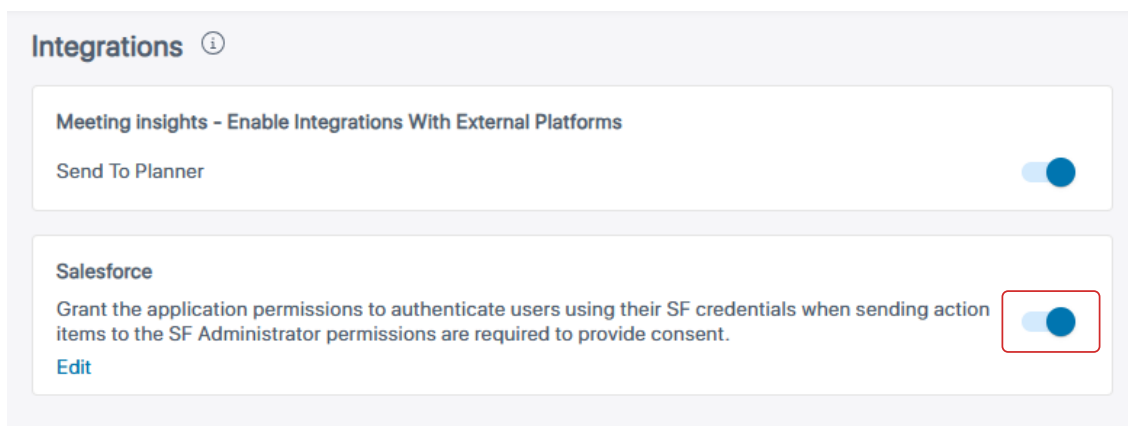


Configuring Meeting Insights for Salesforce Integration

Once you have obtained the required information from your Salesforce account (see [Setting Up Salesforce and Obtaining Required Information](#) on page 91), you can configure Meeting Insights for integration with Salesforce.

➤ To configure Meeting Insights for Salesforce integration:

1. Under the 'Settings' menu, expand **Integrations**, and then click **Apps**; the Integrations page appears.
2. Under the **Salesforce** group, click the toggle button to enable Salesforce integration:




The following dialog box appears:

Salesforce Connection

Domain audiocodes.my.salesforce.com	Client ID 3MVG9WtWSKUDG.x5qVdYdvwI9ORUs7qO	Client Secret *****
--	---	------------------------

Salesforce object to update	Salesforce field to update
Account Summary	Periodic_Update__c
Opportunity Summary	New_Update__c



3. Configure Salesforce connectivity:

- a. In the 'Domain' field, enter the domain URL of your organization's Salesforce platform. For obtaining the domain URL, see [Obtaining the Salesforce Domain URL](#) on page 93.
- b. In the 'Client ID' field, enter the client ID of the Salesforce connected app. For obtaining the client ID, see [Obtaining Client ID and Secret of Salesforce Connected App](#) on page 93.
- c. In the 'Client Secret' field, enter the client secret key of the Salesforce connected app. For obtaining the client secret, see [Obtaining Client ID and Secret of Salesforce Connected App](#) on page 93.

4. For each Salesforce object listed under 'Salesforce object to update' (Account or Opportunity), enter the Salesforce field name in the corresponding 'Salesforce field to update' column. These are the fields where Meeting Insights sends the meeting summary (if selected by the user).



- The field names must be the **API** field names. To obtain the API field names, see [Obtaining Salesforce Object Field \(API\) Names](#) on page 95.
- Make sure that the field names are exactly as they appear in Salesforce.
- Meeting Insights supports only the Account and Opportunity Salesforce objects.
- When Meeting Insights updates a Salesforce object field with the AI-powered summary, it **replaces** the existing content with the new data. This means that any previously stored information in that field is overwritten and lost. If you want to retain historical content instead of replacing it, Salesforce administrators must configure a Salesforce Record-Triggered Flow. This feature automatically stores (logs) previous content before the update occurs.

5. Click **Submit**.

6. Enable Salesforce for User Profiles:

- a. Expand the **User Settings** menu, and then click **User Profiles**.
- b. Add a new User Profile or edit an existing one.
- c. Under the Permissions group, click the **Salesforce** toggle button to turn it on:

Edit User Profile

User Profiles include permissions and recording options that are assigned to th

User Profile Name
Default User Profile (System)

Description
This profile is a default profile that in

Permissions

Select permissions that users associated with the profile will have

- ☐ Access User Meetings ⓘ
- ☒ External Restricted Share
- ☒ External Share with a Link
- ☐ Premium Transcription
- ☐ Can Edit Other Users Meetings
- ☒ Organization Glossary Management
- ☐ Add to Glossary
- ☒ Salesforce

7. Click **Apply**.

14 Configuring Automatic Invitation of MIA to Scheduled Meetings

Admins can configure automatically inviting Meeting Insights Assistant (MIA) to scheduled Teams and Zoom meetings, whether organized by a specific user or by a group of users. When the user then schedules a meeting, MIA is automatically added to the invitees list and the following disclaimer (for example) is added to the body of every invitation:

Disclaimer: The meeting is recorded



The disclaimer is not displayed to the meeting's organizer when the organizer opens the meeting invitation. It is displayed (at the top of the body of the invitation) to all other recipients of the meeting invitation.

Take the following three steps to configure an automatic invitation of MIA to scheduled meetings:

1. Add a mail-enabled security group in Microsoft 360 admin center. See [here](#) how.



Only a *mail-enabled security group* can be part of the mail rule.

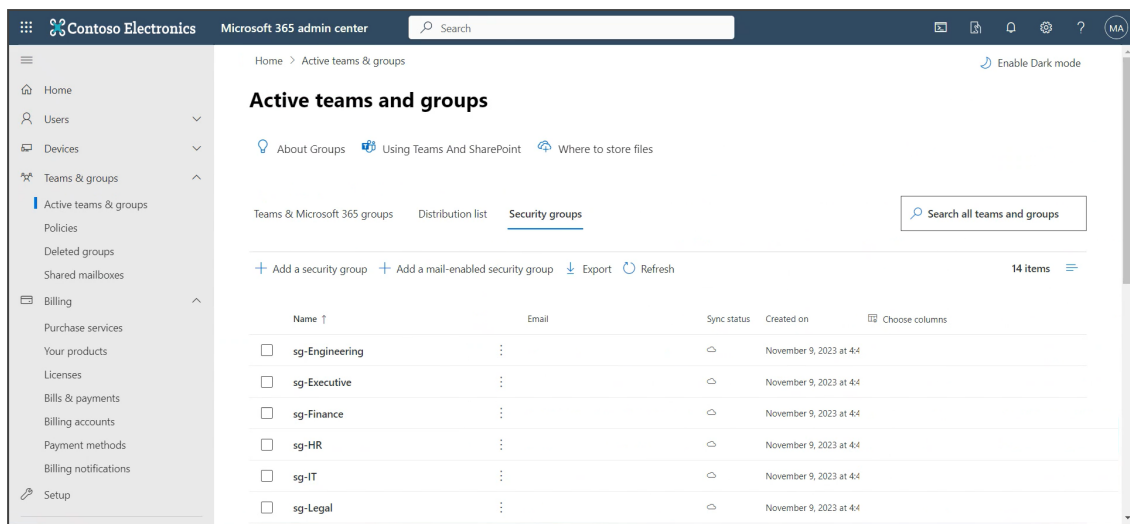
2. Define an auto-invite rule in Exchange admin center. See [here](#) how.
3. Test the rule. See [here](#) how.

Add a Mail-Enabled Security Group

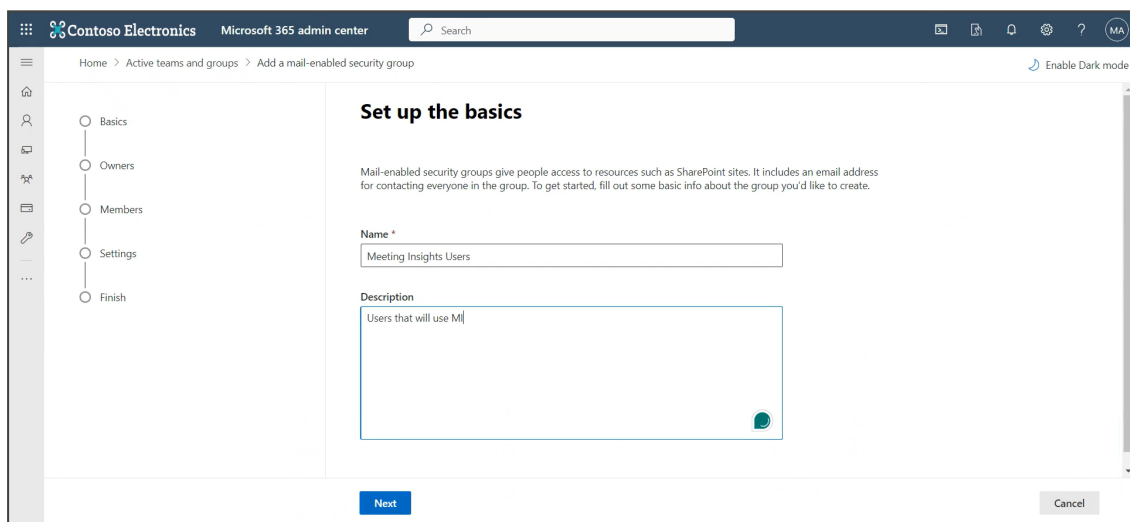
The instructions below focus on how to create a mail-enabled security group through Microsoft 365 admin center.

