

Business. Made Social.

IBM Sametime - An Overview

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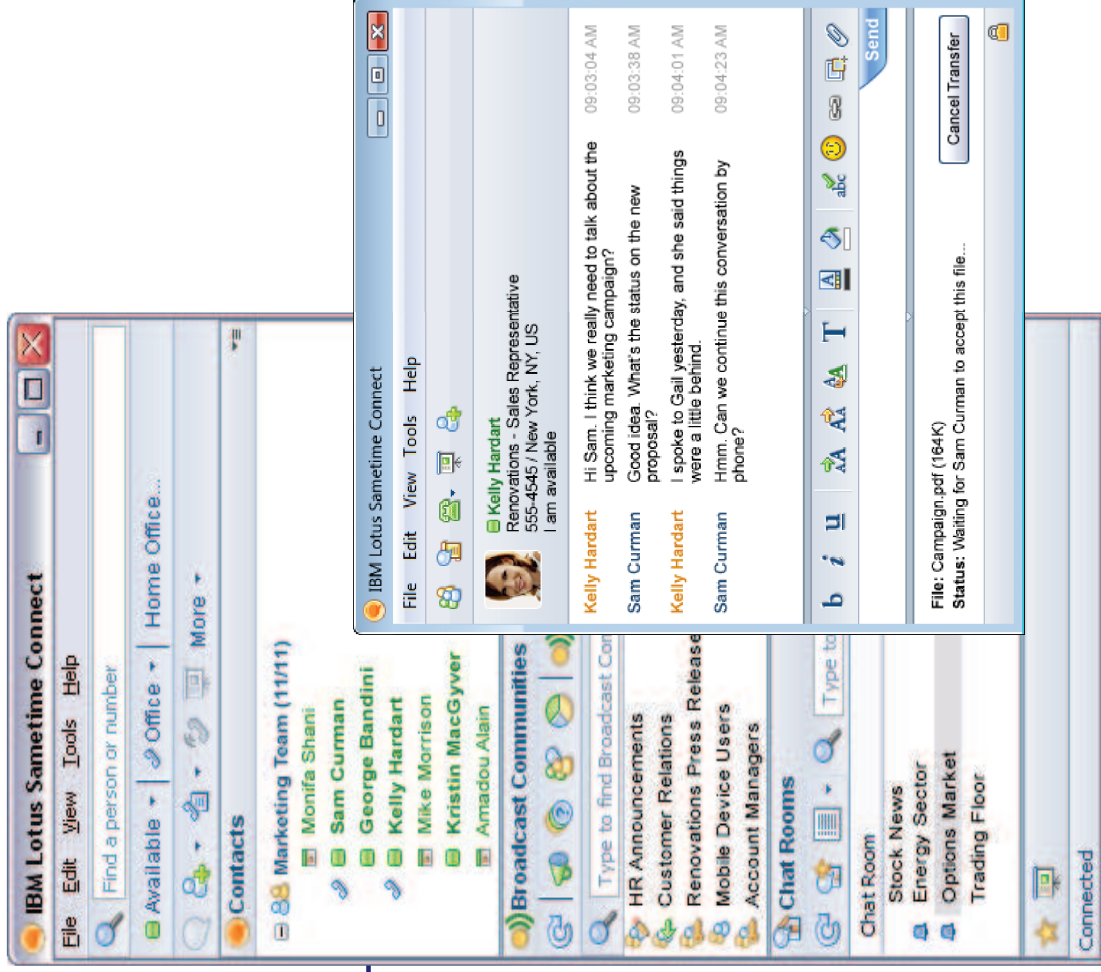


IBM Sametime® software 101: Feature Overview

- Rich Presence
- Enterprise Instant Messaging
- Mobility
- Online Meetings
- Voice & Video
- Community Collaboration
- Communication Enabled Business Processes
- Telephony

Rich Presence

Multiple status options



- Online Presence Status
- Availability Icons
- Optional Telephony Status
- Automated Location Awareness
- Custom Status Message
- Privacy Lists / Selective Do-Not-Disturb
- Alerts when others are available
- Auto status updates based on calendar, PC activity, entering or leaving a ST Meeting

