



Experiences  
That Matter



# Elevating the Employee Meeting Experience

## Human Resources Guide



## Human Resources and Employee Guide

Avaya Spaces is designed to deliver the ultimate workstream collaboration experience. It keeps conversations going 24/7. You can chat about project details in or out of the meeting. Everything is saved, so you have information when you need it. And when you need live interactions, once click starts a call, one to one video, or gets you into a meeting.

Virtual meetings have become ingrained in our professional and social fabric. Some of these meetings - such as customer interactions, tele medicine and virtual education have higher stakes than others. No matter the context—video meetings are now an essential component of the work experience for many of us. A way that allows people all over the world to instantly connect. It's an incredible tool.

Employee quality standards for virtual meetings vary widely, and sometimes unexpectedly. It is apparent when an employee puts the effort into making their video look and sound good —And when they don't. Poor video and audio quality can be a huge distraction—and can significantly impact the productivity of meetings. Not only that, but when you put in the effort you in turn make a positive professional statement. It really can say a lot about your persona and your brand.

But what if you could ensure that the video and audio for every one of your employees would always look great? What if you could eliminate those barriers of distraction, and create an environment where all of your meetings can thrive? The good news is that once you decide to up your virtual meetings game, you really only have to do it once. Most employees will take video calls from the same location using the same equipment, so making the change now will set them up for success in every video conversation going forward.

One important factor is the devices that you use. Avaya Devices are designed specifically to elevate the Avaya Spaces workstream collaboration experience. Whether working from home or in the office, you will want to pair your Avaya software and services with Avaya's purpose-built devices to obtain the best video and audio quality, to maximize your productivity, and to simplify your workday.

Whether your employees are presenting to dozens of people at a high stakes meeting, or whether they are just grabbing a quick catch up with their colleague—no matter the situation —You can help to provide your employees with clear, consistent quality.



## Simple Steps that Have a Big Impact

There are some basic steps that your employees can take to make their meetings look better. One area is “framing.” This is an easy fix, and something that so many employees don’t put enough effort into. First, you want the camera to be at “eye level.” You don’t want it to be angled up or down. Film directors angle the camera to create psychological connotations about the character. Camera angles can actually produce undesirable emotional associations—in addition to just looking odd or showing unwanted views up your nose.

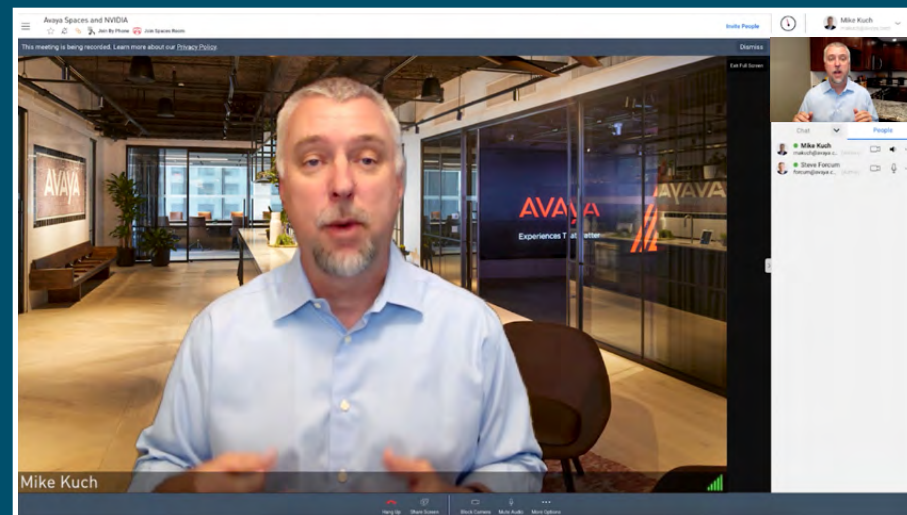
Avaya devices, including desktop devices, are designed to provide the right camera “height”—so as to avoid camera angle challenges.

Employees should also place themselves in the center of the frame. If they break the frame into thirds with imaginary horizontal lines, their eyes should be resting on the intersection of the upper line, and their neck should be positioned around the lower line. This also helps to ensure they are positioned at the correct distance from the camera. Your employees should be showing their shoulders and their entire face.

Many Avaya cameras have a remote control that enables employees to easily zoom in or out or move the capture area up or down or from side to side.

Of course, the background is also an incredibly important part of the picture. The background should be clean and uncluttered. If possible, the background should also have a nice sense of depth. And ideally, your background should contribute to the brand that you want to portray.

Recently, virtual backgrounds have become popular. But unless you have the right technology, they can be problematic, as they tend to produce unclear lines or swallow up foreground objects. Avaya Spaces uses cloud-based AI technology to customize the background image—which means the background imaging works across any device. It’s not limited to just using your laptop.



One of the most important factors of video quality is good lighting. Low or poorly lit video often results in an image that is washed out has bad coloring or contrast, a lot of digital noise and grain or worse. Employees should make sure that they have a dedicated light source, placed in front of them, clearly illuminating their face. Soft and diffused lighting is best. The light source shouldn’t be the computer monitor. Employees should also make sure that they don’t have a strong light source behind them, such as a window.