➤ To add a mail-enabled security group:

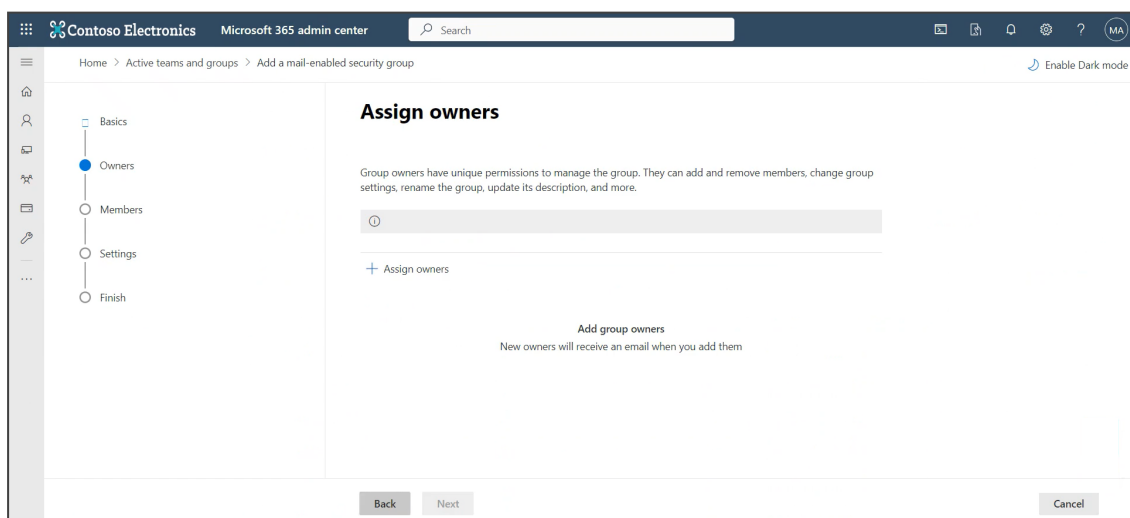
1. In Microsoft 365 admin center, go to **Teams & groups > Active teams & groups > Security Groups** tab.



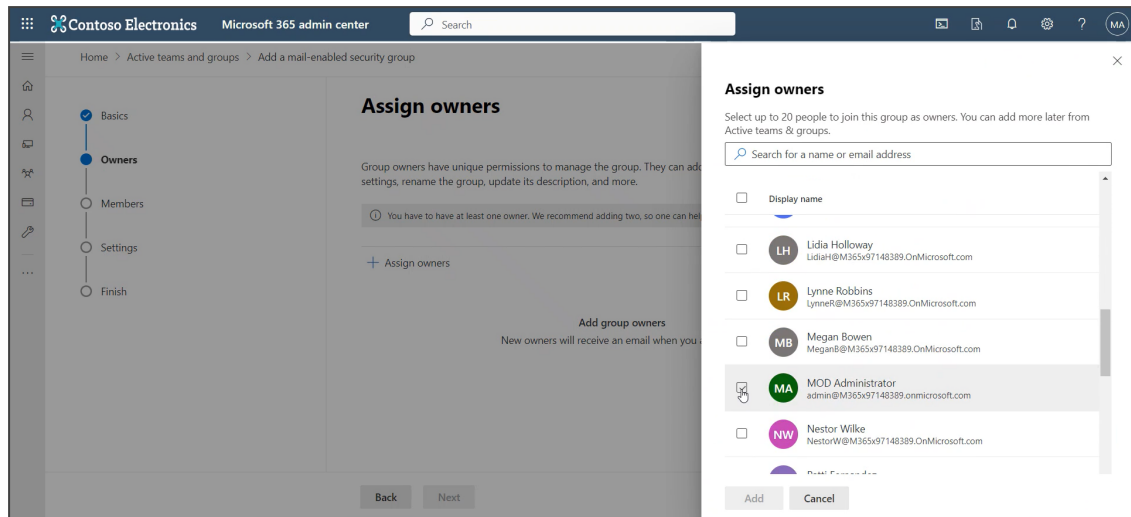
2. In the 'Active teams & groups' page shown above, click **+ Add a mail-enabled security group**.



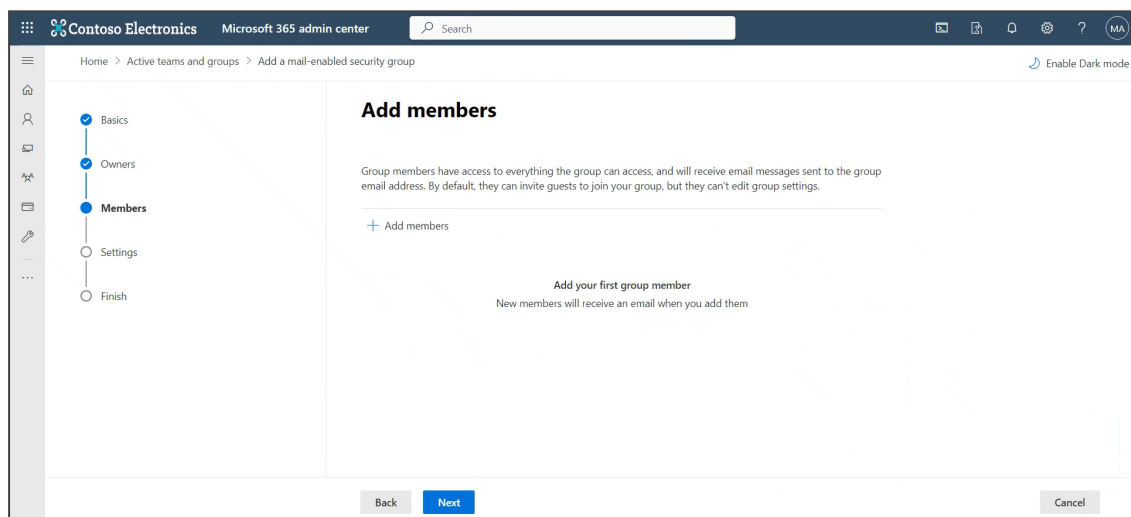
3. In the 'Set up the basics' page shown above, enter **Meeting Insights Users** in the 'Name' field, enter a 'Description' to facilitate effective management later, and then click **Next**.



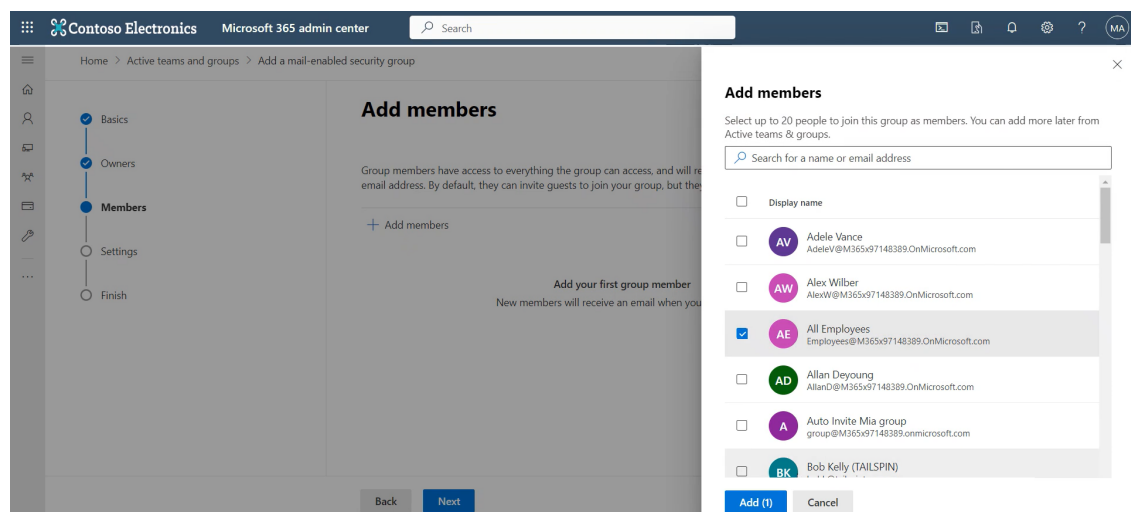
4. In the 'Assign owners' page that opens, click **+ Assign owners**.



5. From the list that pops up on the right side, select an owner(s) and click **Add**.



6. In the 'Add members' page shown above, click **+ Add members**.



7. Select individual members to add to the group or groups, and then click **Add**.

Home > Active teams and groups > Add a mail-enabled security group


- ✓ Basics
- ✓ Owners
- Members**
- Settings
- Finish

Add members

Group members have access to everything the group can access, and will receive email messages sent to the group email address. By default, they can invite guests to join your group, but they can't edit group settings.

[+ Add members](#)

☐ Display name

☐  All Employees
Employees@M365x97148389.OnMicrosoft....

8. Make sure the members you selected were added, and then click **Next**.

Contoso Electronics Microsoft 365 admin center Search

Home > Active teams and groups > Add a mail-enabled security group

- ✓ Basics
- ✓ Owners
- ✓ Members
- Settings**
- Finish

Edit settings

Mail-enabled security group

Has all the functionality of a distribution list and additionally can be used to control access to OneDrive and SharePoint.

