My rConnect

Conferencing

Content:

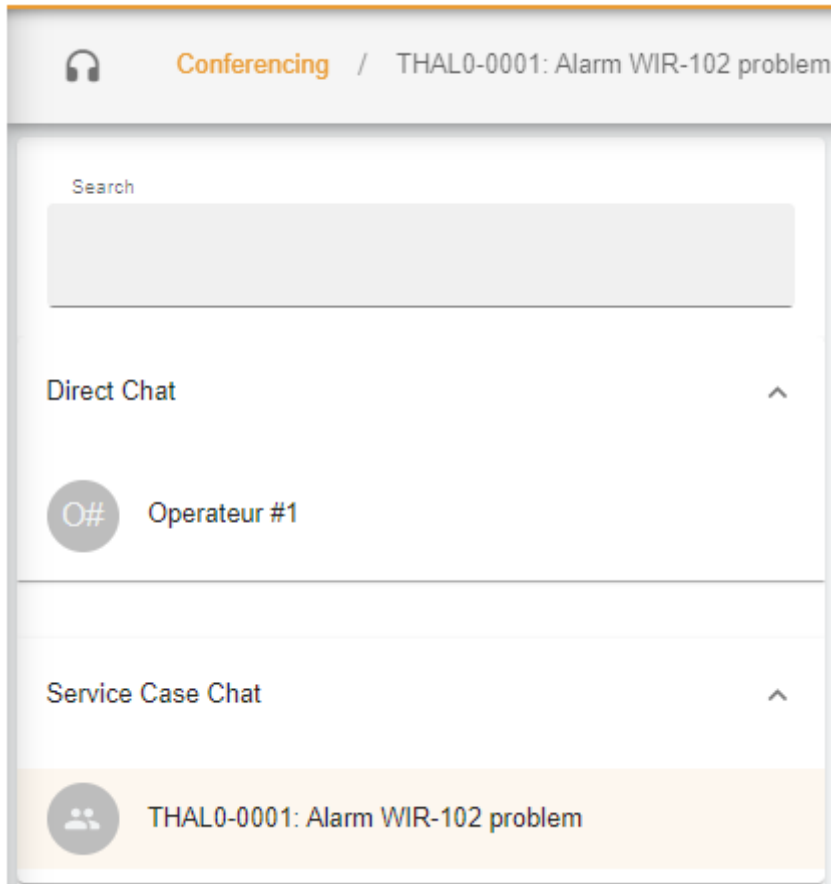## 1. Presentation of the conferencing window

The customer or the GFMS FSE could use the conference tools to exchange some information.

To be able to do that please press on the "Conferencing" tab:
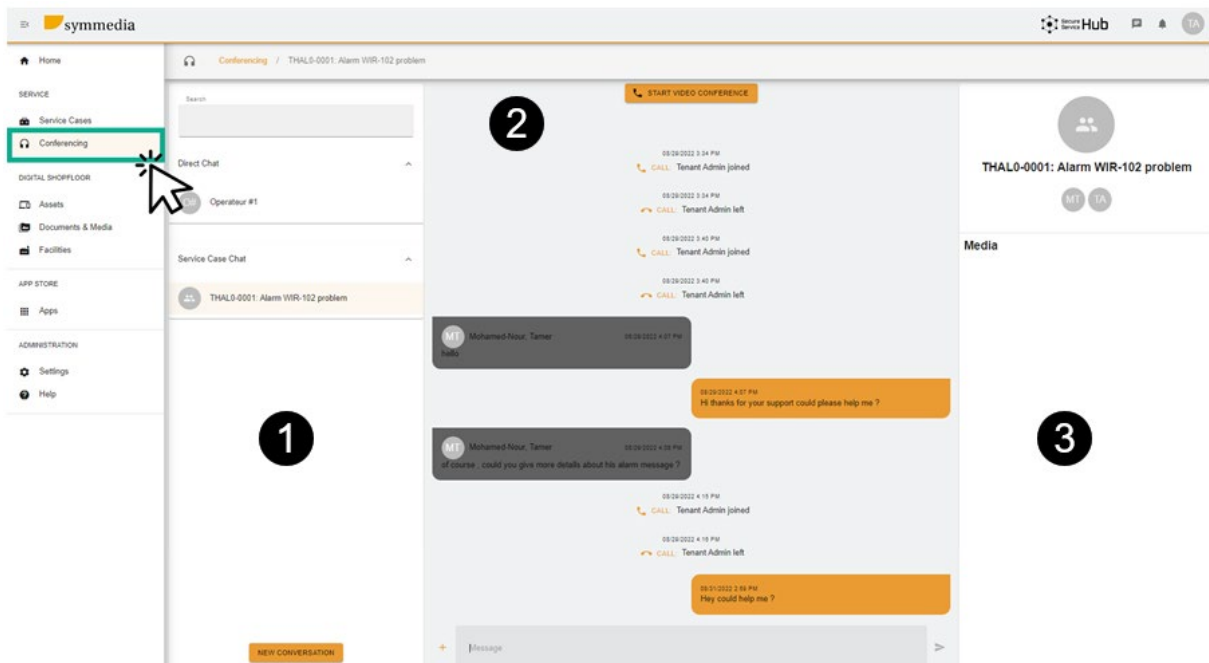
Then you will see 3 different frames:

