AudioCodes Continuous Enterprise Productivity Powered by Voice.AI

Meeting Insights



Caudiocodes

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Related Documentation

| Document Name | | |
|---------------|--------------------------------|--|
| | Meeting Insights User's Manual | |
| | Meeting Insights Release Notes | |

Document Revision Record

| LTRT | Description |
|-------|---------------------------|
| 12716 | Initial document release. |

| LTRT | Description |
|-------|---|
| 12718 | Teams Tenant ID. Notification Policy. New deployment illustrations. Replaced diagram for Hosted by AC to show shared Bot (removed also from POC annex hosted by AC). |
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| 12723 | (Version 2.2) Planner (Integrations). Microsoft Power Business Intelligence (BI). Audit Trail: Activity; Items. Permissions: Consent on behalf of your organization. Application Access Policy. Management actions per Meeting Insights user. Notifications. AI Features (speech-to-text and transcription). |
| 12724 | (Version 2.3) Private Organizational Glossary. Add User. Retention Policy. Users page: Search. User Representative. Export Users to Excel. Notifications page. |
| 12725 | (Version 3.0) AI-generated summary, outline and action items; snippets |
| 12726 | (Version 3.8) |
| 12727 | Teams test user |
| 12728 | (Fix) Automatic Invitation of Mia to Teams Meetings |

Table of Contents

| 1 | Introduction | 1 |
|---|---|------|
| 2 | Deployment Overview | . 2 |
| | Components Overview | . 2 |
| | · Virtual Assistant/Teams Bot | . 2 |
| | Meeting Insights Application | 2 |
| | Voice AI Engines Servers | 2 |
| | Media Storage Space | . 2 |
| | Video Processing Containers | . 3 |
| | Hosted by AudioCodes | 3 |
| | Deployment Diagram | 3 |
| | Prerequisites | 3 |
| | Pre-Deployment Check List | 7 |
| | Security | . 8 |
| | Hosted in Customer Azure | 9 |
| | Deployment Diagram | 9 |
| | Detailed Deployment Diagram | 10 |
| | Minimum Server Requirements | . 10 |
| | Prerequisites | 12 |
| | Pre-Deployment Check List | . 13 |
| | Security | |
| | Consenting on Behalf of your Organization | |
| | Installation Additions | .16 |
| 3 | Required Permissions | 17 |
| | Permissions to Read Azure Active Directory | .17 |
| | Permissions to Join Meetings | 18 |
| | Permissions to Authenticate Users | . 19 |
| | Permissions to Enable Microsoft Recording Notifications | .22 |
| 4 | Onboarding Users | 24 |
| 5 | Signing in | 25 |
| 6 | Configuring Settings | 28 |
| | Users | .28 |
| | Adding a User Manually | 32 |
| | Deleting a User Manually | .35 |
| | Allocating a Representative | . 36 |
| | Assigning a Default Profile to New Users | . 36 |
| | Administrator Role | .37 |
| | Defining Features per User | . 37 |
| | Tags | 38 |
| | Devices | .39 |
| | Notifications | .40 |

| | Audit Trail | 41 |
|----|--|-------|
| | AI Features | 44 |
| | SMTP | 45 |
| | GDPR | 46 |
| | Integrations | |
| | Retention | |
| | More | 54 |
| 7 | Configuring Automatic Invitation of Mia to Teams Meetings | 55 |
| 8 | Running the Application Access Policy | 58 |
| 9 | Recording Notifications | 59 |
| | Setting up, Configuring Recording Notifications | 62 |
| | Running the Script to Create a Compliance Recording Policy | 63 |
| 10 | Integrating Meeting Insights with Microsoft Power BI | 66 |
| | Examples of Meeting Insights Dashboards and Reports Produced by Power BI | 75 |
| | Adding Gateway Connection Permissions to Additional Users | 77 |
| | Adding Power BI Reporting to Another User | 78 |
| | Remedy Installation | 83 |
| 11 | Installing Meeting Insights Teams Add-In | 90 |
| 12 | Viewing User Statistics | 92 |
| 13 | Microsoft Graph Permissions' Definitions | 94 |
| 13 | Adding Meeting Insights App to Organization's Teams Store | 99 |
| | Add and Pin Meeting Insights Teams App to the Entire Organization or to User Group | |
| | (s) | 101 |
| 14 | Proof of Concept | . 104 |
| | Hosted by Customer | . 104 |
| | Minimum Server Requirements for POC | 104 |
| | Virtual Assistant/Teams Bot | |
| | Meeting Insights Application Server | |
| | Media Storage Space | |
| | Al Engine Servers (Voice Commands, Speaker Identification) | |
| | Overview of Terms and Conditions for POC Customer Responsibilities | |
| | AudioCodes Responsibilities during the POC | |
| | Post-Trial Responsibilities | |

1 Introduction

Meeting Insights offers you the optimal enterprise solution for recording your meetings, presented media such as PowerPoint slide presentations and participants' speech, in a Teams environment. Meeting Insights provides a central repository for all your company meeting recordings, offering an effective solution for capturing, managing, and sharing information and ideas across your company.

During the meeting, Meeting Insights allows you to perform various voice-driven actions such as adding notes, assigning action items (tasks) to yourself or to participants, and highlighting specific stages in the meeting with tags so that you can easily locate specific content after the meeting.

When the meeting recording ends, you can use Meeting Insights' feature-rich and flexible webbased management tool to manage and edit it. This includes publishing and sharing it 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); editing the slide presentation (adding, replacing, or deleting slides); trimming the presentation (including voice) to exclude unwanted content, and converting speech spoken by the participants into text. Meeting Insights also lets you record yourself independently of a meeting; you can later edit and share the recording with others.

You can import recorded meetings created by third-party applications or record any meeting locally using the portal's integral "record meeting" button and manage them through Meeting Insights like any other meeting recording.

For more information on AudioCodes Meeting Insights solution, see AudioCodes website.

2 Deployment Overview

Meeting Insights can be hosted entirely on AudioCodes' or the customer's Azure subscription.

Meeting Insights comprises these components:

- Virtual Assistant/Recording Bot
- Meeting Insights Application
- Voice.AI Engines (voice-commands and speaker-identification engines)
- Storage space for recorded media
- Video processing containers

Components Overview

Read here brief descriptions of Meeting Insights components:

- Virtual Assistant/Teams Bot below
- Meeting Insights Application below
- Voice AI Engines Servers below
- Media Storage Space below
- Video Processing Containers on the next page

Virtual Assistant/Teams Bot

This component consists of one or several virtual machines (VMs) that operate in a cluster configuration and are closely managed and balanced by the surrounding infrastructure. The Virtual Assistant joins the meetings, records the content, takes notes, action items, and more. For a Trial/Proof of Concept (POC) by AudioCodes, it is multi-tenant, and shared between POC customers.

Meeting Insights Application

The Meeting Insights application consists of one or more VMs that host the portal and database, and which process the recordings.

Voice AI Engines Servers

Meeting Insights AI Engine consists of one or more VMs that host Voice AI engines for Voice Commands detection and Speaker-Identification. For a Trial/Proof of Concept (POC) by AudioCodes, the servers are shared between POC customers.

Media Storage Space

Azure Blob Storage space is used for recordings media (audio, desktop sharing, images, etc.)

Video Processing Containers

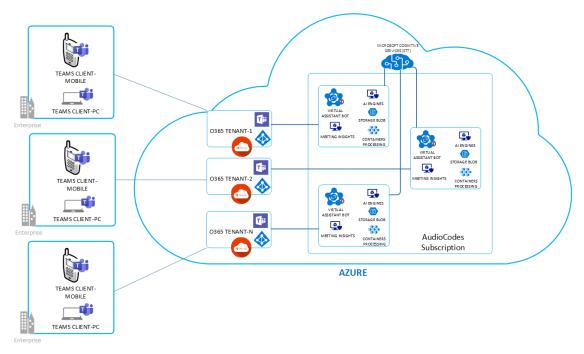
The video processing containers are used for generation of key images/slides from a recorded screen capture.

Hosted by AudioCodes

Meeting Insights may be hosted by AudioCodes or alternatively, Hosted in Customer Azure on page 9. If hosted by AudioCodes, see:

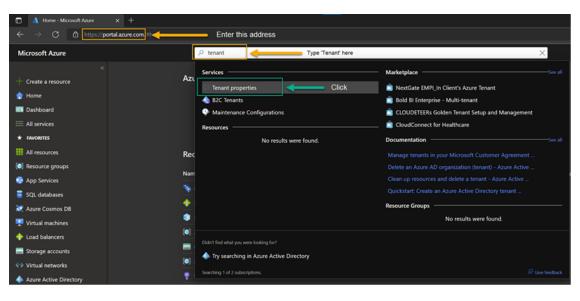
- Deployment Diagram below
- Prerequisites below
- Pre-Deployment Check List on page 7
- Security on page 8

Deployment Diagram



Prerequisites

To install Meeting Insights, the customer's Teams Tenant ID must be provided to AudioCodes beforehand. You can find the Teams Tenant ID here:



 $\downarrow \downarrow \downarrow \downarrow$

| Microsoft Azure | | , P Search resources, se |
|--|---------------------------------------|--------------------------|
| | Home > | |
| + Create a resource | Properties | |
| 👚 Home | Azure Active Directory | |
| 🔤 Dashboard | 🔚 Save 🗙 Discard | |
| 🗮 All services | | |
| * FAVORITES | Tenant properties | |
| All resources | Name * | |
| Resource groups | AudioCodes (31) (ai logis nel) | |
| 📀 App Services | Country or region Israel | |
| 🗟 SQL databases | Location | |
| 🧭 Azure Cosmos DB | EU Model Clause compliant datacenters | |
| Tirtual machines | Notification language | |
| - Load balancers | עכרית | ~ |
| Storage accounts | Tenant ID | |
| Virtual networks | ad41d6c347cc-9de3-e07fd185c1c7 | D |
| Azure Active Directory | Technical contact | |
| Monitor | K/mana@audiocodes.com | |
| Monitor Advisor | Global privacy contact | |
| | | |
| Security Center | Privacy statement URL | |
| Help + support | | |
| 📍 Subscriptions | | |

- To test the Meeting Insights setup, the customer must provide a test Teams Client from the customer Teams Tenant.
- To enable recipients of Action Items emails to set the status to "Done" in the email (by clicking the DONE button), create a new Outlook Office provider:
 - a. Go to https://aka.ms/publishoam.
 - **b.** 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:

| Actionable Email Developer Dashboard | | Registration not working? |
|--------------------------------------|--------|---------------------------|
| New Provider | | |
| Provider | Status | |

c. Click New Provider; the following appears:

Save

Cancel

| A | ctionable Email Developer Dashboard |
|--|--|
| | ctionable Linali Developer Dashboard |
| E | Back |
| 1. | New Provider |
| Fi | riendly Name * |
| | |
| P | lease enter a name for provider |
| P | rovider Id (originator) |
| | 11ed39bc-efd3-4a20-9ba1-f3eeb2a7ce0a |
| 0 | |
| | AudioCodes Ltd. (ai-logix.net)(ad41d6c3-67f0-47cc-9de3-e07fd185c1c7 |
| S | ender email address from which actionable emails will originate * |
| | expense-notification@contoso.com |
| _ | dd another email address |
| | arget URLs * HTTPS URLs which will be invoked by the actions from the message card. Regex can be used to club mutiple URLs) |
| Γ | https://www.api.contoso.com/ or regex:https://.+_contoso_com/ |
| A | dd another actions URL |
| P | ublic Key |
| (F | Provide your own public key if you want to send <u>signed card payloads</u>) |
| | <rsakeyvalue></rsakeyvalue> |
| | dd another public key |
| | ogo ogo must be of type .png, .jpg or .gif and no greater than 60 kb |
| | |
| | |
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| | 00 |
| 2 Scor | e of submission |
| | e of submission |
| Who are y | rou enabling this for? * |
| Who are y | rou enabling this for? * ers (Test your provider on users from same tenant, auto-approved) |
| Who are y | rou enabling this for? * ers (Test your provider on users from same tenant, auto-approved) zation (You will be submitting this request to your organization's Exchange administrators |
| Who are y | rou enabling this for? * ers (Test your provider on users from same tenant, auto-approved) |
| Who are y Test Use Organiz OGlobal | rou enabling this for? * ers (Test your provider on users from same tenant, auto-approved) zation (You will be submitting this request to your organization's Exchange administrators |
| Who are y Test Use Organiz Global 3. Addi | rou enabling this for? * ers (Test your provider on users from same tenant, auto-approved) zation (You will be submitting this request to your organization's Exchange administrators (Please note that rollout takes 2 weeks after this submission is approved) |
| Who are y Test Use Organiz Oglobal 3. Addi Email addi | rou enabling this for? * ers (Test your provider on users from same tenant, auto-approved) zation (You will be submitting this request to your organization's Exchange administrators (Please note that rollout takes 2 weeks after this submission is approved) itional Information |
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| Who are y Test Use Organiz Oglobal Comment Comment | rou enabling this for? * ers (Test your provider on users from same tenant, auto-approved) zation (You will be submitting this request to your organization's Exchange administrators (Please note that rollout takes 2 weeks after this submission is approved) itional Information resses of other people who should be notified. notification@contoso.com ere email address |

- d. 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.
- e. Under the Scope of submission group, select the Organization option.
- **f.** 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.
- g. Accept the terms of use, and then click Save.

Pre-Deployment Check List

Use the check list shown in the table below before deploying Meeting Insights.

| AudioCodes Hosting Deployment Prerequisites | Requested info | Status |
|--|--|---------|
| To install Meeting Insights, the customer's Teams Tenant ID must be provided to AudioCodes beforehand. | | Pending |
| It is highly recommended to temporarily provide a Teams test user with a basic mailbox (Outlook) to expedite the onboarding process for testing the Meeting Insights setup. If Multi-Factor Authentication (MFA) is enabled, it's crucial to either exclude the test user from the conditional access rules or create the Teams test user without associating a phone number. | | Pending |
| Handover Prerequisites | Requested info | Status |
| Provide Meeting Insights with permissions to join calls | Confirm you have Office 365 'Administrator' rights to run Meeting Insights consent links | Pending |
| Provide Meeting Insights with permissions to read Azure Active Directory | Confirm you have Office 365 | Pending |

| AudioCodes Hosting Deployment Prerequisites | Requested info | Status |
|---|--|---------|
| | 'Administrator' rights to run Meeting Insights consent links | |
| Provide Meeting Insights with permissions to authenticate the users utilizing Microsoft Open ID Connect (OAuth 2) authentication | Confirm you have Office 365 'Administrator' rights to run Meeting Insights consent links | Pending |
| Provide Meeting Insights with permissions to enable Microsoft recording notifications. | Confirm you have Office 365 'Administrator' rights to run Meeting Insights consent links | Pending |
| After the preceding consents are given and you receive the Meeting Insights URL, run the following test: Make sure you can log in to the URL using your Office 365 credentials. Invite mia@meetinginsights.net to a test meeting and make sure the Mia Bot has joined the call. | Confirm you have Office 365 'Administrator' rights to run Meeting Insights consent links | Pending |
| Add the provided Meeting Insights Teams app to the organization Teams store and provide the Catalog ID. | Confirm you have Office 365 'Administrator' rights to run Meeting Insights consent links | Pending |

Security

T

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.

Data security

- Encrypted at rest (disk and storage encryption)
- Encrypted in transit, HTTPs connections
- Platform/Hosting security

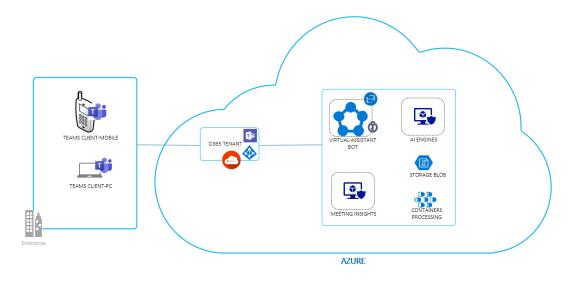
- Azure subscription following MSFT Security and Compliance recommendation
- Application security
 - Limited to specific domain(s)
 - Imperva Incapsula web application security, DDoS mitigation, and more
- Authentication
 - Azure Active Directory, Teams SSO

Hosted in Customer Azure

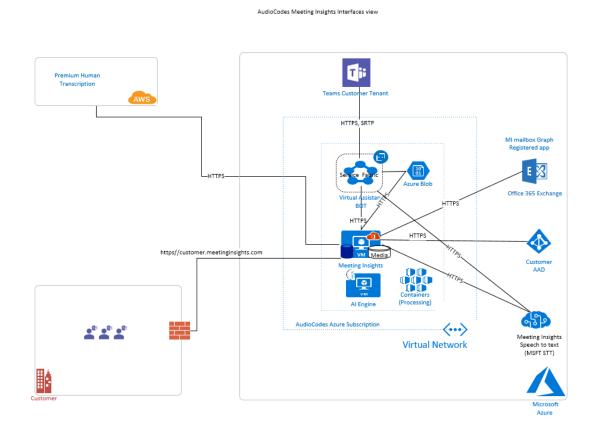
Meeting Insights may be hosted by in the customer's Azure or alternatively, Hosted by AudioCodes on page 3. If hosted in the customer's Azure, see:

- Deployment Diagram below
- Detailed Deployment Diagram on the next page
- Minimum Server Requirements on the next page
- Prerequisites on page 12
- Pre-Deployment Check List on page 13
- Security on page 14

Deployment Diagram



Detailed Deployment Diagram



Minimum Server Requirements

The following table shows the Meeting Insights machine specifications.

| Feature | Details |
|---|---|
| Operating Systems | Microsoft Windows Server 2016Microsoft Windows Server 2019 |
| Meeting Insights Live Server Specifications | Must be of the Dasv4 series described here. One vCPU can handle up to 50 simultaneously recorded meetings -or- up to 40 users simultaneously accessing the MI Portal/GUI (for example, to record up to 20 simultaneous meetings while up to 120 users access the GUI simultaneously, a D4as_v4 machine will be needed). An additional managed disk of size +-650 kB per an hour recorded meeting is required for database storage (not required for POC if the Meeting Insights Server's OS disk has sufficient space to hold the database). The disk should be a premium SSD-managed disk. |

| Feature | Details |
|---|--|
| Virtual | Deployed using one of the following options: |
| Assistant/Teams Bot Specifications | ✓ The VM must be of the Dsv2 series described here. |
| Bot specifications | One vCPU can handle up to 26 audio-only meeting recordings -or- eight audio and desktop sharing meeting recordings. |
| | Deployed either as an Azure Standalone VM or Azure Service Cluster. |
| | Azure Standalone VM |
| | Virtual Machine: Tier=Standard, Instance=DS2 V2 (2 vCPUs, 7 GB RAM) |
| | Virtual Machine: Tier=Standard, Instance=DS3 v2 (4 vCPUs, 14 GB RAM) |
| | Virtual Machine: Tier=Standard, Instance=DS4 v2 (8 vCPUs, 28 GB RAM) |
| | Azure Service Fabric Cluster: Silver Durability with a minimum of five nodes. |
| | Virtual Machine: Tier=Standard, Instance=DS2 V2 or D2 V2 (2 vCPUs, 7 GB RAM) |
| | Windows Server 2019 Data Center - with Containers |
| | For more information, refer to Microsoft Service Fabric Cluster. |
| Voice.Al Engines (voice-commands and speaker- identification engines) | Two VM machines of the Dasv4 series are required, one to detect voice commands and the other to identify the speakers. Both can handle two simultaneous meetings per vCPU. |
| Microsoft Azure Blob Storage | A one-hour audio-only meeting consumes approximately 125 MB of the storage. A one-hour meeting with desktop sharing and audio consumes approximately 400 MB. |
| Video processing containers | A one-hour meeting with desktop sharing post-meeting video processing consumes about 45 minutes of the Linux container with two vCPUs and 2GB of RAM for 45 minutes of processing. Such a machine can cost about 10 cents for 45 minutes. The cost may vary according to Azure region. |
| Additional mandatory Azure | Deployed in Service Fabric Cluster: |

| Feature | Details |
|--------------------------|---|
| resources | ✓ Standard Load Balancer for Bot Service Fabric Cluster |
| | ✓ Virtual Machine Scale Set - VMs for Bot Service Fabric Cluster |
| | The public IP address |
| | Standard Load Balancer in case of SFC Teams Bot deployment |
| | Key Vault to store MI certificates and keys |
| | App Configuration to store Bot configuration |
| Optional Azure resources | Application Insights to store Bot logs (not mandatory but useful for troubleshooting) |
| Antivirus Software | Teams Bot machines |
| | ✓ C:\Program Files\Microsoft Service Fabric |
| | ✓ D:\SvcFab\Log |
| | ✓ C:\ProgramData\SF |
| | ✓ C:\MiMedia |
| | ✓ C:\Program Files (86)\AudioCodes |
| | Meeting Insights Server |
| | ✓ C:\inetpub\MeetingRecorderBackEnd |
| | Voice.Al engines |
| | ✓ C:\ac\audiocodes speech service |

Prerequisites

- **1.** Certificate(s):
 - Before the installation, select and provide the FQDN for Meeting Insights.
 - Before the installation, select and provide the FQDN for Teams Bots.
 - Create a certificate(s) for the preceding services and have it signed (wildcards are supported).
- 2. Key Vault is created as a part of the deployment. The certificate should be prepared in pfx format. Use the script to check if the certificate corresponds the valid provider (Microsoft Enhanced RSA and AES Cryptographic Provider). See here for more information.
- **3.** Download packages:
 - Provide your subscription ID. AudioCodes will enable a download of the following packages for your subscription from the Azure marketplace.
 - Software/Tools packages. Links will be provided.

