



# Product Release Training

CINNOX Version **V3.8.8**

Tentative Release Date: 15<sup>th</sup> December 2022

“

A new way to **humanise** your connections

”

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# V3.8.8 Release Summary

# Release Summary

## V3.8.8

- Scheduled Conference MVP (Release to INTERNAL ONLY)
  - Dedicated entry for scheduled conference list.
  - Staff can create/update/start/delete/copyInfo of a schedule conference.
  - Invited Staff can decline/revoke/copyInfo of a schedule conference.
  - Schedule conference link will not expire until the conference end-time.
  - Automatically start in the start time and send push notification to all invited Staff.
- Others Improvement
  - Call Denoise release to all customer and default enabled.
  - Audio files transcript engine enhancement
  - Others

02

# Scheduled Conference

# Scheduled Conference

**Value:** Allow CINNOX Staff to arrange a scheduled conference prior to the event time and provide the relevant information and access URL to others.

**Use Case:** Arrange online presentation (e.g., sales, presale, support) and internal schedule event/meetings.

## Scheduled Conference Vs Instant Conference:

Scheduled conference lifecycle is not the same as a instant conference call life cycle. The key goal & purpose is to keep the entries of the scheduled conference (Staff in workspace and accessibility via the exact link) active until the defined end-time.

- | - A scheduled conference could contain multiple conference calls, aka multiple conference call logs. (Conference call end time NOT equals (!=) to Schedule end time)
- | - A scheduled conference lifecycle (entries active) starts the time the scheduled conference is created and ends by the scheduled end time (it can be edited if it is in the pending status) or the last call end time after the scheduled end time.