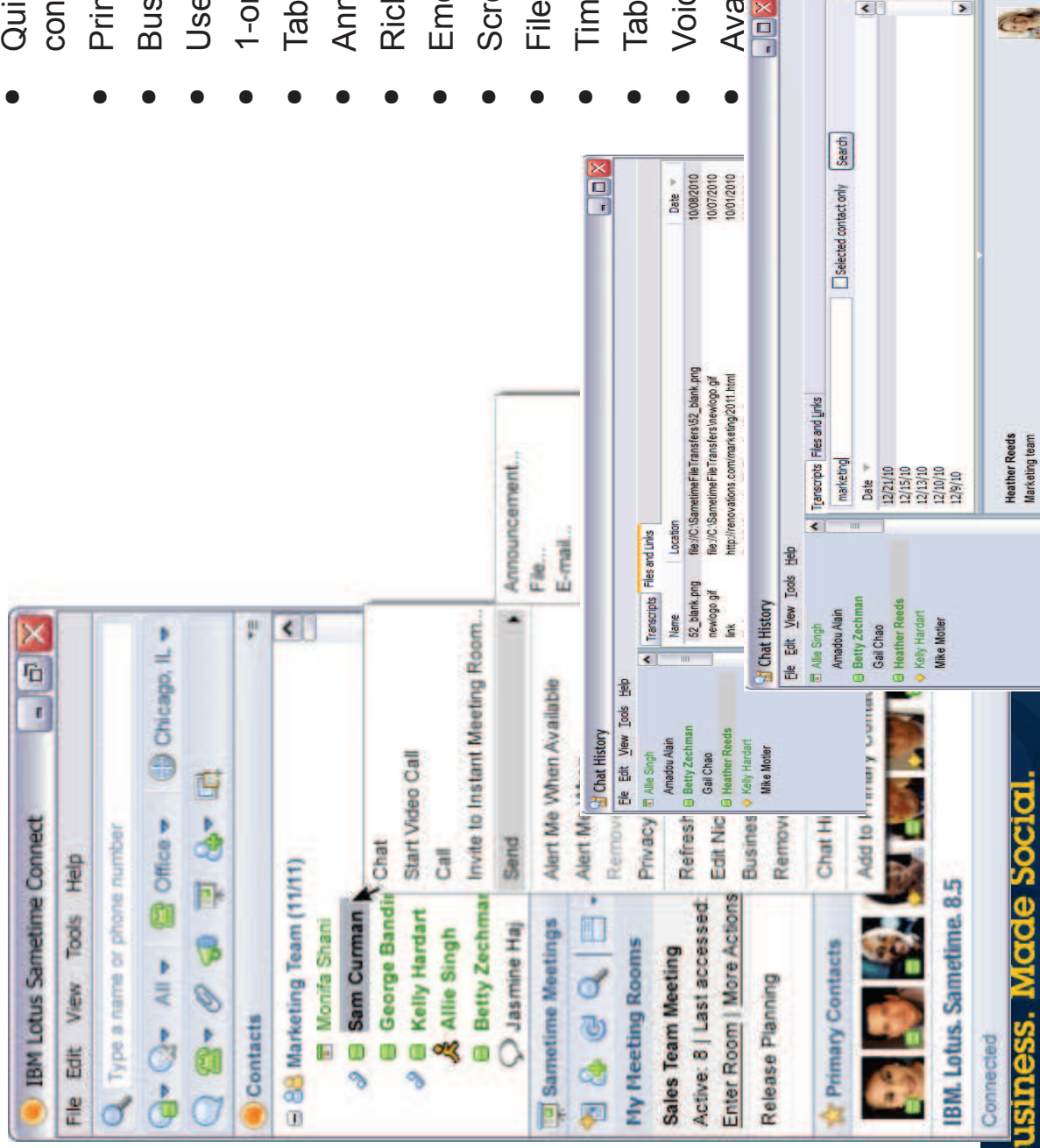




Enterprise Instant Messaging

Multiple and intuitive functions

- Quick Find / Chat with users not in your contact list
- Primary, Frequent, Recent contacts view
- Business Card Display
- User & Administrator Created Groups
- 1-on-1 & group chats
- Tabbed Chat Interface
- Announcements
- Rich Text Formatting
- Emoticons
- Screen Capture Tool
- File Transfer Tool
- Time & Date Stamps
- Tabbed Chat History
- Voice & Video Chats
- Available Telephony Integration





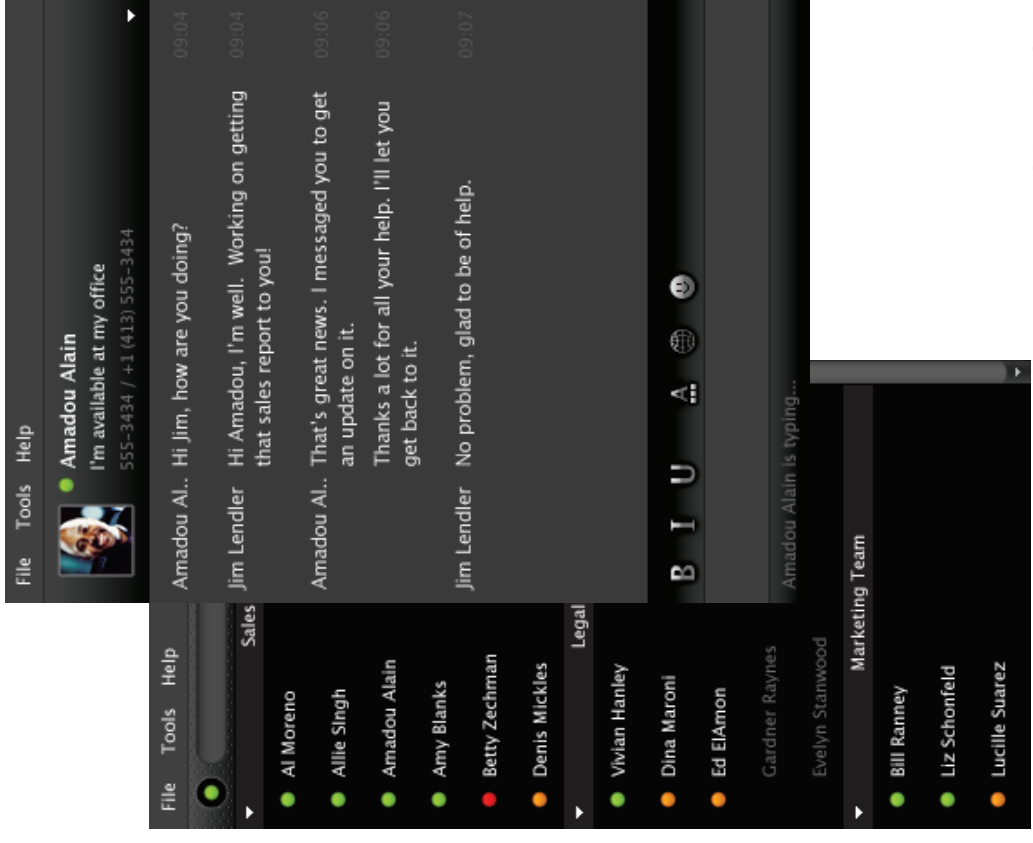
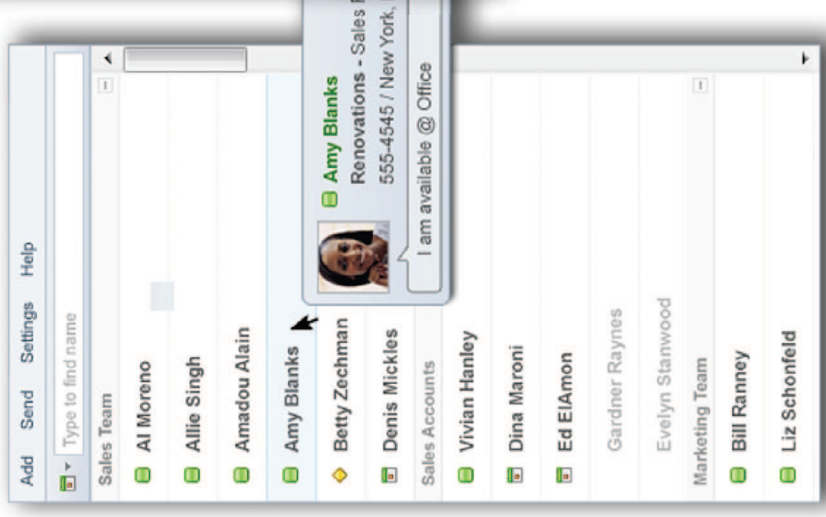
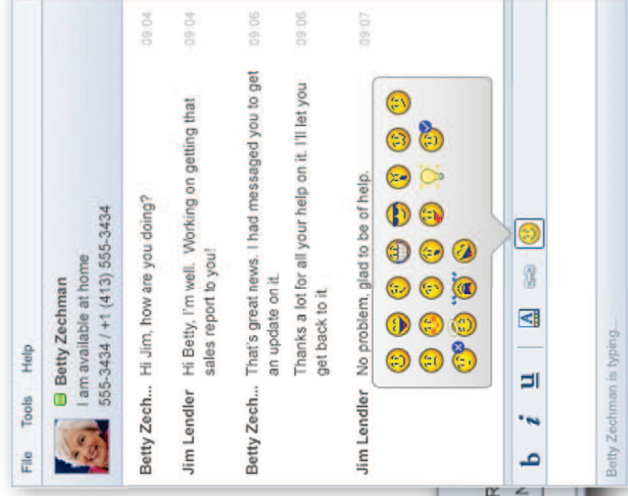
Enterprise Instant Messaging Instant Screen Share