- Download Teams Bot package.
- AudioCodes will deploy AI Engines VM.
- AudioCodes will deploy MI Application VM.
- 4. Create an online email account for Mia (Meeting Insights Virtual Assistant/Teams Bot). This account will be used for inviting Mia to the meetings. Consider mia@domain.com. Needed app permissions for reading the meeting invitations sent to Mia:
 - Calendars.Read
 - Mail.ReadWrite

Application Access Policy can be used by an exchange admin to restrict an application for a specific email or a security group, as described here.

- 5. Prepare SMTP for sending email notifications from Meeting Insights
 - SMTP server properties (Azure email services can be utilized)
 - Sender's email (mia@domain.com)
- 6. Provide the following information:
 - Your Azure Subscription ID
 - Your Teams Tenant ID
 - Supported domains @domain.com
 - Meeting Insights email account meetinginsights@domain.com
 - Meeting Insights FQDN meetinginsights.domain.com
- 7. The deployment of Meeting Insights requires creation of a VM, deployment of an Azure Service Fabric Cluster (SFC), creating applications, users, secret keys, configuring virtual networks and giving permissions. During the installation, the customer's IT engineer with the following appropriate permissions is required:
 - 'Domain Admin' with Azure administration privileges of the customer's subscription
 - 'Teams Admin' privileges
 - Global DNS/Firewall/Networking permissions

Pre-Deployment Check List

| Customer Hosting Deployment Prerequisites | Requested info | Status |
|---|-------------------|---------|
| Provide Azure subscription ID where the installation would take place – to make Meeting Insights images available | - | Pending |
| Provide Organizational Office 365 Tenant ID | - | Pending |

| Customer Hosting Deployment Prerequisites | Requested info | Status |
|---|-------------------|---------|
| Provide a list of supported domains | - | Pending |
| Provide Meeting Insights with permissions to enable Microsoft recording notifications. | _ | Pending |
| Define and provide 2x FQDN in external DNS: UI - mia.domain.com Bot -miabot<customername>.domain.com</customername> | - | Pending |
| Prepare a global, valid certificate with both of the preceding domains in SAN (Subject Alternative Names). No information is needed. Set the status to 'Done' when you have the certificates. | - | Pending |
| An online email account (mailbox) for Mia (Meeting Insights Virtual Assistant/Teams Bot) in the organization's Office 365. This account will be used for inviting Mia to meetings. For example: mia@domain.com. Provide the name of the account selected. | - | Pending |
| Have an E3 or higher licensed account in the organization's Office 365 for testing. | - | Pending |
| Rights and Permissions: Ability to Add external DNS records Subscription owner rights Office 365 Tenant Global Admin (Azure AD) rights. No information is needed. Set the status to 'Done' when you have the certificates. | - | Pending |

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.

Data security

- Encrypted at rest (disk and storage encryption)
- Encrypted in transit, HTTPs connections
- Application security

- Limited to specific domain(s)
- Recommended to protect access through tools like VPN, NSG, restricted source IPs or WAF.
- Authentication
 - AAD, Teams SSO
- Platform/Hosting security
 - Microsoft Azure provides a wide array of security tools and capabilities

There are a few outside interactions when hosting Meeting Insights in the customer's Azure:

- Speech-to-text using Microsoft cognitive services over a secure channel.
- High-level statistics of Meeting Insights application usage without any personal information (e.g., number of meetings using Meeting Insights, number of action items); this will be presented using Microsoft Power BI and will be shared with the customer's admin/productivity officer.

Consenting on Behalf of your Organization

After clicking the last link, log in as a Global Admin user and if you are presented with another consent dialog (shown in the following figure), check the **Consent on behalf of your organization** checkbox before approving.

| Microsoft | | | | | | | | |
|---|--|--|--|--|--|--|--|--|
| testadmin@fourthcoffeetest.onmicrosoft.com | | | | | | | | |
| Permissions requested | | | | | | | | |
| Best Practices Demo microsoftidentity.dev • | | | | | | | | |
| This application is not published by Microsoft or your organization. | | | | | | | | |
| This app would like to: | | | | | | | | |
| \checkmark Maintain access to data you have given it access to | | | | | | | | |
| Sign you in and read your profile | | | | | | | | |
| Consent on behalf of your organization | | | | | | | | |
| Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. You can change these permissions at https://myapps.microsoft.com. Show details | | | | | | | | |
| Does this app look suspicious? Report it here | | | | | | | | |
| Cancel Accept | | | | | | | | |

- If this step is skipped, every user will see this consent request when logging in for the first time.
 - If the prompt is displayed without the checkbox, the authenticating user does not have 'Global Admin' or 'Application Administrator' permission.

Installation Additions

The following supplementary applications are provided by AudioCodes:

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

3 Required Permissions

The permissions described next are required for successful operations with the Meeting Insights application. The application must have permissions to join users' meetings, enable Microsoft recording notifications, access users information in Azure Active Directory, and to authenticate users through Single Sign On when accessing the app from Microsoft Teams application or reroute users to Microsoft Azure Active Directory authentication when accessed from the Chrome browser.

Consent links to activate the permissions will be provided.

Permissions to Read Azure Active Directory

Provide Meeting Insights with permissions to read Azure Active Directory to match the users with meeting participant IDs.

- 1. Required app permissions:
 - Place.Read.All Read company places (conference rooms and rooms lists)
 - User.Read.All Read all users' full profiles (name, email)
 - TeamsAppInstallation.ReadWriteForChat.All Manage Teams apps for all chats
 - TeamsTab.Create Allow the app to create tabs in Microsoft Teams
 - TeamsTab.ReadWriteForChat.All Allow the app to manage all tabs for all chats
 - MeetingInsights.ReadWrite Read/Write access to Meeting Insights (utilizes Azure authentication for Meeting Insights' internal APIs)
- 2. Required Role to run the consent link: Your Office 365 Global Administrator
- **3.** Consent link example:

https://login.microsoftonline.com/common/adminconsent? client_id=YYYY &state=12345 &redirect_uri=https://login.microsoftonline.com/common/oauth2/nativeclient &scope=https://graph.microsoft.com/.default where YYYY is Meeting Insights' unique ID.

| | rmissions view for y | • | |
|-----------------------------|---|--|--|
| | tingInsightsAAI tinginsights.net | D | |
| | application is r organization. | not published I | oy Microsoft or |
| This | app would like t | to: | |
| \sim | Read all company | places | |
| \sim | Read all users' full | profiles | |
| \sim | Create tabs in Micr | rosoft Teams. | |
| \sim | Manage Teams app | ps for all chats | |
| \sim | Allow the Teams as | pp to manage all t | abs for all chats |
| \sim | Sign in and read u | ser profile | |
| all use | accept, this app wil ers in your organizat v these permissions. | tion. No one else wi | pecified resources fo II be prompted to |
| your of states for yo | data as specified in t | their terms of service r has not provided an change these per | links to their terms |
| - | this app look suspic | lour? Papart it have | |

4. Click Accept to accept the permissions request.

Permissions to Join Meetings

Provide Meeting Insights with permissions to join meetings in your Teams' tenant.

- 1. Required app permissions:
 - Calls.AccessMedia.All Access media streams in a call as an app
 - Calls.JoinGroupCall.All Join group calls and meetings as an app
 - OnlineMeetings.Read.All Read online meeting details
 - Chat.ReadBasic.All Read all meeting chats in order to join meetings add-hoc and read the meeting details
- 2. Required Role to run the consent link: Your Office 365 Global Administrator
- 3. Consent link example:

4. https://login.microsoftonline.com/common/adminconsent?

client_id=XXXX &state=12345 &redirect_uri=https://login.microsoftonline.com/common/oauth2/nativeclient &scope=https://graph.microsoft.com/.default where XXXX is Meeting Insights' unique ID.

| | ermissions requested eview for your organization |
|--------------------|--|
| | etingInsightsBot etinginsights.net |
| | s application is not published by Microsoft or ar organization. |
| Thi | s app would like to: |
| \sim | Access media streams in a call as an app |
| \sim | Join group calls and meetings as an app |
| \sim | Read online meeting details |
| \sim | Sign in and read user profile |
| \sim | AdminRole (MeetingInsightsAAD) |
| \sim | MeetingRecorderBot (MeetingInsightsAAD) |
| \sim | DaemonRole (MeetingInsightsAAD) |
| all u | u accept, this app will get access to the specified resources fo sers in your organization. No one else will be prompted to rw these permissions. |
| | u accept, MeetingInsightsAAD will also have access to your profile information. |
| you stat for | epting these permissions means that you allow this app to use r data as specified in their terms of service and privacy ement. The publisher has not provided links to their terms you to review. You can change these permissions at s://myapps.microsoft.com. Show details |
| | s this app look suspicious? Report it here |

5. Click Accept to accept the permissions request (if prompted, check the check box to apply permissions to the entire organization).

Permissions to Authenticate Users

Provide Meeting Insights with permissions to authenticate users utilizing Microsoft Open ID Connect (Oauth 2) authentication.

- 1. Required app permissions:
 - User.Read Sign in and read user profile (delegation)
 - MS.Graph.email View users' email address (delegation)
 - MS.Graph.offline_access Maintain access to data you have given it access to (delegation)
 - MS.Graph.openid Sign users in (delegation)
 - MS.Graph.profile View users' basic profile (delegation)
 - MeetingInsights.ReadWrite Read/Write access to Meeting Insights (delegation)
- 2. Required Role to run the consent link: Your Office 365 Global Administrator
- 3. Consent link example:

https://login.microsoftonline.com/common/adminconsent?client_ id=ZZZZ&state=12345&scope=https://graph.microsoft.com/.default where ZZZZ and XXXX are Meeting Insights' unique IDs.

| | | requested our organ | |
|------------------------|--|--|---|
| unv | verified | h | |
| | s app may be ris s app. Learn mor | sky. Only contin e | ue if you trust |
| Thi | s app would like | to: | |
| \sim | Read/Write access (MeetingInsightsA | to MeetingInsights AD) | : |
| \sim | Maintain access to | data you have give | en it access to |
| \sim | Sign in and read u | ser profile | |
| alĺ u | | tion. No one else will | ecified resources for be prompted to |
| | u accept, MeetingIns profile information. | ightsAAD will also ha | we access to your |
| your state for y | data as specified in ement. The publishe | ons means that you a their terms of service r has not provided l an change these perr t.com. Show details | and privacy inks to their terms |
| Doe | s this app look suspic | cious? Report it here | |
| | | Cancel | Accept |

- 4. Click Accept to accept the permissions request.
- 5. Log in as global Admin user; you'll be prompted again with this prompt:

| Permissions | requested | |
|--|---|------------------------------------|
| unverified | | |
| This application is your organization. | not published b | y Microsoft or |
| This app would like | to: | |
| ✓ Sign you in and re | ad your profile | |
| ✓ Read all users' bas | ic profiles | |
| Consent on behalf | f of your organizatio | n |
| Accepting these permissi your data as specified in statement. The publishe for you to review. You c https://myapps.microsoft | their terms of service r has not provided li an change these perr | and privacy inks to their terms |
| Does this app look suspic | tious? Report it here | |
| | | Accept |

6. Select the Consent on behalf of your organization option, and then click Accept.

Permissions to Enable Microsoft Recording Notifications

Provide Meeting Insights with permissions to enable Microsoft recording notifications during meetings in your Teams' tenant.

- 1. Required app permissions:
 - Calls.AccessMedia.All Access media streams in a call as an app
 - Calls.JoinGroupCall.All Join group calls and meetings as an app
- 2. Required Role to run the consent link: Your Office 365 Global Administrator
- 3. Consent link example:
- 4. https://login.microsoftonline.com/common/adminconsent?

client_id=XXXX

&state=12345

&redirect_uri=https://login.microsoftonline.com/common/oauth2/nativeclient &scope=https://graph.microsoft.com/.default where XXXX is Meeting Insights' unique ID.

5. Click Accept to accept the permissions request (if prompted, check the check-box to apply permissions to the entire organization).

4 **Onboarding Users**

Users are automatically created in Meeting Insights when

- they access Meeting Insights or when
- they're invited to a meeting

When a user is automatically created in Meeting Insights, they're created with a basic profile allowing them access to the application interface. Customers can have an unlimited number of basic user profiles depending on their Purchase Order.



Users are managed in Microsoft's Azure Active Directory; access to Meeting Insights is controlled from Microsoft Azure Active Directory.

The network administrator can then assign profiles to users who will then be able to record their meetings with their Meeting Insights profile.

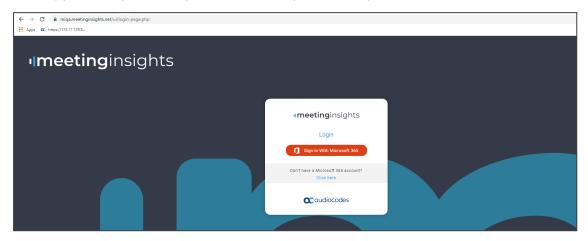
The number of profiles a customer will have will match the number of user licenses they purchased, for example, 120 purchased user licenses = 120 Meeting Insights profiles.

5 Signing in

Meeting Insights allows you to sign in as Administrator. After signing in as Administrator, you can perform management tasks such as assigning (or removing) user permissions, which regular users cannot perform.

> To sign in as Administrator:

1. Copy the URL provided by AudioCodes and paste it into your browser's address field.



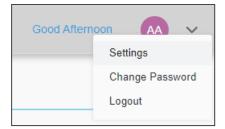
2. In the Login screen displayed, click the option **Click here** (since you're signing in as an Administrator).

| meeting insights |
|---|
| Login |
| Sign In With Microsoft 365 |
| Don't have a Microsoft 365 account? Click here |
| Administrator |
| Password |
| Login |
| I forgot my password Click to reset |
| C audiocodes |

3. In the expanded Login screen, enter the Username and Password (the defaults are Administrator and Administrator1! respectively) and then click Login.

| | s «meetinginsights @ | Good Afternoon | DC | ~ Î |
|----------------|--|----------------|-------------------------|-----|
| 🔮 Dashboard | Cashboard | | | |
| All Meetings | | | | |
| 🗃 Events | TOTAL USERS 50 TOTAL RECORDINGS 20124 | | | |
| 1mport | 20121 | | | |
| | Last Year From: 05/02/2023 To: 05/01/2023 Display | | | |
| ₩ Snippets | From: 05/02/2023 To: 06/01/2023 | | | |
| ⊘ Action Items | rium. 03/02/2023 10. 00/01/2023 | | | |
| Q Records | 20 | | | |
| | 15 | | | |
| | | | | |
| | | 1 | | |
| Settings | | N M BA | 1 | |
| 2 Admin Mode | 2 4 May 6 May 10 May 10 May 12 May 14 May 16 May 18 May 20 May 22 May 24 May 26 May 28 May 2 | 30. May | / 1-1. 1. Jun | |

- 4. Click the Admin mode link in the lowermost left corner of the page to switch to administrative view (if you're a user with administrative permissions not the default administrator who logged into the system using Microsoft 365 credentials).
- 5. In the uppermost right corner of the page, click the drop-down arrow and select the **Settings** option.

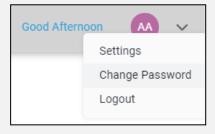


 $\downarrow \downarrow \downarrow \downarrow$

| C audiocodes | meetin | ginsights 🔞 | | | | | | | | Go | od Afternoo | n DC | × |
|---------------------|--------|---|--|--------------------|---------------|-------------|-----|----------|------|------------|-------------|----------------|--------|
| C Dashboard | Users | Tags De | evices Notifications | Audit Trail | AI Features | SMTP G | DPR | Integrat | ions | Reter | ntion | More | ė |
| All Meetings | | | | | | | | | | | | | |
| 🖨 Events | | alHours: 500 UsedHours: Meeting Insights Active: | 0.030277777777777778 RemainingHours: 499 | .969722222223 | | | | | | 💄 Add Us | | , Export To Ex | xcel 🗘 |
| 1 Import | | | | | | | - | | | | | | |
| | | ♦ Full Name Q | ♦ Email Q | Representatives C | ¢ Retention ™ | ✓ Profile ✓ | ٢ | Ţ | 19 | ≗ ≊ | S | Ŷ | Ø |
| | | Administrator | Administrator@nodomain.com | mi-user1@meetingir | isights.net | MI | ~ | ~ | | | ~ | ~ | |
| Action Items | | Dorel Cohen | dorelc@meetinginsights.net | | 99999 | MI | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| Q Records | | | doron.tamari@meetinginsights.net | | 99999 | М | | ~ | | ~ | | | ~ |
| | | Ilana Shapiro | ilanas@meetinginsights.net | | 99999 | М | ~ | ~ | ~ | | | | |
| | | Hila Sasson | mi-user1@meetinginsights.net | | 99999 | М | | ~ | ~ | | | | |
| | | | mi-user2@meetinginsights.net | | 99999 | MI | | ~ | | ~ | | | |
| | | | mi-load04@meetinginsights.net | | 99999 | М | | ~ | | ~ | ~ | ~ | |
| | | | mi-load06@meetinginsights.net | Administrator | 99999 | MI | | ~ | | ~ | ~ | ~ | |
| | | Sergei Nikitin | sergein@meetinginsights.net | | 99999 | М | | ~ | | ~ | ~ | ~ | |
| Settings | | | mi-load12@meetinginsights.net | | 99999 | MI | | ~ | ~ | ~ | ~ | ~ | |
| 2 Admin Mode | | | mi-load58@meetinginsights.net | | 99999 | MI | | ~ | | ~ | ~ | ~ | |

6. You've successfully signed in as Administrator. You can now perform management actions. To switch back to a user view, click the **Admin mode** icon again.

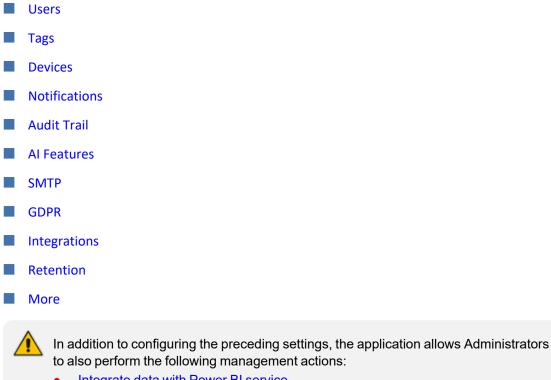
After signing in for the first time, it's typically recommended to change your password but currently the **Change Password** option (accessed from the drop-down arrow located in the uppermost right corner of the page) only applies to the local user | admin who is an Azure user.



Configuring Settings 6

After signing in to Meeting Insights as Administrator, the application allows you to perform management actions such as configuring settings which regular users cannot do.

Here are the settings you can configure:



Integrate data with Power BI service •

- Install Meeting Insights Teams add-in •
- **Give Meeting Insights permissions**
- View user statistics

Users

The administrator can perform management actions per Meeting Insights user, in the Settings page under the Users tab.

