

Meeting Insights



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Related Documentation

Document
Meeting Insights Administrator's Manual
Meeting Insights User's Manual

Document Revision Record

LTRT	Description
12600	Initial document release

LTRT	Description
12604	Version 2.2.0
12605	Version 2.3.0
12606	Patch Build 2.2.0
12607	Version 2.3.0
12608	Version 3.0
12609	Version 3.08

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1 Introduction

This document describes the software version releases of AudioCodes' Meeting Insights. It describes the [new features](#) per version.

2 What's New!

This section describes the new features per the released version.

Version 3.08

- Improvements were made to AI Insights.
- To generate a meeting Outline, users must run it after the meeting separately; it's not auto-generated with all other recaps.
- New AI-generated recap types:
 - Questions and Answers (Q&A): AI identifies questions asked about subjects discussed in the meeting and their answers. They're displayed under the 'Recap' tab as 'Q&A'.
 - Issues and Solutions: AI identifies issues raised in the meeting and their solutions if provided. They're displayed under the 'Recap' tab as 'Issues and Solutions'.
- A new admin setting has been added: **User Settings > Automatic AI**

User Settings

☐ Admin

☒ Meeting Insights ○ Minutes

☒ Import Meeting

☐ Premium Transcription

☒ Restricted External Share

☒ Public external share

☐ Auto Can Edit

☐ Enable Microsoft Recording Notice

☐ Automatic Ai

Retention

Unlimited (Default) ▼

☐ Authorized To Exclude Meetings

Representatives

🔍 Search By Name,Email

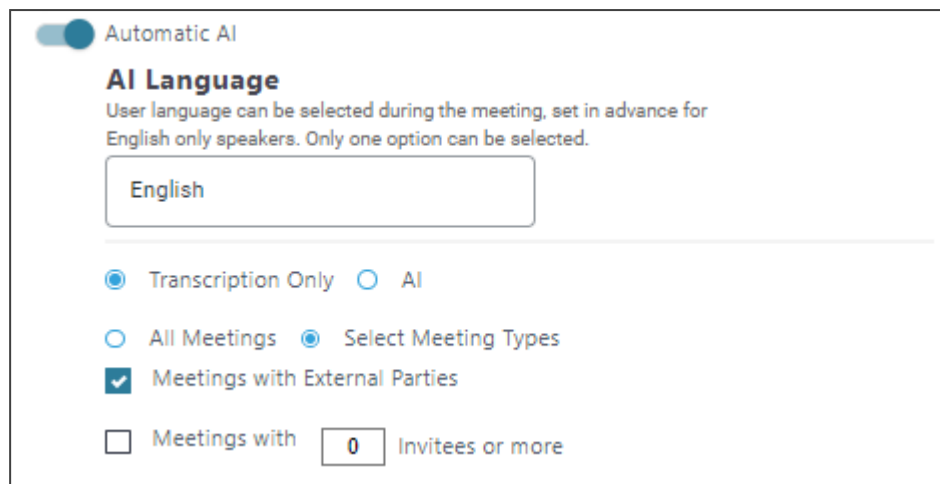
* It may take up to 30 minutes for the system to apply changes in the settings

Cancel Apply

Admin can configure this setting per user per scenario so that AI and STT will automatically be generated without requiring the user to manually trigger them.

■ 'Automatic AI' settings

- Admin can configure Transcription to run automatically for users.



☒ Automatic AI

AI Language
User language can be selected during the meeting, set in advance for English only speakers. Only one option can be selected.