Enterprise Instant Messaging

Zero-Download, Customizable Browser-based Chat



Note: Not all EIM capabilities are currently available through the web browser.

Business. Made Social.



Mobility

Rich Presence & Enterprise Instant Messaging, Meetings, and SUT



RIM® BlackBerry®
Native IM Client; Native Mtgs Client



Android OS phones
Native IM Client and
SUT; Browser Mtgs
on tablets



Apple iPhone and iPad
Native IM Client and SUT;
Browser Mtgs on iPad

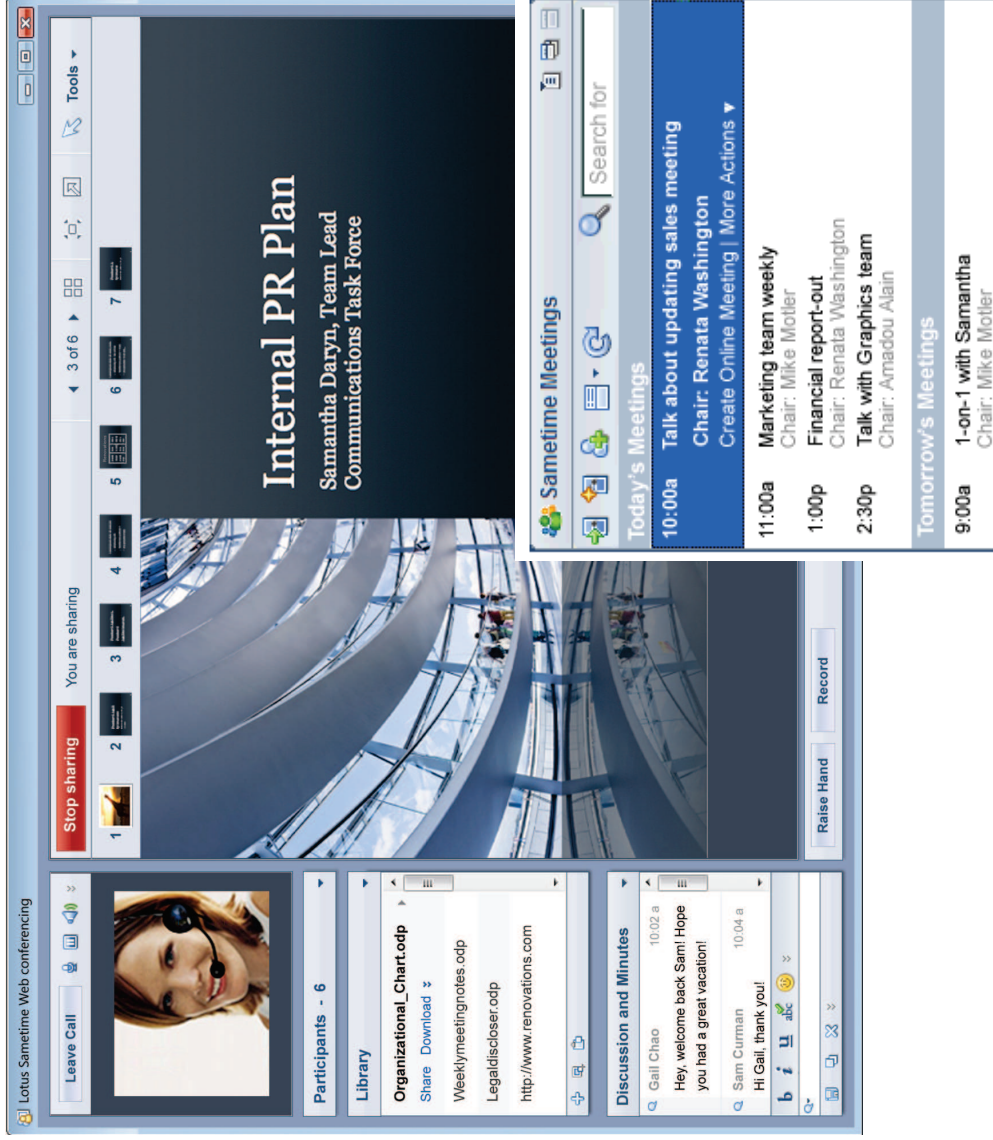




Online Meetings

With A/V through Sametime Connect or Browser Based Meetings

- Reservationless, persistent meeting rooms
- One-click access to meeting rooms from Sametime Connect
- Active Speaker Notification
- Auto-mute participants upon joining option
- Invite users by drag & drop from contact list
- Application & screen sharing
- Private file library for each meeting room
- Load files by drag & drop*
- High quality render of popular file types
- View slide thumbnails while presenting
- Presenter Tools (pointer, highlighter)
- Create & Issue Polls
- Screen capture tool
- Breakout sessions
- Built in native audio and video or 3rd party
- Client-side meeting recordings in MPEG-4
- Rearrange interface elements
- Detailed Meeting Reports
- Integration with Outlook & Notes
- Managed Access controls
- Traverses firewalls with audio and video



