

IBM FORUM 06

Results through Innovation



Sametime 7.5 the Future of Real-time Collaboration

Presenters:

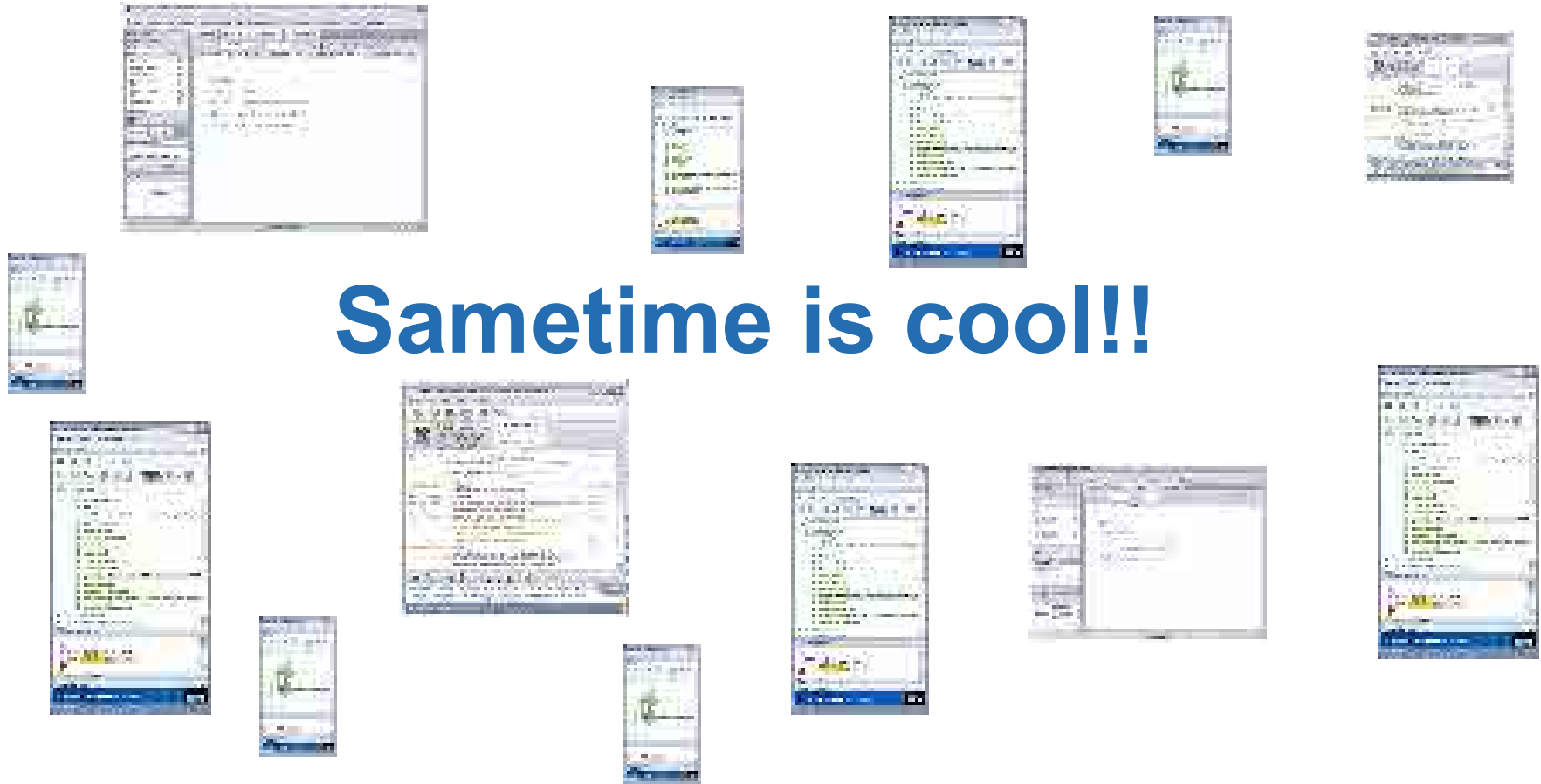
Kathy Staples and Chris Sparshott
Lotus Technical Sales



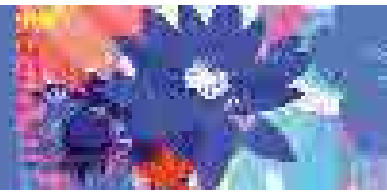
IBM Lotus Sametime 7.5

Real-Time. Right Now.