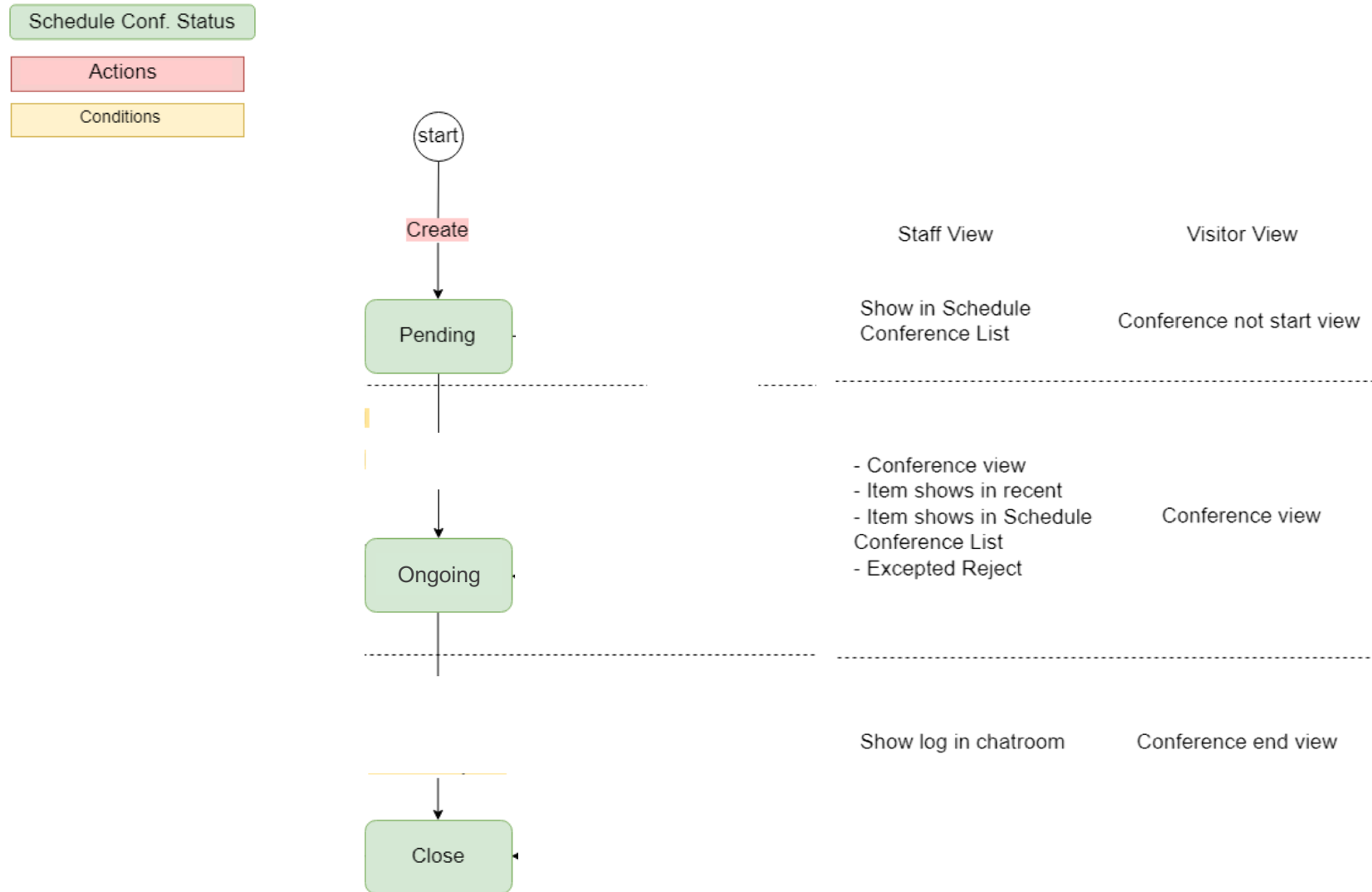
# Onboarding Setup for 360dialog WABA

## Scope:

Function	CINNOX Page	Role	Platform
1. Create A New Scheduled Conference	Schedule Conference > Create Schedule Conference	Staff	Dashboard, Mobile App
2. Edit A Scheduled Conference	Schedule Conference > Find the target item	Staff (Host)	Dashboard, Mobile App
3. Start A Scheduled Conference	Schedule Conference > Find the target item	Staff (Host)	Dashboard, Mobile App
4. Cancel A New Scheduled Conference	Schedule Conference > Find the target item	Staff (Host)	Dashboard, Mobile App
5. Copy A Scheduled Conference Info	Schedule Conference > Find the target item	Staff	Dashboard, Mobile App
6. Decline & Revoke A Scheduled Conference Invitation	Schedule Conference > Find the target item	Staff (Participant)	Dashboard, Mobile App
7. Notification to Participants when: a) new invitation, b) time changed, c) removed from invitation	CINNOXBot	System	Dashboard, Mobile App

