

# Geomant Presence Suite

# Geomant Presence Suite for Microsoft Lync

## Communications Enabled Business Processes (CEBP)

**Presence** is the ability of a person or device to communicate with others and to display levels of availability. At its simplest, an Instant Messaging contact list tells one user whether another user is available to chat. However, extending the breadth of presence information, and extending the availability of that information can radically enhance business productivity.

'Presence Aware' business applications are becoming increasingly popular. Such applications utilise presence information for automated real time transaction routing, and require reliable, real-time presence data. They also need to know more than just the current Presence State – skills, location and future availability are also required.

**Geomant's Presence Suite** is firmly based on the Microsoft Unified Communications platform, and extends its presence capability dramatically. Presence information become richer, and can be automatically aggregated from a variety of sources. Presence information is then made available to business applications through open interfaces, and to users through an enhanced user-interface.

The benefits go further - inbound calls can be routed through automated presence based call routing. And a database of historic presence information is maintained for analysis and presence forecasting.

With Geomant's Mobile Presence solution, presence information can be extended to include users' geographic location, and to provide new ways to effectively manage and communicate with a mobile workforce.

## Components

**Rich Presence:** Geomant's Presence Suite aggregates information regarding an individual's presence from multiple sources including Microsoft Lync or OCS, Microsoft Outlook Calendar, mobile devices, skills databases and business applications.

**Mobile Presence:** Extends the Presence Suite to mobile devices. Collects users' geographic location, and enables communication with mobile workers.

**Resource Identification & Work Allocation:** rich presence information is used to identify the most appropriate resource to perform a particular task. The Presence Suite offers access to rich presence information by on-line users (through Presence Viewer) and by business applications (through a real-time interface).

**Presence Viewer:** web pages and an enhanced Microsoft Lync or Communicator client display rich presence information and more.

**Presence Repository & Reporting:** Stores all users' historic presence information in a database, for real-time and historic analysis and reporting. Includes a portfolio of standard reports.






## Integrating Presence into Business Processes

# Rich Presence

**Rich Presence:** through aggregating presence information from multiple sources the Presence Suite creates 'Rich Presence' – information that significantly extends the usability of a user's presence status. That data is then made available to other users (through Presence Viewer) and by business applications – through a real-time XML interface.

Rich Presence information can be used to define a users' availability and suitability for a particular task based on information collated from Microsoft Lync / OCS, Microsoft Outlook Calendar, mobile devices, skills databases and business applications. Additional Presence states can be added, and automatically assigned.

The additional collected information can be used alongside the presence state to facilitate real-time resource searches. The addition of Mobile Presence allows presence states to be automatically updated for mobile workers.

	 Gajodi Viktor	Presales director	Management_HU	+36 1 886 33	vodafone HU	
User Information	Active Directory	OCS	Mobile	Location	Skills	Tasks
Current Aggregate State	15500	Current Lamp State				
Current State	Away	State Start Time	2/10/2010 8:08:36 AM			

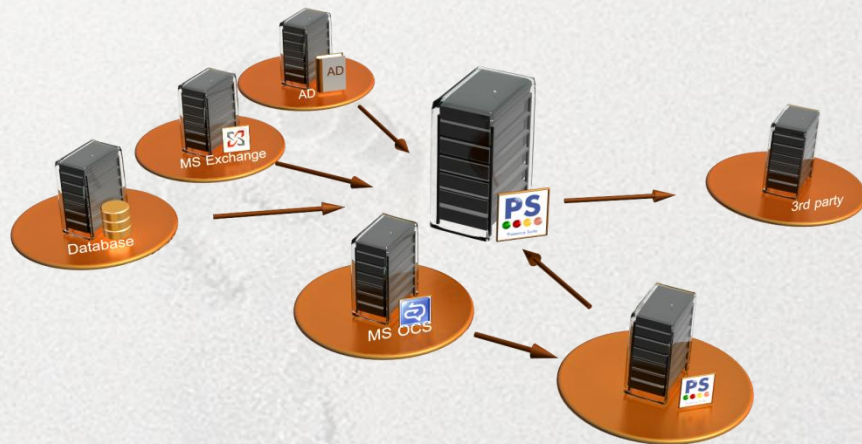
## Benefits of Rich Presence:

Rich Presence information provides a single, definitive presence status for each individual, alleviating the need to reference multiple systems to determine availability and suitability.

It allows business and communications systems to access real-time presence information, allowing organisations to optimise work allocation and workflow decisions.