Frame 1: Different chat history

On the frame you can have on the title "Conferencing" on which service case this chat is linked.
There is also a separation between the **Direct chat** (members of the customer's group) or inside
the **Service case Chat** you can consult what was shared between tee customer and the GFMS FSE.

It is also possible to create a new conversation when you press on

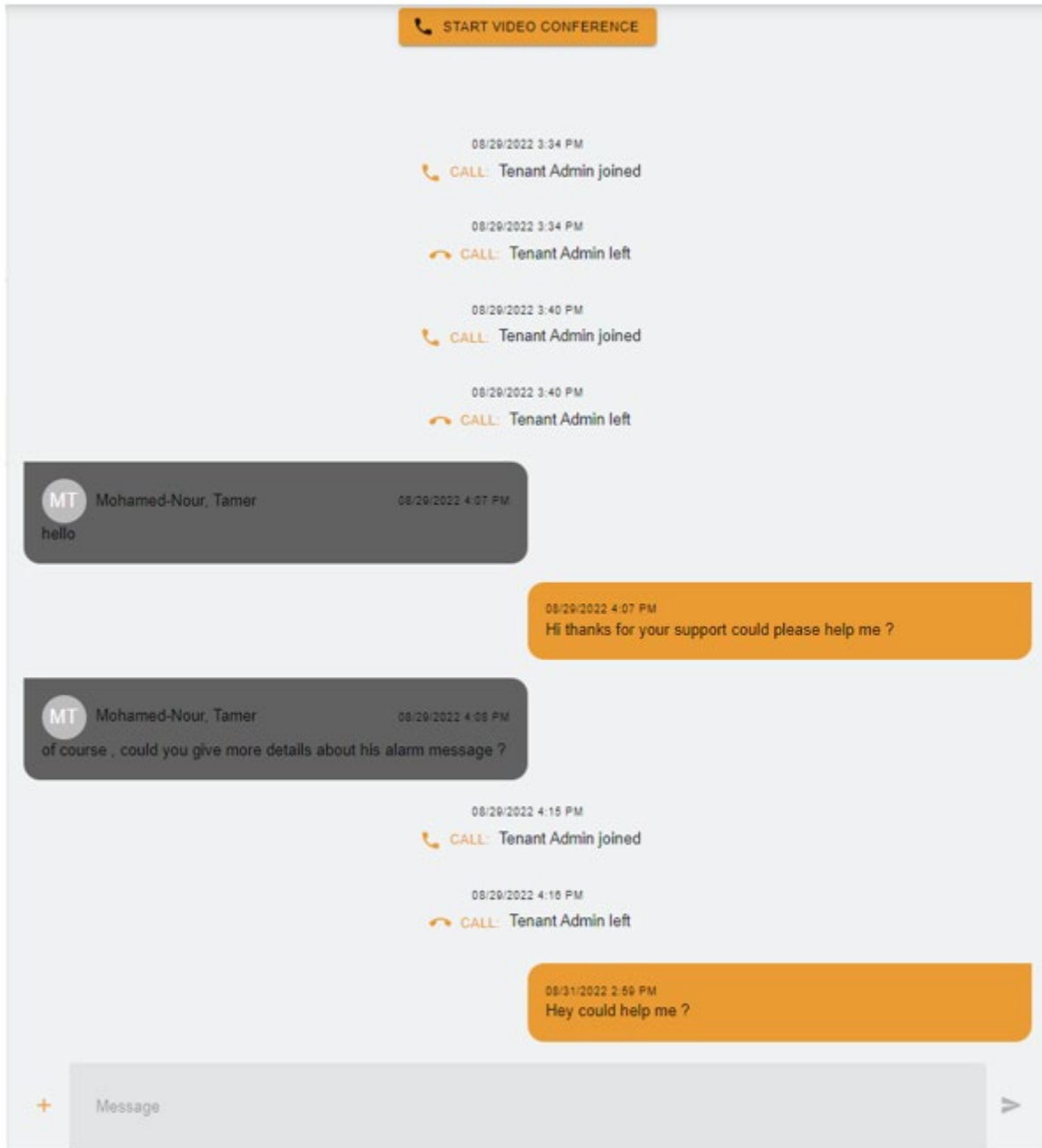you will have a new window where the customer may add some person from his group