What should you keep thinking?

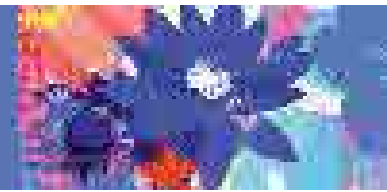


Sametime is cool!!



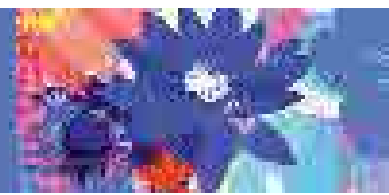
Agenda

- What are the Key Business Drivers?
- What is Sametime?
- Sametime in Action!



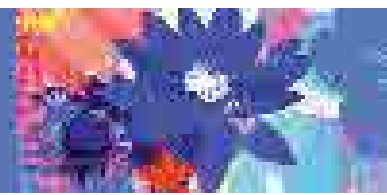
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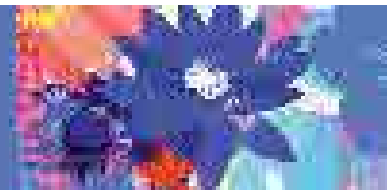
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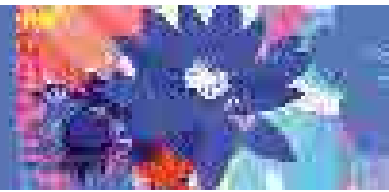
Key Drivers.....

- **Key drivers for use of instant messaging and awareness** are; convenience, cost and response time savings, immediate access to information and expertise; instant problem resolution and faster business processing.
- **Key drivers for use of web conferencing** are reduced cost, reduced wear & tear of travel while preserving immediacy and consistency of information



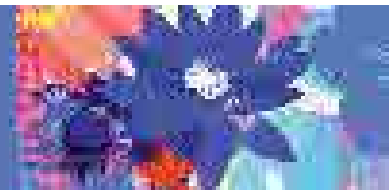
Key Drivers – Instant Messaging & Awareness

- **The uses are varied and inventive**
 - Answers to quick questions
 - Customer support
 - Track down someone you need to find
 - Cue others during a teleconference
 - Send a quick file
 - Keep distant people in the loop
 - Work across time zones
 - Know if someone is available to help or respond
 - Gather people into a quick team conference (e.g. to brainstorm / deliver quick education)
- **The benefits that drive use of IM are about business acceleration**
 - Convenience and time savings
 - Enables me to better multi-task
 - Gets me the information I need quickly / gets me the answer quickly
 - Don't have to go looking
 - Don't have to wait around for a return phone call or e-mail
 - Keeps the business running across time zones
 - Gives us real “speed of communication”
 - Gives customers immediate attention in a customer service setting



Key Drivers - Web Conferencing

- Project Collaboration
 - Ensures consistency of information, understanding, message, etc.
 - Reduces errors and confusion
 - Can share desktop and make edits everyone can see and agree to
 - Enables virtual and global teams
 - Saves money, time, and wear & tear (costs of travel)
 - Makes distant experts accessible (e.g. health care diagnostics, SME)
 - Enables us to see each other in a meeting (i.e. web cams used by many) and get to know others
 - Easy exchange of information
 - Speed of information exchange, (less reliance on email)
 - Can participate in a meeting from anywhere
 - Curtails “hot air” type conversation / inhibits chatty talkers
- ****Encourages further team collaboration****

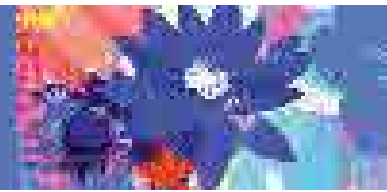


Better Customer Support with Real Time Technology

- 75% of their nurses work from home
- Why Lotus?
 - Encrypted
 - Well integrated with Notes' security model
 - Provides an auditable process
- Benefits recognized:
 - Nurses can tap peers while on the phone with patient
 - Set up "micro-training" sessions via Web conferencing
 - Helped create a sense of corporate community among employees
 - Keeps costs down by not having to replicate expertise in each location