The Presence Suite is designed for integration – allowing additional sources of presence information to be added.

It facilitates collaboration between workers in multiple locations and mobile workers.



## Integrating Presence into Business Processes

# Mobile Presence

**Mobile Presence** adds a new dimension to Presence information – geographic location.

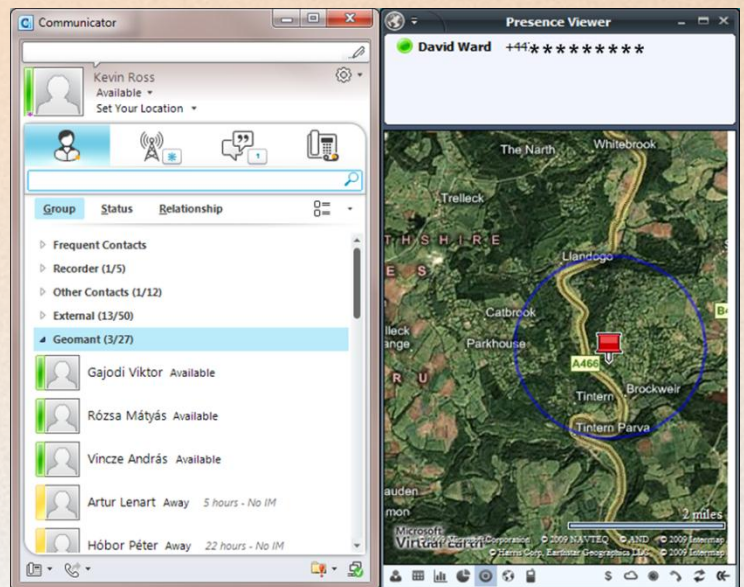
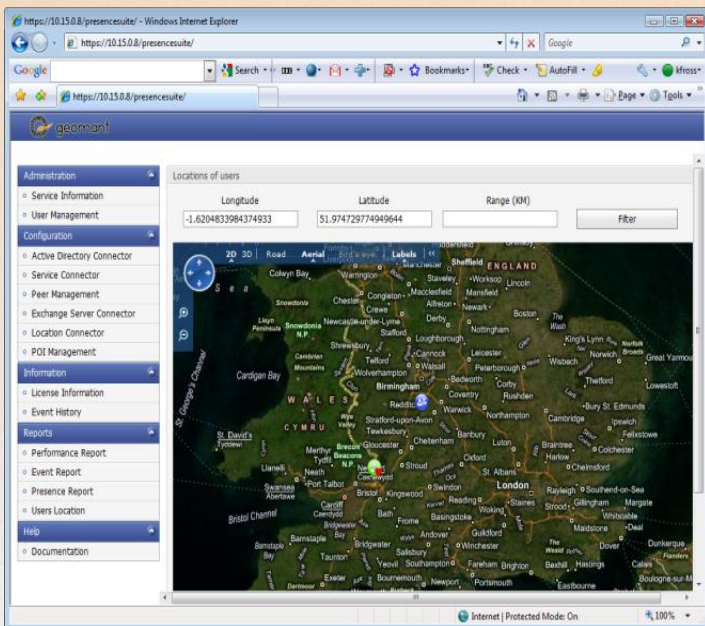
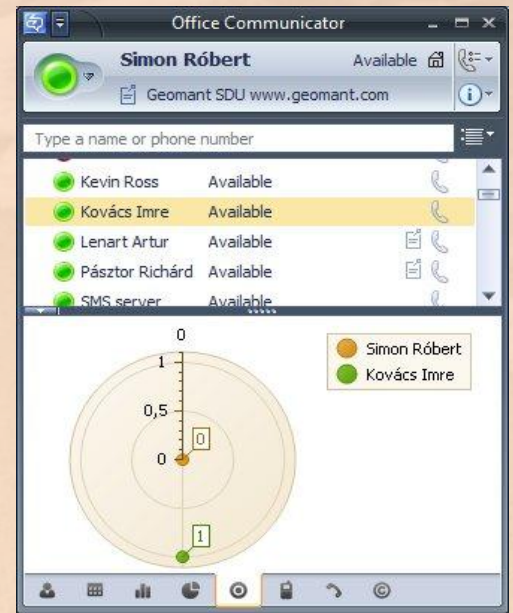
Users and systems can check both availability and current location, enabling dramatic improvements in business processes and huge productivity gains for mobile workforces.