Group email address *

Domains

@ M365x97148389.onmicrosoft.com

Communication

☐ Allow people outside of my organization to send email to this Mail-enabled security group

9. In the 'Group email address' field, enter a group name (e.g., MIGroup).

- ✓ Basics
- ✓ Owners
- ✓ Members
- ✓ Settings
- Finish**

Review and finish adding group

You're almost there - make sure everything looks right before adding your new group.

Group type
Mail-enabled security
[Edit](#)

Basics
Name: Meeting Insights Users
Description: Users that will use MI
[Edit](#)

Owners
MOD Administrator
[Edit](#)

Members
All Employees
[Edit](#)

[Back](#) [Create group](#)

10. Click **Create group**.

Meeting Insights Users group created




It can take up to an hour for Meeting Insights Users group to appear in your Active teams & groups list. If you don't see your new group yet, go to the [Exchange admin center](#)

Next steps


[Add another Mail-enabled security group](#)

11. Click **Close**. View the newly created mail-enabled security group listed in the 'Active teams and groups' page:




Active teams and groups

 About Groups
  Using Teams And SharePoint
  Where to store files

Teams & Microsoft 365 groups Distribution list Security groups

 Search all teams and groups

+ Add a security group + Add a mail-enabled security group ↓ Export ↻ Refresh 15 items

Name ↑	Email	Sync status	Created on	 Choose columns
<input type="checkbox"/> Meeting Insights Users	MIGroup@M365x97148389.onmicrosoft.com		February 9, 2024 at 9:07	
<input type="checkbox"/> sg-Engineering			November 9, 2023 at 4:4	

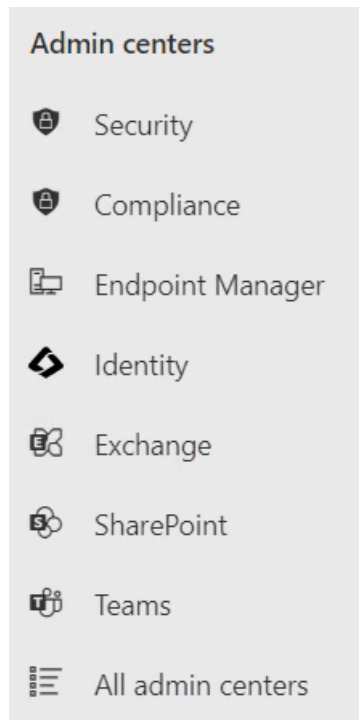
Next: Configure the 'Auto-Invite' rule as shown [here](#).

Configure an Auto-Invite Rule

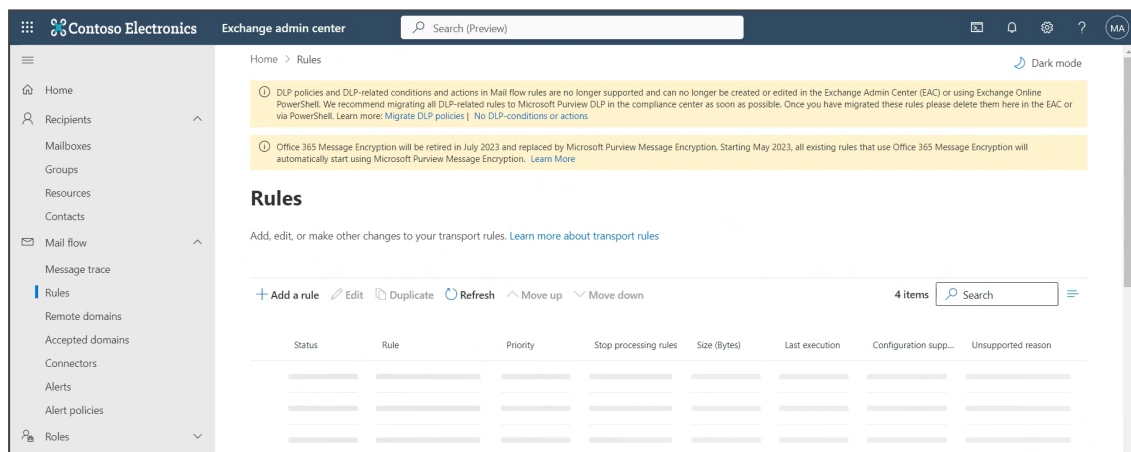
After adding a mail-enabled security group as shown [previously](#), admins can configure an 'Auto Invite' rule from Microsoft's Exchange admin center. Configuring an Exchange rule from Microsoft 360 admin center involves defining specific conditions, including the message being a calendar event and containing the text 'Microsoft Teams meeting' for Teams meetings or 'Zoom meeting' for Zoom meetings.

➤ To configure the 'Auto Invite' rule:

1. From the list of admin centers displayed in Microsoft 365 admin center (in which you added a mail-enabled security group), click **Exchange**.



2. In Exchange admin center, navigate to **Mail flow > Rules**.



3. In the Rules page, click **+ Add a rule**.

New transport rule

● Set rule conditions
○ Set rule settings
○ Review and finish

Set rule conditions

Name and set conditions for your transport rule

Name *
Auto Invite MIA

Apply this rule if *
The message properties include the message type
The message type is 'Calendaring'

And
The subject or body subject or body includes any of these ...
The subject or body includes any of these words
'Microsoft Teams meeting' or 'Microsoft Teams' or 'Join Zoom Meeting'

And
The sender is a member of this group
The sender is a member of 'MIGroup@M365x97148389.onmicrosoft.com'

4. Set the following rule conditions using the figure above as reference:
 - a. Set a name for the rule, for example, Auto Invite Mia.
 - b. From the two **Apply this rule if** drop-downs, select **The message properties** and **include the message type** respectively. Select **Calendaring** as the message type.
 - c. Click +. From the two **And** drop-downs, select **The subject or body** and **subject or body includes any of these words** respectively. Enter **Microsoft Teams meeting**, **Microsoft Teams**, or **Join Zoom Meeting** as the words.
 - d. Click +. From the two **And** drop-downs, select **The sender** and **is a member of this group** respectively. Select the group you created in the previous procedure. In the figure above, it is MIGroup@M365x97148389.onmicrosoft.com
5. Scroll down and continue setting the rule conditions using the figure below as reference:
 - a. From the two **Do the following** drop-downs, select **Apply a disclaimer to the message** and **prepend a disclaimer** respectively.
 - i. For the disclaimer, define any disclaimer your organization requires, for example: 'Disclaimer: The meeting will be recorded'.
 - ii. Select 'Wrap' as the action to fall back to if the disclaimer can't be inserted.
 - b. Click +. From the two **And** drop-downs, select **Add recipients** and **to the To box** respectively. Define the **To box** email.
 - c. From the two **Except if** drop-downs, select **The message** and **To or Cc box contains this person** respectively. Define the person's email address.

- d. From the two **Or** drop-downs, select **The subject or body** and **subject matches these text patterns** respectively. Define the text pattern **^Canceled:**

New transport rule

Set rule conditions
Set rule settings
Review and finish

Do the following *

Apply a disclaimer to the message ▾ prepend a disclaimer ▾ + ▢

Prepend 'Disclaimer: The meeting will be recorded' and fall back to action 'Wrap' if the disclaimer can't be inserted ✎

And

Add recipients ▾ to the To box ▾ ▢

Add these recipients to the To box 'mia.Tania-8389@meetinginsights.com' ✎

Except if

The message ▾ To or Cc box contains this person ▾ + ▢

The To or Cc box contains 'mia.Tania-8389@meetinginsights.com' ✎

Or

The subject or body ▾ subject matches these text patterns ▾ ▢

The subject matches these text patterns '^Canceled:' ✎

Next

6. Click **Next**.

New transport rule

☒ Set rule conditions

☒ **Set rule settings**

☐ Review and finish

Set rule settings

Set settings for your transport rule

Rule mode

☒ Enforce

☐ Test with Policy Tips

☐ Test without Policy Tips

Severity *

Not specified

☐ Activate this rule on

2/9/2024 - 4:00 PM

☐ Deactivate this rule on

2/9/2024 - 4:00 PM

☐ Stop process

Back

Next

7. Set the rule settings as follows:

- Leave 'Rule mode' at its default **Enforce**.
- For the 'Severity' level drop-down, optionally leave this filter at **Not specified** or set it according to your organizational requirements (to make the reports easier to use).
- Select 'Activate this rule on' and set it to take effect immediately.
- From the 'Match sender address in message' drop-down, select **Header**.

