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Nishant Redkar

Sures Kumar Thoddu Srinivasan

Anubha Verma

Chhavi P. Gupta

Arijit De

See next page for additional authors

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Inventor(s)

Nishant Redkar, Sures Kumar Thoddu Srinivasan, Anubha Verma, Chhavi P. Gupta, Arijit De, and Chanchal Agarwal

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ABSTRACT

Online meetings sometimes offer a poor user experience to participants. Participants benefit from being able to access prior portions of an ongoing meeting, e.g., that they missed due to connectivity problems or because of interruptions. This disclosure describes a meeting helper that, with user permission, records and transcribes meeting content. The content is made available during and after the meeting. The meeting helper eliminates the need for participants to take notes during a meeting and offers improved user experience.

KEYWORDS

- Bot
- Meeting helper
- Meeting assistant
- Meeting bot
- Conference assistant
- Virtual assistant
- Video conference
- Conference call
- Online meeting

BACKGROUND

Online meetings, e.g., conference calls and video conferences, sometimes offer poor user experience, e.g., due to poor network connectivity. In such instances, meeting participants have difficulties following the discussion during the meeting. Meeting participants that are interrupted during a meeting, e.g., due to an urgent phone call, also miss out on parts of the meeting. Further,

some meetings can include some participants that are native speakers and others that are non-native speakers of the primary language used during the meeting. When different speakers have different pronunciation or accent, some participants can face difficulties in understanding the discussion during the meeting. Manual note taking during a meeting can address some of these challenges. However, such note taking requires additional effort. Further, participants may need to access notes using other software when the software used to conduct an online meeting does not include note taking features.

DESCRIPTION

This disclosure describes a bot, an assistive agent, that offers assistance during a meeting to address some the challenges discussed above. The bot (“meeting helper”) is activated upon user consent and specific permission during an online meeting. The bot is a helper that can record, buffer, and transcribe meetings. When the bot is enabled, participants in a meeting can seamlessly access the notes and recordings generated by the bot as the meeting is in progress.

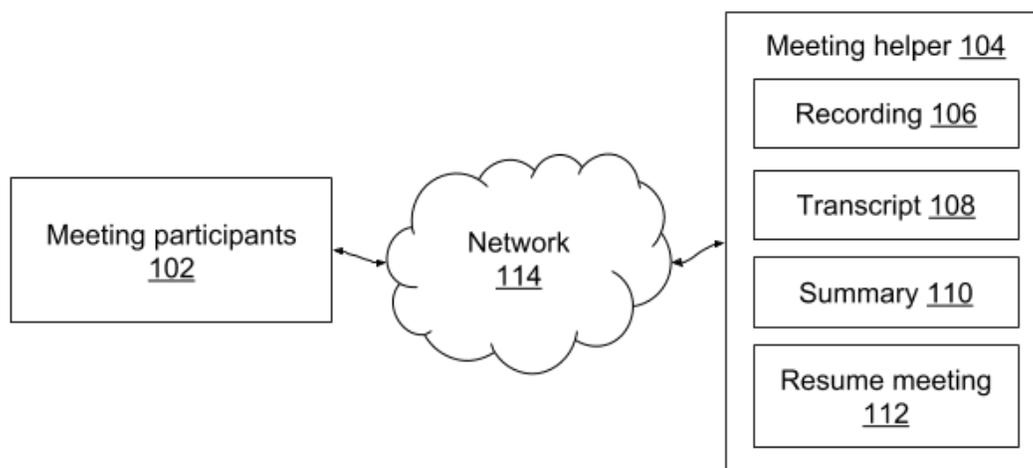


Fig. 1: Meeting Helper

Fig. 1 illustrates a meeting helper (104) that can be activated during an online meeting that includes meeting participants (102) and is conducted over a network (114). The meeting

helper is activated only upon user permission. With permission from the meeting participants, the meeting helper generates a recording of meeting (106) and a meeting transcript (108). Further, the helper provides a summary (110) of the meeting content to the participants. The meeting summary is made available at different granularities, e.g., a 1-minute summary, a 3-minute summary, a 10-minute summary, etc. Further, the helper provides the meeting summary in a suitable format, e.g., text, snapshots, video, and/or audio.

Further, when a participant rejoins an ongoing meeting after an interruption, the helper allows the participant to select an option, e.g., a “Resume Meeting” feature (112), that helps the participant to get a quick update on the portions of the meeting that the participant missed. Interruptions can include, e.g., a participant leaving the meeting to address an urgent phone call, a participant that experiences a network outage or poor network quality, etc. The recording and transcript of the meeting is made available to participants after the meeting.

The meeting helper can be included as a feature of video conference and online meeting applications, online collaboration and workplace applications, and collaboration tools, e.g., online authoring/ presentation software.

The meeting helper as described herein can also be employed for other purposes. For example, the helper can provide a recap or customized summary of audio/video content, e.g., live streams or episodes. In this example, viewers are provided recap of an already elapsed portion of a live stream or previous episodes.

Further to the descriptions above, a user may be provided with controls allowing the user to make an election as to both if and when systems, programs or features described herein may enable collection of user information (e.g., information about a user’s social network, social actions or activities, profession, a user’s preferences, or a user’s current location), and if the user

is sent content or communications from a server. In addition, certain data may be treated in one or more ways before it is stored or used, so that personally identifiable information is removed. For example, a user's identity may be treated so that no personally identifiable information can be determined for the user, or a user's geographic location may be generalized where location information is obtained (such as to a city, ZIP code, or state level), so that a particular location of a user cannot be determined. Thus, the user may have control over what information is collected about the user, how that information is used, and what information is provided to the user.

CONCLUSION

This disclosure describes a meeting helper that, with user permission, records and transcribes meeting content. The content is made available during and after the meeting. The meeting helper eliminates the need for participants to take notes during a meeting and offers improved user experience.