360°
mvc

360° CUSTOMER SERVICE

EVERYTHING AT A GLANCE

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With the support of contacts, you can send the invitations directly from the Meeting Manager. Simply select and confirm the desired participants during a booking. All selected participants will receive all necessary information.


Private groups

Do you have recurring meetings in which the same participants should always be invited?

Create a group for this purpose. In it you can add both private and internal contacts.
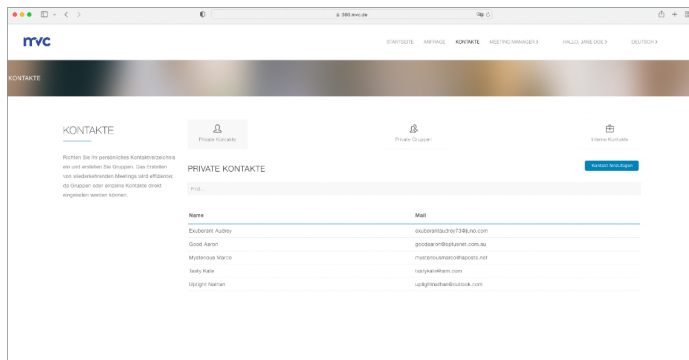
Private contacts

In this category you carry your own contacts, which are outside your organization.

Internal contacts

If your colleagues have already had touch points with MVC 360° Meeting Manager, they will automatically appear in this list.
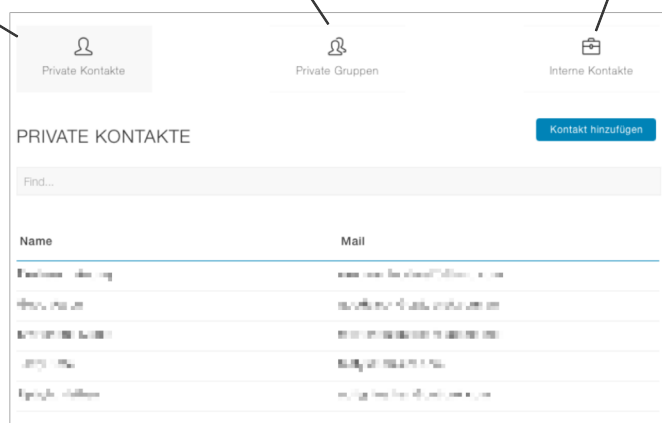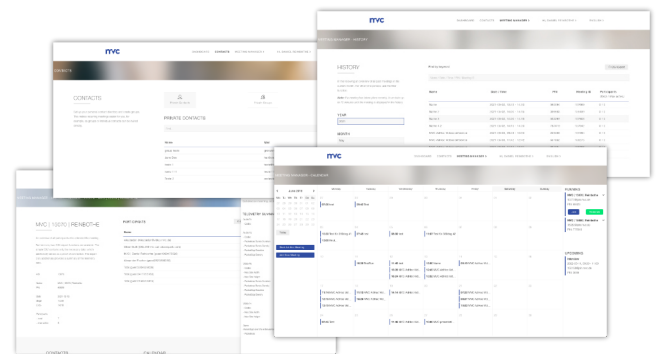
Use our secure, virtual video platform, hosted in ISO-certified data centers in Germany.

Whether you book a virtual meeting room for audio and video conferences ad-hoc or manage your already booked and personal meeting rooms.

The Meeting Manager supports you in organizing your meetings, simply and clearly.

Organize meetings with your colleagues or customers quickly and clearly. Regardless of what infrastructure you or your customers have. Everyone can participate in the scheduled meeting independently. With an up-to-date browser via WebRTC, video conferencing systems via SIP, Skype for Business or via telephone.

Dashboard
Keep a complete overview of provisioned meeting rooms and upcoming meetings and other features.