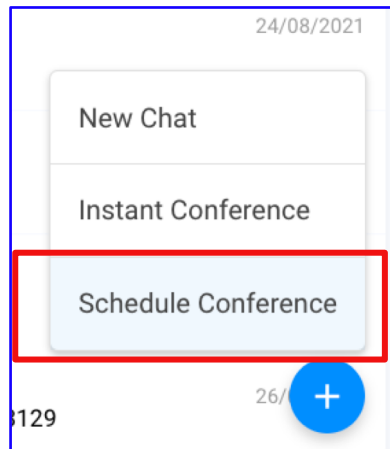


## Schedule Conference Lifecycle

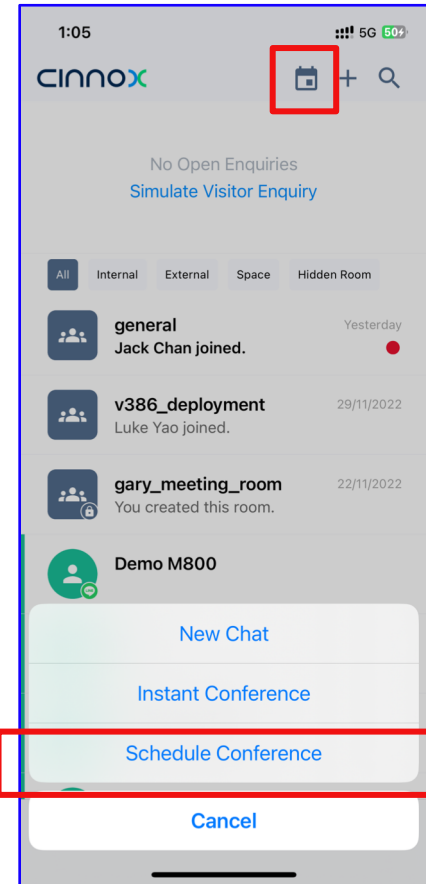


# Create a new scheduled conference

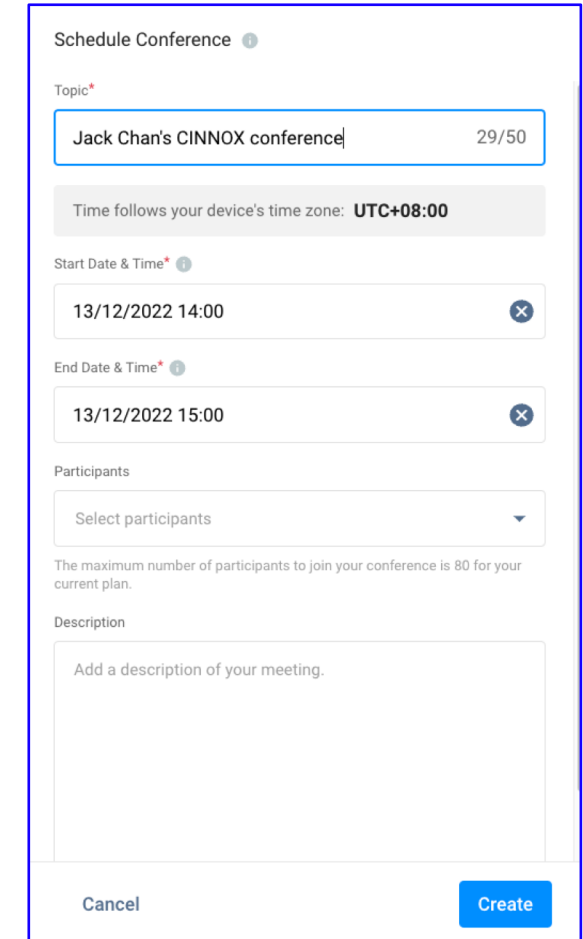
Staff could create a new scheduled conference in workspace:



CINNOX Dashboard



CINNOX Mobile APP

A screenshot of the 'Schedule Conference' detail page. It features a 'Topic' field with the text 'Jack Chan's CINNOX conference' and a character count '29/50'. Below this is a time zone selector set to 'UTC+08:00'. There are two time pickers: 'Start Date & Time' set to '13/12/2022 14:00' and 'End Date & Time' set to '13/12/2022 15:00'. A 'Participants' section has a dropdown menu labeled 'Select participants'. A note states: 'The maximum number of participants to join your conference is 80 for your current plan.' A 'Description' field is labeled 'Add a description of your meeting.' At the bottom, there are 'Cancel' and 'Create' buttons.

Create detail page

# View all scheduled conference

Staff could view all scheduled conference including your owned ones or invited ones.

- The list order by time, the closest one on top.
- Host can Start, Cancel, Edit, View Detail or Copy.
- Participant can Decline/Revoke or View Detail or Copy.

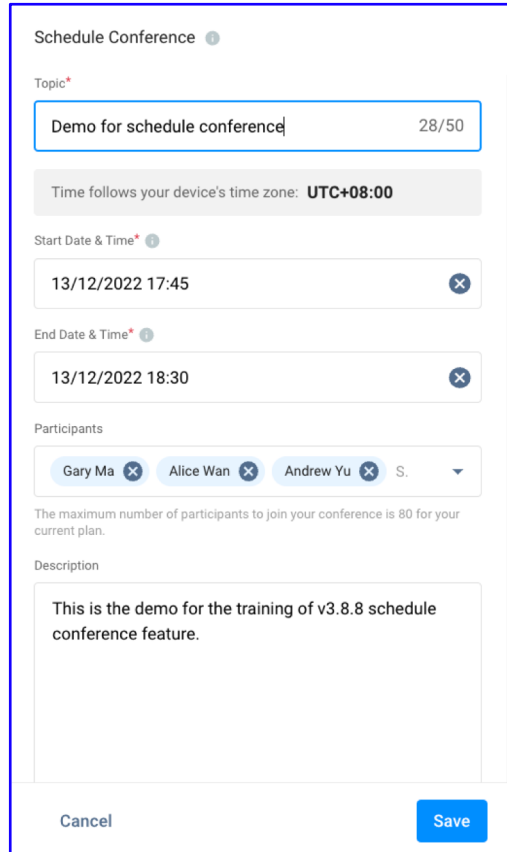
The image displays the CINNOX interface for managing scheduled conferences. On the left, a sidebar shows a list of chat rooms, including 'Andrew Yu', 'Alice Wan', 'jack\_meeting\_room', 'Gary Ma', 'general', and 'CINNOXBot'. A 'Participants View' label is overlaid on this list. The main area shows a 'Schedule Conference' panel with a list of upcoming conferences. A red box highlights a specific conference titled 'Demo for schedule conference' scheduled for 13/12/2022 at 17:45. An arrow points from this conference to a detailed view on the right. This detailed view shows the conference title, start and end times (13/12/2022 17:45 to 18:30), time zone (UTC+08:00), participants (Alice Wan, Andrew Yu), declined participants (Gary Ma), and a description. It also includes a link for mainland China and buttons for 'Cancel', 'Start', and 'Edit'. At the bottom, there are buttons for 'New Instant Conference' and 'Schedule a Conference'.

