

MEETINGS, BREAKOUTS, AND 1-2-1's

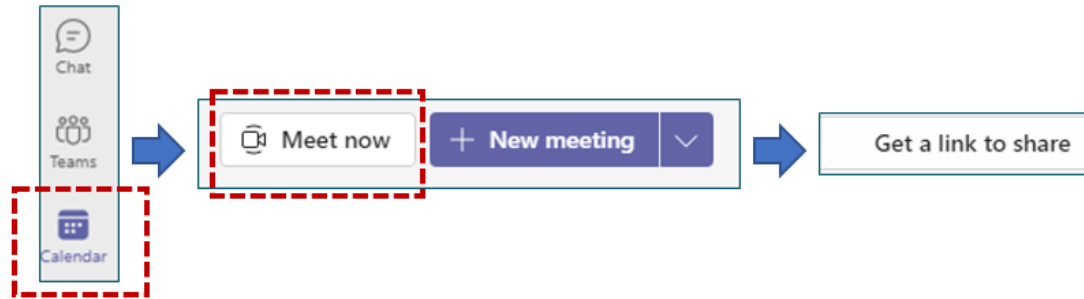


Setting up your Meeting Room

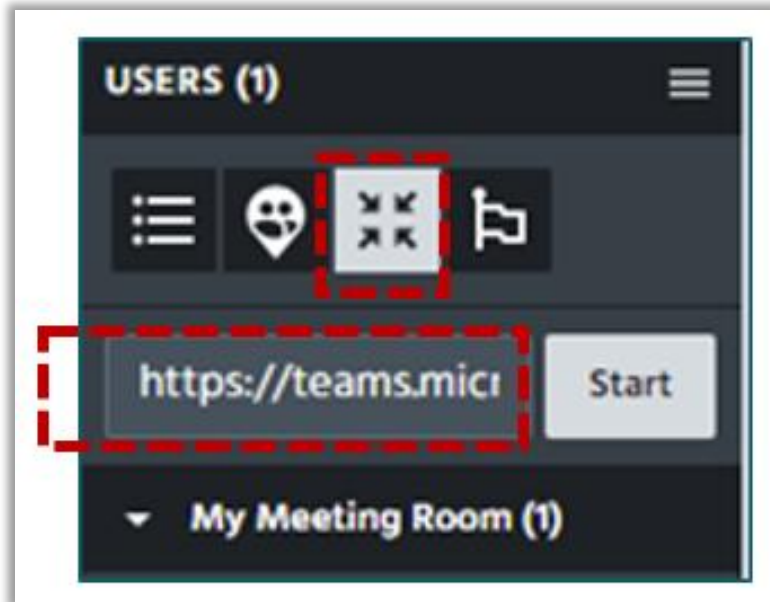
LiveDesk allows you to create a meeting and can leverage Teams, Google Hangout, Meet, and Zoom API's. To start a meeting you will first need to generate a link (URL) to your meeting room.

Using Teams as an example:

- select your **Calendar** icon
- select the option of **Meet Now**
- select **Get a link to share** and copy this to your clipboard

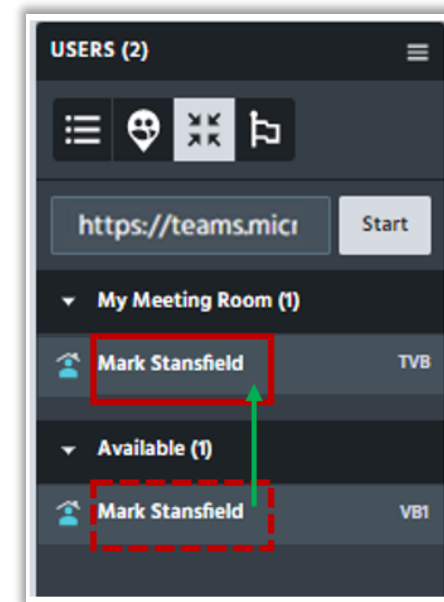


This concludes the actions you need to take within Teams. Please return to your LiveDesk. **Within the user pod**, select the third button which will take you to the breakout management view within this pod. **Paste the URL** that you have just copied from Teams into the box situated to the left of the Start button:

