MEETING CAPTURE

FUNCTIONALITY AND RULES IN SAPIENCE VUE

V4.0 DATED APRIL 2022

sapience

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MEETING CAPTURE FUNCTIONALITY AND RULES

TERMINOLOGY USED

- Workers who accept meeting invites are called as RECIPIENTs.
- Workers who receive meeting invites are called as INVITEEs.

FUNCTIONALITY

MEETING CAPTURE BY SAPIENCE VUE

In Sapience Vue, Meeting-related data is captured from the following sources:

- Sapience Lens:
    - o Microsoft Outlook details captured by Sapience Lens for Windows
    - o MAC Native details captured by Sapience Lens for MAC
- Sapience Integrations:
    - o Office 365 Meetings
    - o Google Meetings

Sapience Lens does not capture meeting-related data from the following sources:

- o Lotus Notes
- o Microsoft Outlook for MAC

In an organization, a worker's meeting-related data may not reflect or may reflect later in Sapience Vue if:

- Data is not synced with Sapience.
    - o Sapience Lens is unable to sync with Sapience if:
        - ▪ The local instance does not have internet connectivity
        - ▪ The worker is on leave (and the meeting details are not synced for a duration longer than the meeting update poll frequency (of past 2 days))
        - ▪ Organization's network/security policy update that prevents Sapience Lens to share data
- The Installed instance of Sapience Lens is not the latest version provided by Sapience.
- Data sync cycle in Sapience are different.

- Sync and data population from Sapience Lens and subscribed Integrations in ETL are different.
- Issue with subscribed Integrations:
  - Credentials used for sync with Sapience are not successful.

Due to various factors affecting data sync:

- Collated data may appear in Sapience Vue after some delay.

MEETING TYPES-WISE CAPTURE DETAILS

Meeting Type	Status displayed in				Meeting Capture details
	Outlook	**Office 365 Web**	**Google**	**MAC native?**	
Meeting	Free	Free		Free	Not Captured
	Working Elsewhere	Working Elsewhere		Working Elsewhere	Captured
	Tentative	Tentative		Tentative	Not Captured
	Busy	Busy		Busy	Captured
	Out of Office	Away		--	Captured
	--	Private		--	Not Captured
Appointment	Free				Not Captured
	Working Elsewhere				Not Captured
	Tentative				Not Captured
	Busy				Not Captured
	Out of Office				Not Captured
Automated Out of Office replies	File > Automatic Replies (Out of Office)				Captured

Note:

- Lens captures meeting details and ETL polls meetings updates for:
    - From Sapience Lens: 'Past 2 days', 'Today', and 'Tomorrow'.
    - From Integration: 'Past 2 days' and 'Today'
- If the **Retrieve OOO Status from Calendar Meetings** option in **Admin > Settings > Work Schedule** is enabled, then the OOO hours are capped at 8 hours.
- Meetings with 'Deleted Flag' (i.e., Rescheduled or Deleted Meetings) in the database are not available in the Sisense cube.

Meeting Invite status	Worker's Calendar is in:				Meeting Capture details
	Outlook	**O365 (Web)**	**Google**	**MAC native?**	
Accepted Accepted meetings with Status as: • Busy • Working Elsewhere	✔ Available in Vue v21.01 onwards	✔	✔	✔	Captured
Rescheduled	✔ Available in Vue v22.02 onwards	Expected to be Available in Vue v22.04 onwards	Expected to be Available in Vue v22.04 onwards	✔	Captured Requires windowsactivitycollector version for Lens meeting capture: • Windows: v1.4.3.74.00 or above • Mac: v1.4.2.74.02 or above Rescheduled meeting in ETL: Existing meeting is processed as Deleted and the updated timeslot is added as a New meeting.
Deleted	✔ Available in Vue	Expected to be Available in Vue	Expected to be Available in Vue	✔	Captured Requires windowsactivitycollector version for Lens meeting capture: • Windows: v1.4.3.74.00 or above

Meeting Invite status	Worker's Calendar is in:				Meeting Capture details
	Outlook	O365 (Web)	Google	MAC native?	
	v22.02 onwards	v22.04 onwards	v22.04 onwards		• Mac: v1.4.2.74.02 or above A Deleted Meeting is processed as Deleted (Deleted Flag) and is removed from the timeslot.
Canceled	✔ Available in Vue v22.02 onwards	Expected to be Available in Vue v22.04 onwards	Expected to be Available in Vue v22.04 onwards	✔	Captured Requires windowsactivitycollector version for Lens meeting capture: • Windows: v1.4.3.74.00 or above • Mac: v1.4.2.74.02 or above A Canceled Meeting is processed as Deleted (Deleted Flag) and is removed from the timeslot.
Declined	✔ Available in Vue v22.02 onwards	Expected to be Available in Vue v22.04 onwards	Expected to be Available in Vue v22.04 onwards	✔	Captured Requires windowsactivitycollector version for Lens meeting capture: • Windows: v1.4.3.74.00 or above • Mac: v1.4.2.74.02 or above A Declined Meeting is processed as Deleted (Deleted Flag) and is removed from the timeslot.
Tentative					Not Captured
Not Accepted					Not Captured
Free					Not Captured
Private					Not Captured
Personal					Not Captured
Appointment					Not Captured
Meetings longer than 12 hours					Not Captured
Meetings marked as 'All Day Events'					Not Captured

PREREQUISITES

- To capture meetings:
  - A worker must be registered in Sapience Vue.
  - Activity Collection setting in Sapience Vue should be ON.
  - Data Sync status must be Active, i.e., Data from Worker's system should be synced at regular intervals (i.e., meeting sync frequency should not be less than 7 days or 2 days).