Participants View

Click to view detail (Host)

# Edit & Cancel a Scheduled Conference

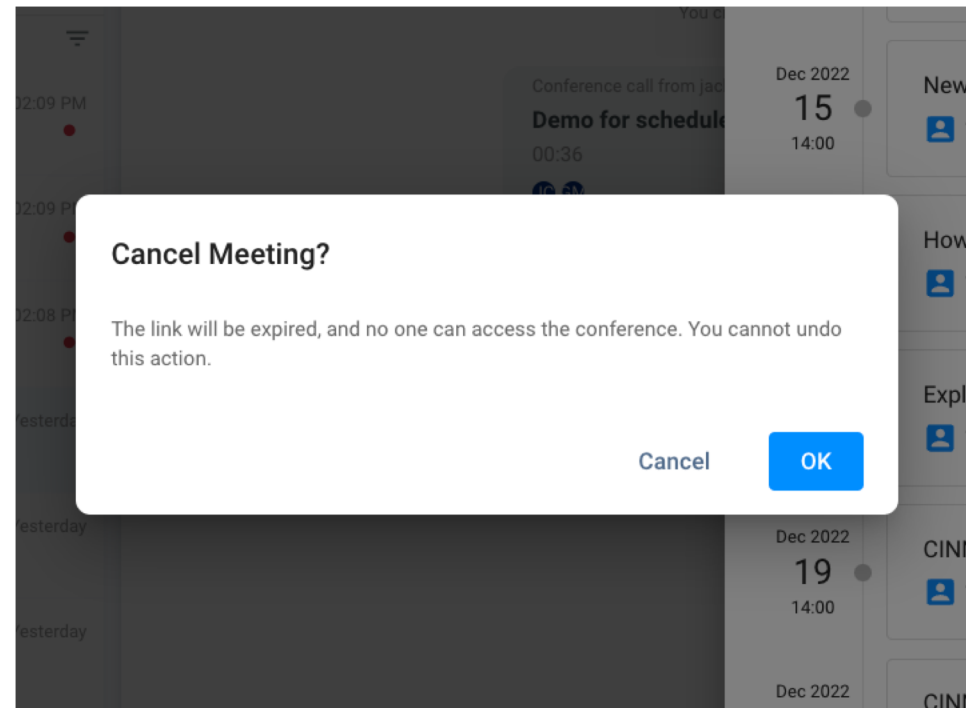
Staff could view all scheduled conference including your owned ones or invited ones.



The screenshot shows a 'Schedule Conference' form with the following fields and options:

- Topic:** A text input field containing 'Demo for schedule conference' and a character count '28/50'.
- Time zone:** A grey box indicating 'Time follows your device's time zone: UTC+08:00'.
- Start Date & Time:** A date and time picker showing '13/12/2022 17:45' with a close icon.
- End Date & Time:** A date and time picker showing '13/12/2022 18:30' with a close icon.
- Participants:** A list of participants: 'Gary Ma', 'Alice Wan', 'Andrew Yu', and 'S.' with a dropdown arrow. Each name has a close icon.
- Description:** A text area containing 'This is the demo for the training of v3.8.8 schedule conference feature.'
- Buttons:** 'Cancel' and 'Save' buttons at the bottom.

Edit detail page



Cancel Confirmation

# Decline & Revoke a Scheduled Conference

Participant could decline a conference anytime when the scheduled conference is in Pending Status.

- If participant do not want to be disturbed, he/she can decline the scheduled conference. Then he/she will not be notified when the call starts.
- When the scheduled conference is declined, host will be able to see the declined participants in the detail view, and this participant can revoke the declines if necessary.

Default

Dec 2022  
13  
17:45

Demo for schedule conference

13/12/2022 17:45 - 13/12/2022...



Dec 2022  
13  
17:45

Demo for schedule conference

13/12/2022 17:45 - 13/12/2022...



Actions  
(hover)

Dec 2022  
13  
17:45

Demo for schedule conference

13/12/2022 17:45 - 13/12/2022...



Decline

Dec 2022  
13  
17:45

Demo for schedule conference

13/12/2022 17:45 - 13/12/2022...



Revoke

Regular Item

Declined Item

Demo for schedule conference

Start Date & Time

13/12/2022 17:45

End Date & Time

13/12/2022 18:30

Time follows your device's time zone: UTC+08:00

Participants

Alice Wan, Andrew Yu

Declined Participants

Gary Ma

Description

This is the demo for the training of v3.8.8 schedule conference feature.

