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TeamView®

Presence Manager

Accurate Information Regarding

Colleagues Availability

TeamView® Office Manager for Avaya

Helping to Make Decisions When You Are Not Reachable

Using your Deskphone to enable call forwarding does not allow you to notify absence reason and duration. Requirement for a modern professional organization goes beyond this limitation. If a customer wants to talk to a specific employee, colleagues must know if it is feasible, on what number and when.

TeamView® Presence Manager is capable to perform Call Forwarding functions linked to their Absence cause and Duration offering precise and accurate information about employees' current availability.

Lunch Absence cause and PC Status on TeamView® Unified Operator
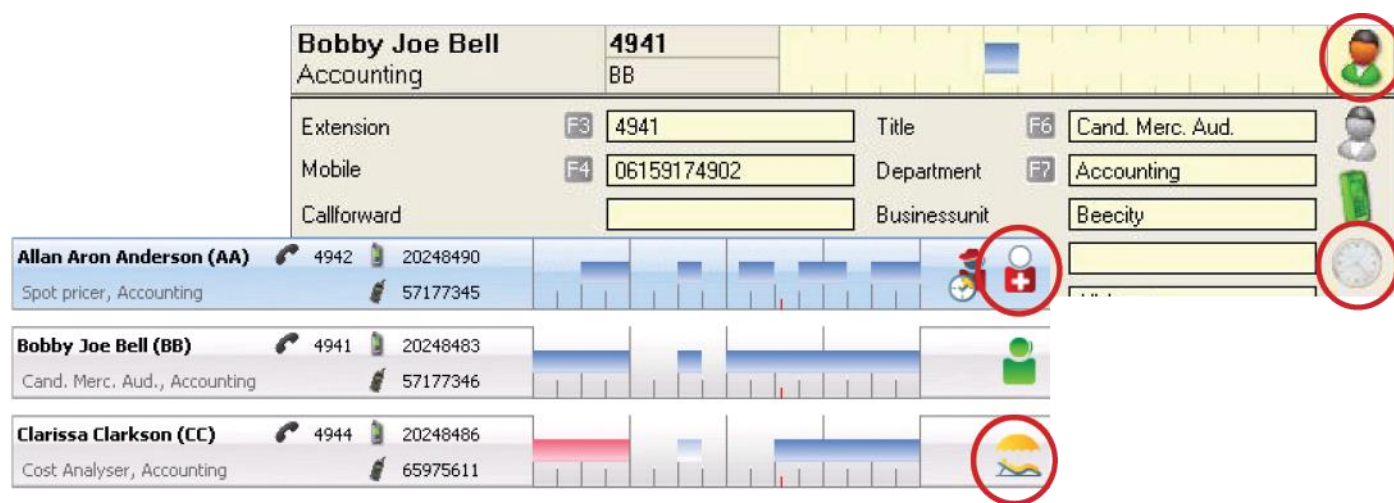
Ill and Holiday Absence causes on TeamView® Office Manager

Main Features

Absence Cause
Up to 12 different Statuses and their associated actions can be configured per user.

Call Forwarding
Performed with a single mouse click or automatically, according to a pre-configured action list.

PC Status
Supervision of Login and Screensaver. If an Absence Cause or Call Forward is active, the employee is notified and invited to take action.

Calendar Integration
Activated through keywords, TeamView® Presence Manager automatically select Absence cause according to employees' appointments gathered from MS Exchange or Lotus Notes.

Colleagues Management
If allowed, any employee can set the Absence cause of a colleague.

Presence Planning
Today's and future activities are displayed showing detailed information on Presence source, Call Forwarding, Absence cause and Duration.

Unified Presence
Status information from different sources are consolidated in one unique interface.

Call Forwarding Blacklist
Allows Administrators to create centralized Blacklist numbers (e.g. external or mobile) to ensure compliance with company policies.

Multi-platform Support
TeamView® Presence Manager has no limit in the amount of dissimilar systems to connect with. Embedded multi-vendor capabilities allow any company to maintain a Unified view of the entire organization even on multi-site distributed environments.

Benefits

- Extremely short learning curve
- Simultaneously multi-platforms support.
- Effective solution for modern companies with very attractive Total Cost of Ownership (TCO).
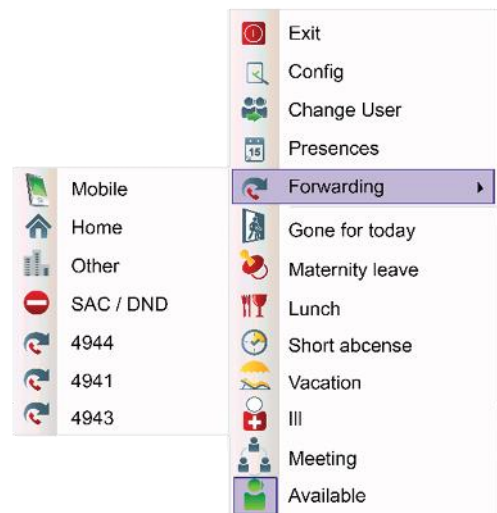
Technical Requirements

Supported Platforms	
Avaya	Avaya Aura Communication Manager with Avaya Aura AES Server. Avaya IP Office with CTI Link.
Alcatel- Lucent	Alcatel-Lucent OmniPCX 2.x or higher.
Cisco	Cisco Unified Communication Manager 6.x or higher.
Innovaphone	Innovaphone PBX 7.x or higher.
Microsoft	OCS R2, Lync (Available Q3FY2011)

General Requirements	
Calendar Integration	1 Domain user with Mailbox and rights to read appointments.
MS SQL Server	Microsoft SQL Server 200x and Microsoft SQL Server 200x Express (configuration Preferred operate in mixed mode).
Windows Server	Windows Server 2003 or higher, Standard or Enterprise, x86 or x64. Must be part of the domain and there must be at least 10Gb free space for database and log files.
Physical Server	Dual Core Intel Xeon E3120, 3.16Hhz, 6Mb cache. 1333Mhz FSB, 2Gb memory, DDR2 667MHz, 80Gb HDD. E.g. Dell PowerEdge R200.
Virtual Server	2Gb memory, 20Gb HDD, Windows Server 2003/2008 Standard or Enterprise Edition.

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