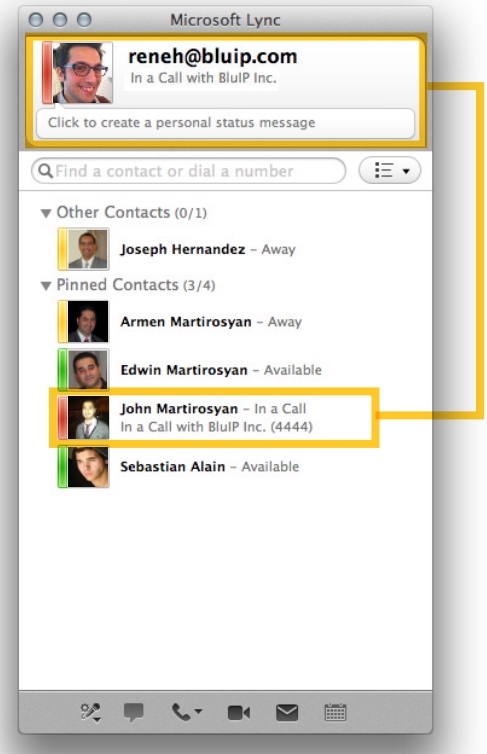
PRESENCE

Bridging BroadWorks and Microsoft Lync

OVERVIEW:

Presence provides seamless integration between Microsoft Lync and BroadWorks. Using Presence to connect your telephone handset to Microsoft Lync will allow your colleagues to see if you are on the phone, and enables you to place calls from Microsoft Lync without touching your telephone handset. You can also answer calls, place calls on hold and transfer to anyone on your contact list directly from your desktop. Multiple calls are displayed in a stacked layout, making it easier to switch between calls.



BENEFITS FOR BUSINESS:

- Increased visibility of telepresence, leading to better productivity among staff members.
- Streamlined workflow with the ability to quickly answer or reject calls via pop-up window on the desktop.
- Simple, client side deployment with no additional server configuration required (such as Remote Call Control (RCC)).
- Seamless integration with Outlook and other compatible Microsoft products.
- Simple call transfer and hold functions with desktop display, faster and easier to operate than with a traditional handset.
- Greater ability for supervisors to monitor staff call activity.

WHAT IT DOES:

When enabled, other Lync users within your organization can see information about the call that you are currently in, such as whom you are on the phone to*.

Your call history is saved so you can redial quickly at the click of a button. The Presence portal provides an organization the ability to centrally manage and deploy Presence for Microsoft Lync and BroadWorks IP Telephony.

This process enables seamless rollout with zero touch setup per user.

TIDAL COMMUNICATIONS

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Presence **Features**†

Call Features and Microsoft Integration	✓
Click to Call from Microsoft Lync	✓
Click to Call from Microsoft Outlook and other compatible	✓
Microsoft Products	✓
Call History	✓
Telepresence	✓
Share Caller ID with selected Microsoft Lync contacts	✓
Call Control	✓
Answer	✓
Hold	✓
Hangup	✓
Transfer (consulted/blind)	✓
Hide	✓

†Features are current as of January 2013 for Presence (IEX)

SYSTEM REQUIREMENTS

- Microsoft Windows
  - XP (32Bit)
  - 7 (32/64Bit)
  - 8 (32/64Bit)
- Microsoft .NET Framework 4.0
- Microsoft Lync Client 2010/2013
- Microsoft Lync Online (Plan 2+) or Microsoft Lync Server On-Premise

COMPATIBILITY

Presence is compatible with most hosted or local Microsoft Lync environments.

Presence is able to integrate with most Microsoft applications including Dynamics and Sharepoint.

SUBSCRIPTION-BASED SUPPORT

As with all of our products and services, the integration with your MS Lync Application is continuously upgraded. With your monthly subscription you will receive updates to the Presence Application as they become available. The Presence Application updates will be added and consistent with the additional features introduced by Microsoft and their MS Lync Application.

Call 978.687.0900 **Today for a** Free **Demo!**