Link

For Mainland China (web link ends with .cn)

<https://wl.cx-tb.cinnox.com/cx/KtTWfmWE>

View Invitation

Cancel

Start

Edit

Host view

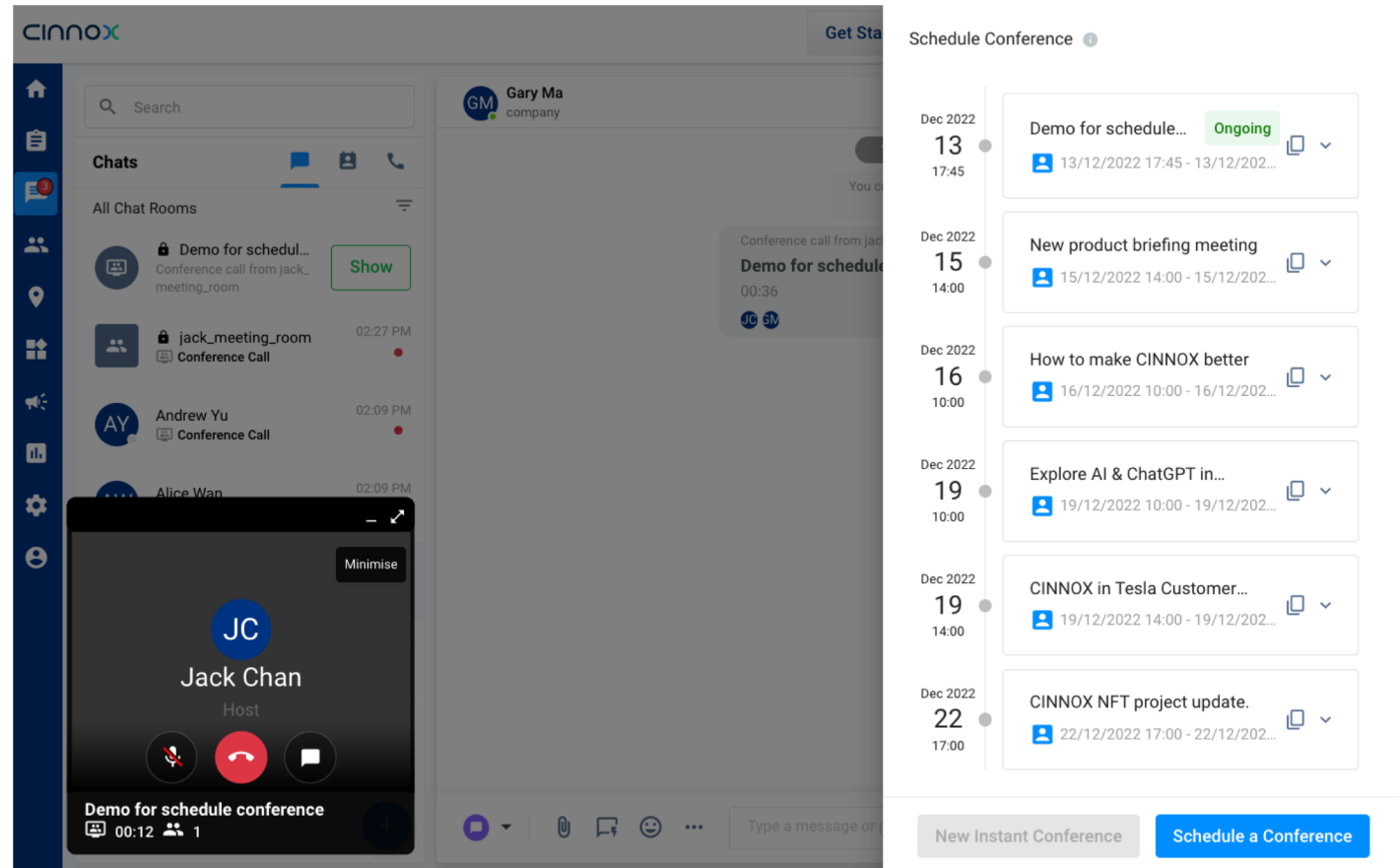
# Start a Scheduled Conference

Manually Start: Host could start a conference anytime before the scheduled end time.

