Adobe Connect Update

Josh Baulch | Technology Task Force Meeting | 10 Oct 2016

Current Status of Adobe Connect

- ⦿ 5 days left on our hosted icann.adobeconnect.com servers
  - ⦿ Once this expires, only recorded content will be available – no user access to rooms or administrative rights.
  - ⦿ If someone needs content deleted or security settings changed on recordings – must submit ticket to tech-support@icann.org

- ⦿ New servers – participate.icann.org
  - ⦿ Operational and running – experiencing a few bugs related to audio as we work through major integration of phone providers.
  - ⦿ Connect Solutions team is working around the clock on resolving and fixing any issues reported.
  - ⦿ Improved security with full implementation of Single Sign On (SSO) via Okta for ICANN staff, and Guest access for participants.
  - ⦿ Once Implementation is complete and fully operational – we will start exploring custom pods.

Questions/Answers

- Polling in Adobe Connect - mobile users not able to see the polls, inability for users to select more than one answer.
  - Using the Adobe Connect Poll Pod, does allow multiple answers and is confirmed to work on both web, add-in and mobile applications.
  - Additional Information on Notes, Chat, Q&A and Poll pods: https://helpx.adobe.com/adobe-connect/using/notes-chat-q-a-polls.html

 - Poll Pod.

Questions/Answers

⊙ Custom pods - eg multi-lingual chat pods - would these work on mobile, what's the possible timeline for testing and implementation?

  ⊙ Multi-lingual chat pods can be made available for $36k per year that would apply to both Desktop and Mobile applications. There is no current allocated funding for this, as all additional funding for FY17 went to switching hosting services to be able to allow for us to use custom pods in the future. (Went from $80k per year on Adobe hosted, to $150k per year to private hosted) We are hoping to receive and allocate funding for FY18. Community support would help with this project.

  ⊙ Mutli-lingual Chat Pod (Reflects 10% Discount) by Esync Training
    https://www.esynctraining.com/
    Desktop Only: $30k/yr
    Mobile Only: $18k/yr
    Both: $36k/yr

Questions/Answers

⊙ Adobe Connect recordings - would the changes impact availability of Adobe Connect recordings of past conference calls ; Adobe Connect recordings in MP4 format and/or on sites like YouTube.

⊙ The change to Participate.icann.org does not turn off or make unavailable any content from icann.adobeconnect.com. However, Admins/Hosts will no longer have access to be able to change security or add new content on old servers.   Nothing should be different from the past with regard to MP4 content, availability etc.

Questions/Answers

- Selecting more than one audio channel in the Adobe Connect room
  - This is an on-going project to see what products or customization can be made available to support this feature request. At this time, there is no timeline or product available that current provides this feature. However, in FY18 or beyond, we hope to possibly have a customized pod that will make this feature available – but it will be at a cost – current estimates are $50-75K for the customization – not including annual fees.

Questions/Answers

⊙ Which pods will work with mobile devices and which devices are these. People use IOS android, Linux. (Will adobe connect work with Linux?)

    ⊙ Most Standard pods with Adobe Connect will work on mobile – these being, Share, Whiteboard, Camera, Attendee, Chat, Notes, Q&A, and Poll. File Share, Web Links will not work on mobile.

    ⊙ Custom SWF (Flash) pods will not work on Mobile – Scribe (Closed Caption), timers, youtube, and music. However, we are seeing an increase in non-SWF custom pods, but the transition is slow, and costly.

Questions/Answers

⊙ Which pods will work with mobile devices and which devices are these. People use IOS android, Linux. (Will adobe connect work with Linux?)

CONTINUED ANSWER:

   ⊙ Linux is not strongly taken into consideration, as less than 1% of Adobe Connect users are Linux based. From a business perspective for Adobe, this is not an area of focus now, nor will it be in the future. The last Linux update was for AC8 (We are now in AC9).

   ⊙ Official Statement from Adobe about AC9: Please note that although there is currently no Add-in for Linux, users on Linux (Ubuntu, Red Hat and OpenSUSE) can still attend, host, or present in meetings in the browser.

   ⊙ Mobile is only available for Apple, Android and Blackberry.

Questions/Answers

◉ Audio Quality will it be improved with the new ICANN hosted adobe
  - ◉ We are almost completely converted over to the new servers, and working through load balancing issues and ensuring the best audio connections for calls. We have seen some issues and bugs, which our Connect Solutions partners are working to correct everytime we report an issue. We hope to have a smooth running service in the next 5-10 days after we have converted everyone over to Participate.icann.org.

  - ◉ This is a complicated setup on the backend, as several companies/providers have to work together to get everything connected and interdependent.

Questions/Answers

- ⊙ Ability to put in multiple pods including ones that use machine translation when captioning is not available and ability to have 2 captioning pods one for English and the other for Spanish.
    - ⊙ There is currently no machine interpretation tools available for Adobe Connect that will interpret spoken language to text in a live session. This is not likely to be available for several years as the technology to do this live is still in its infancy.

    - ⊙ Due to the nature of live scribing (closed captioning), it is not possible to have two live scribe teams working in two languages within the Adobe Connect room. This would be comparable to having two interpreters on the same phone line for the same call, speaking at the same time. Technically it is not currently possible to provide this dual service. You would need two different adobe rooms, one in English, and one in Spanish.

Questions/Answers

- ⊙ English Closed Captioning Pod – With machine (Google Translate) translation up to 90 other languages
  - ⊙ There is an option to add Custom Closed Captioning Translation from an English based Scribe setup.
  - ⊙ Esync Training provides this custom pod for $30k annually for unlimited closed captioning (Scribing from English based Scribes), and for 7 Languages it would be $20/hr.

  - ⊙ This is due for internal testing before December, to evaluate quality and ensure at least 80% accuracy on translations. Anything less than that is not acceptable, and will not allow this project to move forward until the machine translation quality is at least 80% or higher.

    Demo:
    https://www.youtube.com/watch?v=XJUX_D6uzBc

Adobe Connect Future

- Adobe User Profile (40 million Users)
  - 62.4% Windows
  - 24.2 Other (Add-in)
  - 11.5 Apple Macintosh
  - 1.3% Chrome OS
  - 0.5% Linux
- Most pods are already HTML5 based to be able to work in Mobile app. Slow transition from Flash (SWF) to Java or HTML5.
- In the next 9-18 months, we should hopefully see Adobe push a switch to HTML5.
  - Priority of room launch –
    - Tries to launch Java add-in first, if not
    - Tries to launch flash in web browser, if not
    - Will launch HTML5 in web browser.
  - HTML5 user experience will be slightly different than typical add-in or flash based participants. (Based on demos so far). Natively HTML5 cannot share camera or mic audio – requires other API's.

Additional Info

Thank You and Questions

Reach us at:
Email: mts@icann.org
Website: icann.org

Adobe Connect Mobile Info:
https://participate.icann.org/p2ryl1voyqe/

Adobe Connect HTML5 White Paper:
https://participate.icann.org/p49hhhsm78a/