



Discussions - Video Chat





Why Video conferencing?

Problem

Currently there is no support for video discussion in the community portal. Community manager is not able to interact with the members through a video conference.

User Story

As a Community manager I would like to have a video discussion with the community members to gain feedback, improve relationship and analyze the transcript.



How does the Video conferencing work?

Solution

Community Manager can create a video discussion and interact with the members more efficiently and build a relationship.

Community manager will be able to mark the chat transcripts as important and these can be accessed later for analysis.

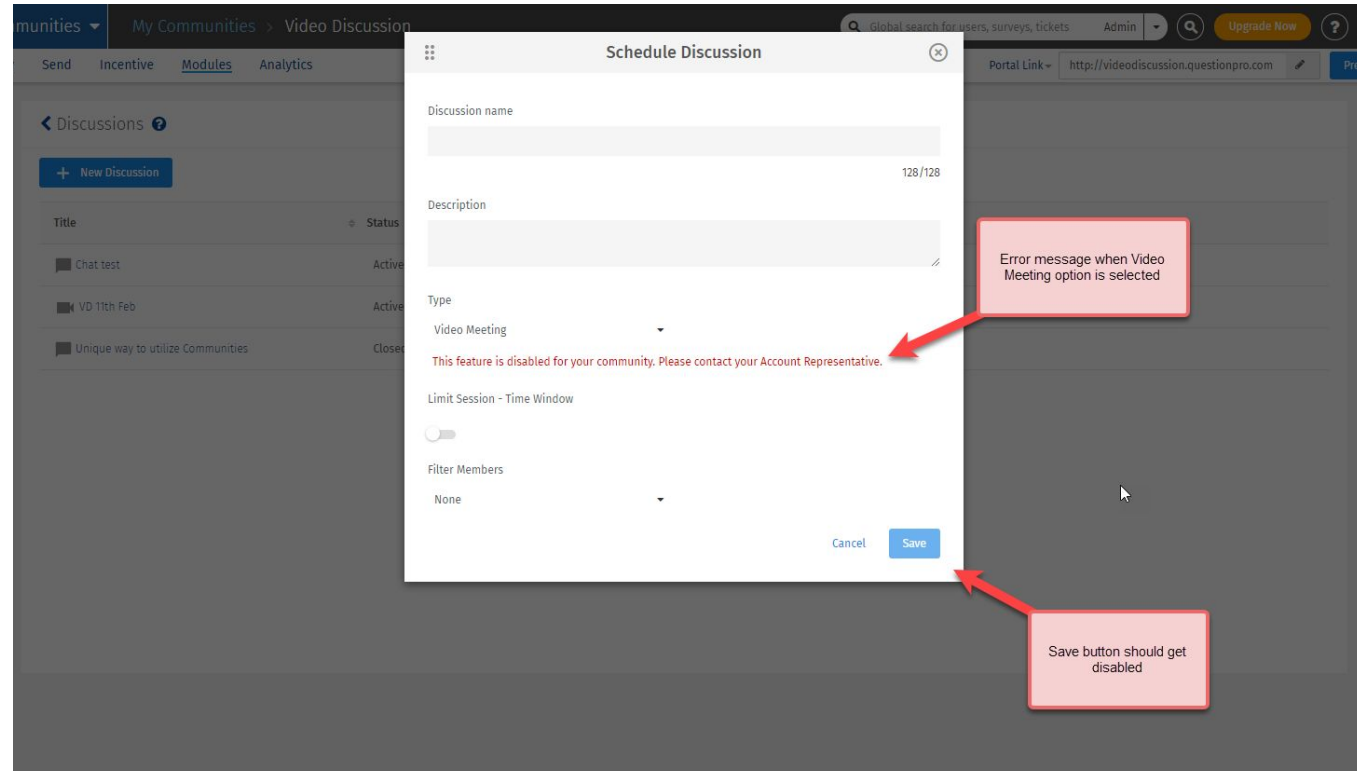


How to enable Video Discussions

Video Discussions feature will be disabled by default.