8. Click **Next**.

New transport rule

- Set rule conditions
- Set rule settings
- Review and finish**

Review and finish

After your finish creating this rule, it is turned off by default until you turn it on from the Rules page

Rule name
Auto Invite Mia

Rule comments

Rule conditions

Apply this rule if
The message type is 'Calendaring'
The subject or body includes any of these words 'Microsoft Teams meeting'
The sender is a member of 'MIGroup@M365x97148389.onmicrosoft.com'

Do the following
Prepend 'Disclaimer: The meeting will be recorded' and fall back to action 'Wrap' if the disclaimer can't be inserted
Add these recipients to the To box 'mia.tania-8389@meetinginsights.com'

Except if

Rule settings

Mode
Enforce

Set date range
Specific date range is not set

Priority
4

Severity
Not specified

For rule processing errors
Ignore

[Back](#) [Finish](#)

9. Make sure all settings are configured as described until now, and then click **Finish**.

New transport rule

- Set rule conditions
- Set rule settings
- Review and finish

Transport rule created successfully

10. Make sure the newly configured rule ('Auto Invite Mia' in the example below) is listed in Exchange admin center.

Contoso Electronics Exchange admin center

Search (Preview)

DLP policies and DLP-related conditions and actions in Mail flow rules are no longer supported and can no longer be created or edited in the Exchange Admin Center (EAC) or using Exchange Online PowerShell. We recommend migrating all DLP-related rules to Microsoft Purview DLP in the compliance center as soon as possible. Once you have migrated these rules please delete them here in the EAC or via PowerShell. [Learn more: Migrate DLP policies](#) | [No DLP-conditions or actions](#)

Office 365 Message Encryption will be retired in July 2023 and replaced by Microsoft Purview Message Encryption. Starting May 2023, all existing rules that use Office 365 Message Encryption will automatically start using Microsoft Purview Message Encryption. [Learn More](#)

Rules

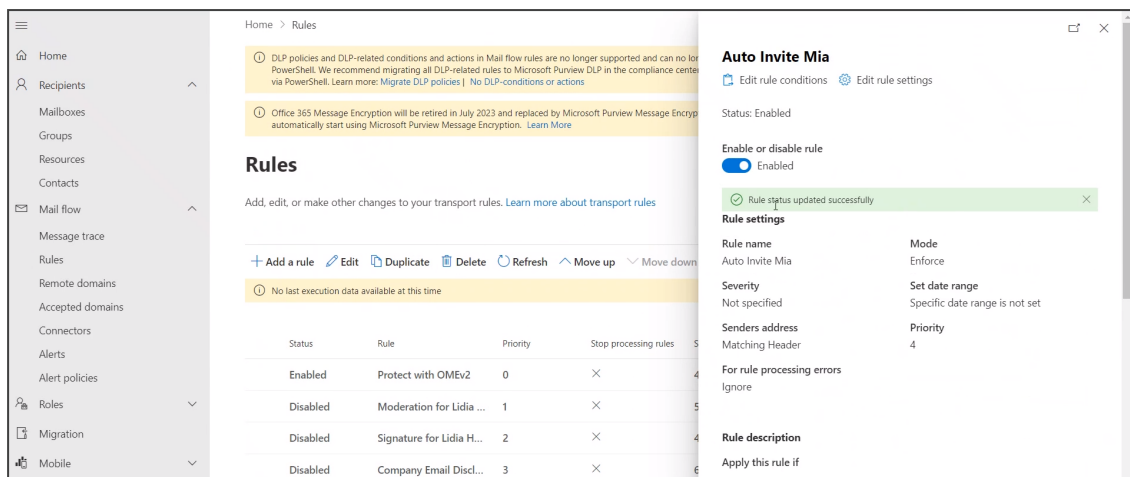
Add, edit, or make other changes to your transport rules. [Learn more about transport rules](#)

+ Add a rule Edit Duplicate Delete Refresh Move up Move down 5 items 1 selected Search

No last execution data available at this time

Status	Rule	Priority	Stop processing rules	Size (Bytes)	Last execution	Configuration supp...	Unsupported reason
Enabled	Protect with OMEv2	0	×	477		✓	
Disabled	Moderation for Lidia ...	1	×	524		✓	
Disabled	Signature for Lidia H...	2	×	471		✓	
Disabled	Company Email Discl...	3	×	642		✓	
Disabled	Auto Invite Mia	4	×	980		✓	

11. Enable the rule.



It's recommended to enable MIA automatic invite for all users by default. Users who don't want to record a meeting can either pause the recording or remove MIA participants from the meeting.

Next: Test the rule as shown [here](#).

Test the Rule

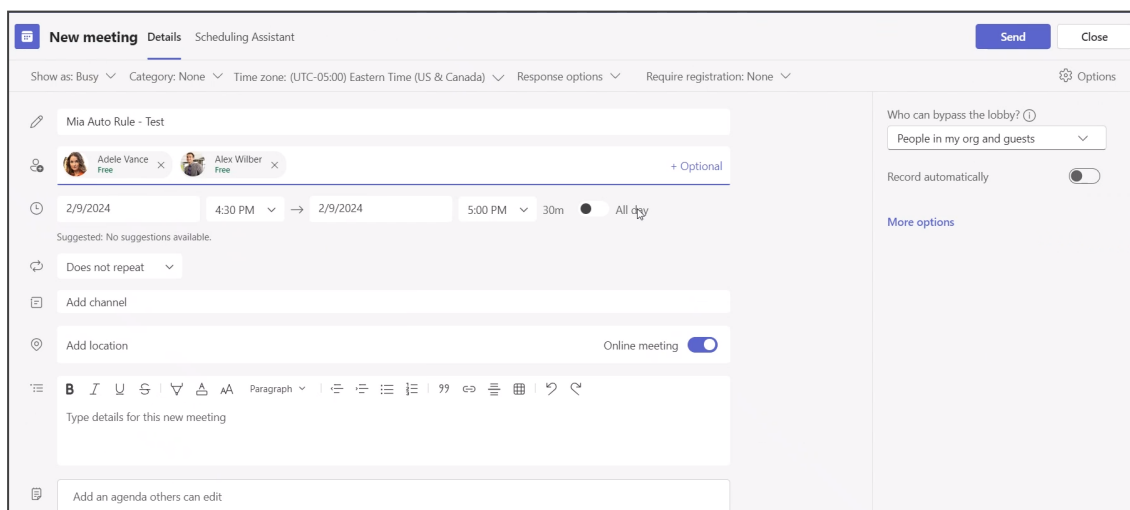


It takes up to 30 minutes for the MIA 'Auto-Invite' rule to take effect.

Admins can test the MIA 'Auto-Invite' rule to make sure it functions according to expectations.

➤ Test the MIA 'Auto-Invite' rule:

1. Log in to the admin's Teams app, open the Calendar and then click **+ New meeting**.
2. Enter a title for the meeting, for example, 'MIA Auto Rule - Test', and then add required attendees.



3. Click the **Send** button; the rule kicks in.

4. In Outlook, make sure the invitation arrived and that MIA was invited.

Managing the Lobby for Teams Meetings

Admin can use the 'Meeting join and lobby' settings in Microsoft Teams admin center (TAC) to manage people joining meetings and to manage the lobby for Teams meetings. Configuration of 'Meeting join and lobby' is part of the meeting policy which takes effect on the meetings of users who are assigned to the policy.



[Refer to the figure below]

- When the meeting policy settings indicated in **green** (below) are configured, MIA will *bypass* the meeting lobby of users assigned to this policy.
- When the meeting policy settings indicated in **red** (below) are configured, MIA will be *routed* to the meeting lobby of the users assigned to this policy.

Meeting join & lobby

Meeting join and lobby settings let you control how people join meetings and allow you to manage the lobby for Teams meetings.
[Learn more about meeting join and lobby settings](#)

Anonymous users can join a meeting ⓘ ☒ On
Find related settings at [Meetings > Live events policies](#) and [Meetings > Meeting settings](#)

Anonymous users and dial-in callers can start a meeting ⓘ ☐ Off

Who can bypass the lobby ⓘ People in my org

People dialing in can bypass the lobby ⓘ

People can join external meetings hosted by ⓘ

Meeting engagement

Meeting engagement settings let you control how people

Meeting chat ⓘ Find related settings at [Messaging > Messaging policies](#)

External meeting chat ⓘ ☒ On

Save Cancel

15 Producing Power BI Analytics Usage Reports

Admin can integrate Meeting Insights Analytics Dashboard into their Microsoft Power Business Intelligence (BI).

The following links show how to

1. Enable Power BI integration in Meeting Insights (see [here](#))
2. Install | configure Power BI (see [here](#))
3. Determine usage statistics from reports (see [here](#))
4. Disable Power BI integration (see [here](#))

Enabling Power BI Integration in Meeting Insights

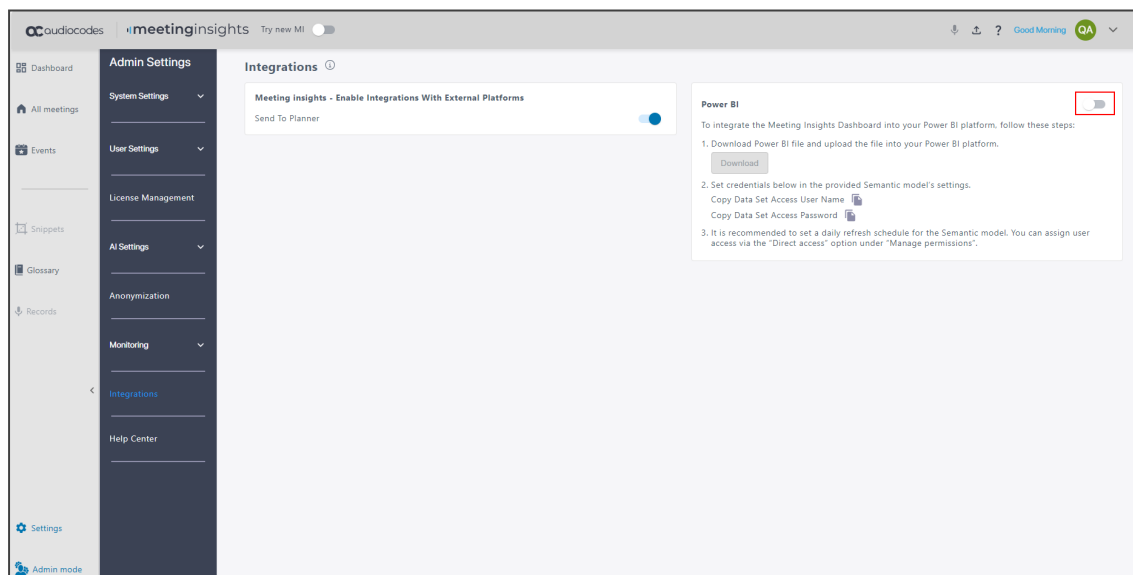
The instructions below show admin how to enable Power BI integration in Meeting Insights.



