

- 1. Company**
 - a. Multiple rooms for each company tenant
 - b. Sign into the company tenant for security. No links like Zoom etc.
 - c. Hierarchy for business units and management of supervisor, staff
 - i. Admin can access all rooms in the company
 - ii. Manager can access and see Rooms in his business unit
 - iii. Supervisor can access his room
 - iv. Participants can only access rooms they are allowed to enter.
- 2. Video and Screen sharing.**
 - a. All participants can share their video and 2 screens at same time.
 - b. Presenter/Supervisor can see all participants Video and Screens
 - c. Participants/Agents can only see Presenter/Supervisors Video and up to 2 screens.
 - d. All Participants can toggle to see each screen in full view
- 3. Supervisor control**
 - a. Supervisor can switch on/off Participants Video and Microphone
 - b. Supervisor can remove participants if required
- 4. Face AI**
 - a. Supervisor can see Moods of the participants/agents in real time
 - b. Face AI can detect presence of people in the video.
 - c. Face AI will Notify Supervisor the number of people present in the video in real time.
 - d. Face AI can detect presence of objects like Cell Phones, TV, Remotes, etc.
- 5. Pagination**
 - a. Due the sharing of video and screens pagination is implemented so that there are 9 participants in each page
 - b. Supervisor can go to each page if required
- 6. Hands Raise**
 - a. Participants can raise hand to ask questions. Their Video, and shared screens will come to the top of page 1 to attract attention of supervisor easily
- 7. Emotion icons**
 - a. Participants can use emotion icons like thumbs up, smiley, clap etc. to express emotion to supervisor or presenter
- 8. Chat Communication**
 - a. Participants can post messages in Chat to Everyone
 - b. Participants can post Private messages one on one
- 9. Voice communication**
 - a. Supervisor can initiate one on one private voice call for coaching
 - b. Participants can initiate one to one call
- 10. White Board**
 - a. White board has common functionality that most common boards. Drawing, adding pictures, Text, etc.
 - b. Supervisor can open a White board that are shared with the participants
 - c. Supervisor can provide write access to participants, so participants can use the white board for writing their comments
 - d. White board can be saved as an image to local disk.
- 11. Signal Strength icon**
 - a. There is a Signal strength Indicator that shows Internet bandwidth availability of the user

12. Privacy

- a. Participants can Blur the Video for privacy

13. Ease of use

- a. Minimal training for end user.
- b. Each icon presents actions when mouse is hovering over the icon

14. Admin panel

- a. Each tenant has admin panel
- b. Admin can add/modify/delete users and Rooms
- c. Admin can analyse Emotions of users after session is completed to see engagement of users

15. IT Requirements

- a. Secure application
- b. End to end encryption using DTLS
- c. Application runs on Chrome, Firefox, or Edge
- d. No storage of images, video, or data
- e. Can be deployed on premise or cloud