Calendar
Calendar gives you a familiar, simple environment for effectively scheduling your meetings. Edit existing meetings quickly and easily, or drag and drop to move them.
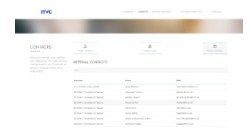
Moderation
Moderate your meetings in real time. Whether muting audio, video of individual or all participants, or as soon as they enter.

History
Filter by meetings that have already taken place and view the events that took place in them. Furthermore, the data is available to you as a CSV.
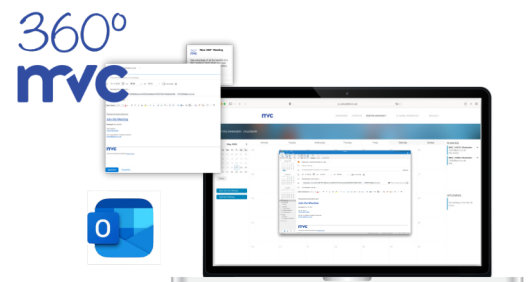
Contacts
Get an overview of your colleagues' contacts and invite them directly to your meetings. You can also create your own contacts and groups for recurring meetings.

Microsoft Outlook 365 Add-In

Microsoft Outlook 365 Add-in allows you to conveniently use the secure virtual meeting rooms. With just one click, you can add a meeting room to your Outlook appointment, to which all participants can connect. It doesn't matter what infrastructure your meeting participants have. All information will appear in the description without overwriting your previous preparations.

Of course, this room can also be moderated in MVC Meeting Manager without having to actively enter it.

Add private contact
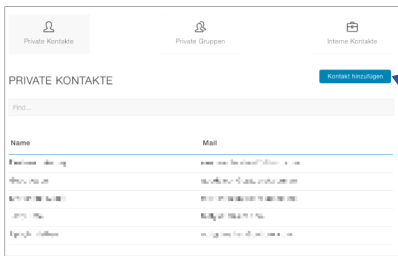
Select the "Private contacts" category and then click "Add contact". The window shown below will appear on the side, where you can enter all the necessary data.

Enter any name and email address. When entering the email address, please make sure that it is valid and does not already exist.
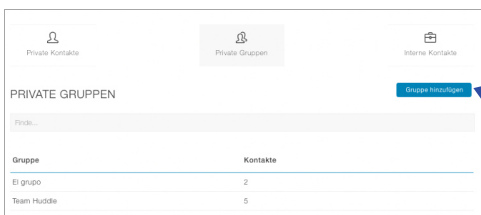
Next, select the desired language in which the participant should receive the invitations. If multiple languages are selected, the invited participant will receive one email per language.

If you have already created groups, you can select them directly. The created participant is additionally assigned to the selected group.

Add private group

Select the category "Private groups" and then click on "Add group". The window shown below will appear on the side, where you can enter all the necessary data.

Enter any name. Please make sure that the entered name does not already exist.

Then you can expand the category of contacts, search for corresponding people and select them by clicking on the line.

The dashboard offers you a complete overview of all events, which has been divided into clear categories.

Dashboard

See meeting rooms provided for you, where you can directly participate or enter the moderation.
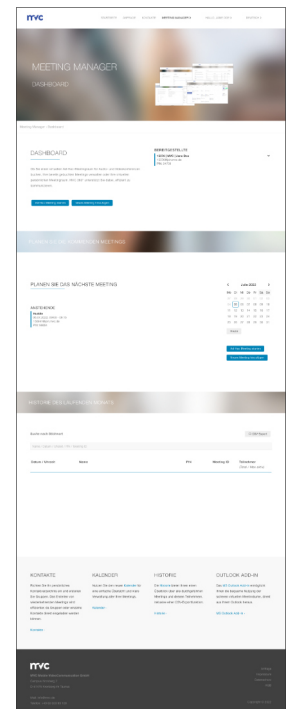
Further, ad-hoc meetings can be started directly from here and meetings can be scheduled.

Plan the next meeting

Keep track of the meetings that are scheduled in the next 48 hours. If necessary, you can edit them afterwards.

