



- 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 the same time.
  - b. Presenter/Supervisor can see all participant's 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
  - e. Video and screen can be seen full screen by double-clicking
- 3. Supervisor control**
  - a. Supervisor can switch on/off Participant's Video and Microphone
  - b. Supervisor can remove participants if required
  - c. Supervisor can prompt participants for remote screen control of their screen when required for assistance
- 4. Breakout Rooms**
  - a. Supervisor can Select participants in his room and create a breakout room for them to huddle/collaborate/on-the-job training with seniors.
- 5. Supervisor Substitution**
  - a. Manager can move Participants from one room to another in the temporary case when the supervisor is on vacation/PTO.
- 6. Face AI**
  - a. Supervisor can see the Moods of the participants/agents in real-time
  - b. Face AI can detect the presence of people in the video.
  - c. Face AI will notify the Supervisor of the number of people present in the video in real-time.
- 7. Object AI**
  - a. Object AI can detect the presence of objects like Cell Phones
  - b. Object AI will notify the supervisor of the Cell Phone's presence when brought in the camera view.
- 8. Pagination**
  - a. Due to the sharing of video and screens pagination is implemented so that there are 9 participants on each page
  - b. Supervisor can go to each page if required
- 9. Hands Raise**
  - a. Participants can raise hands to ask questions. Their Video and shared screens will come to the top of page 1 to attract the attention of the supervisor easily
- 10. Emotion icons**
  - a. Participants can use emotion icons like thumbs up, smiley, clap etc. to express emotion to the supervisor or presenter
- 11. Chat Communication**
  - a. Participants can post messages in Chat to Everyone
  - b. Participants can post Private messages one on one



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## 12. Voice communication

- a. Supervisor can initiate one on one private voice call for coaching
- b. Participants can initiate one to one call
- c. Participants of the one-to-one call can share Video and screens for coaching

## 13. White Board

- a. Whiteboard has common functionality that most common boards. Drawing, adding pictures, Text, etc.
- b. Supervisor can open a Whiteboard that is shared with the participants
- c. Supervisor can provide writing access to participants, so participants can use the whiteboard for writing their comments
- d. Whiteboard can be saved as an image to a local disk.

## 14. Signal Strength icon

- a. There is a Signal strength Indicator that shows the Internet bandwidth availability of the participants

## 15. Privacy

- a. Participants can Blur the Video for privacy
- b. Participants can choose wallpaper from a selection of wallpapers to use as the background for privacy

## 16. Ease of use

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

## 17. Auto Login

- a. Participants can automatically be logged into their room with Video and screens showing when they sign onto a Windows computer

## 18. Admin panel

- a. Each tenant has an admin panel
- b. Admin can add/modify/delete users and Rooms
- c. Admin can analyze the Emotions of users after the session is completed to see the engagement of users
- d. Admin can export data in CSV format
- e. Admin can get drill-down reports from the Business unit on each day of a participant
- f. Admin can filter drill-down reports by Business units

## 19. 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-premises or cloud