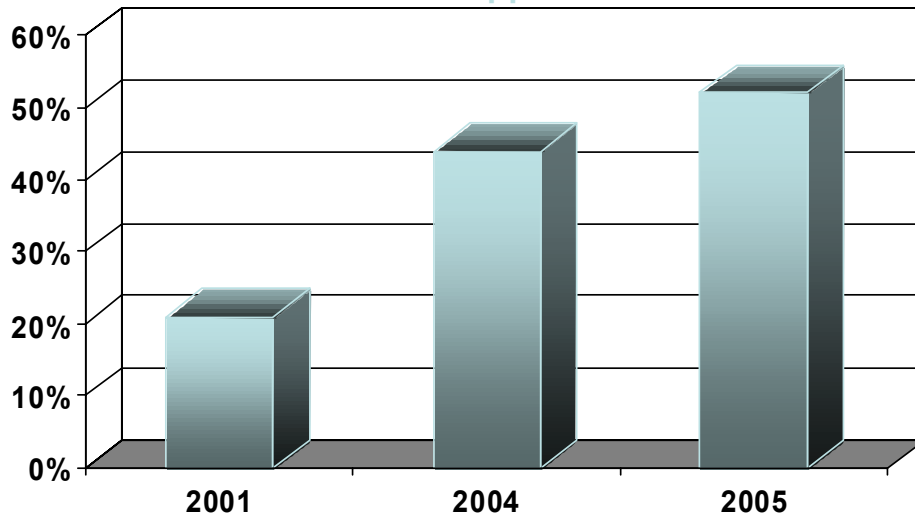


“E-mail isn’t designed for supporting real-time work process, and in particular not medical processes where we need answers right away.”



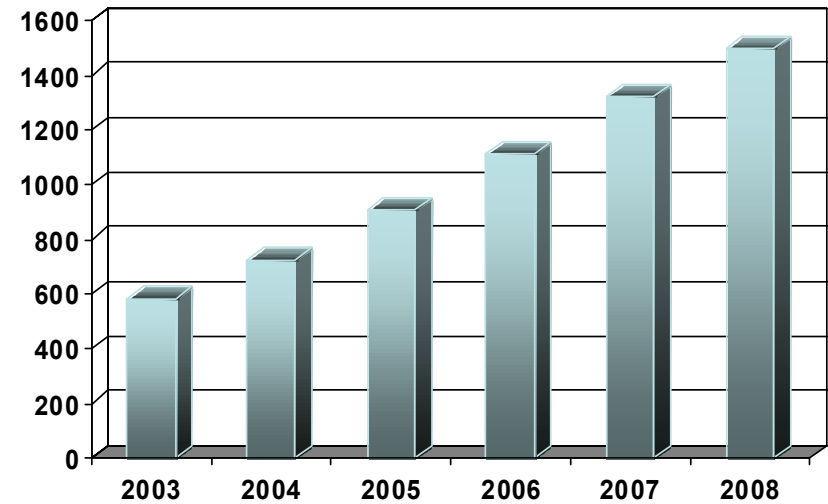
Real-time Collaboration is Growing

% of Companies using IM For Business Applications



Source: Osterman Research

WW Web Conferencing Market

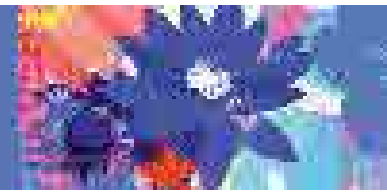


Source: IDC



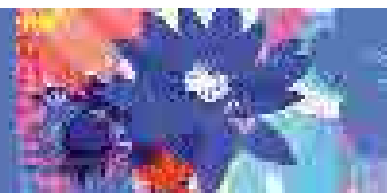
Businesses sending 1 billion IMs daily

It's official: Instant messaging is the new e-mail for the world's businesses.