English

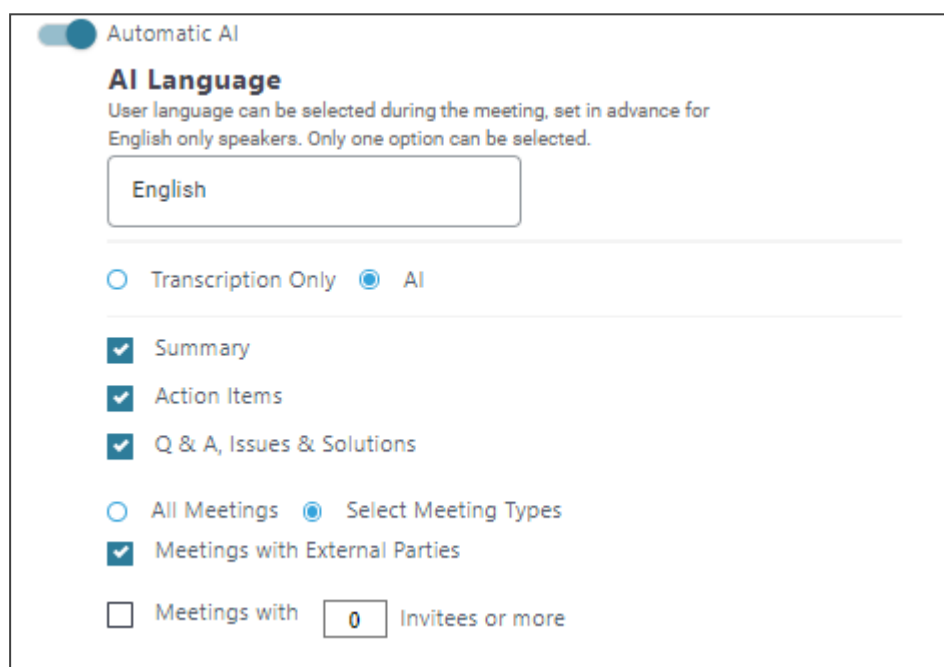
☒ Transcription Only ☐ AI

☐ All Meetings ☒ Select Meeting Types

☒ Meetings with External Parties

☐ Meetings with Invitees or more

- Admin can configure AI to run automatically for users.



☒ Automatic AI

AI Language
User language can be selected during the meeting, set in advance for English only speakers. Only one option can be selected.

English

☐ Transcription Only ☒ AI

☒ Summary

☒ Action Items

☒ Q & A, Issues & Solutions

☐ All Meetings ☒ Select Meeting Types

☒ Meetings with External Parties

☐ Meetings with Invitees or more

- ◆ For all Meeting Insights meetings
- ◆ For meetings of a specific type:
 - External participants
 - More than x number of invitees

User Settings

Admin

Meeting Insights

Minutes

Import Meeting

Premium Transcription

Restricted External Share

Public external share

Auto Can Edit

Enable Microsoft Recording Notice

Automatic AI

AI Language

User language can be selected during the meeting, set in advance for English only speakers. Only one option can be selected.

English

Transcription Only

AI

All Meetings

Select Meeting Types

Meetings with External Parties

Meetings with

0

Invitees or more

Retention

Unlimited (Default)

Authorized To Exclude Meetings

Representatives

Search By Name,Email

*It may take up to 30 minutes for the system to apply changes in the settings

Cancel

Apply

- New customers usage dashboard in PowerBI.
- AI can be generated for English meetings that are up to four hours long and for Hebrew meetings that are up to two and a half hours long.
 - If meetings are longer, Summary and AI will be unavailable.

- If a meeting comes close to the restricted length or marginally exceeds it, customers can perform a trim to make it shorter so that Summary and AI will function; if these features nonetheless don't function, customers can contact support.
- When using multiple languages, admin can configure the language for AI for a specific user/owner, exempting the user/owner from having to set it.

User Settings

☐ Admin
 ☒ Meeting Insights
 ☐ Minutes

☒ Import Meeting
 ☐ Premium Transcription
 ☒ Restricted External Share
 ☒ Public external share
 ☐ Auto Can Edit
 ☐ Enable Microsoft Recording Notice
 ☒ Automatic Ai

AI Language

User language can be selected during the meeting, set in advance for English only speakers. Only one option can be selected.

Selectable

☒ All Meetings
 ☐ Select Meeting Types

☒ Automatic Ai

AI Language

User language can be selected during the meeting, set in advance for English only speakers. Only one option can be selected.

Selectable

☒ All Meetings
 ☐ Select Meeting Types

☒ Automatic Ai

AI Language

User language can be selected during the meeting, set in advance for English only speakers. Only one option can be selected.

