

# MiCloud Telepo Exchange Calendar Connect 4.2

The future of business communication. **Today.**

## Key Features

- Easier to reach colleagues when they are available by understanding users current or future presence
- Shorter communication setup time for greater productivity
- Telepo's intelligent call routing rules, which depend on presence status
- Improved customer relationship management (CRM) by smart handling of incoming calls
- More efficient attendant services for handling high volumes of calls
- More efficient call center queues



MiCloud Telepo Exchange Calendar Connect increases an organization's productivity and customer relationship management by providing up-to-date information on the availability and activity status of all employees. For the service providers, this increases customer satisfaction and loyalty, making their offer very compelling in a crowded marketplace.

## Efficiency in the organization

Desktop with Microsoft Exchange is used by nearly every enterprise. The multi-tenant MiCloud Telepo solution allows you to offer a seamless integration between Microsoft Exchange Calendar and MiCloud Telepo to enable rich enterprise presence services.

Correct user presence information is the foundation for productive communication within the enterprise. You will be able to show enterprises that user, attendant and customer efficiency goes up by adding Exchange Calendar Connect to their Telepo environment. This will increase end user satisfaction in both you and their enterprises.

Using Exchange Calendar Connect, your customers can leverage their existing investment in MiCloud Telepo and Microsoft products to provide a unified presence solution inside the enterprise.

Exchange Calendar Connect lets you use the growth in Microsoft based products as an opportunity to upsell MiCloud Telepo features or cloud based telephony services to new or existing enterprise customers.

MiCloud Telepo has in-built credibility because it does not impose artificial restrictions on its customers, and embraces openness to industry standards including Microsoft integrations.

## Exchange Calendar Connect Overview

Exchange Calendar Connect is part of the MiCloud Telepo for service providers product. It offers presence synchronization from the exchange calendar to the MiCloud Telepo system to enable rich enterprise presence services.

Enabling exchange calendar integration allows MiCloud Telepo users to have meeting state, presence information and calls routed automatically according to pre-defined rules based on their calendar.

The integration can be configured to meet enterprise demands on what events that should be used and how it should be mapped in the MiCloud Telepo system.

The integration is a low risk deployment and fast time to market by building upon the proven MiCloud Telepo platform. It is deployed as an add-on service to the MiCloud Telepo service.

## Architecture

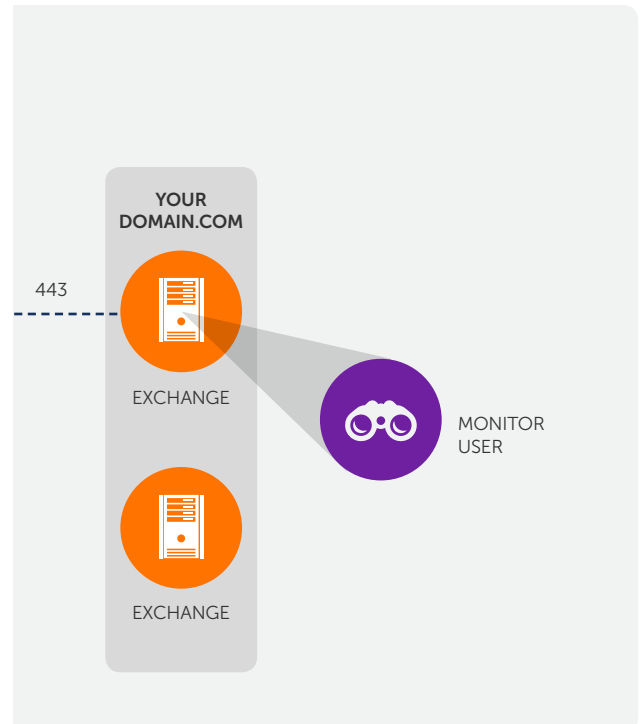
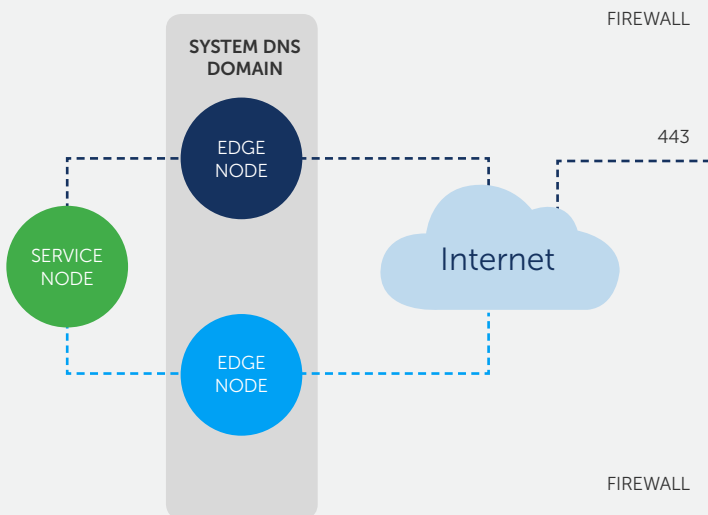
MiCloud Telepo provides interfaces on an organization level to allow the built-in presence function in MiCloud Telepo to be synchronized with a calendar hosted on an exchange system and where each organization requires a new set of interfaces. The interface uses the Microsoft Exchange Web Services (EWS) API that is provided by Microsoft.

