

Minutes from 12-7-17 VMX Quarterly Review with Telvue at 1: 30 PM via GoToMeeting

Present for VMX: Cor, Jamie, Rebecca, Jim, Kim, Jackie, Drew
Present for TelVue: Jesse, Donna, Ben

Addressing questions submitted previously.

Topic 1 - Reporting:

Group Activity Reports:

Group Member Report and Group Activity Report- this represents not quite lifetime data, it is historical data from the past few years, as soon as hooks were inserted.

Syndicated numbers vs Licensed numbers: Syndications are unique and represent a single uploaded file. Licensed number includes the same video that is licensed multiple times. Minutes are based on Syndicated one time payout). Question about whether the number of programs seems high and the number of minutes seems low. Answer - Syndicated Media Count is historical and Minutes is based on Licenses.

Feature request: Date and month selector

Individual Media Reports:

Feature Request similar to Group Activity Reports: Date selector, export to .csv file, calculation of Total License & Syndications. Kim clarified that the date that would be used for sorting is a syndication date, as there is no field for entering the production date.

Jesse: Follow up with prioritization of order on delivery of these requests.

Topic 2 - Filename/Title Fields

Discussion of how VMX users are compensating for lack of separate title and filename fields. Jesse pointed out that the system won't prevent non unique metadata from being uploaded even if there are two fields. Kim explained that limited space in the Title Field means there is limited space to make it easily and uniquely identifiable. Jesse recommended having a "Best Practices" guide, which we have done.

He seemed to understand better the confusion that the current system creates with 25 different users. He asked whether the downloaded filename needs to be editable if there is a separate title field - answer is yes, it should be editable after download.

Cor reiterated that the Hypercaster automatically imports the title field, formatted as a filename, and populates the Program field, which appears in filename format on our schedules unless staff catch it. Metadata mapping between Connect and Hypercaster is something they are working on. BCTV will send screenshots of what's not working with the integration.

Jesse: TelVue may need to be some interim steps to solve this.

Topic 3 - Transcode Profiles

VMX is using 10 different presets currently. Our original agreement was for five. More presets means more transcoding resources used. Jesse is OK with 10 at this time. The Connect Technical Specs page shows the profiles offered.

<http://telvue.com/telvue-connectcloudcast-technical-specifications/>

VMX profiles currently being used, of which 60% are HD:

["SD", "CableLabs 1080i", "CableLabs SD - 720x480 (BFF)", "H264 1080i AAC", "CableLabs SD HQ - 720x480", "H264 720p AAC", "H264 SD AAC - 720x480", , "CableLabs 720p", "H264 1080i AC3", "MP4 720p"]

Topic 4 - Responsiveness to Tech Issues

Tech support responses will vary based on nature of request; support aims for response within one business day. They are instituting a new scheduling system for chats or calls to avoid the "game of tag" element in responding via email. There is an alert feature now on the Connect dashboard. Maintenance messages will be removed when resolved, so those may be missed if not logging in daily. Release notes always posted under <http://telvue.com/telvue-connect-release-notes/> - not always on the blog. New: TelVue will post alerts when release notes have been updated.

Topic 5 - Any new features?

Feature requests related to Media Exchange in the pipeline. Committee indicated interested in*

- Improve page performance*
- Add date filter for syndication group reports*
- Advanced search by different criteria such as a specific syndicator*, saved searches
- Expanded affiliates report
- Private group dashboard - most recent downloads, most popular
- Revamp the Group Storage Report to be more like a spreadsheet with totals*
- Alert feature - ability to post alerts within a group. VMX admin could post to group - what we're using Slack channel for.
- Ability to schedule a syndicated series and give it time slots through Connect.
- Allow syndication group to require a certain amount of metadata before submission is allowed.
- Allowing more than one auto-delete rule; i.e. for syndications and licensing separately.
- Mouse over to show pop up details vs drilling down*

Topic 6 - Recurring Support Ticket where syndication dates disappear - this is a known bug. Keep notifying TelVue of this so they can manually fix for now.

Quarterly Reviews: going forward

- Rebecca and Drew will attend for the Committee
- 3 PM the first Thursday of the quarter
- March 1, June 7, Sept 6, December 6

Next steps: Cor will send screenshots and VMX Best Practices to TelVue. Jesse will follow up on prioritization.

Adjourn: 2:30 PM

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