

PresenceConnect

Presence information across multiple environments!

The use of different communication platforms, which allows employees to be distributed across multiple environments, is growing in strategic importance.

In hybrid environments, a key challenge lies in swiftly and accurately sharing users' presence status and availability.



While critical components might reside on a local on-premises PBX system, non-critical aspects can be managed through MS Teams. However, it's crucial to have a comprehensive overview of employees' presence status across all platforms.

With PresenceConnect Engelbart Software provides an innovative solution to address these challenges and concerns.

Key Functionality

- Real Time Presence Exchange between different communication platforms
- Aggregation layer to bring the various presence status and wordings together
- Generic connector for 3rd Party Presence
- Support of "MS Teams only mode" user
- Office 365 Integration
- Cloud and On-Premise deploy options available

Supported Platforms

PresenceConnect supports presence exchange between the following Platforms:

- AVAYA Aura
- AVAYA IP Office
- MS Teams

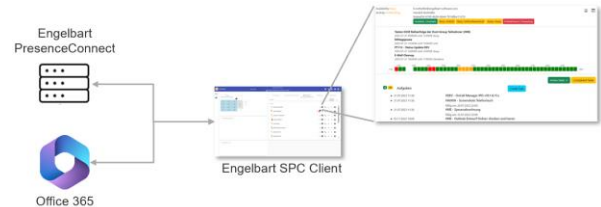
MS Teams Only Mode Users

PresenceConnect supports the presence sharing of users working in MS Teams only mode.

This enables employees to search MS Teams only mode users within the AVAYA Workplace and see their presence status.

Office 365 Integration

Integrated into our Console esuits² SPC, PresenceConnect can access Office365 information from employees.

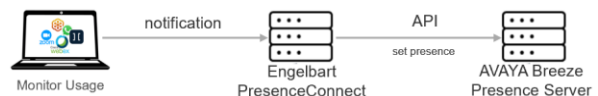


This interface can be used, for example within our Attendant, to display calendar information and to define tasks such as call backs.

3rd Party Presence

Build on Open API PresenceConnect offers flexible possibility to integrate 3rd party presence like for example patient presence data delivered on HL7 standards.

In addition, desktop & collaboration platforms can be integrated for presence aggregation.



This allows for example setting the employees AVAYA Aura presence status into "busy" or "do not disturb" while being on a Cisco WebEx or Zoom meeting.

Requirements

PresenceConnect needs the following interfaces:

- AVAYA Aura Breeze Presence Server
- AVAYA IPO MTCTI
- MS Team Graph API

PresenceConnect can either be installed on a server (physical/virtual) or deployed as a container.

About Engelbart Software GmbH

Engelbart Software GmbH focuses on developing CCaaS / UCaaS solutions that can be easily parameterized and customized to support a unique customer experience.

By leveraging APIs from PBX vendors and 3rd party applications, our API-first approach enables a deep level of integration, enhancement and enrichment of business needs, putting our customers in a pole position.