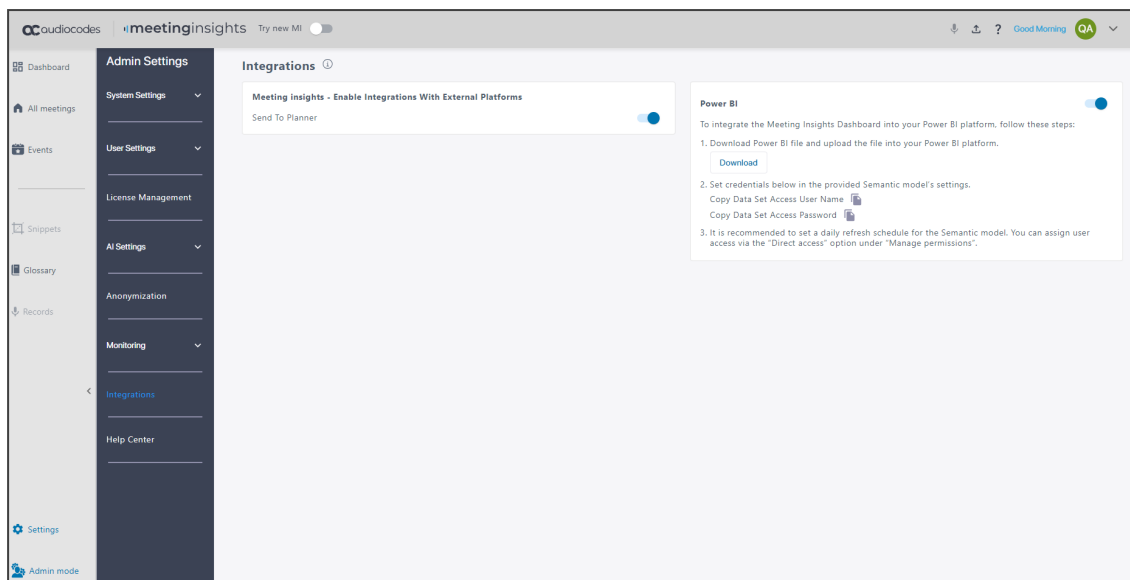
- Admin will view the integration only if it is enabled for their application.
- If you don't have it and you want to have it, contact the Service Provider.

➤ To enable Power BI integration in Meeting Insights:

1. In Meeting Insights, open the Integrations page.



2. Slide the switch indicated in the preceding figure to ON.



3. Click the **Download** button shown in the preceding figure to download the Power BI report file (.pbix) and upload it to your Power BI platform.
4. Copy the credentials and then see step 5 [here](#) for further instructions.

Installing | Configuring Power BI Analytics

The procedure described here shows how to install | configure Meeting Insights Power BI Analytics.

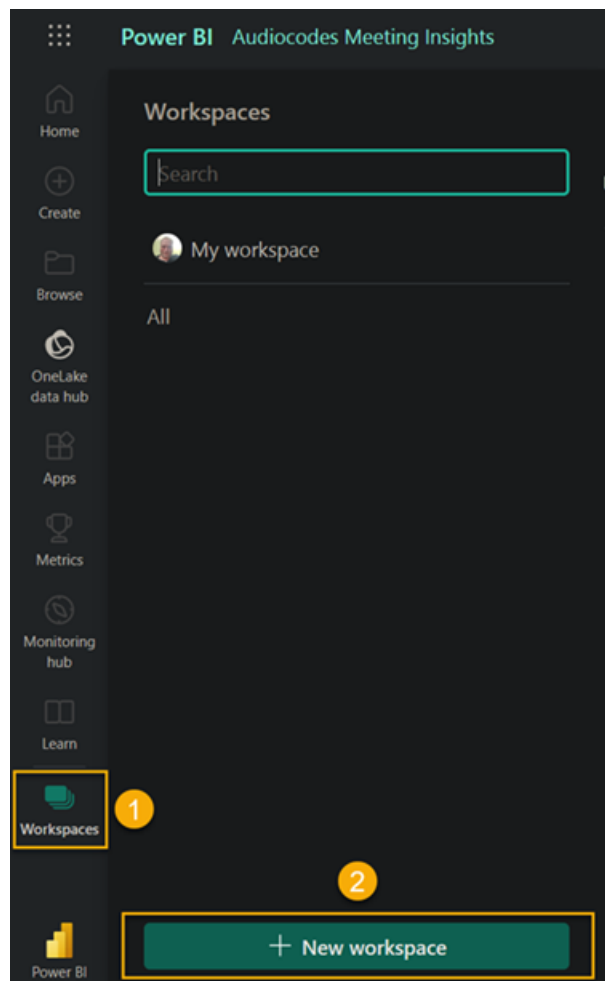


Prerequisites

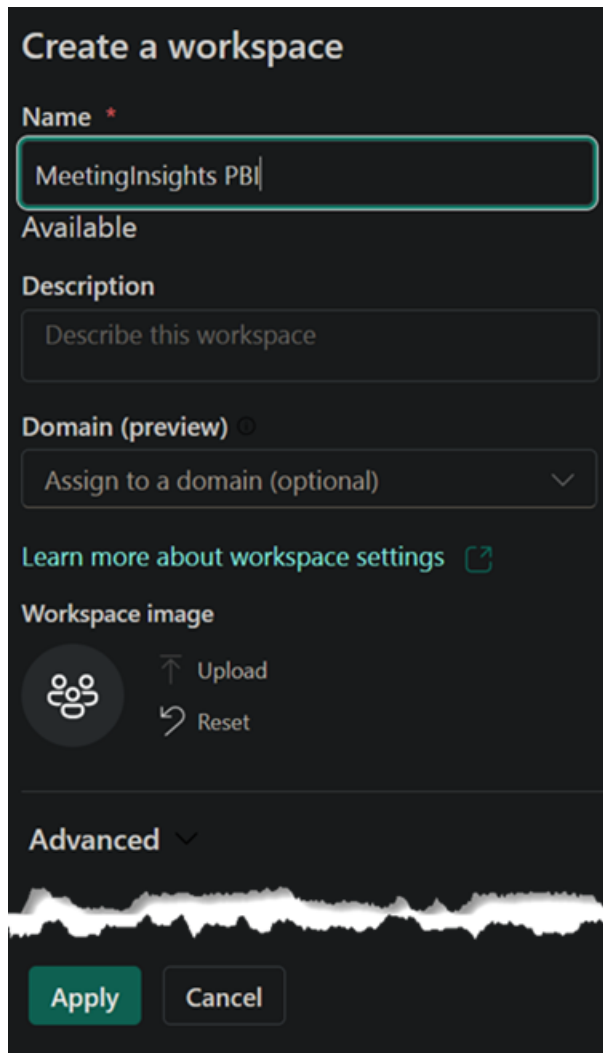
- Office 365 E5 customer account or any Office 365 licensed account with an individual Power BI Pro license attached.
- One Power BI Pro license is included with Microsoft E5 license.

➤ To install | configure Power BI:

1. Sign in to the Microsoft Power BI portal at <https://app.powerbi.com/>



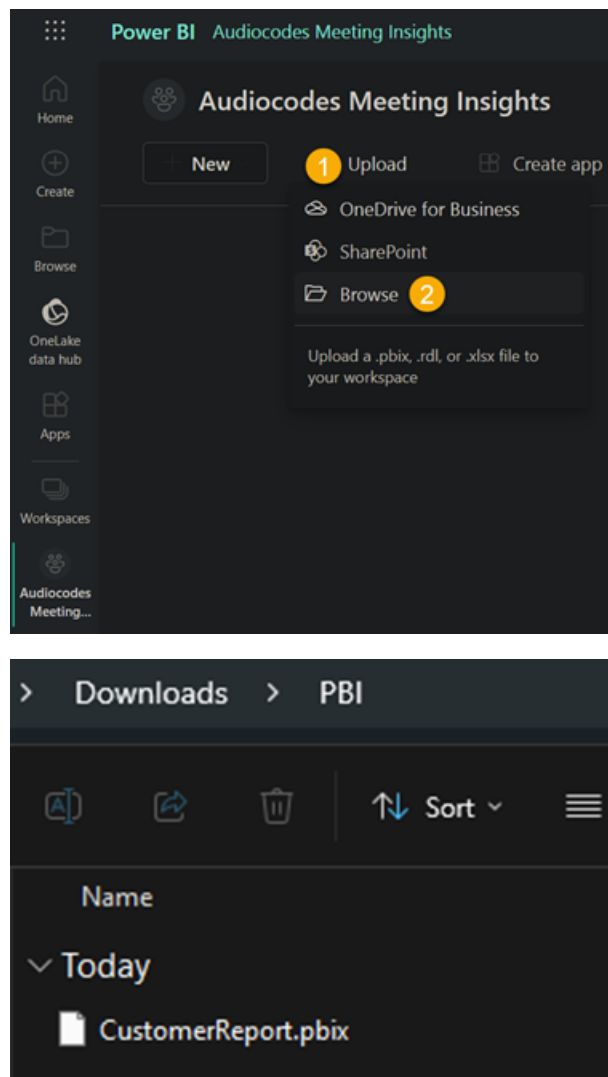
2. Click + **New workspace**.