With the video discussion setting as disabled, when the admin tries to create a Video Meeting, upon selecting the option this warning message will be displayed - **This feature is not included in your license - Please contact your Sales Representative.**

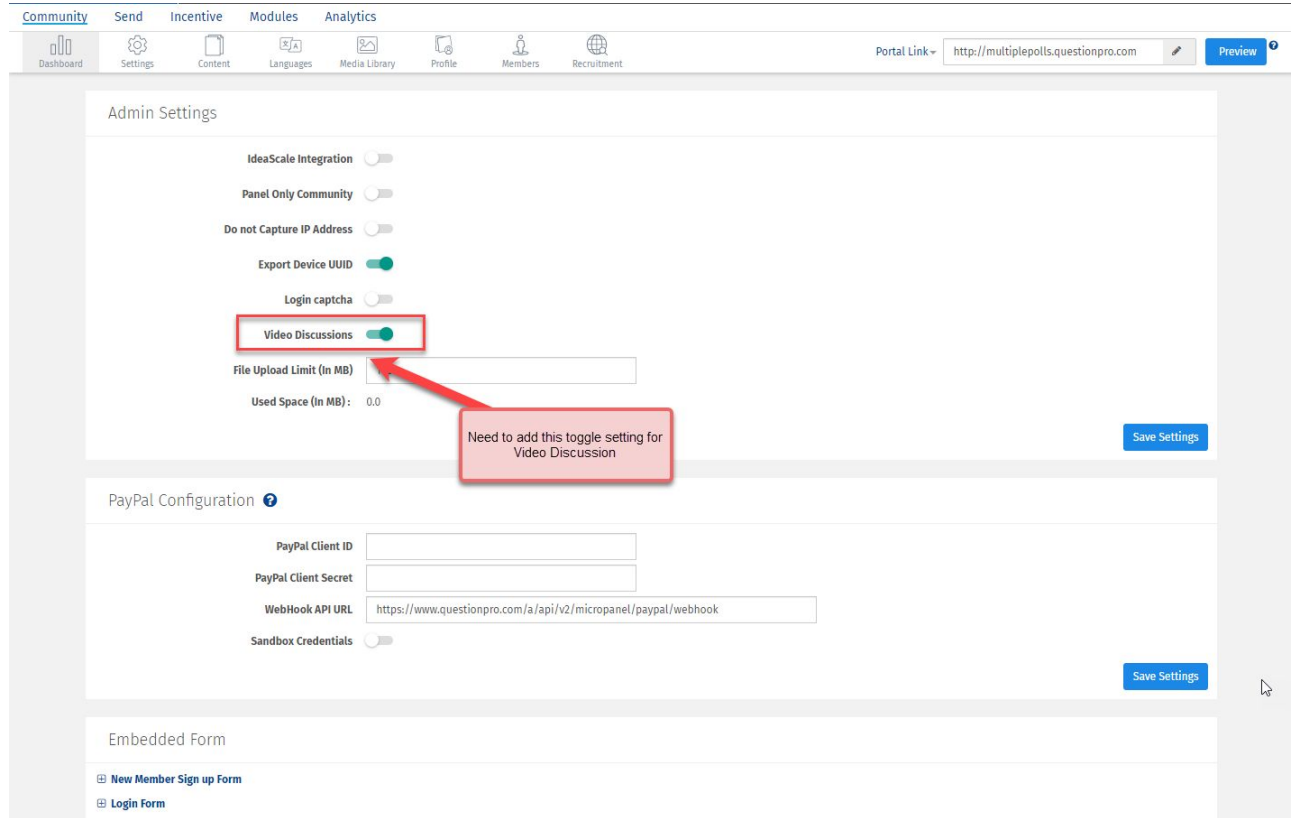
And upon selection, the 'Save' button will get disabled.



How to enable Video Discussions

This functionality will be charged over and above the regular license fees.

Video Discussions can be enabled from Admin Settings



The screenshot displays the Admin Settings page for a QuestionPro account. The top navigation bar includes tabs for Community, Send, Incentive, Modules, and Analytics. Below this is a secondary navigation bar with icons for Dashboard, Settings, Content, Languages, Media Library, Profile, Members, and Recruitment. The main content area is titled 'Admin Settings' and contains several toggle switches: IdeaScale Integration, Panel Only Community, Do not Capture IP Address, Export Device UUID (which is turned on), Login captcha, and Video Discussions (which is highlighted with a red box and a callout box stating 'Need to add this toggle setting for Video Discussion'). Below the toggles are input fields for File Upload Limit (in MB) and Used Space (in MB). The bottom section of the page is titled 'PayPal Configuration' and includes fields for PayPal Client ID, PayPal Client Secret, WebHook API URL, and Sandbox Credentials. A 'Save Settings' button is located at the bottom right of each section. The bottom left corner of the page features a blue square icon with a white question mark.