*some functions vary btwn Client and browser. © 2012 IBM Corporation



Voice & Video Available for Instant Messaging and Meetings

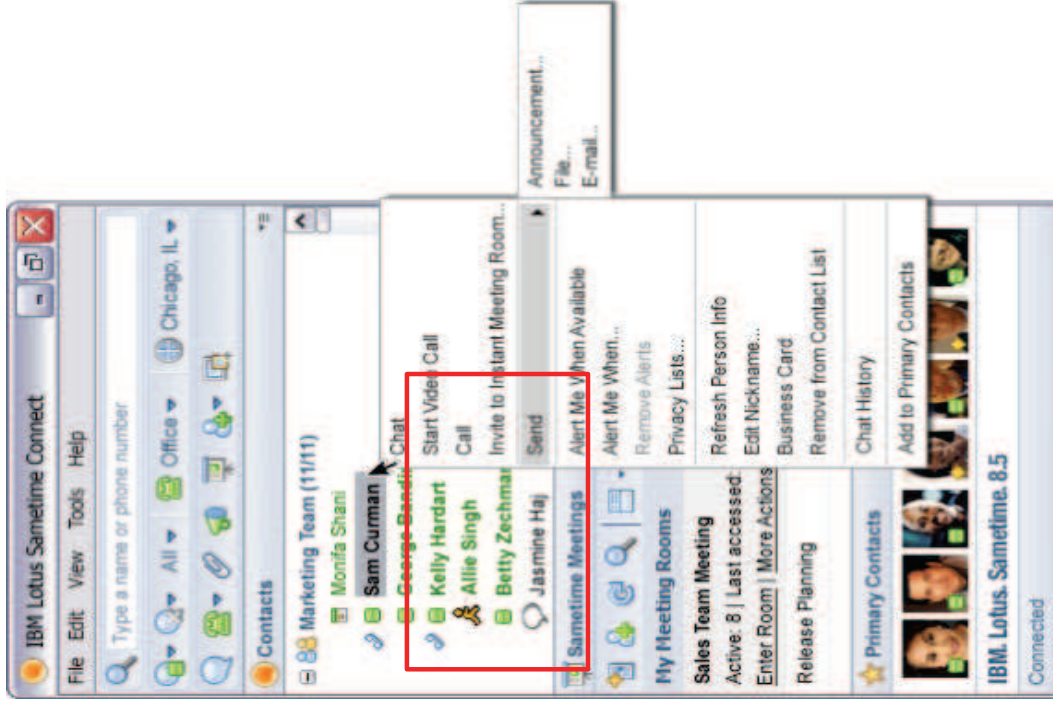


- Bandwidth Manager Server to manage overall Samesite Audio and Video bandwidth.
- Use native or 3rd party voice & video with multiple participants in chats and meetings
- Video supports variable window sizes up to full screen
- H.264 video & G.722.1 audio codecs provide a high-quality experience at low bandwidths
- SRTP for group audio/video calls
- SIP based interoperability makes it easier to leverage existing audio and video conferencing systems.
- Support for dual AV adapter integration or use native AV.
- Administrative controls over the video experience (size, bitrate, resolution settings based on device, etc).



Community Collaboration

Federated Presence & Public IM Interoperability



Federate Presence and exchange text chats with users of

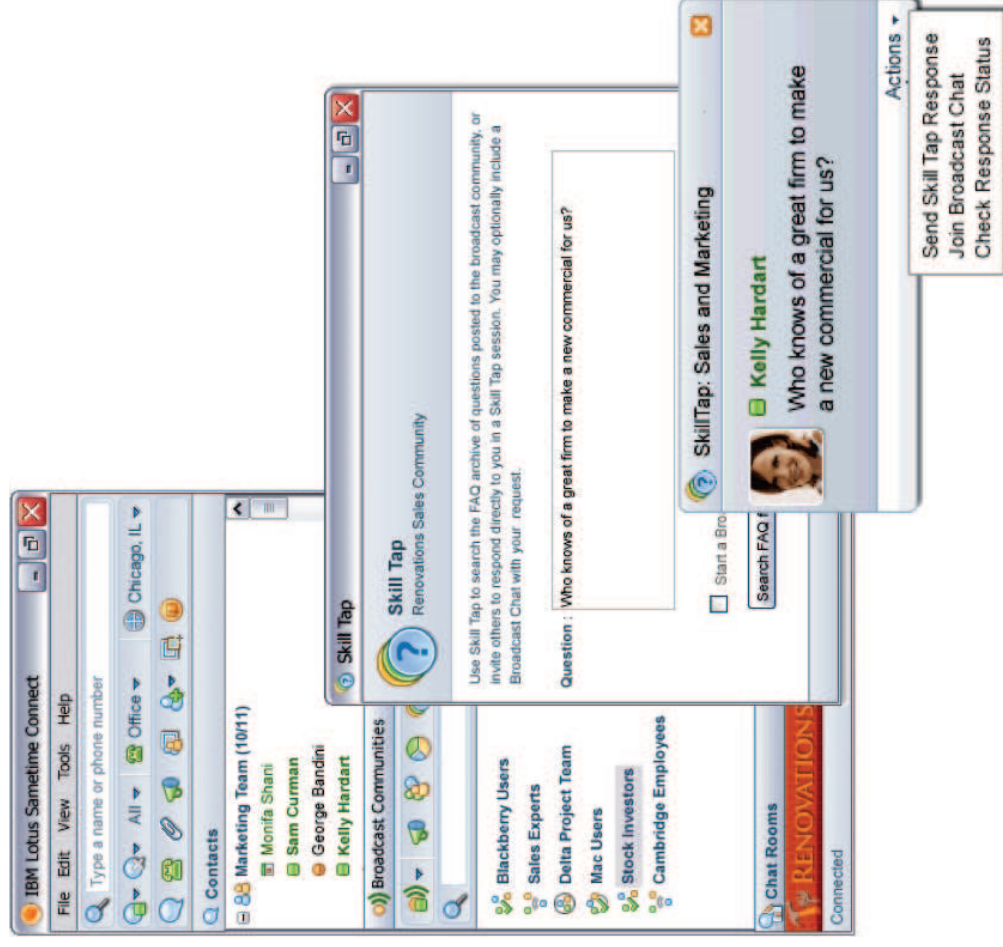
- Other Sametime implementations
- AOL Instant Messenger
- Google Talk
- Other XMPP based systems
- Microsoft Office Communications Server