History of the current month

What has happened in the current month is shown in the category below. Select a past meeting to view its details.

The calendar provides you with a simple overview of all your meetings. From here, you can create, schedule, reschedule or cancel meetings ad-hoc. Simply scroll down to the past or future months.

If you have made a mistake on the day or a meeting needs to be spontaneously rescheduled, you can do this quickly by simply dragging and dropping.
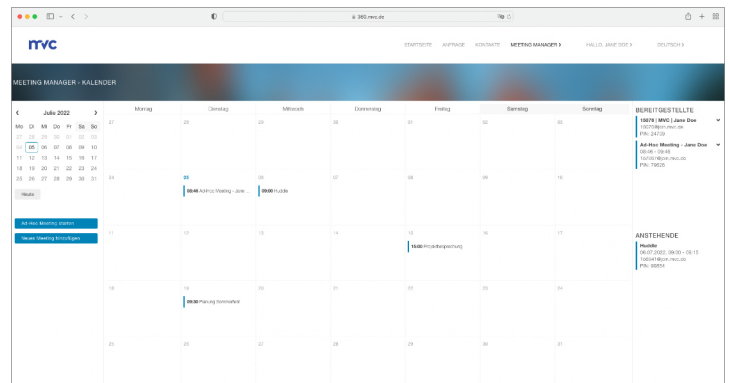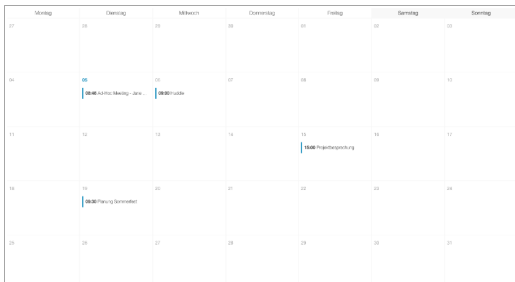
The small calendar

Click directly on a day to want to book a meeting on that day.

Current month and year displayed

One month back

"Today"

One month before
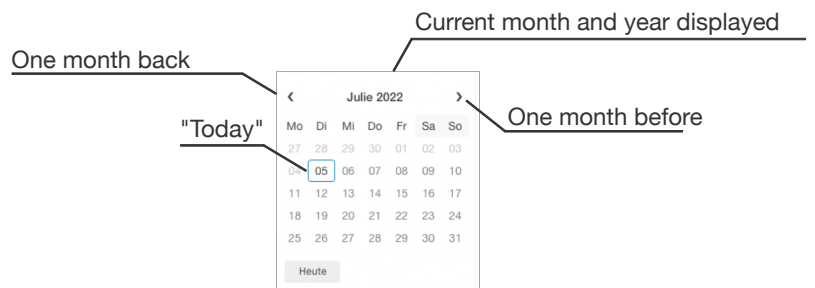
The big calendar

Analogous to the small calendar, the days are displayed here and their meetings that have taken place or are taking place.

Upcoming meetings can easily be moved by drag & drop.

If you click on a meeting, the details are displayed. Afterwards, meetings can be edited or canceled.

Ready and upcoming meetings

All provided meeting rooms can be directly moderated or just participate yourself. Click on the desired meeting and a small menu will pop up.

If a meeting is scheduled in the next 48 hours, the details can be viewed or adjusted or cancelled if necessary.
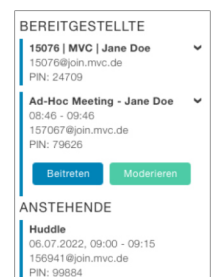
Start Ad-Hoc Meeting

If you need a virtual meeting room spontaneously and promptly, click on "Start Ad-Hoc Meeting".

You will then be asked for an individual meeting name, which is already predefined but can be edited by you.

AD-HOC MEETING STARTEN

Möchten Sie eine Ad-Hoc-Meeting beginnen? Diese wird Ihnen in spätestens 15 Sekunden zu Verfügung stehen.