How to create/schedule a discussion?

Solution

- Click on “Schedule Live Discussion” and select the type of discussion as “Video Meeting”
- Schedule a discussion or create a live discussion.
- Select the filter to make the discussion available for specific members.
- Newly created discussion will be displayed to the members on the member portal.

Schedule Discussion

Discussion name

128/128

Description

Type

Video Meeting

Limit Session - Time Window

Start Date 12/01/2020 09:00 AM

End Date 12/01/2020 01:00 PM

Filter Members

None

Cancel Save



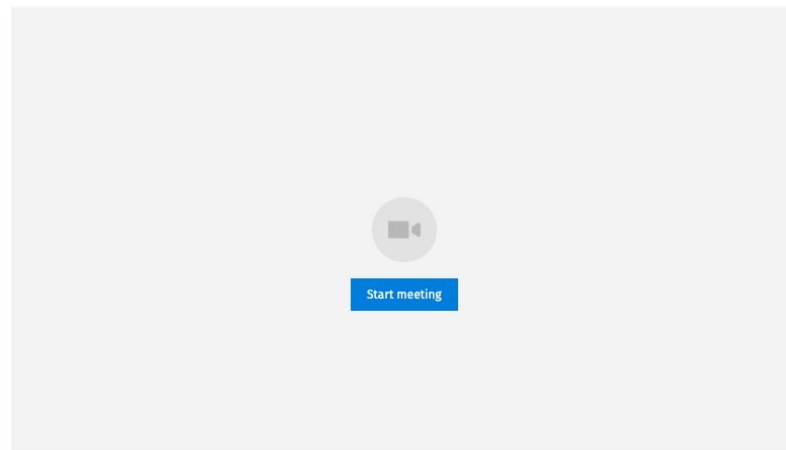
How to start the discussion?

Solution

- Community Manager will be able to start the discussion by clicking the “Start” button on the Discussions details screen.
- Live Cast will be started and meeting video will be displayed on the Discussion screen with Live Transcripts.
- Community Manager will be able to tag a comment as important by using the favorites icons.
- All the tagged comments will be displayed under the “Starred Comments” tab.

What do you think about Sci-fi movies?

Here we are gonna talk about scifi movies :D Share with the community all your thoughts ;D
The call will start on: May 13 2020, 12:00 CST



[Transcript](#) Starred comments

Once the meeting starts,
here you would be able to see
the transcripts



Discussion - Chat

Setup

Community Modules

**Idea board**

Ideation engine to capture feedback and ideas from your members.

**Discussions**

Get a group of your members together for a live online focus group.

**Topics**

Empower members to post a question or comment.

**Engagement**

Gamification tool for increasing engagement.

**Documents**

Share documents, images, pdfs with your members.

**Events**

Create an event and invite your members.

**Polls**

Get quick insights. Add a poll to your community.

**Mobile**

Purpose built app that's an extension of your online community.

**API**

Automate Community Management

**Webhooks**

[← Discussions](#)[+ New Discussion](#)

Title	Type	Status	Criteria	Date/Time
Let's talk about star wars	Chat room	Active	N/A	May 13 2020, 12:00 - May 14 2020, 12:00
What do you think about Sci-fi movies?	Video meeting	Active	Criteria example 1	May 01 2020, 5:00 - May 03 2020, 12:00
What do you think of the last 3 Star wars movies?	Chat room	Active	N/A	N/A
What do you prefer cheetos or fritos?	Chat room	Active	N/A	Feb 16 2020, 12:00 - Feb 17 2020, 12:00
Are you a cat person or a dog person?	Video meeting	Active	N/A	N/A
Sketch or Figma?	Video meeting	Active	N/A	Jan 13 2020, 12:00 - Jan 14 2020, 12:00

Discussions ?

[+ New Discussion](#)

Title

Let's talk about star wars

What do you think about Sci-fi movies?

What do you think of the last 3 Star wars movies?

What do you prefer cheetos or fritos?

Are you a cat person or a dog person?

Sketch or Figma?

