



## Presence Service with PAM

### Receive status from external services

A person's status is traditionally based on their extension status (or absence status if you use Tellus PAM). But is a person available just because their extension is available?

The answer to that question is no if you ask us who work at SourceTech. We have, due to this, developed a service that gathers presence status information from external services. This information will then be presented in the operator application Alcatel-Lucent Enterprise 4059EE and in the web client TellusWeb.

Both operators and the Tellus PAM system users will receive more detailed status information by using the Presence Service integrated with PAM. Persons that are busy will not be disturbed and operators can easily connect calls to an available colleague due to this intuitive solution.

You can read more about the service on the following page.

## Presence Service in the operator application:

### Data presence

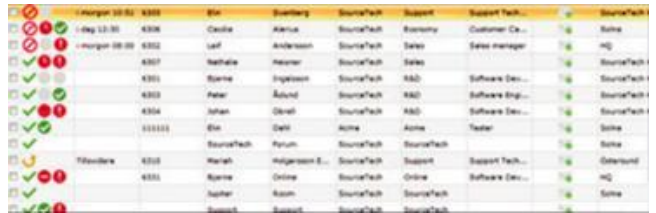
The connection between data status sources gives operators and users information about their colleagues from their Teams client. The Teams status will be shown next to the users name in the operator application.

### Tele presence - Receive mobile status

You can receive mobile status if you use TDC mobile, Telenor Bedriftsnet, A1 or Phonera directly in the operator application.

## In the search result and the detailed pane:

If the operator needs, for example, connect a phone call to somebody at a specific department, she can easily receive up-to-date status information on everybody belonging to the specific department.



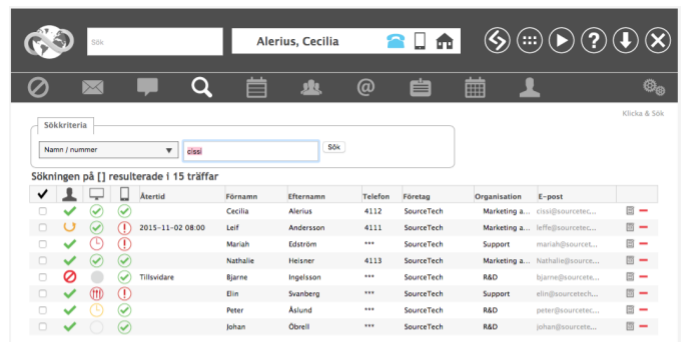
Time	ID	First Name	Last Name	Department	Status	Role
14:00	4304	Cecilia	Alerius	SourceTech	Support	Customer Ca...
14:00	4302	Leif	Andersson	SourceTech	Support	Sales manager
14:00	4307	Nathalie	Heisner	SourceTech	Support	Sales
14:00	4301	Bjarne	Ingelsson	SourceTech	Support	Software Dev...
14:00	4303	Peter	Åslund	SourceTech	Support	Software Dev...
14:00	4304	Johan	Obrell	SourceTech	Support	Software Dev...
14:00	4305	Elin	Svanberg	SourceTech	Support	Tester
14:00	4306	Bjarne	Ingelsson	SourceTech	Support	Support Tech...
14:00	4307	Karin	Olsson	SourceTech	Support	Software Dev...
14:00	4308	Kajsa	Kam	SourceTech	Support	Software Dev...
14:00	4309	Support	Support	SourceTech	Support	Sales

The picture above shows the search grid and the icons to the left indicates different statuses.

These icons will also show if you go to a person's detailed pane.

## Presence Service in TellusWeb:

The presence status will, just as in the operator application, be shown in the search results and in the detailed view of a user.



Search Criteria	Name / Number	Search							
Sökningen på [ ] resulterade i 15 träffar									
✓	📞	📅	Förnamn	Efternamn	Telefon	Företag	Organisation	E-post	
✓	✓	✓	Cecilia	Alerius	4112	SourceTech	Marketing a...	cecilia@sourcec...	
✓	✓	2015-11-02 08:00	Leif	Andersson	4111	SourceTech	Marketing a...	leif@sourcec...	
✓	✓	✓	Mariah	Edström	***	SourceTech	Support	mariah@source...	
✓	✓	✓	Nathalie	Heisner	4113	SourceTech	Marketing a...	nathalie@source...	
✓	✓	✓	Tillsvidare	Bjarne	Ingelsson	***	SourceTech	R&D	bjarne@sourcec...
✓	✓	✓	Elin	Svanberg	***	SourceTech	Support	elin@sourcec...	
✓	✓	✓	Peter	Åslund	***	SourceTech	R&D	peter@sourcec...	
✓	✓	✓	Johan	Obrell	***	SourceTech	R&D	johan@sourcec...	

# Specifications

**Specifications for:** Teams, Telenor Tele Presence, Phonera, TDC Mobile and A1.

## Hardware

CPU: 2 cores  
Memory: 4 GB Ram  
Disk: 8 GB available  
Network: Ethernet IPv4 100 | 1000 Mb/s  
Graphics: Not applicable

## Prerequisites

Windows 10  
Windows Server 2012-2022  
Can run in a virtual or physical machine.  
.NET Framework 4.7.2

## Minimum

## Software

SourceTech Presence Service

## Recommended

Not applicable



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