The screenshot shows a 'Create a workspace' form with a dark background. The form includes the following fields and options:

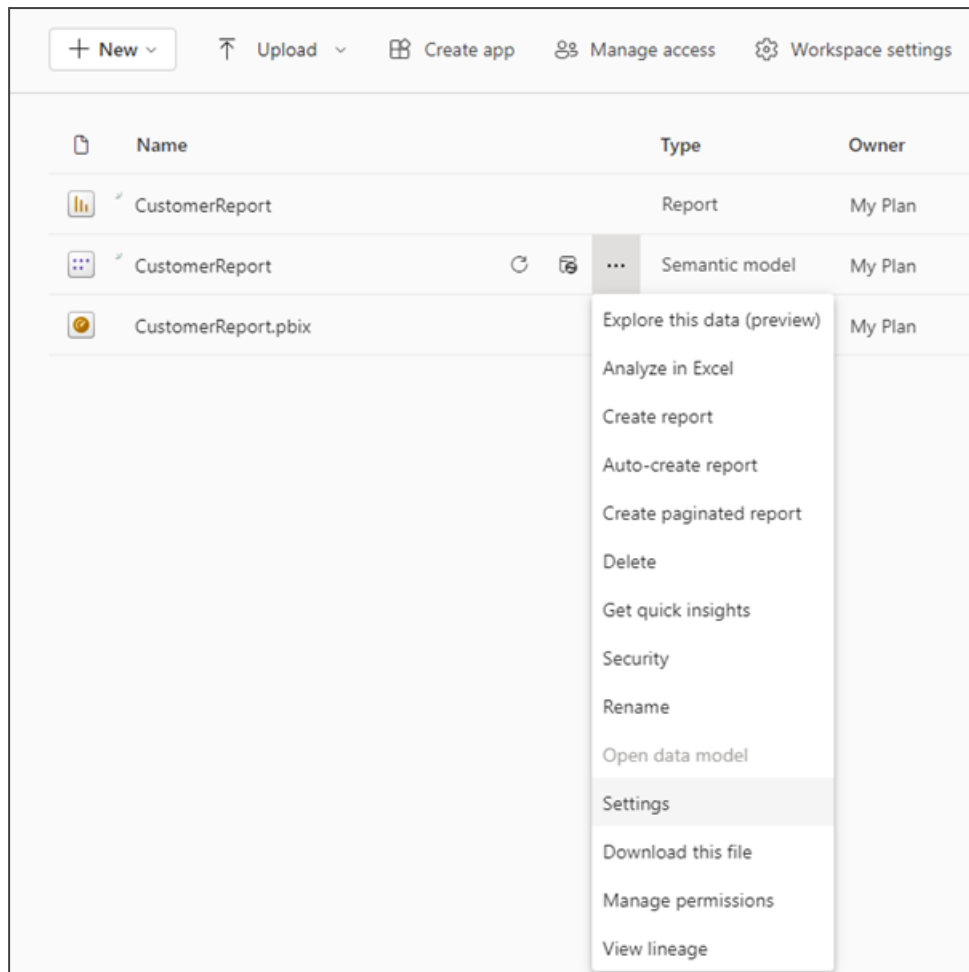
- Name ***: A text input field containing 'MeetingInsights PBI'.
- Available**: A checkbox that is currently unchecked.
- Description**: A text input field with the placeholder text 'Describe this workspace'.
- Domain (preview) ⓘ**: A dropdown menu with the option 'Assign to a domain (optional)' and a downward arrow.
- Learn more about workspace settings**: A link with an external link icon.
- Workspace image**: A section containing a circular icon with three people, an 'Upload' button with an upward arrow, and a 'Reset' button with a circular arrow.
- Advanced**: A section header with a downward arrow.
- Buttons**: 'Apply' and 'Cancel' buttons at the bottom.

3. Enter a name for the new workspace and click **Apply**.
4. Install the Power BI report file (.pbix) that you downloaded using the Integrations page in Meeting Insights as shown in step 3 [here](#).



5. Use the following figures as reference to set credentials for the report. Copy the credentials using the Integrations page shown [here](#).

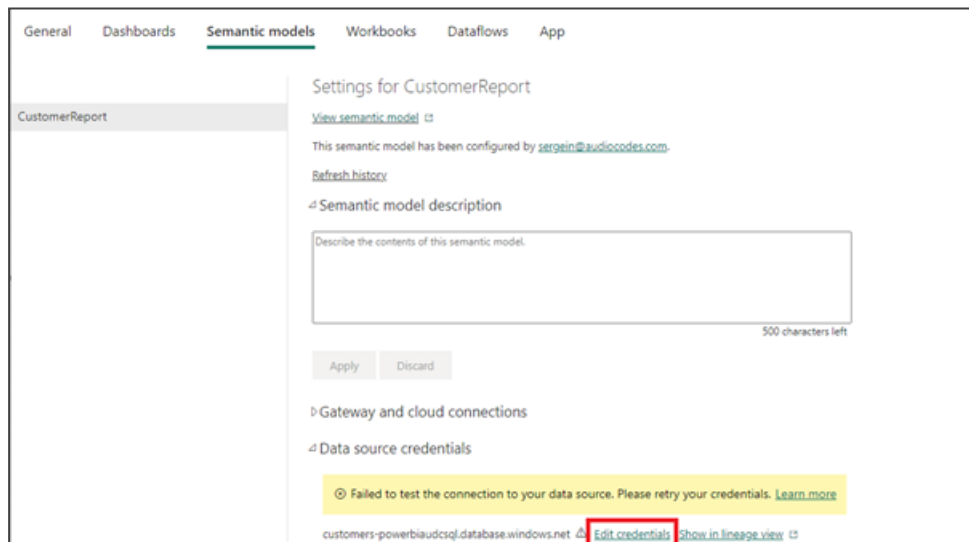
<div> <div>+ New</div> <div> <div>↑ Upload</div> <div>⊞ Create app</div> <div>⚙ Manage access</div> <div>⚙ Workspace settings</div> </div> </div>			
	Name	Type	Owner
	✓ CustomerReport	Report	My Plan
	✓ CustomerReport	Semantic model	My Plan
	✓ CustomerReport.pbix	Dashboard	My Plan



The screenshot shows the top navigation bar of the Power BI workspace with buttons for '+ New', 'Upload', 'Create app', 'Manage access', and 'Workspace settings'. Below is a table listing items:

Name	Type	Owner
CustomerReport	Report	My Plan
CustomerReport	Semantic model	My Plan
CustomerReport.pbix		My Plan

A context menu is open for the 'CustomerReport' semantic model, showing options: Explore this data (preview), Analyze in Excel, Create report, Auto-create report, Create paginated report, Delete, Get quick insights, Security, Rename, Open data model, Settings (highlighted), Download this file, Manage permissions, and View lineage.



The screenshot shows the 'Settings for CustomerReport' page under the 'Semantic models' tab. The page includes a 'View semantic model' link, a message about configuration by 'sergein@audiocodes.com', a 'Refresh history' link, and a 'Semantic model description' text area (500 characters left). Below are sections for 'Gateway and cloud connections' and 'Data source credentials'. A yellow error banner states: 'Failed to test the connection to your data source. Please retry your credentials. Learn more'. At the bottom, the data source is 'customers-powerbiaudcsqldatabase.windows.net' with links for 'Edit credentials' (highlighted with a red box) and 'Show in lineage view'.

Configure CustomerReport

server
powerbiaudcsql.database.windows.net

database
customers

Authentication method
Basic

User name

Password

Privacy level setting for this data source
Organizational

☐ Report viewers can only access this data source with their own Power BI identities using DirectQuery. [Learn more](#)

Sign in **Cancel**

6. [Recommended] Set a daily refresh schedule for the Semantic model. You can assign user access via the **Direct access** option under 'Manage permissions'.