Schedule Discussion

Discussion name

Select

Description

Add a description

Status

Active

Type

Chat room

Limit Session - Time Window



May 13 2020, 12:00 - May 13 2020, 12:00

Filter members

Segment 1

Cancel

Save

[← Discussions](#)[+ New Discussion](#)

Title	Type	Status	Criteria	Date/Time
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[Discussions](#) > What do you think about Sci-fi movies?[General](#) [Participants](#) [History](#)

Type: Chat room Filter members: Segment 1 Date/Time: May 13 2020, 12:00 - May 14 2020, 12:00

Status: Active

Chat Invite URL

<https://www.questionpro.com/t/AOprf>

What do you think about Sci-fi movies?

Here we are gonna talk about scifi movies :D Share with the community all your thoughts ;D

- Whiteboard



2 Users >



Abe Bazh

I love scifi movies?

☆ 9 minutes ago

Add Tag



John Smith

What movies do you recommend?

☆ 8 minutes ago

Add Tag

Discussions > What do you think about Sci-fi movies?

[General](#) [Participants](#) [History](#)

Total participants: 6

 [Excel download](#)

User ID	Display Name	Email
8223125	John Smith	John.s@mail.com
8562074	Abe Bazh	Abe.bazh@mail.com
9253647	Asgar Hussain	Asgar.hussain@mail.com
9768546	Jose Pardo	Jose.pardo@mail.com
8351326	Gerardo Vázquez	Gerardo@mail.com
3457945	Omar Guillermo	Omar.G@mail.com

[Discussions](#) > What do you think about Sci-fi movies?[General](#) [Participants](#) [History](#)

Total comments: 6

 [Excel download](#)

Timestamp	Display Name	Comment
Apr 22 2020 - 10:30	John Smith	I love scifi movies
Apr 22 2020 - 09:28	Abe Bazh	What movies do you recommend?
Apr 22 2020 - 09:15	Asgar Hussain	I love starwars, star trek and also super hero movies
Apr 22 2020 - 09:00	Jose Pardo	Scifi movies are not my type, I love drama and cartoons
Apr 22 2020 - 08:30	Gerardo Vázquez	Scifi movies are overrated
Apr 20 2020 - 23:30	Omar Guillermo	Someone knows a site to watch independet Scifi movies?

Discussion - Video

Setup

[← Discussions](#)[+ New Discussion](#)

Title	Type	Status	Criteria	Date/Time
Let's talk about star wars	Chat room	Active	N/A	May 13 2020, 12:00 - May 14 2020, 12:00
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What do you prefer cheetos or fritos?	Chat room	Active	N/A	Feb 16 2020, 12:00 - Feb 17 2020, 12:00
Are you a cat person or a dog person?	Video meeting	Active	N/A	N/A
Sketch or Figma?	Video meeting	Active	N/A	Jan 13 2020, 12:00 - Jan 14 2020, 12:00

← Discussions ?

[+ New Discussion](#)

Title

Let's talk about star wars

What do you think about Sci-fi movies?

What do you think of the last 3 Star wars movies?

What do you prefer cheetos or fritos?

Are you a cat person or a dog person?

Sketch or Figma?

Schedule Discussion



Discussion name

Select

Description

Add a description

Status

Active

Type

Video meeting

Limit Session - Time Window



May 13 2020, 12:00 - May 13 2020, 12:00

Filter members

Segment 1

Cancel

Save

[← Discussions](#)[+ New Discussion](#)

Title	Type	Status	Criteria	Date/Time
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Discussions > What do you think about Sci-fi movies?

General Participants

Type: Video meeting Filter members: Segment 1 Date/Time: May 13 2020, 12:00 - May 14 2020, 12:00

Status: Active Video Meeting Link <https://www.questionpro.com/t/AOprq>

What do you think about Sci-fi movies?

Here we are gonna talk about scifi movies :D Share with the community all your thoughts ;D
The call will start on: May 13 2020, 12:00 CST

Comments Starred



Start meeting

Once the meeting starts,
here you would be able to see
the transcripts

Discussions > What do you think about Sci-fi movies?

General Participants

Type: Video meeting Filter members: Segment 1 Date/Time: May 13 2020, 12:00 - May 14 2020, 12:00

Status: Active Video Meeting Link <https://www.questionpro.com/t/AOPr>

What do you think about Sci-fi movies?