Community Collaboration

Broadcast Communities



- Skill Tap: Broadcast questions, let experts within specific communities volunteer to help. Rate expertise. Archive responses for future searches or FAQs.
- Instant Polls: Gather answers and opinions to polling questions
- Broadcast Chat: Invite members of a specific community to a group conversation
- Broadcast Announcements: Keep everyone in a community informed of upcoming events





Community Collaboration

Persistent Group Chat

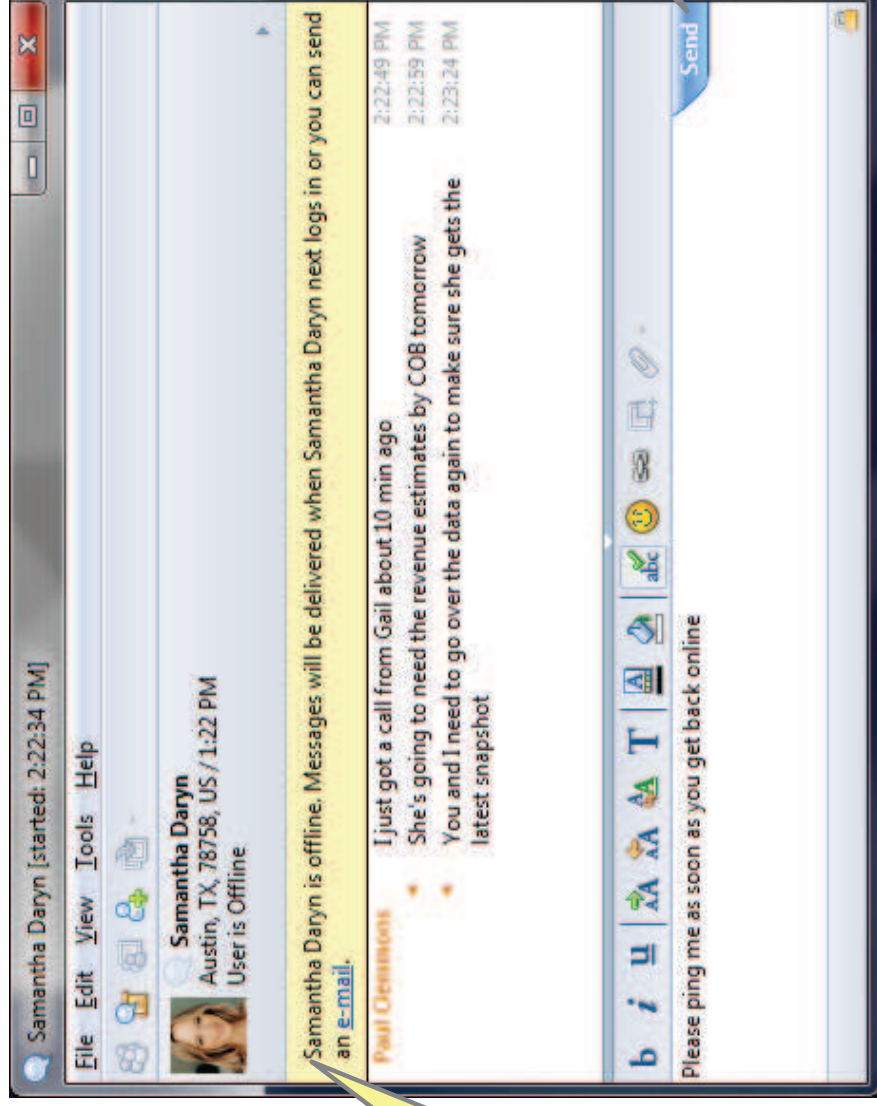
- Ongoing group chat stored on server
- Familiar Samesite Chat Interface
- Access from both Samesite Connect and browser
- Store and share files with others
- Notifications discretely inform users of activity
- Generate FAQs from persistent chat content





Community Collaboration Offline Messaging

- Send instant messages to other Samesite users whose status is Offline or Do-Not-Disturb.



Samantha is offline but the sender is provisioned to send offline messages.

You can still send Samantha a message





Community Collaboration

Retrieving and replying to offline messages

Next, you can start a chat session with Anna by clicking "Reply". The offline message text will be added to the transcript of the new chat session.

The screenshot shows a window titled "Offline Messages - messaging.renovations.com". It contains a table of messages and a detailed view of a selected message.