Ad-Hoc Meeting - Jane Doe

Abbrechen   Anwenden

Click "Apply" and the room will be available to you within the next 15 seconds. In parallel, you will receive an email with all the information.

Plan meeting

Schedule a meeting on a specific day, time and influence whether the participants should be muted directly so that they do not disturb the meeting that may already be in progress. To do this, click on "Add new meeting". You will then be guided through four simple steps. Once the scheduling is complete, you will receive an email with all the information.

To start planning, click on "Add new meeting".

Basic information

Enter an individual name, date and time. If the meeting takes longer than planned, feel free to overrun the meeting. The room will still be at your disposal.

X NEUES MEETING › GRUNDINFORMATION (1/4)

Name	Datum	Von	Bis
Name	06.07.2022	15:00	17:00

Anmerkungen

For comments, etc. you will also find space here. These are also in the e-mail. For example, a note that a PIN is necessary, or the participants are not surprised that its microphones are automatically disabled.

Zugangs-PIN

Wir empfehlen Ihnen, Ihr Meeting mit einer PIN zu sichern, um sicherzustellen, dass sich keine unbefugten Personen einwählen können.

Even though a virtual meeting room can be used without an access PIN, we recommend that you enter a PIN of four to six digits to prevent your meeting from being disrupted by unauthorized participants.

86676   PIN   X

Abbrechen   Weiter

Invite participants

To save you the work of sending emails to all potential participants, simply select the participants here. Whether they are your own, private / external contacts, groups you have created or your colleagues.

With a click on the corresponding line, the desired contact is selected. This contact will receive an email with all the information after the planning is complete.

In order not to interrupt your planning, contacts can be added temporarily.

If the "Save permanently" check mark is activated, this can also be selected for further planning, or subsequently adjusted or removed under Contacts.

Mute on entry

Decide whether participants should be muted as soon as they enter the meeting or whether functions such as presentation options should be disabled.

The optional selection option is very interesting for larger events, where the microphone can be activated by the speaker afterwards, and the meeting is not disturbed by other participants. If someone has a question, he can have his hand and be activated by the moderator. Thus, no one is excluded from the meeting.

Summary

Before the scheduling is completed, you will receive a visual summary of the settings made for the meeting. If necessary, you can adjust the settings by clicking on "Back", rather an email will be sent to the invited participants.

If you are satisfied with the settings of your meeting, click on "Complete" to finish the planning. You will also receive a confirmation e-mail with all relevant data.

Adjust / cancel scheduled meeting

If you want to edit or cancel a meeting later, click on the desired meeting from the calendar or in the list under "Upcoming". The details will be displayed first. By clicking on the "Edit" button, you can edit or cancel the scheduled meeting.

Moderation gives you full control over the room itself and its participants.

In clearly arranged sections you can reach all control options without having to search. This allows you to intervene quickly.

Furthermore, telemetry data such as packet losses, etc. can be displayed. To do this, click directly on the desired subscriber.

Room settings, such as PIN, name, auto mute or auto PIN (permanent rooms only), can be configured under the following button.

Create the Breakout rooms

Muting of all participants currently present. Before the desired muting is implemented, it must also be confirmed.

Toggle switching of individual participants. If the button lights up red, muting is active. A further activation leads to the cancellation of the muting.

Set up your room individually. Whether the name of the room, access PIN or automatic muting. All the settings you make take effect immediately, without any waiting time.

The "Automatic PIN" option is only available to you if it is a permanent, virtual meeting room.

Base settings

Adjust the name of the room here afterwards.

The access PIN protects you from unregistered participants.

If a PIN is required, which we recommend, it must consist of four to six digits. Alternatively, you can use a PIN generator. This will randomly select a PIN for you.

You can also decide whether the dial-in link (WebRTC) should be regenerated or whether the old one should continue to exist.

Have the participants muted as soon as they enter or deprive them of the possibility to start a presentation.

