Near Me: Group Calls – Breakout Rooms v.1.1

Breakout rooms allow Service Providers to split Group Consultations into smaller sub-groups for certain activities. To do so, a Provider must join using a Windows or MacOS system. (The feature is not available to Providers if they are using a smart-phone or tablet[1].)

In the following example, we will create a single breakout room to split a group consultation into two groups. In this scenario, we have decided we require two Service Providers. As we do not want a group or individual guests left without the support of a Provider, even for a short period, one of those Providers should enter the breakout room before we begin moving guests there.


If you wish, you can start creating breakout rooms as soon as you've launched your group call. You do not have to admit any guests into the call before doing so.

At this stage we have two providers in this call and one caller waiting. (i.e. the call has been launched but no guests admitted.)
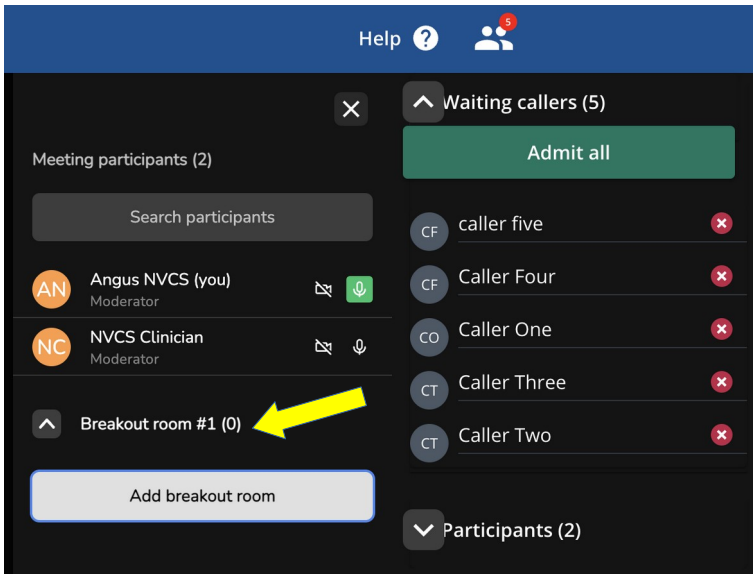
Creating breakout rooms is simple…

Click the blue "Breakout rooms" button to open the breakout bar.
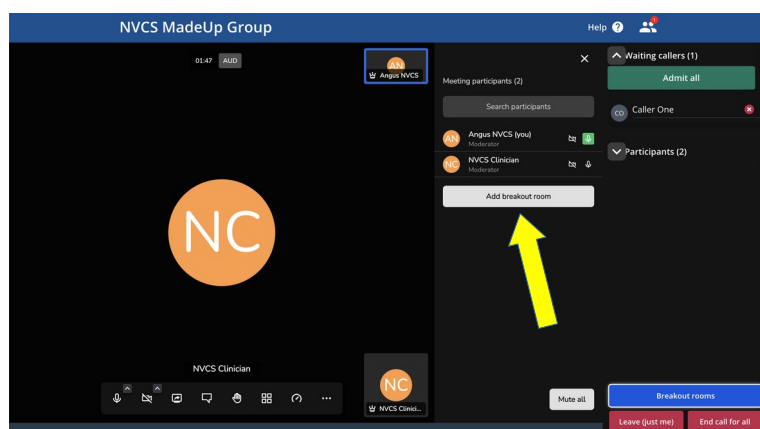
Click the "Add breakout room" button (yellow arrow) to create a new room.

You can add as many rooms as you need from here.

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1   Although Providers can't create breakout rooms using mobile devices, callers using those devices can still be moved to and from breakout rooms.

Our example shows the single breakout room we've created (yellow arrow).

We now also have five callers waiting in the lobby.

To proceed with the group call, we can close the breakout bar, if we wish, by clicking the X at its top right hand corner.
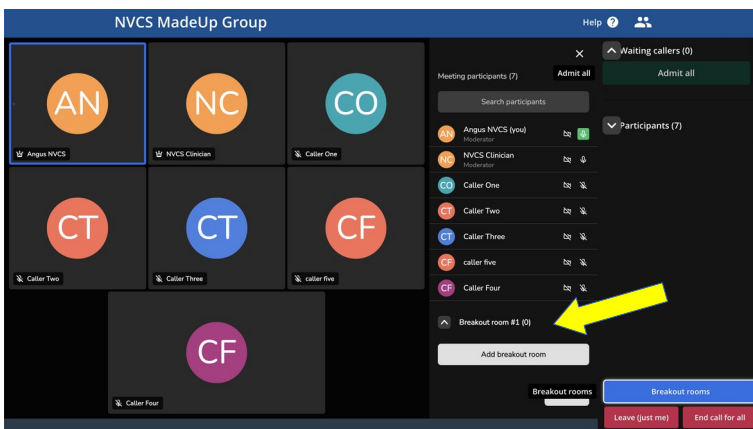
Once the callers have been admitted to the group call, we can move them to the breakout room(s) when appropriate.