Sender	Date	Expires
Anna Bauer	11:00 AM	5 Days
Samantha Daryn	9:55 AM	5 Days
Mike Motler	June 15	4 Days
Anna Bauer	June 15	4 Days
Samantha Daryn	June 15	4 Days
Paul Clemmons	June 14	3 Days

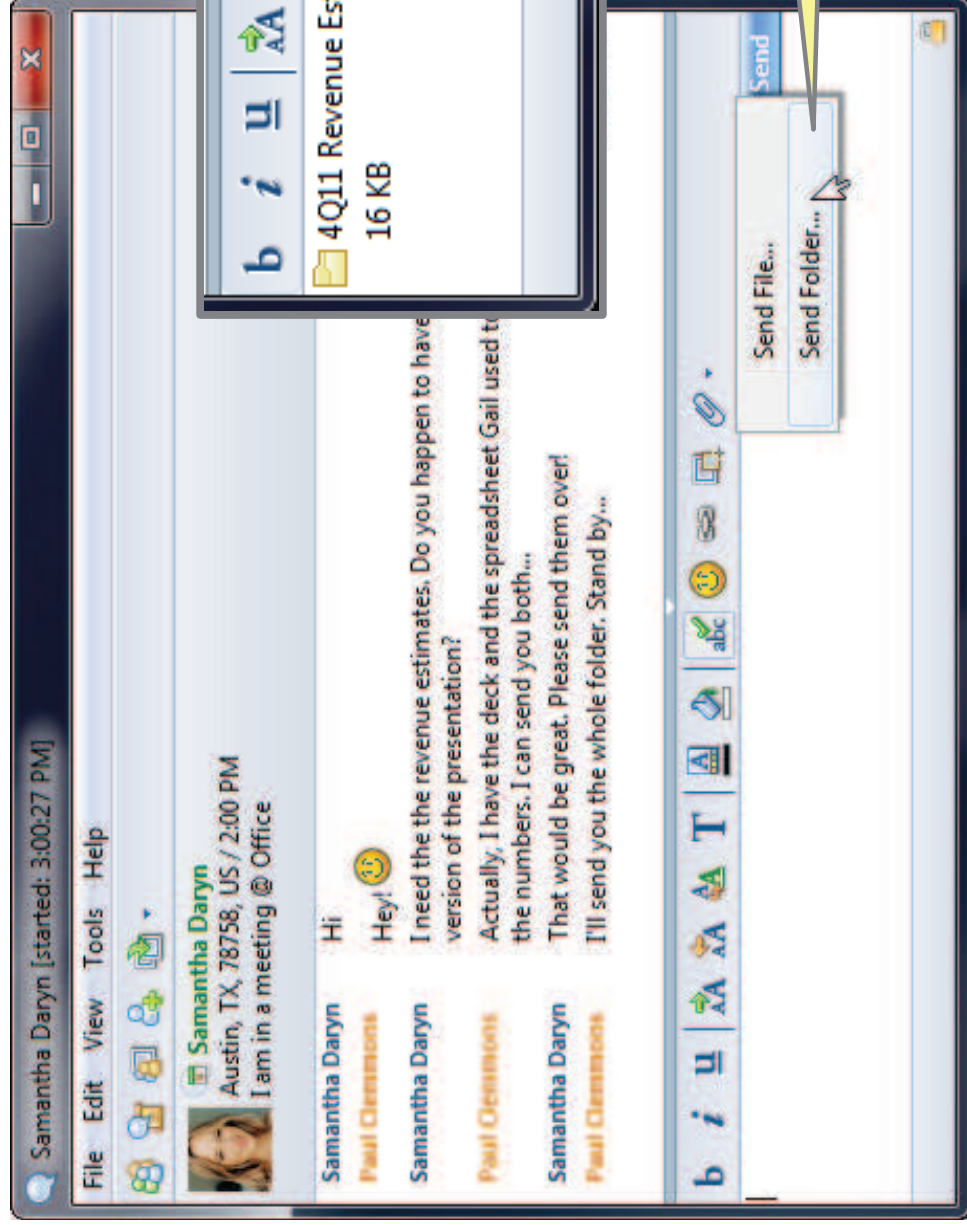
The detailed view shows a message from Anna Bauer, Sales Representative, Renovations (555) 555-5555 / 444-4444. The message text is: "Hey are you there? I wanted to see if you had any ideas about the project we discussed? Ping me back when you get a chance. Thanks! We need to talk about the presentation for tomorrow. They want us to go over more material regarding the company merger and budget cuts." The message is timestamped 3:30 PM and has a "Reply" button.

You can reply to an offline message by, first, selecting it from the list...