Agenda

- What are the Key Business Drivers?
- What is Sametime?
- Sametime in Action



What is Sametime?

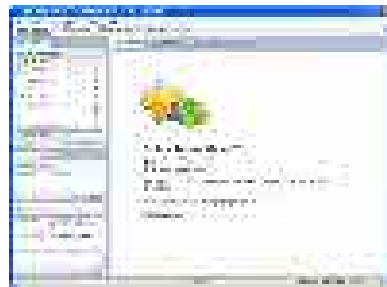
- **Instant Messaging & Awareness**

- Chat
- VoIP
- File transfer
- Emoticons
- Audio conferencing
- Spell checking



- **Web Conferencing**

- Share applications
- Share documents
- Whiteboarding
- Video conferencing

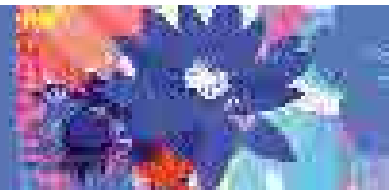


- **Real-time Collaboration Gateway**

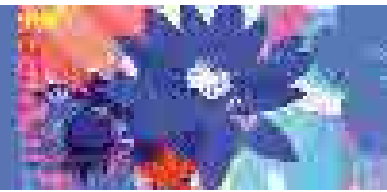
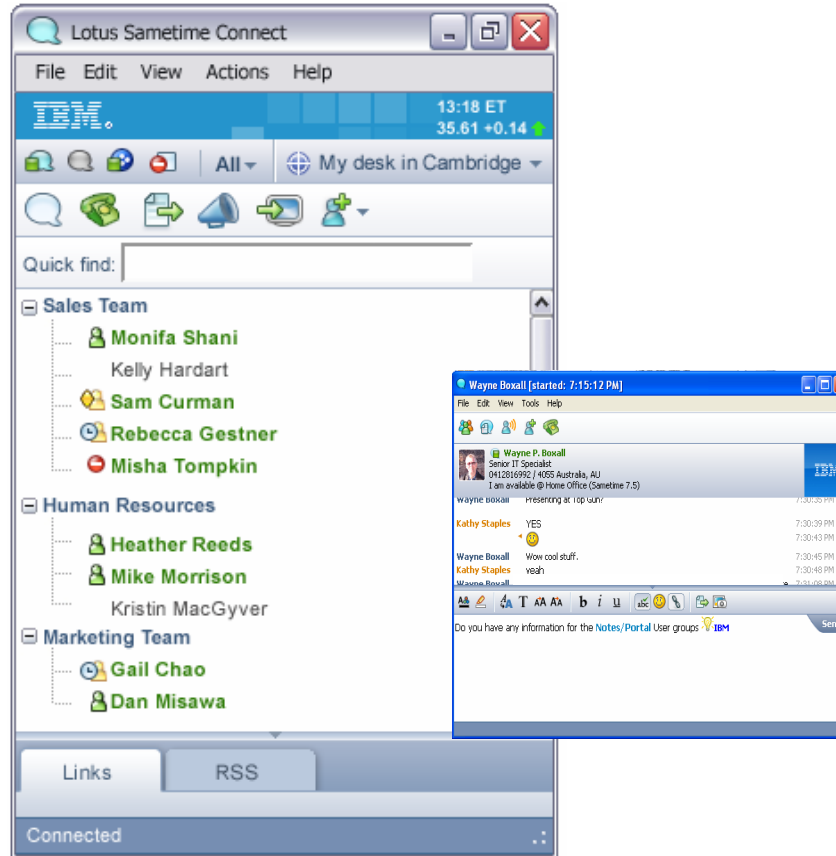
- AOL / GoogleTalk / AIM
- SIP