Automatic PIN

If you have a permanent virtual meeting room, you can have the access PIN changed automatically on a daily, weekly or monthly basis. The resulting PIN list can be conveniently loaded as a CSV file.

Break up your space and distribute participants among the rooms. Ideal for spontaneous group work or use your room as a lobby and get "Connected".

Create

To activate the option, go to the moderation of the corresponding room and click the Breakout button. A window will open on the side where you can specify the number of rooms and their names. The number of rooms and their names can also be edited later. Please note that the process can take up to 15 seconds.

BREAKOUT ROOMS

Create more rooms and divide the participants into the individual rooms.

15076 | MVC | Jane Doe | 001
15076 | MVC | Jane Doe | 002
15076 | MVC | Jane Doe | 003

Cancel   Create

Room name

Add / remove room

Overview

Keep the total overview of all participants. You can select several, from the same or different rooms and move them to the desired room.

Move selected participants

Move all participants

Maximize view and moderate space

Add rooms

Room settings

HOME   REQUEST   CONTACTS   **MEETING MANAGER ›**   HI, JANE DOE ›   ENGLISH

MEETING MANAGER › MODERATION BREAKOUT › #15076

Meeting Manager › Moderation Breakout › #15076

MODERATION BREAKOUT

Moderate your meetings in real time. Whether muting audio, video of all participants or already at the start.

Participants can be moved using advanced menu or drag & drop.

INFORMATIONEN
Meeting ID   15076
Name   15076 | MVC | Jane Doe
PIN

DIAL-IN
SIP   15076@join.mvc.de
WebRTC   https://join.mvc.de/?id=1507...

MAIN

15076 | MVC | Jane Doe
Ronald M. Reyes
James M. Frye
Linda P. Dykes

BREAKOUTS

15076 | MVC | Jane Doe | 001
Diane M. Rhoades
Jesse L. Oneal
Gerald D. Thomas

15076 | MVC | Jane Doe | 002
Jenna R. Meade
Ruth T. Gonzalez

15076 | MVC | Jane Doe | 003
Steven S. Conley
Arthur K. Terry

Move participants directly

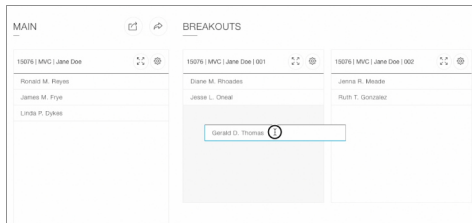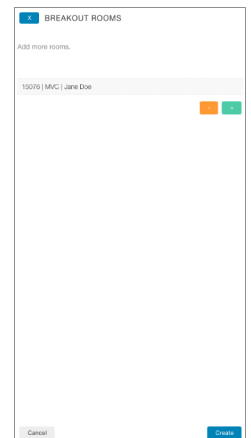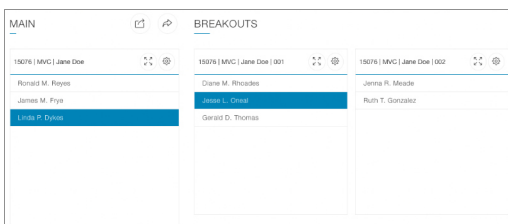Hold down the mouse button on a participant and move it to the desired room.

To move all participants at once, click the "Move all participants" button. Then select the desired room.

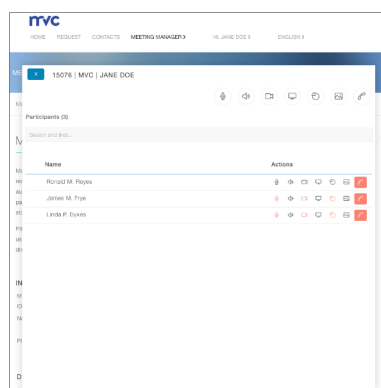## Move various participants

Click on the desired participants. It does not matter whether they come from a specific room or from different rooms. The selected ones will be marked in blue.

