



# Presence Service

## Real time presence

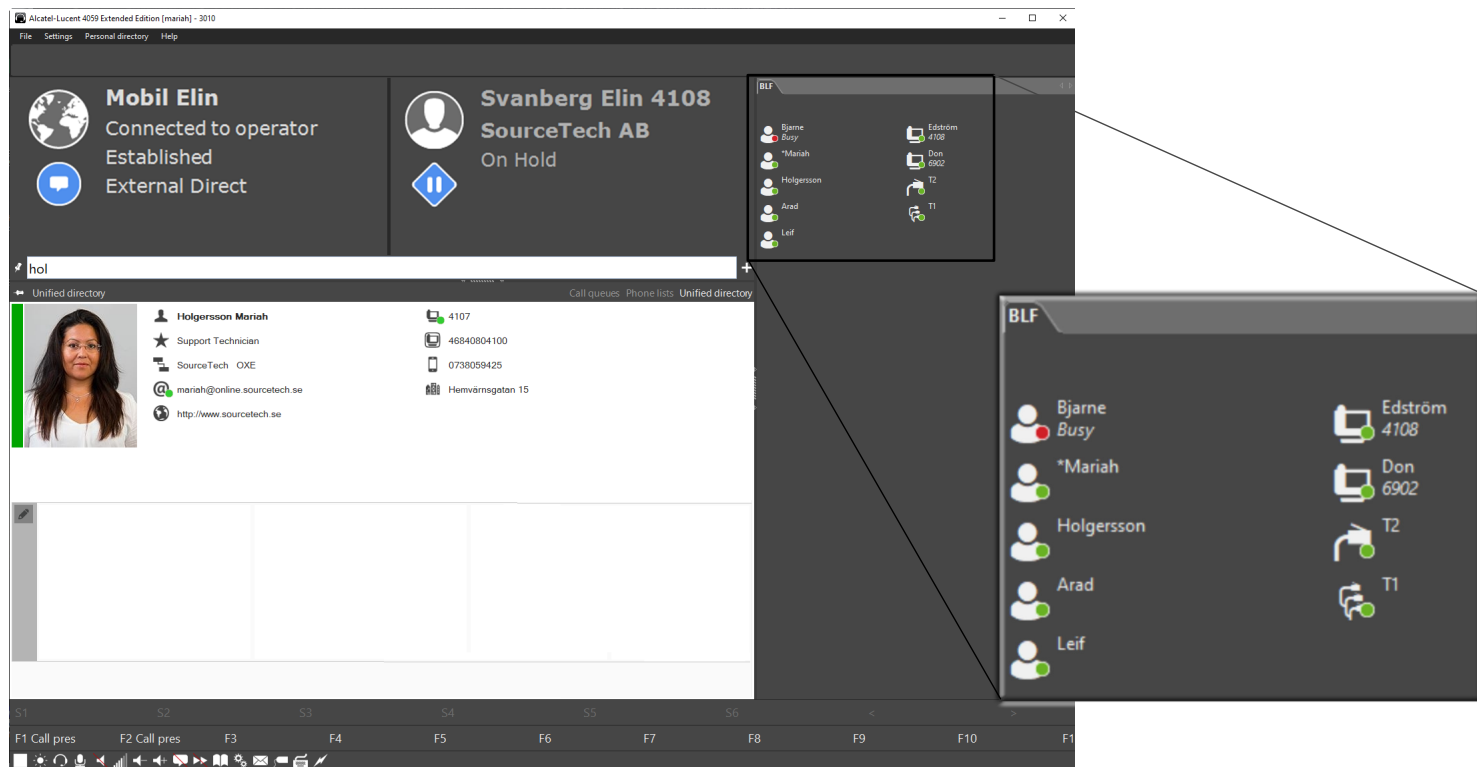
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**Provides real-time user and device presence to Alcatel-Lucent Enterprise 4059 Extended Edition, 4059EE.**

### **General**

By instantly see the presence state of a user or device, customer service is greatly improved by avoiding potential call transfers to busy users.

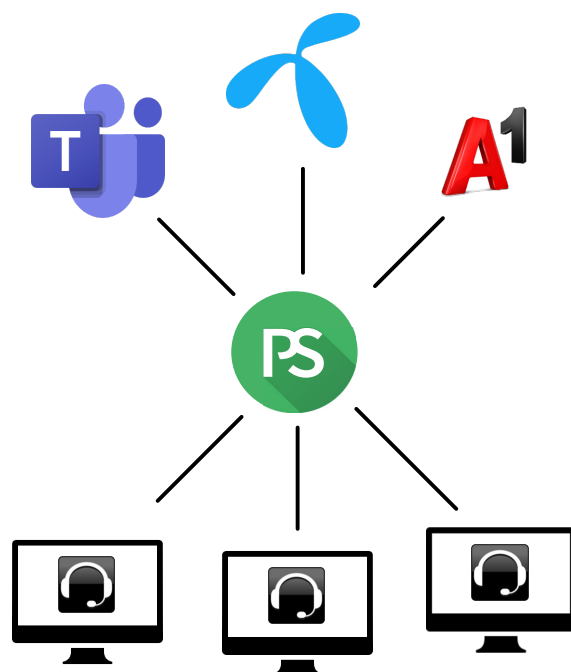
Presence state is displayed both in the Busy Lamp Field and the contact card of the 4059EE.



## Topology

SourceTech Presence Service is a MS Windows application running as a middleware between the 4059EE's and presence provider(s)\*.

One single SPS instance is shared between all 4059EE's.



# Specifications

MS Windows Server

MS Windows 10/11

## \*Supported presence providers

- MS Teams
  - Data presence
- A1- Austria
  - Cell phone busy state
- Telenor- Norway
  - Cell phone busy state
- TDC- Denmark
  - Cell phone busy state

