

SmileTiger Products FAQ

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Q: SmileTiger Software Corporation provides three major enterprise real-time communication systems: eMeeting Server, TeleMeeting Server, and Blueboard Meeting Server. They all have rich media data communication functions like audio, video, application sharing, etc. Which one should we choose to meet our corporate needs?

A: That depends on your company needs. Please refer to the following table for check list.

	eMeeting	TeleMeeting	Blueboard
Group meetings or seminars with up to thousands of concurrent users	x (deploy together with eMeeting Gateway)		
Group meetings or seminars with up to 300 concurrent users	x	x	x
Online training	x	x	x
Online support	x	x	x
Daily collaboration among employee in the same company	x	x	x
Daily collaboration with people in and out of the company	x	x	x
Start collaboration instantly by making a phone call using a phone, no reservation needed		x	
Complete online learning package, including front-end student interface, back-end course management	x		
Complete online support package, including support scenario and backend representative management	x		
Seamless Microsoft Office software integration during data sharing			x
Server uses both Linux and Windows as host	x	x	
Client uses both Windows and Mac	x		
Comes with meeting API for integration and customization	x		

Q: What is the biggest difference between eMeeting and TeleMeeting?

A: eMeeting is a web conferencing product. TeleMeeting, from the name, is a unified communication product that integrates Telephony with web conferencing. So the biggest differences are how the communication starts and how the web conferencing part is brought up.

How the communication starts?

For eMeeting, you go to the management site to reserve a meeting first, then you invite other to join the meeting by sending out a URL link. User clicks on the link to join the meeting.

For TeleMeeting, each person has a phone number. Each phone is associated with a meeting room. It starts with a phone call. When the person called picks up the phone, they both enter the caller's meeting room. The connection is through phone and no reservation is needed. A user can also request a teleconference number. Each teleconference number is also associated with a meeting room. When calling into the conferencing number, all callers join into a meeting room associated with this teleconference number.

How the web conferencing part is brought up?

For eMeeting, the reservation is needed. This is good for scheduled meetings.

For TeleMeeting, the web conferencing part automatically comes up with the telephone. This is more for employee daily usage. For conferencing call, the organizer sends out normal invitation with the conference number to call in. No web conference room reservation is needed either.

Q: TeleMeeting Server is a brand new product that comes out in 2011. What does it do? What is the real-time communication scenario it services the best?

A: Given the various communication methods available today, like email, Instant messaging, etc, enterprise users still use phone as major and most efficient way to get things done fast. Especially when your company is scattered around different regions, even globally, when problems can be solved in 5 minutes by working together on one computer screen, it sometimes takes several days to pin down a solution, through dozens of emails and instant messaging.

For those who work remotely on daily basis, like offshore programming teams, phone conversation itself is definitely not enough. What you heard normally involve a big part of your own assumptions and the result doesn't match most of the time. This is where TeleMeeting Server kicks in. It bridges phone and web conferencing seamlessly. It doesn't need extra assigned phone numbers. PBX is configured to route rich media phone call requests to TeleMeeting Server. For example, all calls with prefix "9" will come with the TeleMeeting client automatically.

TeleMeeting Server can be deployed as an independent solution, to provide rich media phone services within and out the enterprise. It can also be integrated with company PBX and Active Directory for phone and user management.

Q: We have been using eMeeting Server for years. We also like the unified communication feature provided by TeleMeeting. We would like to integrate our company phone system with web conferencing feature. Does TeleMeeting have the same eMeeting features like reserve a meeting, eSupport, eTraining, etc?

A: Yes. TeleMeeting is built on top of eMeeting Server. Logically, it is like a telephony component integrating with eMeeting component. TeleMeeting has the complete eMeeting system embedded with it. On TeleMeeting server, you can continue using eMeeting component the same way you are using now.

Q: I understand TeleMeeting requires a client installed at the user's computer. What does this client do?

A: This client starts the web meetings room when a phone call arrives.

Another interesting feature is doing auto information search. For example, when a user named "David Kramer" calls in, the TeleMeeting client automatically starts a search of this user's information based on the name, email address, phone, and other customized search criteria. The search goes through Outlook and any local file folders you specified in the search window.

This client also configures usage scenario. For example, it defines if the video window, or web meeting window, or search window pops up automatically with phone call.