



# Presence Service for Calendar integration

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## Get calendar integration in the operator application Alcatel-Lucent Enterprise 4059EE

A person's availability status is traditionally based on their extension state. 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 calendar information from Office 365 | Exchange. This information will then be presented in the operator application Alcatel-Lucent Enterprise 4059EE.

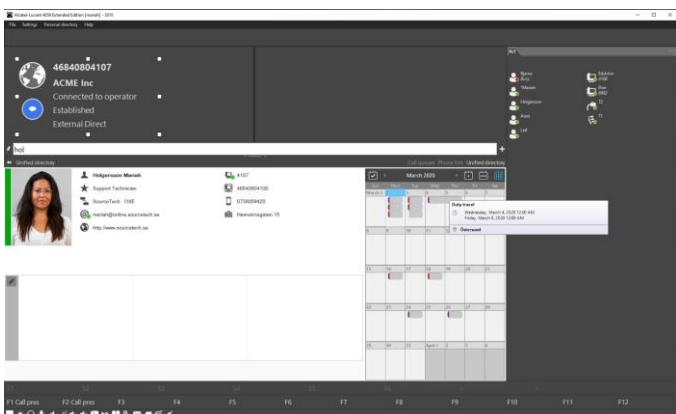
By using Tellus Presence Service the company's operators receive more detailed status information.

Employees that have booked meetings in their calendar will not be disturbed and the operators can connect incoming calls to a available colleague instead.

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

## Appearance

The appearance is influenced of the calendar in Outlook and uses the same color theme because it should be easy to understand and recognize. The standard color for a meeting is yellow, a red meeting has high priority and a blue meeting has a low priority. Additional meeting status can be seen in the status bar to the left at each meeting. A transparent color means that the meeting status is busy. A white bar means "free" and a purple bar means that the person is out of the office.



It can sometimes be sensitive business in a calendar. You can therefor choose to hide those meeting subjects you do not wish other to see. If the calendar meeting is marked as private, three stars (\*\*\*) will be shown in the operator application.

## Handling

When a lookup is made and there is a calendar event on the user it will automatically be shown in the window for user details. The operator will, because of this automation, see if the sought user is busy or not.

The operator can also change days in the calendar

with help of arrows or by choosing date in the date picker.

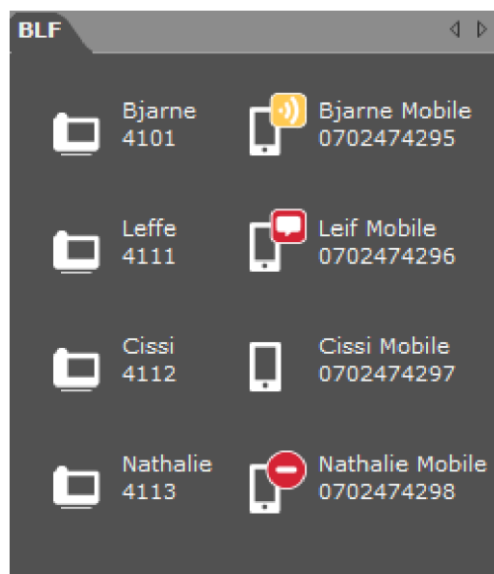
## More status information

### Teams

Your company can receive status from your Teams account if the company use that. The status information will be shown in the BLF (busy lamp field) and if you double click on a user in the field, Teams will automatically open a conversation with that user in the Teams application.

### Mobile status

You have the possibility to monitor the mobile statuses if you use TDC Mobil, Phonera, Telia Norway, Telia Denmark, A1 or Telenor Bedriftsnet as phone operators.



## Enhances your service

The operator will always with the help of this integration give correct and professional response both internally and externally.

# Specifications

Specifications for: MS 365 | Exchange, Teams, Telenor Tele Presence, Phonera, TDC Mobile & A1.