or the GFMS FSE could add anyone from his group (GFMS):
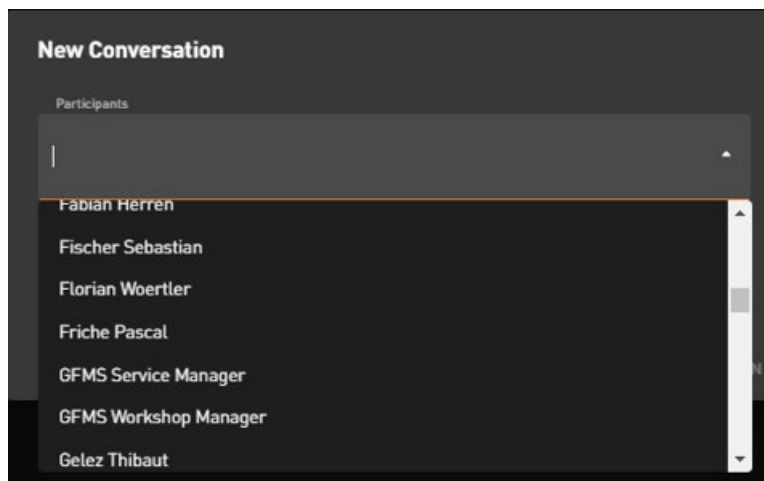
To valid and launch the conversation, please press on "Create Conversation".
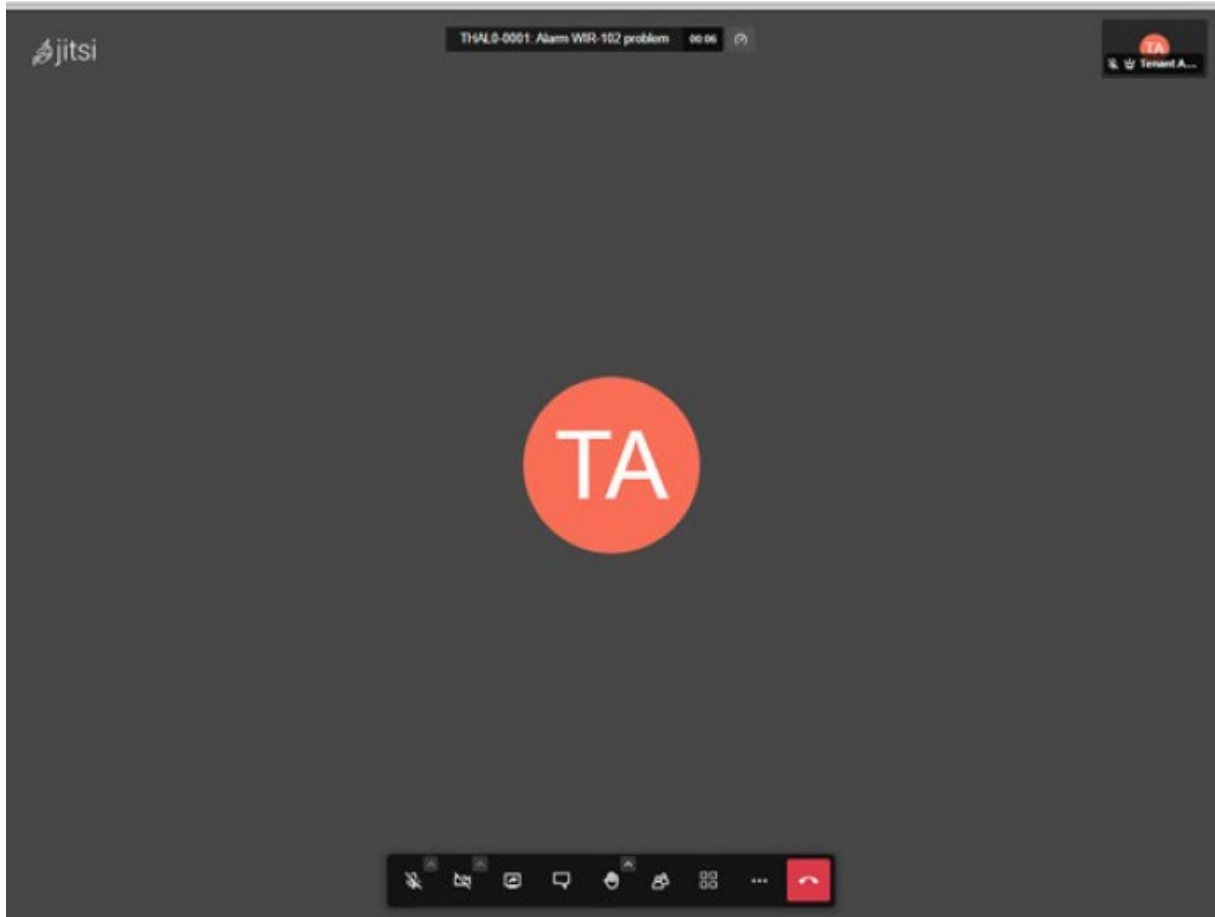
Frame 2: The different messages exchanged on this chat

