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ADVISING USERS IN A MEETING WHAT WAS LAST SAID BEFORE A CALL DROP

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ABSTRACT

Techniques are presented for informing a speaker what the speaker last said before the user dropped audio connection in a meeting with the speaker. The user may reconnect to the meeting, and the speaker may be provided this information using meeting transcripts. Packet loss indicators may be used to determine at what point the user was no longer able to make out the audio.

DETAILED DESCRIPTION

The following scenario may occur in a typical one-to-one meeting between Alice and Bob. Alice goes on a monologue to Bob, but about a minute into the monologue, Alice sees that Bob has been dropped from the meeting. Bob dials back in, and Alice asks Bob, “Where did I lose you?” Alice and Bob then go back and forth to determine what last said that Bob heard before Bob was dropped. This is a frustrating process and slows meetings down. Accordingly, techniques are presented to handle this scenario more efficiently.

The end user experience may be as follows. Alice and Bob are in a one-on-one meeting (e.g., connected via Voice over Internet Protocol (VoIP)). Alice is talking, and at some point Bob drops from the call. When Bob comes back, Alice sees a prompt which says, “The last thing you said before Bob dropped was, ‘and so, if we work really hard, I think we can hit...’.” This allows Alice to continue the discussion from when Bob was dropped.

To enable this end user experience, the system may perform speech recognition. This may be performed in the cloud or on the endpoint. The system may correlate the Real-time Transport Protocol (RTP) timestamps with the speech recognition results to determine the wall clock time at which each word was spoken. In parallel the recipients are providing feedback on packet loss. This may be accomplished using RTP Control Protocol (RTCP) receiver reports or individual packet Negative Acknowledgements (NACKs) on the audio channel. If the bridge detects that the loss is below an intelligibility threshold, it notes the

wall clock time at which that threshold has been crossed. If intelligibility is returned before a timer expires (e.g., one second), the meeting may proceed as normal. However, if intelligibility levels have not returned to the threshold before the timer expires, the system activates this feature. It waits for either the user to disconnect and reconnect, or until audio packet loss levels exceed the loss threshold for a minimum period of time. When that happens, the system notes the speech output from the active speaker at the time when intelligibility was lost, and transmits, to the speaker, the ten seconds of meeting transcript ahead of that point. This is rendered for the user as described above.

In summary, techniques are presented for informing a speaker what the speaker last said before the user dropped audio connection in a meeting with a speaker. The user may reconnect the meeting, and the speaker may be provided this information using meeting transcripts. Packet loss indicators may be used to determine at what point the user was no longer able to make out the audio.