One affordable and effective soft lighting solution is a classic ring light, which also can provide different intensity levels, to enable employees to dial in the right amount of illumination by adjusting the settings.



## The Camera is the Star of the Show

After taking these simple steps the next area of focus is to use the right camera. The goal is to make sure the image is clear and properly balanced and shows correct contrast hue and saturation









One option is to use the computer's built-in webcam. Usually this only provides very limited options for dialing in on your camera settings. There are some third-party programs that attempt to do this but usually these provide less than stellar results. Also, many employees today are using larger displays as their primary monitor instead of their laptop.

For these reasons, it's usually best for employees to be provided with a professional quality external camera. This approach offers greater resolution and more control.

Avaya has a portfolio of cameras designed to fit specific situations—that includes Avaya's award-winning line of professional cameras that allow users to enhance the virtual meeting experience, while reducing costs and increasing flexibility. They eliminate the need for travel and drive resource efficiencies. Choose an all-in-one solution (CU360), or USB-based cameras (HC010, HC020, HC050)—both of which offer professional grade video and additional capabilities such as remote and keyboard connectivity.

---

**Avaya has a portfolio of cameras designed to fit specific situations—that includes Avaya's award-winning line of professional cameras that allow users to enhance the virtual meeting experience.**

		
<b>HC010</b>	<b>HC020</b>	<b>HC050</b>
		
<b>Perfect audio/video conferencing solution for personal office room</b>	<b>Perfect audio/video conferencing solution for personal office room / small huddle rooms</b>	<b>Perfect audio/video conferencing for medium to large rooms</b>
<ul style="list-style-type: none"> <li>▪ Laptop/Monitor Top</li> <li>▪ 1080p30 resolution</li> <li>▪ 4x digital zoom (EPTZ)</li> <li>▪ Horizontal Field of View: 85°</li> <li>▪ Vertical Field of View: 55°</li> <li>▪ 1-way POD mic</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitor Top</li> <li>▪ 1080p30 resolution</li> <li>▪ 8x digital zoom</li> <li>▪ Horizontal Field of View: 104° up to 123°</li> <li>▪ Vertical Field of View: 104° up to 80°</li> <li>▪ 1-way POD mic</li> </ul>	<ul style="list-style-type: none"> <li>▪ Desktop Mount</li> <li>▪ 1080p60 resolution</li> <li>▪ 12x digital zoom</li> <li>▪ Horizontal Field of View: 72°</li> <li>▪ Vertical Field of View: 43°</li> <li>▪ 1-way POD mic, 3-way POD mic.</li> </ul>
<b>CU360</b>	<b>Perfect audio/video conferencing for medium to large rooms</b>	
		
		<ul style="list-style-type: none"> <li>▪ All in One Solution; full Android OS</li> <li>▪ Works with any TV – no laptop required!</li> <li>▪ Intuitive, easy to use, setup</li> <li>▪ Seamless Avaya Spaces integration or use any meeting App!</li> <li>▪ Use CU360 as your USB Cam &amp; Mic</li> <li>▪ Split live video and presentation on Avaya Spaces, and on all the 3rd party Apps supporting dual monitor</li> <li>▪ Speaker Tracking &amp; Framing</li> <li>▪ Bluetooth integration with Avaya Conference Phones B109, B129, B199</li> </ul>





## Audio is Also Critical to the Experience

Once you’ve addressed your employee’s video quality, there’s another important item to consider. Audio matters more than you probably think. Most employees can attend a meeting with good audio and less than stellar video and be able to contribute. But if you’ve got a meeting with great visual and quiet or echoey audio, employees will quickly disengage.

Avaya Spaces has built-in AI noise reduction. This dramatically enhances the meeting experience by removing unwanted sounds such as dogs barking or outside noises.

Avaya has a complete line of professional purpose-built conferencing devices (B109, B129, B199), that ensure that every word is heard clearly—which is extremely important for virtual meeting interactions. Avaya’s unique OmniSound® technology adapts to the environment to provide the highest quality audio experience.

		
B109	B129	B199
OmniSound® audio technology		
		
   <b>reddot award winner</b>	   <b>reddot award winner</b>	   <b>reddot award winner</b>
Small footprint; Built-in battery; Portable; Bluetooth; USB simplicity	Huddle Rooms or medium sized conference rooms; Built-in battery; Portable; Wireless & Bluetooth; USB simplicity	Conference rooms of all sizes.; Built-in battery; Wireless & Bluetooth; USB simplicity

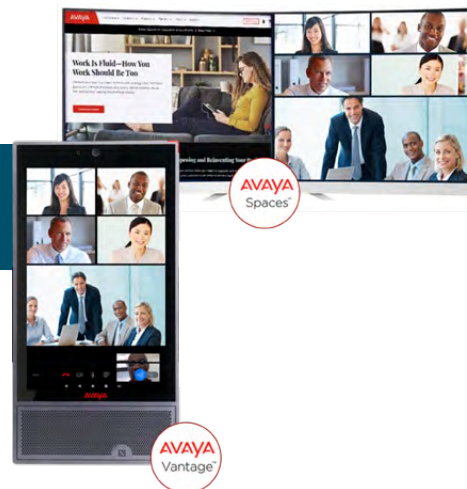
# Empowering Your Employees with Purpose-built Desktop Devices

The quality of any video meeting starts with your computer. Video conferencing can take a significant amount of processing power – including processing about 1.8 megabits per second for high-definition calls. And most video calls aren't just one-way data flow, you've got multiple streams of video working simultaneously conversing with one other person which typically doubles the data requirements. And, of course, internet bandwidth is a large factor – especially when working from home.