Refresh

Configure a refresh schedule
Define a data refresh schedule to import data from the data source

☒ On

Refresh frequency
Daily

Time zone
(UTC+02:00) Athens, Bucharest

Time
[Add another time](#)

Send refresh failure notifications to

☒ Semantic model owner

☒ These contacts:

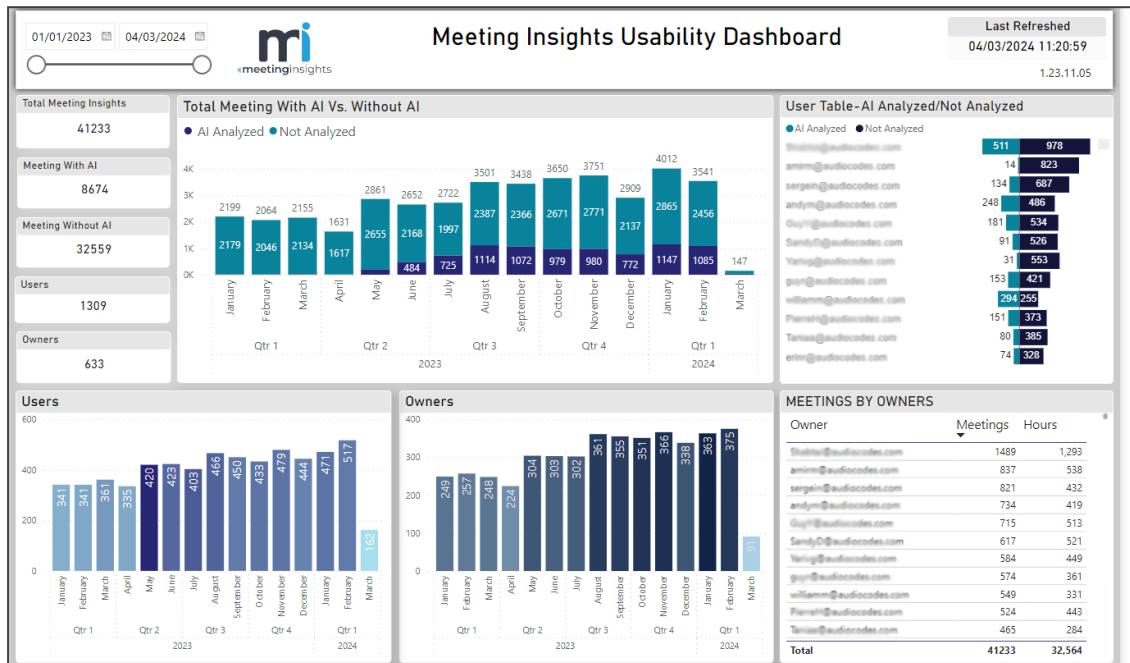
7. Go back to the Workspaces page and click **Refresh now** in the 'Semantic model' item.

Name	Type	Owner	Refreshed	Next refresh	Endorsement	Sensitivity	Included in app
CustomerReport	Report	My Plan	3/10/24, 9:24:19 AM	—	—	—	<input type="checkbox"/> No
CustomerReport	Semantic model	My Plan	3/10/24, 9:24:19 AM	N/A	—	—	<input type="checkbox"/> No
CustomerReport.pbix	Dashboard	My Plan	—	—	—	—	<input type="checkbox"/> No

Using Reports to Determine Product Usage Statistics

After Meeting Insights is integrated with Microsoft's Power Business Intelligence (BI), administrators and/or management can create business analytics reports showing how and to what extent users in the enterprise are engaging with Meeting Insights and its features.

The figure below shows a **Usability Dashboard** report.



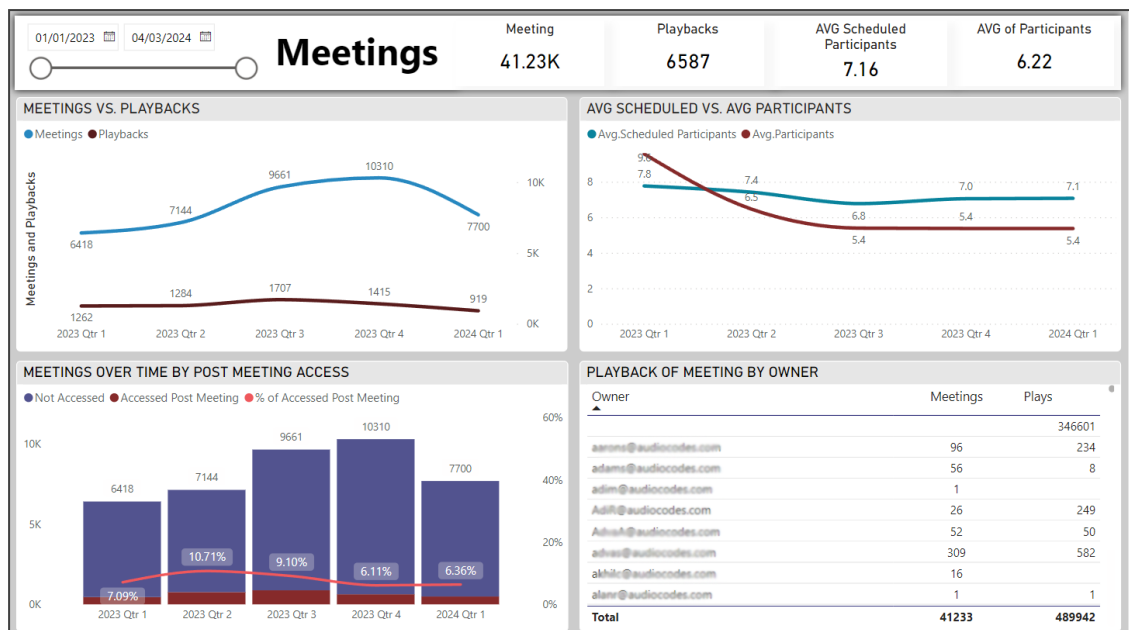
- The **Usability Dashboard** report can give administrators and/or management an indication of the value proposition of Meeting Insights and its key feature, AI.
- The report's statistics and graphs show admin the *extent* to which and the *depth* at which users are using the application and its key feature, AI.
- The report is generated in an admin-friendly Microsoft Power BI template.

[Refer to the preceding figure] Admin can assess at a glance how many meetings with Meeting Insights *in total* were held in the enterprise over a period of time defined in the uppermost left corner of the page. Admin can moreover assess how many of those meetings were analyzed using AI, versus how many were not. Admin can quickly see furthermore how many analyses were run by *users* after meetings, versus how many analyses were run by *owners*.

Admin can view these statistics *per user* in the **User Table-AI Analyzed/Not Analyzed** pane on the right side of the page. The pane presents an ordered list of users, the # of meetings each user had in the defined period, and the # of hours each user spent in meetings.

The **Meetings by Owners** pane below it presents how many meetings *each owner* held and how many hours *each owner* spent in meetings. The pane also shows the *total* # of meetings held by all owners and the *total* # of hours that were spent in meetings by all owners.

The figure below shows a **Meetings** report.



[Refer to the preceding figure] Admin can quickly gauge the *depth* at which users | owners engaged with the product over a period of time defined in the uppermost left corner of the page. The **Meetings vs. Playbacks** graph shows the # of meetings that were held in the organization vs. the # of playbacks that were run. If, for example, the playback feature was hardly taken advantage of (indicated by a significant gap between the Meetings and Playbacks curves as shown in the graph in the preceding figure), this can indicate that users | owners tend to use the product superficially, without playing back meetings. If, by contrast, the playback feature was taken maximum advantage of (the two curves *both* show high usage), it indicates that users | owners took good advantage of it. The graph therefore demonstrates feature effectiveness.

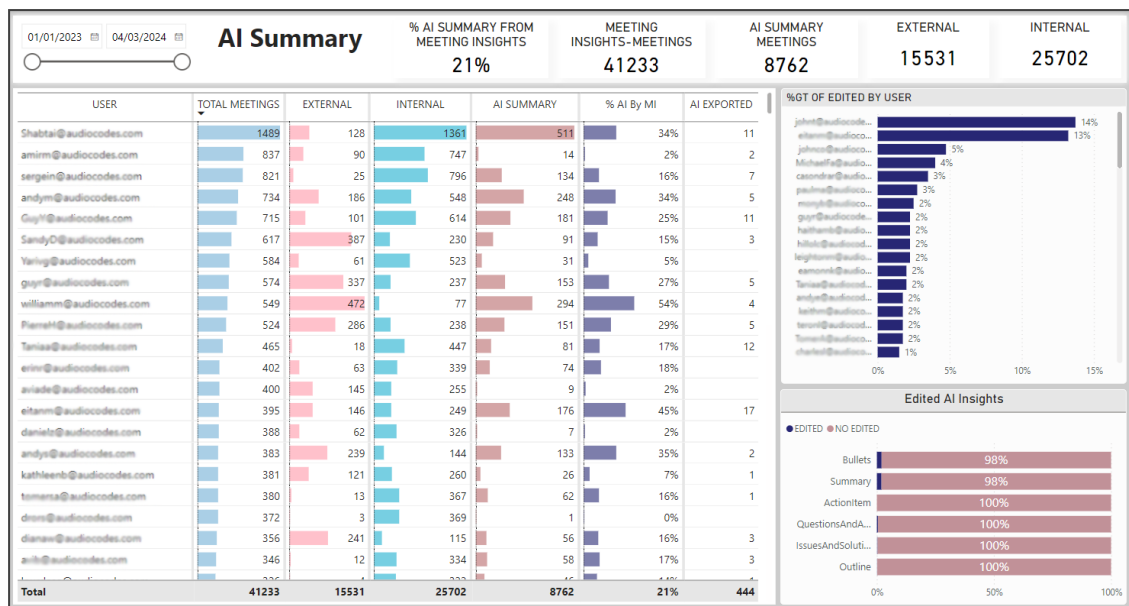
The **Average Scheduled vs. Average Participants** graph shows the # of invitees that were *invited* to meetings vs. the # of invitees that *actively participated* in those meetings. These statistics demonstrate product effectiveness, helping administrators and/or management assess whether they're getting a return (usage) from their investment.

The graph **Meetings over Time by Post Meeting Access** shows admin the # and % of users who accessed recordings of meetings after they ended, over time. This graph too demonstrates product effectiveness and the extent to which users are taking advantage of Meeting Insights' features.

The graph **Playback of Meeting by Owner** shows the extent to which Meeting Insight's *playback* feature was taken advantage of by meeting *owners*. The graph shows the behavior *per owner* as well *all owners in total*. Admin can at a glance determine:

- the # of owners vs. the # of playbacks run by them
- the # of meetings each owner had vs. the # of playbacks run by each

The figure below shows an **AI Summary** report.