\succ To edit a user:

1. Click the Users tab.

| Users | Tags | Devices Notifications | Audit Trail 🛛 🖌 | Al Features S | мтр | GDPR | Integrat | ions | Rete | ntion | More | 2 |
|-------|---|----------------------------------|-----------------------|---------------|-----------|------|----------|------|------|-------|------|---|
| | Al Hours TotalHours: 500 UsedHours: 0 RemainingHours: 500 License Type: Meeting Insights Active: 50 Available: 950 Total: 1000 | | | | | | | | | xcel | | |
| | 🕈 Full Name Q | ♦ Email Q | Representatives Q | ♦ Retention 🗸 | Profile 🗸 | ۲ | Î | ল | ₽0 | Ø | Ŷ | 1 |
| | Administrator | Administrator@nodomain.com | mi-user1@meetinginsig | ghts.net | М | ~ | ~ | | | ~ | ~ | |
| | Dorel Cohen | dorelc@meetinginsights.net | | 99999 | М | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| | I | doron.tamari@meetinginsights.net | | 99999 | м | | ~ | | ~ | | | ~ |
| | Ilana Shapiro | ilanas@meetinginsights.net | | 99999 | М | ~ | ~ | ~ | | | | |
| | Hila Sasson | mi-user1@meetinginsights.net | | 99999 | м | | ~ | ~ | | | | |
| | I | mi-user2@meetinginsights.net | | 99999 | М | | ~ | | ~ | | | |
| | I | mi-load04@meetinginsights.net | | 99999 | М | | ~ | | ~ | ~ | ~ | |
| | I | mi-load06@meetinginsights.net | Administrator | 99999 | MI | | ~ | | ~ | ~ | ~ | |
| | Sergei Nikitin | sergein@meetinginsights.net | | 99999 | М | | ~ | | ~ | ~ | ~ | |
| | 1 | mi-load12@meetinginsights.net | | 99999 | М | | ~ | ~ | ~ | ~ | ~ | |
| | I | mi-load58@meetinginsights.net | | 99999 | М | | ~ | | ~ | ~ | ~ | |
| | l | mi-load64@meetinginsights.net | | 99999 | М | | ~ | | ~ | ~ | ~ | |

2. Select the user/s whose settings you want to edit.

To edit the settings of a *single specific* user, click that user in the list; that user's settings will be displayed, *including Representatives* settings (see also here for more info). The instructions below describe editing the settings of selected user/s. *Representatives* settings are not displayed.

| Users | Tags Dev | rices Notifications | Audit Trail Al Feat | tures SN | ИТР | GDPR | Integrat | ions | Reter | ntion | More | |
|--------------|---|----------------------------------|-----------------------------|--------------|-----------|------|----------|------|-----------|-------|----------------|-----|
| License Type | vtalHours: 500 UsedHours: 0. 2: Meeting Insights Active: 50 Isers Out Of 49 2 Edit Users | | 99.969722222223 | | | | | | 💄 Add Use | # _d | Export To Exc. | a 🕻 |
| | ¢Full Name Q | ≑Email Q | Representatives Q | ¢Retention ∨ | Profile 🗸 | ٢ | ⊥ | ল | \$⊵ | S | Ŷ | î |
| | Administrator | Administrator@nodomain.com | mi-user1@meetinginsights.ne | ł | MI | ~ | ~ | | | ~ | ~ | |
| 2 | Dorel Cohen | dorelc@meetinginsights.net | | 99999 | MI | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| | | doron.tamari@meetinginsights.net | | 99999 | MI | | ~ | | ~ | | | ~ |
| | Ilana Shapiro | ilanas@meetinginsights.net | | 99999 | MI | ~ | ~ | ~ | | | | |
| | Hila Sasson | mi-user1@meetinginsights.net | | 99999 | MI | | ~ | ~ | | | | |

3. Click the Edit Users button.

| Change Selected Users Settings |
|---|
| Meeting Insights O Minutes |
| Import Meeting Premium Transcription Restricted External Share Public external share Auto Can Edit Enable Microsoft Recording Notice |
| Retention |
| Unlimited (Default) |
| |
| |
| |
| *It may take up to 30 minutes for the system to apply changes in the settings |
| Cancel Apply |



The Retention values configured here will override the *global* defaults. See here for more information.

4. Use the table below as reference.

| Setting | Description |
|----------------------------|---|
| Meeting Insights Minutes | 'Meeting Insights' option, in contrast to the 'Minutes' option described next. To switch to the 'Minutes' option, select Minutes . |

| Setting | Description | | | | | |
|---------------------------|---|--|--|--|--|--|
| | Select the Meeting Insights option to give full privileges to all functionalities offered by Meeting Insights to this user. | | | | | |
| | Select the Minutes option to give limited privileges to limited functionalities to this user. See the User's Manual for more information. | | | | | |
| Μ | linutes | | | | | |
| Audio | (Applies only to the Minutes option) Enable this setting to give the user permission to record audio in meeting recordings that they initiate. | | | | | |
| Auto Can Edit | People whose 'Auto Can Edit' setting is activated get the 'Can Edit' permission automatically prior to the meeting, i.e., any meeting to which they are invited. They can view, edit, etc. (just like delegate). It's the same role that's available in the live panel (Can View / Can Edit). | | | | | |
| Retention | See here for more information. | | | | | |
| Meeting Insights | | | | | | |
| Import Meeting | Enable or disable this setting to give or deny the user permission ('On' or 'Off') to import meeting recordings. | | | | | |
| Premium Transcription | Enable this setting to give the user permission to transcribe meeting recordings. The setting is applicable only if the user's User Profile Type is 'Meeting Insights'. | | | | | |
| Restricted External Share | Switch this setting on to allow the user to share meeting recordings with external parties who participated in the meetings. | | | | | |
| Public External Share | Switch this setting on to allow the user to share meeting recordings with users from outside the organization regardless of whether the external parties participated in | | | | | |

| Setting | Description |
|-----------------------------------|---|
| | the meetings or not. |
| Auto Can Edit | People whose 'Auto Can Edit' setting is activated get the 'Can Edit' permission automatically prior to the meeting, i.e., any meeting to which they are invited. They can view, edit, etc. (just like delegate). It's the same role that's available in the live panel (Can View / Can Edit). |
| Enable Microsoft Recording Notice | If this option is selected, the user's meeting recordings are recorded only when the user (the Owner) is present at the meeting. When the user leaves the meeting, an audio message is played to all participants to notify that recording has stopped. When the user join (or rejoins) the meeting, an audio message is played to all participants to notify that recording has started. |
| Retention | See here for more information. |

Adding a User Manually

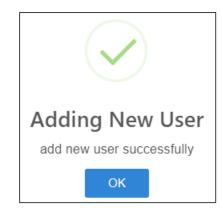
The network administrator can optionally manually add users to Meeting Insights.

> To add a user manually:

1. In the Users page, click the Add User button.

| | Add New User | |
|-------|--------------|--|
| Email | | |
| | Cancel Apply | |

2. Enter a valid email address and click Apply.



3. View the newly added user listed in the Users page.

| Users | Tags | Devices | Notifacations | Audit Trail | AI Features | SMTP | GDPR | Integ | rations | Re | tention | | |
|-------------|---------------------|--------------|------------------------|-------------------|---------------------|-------|--------|-------|---------|----------|----------|-------------|-------|
| License Typ | e: Meeting Insights | Active: 1478 | Avaliable: 22 Total: : | 1500 | | | | | • | Add User | <u>+</u> | Export To E | ixcel |
| Clear All | Departed Audio | codes I X | Admin I × |] | | | | | | | | | |
| | Full Name Q | Email | ۹ | Representatives Q | ¢ Retention → | Profi | le 🗸 🕒 | Ţ | ল | \$⊵ | S | Ŷ | ľ |
| | And Con- | Gijard | el@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| | A | digen. | el@Audiocodes.Com | Aui Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | | ~ | ~ | |
| | Accession | Gaperi | el@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| | Annelling | Guyami | el@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | | ~ | ~ | ~ | |
| | Access from | Guyami | el@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | ~ | ~ | ~ | ~ |
| | A | Guy | el@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | | | ~ | ~ | |
| | Arrist-Gay | Guyami | el@Audiocodes.Com | Asi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| | Arrist Gay | Gu, mi | el@Audiocodes.Com | Aui Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | ~ | ~ | |
| | Arrist-Gay | Guyami | el@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | ~ | ~ | |
| | | | | | Scroll For M | ore | | | | | | | |

Select the user and then click the cog icon I

| Dashboard All Meetings Events Import | License Type: M | Togs Devic II Hours: 08:00:00 Used Hour Weeting Insights Active: 50 ars: Out 0f 49 2 Edit Users | s: 07:07:33 Remaining Hours: 00:52:26 | Audit Trail Al Fea | ures | SMTP | GDPR | Default New Users Settings Meeting Insights Minutes Import Meeting Premium Transcription Restricted External Share |
|---|-----------------|--|--|-----------------------------|----------------|-------------|----------|---|
| | | ¢Full Name Q | ¢Email Q | Representatives Q | | ✓ Profile ✓ | ٢ | Public external share Auto Can Edit Enable Microsoft Recording Notice |
| Action Items Records | | Administrator Darel Cohen | Administrator@nodomain.com dorekc@meetinginsights.net doron.tamari@meetinginsights.net | mi-user1@meetinginsights.ne | 99999 99999 | MI | <i>·</i> | |
| | | llana Shapiro Hila Sasson | aanas@meetinginsights.net mi-user1@meetinginsights.net | | 99999 | M | ~ | |
| | | | mi-user2@meetinginsights.net mi-load04@meetinginsights.net | | 99999 | MI | | |
| 🔹 Settings | | Sergei Nikitin | mi-load06@meetinginsights.net sergein@meetinginsights.net | Administrator | 99999 | MI | | "It may take up to 30 minutes for the system to apply changes in the settings |
| 2 Admin Mode | | | mi-load12@meetinginsights.net | | 99999 | М | | Cancel Apply |

- 5. In the 'Default New User Settings' pane shown in the preceding figure:
 - Leave the **Meeting Insights** option selected (default); when someone is invited to a meeting, they'll automatically become a Meeting Insights user even if they don't have a license; they'll be able to do everything that a licensed Meeting Insights user can do.

| All meetings | Users | Tags | Devices | Notifacations | Audit Trail | AI Features S | MTP GDI | PR | Integra | tions | ł | Default New User | 5 |
|----------------|---------------|-------------|----------|-----------------|-------------------|-------------------------------|---------------|--------------------|----------|-------|------------|-----------------------------------|-----------------------------|
| My meetings | Q Search By N | Name, Email | | | License Type: N | leeting Insights Active: 1478 | Avaliable: 22 | Total: 1500 | | | Add Use | Meeting Insights Import Meeti | Minutes |
| Shared with me | 🔳 🗘 Fu | ill Name | Email | ۹ | Representatives Q | 🕈 Retention 🛛 🛩 | Profile 👻 | ٢ | <u>↑</u> | ার্ | 2 @ | Premium Trai Restricted Ex | nscription |
| Events | Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | Public Extern | |
| ★ Favorites | Amie Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | | Always "Can l | idit" |
| | Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | 🕑 Enable Microsoft Re | cording Notice |
| O Action items | Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | | ~ | | |
| | Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | ~ | | |
| | Amie Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | | | | |
| | Amie Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | | |
| | Amie Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | | |
| | Amie Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | | _ |
| | Amie Amie | el Guy | Guyamiel | @Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | Cancel | Apply |
| | | | | | | | | | | | | | |

• Optionally, select **Minutes** as shown in the next figure; when someone is invited to a meeting, they'll be limited to meeting minutes.

| l ity | - | - | | | | | | | | | | | Default New U | lser Se | ettings |
|----------|----------------|--------|-------------------|-------------|---------------|-------------------|-----------------------------|------------------|------------|---------|--------|---------|--------------------|---------|---------|
| | All meetings | Users | Tags | Devices N | Notifacations | Audit Trail | AI Features St | MTP GDP | R | Integra | itions | 1 | O Meeting Insight: | | Minutes |
|) ns | - | | | | | | | | | | | | Audio | | |
| sar | My meetings | Q Sear | ch By Name, Email | | | License Type: Me | eting Insights Active: 1478 | Avaliable: 22 To | otal: 1500 | | - | Add Use | | | |
| | Shared with me | | | | | | | | | | | | | | |
| | Events | • | Full Name | Email Q | | Representatives Q | Retention ¥ | Profile 👻 | ٢ | Ţ | ল | -22 | | | |
| | | | Amiel Guy | Guyamiel@AL | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | | | |
| | ★ Favorites | | Amiel Guy | Guyamiel@Au | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | | | | |
| | | | Amiel Guy | Guyamiel@Au | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | | | |
| | Action items | | Amiel Guy | Guyamiel@Au | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | | ~ | | | |
| | | | Amiel Guy | Guyamiel@AL | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | ~ | | | |
| | | | Amiel Guy | Guyamiel@Au | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | | | | | |
| | | | Amiel Guy | Guyamiel@Au | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | | | |
| | | | Amiel Guy | Guyamiel@Au | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | Can | | Apply |
| | | | Amiel Guy | Guyamiel@Au | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | МІ | ~ | ~ | ~ | ~ | Can | Uer . | Ahhay |
| | | | Amiel Guy | Guyamiel@Au | udiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | Settings | | | | | | | | | | | | | | |

6. Optionally, configure Admin User Settings.

| All meetings | Users Tags | Devices Notifacations | Audit Trail | AI Features St | MTP GD | PR | Integr | ations | User Settings |
|----------------|-----------------------|------------------------------|-------------------|-----------------------------|---------------|------------|--------|--------|---|
| My meetings | Q Search By Name, Ema | ai - | License Type: Me | eting Insights Active: 1478 | Avaliable: 22 | Total: 150 | 5 | ± / | Add Use Meeting Insights Minutes |
| Shared with me | Full Name | Email Q | Representatives Q | Retention | Profile ~ | ٨ | Ţ | ার্ | Meeting Insgins Meeting |
| Events | Amiel Guy | Gegenniel & Austineerdes Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | - ~ | ~ | Premium Transcription Restricted External Share |
| * Favorites | Amiel Guy | Guyamiat@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | мі | ~ | | ~ | Dublic External Share |
| | Arrist Gay | Guyamiel @ Audiocodes Com | Aui Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ✓ Always "Can Edit" |
| Action items | Amini Guy | Guyamiel@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | | ✓ Senable Microsoft Recording Notice |
| | Arrist Gay | Guyamiel@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | Retention |
| | Arrist Guy | Guyamiel@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | м | ~ | | | 3 Years (1095 Days - Default) |
| | Arrist Gay | Guyamiel@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | М | ~ | ~ | ~ | Authorized To Exclude Meetings |
| | Amiel Guy | Gogerniel@Hudiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | * |
| | Arrist Gay | Guyanian B Audiocomics Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | Representatives |
| | C American | Guyamiel@Audiocodes.Com | Aui Ezra + 2 | 3 Years (1365 Days) | МІ | ~ | ~ | ~ | Q Search By Name, Email |

Deleting a User Manually

The network administrator can optionally manually delete a user from the Users page.

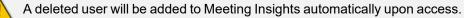
The page features a Search field enabling the admin to quickly locate the user to delete.

> To delete a user:

1. Select the user to delete (click the check box next to the user's name) and then click the micon.

| Q. Activity | m Meeting | Insights | My meetings About | | | | | | | | | 000 |
|-----------------|----------------|----------|---|--|-------------------|----------------------------------|---------------|-------------|--------|----------|---------|--|
| Chat | All meetings | Users | Tags | Devices Notifacations | Audit Trail | AI Features SM | ITP G | IDPR | Integ | rations | I | User Settings |
| Calendar | My meetings | Q Sea | rch By Name, Email | | License Type: M | eeting Insights Active: 1478 | Avaliable: 22 | Total: 1500 |) | | Add Use | |
| & Calls | Shared with me | | Full Name | Email Q | Representatives Q | ♦ Retention ¥ | Profile | ~ © | Ţ | ार्च | | Meeting Insights Minutes Audio |
| Fies | Events | | Full Name Annial Carry | Email Q Guyamiel@Audiocodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ° 0 ✓ | ⊥ ✓ | <u>~</u> | ≃ _√ | |
| mi Meeting L | 🛊 Favorites | | Arrist Gay | Guyamiel@Audiocodes.Com | | | | ~ | | ~ | | |
| | | | Anneling | Guyamiel@Audiocodes.Com | | Delete User | | ~ | ~ | ~ | ~ | |
| Apps | Action items | | Arristics | Guyamiel@Audiocodes.Com | Are you su | re you want to delete this user? | | ~ | ~ | | ~ | |
| | | | Arrist Gay | Guyamiel@Audiocodes.Com | | Cancel Delete | | ~ | | ~ | ~ | Retention |
| | | | Annual Gauge | Guyamiel@Audiocodes.Com Guyamiel@Audiocodes.Com | | | | ~ | | ~ | | 3 Years (1095 Days - Default) 🗸 🗸 |
| | | | Anisi fay | Guyame a Audiocodes Com | Avi Ezra + 2 | 3 Years (1365 Days) | M | ~ | ~ | ~ | ~ | Authorized To Exclude Meetings |
| | | | Anist Day | Guyamiai@ituationades.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | Representatives |
| | | | Antonio | Guyamiel@Audiorodes.Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ | Q Search By Name, Email |
| | | | | | | | | | | | | Antina D Dud Sand D Sans Har D |
| (?) Негр | Settings | | | | | | | | | | | Cancel Apply |

2. Click Delete.



Allocating a Representative

The network administrator can allocate a user representative or remove a representative.

The feature facilitates effective management. If (for example) an employee gets married and changes their surname, they'll be able to access meetings in which they participated *under their premarital name* via their representative.

To allocate a representative:

1. In the Users page, select the user to whom to allocate a representative.

| | Users | Tags | Devices Notifacations | Audit Trail | AI Features SN | 1TP GDP | D | Integr | ations | l line familier |
|----------------|--------|--------------------|------------------------------|-------------------|-----------------------------|-----------------|------------|----------|--------|---|
| All meetings | Users | rags | Devices Notifacations | Audit Irali | AL Features Siv | ITP GDP | к | Integr | ations | User Settings |
| My meetings | | | | | | | | | _ | Admin |
| Shared with me | Q Sear | rch By Name, Email | | License Type: Me | eting Insights Active: 1478 | Avaliable: 22 T | otal: 1500 | | ÷ . | Add Use Meeting Insights O Minutes |
| Shared with me | | Full Name | | | | | ٢ | Î | ार्च | Import Meeting |
| Events | • | | Email Q | Representatives Q | ¢ Retention Υ | Profile Y | U | <u>+</u> | PI | Premium Transcription |
| | | Arrist Gay | Constant And Incodes Com | Aui Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | Restricted External Share |
| ★ Favorites | | Arrist Guy | Guyamia/@dualisco.dos.Com | dui Ezra + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | Public External Share |
| | | Arrist Day | Gapaniatitistadious das Cam | doi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ✓ Always "Can Edit" |
| O Action items | | Arrist Guy | Guyanna (Cristian Care | disi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | | ✓ Enable Microsoft Recording Notice |
| | | Arrist Guy | Geparties Billion odes Com | Avi Bara + 2 | 3 Years (1365 Days) | MI | ~ | | ~ | ✓ Retention |
| | | Arrist Guy | Geperiold Audiocodes Com | Aul Bara + 2 | 3 Years (1365 Days) | MI | ~ | | | 3 Years (1095 Days - Default) |
| | | Arrisel Guy | Guyamaritimution class. Com | Avi Ezra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ✓ ● Authorized To Exclude Meetings |
| | | And Day | Gapaniai@Audiocodes.Com | doi llara + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ~ |
| | | Arrist Guy | Gegennin (Schultzenstein Com | itel Erra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | Representatives |
| | | Arrist Guy | Gegennet@inutionsides.com | Ani Uzra + 2 | 3 Years (1365 Days) | MI | ~ | ~ | ~ | ✓ Q Search By Name, Email |
| | | | | | | | | | | ✓ T== 0.0000 |
| | | | | | | | | | | |
| | | | | | | | | | | |

- 2. Under 'Representatives' as shown in the preceding figure lowermost right, select the representative to allocate.
- **3.** View in the Users page the representative allocated to the user, under the Representatives column.

More than one representative can be allocated.

Assigning a Default Profile to New Users

View in the preceding figure under the **Users** tab an option to select a default profile to assign to new users that are automatically added to Meeting Insights.

New users are automatically added when they interact with Meeting Insights (through the user interface) or participate in a meeting with Mia. The basic profile is **Minutes** (with no audio), shown in the preceding figure under section 'Default settings for new users'.



In corporate Meeting Insights, the default profile is MI.

Administrator Role

- > To assign administrator role:
- Select the user (click the check box next to the user's name) and then slide the on/off switch to on in the 'Admin' column.
- > To disable administrator role:
- Select the user (click the check box next to the user's name) and then slide the on/off switch to off in the 'Admin' column.

Defining Features per User

- To define features per user:
- In the same row as the listed user on whom you want to define features, click the
 Actions button.

| ۲ | Meeting Insights Minutes Import Meeting Audio Premium Transcription Restricted External Share Public External Share Image: Comparison of the start of t |
|---|---|
| | Enable Microsoft recording notice® |
| | permission *It may take up to 30 minutes for the system to apply changes in the settings |

- 2. Configure features per user using the following as reference:
 - Meeting Insights = Unlimited profile (Advanced User), can record audio and desktop sharing of the user's meetings, create and edit recaps including voice commands, upload recordings, edit and share recordings, etc...

Profile options:

- Import Meeting = Allows the user to upload to Meeting Insights a meeting recording that was created using a third-party recording program.
- Premium Transcription = Allows the user to enable Meeting Insights to transcribe a meeting recording using a professional translator (human). (Otherwise, basic transcription can be done using a third-party speech-to-text service provider.)
- Restricted External Share = Allows the user to share meeting recordings with users from outside of the organization who joined the meeting.
- Public External Share = Allows the user to share meeting recordings with users from outside of the organization (regardless of whether they joined the meeting).