A small application on the users' mobile phone monitors the user's location and mobile phone activity, and communicates to the central server to facilitate automated presence status setting.

Points of Interest (POI) can be defined, so the users' specific locations (office, customer, partner etc.) can be derived.

The location of any person with a mobile device can be tracked, as can vehicles equipped with SIM-enabled GPS devices.

In addition, the phone application enables enhanced two-way communication with mobile users, using a combination of Instant Messaging and SMS.



## Integrating Presence into Business Processes

# Resource Identification & Work Allocation

## Resource Identification

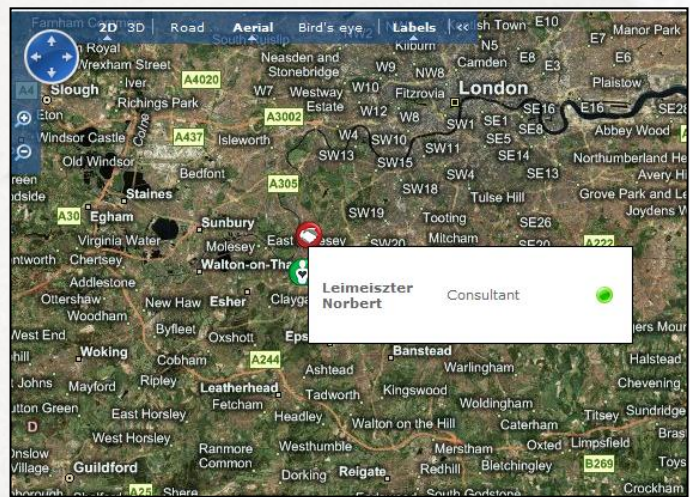
Having established a database of 'rich presence' information, this data can be used to identify the most appropriate resource to perform a particular task. In real time, the Presence Suite can respond to a request for a list of resources meeting certain criteria: availability, location, skill etc.. This can be used for work allocation, or simply to contact the most qualified and available person.



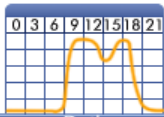
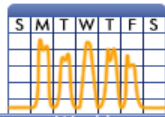
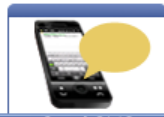






When integrated with business systems, such as ERP or workflow applications, the Presence Suite can become an integral part of business processes.

## Communication

Once the most appropriate resource has been identified, through the Presence Suite's on-line systems, or through its application interface, communication can then be initiated.

The Presence Suite allows SMS text messages, emails or calls to be initiated, and can also generate a task within the user's Exchange task list.



	<b>Kevin Ross</b>	Regional Director	Geomant UK Office (POI)						
User Information	Active Directory	OCS	Mobile	Location	Skills	Tasks			
 Calendar	 Daily	 Weekly	 Send SMS	 Create Task	 Location	 Delete Data	 Upload Picture	 Send Email	 Call User

## Integrating Presence into Business Processes

## Presence Viewer

**Presence Viewer** is the Presence Suite's user interface. Accessed from the Microsoft Lync or Communicator client, it significantly enhances real-time and historic presence information available to users.

Enhanced user information is available for all contacts, detailing their current presence information and historic analysis. The viewer also provides a forecast of availability, based on information in the presence repository, to allow meetings and calls to be scheduled at the optimum time.

