# September Roundup: Multiple Improvements

## Hybrid customer experiences and usability improvements

We're excited to see in-person events starting to return, and as the country started to open up a few months ago we started work on enhancing the platform for upcoming hybrid events.

This week marks the beginning of a series of hybrid functionality releases that gives continuity to remote and in-person audiences, while also taking into account the subtle differences between the two requirements.

This release is being planned for Friday 10th September. So please get in touch with your account manager if you have any questions.

## Livestream toggle

*Click here to go to training guide*
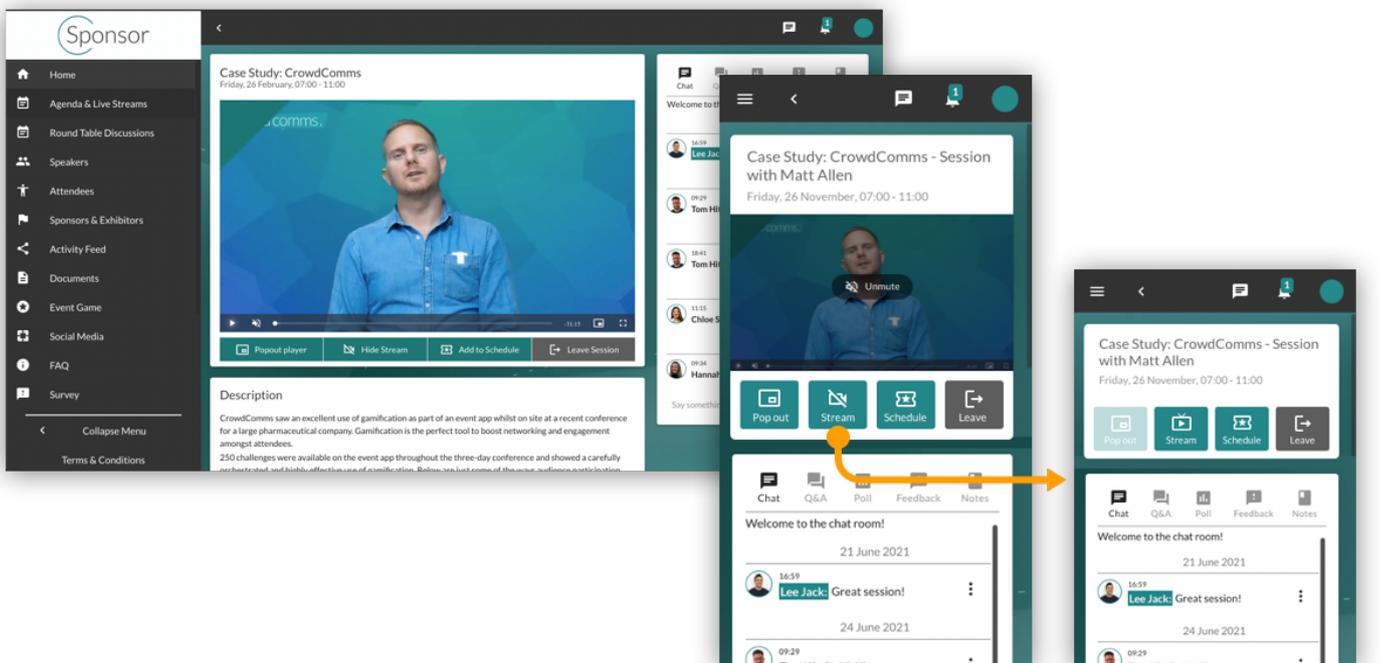


It's clear to all event professionals that remote and in-person audiences need a similarly immersive experience

but not necessarily an identical one. The subtle differences in user requirements mean that sometimes your event app needs to be flexible enough to cater for several different scenarios.

From here on, it's quite likely that you'll be presenting to a live audience whilst simultaneously live streaming to your remote delegates - but asking both of those viewers to interact in a similar way, on the same page. We need to take care not to impact either audience.

With this in mind we've added to our Livestream page to allow each audience to hide or show the livestream video. We wanted the control to be in the users hands as, even while attending a live event, We can't be sure that the viewer won't need the livestream video feed, even if we're sure they're attending in-person. Popping out of a session to take an important message, Meeting a colleague, or having to leave early unexpectedly. There are many scenarios in which in-person attending will need the live stream feed.

To stop audio interference with the session we're auto-muted on mobile so in-person audiences can enjoy the same experience without the embarrassment of having the audio surprise them. Finally any choice you make will be remembered, so if you hide the livestream while you're watching a stream, your subsequent sessions streams will be hidden by default.