FAQ

SAPIENCE LENS'S `WINDOWSACTIVITYCOLLECTOR` VERSION

The `windowsactivitycollecto`r version is available in the following file on the local instance:

- **Windows**: C:\ProgramData\SapienceLenses\logs\sapiencelenses.log
- **MAC**: /Users/<usename>/sapiencelenses/sapiencecollector.log

SAPIENCE LENS'S VERSION

The Sapience Lens version is available in the following file on the local instance:

- **Windows**: C:\Program Files\SapienceLenses\conf\ version.txt
- **MAC**: /opt/sapiencelenses/conf/version.txt

TERMS

RESCHEDULED MEETINGS

For every Rescheduled meeting, Sapience receives the following 2 types of messages and processes the same in ETL:

- Existing meeting timeslot: This meeting timeslot is treated as a Deleted meeting.
- Updated meeting timeslot: This meeting timeslot is added as a New meeting.

MEETING COUNT

For a Meeting Organizer:

- Meeting status is always Accepted.
- If the number of Invitees is 0, i.e., the organizer has not invited anyone for the meeting, then this meeting is considered as SELF MEETING and will not be captured by Sapience Vue.
- If the number of Invitees is 1 or more than 1, then this meeting is considered as a SCHEDULED MEETING.
    - If only one invitee accepts the meeting, then the attendee count is 2.
    - If none of the invitees accept the meeting invite, then the attendee count is 1.

Meeting count:

- Includes accepted / attended invitees that are within the organization or outside the organization.
- Meeting attendee count = (Organizer) + (No. of invitees who have accepted the meeting).

MEETING TIME SLOT

For a scheduled meeting:

- If the worker is offline, then the entire time slot is considered as MEETING TIME.
- If the worker is online, then Sapience identifies the following time details and adjusts the meeting time accordingly:
    - The 'Work Time' spent during the meeting
    - The 'Private Time' spent during the meeting

For example:

- Schedule meeting time: 3 pm to 3.30 pm
- Actual meeting time: 3.10 pm to 3.40 pm
- Work on activity 'documentation' during the meeting: 3.20 pm to 3.35 pm
- Captured details in ETL:
    - Meeting time: 3 pm to 3.30 pm
    - Work Time during meeting: 3.20 pm to 3.30 pm
    - Work time on activity 'documentation': 3.30 pm to 3.35 pm

MEETING ATTRIBUTES CAPTURED BY SAPIENCE

Meeting Attributes Captured	Lens	O365	Google Meetings	Notes
MeetingSubject	Yes	Yes	Yes	Google Meetings has no provision for OOO status.
MeetingStartTime	Yes	Yes	Yes	
MeetingEndTime	Yes	Yes	Yes	
MeetingBusyStatus	Yes (olBusy, olWorkingElsewhere)	Yes (olBusy, olWorkingElsewhere)	Yes (<empty> is considered as Busy)	
MeetingResponseStatus	Yes (olresponseAccepted, olresponseOrganized)	Yes (olresponseAccepted, olresponseOrganized)	Yes (accepted)	
MeetingSensitivity	Yes (olNormal)	Yes (olNormal)	Yes (<empty>, public)	
MeetingStatus	Yes (olMeeting, olMeetingReceived)	Yes (olMeeting, olMeetingReceived)	Yes (confirmed)	
RecipientsCount	Yes	Yes (Not In Prod yet)	Yes (Not In Prod yet)	

MEETING REPORTS USING SAPIENCE BI

To create Meeting related reports in Sapience BI:

- Use Hourly Data Cube for reports with data requirements of fewer than 30 days.
- Use Daily Data Cube for reports with data requirements of more than 30 days.
- ETL stores only the Recipient Count (and not Recipient details).
- Sapience recommends using only one type of Data Source/Cube to create widgets in a report.
- Sapience does not provide time details for Offline time slots.

	Hourly Data Cube	Daily Data Cube
When to use this cube	Cube to be used to analyze hourly work data	Cube to be used to analyze daily work data
Main Difference	Hourly data model has data with time details. As the data size of this cube is huge, Sapience provides data only for last 30 days.	Daily data model has aggregated details at the day level. Sapience provides data for larger date range.
Data fields (till April 2022 only)	**Table: FactMeetingTimeSlot** • ActivityDate • UserId • MeetingKey • MeetingSubject • MeetingStartTimeUTC • MeetingEndTimeUTC • MeetingDuration • WorkTimeInMeeting • PrivateTimeInMeeting • RecipientsCount • MeetingDurationRange • Source **Table: Fact AppDuringMeetings** • ActivityDate • UserId • WebAppDisplayName • TimeSpent **Table: Fact Daily User** • OnlineTimeSpent • OfflineTimeSpent • PrivateTimeSpent • UnaccountedTimeSpent • FocusTimeInCalendarDay • TargetWorkTimeDaily • BreakTimeInCalendarDay • WorkDay • NumberOfBreakInCalendarDay • DailyRestPeriod • NumberOfSentEmails • NumberOfReceivedEmails	NA

	Hourly Data Cube	Daily Data Cube
	• NumberOfUnreadEmails • ScheduledOOOTimeSpent • CappedOOOTimeSpent	
Data fields (from May 2022 onwards)	NA	Details will be available in May 2022 updates.