- **Mini Apps (Extensibility)**

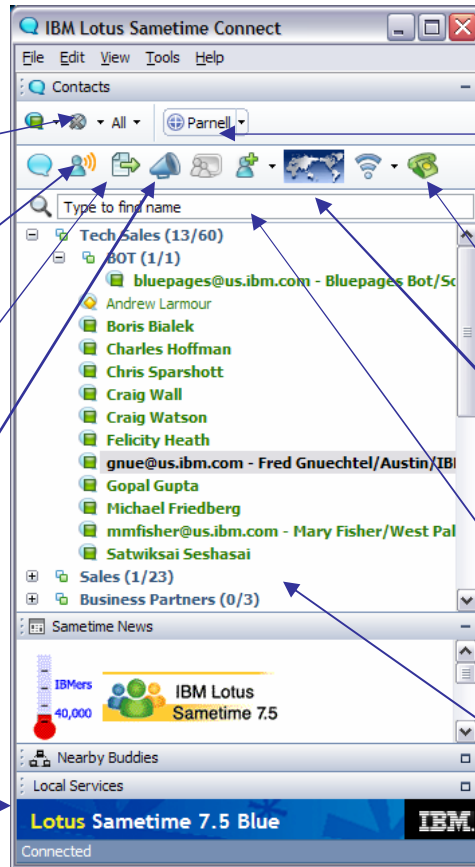
- Skilltap
- Take Polls
- Google Maps and Presence Awareness
- Click to Call
- Announcements
- Application Sharing



What's New in Sametime 7.5?



Instant Messaging, Awareness & More....



Sign on to alternative community

Start a VoIP voice chat

File Transfer

Send an announcement

Nested Plug-in (Sametime News)

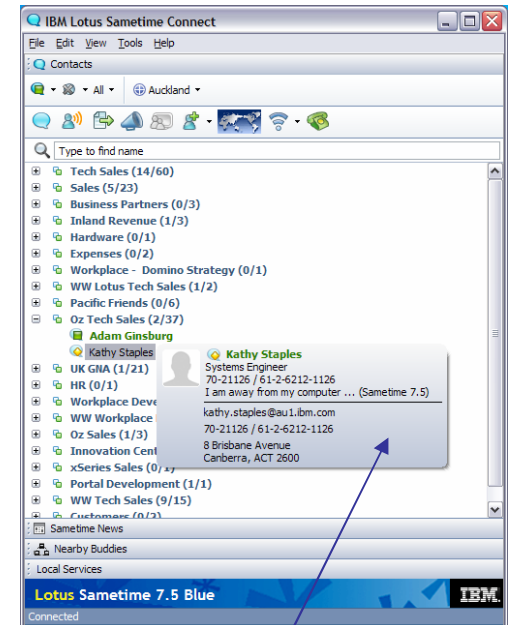
Location Awareness

Click to Call (Telephony)

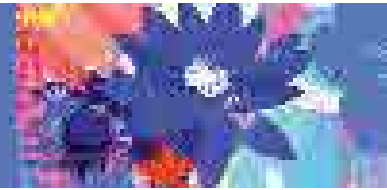
Presence and Google Maps plugin

Skill Tap

Nested Groups



Business Card



Instant Messaging, Awareness & More....

The screenshot shows an instant messaging window titled "fdawes@au1.ibm.com - Fiona Dawes/Australia/IBM [start...". The window includes a menu bar (File, Edit, View, Tools, Help) and a toolbar with icons for adding contacts, voice calls, video calls, file transfer, and screen capture. The contact list shows "Fiona E. Dawes" with details like "Project Liberate Leader" and "I am available @ 3006 Australia (Sametime 7.5)". The chat history shows a conversation with "Chris Sparshott" discussing a "Poc on sametime". The rich text editor at the bottom contains the text "therre" followed by a smiley face emoji. An "Emoticons" window is open, displaying a grid of various emojis and a search bar.

Annotations and labels:

- Add Partner to Contacts
- Click to Call
- VoIP Call
- Open Chat History
- Contact Details
- Rich Text Editor with Spell checking
- Plugin "ThinkBox"
- Share Screen
- File Transfer
- Capture Screen
- Emoticons



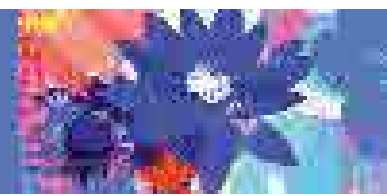
Accessing chat history in Lotus Sametime 7.5