On this frame, it is possible to see all the exchange between the customer and the GFMS FSE.
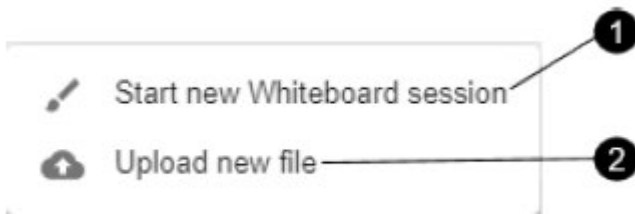
It is also possible to start a "Video Conference" just by pressing
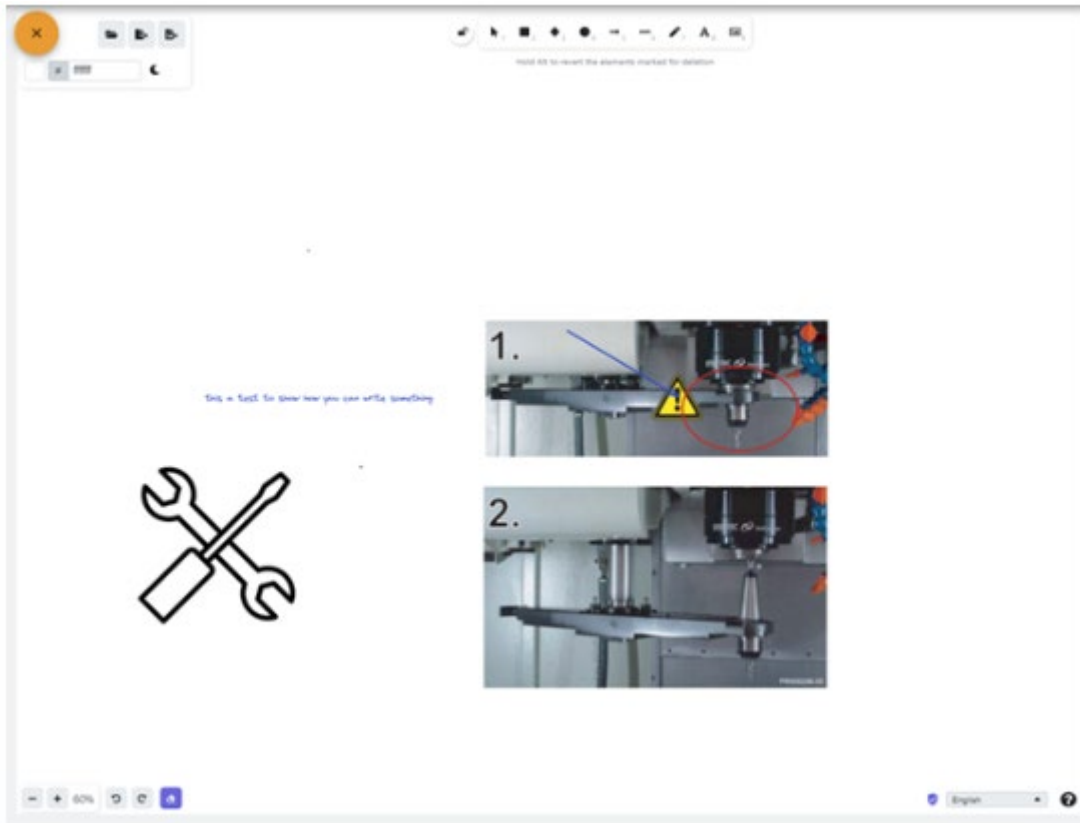
on a new window appears

