

# RingCentral Video

Admin Guide

For v1.0



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## Which platforms are supported?

Use RingCentral Video on any of these supported platforms.

### Operating systems

- Windows 10 and later
- Mac OS X 10.7 and later

### Browsers

- Google Chrome 75 and later
- Microsoft Edge 79 and later

### Mobile devices

- iOS 10.0 and later
- Android 5.0 and later

## Supported analytics platforms

- Google Chrome 78 and later
- Firefox 72 and later
- Microsoft Edge 40 and later
- Safari 12 and later

## Accessing your online account

Your online account allows you to manage and configure RingCentral Meet. It is a browser-based user interface that allows you to manage and configure RingCentral Video and view reports on your usage and scheduled meetings.

### Logging in to your online account

To access your online account, take the following steps:

- To log in from a browser window, type **service.ringcentral.com** into the address bar and log in with your email and password
- To log in using Google login or Single Sign-On, choose your preferred option via the Sign In window

## Meeting settings from the Admin portal

The Meetings tab gives you tools to review previously recorded meetings and allows you to choose options for your RingCentral Video environment.

1. From the **Admin** portal, select the **Meetings** tab, which displays a left navigation bar with tabs for **Recording Management** and **Meeting Settings**
2. Select **Recording Management** to display Host name, Topic, ID, Start time and duration, and Operation selections, or to Play or Delete the recorded meeting
3. Select **Meetings Settings** to choose options for the meeting environment
  - **Basic** : Choose under what circumstances meeting sounds are played
    - Play sound when participants join or leave
    - Play sound on entry and exit
    - Play sound on entry only
    - Play for new participants only
    - Suppress tones after 10 participants
  - **Email Notifications**: Choose to send an email notification when meeting recording is ready to be viewed
  - **Recordings**: Allow meetings to be recorded

## Analytics

Access detailed analytics on Adoption and Usage from a single customizable Analytics portal. Detailed analytics on Adoptions & Usage, Performance, and Quality of Service give you insights into your RingCentral Video system from a single convenient, customizable portal. Access Analytics by logging in to [service.ringcentral.com](https://service.ringcentral.com) and selecting the Analytics tab in the Admin portal, or access it directly by logging in to [analytics.ringcentral.com](https://analytics.ringcentral.com).

### Adoption & Usage

Adoption & Usage (A&U) helps IT Admins and change management leaders understand usage patterns by analyzing key performance indicators (KPIs) and get insights into how RingCentral Video is being used at the organizational level and across sites and departments. This lets you spot who the power users are and see trend and usage patterns. A&U helps you check user preferences and understand which departments or users would benefit from training to drive adoption of RingCentral Video.

RingCentral Adoption and Usage KPIs provide key insights into:

- Meeting metadata: total meeting minutes, number of unique hosts, number of unique participants, number of average meetings per user, number of average minutes per user, number of average participants per meeting, number of average minutes per meeting
- Active users: percentage of active and inactive users across your organization, top ten and bottom ten hosts and participants across your organization, ability to drill down to department and site level, and number of meetings
- Feature Use: percentage of feature use, whether on or off for video, audio, screen sharing, recording, and the ability to drill down to site or department
- Usage frequency: by dept or site, ranging from very frequent users to non-users for the last 30 days
- Active user trends: number of active users in the selected timeframe, and ability to drill down to site or department
- Top endpoints Active user percentage on each of the RingCentral applications for RingCentral Video
- User table

To access Adoption & Usage:

1. From the RingCentral **Admin** portal, go to the **Analytics** tab, which opens the Analytics portal in a new browser tab. Or, access the Analytics portal directly by typing [analytics.ringcentral.com](https://analytics.ringcentral.com) into your browser search bar.
2. In the left navigation bar, click on **Adoption & Usage**, then click on the **Video** tab
3. Choose the key performance indicators (KPIs) for which you want to generate information
  - All KPIs
  - # of meetings
  - Average meetings per user
  - Average minutes per meeting
  - Average minutes per user
  - Average participants per meeting
  - Toggle to **Show KPIs description** to see definitions for each metric

## Performance Reports

Performance Reports gives line-of-business managers, such as sales team managers, the ability to monitor their team's meeting activities. This allows complete visibility into how their team works with RingCentral Video and its features. Managers can see all scheduled meetings, meetings in which they or their team have participated, date, time, and meeting duration.