The calendar interface allows events stored in a user's calendar to trigger automatic presence changes in the MiCloud Telepo server. Events are replicated in one direction from exchange to Telepo for performance and availability reasons, which means that a state change, by the user, in the MiCloud Telepo applications will not be updated in the exchange calendar.

The connections user credentials are used to authenticate towards the exchange server. Therefore no additional security setup is needed more than opening firewalls and configuration of the service provider "Exchange User" credentials in MiCloud Telepo.

Exchange Calendar Connect in MiCloud Telepo requires access to all enterprise calendars that need to be synchronized. This allows automatic presence updates and display of presence to organization users and its attendants.

### MiCloud Telepo Exchange Calendar Connect



## Key Features

- *Presence synchronization from the Microsoft Exchange Calendar to Telepo*
- *Configurable event synchronization policies*
- *What calendar events to be used for modifying the activity or role presence state and the corresponding mapping to the organization*
- *Configuration is based on keyword match, category match, event status and opt-out*
- *Rich calendar information updated in Telepo, including;*
- *Event start/end time and date*
- *Recurring information*
- *Event subject line*
- *Event category*
- *Free/busy information*
- *Support for Microsoft Exchange Server 2007 SP1, 2010, 2013 and Exchange Online*

## Technical Specification

### INTEGRATION

- *Usage of the Microsoft Exchange Web Services (EWS) API provided by Microsoft*
- *Enable EWS services on the exchange server and open firewalls to allow access from the enterprise network.*
- *A user account in the exchange server with full read access to all users calendars is needed to authenticate towards the exchange server and set up subscriptions for calendar changes*
- *Usage of auto-discover service requires enabled external access from the enterprise network and firewalls to be opened.*
- *Usage of clustered exchange servers requires enabled auto-discover service to allow Telepo to connect to the right nodes for the user*

### PERFORMANCE AND SCALABILITY

- *Telepo provides, on request, dimensioning recommendations to achieve best performance and scalability*
- *For performance and availability reasons the calendar events are only synchronized to Telepo*
- *The limits are set by the number of connections the exchange server supports and exchange capacity*

### MICROSOFT EXCHANGE

- *Support for Microsoft exchange versions:*
- *Exchange Server 2007 SP1*
- *Exchange Server 2010*
- *Exchange Server 2013*
- *Exchange Online - there will be one EWS interface from Telepo BCS per organization towards exchange online servers*

