

PresenceAssistant



The personal assistant for all
EMPLOYEES



what is **PRESENCE ASSISTANT**

PresenceAssistant enhances the presence status functionality of Skype for Business and provide the frequently requested Busy On Busy (busy signal) function and Manager/Assistant functionality.

PresenceAssistant enables employees to configure call forwarding more easily using all five presence states. No other user interactions are required. This simplifies routing of incoming calls and increases the availability of individual employees. No calls are lost through automatic forwarding, and no manual adjustments are necessary.

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GREATER AVAILABILITY

features of **PRESENCE ASSISTANT**



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“*PresenceAssistant enhances the functional scope of Skype for Business by adding the frequently requested busy signal and Manager/Assistant features and optimizes employee availability.*”

With PresenceAssistant, you only have to configure certain routing rules once to automatically distribute incoming telephone calls based on your employees' Skype for Business presence status.

PresenceAssistant enables Assistants to respond effectively to calls for Managers. With PresenceAssistant, authorized staff can “override” the forwarding feature. What's more, forwarding of calls to deputies or Assistants no longer has to be configured manually every time



There are various options for operating and configuring PresenceAssistant. Users can enter settings directly via a website, which can be accessed from the Skype for Business client using single sign-on. In addition, the Service Desk and Assistants can act as delegates, allowing them to change call forwarding settings for certain employees. Of course, the system administrator can also configure all settings accordingly. This role is primarily used when setting up PresenceAssistant.

Each authorized user can make settings for the following presence statuses. Once the settings have been defined, they are used depending on the user's presence status.

	Divert to voice mail	Forwarding to other user	Simultaneous ringin	Busy signal
Available	✗	✗	✗	
Busy	✗	✗	✗	
Busy on the phone	✗	✗	✗	✗
Do not disturb	✗			✗
Away	✗	✗	✗	
Offline	✗	✗		

PresenceAssistant is a server-side application. The user settings are transferred to the Skype for Business server, which manages them centrally and applies them to all Skype for Business compatible end-user devices (PC client, iOS/Android mobile apps, IP phones).

capabilities of **PRESENCE ASSISTANT**

Call forwarding: Calls are forwarded to a preconfigured target (user, team, or voice mail) after a defined time.

Call diversion: Calls are diverted directly to a preconfigured target based on presence status.

Simultaneous ringing: A parallel call can be initiated immediately or after a defined time. The user can define the target, which may be an internal or an external number.

Manager/Assistant feature: Assistants can respond to calls for Managers. For example, when managers divert their Skype for Business client, this can be overridden by their assistants. This ensures that an Assistant can always contact their Manager (to consult with them, pass on urgent calls, etc.). In addition, Assistants can change their Manager's forwarding settings.

Configuring call forwarding: You can create forwarding templates, which can be assigned to the users when PresenceAssistant is activated.

Busy On Busy function: If the person called is on the phone, the Busy On Busy function means that the second caller hears the busy signal and the user does not receive a second call toast.

WE ARE LUWARE

swiss and simple

Luware is a leading provider of Customer Service platforms based on Microsoft Unified Communications. Intelligent routing solutions, deployed across all departments – from Help Desks to full Contact Centres – are our core competency.

Our solutions include communication channels such as chat, voice, video, e-mail, social media, and co-browsing. These can be enhanced with state-of-the-art technologies – including bots, artificial intelligence, WebRTC – and can easily be combined with third-party applications, such as CRM, ERP, and ticketing systems.

Our products integrate natively with Skype for Business, can be used across all industries, are intuitive to operate and feature impressive Swiss quality.

The portfolio is rounded off with a set of additional functions for Skype for Business, including compliance recording for all modalities, routing assistance systems with Manager/Assistant and Busy On Busy features, as well as operator switchboards. Combined they enable organizations to deploy the Microsoft Unified Communications solution as their sole communications platform.

Years of experience analyzing processes in customer service, developing software, and managing projects, plus close cooperation with Microsoft and partner companies, enable us to successfully complete projects of all sizes and levels of complexity.



I'm proud that my team's success in enriching Skype for Business technology has resulted in major players around the globe using the Luware contact center solution.

Check out our website for examples of reference customers.

-Philipp Beck, CEO Luware AG