RingCentral Performance Report KPIs provide key insights into the metadata associated with each meeting, including:

- Topic/meeting ID
- Number of participants
- Endpoints
- Length
- Start and end time
- Use of audio
- Video and screen share features
- Names of all participants and individual users joining and leaving the meeting

To access Performance Reports:

1. From the RingCentral **Admin** portal, go to the **Analytics** tab, which opens the Analytics portal in a new browser tab. Or, access the Analytics portal directly by typing [analytics.ringcentral.com](https://analytics.ringcentral.com) into your browser search bar
2. In the left navigation bar, click on **Performance Reports**, then click on the **Video** tab
3. A list of meetings populates, sortable by Topic/Meeting ID, Participants, Endpoints, Host, Length, Start Time, End Time, and Activities (whether recording, audio, video, or screen sharing were enabled)
  - a. To locate by specific criteria, enter Meeting ID, Topic, or User Name in the search field
  - b. Use the **Users Groups Department** drop down to choose additional display options
  - c. Select **Download** to export a local copy of the report as a spreadsheet



## Quality of Service

Quality of Service (QoS) analytics helps IT admins proactively monitor video quality and potential trouble spots, and enables them to drill down to troubleshoot and resolve issues. This ensures minimal interruptions to the system and employee productivity. Use Quality of Service reports to view lists of all meetings held within a selected time frame, filter by a range of criteria to better target the list of records, and search meetings by ID, topic, or user name. Calendar presets let you review records from today, yesterday, the previous two days, previous seven days, the last hour, or set your own custom range.

Use Quality of Service analytics to:

- Monitor streaming quality across audio, video, and screen sharing, including top geo locations
- Monitor quality patterns for top ISPs and endpoints
- Understand impact of meeting stream volume on quality
- Filter quality information based on a customizable set of criteria

To access Quality of Service:

1. From the RingCentral **Admin** portal, go to the **Analytics** tab, which opens the Analytics portal in a new browser tab. Or, access the Analytics portal directly by typing [analytics.ringcentral.com](https://analytics.ringcentral.com) into your browser search bar
2. In the left navigation bar, click on **Quality of Service**, then click on the **Video** tab
3. Select the criteria you want to examine
  - a. Meeting ID/Topic Name
  - b. ISP
  - c. Date range
  - d. Locations
  - e. Quality
  - f. Endpoint
4. A list of meetings populates below, sortable by any of the criteria
5. Click on any meeting record in the list to access a full range of details to examine quality or troubleshoot issues

Use the meeting record for insights into technical functionality. Information in the record includes the following:

- Metadata at the top identifies the meeting
- User session table lists every user session that was part of the meeting, endpoint session initiated, and quality indication on the streams
- Session details view with comprehensive data on media signal behavior throughout the meeting, with problematic values highlighted
- Details of user's device and network environment during meeting
- Ability to view data summarized in Table View or plotted on a timeline graph in Timeline View
- Ability to expand the listing to full screen to compare with data from another session
- Ability to copy raw data behind the table for reference and future review

Meeting records can also show a timeline view to help monitor details like signal strength variance to better pinpoint problems. You can use the records to do the following:

- View dynamic media signals plotted on a timeline graph
- Visual indications of signal integrity
- Event bar with a visual summary of the meeting timeline to examine events that were potential problem initiators. For example, if a user moved to another location, triggering a change to the IP address, that change is indicated in the Events bar