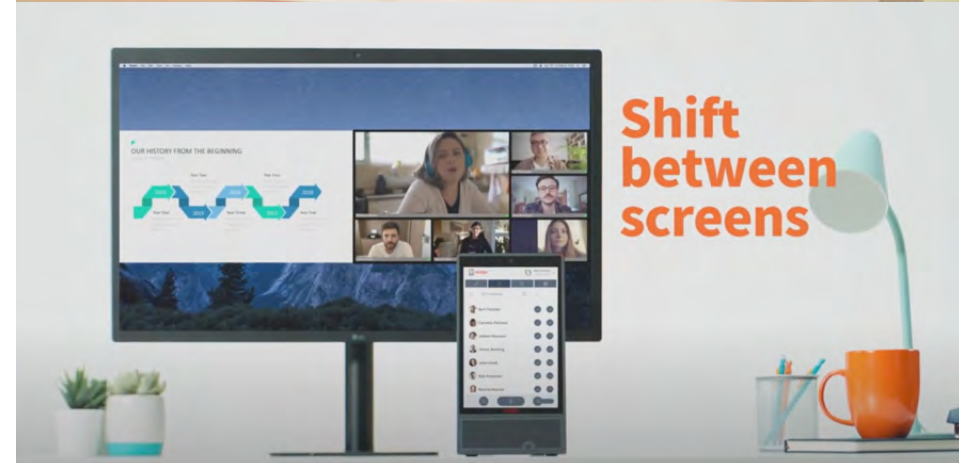
One approach is to hardwire your setup by plugging directly into the router via an Ethernet cable—instead of using Wi-Fi, but this is not always possible. Another is to make sure that your computer's processor is fully dedicated to your webcam broadcasts—by closing other apps and eliminating background processes that can overwork your CPU.

Perhaps the best approach is to offload your meetings onto a purpose-built device such as the Avaya Vantage portfolio of desktop collaboration devices. Avaya Vantage™ is integrated with Avaya Spaces™ that is changing how work gets done, enabling the digital workplace by bringing together distributed groups of people instantly with immersive workspaces where they can message, meet, share content, manage tasks and collaborate in the cloud. Avaya Vantage™ comes with the Avaya Spaces application installed on it.

Perfect for the Workplace  
or Home Office!



One touch  
to everything





# Avaya Vantage Device



## Invest in Your Employee Meeting Experience

Virtual meetings are the future, so it's time to give your employees the tools they need to compete. Avaya devices are purpose-built to enhance the Avaya Spaces workstream collaboration experience. They make it easy for employees to "stage" their performance and equip them with the latest technology to send the highest quality video images and realize the productivity of professional audio.

Use it with Avaya Spaces! ... or with any videoconferencing service.



- **Unique screen shifting technology:** With new "screen shifting" technology, users via HDMI can shift content and video to a larger screen based on changing meeting dynamics. For presenting content from Avaya Vantage, one touch on the device opens the meeting in a presentation mode on the laptop. The "screen shifting" technology elevates user experience by extending native Avaya experience to external screen to provide a picture-by-picture view of video participants and content a user is sharing and is uniquely offered by Avaya Vantage.
- **Enter meetings with one touch from the calendar:** It is integrated with Avaya Vantage™ built-in UC experience for a quick access to the Avaya Spaces app or to get a notification or join a Spaces meeting through calendar integration – one touch meeting entry from the Calendar tab. On the Vantage device user can watch their teams' Avaya Spaces tasks and posts, chat or send video message or in the direct message tab chat with their Spaces contacts as well.
- **Leverage an intelligent assistant for voice commands:** Avaya Vantage also comes with the Avaya Alexa Built-in app that is powered by the Alexa voice assistant. With Alexa Built-in on Avaya Vantage, you can find new ways to connect with just your voice! The addition of Alexa turns the Avaya Vantage device into a smart device. A user can ask Alexa what is on their calendar, ask to listen to a book on audible, and various other smart skills. For organizations using Alexa for Business there are additional capabilities provided to the user by accessing the organization's private skills. They get a conversational interface to the services/information with ability to also get visual response on the Avaya Vantage™ display. Private skills provide access into the organization tools and services, such as Salesforce, Jira etc. which can be used for training, providing information, assistance and much more.

Stay Connected:



## About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at [www.avaya.com](http://www.avaya.com).