Automatically Start: System will automatically start a conference at the scheduled start time (if there isn't any active conference)

All participants, except the ones declined

1. Will received a call notification.
2. Will see an instant conference entry on the top of recent list
3. There will be an Ongoing label shown in the list



IMPORTANT:

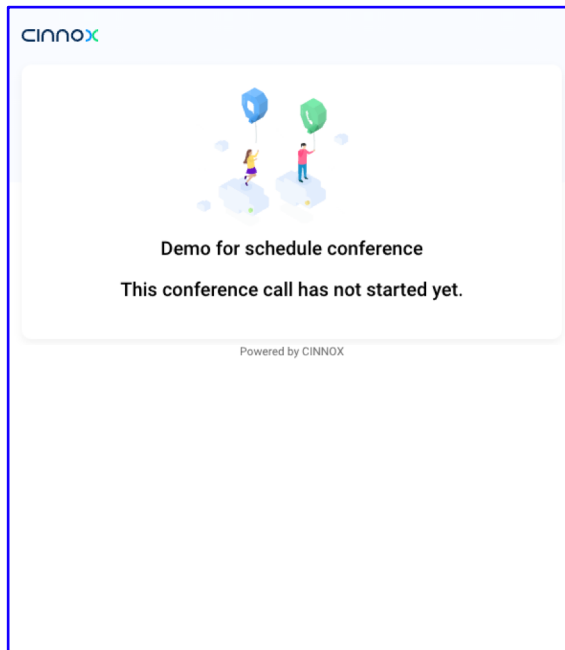
**Scheduled conference does not end when call ends.**

# Visitor joining a Scheduled Conference

Visitor could access the schedule conference link anytime. And when the conference started, he/she can join the call.

Visitor will have three possible views:

1. Conference not started yet (Pending Status)
2. Provide name and join conference view (Ongoing Status)
3. Schedule conference ended. (Close status)



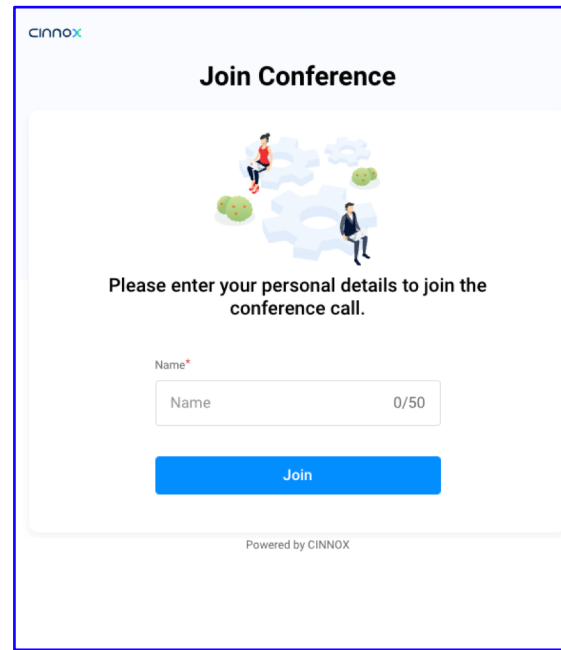
Pending Status



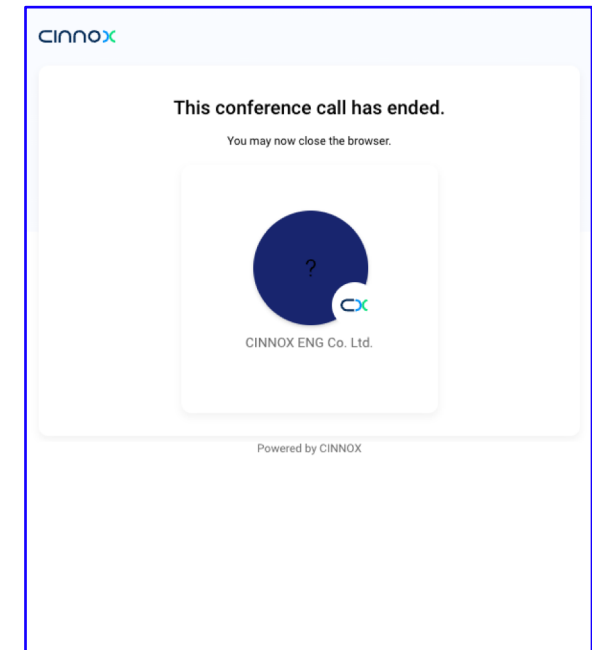
Auto change if  
conference  
started manually  
or automatically



After call end,  
access again  
when no active call



Ongoing Status



Close Status

# Others of Scheduled Conference

1. Scheduled Conference Links provide both .com & .cn  
And this link will be the same inside the ongoing conference.

**Link** For Mainland China (web link ends with .cn) ☐

<https://wl.cx-tb.cinnox.com/cx/MlzxBX2G> [View Invitation](#)

2. Copy the conference will copy follow information :

Jack Chan is inviting you to join a CINNOX conference.