To have more information about this tool please follow the next link.

It is also possible to share a whiteboard of a file; press on the "+" button and then choose:

1. Whiteboard session:

A new window appears and you can use it to share all kind of schema or if you need to draw something.

2. Upload new file

You have the possibility to share some file, as you can see it on the next picture it is possible to choose file and then press on the upload button.
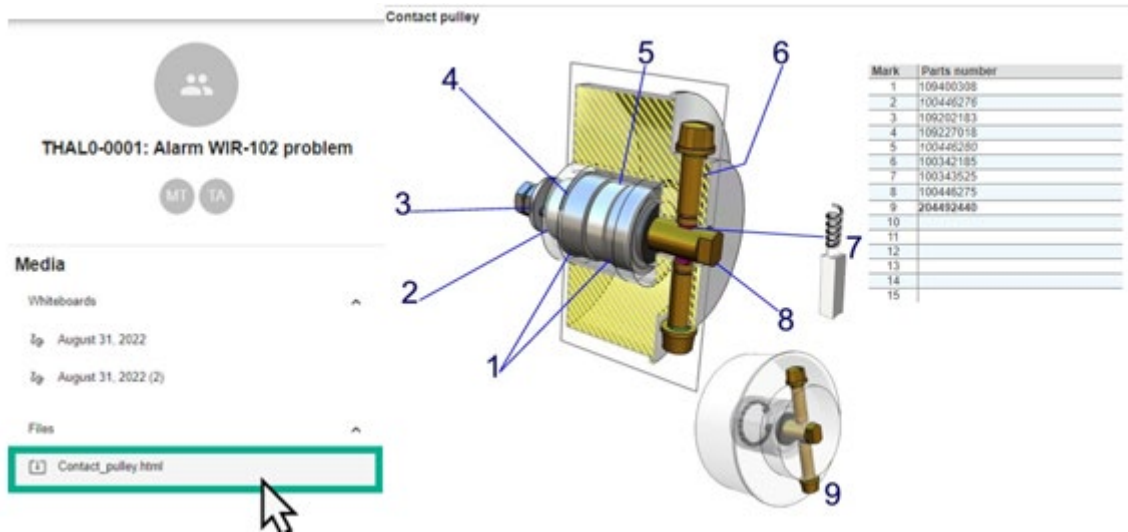

Then you will see the file uploaded on the third frame and to consult it you just have to click on it.

Frame 3: Details about the chat content

1. The name of the service case
2. Information inside the media
3. All the whiteboards exchanged on this chat
4. All the files shared using the Conferencing tool