

WebRTC support, on one page

Print it out, put it in a plastic sleeve and tape it to the wall.

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- 01** The call is over and it left almost nothing behind.
 - 02** Your job is evidence, captured while it is still warm.
 - 03** Get a webrtc-internals dump. Without one, there is little engineering can do.
 - 04** Get the browser, the version, and the network: home, office, mobile or VPN.
 - 05** Get the scenario and the call flow. One user, or everyone on the call.
 - 06** Know which bucket it is in: permissions, connectivity, network quality, or the device.
 - 07** Know when the ticket is yours and when it belongs to engineering.
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Supporting WebRTC

The course for support and customer success teams, rather than developers.

webrtcourse.com/course/supporting-webrtc

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