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Comments Starred

 Abraham Bazán

★ 10:20

Your return policy needs to change and your employees that I dealt with were absolutely rude! This has happened more than once. I won't be returning.

Employees Return Policy

 Asgar Hussain

☆ 10:20

I love your company, your product is pure gold! Hope you launch more soon!

Product

☆ 10:40

But please make some changes to your service! The guys are always rude to clients and it is super frustrating to ask for help

Employees

Discussions > What do you think about Sci-fi movies?

General Participants

Type: Video meeting Filter members: Segment 1 Date/Time: May 13 2020, 12:00 - May 14 2020, 12:00


Status: Active Video Meeting Link <https://www.questionpro.com/t/AOPqr>

What do you think about Sci-fi movies?

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Comments Starred

 Abraham Bazán

★ 10:20

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[Employees](#) [Return Policy](#)

★ 10:40

But please make some changes to your service. The guys are always rude to clients and it is super frustrating to ask for help.

[Service](#)

Discussions > What do you think about Sci-fi movies?

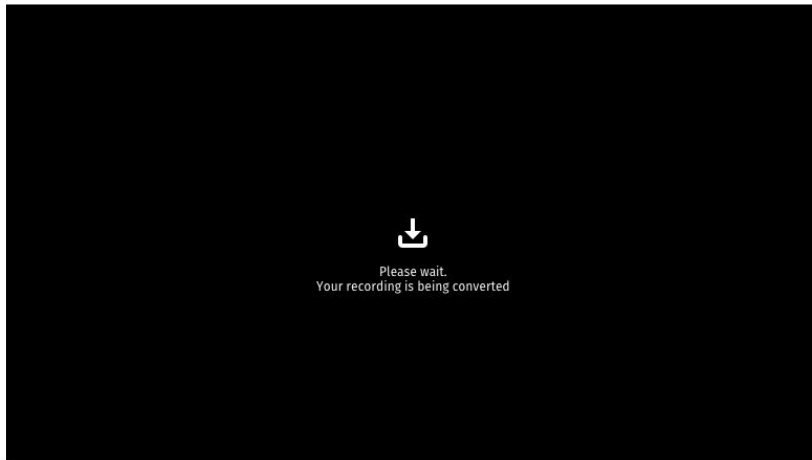
General Participants

Type: Video meeting Filter members: Segment 1 Date/Time: May 13 2020, 12:00 - May 14 2020, 12:00

Status: Active Video Meeting Link <https://www.questionpro.com/t/AOpr>

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Comments Starred



Abraham Bazán

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Reviews

Discussions > What do you think about Sci-fi movies?

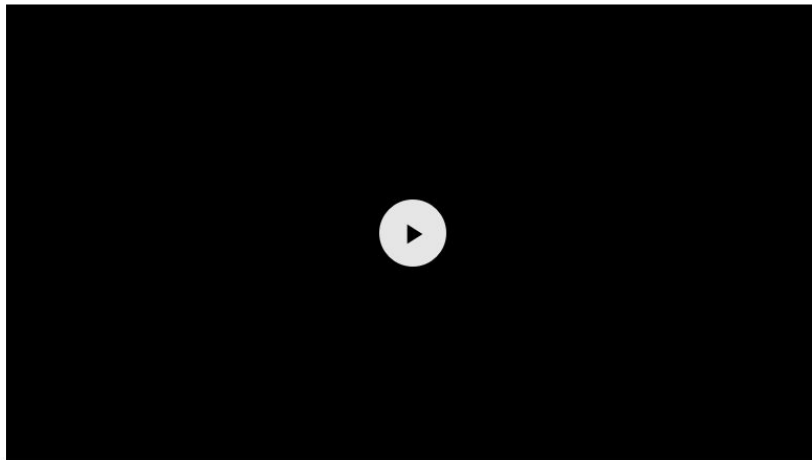
General Participants

Type: Video meeting Filter members: Segment 1 Date/Time: May 13 2020, 12:00 - May 14 2020, 12:00

Status: Active Video Meeting Link <https://www.questionpro.com/t/AOprf>

What do you think about Sci-fi movies?

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Comments Starred



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Product

☆ 10:40

But please make some changes to your service! The guys are always rude to clients and it is super frustrating to ask for help

Customer

Discussions > What do you think about Sci-fi movies?