- Enable Microsoft recording notice: The user's meeting recordings are recorded only when the user is present at the meeting -- when the user leaves the meeting, recording is stopped; when the user re-joins the meeting, recording resumes.
- Minutes = Limited account profile (Basic User). Can record audio of the user's meetings, create and edit recaps, edit and share the recaps and recordings.

Profile options:

 Audio = Allows the user under Minutes profile to record the audio of meeting recordings. This is applicable only to users with a 'Minutes' account profile.

Tags

Administrators can define default tags that users can use in their meeting recording as 'bookmarks' to easily and quickly locate a 'place' in the recording later.

➤ To define tags:

1. Open the Tags screen.

| Users | Tags | Devices | Notifications | Audit Trail | AI Features | SMTP |
|---|---|---------|---------------|-------------|-------------|------|
| | test cts Voca M E E Gateways | | | | | |
| Clo | udBond 365 Phones | | | | | |
| | 50 V80 C s artTAP artWorks | | | | | |
| עשיים שייים אייים אי אייים אייים איי | AS eSBC ≩Mia | | | | | |

- Right-click All Tags and from the popup menu, select Add Tag (the only option available). This tag is the highest categorical level.
- Right-click the tag and from the popup menu, select Add Alias. 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).
- Optionally select the Delete Tag or Rename Tag options to facilitate building meeting junctures.

Devices

Network administrators must define a conference room device for Meeting Insights to identify speakers participating physically in the room with the device, else their voice will be attributed to the room.

Administrators must define a device if for example the phone in a meeting room is a Common Area Phone (CAP), unassociated with any specific user, and the attendees in the meeting want to perform recording management. If a call comes in on the phone and the device is unassociated with a 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.

> To define a device:

1. Open the Devices screen.

| Users | Tags | Devices | Notifications | a Audit Trail | AI Features | SMTP | GDPR | Integrations | Retention | More |
|----------------|------------------|---------|---------------|---------------|-------------|-----------|--------|--------------|----------------|------------|
| Email | | | SIP URI | Phone Number | Common Name | Extension | Domain | Users | | |
| mi-user2@meet | tinginsights.net | | | | | | | dorelc@meeti | nginsights.net | 1 2 |
| ilanas@meeting | jinsights.net | | | | | | | | | B 🔋 |
| | | | | | | | | | | New Devi |

2. Click the New Device button.

| | DEVICE D | DET/ | AILS | |
|-----------------|-----------------------------|------|--------------|-------------|
| Email Email | O Phone Number Phone Number | | DEVICE USERS | Cancel |
| O SIP URI | O Common Name | | | Save Device |
| Domain Domain | Extension Extension | | | |

3. In the Device Details screen, configure the settings using the table as reference.

| Setting | Description |
|-----------------|--|
| Email | [Mandatory] 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. |
| Phone Number | Not mandatory. |
| SIP URI | Not mandatory. |

| Setting | Description |
|----------------|----------------|
| Domain | Not mandatory. |
| Common Name | Not mandatory. |
| Extension | Not mandatory. |
| Users | Not mandatory. |

4. Click Save Device.

Notifications

The Notifications page allows administrators to configure all settings related to notifications sent from Meeting Insights to users. The user can override the configuration in the user settings.

> To configure notifications settings:

1. Click the **Notifications** tab.

| ers | Tags | Devices | Notifications | Audit Trail | AI Features | SMTP | GDPR | Integrations | Retention | Mo |
|------------------|----------------------------|-------------------------------|-------------------------------------|----------------------|-------------|------|------|--------------|-----------|----|
| | | | | | | | | | | |
| DEFAULT U | SER MEETING NOTIF | ICATIONS | | | | | | | | |
| Dwner | | | | | | | | | | |
| Veeting Proce | ssing Failure email notif | ication | | | - | | | | | |
| Transcription fi | inished: Ready or Failed | | | | | | | | | |
| Weekly unpubl | lished meetings remind | er | | | | | | | | |
| Added/Remov | ed as a Representative f | or someone else | | | | | | | | |
| Get recap ema | il once it's ready (for me | eetings not published yet) - | only for cases you are configured a | as 'Not AutoPublish' | | | | | | |
| Recipient | | | | | | | | | | |
| Action item wa | as assigned to you in a r | neeting you were not invite | d to | | - | | | | | |
| Get meeting re | ecap email once a meeti | ng is published | | | - | | | | | |
| Get meeting re | ecap UPDATE email onc | e it is updated and sent by o | owner | | | | | | | |
| Get a notificati | ion email once a meetin | g is shared/unshared with y | ou | | - | | | | | |
| Meeting record | ding is ready (Video rea | dy) | | | - | | | | | |
| Use Hebrew re | cap email template if re | cap is in Hebrew | | | | | | | | |

2. Configure the settings using the table below as reference.

| Setting | Description |
|---|--|
| | Owner |
| Meeting Processing Failure email notification | Switch on off for an email notification to be sent not sent to users indicating that meeting processing failed. |
| 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 | Switch on off for an email notification to be sent |

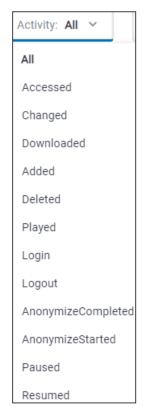
| Setting | Description |
|--|--|
| reminder | not sent to users every week, reminding them about their unpublished meetings. |
| Added/Removed as a Representative for someone else | Switch on off for a notification to be sent not sent to users indicating that they've been added removed as a representative 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'. |
| | 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 template if recap is in Hebrew | Switch on off for a Hebrew recap email template to be used if the recap is in Hebrew. |

Audit Trail

Meeting Insights features an audit trail which logs all administrator and user activities performed in the Meeting Insights GUI for future reference.

| Users Ta | gs Devices | Notifications | Audit | Trail | Al Features | SMTP | GDPR | Integrations | Retention | More |
|-----------------------|--------------------|-----------------|-------------|-----------|-----------------|--------------------|------------|----------------------|------------------------|-------|
| Enter meeting full su | ubject Date: All ~ | Activity: All 🗸 | User: All v | 1-20 Rows | | | | | | t csv |
| Date | User | | ROLE | Activity | ltem | MEETING SUBJEC | т | Description | | |
| Jun 6, 2023 10:00 AM | Dorel Cohen | | User | Accessed | Meeting | +external | | | | |
| Jun 6, 2023 9:59 AM | mi-load12@meetingi | nsights.net | User | Accessed | | | | | | |
| Jun 6, 2023 9:58 AM | Dorel Cohen | | User | Accessed | | | | | | |
| Jun 6, 2023 9:56 AM | Dorel Cohen | | User | Accessed | Meeting | my frog2 | | | | |
| Jun 6, 2023 9:56 AM | Dorel Cohen | | Admin | Played | Meeting | test1 | | | | |
| Jun 6, 2023 9:56 AM | Dorel Cohen | | Admin | Accessed | Meeting | test1 | | | | |
| Jun 6, 2023 9:55 AM | Dorel Cohen | | User | Accessed | | | | | | |
| Jun 6, 2023 9:55 AM | Dorel Cohen | | User | Added | Meeting Snippet | TEST | | Snippet "TEST" of me | ting "test1" – Created | |
| Jun 6, 2023 9:55 AM | Dorel Cohen | | User | Accessed | Meeting | test1 | | | | |
| Jun 6, 2023 9:54 AM | Dorel Cohen | | Admin | Played | Meeting | Meeting with Dorel | Cohen 6min | | | |
| Jun 6, 2023 9:53 AM | Dorel Cohen | | User | Accessed | | | | | | |
| Jun 6, 2023 9:52 AM | Dorel Cohen | | Admin | Accessed | Meeting | Meeting with Dorel | Cohen 6min | | | |
| Jun 6, 2023 9:52 AM | Dorel Cohen | | Admin | Played | Meeting | Meeting with Dorel | Cohen 6min | | | |
| Jun 6, 2023 9:52 AM | Dorel Cohen | | Admin | Accessed | Meeting | Meeting with Dorel | Cohen 6min | | | |
| Jun 6, 2023 9:51 AM | Dorel Cohen | | Admin | Played | Meeting | Meeting with Dorel | Cohen 6min | | | |

- Use the filters to exclude unwanted information from the audit trail, facilitating more effective management:
 - Enter meeting full subject. Only activities associated with meetings whose subject line matches the text entered in the field will be displayed (activities associated with meetings whose subject line does not match the text will be excluded).
 - **Date**. Only activities that took place on this date will be displayed (activities that did not take place on this date will be excluded).
 - Activity. From the drop-down, select an activity.



Only items associated with the activity you select will be displayed; items not associated with the activity will not be displayed.

Items associated with the activity of Added | Deleted | Changed are (for example)
 Participant | ActionItem | Highlight | EditPermissions | External share, etc.;
 these items will be displayed if you select this activity. The following figure
 exemplifies some items that are displayed after selecting the activity of Changed (see column ITEM).

| Enter meeting full subject | Date: Last Week Y | Activity: Cha | anged Y User: All | ✓ 1-20 Rows Clear All | | ₹ PDF |
|----------------------------|-------------------|---------------|-------------------|-----------------------|------------------|-------------|
| DATE | USER | ROLE | ACTIVITY | ІТЕМ | MEETING SUBJECT | DESCRIPTION |
| May 10, 2022 6:43 AM | Hila Sasson | User | Changed | Meeting ActionItem | שיהה הוזרת | |
| May 10, 2022 6:43 AM | Hila Sasson | User | Changed | Meeting ActionItem | שיהה הוזרת | |
| May 9, 2022 8:34 AM | Hila Sasson | User | Changed | Meeting Decision | email testingg | |
| May 9, 2022 8:33 AM | Hila Sasson | User | Changed | Meeting Decision | email testingg | |
| May 9, 2022 8:33 AM | Hila Sasson | User | Changed | Meeting ActionItem | email testingg | |
| May 9, 2022 8:33 AM | Hila Sasson | User | Changed | Meeting ActionItem | email testingg | |
| May 9, 2022 8:33 AM | Hila Sasson | User | Changed | Meeting ActionItem | email testingg | |
| May 9, 2022 8:33 AM | Hila Sasson | User | Changed | Meeting ActionItem | email testingg | |
| May 9, 2022 8:33 AM | Hila Sasson | User | Changed | Meeting ActionItem | email testingg | |
| May 9, 2022 8:33 AM | Hila Sasson | User | Changed | Meeting ActionItem | email testingg | |
| May 9, 2022 8:33 AM | Hila Sasson | User | Changed | Meeting ActionItem | email testingg | |
| May 9, 2022 8:32 AM | Hila Sasson | User | Changed | Meeting Decision | email testingg | |
| May 9, 2022 4:42 AM | Hila Sasson | User | Changed | Meeting Decision | שם בצברית לפנישה | |
| May 9, 2022 4:42 AM | Hila Sasson | User | Changed | Meeting Decision | שם בעברית לפגישה | |
| May 9, 2022 4:42 AM | Hila Sasson | User | Changed | Meeting Decision | שם בצברית לפגישה | |
| May 9, 2022 4:41 AM | Hila Sasson | User | Changed | Meeting Summary | שם בצברית לפגישה | |

 The activity of **Deleted** is also associated with the item of **Meeting deletion**, so if you select this activity, this item will also be displayed. The following figure exemplifies some items displayed after selecting the activity of **Deleted** (see column ITEM).

| Enter meeting full subject | Date: Last Week | Activi | ity: Deleted Y | ser: All Y 1-16 Rows Clear All | | € PDF € CSV |
|----------------------------|-----------------|--------|----------------|-----------------------------------|-----------------------|-----------------------------|
| DATE | USER | ROLE | ACTIVITY | ІТЕМ | MEETING SUBJECT | DESCRIPTION |
| May 9, 2022 9:32 AM | Hila Sasson | User | Deleted | Meeting | reccuring for ss1 | |
| May 9, 2022 9:31 AM | Hila Sasson | User | Deleted | Meeting | minutes notifications | |
| May 9, 2022 8:21 AM | Hila Sasson | User | Deleted | Meeting | first Minutes :) | |
| May 9, 2022 5:59 AM | Dorel Cohen | User | Deleted | Meeting Summary | test email | |
| May 9, 2022 5:13 AM | Hila Sasson | Admin | Deleted | Meeting | test | |
| May 4, 2022 5:14 PM | Hila Sasson | User | Deleted | Meeting | Highlight test | |
| May 4, 2022 5:14 PM | Hila Sasson | User | Deleted | Meeting | Some Recap Test | |
| May 4, 2022 5:13 PM | Hila Sasson | User | Deleted | Meeting | Highlight test | |
| May 4, 2022 5:13 PM | Hila Sasson | User | Deleted | Meeting | NO_SUBJECT | |
| May 4, 2022 5:13 PM | Hila Sasson | User | Deleted | Meeting | NO_SUBJECT | |
| May 4, 2022 5:13 PM | Hila Sasson | User | Deleted | Meeting | NO_SUBJECT | |
| May 4, 2022 10:59 AM | Hila Sasson | User | Deleted | Meeting | Highlight 2 | |
| May 4, 2022 4:43 AM | Hila Sasson | User | Deleted | User Share with external users | Hebrew Meeting | Lynn.Nabulsy@audiocodes.com |
| May 4, 2022 3:15 AM | Hila Sasson | User | Deleted | User Share with external users | Hebrew Meeting | Chen.Ravia@audiocodes.com |
| May 3, 2022 7:32 AM | Hila Sasson | User | Deleted | Meeting Share within organization | co org testing | |
| May 3, 2022 1:21 AM | Hila Sasson | User | Deleted | User Edit Permissions | recurring+external | dorelc@audiocodes.com |

- The activity of **Downloaded** is associated with items such as **Meeting Downloaded** or **Recap downloaded**.
- There are no items associated with the activity of Accessed; the activity implies generic access to content, or else the item indicates Meeting and the subject of the meeting; the following figure exemplifies this (see column ITEM).

| Enter meeting full subject | Date: Last Week V | Activity: Ac | cessed V User: All N | / 1-70 Rows | Clear All | PDF | 生 csv |
|----------------------------|-------------------|--------------|----------------------|-------------|-------------------|-------------|-------|
| DATE | USER | ROLE | ACTIVITY | ІТЕМ | MEETING SUBJECT | DESCRIPTION | |
| May 10, 2022 7:39 AM | Administrator | User | Accessed | Meeting | email testingg | | |
| May 10, 2022 7:31 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 7:31 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 7:30 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 6:58 AM | Hila Sasson | User | Accessed | Meeting | שם בעברית לפגישה | | |
| May 10, 2022 6:58 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 4:44 AM | Hila Sasson | User | Accessed | Meeting | Igor | | |
| May 10, 2022 4:43 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 4:26 AM | Administrator | User | Accessed | | | | |
| May 10, 2022 4:23 AM | Administrator | User | Accessed | | | | |
| May 10, 2022 4:14 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 4:10 AM | Hila Sasson | User | Accessed | Meeting | שם בעברית לפגישה | | |
| May 10, 2022 4:10 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 4:09 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 3:51 AM | Hila Sasson | User | Accessed | Meeting | שם בעברית לפגישה | | |
| May 10, 2022 3:47 AM | Hila Sasson | User | Accessed | | | | |
| May 10, 2022 3:38 AM | Administrator | User | Accessed | Meeting | reccuring for ss1 | | |



The activities of **Login** and **Log out** apply only to the local Administrator.

- User. Click the drop-down arrow and in the 'Search' field displayed, specify a user; only
 entries related to that user will be displayed.
- Use the PDF and / or CSV option to export the audit trail in a format that can easily be shared with others.

AI Features

Meeting Insights supports Artificial Intelligence features such as speech-to-text, allowing users to convert audio recordings of meetings to textual documentation.

| sers Tags | Devices | Notifications | Audit Trail | AI Features | SMTP | GDPR | Integrations | | Retention | Mo |
|---|---------------------------|---------------------------------|---------------------------------|---|--------------|------------------|--------------|----------|-----------|----|
| EATURE NAME | FEATURE OVERVIEW | | | | NUMBER O | F SUPPORTED LANG | UAGES OFF/ON | | | |
| peech-To-Text Engines | | | | | | | | | | |
| remium Transcription | Converts Speech To Text | Manually By Our Team Of Lingu | istic Experts, And Enables Sear | ches In Recorded Data | 0 | | - | o | | |
| Google Speech-To-Text | Converts Voice To Text Ar | nd Enables Searches In Recorde | d Data | | 120 | | | 0 | | |
| Vicrosoft Azure Speech-To-Text | Converts Voice To Text Ar | nd Enables Searches In The Reci | orded Voice | | 45 | | - | 0 | | |
| AudioCodes Speech-To-Text | Converts Voice To Text Ar | nd Enables Searches In The Reci | orded Voice (Hebrew Only) | | 1 | | - | | | |
| Other | | | | | | | | | | |
| Voice Activated Meeting Recap (Supported Only With STT Features) | Activate Mia Using Voice | To Log Action Items, Notes, De | cisions And A Meeting Summa | ny . | English Or H | iebrew | | | | |
| Allow Everyone To Run Full Transcription | Allow All Users That Have | Access To A Meeting (In Addit | ion To The Owner) To Enable Fu | ull Transcription | All | | - | | | |
| Allow Everyone To Generate Al | Allow All Users That Have | Access To A Meeting (In Addit | ion To The Owner) To Generate | Al | All | | | | | |
| Al Disclaimer(He-IL) | א חיצוני. | | | תוכן מופק על ידי מודל של בינה מלא משתמש חייב לסקור ולערוך את התוכן | | | | | | |
| Al Disclaimer(En+US) | Users Must Review And E | | racy And Relevance Before Sha | casionally Inaccurate Information. uring It Internally Or Externally. Test | 1 | | | | | |



Customers should not change the AI Features settings. The settings are used by AudioCodes Professional Services to tune AI Features per STT engine.

SMTP

Administrators need to configure Simple Mail Transfer Protocol (SMTP) server properties (Azure email services can be utilized) for sending email notifications from Meeting Insights.



This feature is only applicable when Meeting Insights is hosted in the customer subscription.

SMTP settings must be configured in order to send email notifications from the system.

To configure SMTP settings:

1. Click the SMTP menu.

| Users | Tags | Devices | Notifications | Audit Trail | AI Features | SM |
|----------------|-----------|---------------------------|---------------|-------------|-------------|----|
| SMTP Server: * | smtp.off | fice365.com | | | | |
| SMTP Port: * | 587 | | | | | |
| From: | mia@au | udiocodes.com | | | | |
| To: | tar.wolfs | son@audiocodes.com | | | | |
| Server URL: | https://n | niqa.meetinginsights.net/ | | | | |
| SMTP Username: | mia@au | udiocodes.com | | | | |
| SMTP Password: | | | | | | |
| Enabled | - | | | | | |
| Use SSL: | | | | | | |
| Use TLS 10: | | | | | | |
| | | | Save | | | |

2. Configure the SMTP settings using the following table as reference.

Table 6-1: SMTP Settings

| Setting | Description |
|-----------------|--|
| SMTP Service | Defines the SMTP server to use |
| SMTP Port | Defines the port to use for SMTP traffic |
| From | Defines the sender's email. Each deployment must include a user with a mailbox for the Mia agent, and an email address attached to this user. The email address is used to add Mia to meeting invites. |
| То | Defines a focal point for failures; i.e. the administrator's email address. |

| Setting | Description |
|------------------|---|
| Server URL | Defines the system's FQDN, used for the links in the emails (link to the meeting, etc.) |
| SMTP Username | Defines the SMTP server username |
| SMTP Password | Defines the SMTP server password |
| Enabled | Enable / Disable email notifications. Default: Enabled |
| Use SSL | Default: Disabled |
| Use TLS 10 | Default: Disabled |

GDPR

Administrators can configure user anonymization via the **GDPR** tab in Meeting Insights. The General Data Protection Regulation regulates data protection and privacy.

To anonymize a user:

1. Click the GDPR menu.

| Users | Tags | Devices | Notifications | Audit Trail | AI Features | SMTP | GDPR |
|----------------------------|----------------------|------------------------------|---------------|-------------|-------------|------|------|
| User Anonymization | Enter user's ema | il address* | Anonymize | | | | |
| * For external users you r | night need to anonyr | nize by display name as well | | | | | |

2. In the 'User Anonymization' field, enter the user's email address; if the field is left empty, the **Anonymize** button will remain inactivate; it is only activated after data is inputted.



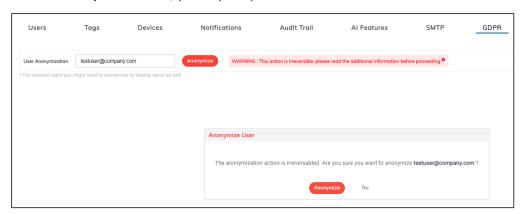
External users can anonymize by display name as well.