To do so, open the breakout bar again by clicking the blue Breakout rooms button. You'll see the breakout room(s) you created earlier still available to you, at the bottom of the participant list.

[If you didn't create any earlier, you can create breakout rooms now.]

A Provider can add themselves to a breakout room when they're ready (or another Provider can move them to the room, just as they'd move a caller).

To join a breakout room yourself, click on its name and then the Join button.
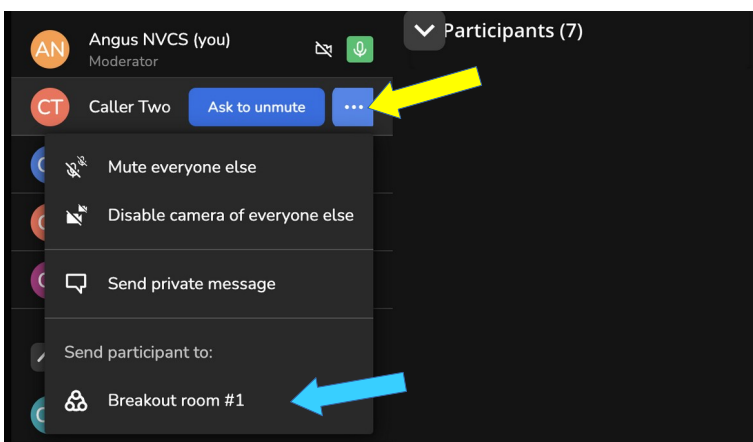
You can move any call participant to a specific breakout room by hovering over their name and clicking the three-dot menu icon (yellow arrow) then clicking the breakout room to assign them to from the drop-down menu (blue arrow).

If you don't want callers to be left unaccompanied by a provider, a provider should enter a breakout room before moving any callers to it.
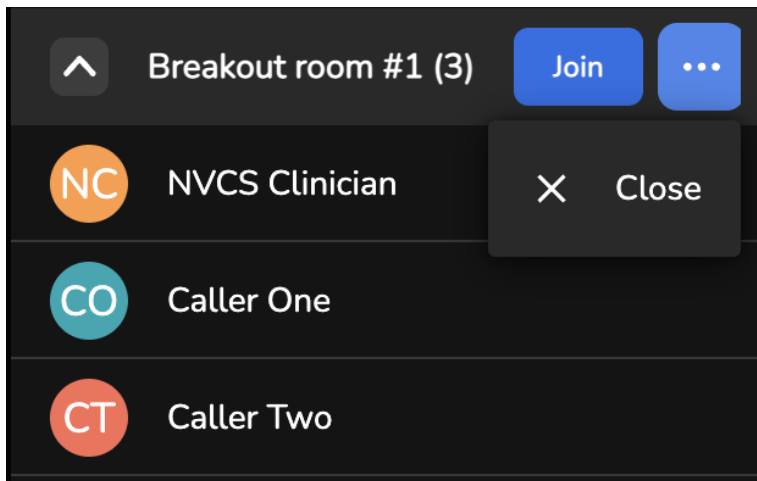
Here, we're moving Caller Two, to Breakout room #1.

You can view all the participants and which breakout room they're now in from the Breakout Room sidebar.

In our example, we can see Breakout room #1 (yellow arrow) holds two callers and our other Provider.

In the main group, we're left seeing our self-view (top left) and the other three callers.


When finished with a breakout room, click the three-dot menu icon next to the room name and click "Close". This will instantly return all that room's participants, including the Provider, to the main group.

(You, or the other provider, can move individual callers between breakout rooms or return them to the main group. Callers cannot move themselves.[2])

Tips:

When assigning participants to breakout rooms, the order callers are listed in the breakout bar will change based on who is speaking. If you are having difficulties moving participants to breakout rooms, you can use the "Mute All" button (yellow arrow) to prevent the order changing further. Once the participants are moved to a breakout room they will be automatically unmuted.
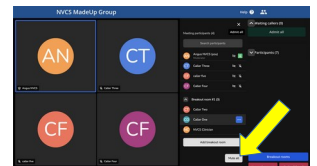
Chat from the main Group is not seen while in a breakout room. Any chat created within a breakout room is not seen by the main group.

We've created basic guides on using Group consultations for both callers and providers as well as a brief video covering the basics on our groups web page. There's a more in-depth guide for providers, should it be required. There's a guide on PowerPoint sharing too, giving extra detail for those using single-screen PCs - having dual screens makes sharing much easier.

Further resources:

Basic, staff-side, training/reminder videos
Near Me tips
Information for callers
Related videos
Technology Enabled Care

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2   If a caller's connection drops while they're in a breakout room and they rejoin the group consultation, when you admit them, they'll join the main group, not the breakout room they were in. If their presence in the breakout room was desired again, you would have to move them from the main room to that breakout room.