



Pane Placement

UX Customer Insights

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03-12-2018

Operator discovery session

- 1) Do operators get instructions for placing important people in a pane before or during a meeting? What is the process

Example: Do they get a list of participants / devices / rooms before the meeting that need to be set as important or fixed in a prominent pane?

- 2) Generally, how many participants in a meeting need to be in a fixed or prominent pane?

- 3) Do you need a strict "Tom must appear in the top right" experience?

Sensitivity on how a participant looks like on a screen? Am I shown in the big pane, am I shown on top? With self-view turned off your prominent position may be occupied by someone else will that create issues for some customers?

Participant A			Participant B	
			Participant C	
D	E	F	G	H

Are these participants ranked in anyway?

- 4) Do operators have a specific preferred layout and when do you set this layout?

- 5) When setting layouts for participants, do you think of panel first or person?

Example: Big Pane (Pane 1) who is going there, 2nd pane who is going there...Or John has to be in the biggest pane, Ben second.

- 6) When setting layouts do you have knowledge of different endpoints being used by participants (single-screen, 2, 3-screen)?

Depending on what layouts and Endpoints are used some users may see 4 participants others may see 5. Will it affect what users having 2 screens or 3 will be looking at?

- 7) Do you always fill every slot with a selected participant, or would you leave some empty? Vice versa When applying pane placement is there an intention to impose a layout on all participants?

- 8) A meeting on CMS only becomes alive 5 minutes before the start time

You can only do pane placement for participants who have joined the meeting so there may only be 1 participant in the last 4min while all others may join at the last minute.

Is 5 min enough for operators to set up pane placement? Do you get time to set up screens after a meeting start time?



You get a list of 12 participants showing 2 who need to sit in prominent panes.

5 minutes before the start of the meeting. You will select a suitable layout for this meeting.

You apply the layout so that all participants joining the call will see themselves sitting in the pip or the sides.

Pane 1 and 2, which are the most prominent panes, will not be used until you specify a participant for these panes. You are waiting for their occupants to join the call.

Wait for the participants to join the meeting.

As soon as pane 1 candidate joins he is assigned to Pane 1 and similarly for Pane 2.