Community Collaboration

Folder Transfer

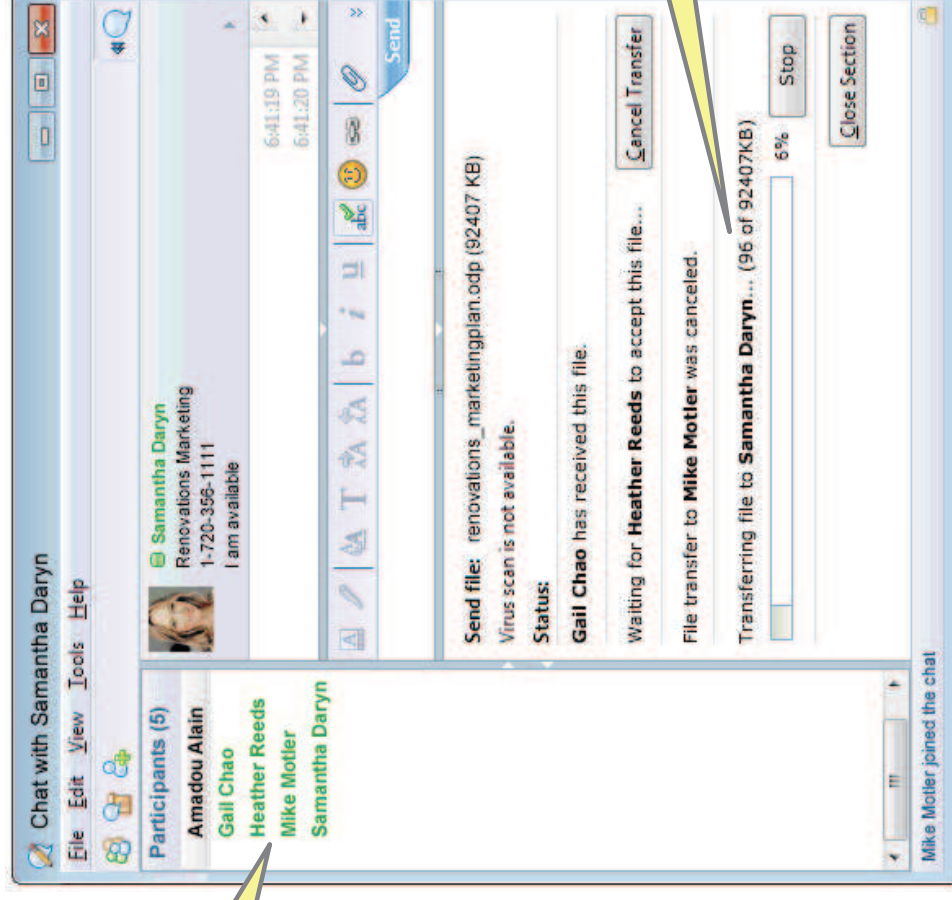




Community Collaboration

Sending a single file to multiple online contacts

You can send a file to multiple people in a group chat session



You can see progress on individual transfers



Community Collaboration

Organizational tree view of your contact list

Organization View
Collapse All

- + **Communications**
- + **Human Resources**
- + **Legal**
- **Marketing**
 - Ted Amadou
 - + **North America**
 - Kristin MacGyver
 - Mike Motler
 - Paul Clemmons
 - Rita Ferrar
 - Samantha Daryn
 - + **South America**
 - + **Europe**

Pick a contact from your contact list and select to see that person's place in the organizational view

Drag nodes to add organizational groups to the contact list

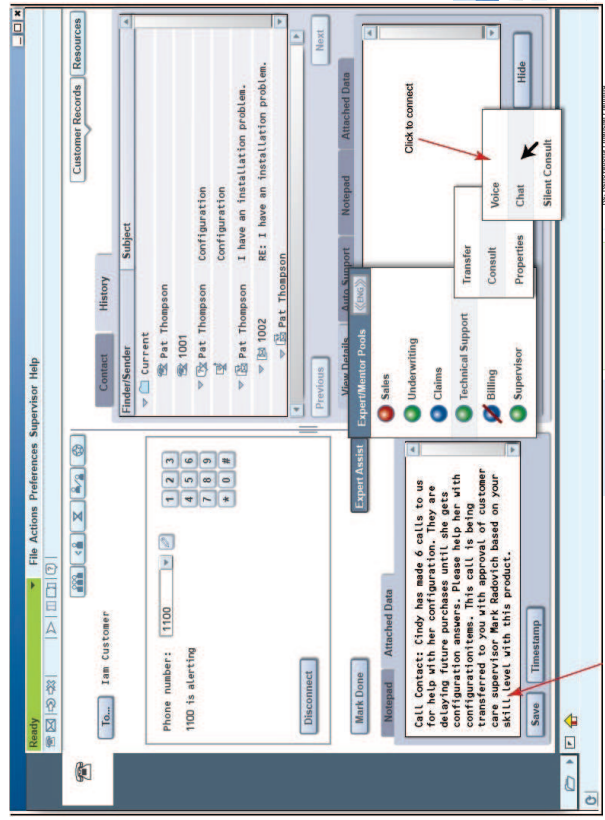
Expand nodes to see the people in that part of the organization



Communications Enabled Processes

Make Samesite services available in other Applications

- SDKs & Toolkits enable Samesite services to be embedded in other desktop applications
- Web 2.0 APIs allow developers to use standard tools to embed Samesite services in their web applications
- Browser chat and meeting clients can be customized through style sheets



Genesys Call Center Software

Online Portal

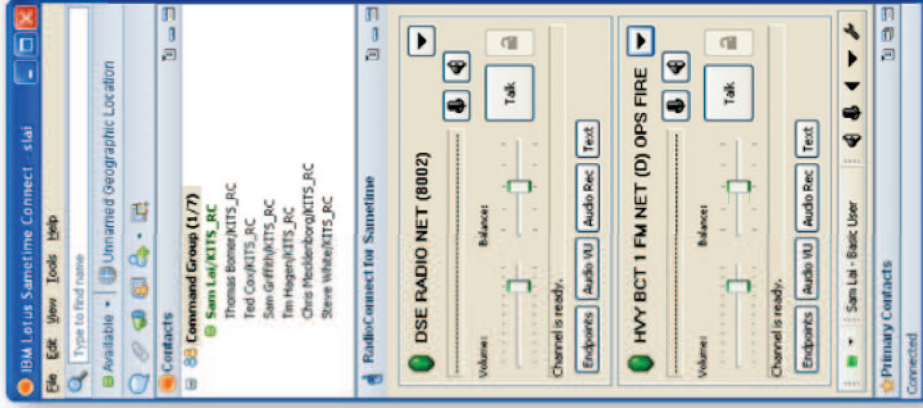




Communications Enabled Processes

Extend Sametime with new capabilities

- Eclipse based plugin model enables Sametime to be extended with 3rd party capabilities
- Deliver context sensitive information to users in realtime
- Telephone Conferencing Service Provider Interface supports audio conferencing, video conferencing and telephony in
- Customize Sametime Connect's branding area, toolbars, icons, right-click menus



Out-of-the-Box Integration

Lotus Notes



- Names throughout the IBM Lotus Notes® / Domino® environment are presence enabled
- Right click on any name to access Sametime services
- Assign & create Meeting rooms in Outlook invitations
- Sametime Connect can run inside Notes or be floated independently

The screenshot displays the IBM Lotus Notes interface. The main window shows an email inbox with the following entries:

Sender	Subject	Date	Size
Anna Bauer	Change of plan	11/10/2009 04:30 PM	234 K
Mike Motler	Re: Change of plan	11/10/2009 04:15 PM	4 K
Ted Anasidou	Re: Cross-sell opportunity	11/10/2009 03:47 PM	14 K
Pierre Dumont	Cross-sell opportunity	11/10/2009 03:15 PM	345 K
George Bandini	Global Corporate update	11/10/2009 02:39 PM	13 K
Kelly Hardart	Review latest marketing reports	11/10/2009 01:45 PM	14 K
Heather Reeds	Please review meeting minutes	11/10/2009 01:12 PM	156 K
Gail Chao	New management program	11/10/2009 12:34 PM	366 K
Amadou Alain	Advice for new sales structure	11/10/2009 12:16 PM	6 K
Bety Zechman	Request from marketing director	11/10/2009 11:58 AM	46 K
Samantha Daryn	Renovations s charitable foundation	11/10/2008 11:15 AM	678 K

The selected email is titled "Re: Cross-sell Opportunity" and is from Ted Anasidou to Samantha Daryn. The body of the email contains the following text:

Samantha,
 Sam, heads the team in Chicago, and just sent me this data on a new sales opportunity. Please review the growth data by country.