[Refer to the preceding figure] Admin can use this report to quickly determine **AI Summary** usage globally and per external | internal user, over a period of time. The report can give administrators and/or management an indication of the benefit Meeting Insights' AI Summary feature is providing the organization.

The report's title bar enables admin to quickly determine *global* statistics for AI Summary (from l-r):

- **% AI Summary from Meeting Insights** shows the % of meetings in which the AI Summary feature was used. In the preceding example, the AI Summary feature was used in 21% of all meetings held during the period.
- **Meeting Insights - Meetings** shows how many Meeting Insights meetings were held over the period. In the preceding example, 41233 meetings were held.
- **AI Summary Meetings** shows for how many Meeting Insights meetings the AI Summary feature was used. In the preceding example, the feature was used for 8762 meetings.
- **External** shows the # of *external meetings* each user had with Meeting Insights over the period. In the preceding example, *all* users had 15531 external meetings with Meeting Insights.
- **Internal** shows the # of *internal meetings* each user had with Meeting Insights over the period. In the preceding example, *all* users had 25702 internal meetings with Meeting Insights.

The report's main pane enables admin to determine AI Summary usage statistics *per user* in the following columns (from l-r):

- **Total Meetings** shows the *total # of meetings* each user had with Meeting Insights over the period. The column can be ordered from most meetings to least meetings, or from least to most. Admin can easily determine which user in the organization had the most meetings using Meeting Insights, and who had the least.

- **External** shows the # of *external meetings* the user had with Meeting Insights. The column can be ordered from most to least, or from least to most. Admin can easily determine which user had the most external meetings with Meeting Insights, and which user had the least.
- **Internal** shows the # of *internal meetings* the user had with Meeting Insights. The column can be ordered from most to least, or from least to most. Admin can easily determine which user had the most internal meetings, and which user the least.
- **AI Summary** shows the # of meetings for which AI was triggered (relative to the total # of meetings that were held over the period).
- **% AI by MI** shows the % of meetings for which an AI Summary was generated, per user. Admin can use the statistic to determine the extent to which each user used the feature over the period.
- **AI Exported** shows how many times AI was exported over the period by anyone who had access.



- Each column also displays *global usage*.
- ✓ **% AI by MI** column displays the *total percentage*.
- ✓ All other columns display the *total number*.

The report's **%GT of Edited by User** pane enables admin to determine per user the % of edits they performed relative to the number of meetings they had. This too can serve as an indication of the:

- extent to which and depth at which each user is engaging with the app's edit feature
- app's value proposition in terms of the edit feature
- app's ROI in terms of the edit feature
- benefit the organization is deriving from the service

The report's **Edited AI Insights** pane enables admin to determine editing patterns. In the preceding example, 2% of edits were made on bullets and 2% on the summary. Action Items, for example, were not edited at all. These patterns too can serve as an indication of the:

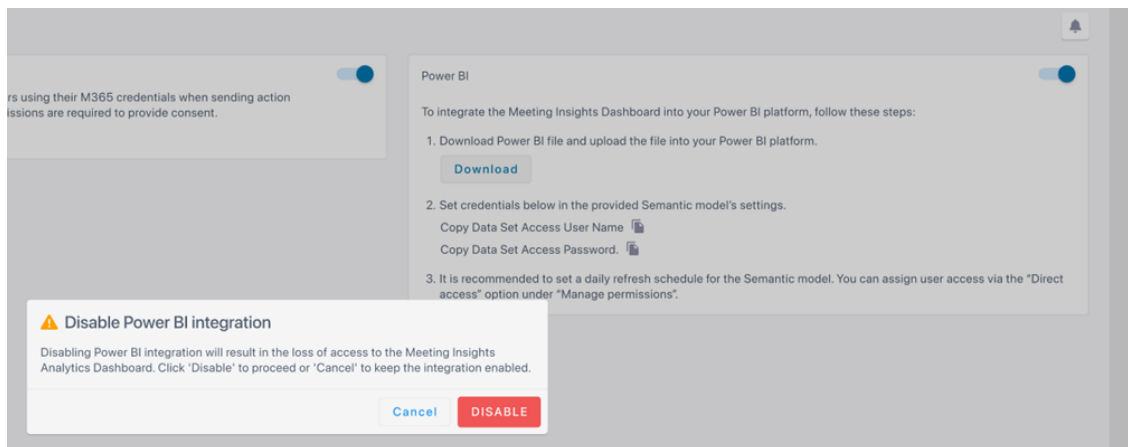
- extent to which and depth at which users are engaging with the app
- app's value proposition
- app's ROI
- benefit the organization derives from the service

Disabling Power BI Integration

Admin can optionally disable Microsoft's Power Business Intelligence (BI) Analytics in Meeting Insights.

➤ **To disable Power BI in Meeting Insights:**

1. In Meeting Insights, open the Integrations page.
2. Slide the Power BI switch to OFF; the following notification is displayed:



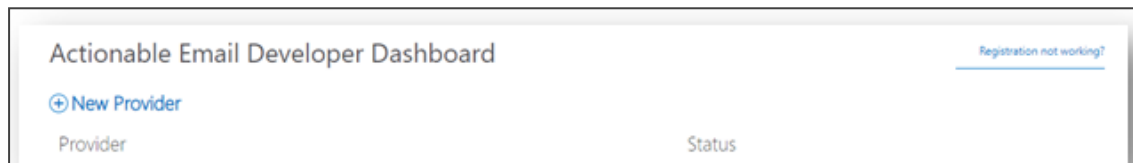
3. Click **DISABLE**.

16 Enabling Actionable Recap Emails

Admins can enable recipients of Action Items emails to set the status to "Done" in the email (by clicking the **DONE** button) by creating a new Outlook Office provider.

➤ **To create a new Outlook Office provider:**

1. Go to <https://aka.ms/publishoam>.
2. Log in with the Teams Tenant admin that belongs to the same Tenant as the users to whom the meeting recordings will be sent; the following appears:



3. Click **New Provider**; the following appears:

Actionable Email Developer Dashboard

[← Back](#)

1. New Provider

Friendly Name *

Please enter a name for provider

Provider Id (originator)

11ed39bc-efd3-4a20-9ba1-f3eeb2a7ce0a

Organization Info

AudioCodes Ltd. (ai-logix.net)(ad41d6c3-67f0-47cc-9de3-e07fd185c1c7)

Sender email address from which actionable emails will originate *

expense-notification@contoso.com



[Add another email address](#)

Target URLs *

(HTTPS URLs which will be invoked by the actions from the message card. Regex can be used to club multiple URLs)

https://www.api.contoso.com/ or regex:https://.+\.contoso\.com/



[Add another actions URL](#)

Public Key

(Provide your own public key if you want to send [signed card payloads](#))

<RSAKeyValue>...</RSAKeyValue>



[Add another public key](#)

Logo

Logo must be of type .png, .jpg or .gif and no greater than 60 kb



2. Scope of submission

Who are you enabling this for? *

- ☐ Test Users (Test your provider on users from same tenant, auto-approved)
- ☒ Organization (You will be submitting this request to your organization's Exchange administrators)
- ☐ Global (Please note that rollout takes 2 weeks after this submission is approved)

3. Additional Information

Email addresses of other people who should be notified.

expense-notification@contoso.com



[Add another email address](#)

Comments

Any additional detail for your administrator to easily approve this request.

☐ I accept the terms and conditions of the [App Developer Agreement](#)

- 124 -

You must accept the terms and conditions

Save

Cancel

4. Under the **New Provider** group, fill in the following fields:
 - 'Friendly Name': Enter any name for the provider (e.g., "be304qf4BE").
 - 'Provider Id': (Read-only) This value is automatically generated. Please provide it to AudioCodes.
 - 'Sender email address from which actionable emails will originate': Enter MIA's email address (provided by AudioCodes) from where Action Items emails will originate.
 - 'Target URLs': Enter the URL (provided by AudioCodes) that is invoked when users click DONE in Action Items emails.
5. Under the **Scope of submission** group, select the **Organization** option.
6. Under the **Additional information** group, enter the email addresses of other people who should be notified, and then type a message for this email notification.
7. Accept the terms of use, and then click **Save**.

17 About Meeting Insights Data Security



Make sure security products in your network (like Firewall) don't interfere with Meeting Insights' correct operation; add the service FQDN and IP address to the appropriate whitelists, to be exempt from scanning and manipulation.

- **Encryption:** At rest (256-bit AES) and at transit (256-bit SSL / TLS 1.2 or later)
- **Authentication:** Microsoft Azure SSO
- **Azure Open AI Data privacy:** No data is used to train LLM (Azure Open AI security)
- **GDPR , CCPA, CPRA:** Compliant
- **Retention policy:** Automatic data retention policy per customer's configuration
- **App user activities:** Audit trail of user activities
- **Development:** Secured software development practices according to OWASP
- **ISO-27001 and ISO27032:** Certified
- **Data security:**
 - Encrypted at rest (disk and storage encryption)
 - Encrypted in transit, HTTPs connections
- **Platform/Hosting security:**
 - Azure subscription following MSFT Security and Compliance recommendation
- **Application security:**
 - Managed identity intercomponent authentication
 - Imperva Incapsula – web application security, DDoS mitigation, and more
- **Authentication:**
 - Azure Active Directory, Teams SSO

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