## Profile Pop-up
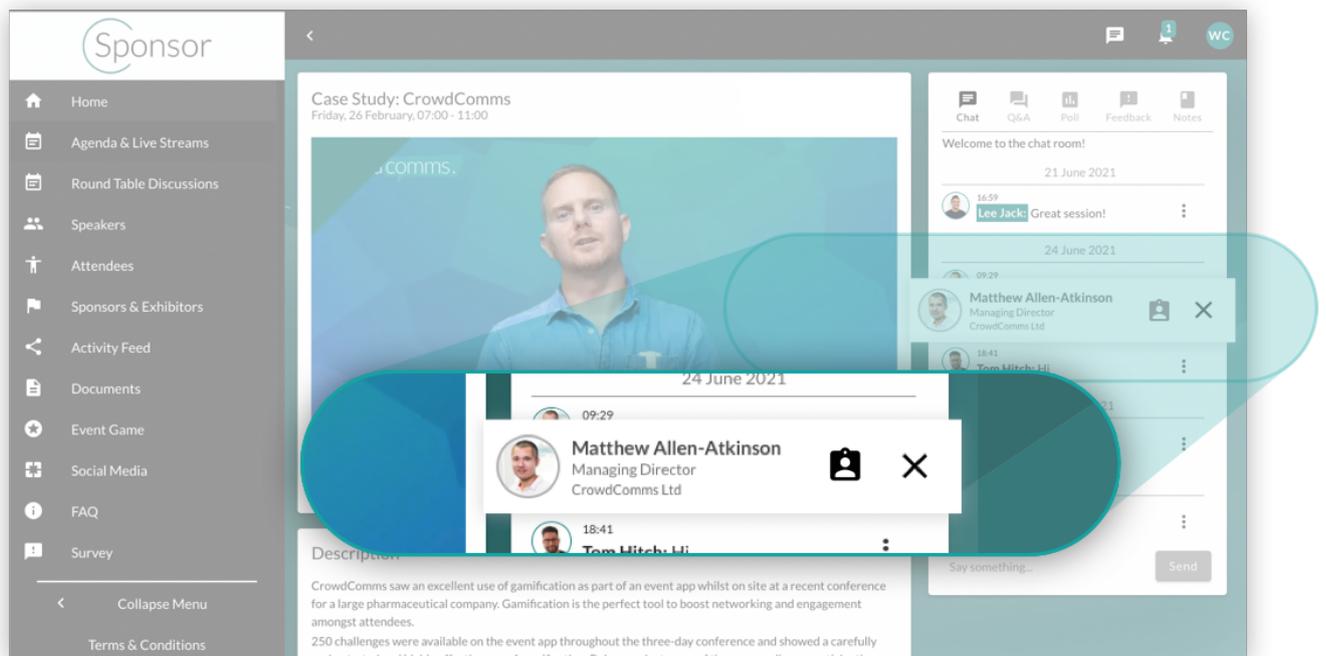


Another feature that we do get asked for a lot is the ability to quickly see the details of other attendees without having to visit their profile page. Whether your attendees are viewing the live stream or interacting with other audiences on Activity Feed if they want to see the profile of the other audience, they can simply click or tap on the name, and the person's name, company, and job title will appear.  We've also included a quick link icon to the delegate profile, in case you do want to find out more about that person.

## Idloom Integration

Another month, another integration and this month we bring you our integration with idloom.

Starting next week, you'll be able to map your custom fields from one platform to another. Keeping the two experiences in parallel while you concentrate on delivering a great event.

We've got our experts on hand to guide you through it if you need some help setting it up.

## Dashboard usability and styling updates

Finally is some work that forms part of our drive for better usability on the Dashboard. We've updated the form styling to improve the experience of the more complex form pages and reduce cognitive load when looking for items on the page and reduce error frequency.

Appearance-wise, we're making it look better than the old style of whitespaces in between. Better visual boundaries where you can see the shape of the full form input and better hover & focus styles where focus colour goes around the edge
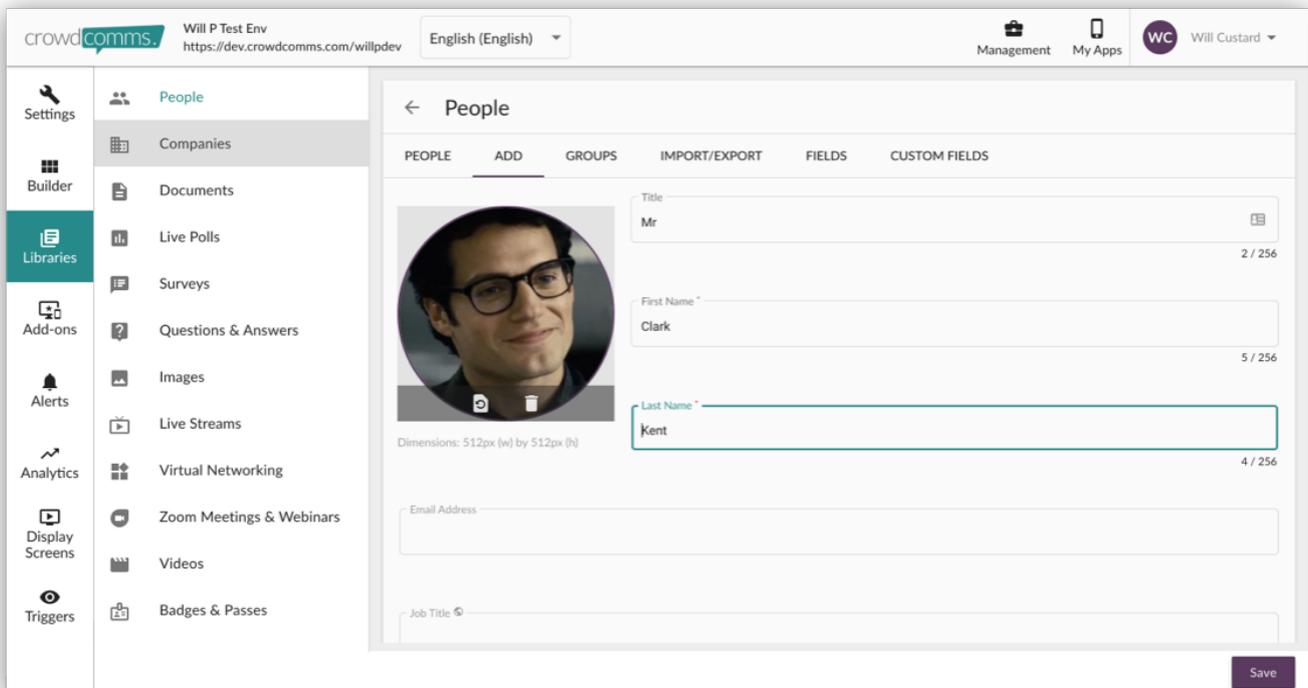


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