English

☐ All Meetings
 ☒ Select Meeting Types


☒ Meetings with External Parties
 ☐ Meetings with Invitees or more

Version 3.0

■ Meeting Insights powered by Artificial Intelligence (AI)


- Users can generate a 'Summary', 'Outline' and 'Action Items' of a meeting recording **powered by artificial intelligence (AI)**.
- AI-powered meeting summaries, outlines and action items can be generated immediately after the meeting, saving users time and helping them find crucial information faster.
 - ◆ The 'Summary', 'Outline' and 'Action Items' tabs are under 'Recap'.
 - ◆ 'Summary' is presented in two ways: A bullet list indicating the main points of the meeting recording, under section **Bullet-Point Summary**, and under headings capturing the main issues that arose, under section **Summary**.
- 'Outline' presents the meeting's table of contents, including an indication of each topic's starting time relative to the beginning of the meeting. Users can click any topic in the table of contents to start playing a meeting recording from that topic.
- 'Action Items' - under 'Suggested Action Items', meeting owners can approve, edit or delete; meeting participants will view the owner's approved Action Items.

■ Activate AI Summary

- Users can generate AI
 - ◆ during a meeting, in the side panel, while Mia is recording -or-
 - ◆ after a meeting has been recorded (via the **AI not active** icon  in list view) -or-
 - ◆ after the meeting, in list view, via the vertical ellipsis menu -or-
 - ◆ after the meeting, in the meeting itself



It may take several minutes for AI insights to be generated. AudioCodes provides an email notification after AI insights are generated.

- **AI icon**  in meetings list view enables users to identify meetings on which AI was activated.
- **Filter by AI** icon in meetings list view enables users to display only those meetings on which AI was activated.
- **Sharing AI Insights:** AI insights can be shared with colleagues and customers. The content is generated by an artificial intelligence model. It may occasionally generate inaccurate information. Before sharing it, best practice is to review and edit the content to ensure accuracy and relevance.
- When sharing a meeting with external participants, updated AI insights will be viewed by them.

- Meeting language is displayed in list view (if 'Language' was set by the user or if it was detected).

■ **Snippets.** In the player, the user can define a segment in a recording and then excerpt it. (The selection can alternatively be performed in the Transcription or by selecting a specific slide(s) in the player page). The user can optionally:

- Provide a snippet title and an accompanying message
- Define share options (Restricted, Shareable or Organization)
- Add People
- Add All Participants

A new 'Snippets (0)' tab in the player enables users to determine how many snippets there are, and to view them.


In the meeting recordings list view, a new 'Snippets' tab allows users to show all their snippets.

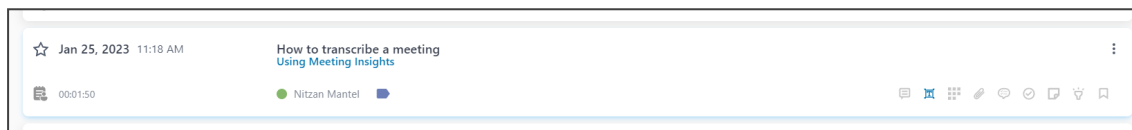
■ Various bug fixes

Version 2.3.0

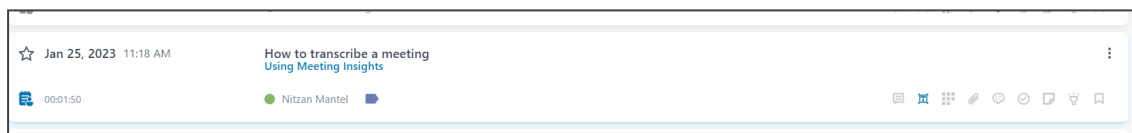
- [AudioCodes Professional Services] The enterprise's **Private Organizational Glossary** can be added to Meeting Insights for better transcription (Dictionary, Lexicon).
- [User related] **Auto Delay Publish.** Users can automatically publish with a delay of three days to allow time to review, as well as Auto Publish and Manual Publish which were previously supported.
- [User related] Users can write a brief comment for Action Items.
- [Admin related] Admins can manually add users to Meeting Insights using a new **Add User** button. Admins can manually delete a user from the Users page. Admins can likewise delete (or add) a representative.
- [Admin related] Meeting Insights admins can set a **Retention Policy** in the Retention page. Users and/or admins can *exclude* a meeting recording from a Retention Policy and later opt reapply the policy.
- [Admin related] **Improved user management performance / usability.** The Users page loads faster. The page also features new search capability.
- [Admin related] Admins can **allocate a user representative** (or remove a representative). Admins can also view the user representative/s. The feature enables effective user management.
- [User related] After publishing a meeting recording, the meeting owner can **Unpublish** it.