General Participants

Total participants: 6

 Excel download

User ID	Display Name	Email
8223125	John Smith	John.s@mail.com
8562074	Abe Bazh	Abe.bazh@mail.com
9253647	Asgar Hussain	Asgar.hussain@mail.com
9768546	Jose Pardo	Jose.pardo@mail.com
8351326	Gerardo Vázquez	Gerardo@mail.com
3457945	Omar Guillermo	Omar.G@mail.com

Discussions > What do you think about Sci-fi movies?

[General](#) [Participants](#) [History](#)

Total comments: 7

 Excel download

All



Timestamp	Display Name	Comment	
Apr 22 2020 - 10:20	Abraham Bazán	Your return policy needs to change and your employees that I dealt with were absolutely rude! This has happened more than once. I won't be returning.	★
Apr 22 2020 - 10:20	Asgar Hussain	I love your company, your product is pure gold! Hope you launch more soon!	☆
Apr 22 2020 - 10:20	Asgar Hussain	But please make some changes to your service! The guys are always rude to clients and it is super frustrating to ask for help	★
Apr 22 2020 - 09:15	Asgar Hussain	I love starwars, star trek and also super hero movies	☆
Apr 22 2020 - 09:00	Jose Pardo	Sci-fi movies are not my type, I love drama and cartoons	☆
Apr 22 2020 - 08:30	Gerardo Vázquez	Sci-fi movies are overrated	☆
Apr 20 2020 - 23:30	Omar Guillermo	Someone knows a site to watch independent Sci-fi movies?	☆

Discussions > What do you think about Sci-fi movies?

[General](#) [Participants](#) [History](#)

Total comments: 6

[Excel download](#)

Starred



Timestamp

Display Name

Comment

Apr 22 2020 - 10:20

Abraham Bazán

Your return policy needs to change and your employees that I dealt with were absolutely rude! This has happened more than once. I won't be returning.



Apr 22 2020 - 10:20

Asgar Hussain

But please make some changes to your service! The guys are always rude to clients and it is super frustrating to ask for help



Email invitation

Get ready for (11-May-2021) Video Discussion [(09-March-21) Community]  Inbox x 

(09-March-21) Community

to spéciaux ▾

2:41 PM (13 minutes ago)



Hello spéciaux,

You have been invited to participate in a video discussion for (09-March-21) Community community.

Below are the details of the event.

Discussion name: **(11-May-2021) Video Discussion**

Date and time: **May 11 2021, 14:45 - May 11 2021, 15:00**

Video Discussion Link: [Join Meeting](#)

We look forward to your participation in the discussion.

Thank you,

(09-March-21) Community

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QuestionPro Pvt. Ltd.

Gaikwad Avenue, ITI ROAD, Pune, Maharashtra, 411007, India

[Unsubscribe](#) | [Report Abuse](#)





Discussions

Title	Date/Time	Action(s)
Unique way to utilize communities	Feb 19, 2020 - Feb 19, 2021	Join
Market Research platforms	Feb 13, 2020 - Feb 13, 2021	Join

On click of "Join" zoom link will be opened in a new tab.

You Have **490** Points

QUICK POLL

New feature you're waiting for

- Discussions 2.0
- Idea board 2.0
- Customized Engagement Activity

[Vote](#)

Beta testing

Feedback

Energizer [US]

“The online video based discussion is a good to have research tool. It helps to get an in person understanding of what consumers think of a certain packaging or change in design. The fact that it can be actually targeted to just a few members is great. Currently we do it thought surveys to test for product package and design which sometimes can take a while, with the video discussion we can capture the insights needed much quicker and we get to see the members face and gauge their emotion, immediate reactions, etc. This could potentially also be a good alternative to the record your feedback and send us in a survey approach we currently take”

Maple Leaf [CA]

“Good to have feature. it's easier now to sort through the info/data afterwards”

Suggestions/concerns

- An option to disable the transcripts - yet to be worked on
- Display a warning message when a member is in the meeting and clicks on other option on the screen, he/she will be thrown out of the meeting - yet to be worked on
- Usability issues on mobile devices - limitation for now, hence advised not to use mobile phones for video meetings
- Chat feature in the application not available - disabled on purpose to avoid open interaction among the members





Any Questions?



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[asgarhussain92](https://twitter.com/asgarhussain92)