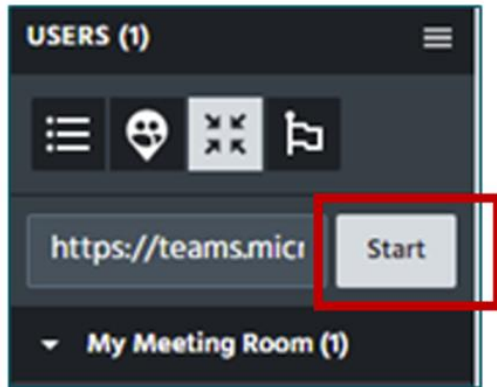


Livedesk will remember this URL each time you log in to help save you time in creating a new URL each and every time you wish to start a meeting (e.g. if you are reusing the same Teams URL as a breakout room). You also have the option of deleting the URL when you have ended your meeting and using a new URL at any point you wish (e.g. you have a saved a specific Teams meeting URL for a specific agents 1-2-1's in order to keep their recorded meetings in one place, or you would like to take attendees to an alternate meeting place than the one you have used previously).

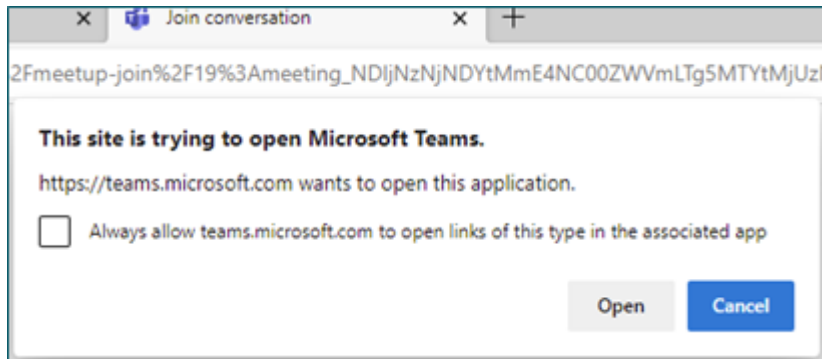
Before starting your breakout/meeting session, you need to add the required attendees/participants. Simply drag the required attendees into your meeting room within the **users pod**. The user will move out of the 'available' area into your 'Meeting Room' area:



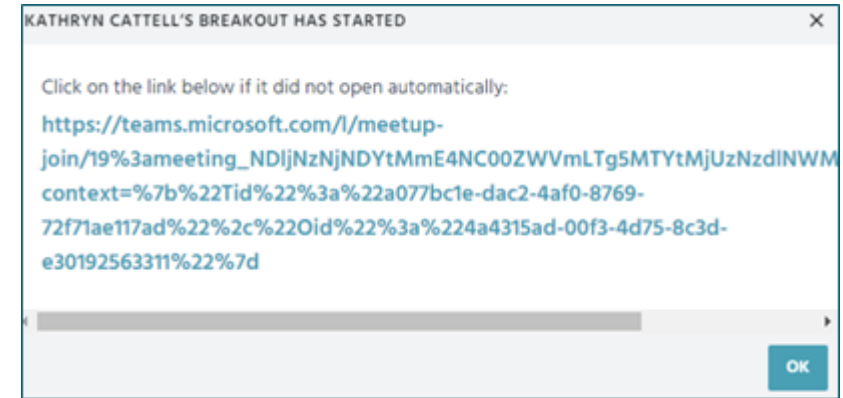
Now that you have the required attendees added to your room (and your meeting room URL added), you are ready to start your meeting. Select the **Start** button to the right hand side of the box where you pasted your meeting room link/URL. Teams will automatically open in your browser:



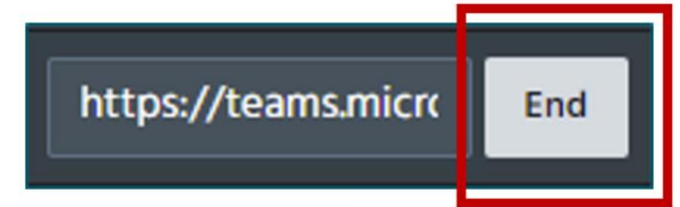
Select **Open** and you are in your Teams (or other) Meeting:



If the meeting does not automatically open for users within their browser, they also have a pop up that is presented on screen that they can select (the user will be given the option to open the meeting within the browser if they do not have the necessary application (such as Teams) installed on their device:



Once you have concluded your meeting within Teams (or other), please then select **End** next to your meeting URL, you are then ready to start any further sessions:



Important: Following the breakout sessions, attendees should be **moved out of the breakout room and placed back into the main LiveDesk** (where they were within the desk prior to being taken to the breakout meeting area):