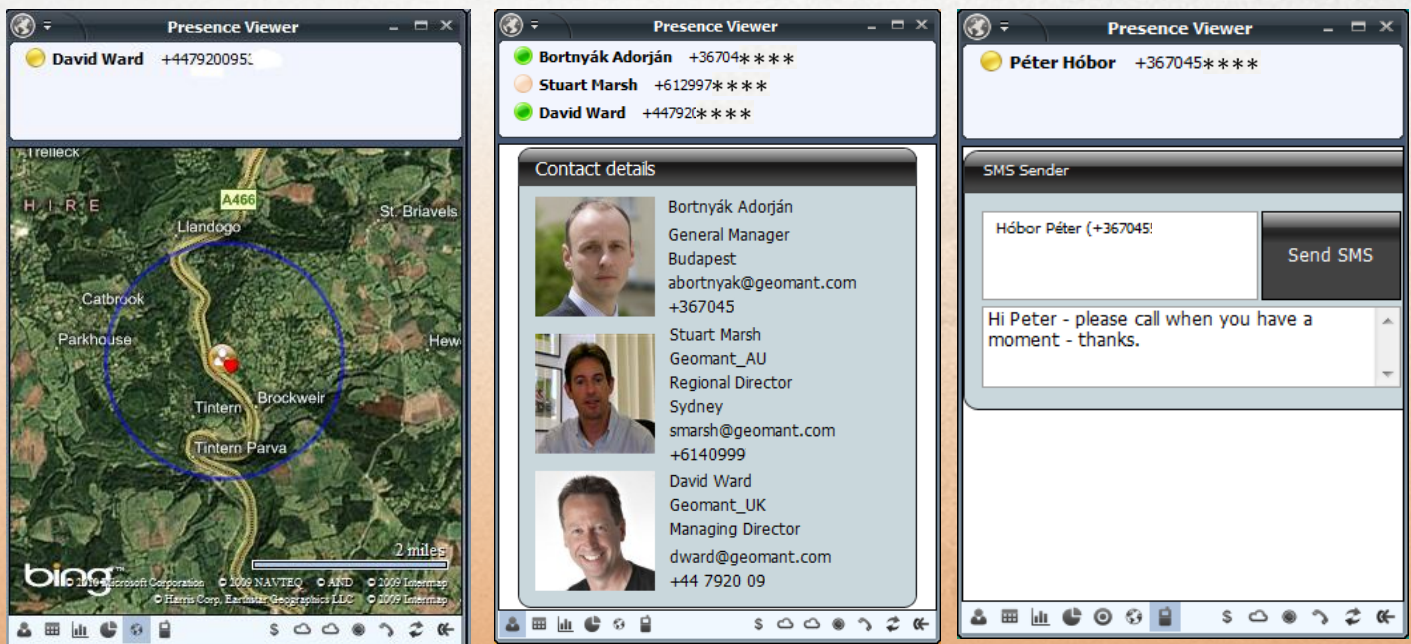
Geomant and its partners can also provide bespoke interfaces, also delivered through Microsoft Lync to meet specific business requirements.

## SMS for Lync

Geomant's **SMS for Lync** solution enables SMS Text message to be sent directly from Microsoft Lync. Also available as a stand-alone product, it works seamlessly with the Presence Viewer.

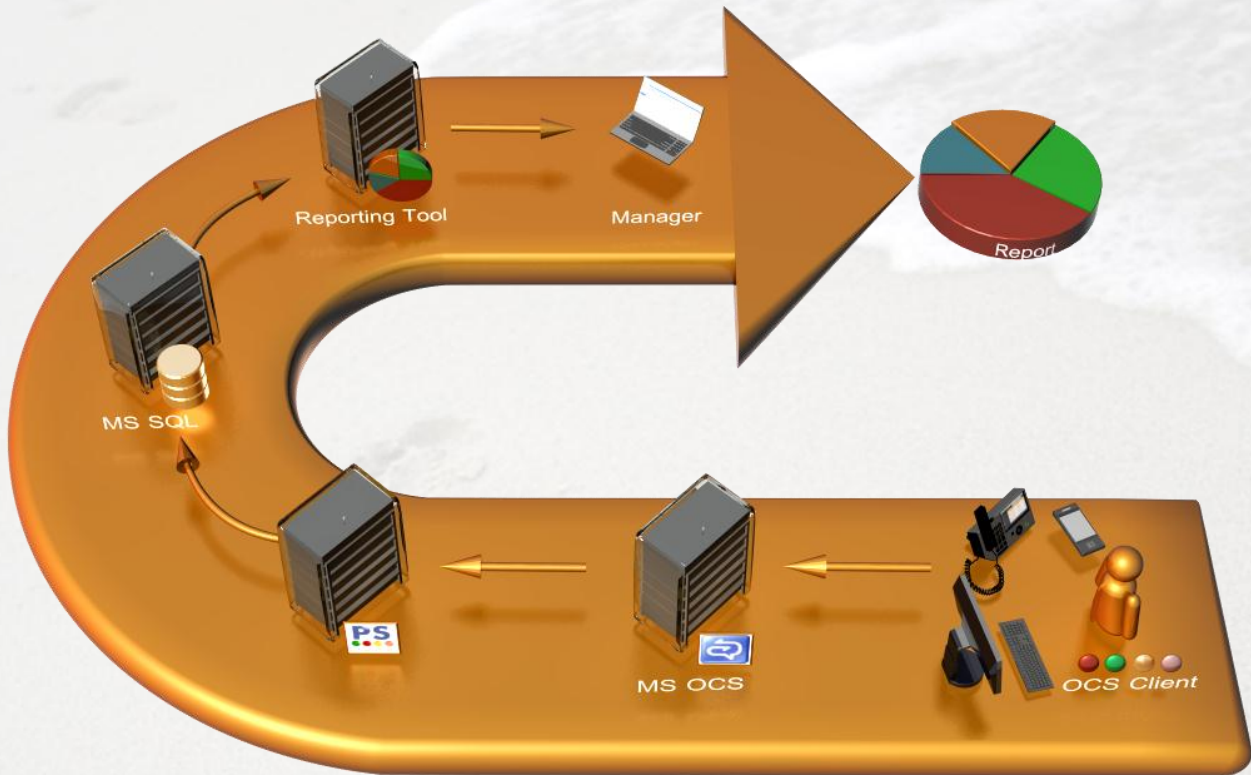
SMS text messages can be sent to one or more contacts – ideal when a Lync contact is off-line.