3. Observe as you start entering the user's email address that the **Anonymize** button is activated, and view the following notification (shown in the next figure):

'This action will anonymize the selected user in all meetings metadata. The change takes effect on data that is available at the time of execution of the command and doesn't propagate into the future created data. This action doesn't affect the meeting recordings' media files or any future recordings.'

| Users | Tags | Devices | Notifications | Audit Trail | AI Features | SMTP | GDPR |
|----------------------------|----------------------|----------------------------|-----------------------|-----------------------------------|--------------------------------------|-----------------------------|---|
| User Anonymization | testuser@compar | ny.com | Anonymize WARNING : T | is action is irreversible, please | read the additional information befo | ore proceeding ⁰ | |
| * For external users you n | hight need to anonym | nize by display name as we | | | | | e the selected user in all meetings metadata. The change takes effect on data that is available at the time of executio opagate into the future created data. This action doesn't affect the meeting recordings media files or any future reco |

4. Click the **Anonymize** button; you're prompted to confirm the action:



5. Click Anonymize; you'll view 'Processing anonymization request, please wait...' shown in the next figure.

| Users | Tags | Devices | Notifications | Audit Trail | Al Features | SMTP | GDPR |
|----------------------------|---------------------|----------------------------|----------------------------------|----------------|-------------|------|------|
| User Anonymization | testuser@compa | any.com | Processing anonymization request | t, please wait | | | |
| * For external users you r | night need to anony | mize by display name as we | 1 | | | | |

6. View after a few seconds the following:

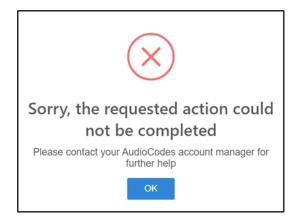
| Users | Tags | Devices | Notifications | Audit Trail | Al Features | SMTP | GDPR |
|--------------------|------------------|--------------|---------------|-------------------|------------------------------------|------|------|
| User Anonymization | Enter user's ema | all address* | | | | | |
| | | | | | | | |
| | | | | for testuse | on process initia r@company.cor | n | |
| | | | | Process completio | n can be viewed in Audit T | rail | |

7. Click OK and verify in Audit Trail that the anonymization process has been completed.

| Users | Tags | Devices | Notifications | Audit Trail | AI Features | SMTP | GDPR | | |
|----------------------|--------------|---------------|------------------------|----------------|--------------|------|-------|---|-------|
| Enter meeting f | 'ull subject | Date: All Y | Activity: All Y | NI Y 1-40 Rows | | | | ₫ pdf | t csv |
| DATE | | USER | ROLE ACTIVITY | ITEM | MEETING SUBJ | ECT | DES | SCRIPTION | |
| Oct 12, 2021 9:10 AM | M | Administrator | Admin AnonymizeComplet | ted User | | | testu | user@company.com anonymized in 0 meetings | |
| Oct 12, 2021 9:10 AM | м | Administrator | Admin AnonymizeStarted | User | | | testu | user@company.com | |

Audit Trail displays two entries:

- Anonymization started. Includes the entered email.
- Anonymization completed. Includes the scope of the change, i.e., the number of meetings in which the user was anonymized: 'Anonymized in X meetings'.
- 8. If user anonymization was unsuccessful, you'll view the following:



Integrations

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



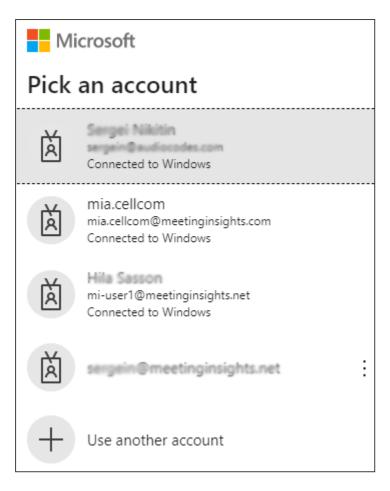
Before integrating Microsoft Planner, the logged-in user must have Meeting Insights 'admin' privileges and Azure 'tenant admin' privileges.

> To integrate Microsoft Planner:

1. In Meeting Insights' Settings page, click the Integrations tab.

| Users | Tags | Devices | Notifications | Audit Trail | AI Features | SMTP | GDPR | Integrations | Retention | More |
|--------------|-------------------|------------------------|---------------|-------------|-------------|------|------|--------------|-----------|------|
| Meeting Ins | ights - Enable In | tegrations With Extern | nal Platforms | | | | | | | |
| Send To Plar | ner | | - | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

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



3. Pick an account.

| | Microsoft | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| ser | sergein@meetinginsights.net | | | | | | | |
| | Permissions requested Review for your organization | | | | | | | |
| | ronlab-auth-app unverified | | | | | | | |
| | is app may be risky. Only continue if you trust s app. Learn more | | | | | | | |
| Thi | s app would like to: | | | | | | | |
| \wedge | 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 Itd - MI. | | | | | | | |
| ۱. | View users' basis profile | | | | | | | |
| \sim | View users' basic profile | | | | | | | |
| | Allows the app to see your users' basic profile (name, picture, user name) | | | | | | | |
| | Allows the app to see your users' basic profile (name, picture, | | | | | | | |
| ~ | Allows the app to see your users' basic profile (name, picture, user name) This is a permission requested to access your data in | | | | | | | |
| ^ | Allows the app to see your users' basic profile (name, picture, user name) This is a permission requested to access your data in Audiocodes Itd - MI. | | | | | | | |
| ^ | Allows the app to see your users' basic profile (name, picture, user name) This is a permission requested to access your data in Audiocodes Itd - 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 | | | | | | | |
| all u | 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 | | | | | | | |
| all u revie Acce you state | 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. | | | | | | | |
| all u revie Acce you state for y http | 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. Du accept, this app will get access to the specified resources for isers in your organization. No one else will be prompted to ew these permissions. epting these permissions means that you allow this app to use r data as specified in their terms of service and privacy ement. The publisher has not provided links to their terms you to review. You can change these permissions at | | | | | | | |

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 Meeting Insights Settings page; click the Integrations tab to make sure it's enabled.

Here's an example of the user sends an action item to Microsoft Planner (during a live meeting):

| 1. (| Click | the | Action | Items | menu. |
|------|-------|-----|--------|-------|-------|
|------|-------|-----|--------|-------|-------|

| ← Meeting Recap of test 2 | | Or Published ? | : |
|--|---|----------------|-------|
| Start Time Awa 23, 2022 At 19 PM For Time Awa 23, 2022 At 17 PM | Meeting Summay [®] + Add - Summy Decidine - Add - Denois | | |
| Download PDF Download CSV | Action Items IP | | |
| Invites Dovel Cohen Gener | Augusta Device: An 31, 2022 Sea 2 Sea 2 | | 00.00 |
| Bana shapiro @smarttap.co External user | Text 3 Ausign to Dor-dree: Jun 30, 2022 | Mark as don | |
| | Notes - Add a note | Edit Delete | |

2. Choose a plan and a bucket, and then click Send to Planner.

| Add Action Item to Planner | | | | | |
|----------------------------|-----------------|--|--|--|--|
| | Plan | | | | |
| Dorel - priva | te ~ | | | | |
| | Bucket | | | | |
| To do | ~ | | | | |
| Cancel | Send to Planner | | | | |

Retention

Meeting Insights admins can configure a Retention Policy in the Retention page.

The Retention page displays the *global* default values, to be applied to all users.
In the Users page, the admin can select a user, click Edit Users and override that user's default values.

To configure a retention policy:

1. In Meeting Insights' Settings page, click the **Retention** tab.

| Users | Tags | Devices | Notifications | Audit Trail | AI Features | SMTP | GDPR | Integrations | Retention | More |
|-------|--------------------|---------|---------------|-------------|-------------|------|------|--------------|-----------|------|
| Re | etention | | | | | | | | | |
| 0 | Enable Retention I | Policy | | | | | | | | |

2. Switch on 'Enable Retention Policy' if it isn't switched on already.

| sers | Tags | Devices | Notifications | Audit Trail | Al Features | SMTP | GDPR | Integrations | Retention | More |
|------------|------------------------|-----------------------|---------------|-------------|-------------|------|------|--------------|-----------|------|
| Retenti | on | | | | | | | | | |
| C Ena | ble Retention Policy | | | | | | | | | |
| Default | User Retention | Period | | | | | | | | |
| Unlimit | ed (Default) | ~ | | | | | | | | |
| Apply o | only to users with def | ault retention period | | | | | | | | |
| O Apply to | o everyone | | | | | | | | | |
| Apply | | | | | | | | | | |
| Retentio | on Meeting Exce | eptions | | | | | | | | |
| O Everyon | ie can | | | | | | | | | |
| Only au | thorized | | | | | | | | | |
| O No one | can make an exception | on | | | | | | | | |
| Apply | | | | | | | | | | |

3. From the **Default user retention period** drop-down, select how long video meeting recordings will be retained for (how many days recordings will be kept in storage); if the set limit is exceeded, recordings will be deleted.

| Users | Tags | Devices | Notifications | Audit Trail | Al Features | SMTP | GDPR | Integrations | Retention | More |
|--|------------------------|-----------------------|---------------|-------------|-------------|------|------|--------------|-----------|------|
| Retentio | on | | | | | | | | | |
| Constant Con | ole Retention Policy | | | | | | | | | |
| Default | Jser Retention | Period | | | | | | | | |
| Unlimite | d (Default) | ~ | | | | | | | | |
| Apply or | nly to users with defa | ault retention period | | | | | | | | |
| Apply to | everyone | | | | | | | | | |
| Apply | | | | | | | | | | |
| Retentio | n Meeting Exce | ptions | | | | | | | | |
| O Everyone | e can | | | | | | | | | |
| Only aut | horized | | | | | | | | | |
| O No one o | an make an exceptio | on | | | | | | | | |
| Apply | | | | | | | | | | |

- 4. Select either:
 - **Unlimited** (default): Recordings will never be deleted. Network administrators 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

Meeting Insights deletes recordings that exceed the retention period once a day. Admins can apply a filter:

- Apply only to users with default retention period
- Apply to everyone

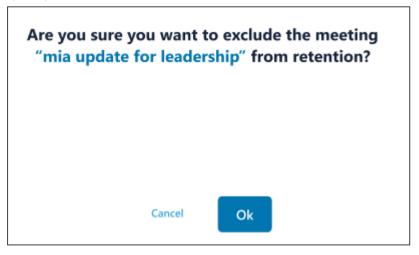
With the option **Retention meeting exceptions**, the admin can configure:

- Everyone can
- Only authorized
- No one can make an exception

Users and/or admins can *exclude* a meeting recording from a Retention Policy by selecting the new **Exclude from retention** option in the vertical ellipsis menu adjacent to the meeting in the Meetings list page.

| \oslash | Unpublish | | | | |
|--------------|-------------------------|--|--|--|--|
| R | Personal Note | | | | |
| Ττ | $T_{f T}$ Edit Subtitle | | | | |
| Edit Meeting | | | | | |
| ŝ | Share | | | | |
| | Copy Link | | | | |
| | Exclude from retention | | | | |
| Û | Delete | | | | |

They'll be prompted:



After excluding a meeting from retention, they can opt to *reapply* the policy by selecting the new **Reapply Retention Policy** option in the vertical ellipsis menu adjacent to the meeting in the Meetings list page.

| R | Personal Note |
|----|--------------------------|
| Ττ | Add Subtitle |
| 1 | Edit Meeting |
| ~ | Share |
| Ô | Copy Link |
| | Reapply retention Policy |
| Û | Delete |



A Retention Policy can be set *per user* rather than *globally* as described above, in the Users page. See here for more info.

More

Admins can activate or deactivate the Delayed Auto Publish option for users.



When the user activates the option, Meeting Insights automatically publishes meeting recordings three days after they end if the user did not actively publish them before.

| Users | Tags | Devices | Notifications | Audit Trail | AI Features | SMTP | GDPR | Integrations | Retention | More |
|-------------|-------------------|------------|---------------|-------------|-------------|------|------|--------------|-----------|------|
| Enable u | sers to delay au | to publish | | | | | | | | |
| Allow users | to delay automati | c publish | | | - | | | | | |
| | | | | | | | | | | |

By default, two options are available to the user:

Auto Publish (default). Meeting Insights automatically publishes meeting recordings when they end.

Manual Publish. Enables users to publish meeting recordings by clicking the meeting recording's Publish button (as described in the User's Manual under 'Publishing Meeting Recordings').

7 Configuring Automatic Invitation of Mia to Teams Meetings

Network administrators can configure automatically inviting Mia to Teams meetings – whether organized by a specific user or by a group of users – utilizing a Microsoft Exchange rule. When a user schedules a regular Teams meeting, a 'Mia' contact will automatically be added to the invitees list and this disclaimer will be added to the body of every invitation to that user's meetings:

'Disclaimer: The meeting is recorded'

The meeting's organizer cannot see the 'Mia' contact or the disclaimer when they open the meeting invitation on their side. All other recipients of the meeting invitation will view the disclaimer on the top of the body of the invitation.

> To configure Mia auto invite:

1. Open Microsoft Exchange and configure the rule. The figure below shows the rule in **Conditions format**.

| @@@ Mia - Auto invitation rule - no cancel @@ | 00 |
|---|----------|
| Conditions Settings | |
| | |
| Name * | |
| @@@ Mia - Auto invitation rule - no cancel @@@ | |
| Apply this rule if * | |
| The message properties \sim include the message type \sim | + 🗈 |
| The message type is 'Calendaring' | 0 |
| And | |
| The subject or body $\qquad \bigtriangledown \qquad$ subject or body includes a \lor | |
| The subject or body includes any of these words 'Microsoft Teams meeting' | 0 |
| And | |
| The sender \checkmark is a member of this group \checkmark | İ |
| MIA_auto_invitation_365_rule@audiocodes.com Do the following * | |
| Apply a disclaimer to the 👋 prepend a disclaimer 🗠 | + 🛍 |
| Prepend 'Disclaimer : The meeting is recorded' and fall back to action 'Wrap' if the disclaimer can't be inserted | 0 |
| | |
| And | Î |
| And Add recipients V to the To box V | |
| | 0 |
| Add recipients \checkmark to the To box \checkmark | _ |
| Add recipients \checkmark to the To box \checkmark Add these recipients to the To box 'mia@audiocodes.com' | _ |
| Add recipients V to the To box V Add these recipients to the To box 'mia@audiocodes.com' Except if | 0 |
| Add recipients V to the To box V Add these recipients to the To box 'mia@audiocodes.com' Except if The message V To or Cc box contains this V | + = |
| Add recipients V to the To box V Add these recipients to the To box 'mia@audiocodes.com' Except if The message V The To or Cc box contains this V The To or Cc box contains 'mia@audiocodes.com' | + = |
| Add recipients V to the To box V Add these recipients to the To box 'mia@audiocodes.com' V Except if The message V To or Cc box contains this V The To or Cc box contains 'mia@audiocodes.com' V Or V | + 11 |

- 2. Configure these fields with *values specific to your organization*:
 - The sender is a member of. Create your distribution group and assign Meeting Insights users to it, then enter it into the rule.
 - **Disclaimer: The meeting is recorded**. Optionally, customize the disclaimer text, or else leave it as shown in the figure.
 - Add these recipients to the To box. Enter your Mia email address. It must be <xxx>.mia@meetinginsights.com where xxx is the short name of your organization.
 - Except if [The To or Cc box contains] Same as the preceding field.
- 3. Configure the remaining fields using the figure above as reference.
- 4. Use the figure below as reference when configuring the rule in **Summary format**.

| | Ľ × |
|--|--|
| @@@ Mia - Auto invitati | on rule - no cancel @@@ |
| 📋 Edit rule conditions 🛛 🙆 Edit rule | settings |
| Status: Enabled | |
| Enable or disable rule Enabled | |
| Rule settings | |
| Rule name | Mode |
| @@@ Mia - Auto invitation rule - no cancel @@@ | Enforce |
| Severity | Set date range |
| Not specified | Specific date range is not set |
| Senders address | Priority 37 |
| Matching Header | |
| For rule processing errors | |
| Ignore | |
| D. I. downlating | |
| Rule description | |
| Apply this rule if | |
| Is message type 'Calendaring' | |
| and Includes these words in the messag meeting' | e subject or body: Microsoft learns |
| and Is received from a member of grou, 'MIA_auto_invitation_365_rule@audioc | |
| | |
| Do the following | |
| | er 'Disclaimer : The meeting is recorded'. If he message to a new disclaimer message. To bax: 'mia@audiocodes.com' |
| Except if | |
| includes any of these recipients in the 1 or Includes these patterns in the messa | |

It's recommended to enable Mia automatic invite for all users by default. Users who want to remove the automatic invitation can do so by kicking Mia out of the meeting.

8 Running the Application Access Policy

Customers must execute an application access policy on their side, along with consents. The application access consent is specifically for adding the Meeting Insights application, which also pulls Mia Bot ad hoc, during a meeting.

The following application access policy and consents must be run:

New-CsApplicationAccessPolicy -Identity MeetingInsights-policy -Applds "<Mia bot App Id>", "<Notification bot App Id>" -Description "MeetingInsights Ad-Hoc" Grant-CsApplicationAccessPolicy -PolicyName MeetingInsights-policy -Global



• The Meeting Insights application, which adds the Mia Bot, can be added to a meeting only once.

- If removed from the meeting, the Mia Bot will fail to join again.
- If you need to stop the recording, it's recommended to use the pause / resume functionality, available to the meeting's organizer and co-organizer.

9 Recording Notifications

When a meeting is recorded, Meeting Insights can provide audio and visual recording notifications. 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 notifications flow is as follows:

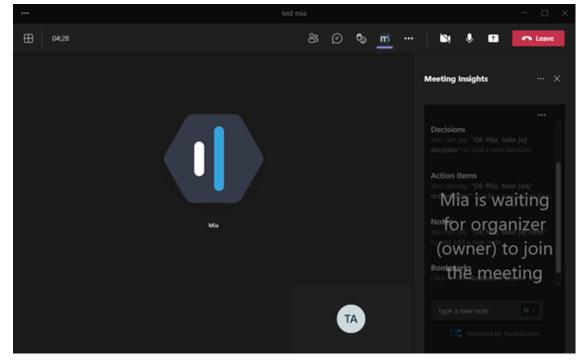


Figure 9-1: Owner-organizer hasn't yet joined or left the meeting

1. When the owner-organizer joins, recording starts and notifications are activated.

Figure 9-2: Owner-organizer joined the meeting - meeting is recorded

| | | Microsoft Teams | | | | | | - 0 | |
|---|---|--|----|---|------------|---|---|--------|--------|
| ₿ | | | | θ | B 1 | ٠ | • | • Leav | æ |
| | Recording started. Policy applied to one or | more participants requires this call to be recorded. | | | | | | Dism | viss 🛛 |
| | karana karang br>Karang karang br>Karang karang kar | | IS | | | | | | |
| | | | | | | | V | | |

- a. Mia plays an audio notification "Recording started" to the bridge when the ownerorganizer joins the meeting.
- b. Microsoft presents a bar with a visual recording notification "Recording started..." to all existing and new participants.
- c. Those who join later from a Teams client see the Microsoft visual notification.
- d. Those who join later not from a Teams client hear a Microsoft audio notification.
- 2. When the owner-organizer leaves the meeting, the recording stops, notifications are disabled, and the side panel disables.

| ••• | test recording notification | | | - 🗆 × |
|-----|--|--|--|----------------------------|
| | 8 © % <u>m</u> … | 6 | • | • Lowe |
| | Recording shapped. This call is no longer being recorded. Diamins | Mandley Ind | - 44- | |
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Figure 9-3: Owner-organizer left the meeting

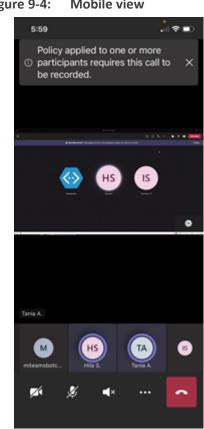
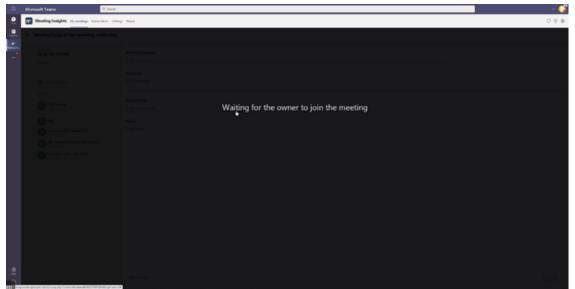


Figure 9-4: Mobile view





| Microsoft Teams | 9, Ianh | | |
|----------------------------|--|----------------|-----|
| Meeting Insights | p Annelieus beings Annel | | C |
| Q, Dauch meeting sume, our | Light (in H +) have H + (Pringers H +) B (B) A (B) N (Surrow | | |
| Data Parad | Done Moding Harris | Performance | |
| 😒 анна 🧕 | interference of the second sec | 0 0 0 0 | - 1 |
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| ☆ 451.4M 000155 | 💩 bertil syste 💕 | 0 0 | |
| C 440.44 000.47 | Ó NEF | 00 | |

Figure 9-6: List view - Owner-organizer of not in the meeting

- **a.** Mia plays an audio notification "Recording stopped" to the bridge when the ownerorganizer leaves the meeting.
- **b.** Microsoft presents a bar with a visual recording notification "Recording stopped" to all existing and new participants.
- c. Participants who join a meeting after the owner-organizer leaves will not hear or see notifications because there is no recording.
- 3. When the owner-organizer rejoins the meeting, the recording is resumed, and notifications are played / presented according to step 1.

| Meeting Insights | and an Administry Field | | |
|--------------------|-------------------------|---|-------------------------------------|
| test recarding and | Ufe plice | mente: 💩 😂 🚭 🚭 🚳 🗠 🛞 | Oranitati Dave + |
| | | Image: | is freesist <u>i</u> d ⁻ |

Figure 9-7: After the meeting - Player page

Setting up, Configuring Recording Notifications

The recording notifications feature needs to be set up and configured in the customer's Microsoft Teams, Meeting Insights, and Azure Active Directory.

