Presence Service with PAM

Receive status from external services

A persons status are 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.

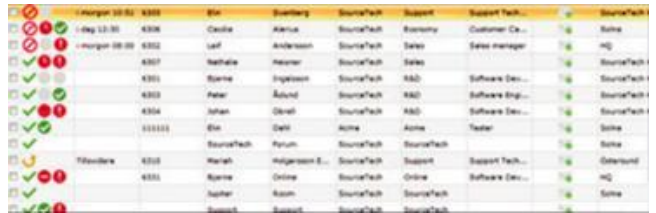## Presence Service in the operator application:

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.
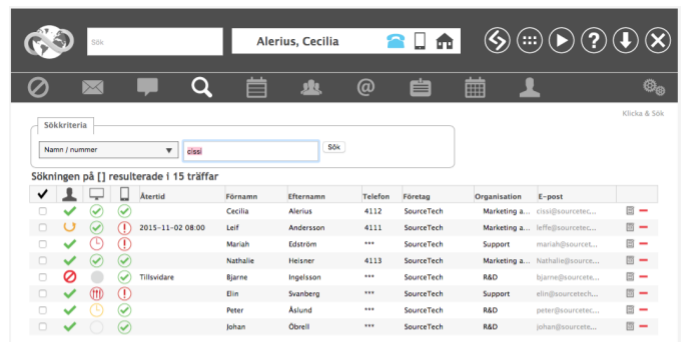

The picture above shows the search grid and the icons to the left indicates different statuses. These icons will also show if you go the a persons detailed pane.

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.

Specifications

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

Hardware	**Minimum**	**Recommended**
CPU:	2 cores	Not applicable
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

Software

SourceTech Presence Service