Full details are included in a separate product factsheet.



Integrating Presence into Business Processes

## Presence Repository & Reporting

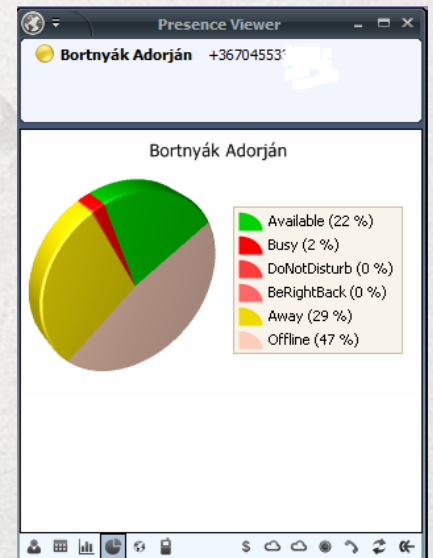


Geomant's Presence Repository is at the core of the Presence suite. It provides the presence database used for all other components.

Whenever an individual's presence state changes, an event is written to the database. This allows subsequent analysis and reporting.

A number of standard management reports are included. Secure access to the database allows custom reports and queries to be created as required.

Standard reports include work-time reports for both individual and team. Breakdowns are available by work state; i.e. offline, available, away etc.



## Integrating Presence into Business Processes

## GEOMANT UC PRODUCTS

**MWI2007:** Microsoft Unified Messaging add-on, enabling the lighting of 'Message Waiting' lamps on desk-phones when a voicemail has been left in the user's Exchange inbox.

**Presence Suite:** A suite of solutions that dramatically extends the Presence capability of the Microsoft Unified Communications platform, facilitating integration of Presence with Business Applications. Includes **Geomant Mobile Presence** – extending presence information to include geographic location.

**Mobile Call Recorder:** Records mobile phone conversations for compliance and quality purposes. Uploads call recordings and full mobile history to Microsoft Exchange.

**Lync Call Recorder:** Records Lync and OCS voice calls – 'on demand' or 'always on'. Uploads call recordings to Microsoft Exchange, and available via online interface.

**Contact Expert:** Lync / OCS Contact Centre solution. Provides full Contact Centre Capabilities in a Microsoft Unified Communications infrastructure. Includes inbound, outbound, campaign management and call recording.

**SMS for Lync:** Microsoft Lync / Office Communicator add-on, enabling the sending of SMS text message from the Microsoft Lync or Communicator client.

**Abuse Filter:** Microsoft Lync / OCS add-on, designed to prevent the individual misuse of Instant Messaging. Checks Instant Messages against a configurable blacklist of words and phrases.

## ABOUT GEOMANT

Geomant is a well-established, innovative Unified Communications software developer, specialising in Microsoft technologies.

For more information on any of our products, solutions or services please visit us at [www.geomant.com](http://www.geomant.com).

## PRODUCT AVAILABILITY

Geomant's products are available through a worldwide network of resellers or direct from Geomant.

**SEE OUR LATEST VIDEOS:**  
[www.youtube.com/geomantuc](http://www.youtube.com/geomantuc)

[www.geomant.com/facebook](http://www.geomant.com/facebook)



Geomant UK Limited  
The Grange, 37 Alcester Road, Studley, Warwickshire. B80 7LL. UK.

+44 1527 857932

[www.geomant.com](http://www.geomant.com)

[products@geomant.com](mailto:products@geomant.com)