- The organizer-owner of a meeting must have an E3 licensed account in the organization's Office 365.
 - Every Teams call (P2P internal and federation, PSTN) of a user enabled with Microsoft recording notifications will be escalated to a conference but will not be recorded and Bot will not be in the call. Escalation to the conference may cause delays in calls establishment.
- In Microsoft Teams:
 - a. Run the script to create a Compliance Recording Policy (see Running the Script to Create a Compliance Recording Policy below)
 - Assign organizers whose meetings must have recording notifications, to the Compliance Recording Policy
- In Meeting Insights:
 - In Administrator view, go to User settings and enable the recording notification per user or for all users.
- In Azure Active Directory (Admin consent is required):
 - Admin consent links will be generated in a terraform output file named consents.txt

Running the Script to Create a Compliance Recording Policy

After obtaining Admin consent, the customer must run a script in Teams to create a Compliance Recording Policy.

> To run a script in Teams to create a Compliance Recording Policy:

1. Enter the Mia/Teams Notification Bot Application Client ID that can be found in your Azure subscription.

Figure 9-8: Enter Mia/Teams Notification Bot Application Client ID

| C AudioCodes | _ | | \times |
|--------------------------|--------------|-----------|----------|
| Enter Notification Bot A | pplication C | lient ID. | |
| | | | |
| | | | |
| ОК | CAN | ICEL | |

<u>/!</u>`

The Notification Bot Application Client ID can be found inside the terraform output file **apps.txt** -OR- it can be found in the Bot App Registration shown in the following example figure, in the field under Microsoft **App ID (Manage)**.

| Search (Ctrl+/) | Messaging endpoint |
|---------------------|--|
| Overview | https URL |
| ctivity log | Enable Streaming Endpoint |
| ccess control (IAM) | Microsoft App ID (Manage) ① |
| qs | 62263a56-4e05-4b68-b910-320d87c0a5b3 |
| | Application Insights Instrumentation key ① |
| gs | Instrumentation key (Azure Application Insights key) |
| ot profile | Application Insights API key ① |
| onfiguration | API key (User-Generated Application Insights API key) |
| nannels | Application Insights Application ID ① |
| annels (Preview) | Application ID (Application Insights Application ID) |
| cing | Schema Transformation Version |
| t in Web Chat | V1.3 |
| ryption | This determines how Bot Service converts messages sent between your bot and channels. Learn more |
| operties | No OAuth Connection settings defined |
| ocks | Add OAuth Connection Settings |

2. Enter the Microsoft Teams Domain.

Figure 9-9: Microsoft Teams Domain

| ✿ AudioCodes | | | \times |
|--|-----|------|----------|
| Enter Microsoft Teams ((e.g.:hostname.onmicros | | | |
| | | | |
| | | | |
| ОК | CAN | ICEL | |

3. From the dropdown, select the method.

Recording Policy.

| Figu | ire 9-10: S | elect | Metho | d: Gro | up | User | |
|------|-------------|-------|---------|--------|----|------|----------|
| | C Audioc | odes | | _ | | | \times |
| | Select Meth | od | ByGroup | oID | • | | |
| | | | | Select | | | |
| | | | | | | | |
| | ∝ Audioo | codes | | — | | | \times |
| | Select Met | hod | ByUser | | • | | |
| | | | | Select | | | |
| | | | | | | | |

4. Enter the AD Group ID or enter the principal names of users to whom to assign the

Figure 9-11: AD Group ID | Users Principal Names

| C AudioCodes | _ | | \times |
|--|-----|-----|----------|
| Enter AD Group ObjectID Separate multiple group i | | ma. | |
| | | | |
| ОК | CAN | CEL | |
| | | | |
| ∝ AudioCodes | _ | | \times |
| C AudioCodes Enter users principal nar Separate multiple users I | | | × |
| Enter users principal nar | | | × |

5. Click **OK**; view a message verifying that users have successfully been added; you've successfully created a Compliance Recording Policy.

10 Integrating Meeting Insights with Microsoft Power BI

Meeting Insights can be integrated with Microsoft's Power Business Intelligence (BI) for visualized business analytics (reports). The procedure described here shows how to integrate Meeting Insights with the Power BI service.

Before integration:

Purchase a Power BI Pro license if you have any Microsoft Office 365 license other than Microsoft Office 365 E5.



Microsoft Office 365 E5 license includes the Power BI Pro license built-in.

Note that content created with a Power BI Pro license can only be shared / consumed by users with the same license, i.e., a Power BI Pro license.

After installing the Power BI gateway, only *the same account holder that signed-in during installation of the data gateway* (the gateway attached to the signing-in account) must log in to the organization's account. The first user to do so is assigned as the Administrator. This user can assign additional users as administrators or users of the gateway's output.

> To integrate Meeting Insights with Power BI:

- 1. AudioCodes will provide the customer with Power BI.
- 2. Run the file *GatewayInstall.exe* and go through the installation screens.
- 3. In the 'On-premises data gateway' screen, enter the email address of the customer organization's Office 365 account, and then click **Sign in**. For more information, see here.

| 🗘 On-premises data gateway | | ? × |
|---|---------|--------|
| Almost done. | | |
| Installation was successful! | | |
| Email address to use with this gateway: | | |
| youremail@contoso.com | | |
| | | |
| Next, you need to sign in to register your gateway. | | |
| | Sign in | Cancel |

4. View an Office 365 login screen displayed. Use the same email address as above and log in. After successfully logging in, the following screen is displayed:

| ou are signed in as fichmana@meetinginsights.net and are ready to register the | |
|--|---|
| jateway. | |
| New on-premises data gateway name * Name of Gateway | |
| MeetingInsights PowerBI gateway | |
| Add to an existing gateway cluster Learn more | |
| Recovery key (8 character minimum) * 8 charachter password | |
| | |
|) This key is needed to restore the gateway and can't be changed. Record it in a safe place. | |
| Confirm recovery key * | |
| ••••• | |
| We'll use this region to connect the gateway to cloud services: West Europe Change Region | 1 |
| Provide relay details (optional) By default, Azure Relays are automatically provisioned | |

5. Configure the required fields and click **Configure**.

| ဌာ On-pr | emises data gateway | ? × |
|--|--|---------------------------|
| Status Service Settings Diagnostics Network Connectors | The gateway MeetingInsights Pool online and ready to be used. Gateway version number: 3000.122.8 (April 2022) Uncheck Help us improve the on-premises data gatewa to Microsoft. Read the privacy statement online | |
| Recovery Keys | Logic Apps, Azure Analysis Services West Europe | Create a gateway in Azure |
| | Power Apps, Power Automate West Europe | 🐼 Ready |
| | Power BI Default environment | Ready |
| | | Close |



All steps up to here are performed on a backend server.

- Customers deploying Meeting Insights in their own tenant must contact AudioCodes Professional Services to prepare a backend server for Power BI.
- In a SaaS environment, the customer has no access to a backend server see step 6.

The preceding procedure attached the installed gateway to the account of the signing-in user. Later, when signing into the Power BI portal with the same account, the above data gateway will be accessible. For more information about installing an on-premises data gateway, see here.

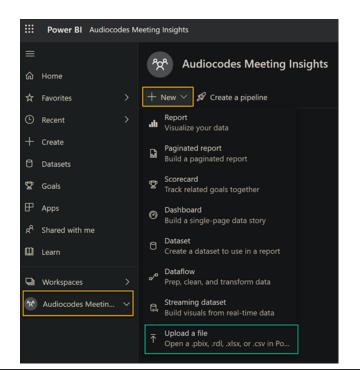
- 6. [This step onward applies to customers in a SaaS environment]. Sign in to the Microsoft Power BI portal at https://app.powerbi.com/ with the same user as above.
- 7. Create a new Workspace.

| | Power BI My workspace | 9 |
|----|-----------------------|--------------------|
| ≡ | | 🝺 My workspace |
| ഹ | Home | Q Search |
| ☆ | Favorites > | Workspaces |
| ╚ | Recent > | |
| + | Create | |
| 0 | Datasets | |
| ₽ | Goals | |
| ₽ | Apps | |
| xR | Shared with me | |
| ۵ | Learn | |
| Q | Workspaces < | (|
| ۲ | My workspace 🗸 🗸 | 2 |
| 7 | Get data | Create a workspace |

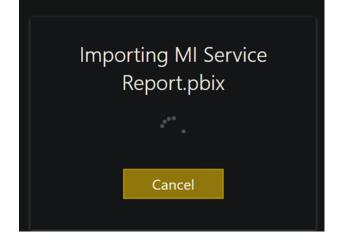
8. Enter a name for the new workspace and press Save.

| Create a workspace |
|--|
| Workspace image T Upload |
| Workspace name Audiocodes Meeting Insights |
| Available Description Describe this workspace |
| Learn more about workspace settings Advanced ~ |
| Save Cancel |

9. Upload the Power BI report template (.pbix) you received from AudioCodes.



| *** | Power BI Audiocod | les Mi | eeting Ins | sights | | | | |
|---------|-------------------|--------|------------|------------------|---|--|-------------------------|--|
| = | | | Disc | over content | | | | |
| ଜ | Home | | ۵ | My organization | | | | |
| ☆ | Favorites | | ٥ | Services | Г | | | |
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| + | Create | | Сгеа | ate new content | | Щ | | |
| 8 | Datasets | | | Files | | | | |
| \$ | Goals | | | Databases & More | | | | |
| F | Apps | | | | | Local File | | OneDrive - Business |
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| ж. | Shared with me | | | | | Open | | |
| 0 | Learn | | | | | ← → ~ ↑ | I > <mark>C:∖I</mark> n | istalls\PowerBI_Package |
| | Workspaces | | | | | Organize • New folder | | |
| | | | | | | ⊥ Downloads | Name | |
| * | Audiocodes Meetin | | | | | Pictures * | vie S ins | rws stall.bat |
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| | | | | | | 🚟 Local Disk (C: 🖈 🚍 2TB SATA SSI 🖈 | | ongodb-bi-win32-x86_64-v2.14.4.msi ongodb-connector-odbc-1.4.2-win-64-bit.msi |
| | | | | | | Documents | | ongosqld.conf |



10. After importing the report template, view the following screen:



11. Click the cog wheel icon and then choose **Manage gateways**.

| ∠ P Sea | rch Q | | Ŧ | ? | ٢ | |
|---------|-----------------|-------|---|---|---|--|
| | Manage group st | orage | | | | |
| | Admin portal | | | | | |
| | Manage gateway | s | | | | |
| | Settings | | | | | |
| | Manage embed c | odes | | | | |

12. View the registered gateway and make sure it's operational.

| | Power BI Audiocodes M | leeting Insights |
|---|-----------------------|--|
| | | 🛈 Details 🚳 Settings 🛱 Manage users 📋 Remove 🕜 Get help |
| ŵ | Home | |
| ☆ | Favorites > | |
| ٩ | Recent > | Data (preview) Our registered gateway |
| + | Create | On-premises data gateways Virtual network data gateways |
| ٥ | Datasets | The on-premises data gateway acts as a bridge, providing quick and secure data transfer between on-premises data and |
| ₽ | Goals | |
| ₽ | Apps | Name † Contact info Users |
| ۴ | Shared with me | MeetingInsights PowerBI gateway ① … |
| ۵ | Learn | |

13. Under **Datasets**, find the imported file dataset, press the vertical ellipsis, then choose **Settings**.

| ₽ | Goals | |
|-------------|------------------------|-------------------------|
| ₽ | Apps | |
| ĸ٩ | Shared with me | Analyze in Excel |
| | | Create report |
| | Learn | Create paginated report |
| Q | Workspaces | Delete |
| * ** | Audiocodes Meetin | Get quick insights |
| | Dashboards | Security |
| | MI Service Report.pbix | Refresh now |
| | | Rename |
| | Reports | Schedule refresh |
| | MI Service Report | Settings |
| | Workbooks | Download this file |
| | You have no workbooks | Manage permissions |
| | Datasets | View lineage |
| | MI Service Report | : |

14. Expand the configuration by pressing the down arrow, and then configure using the next figure as reference.

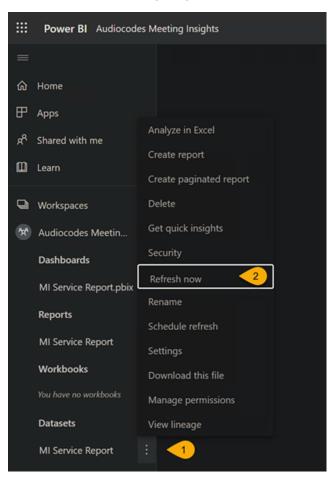
| ▲ Gatew | ay connection | | | | |
|---------|---|---------------------------------|---------------------|--|------------|
| | data gateway, make sure the (standard mode), please sele | | | <u>Gateways</u> . If you're using an On-pren | nises data |
| Use an | On-premises or VNet dat | a gateway | | | |
| | On | | | | |
| | Gateway | Department | Contact information | Status | Actions |
| | HeetingInsights P | | | \otimes Not configured correctly | |
| Da | ta sources included in this | s dataset: | | | |
| (| ODBC{"connectionst | ring":"dsn=mongodb_mi" | } | Add to gateway | |
| 🔥 You | have no personal gatewa | ys installed. <u>Learn more</u> | | | |
| Insta | all now | | | | |
| | | | | | |
| App | ly Discard | | | | |

15. After configuring, click the **Install now** button.

16. Configure the ODBC database connection: Enter 'Data source name' and under 'Authentication', choose **Anonymous**. Press **Create**. Use the next figures as reference.

| | New data source | | × | |
|---|--|---|--|---------|
| | | | | |
| | Gateway cluster name * | | | |
| | MeetingInsights Power | 3I gateway | ~ | |
| | Data source name * | | | |
| | mongodb_mi | | | |
| | Data source type * | | | |
| | ODBC | | ~ | |
| | Connection string * | | | |
| | dsn=mongodb_mi | | | |
| | Authentication ① Authentication metho | od * | | |
| | Anonymous | | ~ | |
| | Skip test connection | on | | |
| | | | | |
| | General | | | |
| | Privacy level * | | | |
| | Organizational | | | |
| | Create Cancel | | | |
| | | | | |
| | | | <u>e Gateways</u> . If you're using an On-p | |
| gateway (standard mode), plea Use an On-premises or VM | ase select the corresponding data so let data gateway | | | |
| Use an On-premises or VN | | | Status | Actions |
| Use an On-premises or VN | let data gateway Department | urces and then click apply. | | |
| Use an On-premises or VN On Gateway | let data gateway Department hts P | urces and then click apply. | Status | Actions |
| Use an On-premises or VN On Gateway G AmeetingInsig Data sources included | let data gateway Department hts P | urces and then dick apply. | Status | Actions |
| Use an On-premises or VN On Gateway G AmeetingInsig Data sources included | let data gateway Department hts P i ni this dataset: | urces and then dick apply. | Status | Actions |
| Use an On-premises or VN On Gateway G AmeetingInsig Data sources included | let data gateway Department hts P i ni this dataset: | urces and then dick apply. | Status | Actions |
| Use an On-premises or VN On Gateway Data sources included ODBC(*connect Apply Discard Gateway connection To use a data gateway, make | let data gateway Department hts P I in this dataset: ionstring":"dsn=mongodb_mi") sure the computer is online and the ease select the corresponding data s | data source is added in Manag | Status ORunning on mi49-be | Actions |
| Use an On-premises or VN On Gateway Gateway Data sources included ODBC(*connect Apply Discard Gateway connection To use a data gateway, make gateway (standard mode), pk Use an On-premises or V | let data gateway Department hts P I in this dataset: ionstring":"dsn=mongodb_mi") sure the computer is online and the ease select the corresponding data s | data source is added in Manag | Status ORunning on mi49-be | Actions |
| Use an On-premises or VN On Gateway Data sources included ODBC(*connect Apply Discard Gateway connection To use a data gateway, make gateway (standard mode), pl Use an On-premises or V On On | Jet data gateway Department hts P I in this dataset: ionstring":"dsn=mongodb_mi") sure the computer is online and the ease select the corresponding data select th | data source is added in Managources and then click apply. | Status Status Image: Constraint of the state | Actions |
| Use an On-premises or VN On Gateway Data sources included ODBC(*connection To use a data gateway, make gateway (standard mode), pl Use an On-premises or V On Gateway | Jet data gateway Department hts P I in this dataset: ionstring":"dsn=mongodb_mi") sure the computer is online and the ease select the corresponding data s (Net data gateway) Department ghts P | data source is added in Managources and then click apply. | Status Status Running on mi49-be ab_mi ab_mi e Gateways. If you're using an On- Status | Actions |
| Use an On-premises or VN On Gateway Gateway Use an On-premises or VN On Gateway Odd On ODBC(*connect Apply Discard Gateway connection To use a data gateway, make gateway (standard mode), pl Use an On-premises or V On Gateway On Gateway On Gateway On On Gateway Odd | Jet data gateway Department hts P I in this dataset: ionstring":"dsn=mongodb_mi") sure the computer is online and the ease select the corresponding data s (Net data gateway) Department ghts P | data source is added in Managources and then click apply. | Status Status Running on mi49-be tb_mi tb_mi tb_mi e Gateways. If you're using an On- Status Status <tr< td=""><td>Actions</td></tr<> | Actions |
| Use an On-premises or VN On Gateway Gateway Use an On-premises or VN On Gateway Odd On ODBC(*connect Apply Discard Gateway connection To use a data gateway, make gateway (standard mode), pl Use an On-premises or V On Gateway On Gateway On Gateway On On Gateway Odd | Jet data gateway Department hts P I in this dataset: ionstring":"dsn=mongodb_mi") sure the computer is online and the ease select the corresponding data s (Net data gateway) Department ghts P id in this dataset: | data source is added in Managources and then click apply. | Status Status Running on mi49-be tb_mi tb_mi tb_mi e Gateways. If you're using an On- Status Status <tr< td=""><td>Actions</td></tr<> | Actions |
| Use an On-premises or VN On Gateway Gateway On Gateway ODBC(*connect Apply Discard Gateway (standard mode), pl Use an On-premises or V On Gateway Gateway On Gateway | Jet data gateway Department hts P I in this dataset: ionstring":"dsn=mongodb_mi") sure the computer is online and the ease select the corresponding data s 'Net data gateway Department ghts P id in this dataset: :tionstring":"dsn=mongodb_mi" | data source is added in Managources and then click apply. | Status Status Running on mi49-be tb_mi tb_mi tb_mi e Gateways. If you're using an On- Status Status <tr< td=""><td>Actions</td></tr<> | Actions |

17. Refresh data from the customer's Meeting Insights installation.



18. Schedule a daily refresh.

▲ Sche Keep Conf

> Refree Daily

| ₽ | Apps | |
|------------|----------------------------|--|
| R | Shared with me | Analyze in Excel |
| | | Create report |
| Û | Learn | Create paginated report |
| Q | Workspaces | Delete |
| 24 | Audiocodes Meetin | Get quick insights |
| | Dashboards | Security |
| | MI Service Report.pbix | Refresh now |
| | | Rename |
| | Reports | Schedule refresh |
| | MI Service Report | Settings |
| | Workbooks | Download this file |
| | You have no workbooks | Manage permissions |
| | Datasets | View lineage |
| | MI Service Report | : |
| | | |
| duled re | efresh | |
| your dat | a up to date | |
| igure a da | ta refresh schedule to imp | ort data from the data source into the |
| On | - 74 - | |
| sh freque | ency | |

dataset.