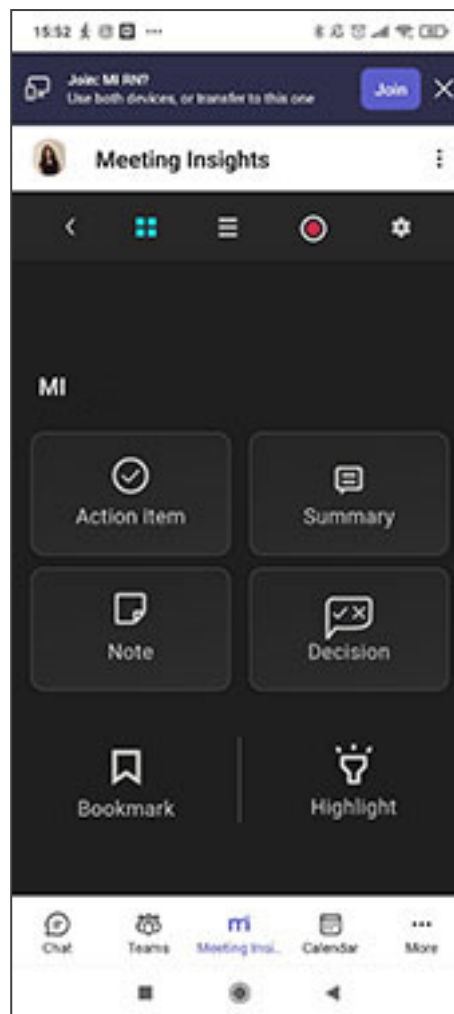
- [Admin related] Admins can **export users** listed in the Users page to a Microsoft Excel CSV file, using the newly added  button.
- [User related] Users can **download the Meeting Insights Outlook add-on** from their 'Settings' in the new Outlook Add-on page.
- [User related] **Meeting List view has a new appearance.**
- [User related] **The login screen has a new appearance** and login is performed faster.
- [User related] Users can **add a personal subtitle to a meeting recording** to facilitate effective management later on. The subtitle can be viewed in List view under the meeting title.



- [User related] **Users can add a personal memo.** In List view, the icon adjacent to the recording tooltips that a **Memo** is available. The user can click the icon to view the memo.



- [User related] Users can **resume playback from the point they left off.** If a user cannot finish viewing the playback of a recording and needs to exit before playback finishes, playback will resume from the point they left off when they later continue. Users can begin playing back a recording on their office PC and then later, continue playback on their mobile from the point they left off in the office.
- [User related] **Live Panel.** If the user opens the Meeting Insights mobile app while attending a meeting, the app *directly opens* the Live Panel of that meeting, displaying the meeting's subject.



- The user can use the mobile app in a meeting and insert an Action Item / Bookmark / Highlight *without joining the meeting in the mobile*.
 - If the user was invited to *multiple* meetings at the same time, the Meeting Insights mobile app identifies this and *directly opens one of them*; the title informs the user which meeting they're in.
 - If the user wants to switch the app between different active meetings, tapping ← opens the list of meeting titles in which they can tap the title of another meeting to open it.
- [User related] **Recap emails are now personalized.** They *personally* address the meeting attendee to whom the recap email is sent, as in "Dear Participant". Recap emails include 'Highlights' if highlights were used during the meeting, and 'Personal Notes' if notes were taken during the meeting.
 - [User related] **Recap emails are now actionable.**
 - [User related] **Action Items list view in mobile app** - Action Items list view has been added to the mobile app.
 - [User related] **New template** - a new template has been added to the Hebrew recap email.

- [Admin related] **Notifications page usability** - the Notifications page has been improved for usability.
- [User related] **Full Transcription** – speaker appears only once until the speaker is changed.

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