

LogMeIn Brings "New Experience" to GoToMeeting

Written by Alice Marshall
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LogMeIn announces a revamp of the GoTo unified communications and collaboration portfolio with an enhanced GoToMeeting service offering an intuitive end-user experience together with more control over deployment, management and security.



The product includes a video-first meeting experience, "industry-leading" audio quality, a new meeting hub, meeting diagnostics and AI-powered transcription capabilities. Based on feedback from thousands of users, the updates claim to improve the collaboration platform before, during and after the meeting.

The hub provides a single workspace for meetings complete with meeting information, diagnostics and the ability to chat, start and schedule meetings. Hosts can create multiple personal meeting rooms with custom branding, and the system has plugins and integrations with Office 365 and Outlook, GSuite Calendar and Salesforce, among others, as well as integrations with tools such as Slack and Zoho.

LogMeIn says GoToMeeting sessions start 65% faster than the previous versions, with

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attendees getting the choice of either a download-free web meeting or a desktop and mobile apps, with a UI consistent across all versions. All users can see a preview of what they will look like before joining the meeting to turn video on from the start. Video meeting controls also promise to be easier than ever, and hosts get the ability to choose multiple camera views and controls including screenshot and zoom in/out to focus on a particular area of the shared screen.

Post-meeting, unlimited cloud recording and AI-powered transcriptions allow hosts and attendees to spend less time note taking and more time participating in the meeting. The system automatically captures presentation slides and shares them in a downloadable PDF, and hosts can easily share transcripts, video and notes with attendees.

Admins can check meeting diagnostics to monitor audio and video quality, as well as identify and troubleshoot meeting quality issues. GoToRoom allows users to start meeting with just one click, while InRoom Link ensures compatibility with existing SIP and H.232 video room systems. On the security side, the platform includes standards-based cryptography, SOC 2 and SOC 3 compliance, high-availability cloud infrastructure and administration and user-based roles and controls.

Furthermore, LogMeIn announces the full GoTo suite is now available in the UK, Ireland and Germany.

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