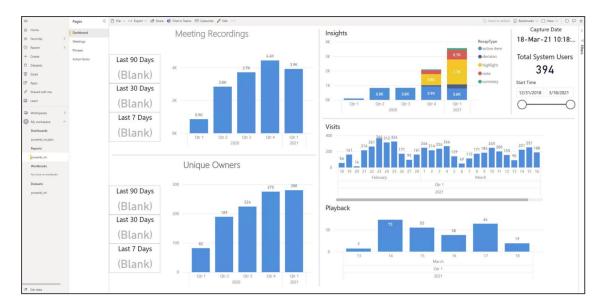
19. Use 'Refresh history' to view past refreshes statuses and details.

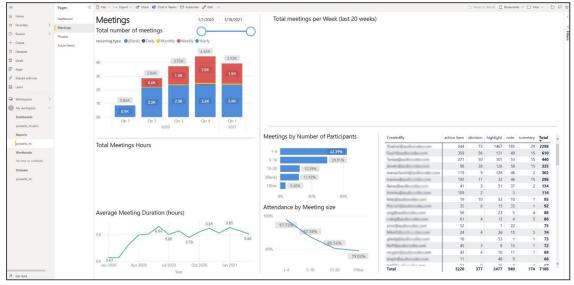
| | | | Settings for | MI Service I | Report | | |
|------|--------|-----------|------------------------|-----------------------|--------|---|---|
| | | | View dataset | | | | |
| | | | This dataset has l | peen configured by | / | transfer provide and | |
| | | | | | | | |
| | | | <u>Refresh history</u> | - | | | |
| | | | | | | | × |
| Re | fresł | n histo | ry | | | | |
| Sche | eduled | OneDrive | | | | | |
| Deta | ails | Туре | Start | End | Status | Message | |
| Shov | M | On demand | 5/15/2022, 7:46:54 PM | 5/15/2022, 7:46:56 PM | Failed | Unable to connect to the data source undefined. | |
| Shov | N | On demand | 5/15/2022, 7:41:35 PM | 5/15/2022, 7:41:47 PM | Failed | Unable to connect to the data source undefined. | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | Close | |

Examples of Meeting Insights Dashboards and Reports Produced by Power BI

View Meeting Insights' reports under the **Reports** tab. Following are examples of an Action Items report, two Meetings reports, and a Phrases report.









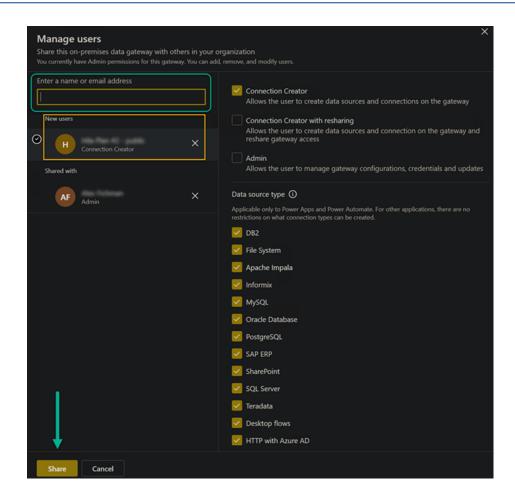
Adding Gateway Connection Permissions to Additional Users

To grant a user access to Power BI reports and dashboards, the user or a security group containing a set of users, must be granted permissions to access the data-source by a Power BI Administrator (usually the first user to register with Power BI).

After logging in with the Administrative user, take the following steps. Use the figures as reference.

| rch 🗘 🛞 |) 1 | ? | ٢ | |
|----------------------|-----|---|---|--|
| Manage group storage | | | | |
| Admin portal | | | | |
| Manage gateways | | | | |
| Settings | | | | |
| Manage embed codes | | | | |

| | Power BI Audiocodes M | eeting Insights |
|----|-----------------------|--|
| = | | 🛈 Details 🐯 Settings 🛱 Manage users 📋 Remove 🕜 Get help |
| ŵ | Home | |
| ☆ | Favorites > | |
| ٩ | Recent > | Data (preview) |
| + | Create | On-premises data gateways Virtual network data gateways |
| ٥ | Datasets | The on-premises data gateway acts as a bridge, providing quick and secure data transfer between |
| ₽ | Goals | on-premises data and Power BI, Microsoft Flow, Logic Apps, and PowerApps. Learn more in this overview, |
| ₽ | Apps | Name ↑ Contact info |
| ۶۹ | Shared with me | MeetingInsights PowerBI gateway ① ··· |
| ۵ | Learn | |
| | | meetinginsights_qa |



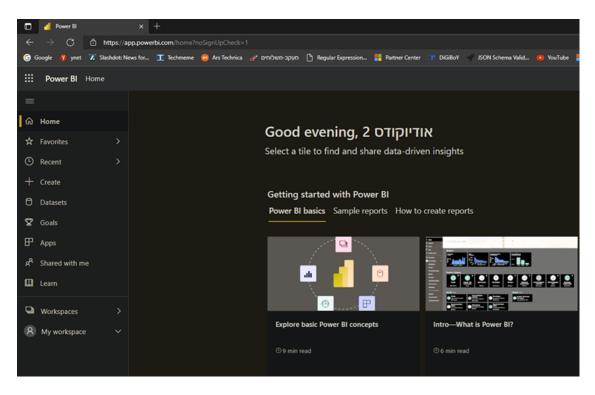
Adding Power BI Reporting to Another User

≻ To add

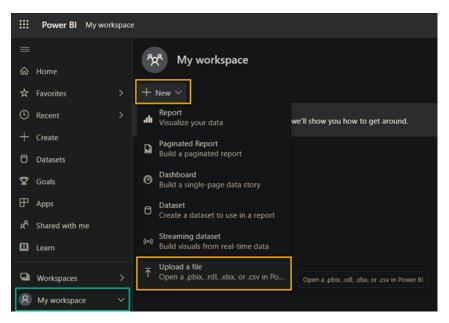
1. Sign in to the Power BI portal from here.



Your user must be licensed with an E5 Office 365 license or higher (Power BI Pro license).



 Click My workspace in the left navigation pane and then click + New and choose Upload a file.



3. In the next screen, choose the **Local File** icon and use the file browsing dialog to select and open the Meeting Insights reports template file (pbix).

| | Power BI My work | cspace | | | | | |
|-------------------|----------------------------|--------|---|--------------|--------------------------------|---------------------|---------------------|
| | | | Discover content | | | | |
| ώн | lome | | My organization | | | | |
| 🖈 Fa | avorites | | D Services | | | | |
| () R | lecent | | 🛱 Samples | | | | |
| + a | | | Create new content | | | | |
| | | | Files | | \Rightarrow | | |
| C D | Datasets | | Databases & Mo | ore | | | |
| ₽ 6 | Soals | | | Local File | | OneDrive - Business | OneDrive - Personal |
| ₽ A | pps | | | Local File | | UneDrive - Business | UneDrive - Personal |
| x ^A SI | hared with me | | 👥 Open | | | | × |
| D Le | earn | | ← → • ↑ 🗖 > This | PC → Desktop | | | |
| | | | | | | | |
| | | | Organize 👻 New folder | | | | lii + 🔳 📀 |
| Q w | Vorkspaces | | Organize - New folder | Name | Date modifier | | ize^ |
| | | | | | Date modifier 17/3/2021 18: | 02 PBIX File | |
| | Vorkspaces My workspace | | | Name | | 02 PBIX File | ize^ |
| | | | OneDrive | Name | 17/3/2021 18: | 02 PBIX File | 115 KB |
| | | | Î | Name | 17/3/2021 18: | 02 PBIX File | ize^ |
| | | | OneDrive This PC 3D Objects Desktop | Name | 17/3/2021 18: | 02 PBX File | 118 KB |
| | | | CineDrive This PC 3D Objects Desktop Documents | Name | 17/3/2021 18: | 02 PBXX File | 118 XB |
| | | | CneDrive This PC Desktop Documents Documents Documents Documents | Name | 17/3/2021 18: | 02 PBX File | 118 KE |
| | | | CineDrive This PC 3D Objects Desktop Documents | Name | 17/3/2021 18: | 02 PBX File | 118 KE |
| | | | OneDrive This PC This PC Desktop Documents Downloads Music Pictures Videos | Name | 17/3/2021 18: | 02 PBOX File | 118 KE |
| | | | ConeDrive This PC This PC Desktop Documents Documents Downloads Music Pictures Videos Windows (C:) | Name | 17/9/2021 18: | 02 PBX File | 118 KE |
| | | | ConeDrive This PC This PC Desktop Documents Downloads Music Pictures Videos Windows (C.) Windows (D.) | Name ^ | 17/9/2021 18: | 02 PBX File | |
| | | | ConeDrive This PC This PC Desktop Documents Downloads Music Pictures Videos Windows (C.) Windows (D.) | Name | 17/9/2021 18: | 02 PBX File | 118 KE |

4. View the following screen:

| | Power BI My wor | rkspace | e | | | |
|----|-----------------|---------|--|-----------------------------|-----------------|---------------------|
| | | | ්දී My workspace | | | |
| ଜ | Home | | A My workspace | | | |
| ☆ | Favorites | | + New \sim | | | |
| ٩ | Recent | | Welcome to workspaces Take a tour, and we'll | show you how to get around. | | |
| + | Create | | | | | |
| 0 | Datasets | | All Content Datasets + dataflows | | | |
| ₽ | Goals | | D Name | Туре | Owner | Refreshed |
| ₽ | Apps | | د 'powerbi_mi | Report | אודיוקודס 2 | 6/7/21, 11:54:42 PM |
| RR | Shared with me | | | | | |
| ۵ | Learn | | | Dataset | אודיוקודס 2 טסט | 6/7/21, 11:54:42 PM |
| 0 | Workspaces | | ewerbi_mi.pbix | Dashboard | אודיוקודס 2 טסט | |
| | workspaces | | | | | |
| 8 | My workspace | ~ | | | | |

5. Configure data source (make sure you've been granted permissions for accessing the gateway) on the **Dataset** object by clicking the vertical ellipsis and choosing **Settings**.

| م م + New | My workspace | | | | | | |
|-----------------|------------------------------|---|----|-------|---------------------|-----------------|---------------------|
| All | Content Datasets + dataflows | | | | | | |
| D | Name | | | | Туре | Owner | Refreshed |
| alı | powerbi_mi | | | | Report | אודיוקודס 2 טסט | 6/7/21, 11:54:42 PM |
| | powerbi_mi | Ö | IJ | | Dataset | אודיוקודס 2 טסט | 6/7/21, 11:54:42 PM |
| Ø | powerbi_mi.pbix | | | Ana | lyze in Excel | אודיוקודס 2 טס | - |
| | | | | Crea | te report | | |
| | | | | Crea | te paginated report | | |
| | | | | Dele | te | | |
| | | | | Get | quick insights | | |
| | | | | Secu | ırity | | |
| | | | | Rena | ame | | |
| | | | | Setti | ings | | |
| | | | | Dow | nload the .pbix | | |
| | | | | Man | age permissions | | |
| | | | | View | / lineage | | |

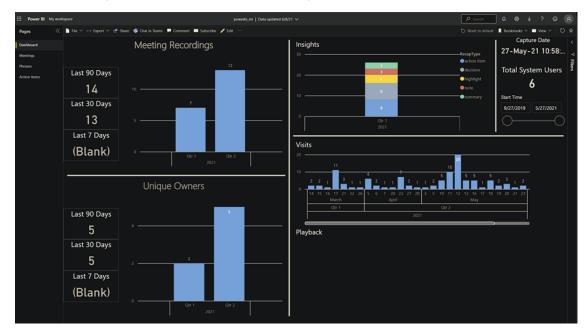
6. Choose the correct data-source under 'Maps to', then click Apply.

| General | Alerts | Subscriptions | Dashboards | Datasets | Workbooks | | | | | | | |
|----------|--------|---------------|------------|----------|---|---|-----|--|-----------------------------------|---------------|----------|----|
| | | | | Settin | igs for power | bi_mi | | | | | | |
| powerbi_ | mi | | | Refresh | <u>history</u> | | | | | | | |
| | | | | ▲ Gatev | way connection | | | | | | | |
| | | | | | | e sure the computer is online a lease select the corresponding | | | <u>Gateways</u> . If you're using | g an On-premi | ses data | |
| | | | | Use a | n On-premises or \ | VNet data gateway | | | | | | |
| | | | | | On | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | Gateway | Department | 60 | ntact information | Status | | Action | |
| | | | | | Gateway | Department | Co | ntact information | Status | | Action | 15 |
| | | | | | Gateway | | | ntact information diocode1.hl@matna | | | | 15 |
| | | | | | | ghts P | | | | | | |
| | | | | D | MeetingInsi | ghts P | auc | | ⊘ Running on MI- | | | |
| | | | | D | MeetingInsi | ghts P ed in this dataset: | auc | diocode1.hl@matna | ⊘ Running on MI- | | | |
| | | | | D | MeetingInsi tata sources include ODBC("connet | ghts P ed in this dataset: | auc | diocode1.hl@matna Maps to: MongoD | ⊘ Running on MI- | | | |
| | | | | D | MeetingInsi tata sources include ODBC("connet | ghts P ed in this dataset: | auc | diocode1.hl@matna Maps to: MongoD | ⊘ Running on MI- | | | |

7. Refresh the source data (fetched from the gateway) to make sure reports are up to date.

| ⁸ දි | My workspace | | | |
|-----------------|------------------------------|-----------|-----------------|--------------------|
| + New | \checkmark | | | |
| All | Content Datasets + dataflows | | | |
| D | Name | Туре | Owner | Refreshed |
| .du | powerbi_mi | Report | אודיוקודס 2 טסט | 6/8/21, 2:59:46 AM |
| | powerbi_mi 🕐 🎣 🗄 | Dataset | אודיוקודס 2 טסט | 6/8/21, 2:59:46 AM |
| Ø | powerbi_mi.pbix | Dashboard | אודיוקודס 2 טסט | — |

8. Click the report or the dashboard to view the processed data.



Remedy Installation



If you encounter the following error while installing the Power BI gateway, refer to the instructions below to fix it.

| ~ | ? | × |
|--|---|---|
| $\subset \hspace{-1.5cm}$ On-premises data gateway | | |
| You are signed in as double generating incident and are ready to register the gateway. | | |
| | ^ | |
| Error generating an asymmetric key. Exception message: Key not valid for use in specified state. | | |
| Key not valid for use in specified state. | | |
| Server stack trace: | ~ | |
| | | |
| New on-premises data gateway name * | | |
| MeetingInsights PowerBI gateway | | |
| Add to an existing gateway cluster Learn more | | |
| Recovery key (8 character minimum) * | | |
| ••••• | | |
| ① This key is needed to restore the gateway and can't be changed. Record it in a safe place. | | |
| Confirm recovery key* | | |
| ••••• | | |
| We'll use this region to connect the gateway to cloud services: West Europe Change Region | | |
| Provide relay details (optional) By default, Azure Relays are automatically provisioned | | |
| Configure Cancel | | |
| | | |

> To remedy the error:

- **1.** Open a Remote Desktop connection to the backend Meeting Insights server.
- 2. Uninstall any on-premises gateway installation on the machine (if there is).
- Set 'Microsoft Edge' as the default browser in Settings > Apps > Default Apps > Web browser.

| ← Settings | |
|----------------------|----------------------|
| යි Home | Default apps |
| Find a setting $ ho$ | Maps |
| Apps | + Choose a default |
| iΞ Apps & features | Music player |
| 🗄 Default apps | Vindows Media Player |
| Apps for websites | |
| | Photo viewer |
| | Paint Paint |
| | Video player |
| | Windows Media Player |
| | Web browser |
| | Microsoft Edge |

Turn off 'IE enhanced security' mode temporarily until the end of the gateway installation:
 Open Server Manager > Local Server > click IE Enhanced Security Configuration > Off.

| Server Manager € ▼ Server Man | nager • Local Ser | ver | | |
|--|---|---|---|---|
| Dashboard Local Server All Servers File and Storage Services ▷ | PROPERTIES For bot-snapnet Computer name Workgroup | bot-snapnet WORKGROUP | Last installed updates Windows Update Last checked for updates | Never Never check for updates Never |
| | Windows Defender Firewall Remote management Remote Desktop NIC Teaming Ethernet | Public: On Enabled Enabled Disabled IPv4 address assigned by DHCP, IPv6 enabled | Windows Defender Antivirus Feedback & Diagnostics IE Enhanced Security Configuration Time zone Product ID | Real-Time Protection: On Settings On (UTC) Coordinated Universal Time 00430-00000-00000-AA843 (activated) |
| | Operating system version Hardware information | Microsoft Windows Server 2019 Datacenter Microsoft Corporation Virtual Machine | Processors Installed memory (RAM) Total disk space | Intel(R) Xeon(R) Platinum 8272CL CPU @ 7 GB 140.51 GB |



5. Download the latest Power BI gateway installation. Run the downloaded installer exe and go through the initial installation.

| ← On-premises data gateway installation | ? × |
|---|--------|
| Installing your on-premises data gateway. | |
| Please wait | |
| | |
| | |
| | |
| | |
| | |
| | Cancel |

6. Enter the E5 user login name (or one with a Power BI license) and then click Sign in.

| 🗘 On-premises data gateway | | ? |
|---|---------|-----------------|
| Almost done. | | |
| Installation was successful! | | |
| Email address to use with this gateway* | | |
| TeamsTestUser2@ai-logix.net | | |
| Next, you need to sign in to register your gateway. | | |
| ren, you need to sign in to register your gatemay. | | Sign in options |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Sign in | Cancel |

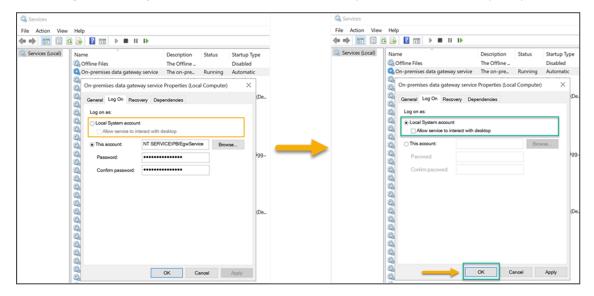
7. In the login window that pops up, enter the same user login and password.

| ign in to y | your account | |
|-------------|--|--|
| | Microsoft Azure | |
| | Microsoft | |
| | Sign in | |
| | TeamsTestUser2@ai-logix.net × | |
| | Can't access your account? | |
| | | |
| | Back Next | |
| | | |
| | | |
| ign in to y | your account | |
| | Microsoft Azure | |
| | | |
| | Microsoft | |
| | \leftarrow teamstestuser2@ai-logix.net | |
| | Enter password | |
| | ••••••••• | |
| | Forgot my password | |
| | Signin | |
| | Sign in | |
| | | |
| | Sign in | |

8. When reaching the registration stage, *do not continue* and open the services applet (services.msc).

| • | ata gateway | | |
|---|----------------------------|--------------------|-----------|
| You are signed in as Teams gateway. | TestUser2@ai-logix.net and | l are ready to reg | ister the |
| Register a new gateway on | this computer. | | |
| Migrate, restore, or takeove Move a gateway to a new Recover a damaged gatew Take ownership of a gatew The old gateway will be disc | v computer way way | | |
| | | | |
| | | | |
| | | | |
| | _ | | |

- Under 'Services', locate On-premises data gateway service and open its properties > Log on tab.
- **10.** Change to **Local System account** and click **OK** ('ok' any further confirmation prompts).



