



Presence Manager

Real-time information so you can see who's busy or free

What it is

Presence Manager provides a visual indication of the status of other users / extensions on your system. For Intelligent Number (IN) users, registration status and call routing options are also shown, regardless of which phone the user is registered to.

Telephony presence information keeps others informed of your availability status enabling them to make an informed decision as to when to call - saving on voicemail costs and ensuring time is not wasted on calls to users who are busy or unavailable.

The proposition

Presence information improves awareness and call efficiency. It is available irrespective of the PBX / IP phone type being used or whether the user is registered to a landline or mobile.

Knowing that someone is free to accept a call before calling them saves valuable time and helps ensure that calls are answered by people, not voicemail.

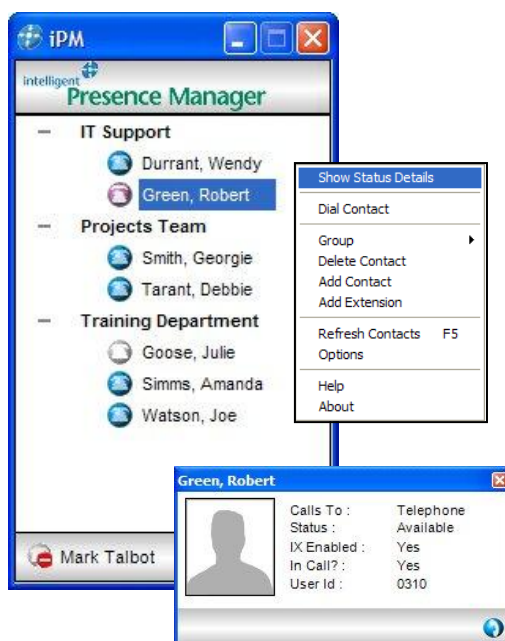
How it works with Intelligent Number

Status presence information is available for users on any IP or digital PBX when using Intelligent Number (IN). Through IN, you are registered 'here and now', advising the system of your availability for calls so you have set your status - for instance, to indicate you are unavailable for calls. Presence Manager makes this information visually available to other users through the web.

A group of contacts is added to a buddy list which displays whether they are registered available or unavailable.

Presence Consolidation

Presence Manager provides presence integration from Cisco Call Manager Express, Cisco Call Manager 5 and above and Microsoft Office Communications Server (OCS).



Key Benefits

Keeping others informed of your contactability **improves productivity**

Contact list presence display for **personalisation**

Ease of use with no need for training

Less use of voicemail **reduces mailbox sizes and retrieval costs**

Integration into **Cisco and Microsoft solutions**

Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure.



intelligent Office
Powered by TeleWare

Part of the IO product suite that supports flexible working by improving contact management and office productivity with features such as messaging, call recording and conferencing.

Features and Benefits of Presence Manager

Feature	Description	Benefit
Presence display	A graphical representation of the registration status of users on a contact list independent of PBX type.	Quick and easy information on availability increases productivity and avoids wasted calls to users that are unavailable whatever phone or network they are registered to.
IP telephony presence	A simple graphical display that shows the call status for users registered to IP Extensions.	Allows the caller to check that the person they want to call is not just registered available but also free to accept their call.
Dial contact	Allows the user to select a contact on their buddy list and click to dial them.	Easy point and click calls made from the desktop, saves time on number lookup and so increases employee productivity.
Ring back when free	When a buddy list contact is shown as being on a call, the user can opt to have the system call them back when the contact becomes free.	Increased employee productivity and automatic call reminder for important calls.

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