Below the text is a bar chart titled "Product Sales" with a legend for "Sales" (blue), "Marketing" (green), and "R&D" (red). The chart shows data for three categories: "Product Sales", "Marketing", and "R&D".

The interface also shows a "Sametime Recent Contacts" list on the right side, including names like Monifa Shari, Sam Curman, George Bandini, Kelly Hardart, Alle Singh, Bety Zechman, and Jasmine Haj.





Out-of-the-Box Integration

Lotus Quickr & IBM Connections



IBM Lotus® Quickr™

- Plugin Panel provides access to Quickr Places
- Drag & Drop files on Places Plugin
- Presence enable Quickr sites

IBM Connections

- Add Sametime chats to an activity
- Replace Sametime business card with Connections profile (links to Profiles, Blogs, Wikis, Files, Activities)
- Presence enable Connections pages
- Share Communities across Connections and Sametime Broadcast Tools

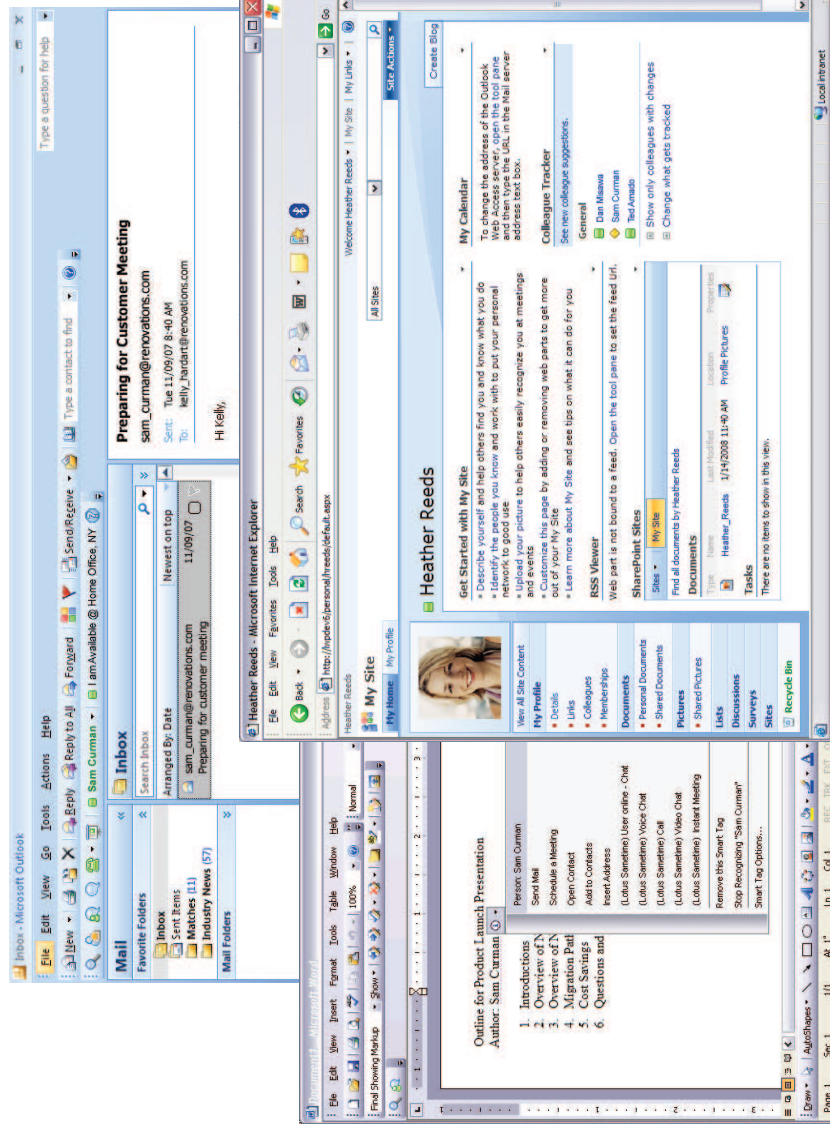




Out-of-the-Box Integration

Microsoft Outlook, Office, SharePoint, Active Directory

- Names show availability in Microsoft® Outlook, Office & SharePoint
- Right click on names to access most Sometown Services
- Assign & create Meeting rooms in Outlook invitations
- Toolbars provides quick access to:
 - Presence, location, status messages
 - Generate dynamic contact list from email recipient list (Outlook only)
 - Click-to-text chat
 - Click-to-talk (VoIP)
 - Click-to-talk (w telephony)
 - Sometown quick find search
 - Instant Meetings
 - Instant Screen Share





Telephony Services & Integration



Sametime Unified Telephony software

- Single number service
- Phone presence & Click to call
- Softphone
- Intelligent call routing
- Multi-PBX integration (TDM & IP)
- Full or Basic softphone entry point offering
- Virtualized

Or

- Most major telephony vendors provide plugins that deliver similar services to Sametime



Standards-driven interoperability



Telephony, Conferencing, Audio, Video and Mobile Solutions

Alcatel-Lucent **NEC**

ShoreTel **AVASTRA** **InterCall** **TANBERG** **CISCO** **GENESYS** **e6i**
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Useful Links

- IBM Sametime Video Gallery:
<http://www-10.lotus.com/ldd/stwiki.nsf/xpViewCategories.xsp?lookupName=Video%20Gallery>
- IBM Sametime Product Documentation:
<http://www-10.lotus.com/ldd/stwiki.nsf/xpViewCategories.xsp?lookupName=Product%20Documentation>
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