11. Restart the service.

| File Action View | Help | | |
|--------------------|--|----------------------------|--------|
| 🗭 🔿 🚾 🖾 🤇 | à 🔂 🚺 🖬 🕨 🖬 🕪 | | |
| 🦂 Services (Local) | Name Q Offline Files | Description The Offline | Status |
| | On-premises data gateway service | The on-pre | Runnin |
| | OpenSSH Authentication Agent | Start | |
| | Q Optimize drives | Stop | |
| | 🖏 OVOC Alarms Agent | Pause | |
| | 🖏 OVOC Main Agent | Resume | |
| | Payments and NFC/SE Manager | Restart | |
| | Performance Logs & Alerts | All Tasks | > |
| | Phone Service | Refresh | |
| | Rortable Device Enumerator Service | Properties | |
| | Power | Help | |
| | Print Spooler Printer Extensions and Notifications | | |

- 12. Go back to the Power BI gateway registration window and click Next.
- **13.** Enter the gateway name and the recovery key (any string 8 chars or longer) and click **Configure**.

| 🗘 On-premises data gateway | ? | ; |
|---|---|---|
| You are signed in as TeamsTestUser2@ai-logix.net and are ready to register the gateway. | | |
| New on-premises data gateway name* | | 1 |
| mi_gateway | | 1 |
| Add to an existing gateway cluster Learn more Recovery key (8 character minimum)* This key is needed to restore the gateway and can't be changed. Record it in a safe place. Confirm recovery key* | |] |
| •••••• | | 1 |
| We'll use this region to connect the gateway to cloud services: West Europe <u>Change Region</u> <u>Provide relay details (optional)</u> By default, Azure Relays are automatically provisioned | | |
| << Back Configure | ÷ | |

14. View a message displayed indicating a successful process and then click Close.

| Ct On-pro | emises data gateway | ? | × | |
|------------------|--|-----|---|--|
| Status | ⊘ The gateway mi_gateway is online and ready to be | | | |
| Service Settings | used. | | | |
| Diagnostics | Gateway version number: 3000.154.3 (December 2022) | | | |
| Network | Help us improve the on-premises data gateway by sending usage information to Microsoft. | | | |
| Connectors | Read the privacy statement online | | | |
| Recovery Keys | Logic Apps, Azure Analysis Services <u>Create a gateway in Az</u> West Europe | ure | | |
| | Power Apps, Power Automate West Europe | dy | | |
| | Power BI Default environment | dy | | |
| | | | | |
| | Close | | | |

11 Installing Meeting Insights Teams Add-In

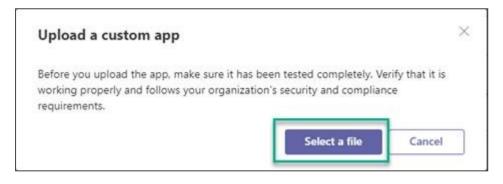
The procedure described here shows how to install Meeting Insights Teams Add-In.

To install the Meeting Insights Teams Add-In:

1. Log in to the Teams administration portal as Office 365 administrator.

| ₿ | Manage apps - Microsoft Tear | | Sign in to Microsoft Azure X n.teams.microsoft.com/polici | Sign in to Microsoft Azure | X AudioCodes Login | × + |
|----------|------------------------------|---------------------|--|------------------------------------|---------------------------------------|-------------------------------|
| œ, | AudioCodes Login | | | | | |
| | Microsoft Teams ad | min center | | | | |
| | | ≡ | | | | |
| බ | Dashboard | | Managaanne | | | |
| දිරිපි | Teams | ~ | Manage apps When you are managing app | s for your organization, you are c | ontrolling what apps are available to | o users in your |
| ا | Devices | \sim | organization's app store. You specific users. Learn more | can then use app permission and | app setup policies to configure whi | at apps will be available for |
| ø | Locations | ~ | | | | |
| දර | Users | | Pending approval | | | |
| Ē | Meetings | ~ | , cours approve | | | |
| E | Messaging policies | | O Submitted custom apps | O Updated custom apps | | |
| œ | Teams apps | • 🤕 | | opulta union appr | | |
| | 📏 Manage apps < | | | | | |
| | Permission policies | and a second second | + Upload | Slock & Add to team | 883 items | |
| | Setup policies | | Name T | Certification ① | Publisher | Publishing status |

2. Click Select a file.



3. Select the manifest file, making sure it is a zip archive.

| | folder A | Date modified | Туре | Size |
|----------------------|------------------|--------------------|------------------|------|
| Quick access Desktop | 🖌 🚺 TeamsApp.zip | 2/14/2021 10:39 AM | Compressed (zipp | 8 K |
| Jownloads | | | | |
| Documents | * | | | |
| E Pictures | * | | | |
| AUDIOCODES | * | | | |

- **4.** After successfully adding the zip file to Teams, on the Teams client, click the '3-dots (...)' button on the lower-left shortcut bar.
- 5. Select the recently installed Meeting Insights Teams App. A Meeting Insights[®] icon is added to the navigation bar.

| $\langle \rangle$ | | | | Q Search | |
|-------------------|----|-----------------|--------------------|-------------|--|
| L.C. Activity | mi | Meeting Insight | S View my meetings | Action Item | s About |
| E) Chat | | | | | |
| ငံြိာ Teams | | O Scorth | | | Data All as Duran All as Daticipates All as |
| tt Calendar | | Q Search | | | Date: All V Owner: All V Participants: All V |
| Salls - | | Date | Duration | Owner | Meeting Name |
| Files | | 11:58 AM | Ø | OG | MIA - Reinstall & First training se |
| Meeting In | | ☆ Feb 11 | Ø | čw | |

12 Viewing User Statistics

The Dashboard screen provides the administrator with vital statistics about users' 'consumption' of the Meeting Insights application.

• The Dashboard opens by default after signing in to Meeting Insights as Administrator.

• To access the Dashboard from 'Settings', click the **U** icon in the uppermost left corner.



- View global statistics about Meeting Insights users consumption.
 - Total Users (in the preceding figure it is 15)
 - Total Recordings (in the preceding figure it is 2664)
 - Local Application Storage Used Size (in the preceding figure, Free Space is 18.41 GB and Used Space is 13.59 GB)
- Use the time filter to enable viewing statistics about Meeting Insights users consumption over a specific time frame.
 - Click Last Year to select either
 - Last Year (default)
 - Last Month
 - Last Week
 - Last Day
 - Customize
 - Select **Customize**; in the activated From/To fields, define specific dates from which and until which to display usage statistics, and then click the **Display** button.

Point your mouse over a spike in the graph as shown in the next figure.



• View for that date and time the total number of recordings which users made.

13 Microsoft Graph Permissions' Definitions

| Permission | Туре | Display Name | Description |
|---|------|---------------------------------------|--|
| TeamsAppInstallation.ReadWriteForChat.All | Арр | Manage Teams apps for all chats | Allows the app to read, install, upgrade, and uninstall Teams apps in any chat, without a signed-in user. Does not give the ability to read applic- ation-specific settings. Component: MI app |
| TeamsTab.Create | Арр | Create tabs in Microsoft Teams | Allows the app to create tabs in any team in Microsoft Teams, without a signed-in user. This does not grant the abil- ity to read, modify or delete tabs after they are created, or give access to the content inside the tabs. Component: MI app |

The table below shows the Microsoft Graph permissions.

| Permission | Туре | Display Name | Description |
|-------------------------------|------|--|--|
| TeamsTab.ReadWriteForChat.All | Арр | Allow the Teams app to manage all tabs for all chats | Allows a Teams app to read, install, upgrade, and uninstall all tabs for any chat, without a signed-in user. Component: MI app |
| User.Read.All | Арр | Read all users' full profiles | Allows the app to read user profiles without a signed-in user. Component: MI app |
| Calls.AccessMedia.All | Арр | Access media streams in a call as an app | Allows the app to get direct access to media streams in a call, without a signed-in user. Component: Teams Bot app |
| Calls.JoinGroupCall.All | Арр | Join group calls and meetings as an app | Allows the app to join group calls and sched- uled meetings in your organ- ization, without a signed-in user. The app will be joined with the privileges |

| Permission | Туре | Display Name | Description |
|---|------|--|---|
| | | | of a directory user to meet- ings in your organization. |
| | | | Component: Teams Bot app |
| OnlineMeetings.Read.All | Арр | Read online meeting details | Allows the app to read online meeting details in your organization, without a signed-in user. |
| | | | Component: Teams Bot app |
| Chat.ReadBasic.All | Арр | Read basic chat | Allows the app to read online meeting details when Mia is added ad-hoc. Component: Teams Bot app |
| Calendars.ReadWrite *Customer tenant deployment only | Арр | Read and write cal- endars in all mailboxes | Allows the app to create, read, update, and delete events of all calendars without a signed-in user. Component: Mia daemon |
| Mail.Read * Customer tenant deployment only | Арр | Read mail in all mail- | Allows the app to read mail in |

| Permission | Туре | Display Name | Description |
|----------------|-----------|---|--|
| | | boxes | all mailboxes without a signed-in user. |
| | | | Component: Mia daemon |
| Email | Delegated | View users' email address | Allows the app to read your users' primary email address. Component: MI app |
| offline_access | Delegated | 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 per- missions. Component: MI app |
| Openid | Delegated | Sign users in | Allows users to sign in to the app with their work or school accounts and allows the app to see basic user profile information. Component: MI app |

| Permission | Туре | Display Name | Description |
|------------|-----------|-------------------------------------|--|
| Profile | Delegated | View users' basic profile | Allows the app to see your users' basic profile (name, picture, user name). Component: MI app |
| User.Read | Delegated | Sign in and read user profile | Allows users to sign-in to the app, and allows the app to read the profile of signed-in users. It also allows the app to read basic company information of signed-in users. Component: MI app |

13 Adding Meeting Insights App to Organization's Teams Store

This section describes how to add the Meeting Insights app to your organization's Microsoft Teams Store. This is done through Microsoft's Teams admin center.

- > To add Meeting Insights app to Teams store:
- 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.
 - Search for the Meeting Insights app, and then from Actions drop-down menu, choose Delete:

| | Microsoft Teams admin center | | | | | | | | |
|--------|------------------------------|---|-----------|--|--|--|--|--|--|
| ≡ | | Manage apps \ Meeting Insights | 2 | | | | | | |
| ŵ | Home | | | | | | | | |
| දිරිදු | Teams \checkmark | Meeting Insights | Actions ~ | | | | | | |
| පී | Users \checkmark | Audiocodes inc | в | | | | | | |
| \$ | Teams devices \sim | Status ^① New version ▲ Allowed T Upload file | | | | | | | |
| ₿ | Teams apps | Published version | | | | | | | |
| | Manage apps | 1.0.0 | | | | | | | |

- 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:

| = | Microsoft Teams ad | lmin center | | | | | |
|--|---------------------------------------|-------------|----------------------------|-----------------|-----------------|-----------|---|
| (Ω) (1) (1) (1) (1) (1) (1) (1) (1) (1) (1 | Dashboard Teams Devices | = ~ ~ | | | | | vailable to users in your figure what apps will be available for |
| 0 | Locations | ~ | specific users. Learn more | | | | |
| 83 ₩ | Users Meetings | ~ | Pending approval | | | | |
| Ę | Messaging policies | | O Submitted custom apps | 0 Updated cu | stom apps | | |
| 8 | Teams apps | | | | | | |
| | Manage apps | | | | | | |
| | Permission policies Setup policies | | + Upload | Ø Block | Certification ① | 883 items | Publishing status |

- 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:

| | Microsoft Teams admin center | | | | | | | |
|------|------------------------------|---|---|--|--|--|--|--|
| | | ≡ | Manage apps \ Meeting Insights | | | | | |
| ଜ | Dashboard | | | | | | | |
| දීරී | Teams | | Meeting Insights | | | | | |
| ا | Devices | | Audiocodes Inc Version 2.0.39 T Update Delete | 0 | | | | |
| ۲ | Locations | | By usin | g this app, your users o the Privacy policy | | | | |
| දිරි | Users | | Publishing status () agree t Published ~ and Ter | | | | | |
| Ē | Meetings | | Status ① | | | | | |
| Ę | Messaging policies | | Allowed | | | | | |
| ₿ | Teams apps | | | | | | | |
| | Manage apps | | About Permissions Settings | | | | | |
| | Permission policies | | Details | | | | | |
| | Setup policies | | Short name | Categories | | | | |
| | Customize store | | Meeting Insights | | | | | |
| ଙ୍କ | Voice | | Short description | Scope | | | | |
| | Policy packages | | AudioCodes Meeting Insights | Team, Group chat, Personal | | | | |
| Â | Analytics & reports | | App ID 49cad6b6-be04-4e4b-a228-91e051e879f3 | Publisher Audiocodes Inc | | | | |
| ٢ | Org-wide settings | ~ | 4564000-8604-4640-8220-516051601515 | Addiocodes inc | | | | |

d. Send AudioCodes the App ID.

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:

| $\langle \rangle$ | | | | Q Search | n |
|-------------------|---------------|------------------|------------------|--------------|--|
| ر الم Activity | (mi) | Meeting Insights | View my meetings | Action Items | s About |
| E) Chat | | | | | |
| ငိုိာိ Teams | | | | | |
| Calendar | | Q Search | | | Date: All V Owner: All V Participants: All V |
| Galls | | Date | Duration | Owner | Meeting Name |
| Files | | 11:58 AM | Ø | og | MIA - Reinstall & Fest training ac |
| Meeting In | | 公 Feb 11 | B | ĊW | |



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.

| | Microsoft Teams admi | n center | | 𝒫 Search | |
|--------------|----------------------|----------|--|---------------------------|---------------|
| ≡ | | | | | |
| ഹ | Dashboard | | App setup policies | | |
| ^ <u>\</u> ^ | Teams | ~ | App setup policies control how apps are made available to a user with the Teams app. U and customize it or create custom policies and assign them to a set of users. Learn more | | policy |
| RR | Users | ~ | | | |
| 品 | Teams devices | ~ | App setup policies summary | | |
| ₿ | Teams apps | ^ | 2 1 | | |
| | Manage apps • | | Default policies Custom policy | | |
| | Permission policies | | | | |
| 1 | Setup policies | | Manage policies Group policy assignment | | |
| | Customize store | | | | |
| ** | Meetings | \sim | + Add 🖉 Edit 🕼 Duplicate 📋 Delete 💭 Reset Global policy 👸 Manag | e users 🗸 | |
| Ţ | Messaging | ~ | ✓ Name↓ | Description | Custom policy |
| S | Voice | ~ | Global (Org-wide default) | | No |
| ٩ | Locations | ~ | SmallMediumBusiness_BusinessVoice | This is a SmallMediumB | Yes |
| ٦ | Enhanced encrypt | | FirstLineWorker | This is a default app set | No |

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.

| III Mie | licrosoft Teams adn | nin cente | r | | | | و م | Search |
|---------------------|-------------------------------|-----------|---------------|--|------------------|---|--|---------------------|
| = | | | App setup pol | icles \ Global | | | | |
| 🕢 Dast | shboard | | Glob | al (Org-wide default) | | | | |
| ጎተ Tean | ims | ~ | Default | policy for users who aren't assigned to | a policy. | | | |
| я ^р User | ers | ~ | | | | | | |
| 紀 Tean | ims devices | ~ | Uploa | d custom apps 💿 | | On | | |
| 😫 Tean | ims apps | ^ | User p | ainning 💿 | |) On | | |
| Man | inage apps • | | | | | | | |
| | mission policies | | Choose | ed apps which apps and messaging extensions | you want inst | alled in your users' personal Teams o | environment and in meetings th | ey create. Users ca |
| | tup policies stomize store | | + Add | apps × Remove 1 item | | | | |
| E Mee | | ~ | × . | Name | Αρρ ID | | Publisher | |
| 💭 Mes | | ~ | | 💭 Mia app | ab7bd922 | 915f-4a12-bc19-eb8bf0d8e1 | Authorates Inc. | |
| & Voic | ice | ~ | | | | | | |
| 🚱 Loca | cations | ~ | Pinned a | d apps opps are installed for people assigned t | o this policy. S | elect apps to pin to the app bar, me | issaging extensions, and meetir | ng extensions; ther |
| (i) Enha | nanced encrypti | | -h Add | apps ↑ Move up ↓ Move down (| V Damma I | 7 itans | | |
| Polic | icy packages | | | App bar () | | Messaging extensions () | Meeting extensions | 0 |
| i⊟ Plan | nning | ~ | 1 | Activity | = | | | |
| ⊬ Anal | alytics & reports | ~ | 2 | Chat | = | No pinned apps | (i) No pinned | apps |
| D Noti | tifications & ale | ~ | 3 | Teams | = | | | |
| () Othe | her settings | ~ | 4 | Calendar | = | | | |
| | ow pinned | | 5 | Calling | _ | | | |
| Show | ow prineu | | 6 | Files | _ | | | |
| | | | 7 | _ | | | | |
| | | | 7 | Teams Bot Test Ron 5 | = | | | |
| | | | Sa | Cancel | | | | |
| | | | | | | | | |

- **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.

| | Microsoft Teams admin | center | | | | ,∕⊂ Search | | |
|----------------|-----------------------|--------|---|------------|-------------|-------------------------|---------|---------------|
| = | | | | | | | | |
| ŵ | Dashboard | | App setup policies | | | | | |
| * * | Teams | ~ | App setup policies control how apps are and customize it or create custom polici | | | rg-wide default) policy | | |
| R ^R | Users | ~ | | | | | | |
| 43 | Teams devices | ~ | App setup policies summary | | | | | |
| B | Teams apps | ^ | 2 1 | | | | | |
| | Manage apps • | | Default policies Custom p | policy | | | | |
| | Permission policies | | | | | | | |
| | Setup policies | | Manage policies Group policy | assignment | | | | |
| | Customize store | | | | | | | |
| | Meetings | ~ | + Add 💼 Remove 0 item | | | | | |
| Ţ | Messaging | ~ | ✓ Group name ① | Rank 1 | Group email | Assigned policy | | |
| S | Voice | ~ | | | | | | |
| ø | Locations | ~ | | | | | | |
| 0 | Enhanced encrypti | | | | | | | |
| ÷ | Policy packages | | | | | | No data | is available. |

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

| III Microsoft Teams admin ce | Ater D Sauch | |
|-----------------------------------|---|--|
| = | | Assign policy to group If users of the selected group have any direct |
| E Deshboard | App setup policies | assignments than it will override group assignments. Learn more about effective policy |
| ₩ Teams ~ | Ago setup policies control hom appois en made exelution to a care rath the Team sage. Use the Crobic (Dg-vide default) policy, and cubmiss) for croater cubmin policies and careful hom and and careful and the company. | and precedence rules. |
| g ^R Users ~ | | Select a group Image: Select a group |
| Rb. Teams devices | App setup policies summary | 3 users 12 |
| 🗄 Tearrs apps 🦟 | 2 2 | Select a policy |
| Manage apps * | Oxfut pation Cutter police | MeetingInsights Y |
| Permission policies | | Select rank 💿 |
| Setup policies Customize store | Manage policies Group policy adjument | 1 Select rank 1, If you want the selected policy should be |
| 🗎 Meetings 🗸 | + Add (§ factions @ laten | effective for all users in the selected group. |
| (#I Messaging 、 | Ompirem () Bank T. Ong mail: A Jurgest pulsy. | |
| & Voice 、 | | |
| Locations | | |
| Enhanced encrypti | | |
| Policy packages | No deta is avrilibile. | |
| III Planning ~ | | |
| 🗠 Analytics & reports 🕓 | | |
| Notifications & ale | | |
| Other settings | | |
| ··· Show pirned | | |
| | | |
| | | |
| | | |
| | | Apply Cancel |

14 Proof of Concept

The ability of Meeting Insights to meet business challenges and expedite business objectives can be demonstrated in a Proof of Concept (POC).

View details under:

Hosted by Customer below

Overview of Terms and Conditions for POC on the next page

Hosted by Customer

In a collaborative trial (POC) hosted by the customer, the following requirements will be necessary:

Minimum Server Requirements for POC below

Virtual Assistant/Teams Bot below

Meeting Insights Application Server below

Media Storage Space below

Al Engine Servers (Voice Commands, Speaker Identification) below

See also:

Overview of Terms and Conditions for POC on the next page

Minimum Server Requirements for POC

The following specification is recommended for the recording of up to four concurrent meetings. See Minimum Server Requirements on page 10 for more information.

Virtual Assistant/Teams Bot

- Windows Server 2019
- VM node of size Ds2_v2

Meeting Insights Application Server

- Windows Server 2019
- 64 GB data disk for logs and database

Recommended: D2as_v4 (2 vCPUs, 8GB RAM)

Media Storage Space

Azure Blob storage space for recordings and meta-data.

Al Engine Servers (Voice Commands, Speaker Identification)

- Windows Server 2019
- Recommended: F8s_v2 (8 vCPUs, 16GB RAM)

Overview of Terms and Conditions for POC

The following Terms and Conditions will apply: Customer Responsibilities below AudioCodes Responsibilities during the POC below Post-Trial Responsibilities below

Customer Responsibilities

In a POC, the customer is responsible for providing

- a minimum of 10 users who will use Meeting Insights' Advanced license for a two-month free trial (excluding Premium Transcription services).
- a project lead / owner who will meet with a Meeting Insight's Customer Success manager on bi-weekly calls.
- all resources, including virtual machines, Azure resources requirements, network and application access security, maintenance of the resources (Windows updates, etc.), configuration changes to Teams Tenant and all billing. AudioCodes will assist, as needed.

AudioCodes Responsibilities during the POC

AudioCodes' responsibilities during the POC are to:

- Provision, provide technical support and train customer's staff on configuring and using the Meeting Insights application.
- Provide a Meeting Insights Customer Success manager to provide support to the customer during the trial period.
- If Meeting Insights is deployed in AudioCodes' Azure Tenant, then AudioCodes will be responsible for providing all necessary machines and storage requirements.

Post-Trial Responsibilities

After Meeting Insights' trial (POC) ends, the customer is not obligated to make any payment or purchase the Meeting Insights software or professional services.

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