Alternatively, you can move the selected participants to the desired room using the "Move selected participants" function. To do this, select the desired participants, click the corresponding button and choose the room.


Maximized view

A maximized view is available per room, where all participants can be moderated individually or as a whole.

If you work with Outlook in your everyday life, we will spare you the change to the Meeting Manager. Organize your meetings as usual and simply click on "New 360° Meeting". Immediately and without any detours, all room information will be made available to you.

The room will be ready for you in 15 seconds at the latest. If the room is not used, it will be deleted after 12 months.
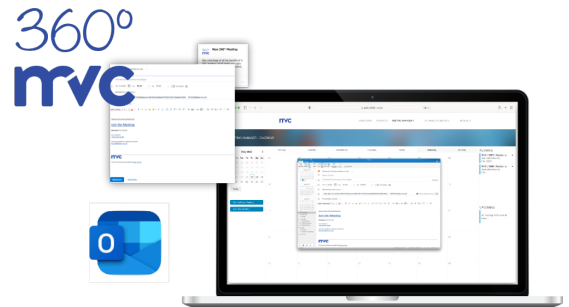
To be able to add the add-in in Outlook, you only need to store a URL to the manifest in Outlook. You can find your personal URL in 360° under Meeting Manager, Outlook Add-In. Your administrator is also welcome to do this so that all your colleagues receive the add-in automatically.

The "New 360° Meeting" button

For maximum interoperability, both the link for dial-in via browser (WebRTC) and SIP address for video conferencing endpoints or Skype for Business are available for dial-in.

All the information will be entered in the description of your scheduled meeting, without overwriting anything that already exists.

For recurring meetings, the room is still available to you as long as at least two participants dial in within the 3-month cycle.

If there is at least one participant in the virtual meeting room, it will be displayed in the Meeting Manager under "Ready", where you can join or moderate the room.
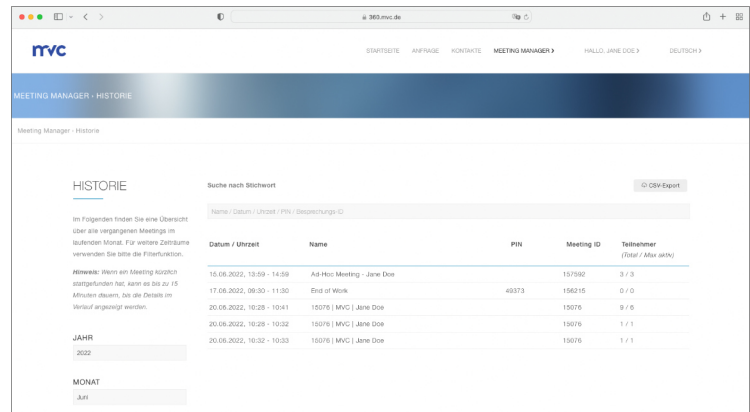
How many participants were dialed into a meeting room, how many participants were in a meeting room at the same time and what kind of meetings took place in the past can be found in the "History" section.

All meetings are displayed. Whether it is a temporary room, permanent or Outlook meeting.

Furthermore, CSV export functions are available for internal purposes.

Details

You can see after the fact who dialed in to the virtual meeting room and when. Furthermore, the summed telemetry data is available to you, so that it can be traced whether there were problems with the connection. CSV export functions are also available here. On the one hand a simple version, which is limited to the participants and their connection time, and an expert version, which additionally contains the telemetry data for the respective participant.

Telemetry data

The telemetry data is to be viewed from the servers point of view.

TX = The connection from the server to the client.
RX = The connection from the client to the server.

Questions, suggestions ... Feedback

If you have any questions, suggestions or general feedback about the services, please feel free to contact us.

Use the form at https://360.mvc.de/, send us an e-mail directly to info@mvc.de or call us at +49 69 633 99 100.