Topic: Demo for schedule conference

Date and Time: from 13/12/2022 17:45 to 13/12/2022 18:30 at UTC+08:00

Join CINNOX Conference: <https://wl.cx-tb.cinnox.com/cx/KtTWfmWE>

If you are in mainland China, please join with this link for a better experience: <https://wl.cx-tb.cinnox.cn/cx/KtTWfmWE>


Description: This is the demo for the training of v3.8.8 schedule conference feature.

3. Participants (Staff) will received below notice from CINNOXBot:

**CINNOXBot**

New Conference Invitation:Jack Chan is inviting you to a scheduled conference  
Demo for Scheduled Conference

2:52 PM


Conference Time Changed:  
The time of Demo for Scheduled Conference has been changed by Jack Chan

2:52 PM

**CINNOXBot**

Removed from Conference:  
You have been removed from Demo for Scheduled Conference by Jack Chan

2:53 PM

New Conference Invitation:Jack Chan is inviting you to a scheduled conference  
Demo for Scheduled Conference

2:53 PM



# Out of Scope

Not thing change inside the conference call. And below items are the out of scope (Wishlist):

- Calendar schedule view;
- Search/filter schedule conference;
- Repeated schedule;
- Create schedule from other place (chatroom, file, chat room, etc.)
- Schedule by other. (e.g., by visitor to book demo or service)
- Waiting room & pre-configure of participants' behavior/permission;
- More information option for each invitation, e.g., location, attachment;
- More ways for invitation & integration (via email/sms/3rd party calendar, outlook)
- Open API platform

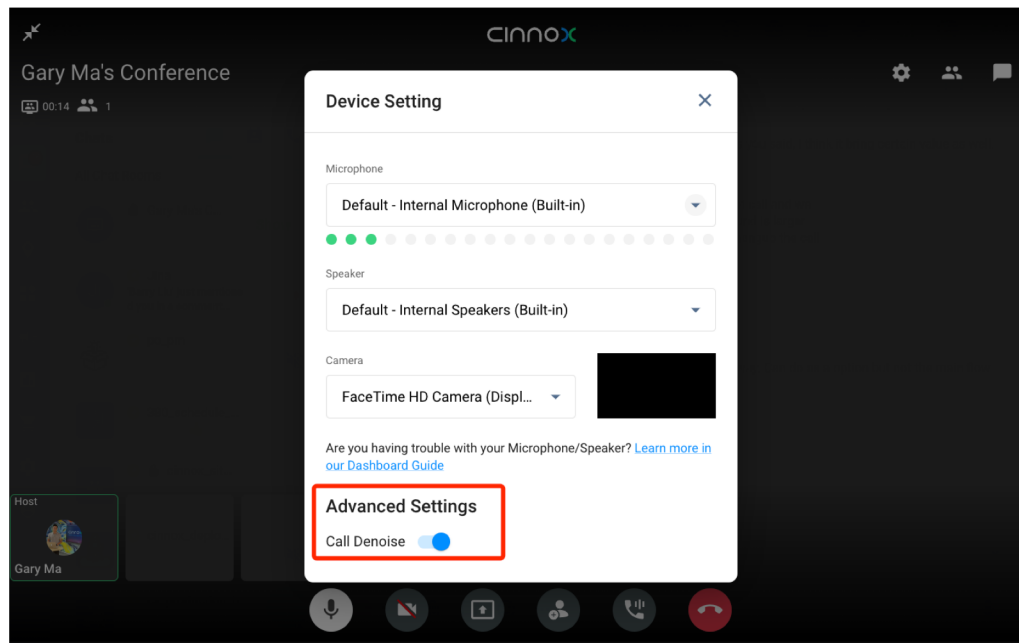
03

# Others Improvement

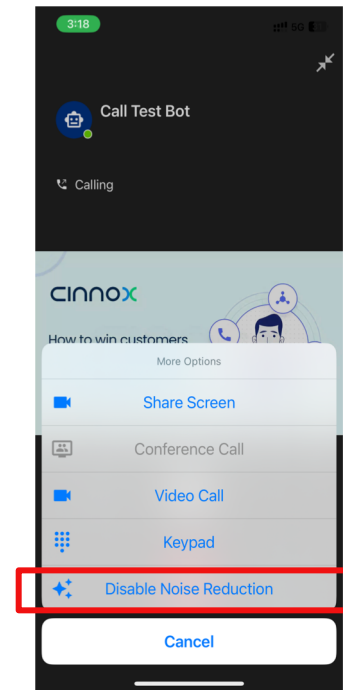
# Denoise (It is already in internal for a while)

Eliminate background noises and distractions in a call. We will release to all customer on v3.8.8 and enable by default.

