



veevaCRM

18R3 Engage Release Notes
January 2019



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Introduction

Several new features are included in Veeva Engage 18R3. This document provides a brief explanation of each new feature and updates to existing features.

User Visible Changes

Users can view the following changes for this release without additional configurations:

- Engage Web Client attendees can now join the meeting audio using their browser via VoIP
- The Engage Web Client application automatically localizes to the appropriate [Veeva Supported language](#) based on the language of the user's browser
- Annotation is no longer supported for HCPs. The Disable Attendees Annotation button is not active.
- The Engage Web Client application now displays a video feed of the active speaker
- HCPs video feed does not automatically display when joining a meeting. To share their video, HCPs must select the Start Video button.



Engage Web Client Enhancements

VoIP and Two-Way Video

The Engage Meeting Web Client now supports two-way video and VoIP. Two-way video enables Web Client attendees to see the video tile of the active speaker and to share their own video using their computer's camera. VoIP enables Web Client attendees to hear and speak with the host and other attendees using their computer's microphone and speakers.

For example, Sarah Jones hosts an Engage Meeting with Dr. Clinton Ackerman. Dr. Ackerman uses the Engage Meeting Web Client to join the meeting, initiate his camera, and connect to the meeting audio via VoIP. When Sarah presents her content, her video feed displays in the active speaker video tile to Dr. Ackerman. Additionally, Sarah can see Dr. Ackerman's reaction to her presentation.

This feature is enabled by default.

Use

Web Browser Support

Feature	Chrome	Edge	Firefox	Internet Explorer 10	Internet Explorer 11	Safari
Two-Way Video	✓	✓	✓	✗	✗	✓
VoIP	✓	✗	✗	✗	✗	✗

Table 1: Browser Support for VoIP and Two-way Video

If an HCP uses a browser that does not support a feature, the controls for that feature do not display.

VoIP

When joining the Engage Meeting, HCPs can join the Engage Meeting's audio using their computer's sound system by selecting **Join Audio by Computer**.

This displays the **Mute** and **Unmute** buttons. HCPs can select which microphone to use when joining audio and mute and unmute themselves by selecting the appropriate button.

Two-way Video

HCPs can start and stop video by selecting the **Start Video** and **Stop Video** buttons in the meeting. When starting the video feed, HCPs can select the camera to use if there are multiple cameras on the device.

A video tile representing the active speaker displays to the right of the presented content. This tile never overlays the shared content.

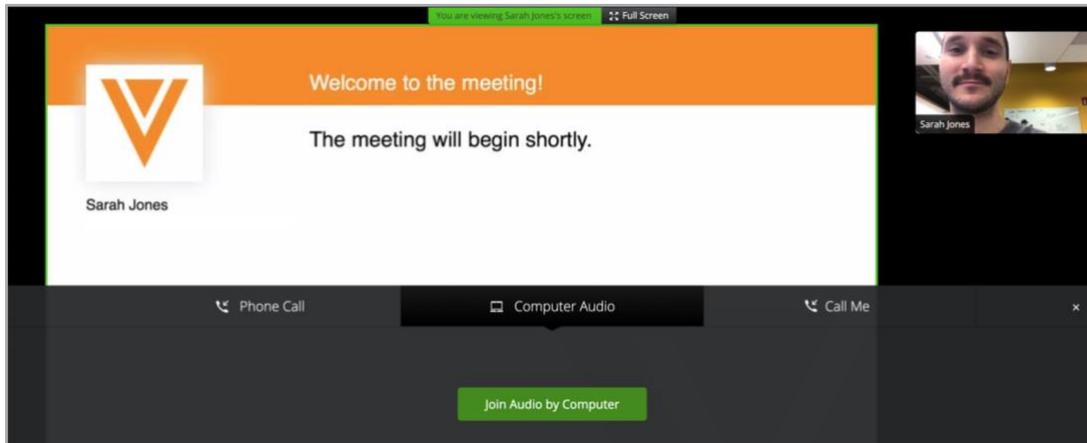


Figure 1: VoIP and Two-way Video

If the active speaker joins the meeting via audio, but not video, a black tile with the speaker's name displays instead. A small video tile of the HCP displays over the active speaker tile when an HCP selects the Start Video button. This enables the HCP to see what their camera is displaying to the other attendees in the meeting.