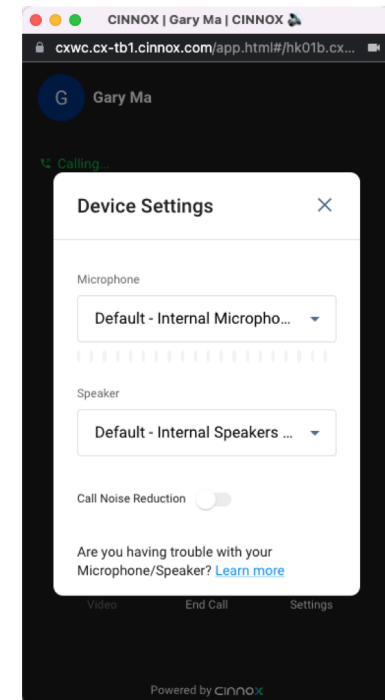
- User can manually disable it (in the case that the surrounding sounds matter, e.g., machine fraud report)
- It applied to all type of calls (1on1, conference, audio, video)



CINNOX Dashboard



CINNOX Mobile APP



CINNOX Widget/Weblink

# Audio file transcript enhancement (Internal test in December)

Provide more precise audio transcription with outstanding performance and capability of language auto detection.

Before (Google)

好的好的好的那个喂你好，我是叫我小朋友可以试试，我觉得先介绍一下情况后可能等着陳總来之后去取车时汽车的需求问题吧对吧，好的好的行踪好了，各位中银行简单的介绍一下，其实syntax是一个一体化多渠道，一起一体化的一个萨斯平台系统，我们主要做的是有

After

CINNOX Engine Sample (Putonghua)

"好的",  
"好的,好的",  
"各位,您好,叫我小峰就可以了",  
"先看一下陳總他們的建議",  
"沒問題",  
"我覺得先介紹一下情況,然後可能等陳總來之後就解決一些具體的需求問題嘛,對吧?",  
"好的",  
"各位 各位您好",  
"好",  
"简单的介绍一下,其实Synops是一个",  
"一體化",  
"多渠道一体化的一个SaaS平台系统",  
"我们主要做的是",

# Audio file transcript enhancement (Internal test in December)

Provide more precise audio transcription with outstanding performance and capability of language auto detection.

## CINNOX Engine Sample (Cantonese mixed english)

[Bryan Wu] 可唔可以咁理解?

Bryan Wu] 咁佢係咪都係好似之前AWS嗰啲咁樣

[Bryan Wu] 都係要預早select定佢係咩語言會比較好啲

[Bryan Wu] 定係佢都係唔需要

[Gary Ma] 我們沒有做得很系統的去分析

[Gary Ma] 只是很直覺地看就知道是好很多的

[Gary Ma] 我們沒有很systematic地去compare

[Bryan Wu] 明白 明白

[Bryan Wu] 我們要不要轉做英文

## CINNOX Engine Sample (English)

[Bryan Wu] But what about you?

[Gary Ma] I would probably go back to mainland China as mentioned earlier.

[Gary Ma] So probably set off in the mid of December, so I will be back in office.

[Gary Ma] Chinese New Year, so it would be quite a long time.

[Gary Ma] So during which I probably will take some day off as well

[Bryan Wu] Nice.

[Gary Ma] because I have too many holidays.

[Bryan Wu] Ha ha.

[Bryan Wu] That's a good problem to have.

[Gary Ma] Yes, it's a happy problem.

\* The order of text of CINNOX engine has been manually changed. About sample are in the same call.

## Others (v3.8.x)

1. v3.8.8 To have a system default sender ID list of mapped with receiver's country code for the CINNOX system SMS (e.g., verification).
2. v3.8.8 Service Number is also not guaranteed to be shown in SMS/Outbound call. We add a banner in the dashboard showing this information (similar to the one in virtual number).
3. V3.8.6 Signup page support Simplified Chinese & Traditional Chinese
4. v3.8.6 CINNOX provide a way for Chatbot in DialogFlow to retrieve enquiry information and customer information.
5. v3.8.6 CINNOX can display visitor send a replied message from WhatsApp
6. v3.8.6 Changed download icon in overview section of reports to print icon.
7. v3.8.2 Enhanced user experience of canned response.
8. V3.8.1 Enhanced widget loading performance
9. V3.8.1 Mobile support switching to .cn service domain.

# 05

## Demo

06

**Q & A**





# THANK YOU

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