Navigation Pane

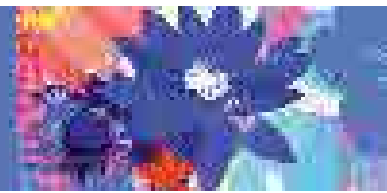
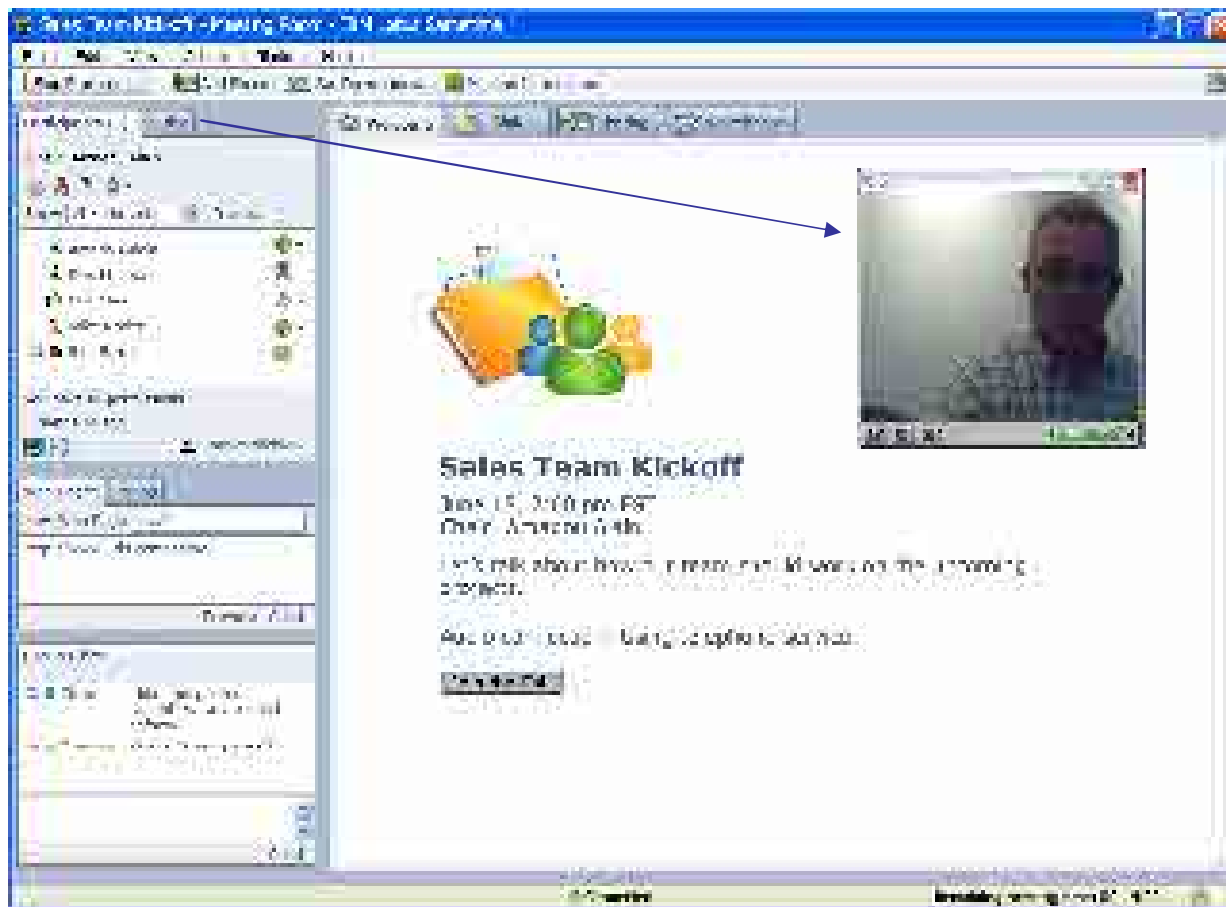
List of all saved chats with a particular person

Preview of saved chat transcript





Web Conferencing

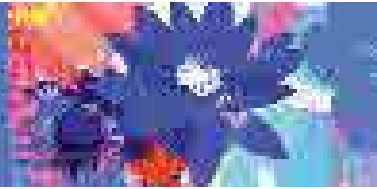


Presence and instant messaging from applications

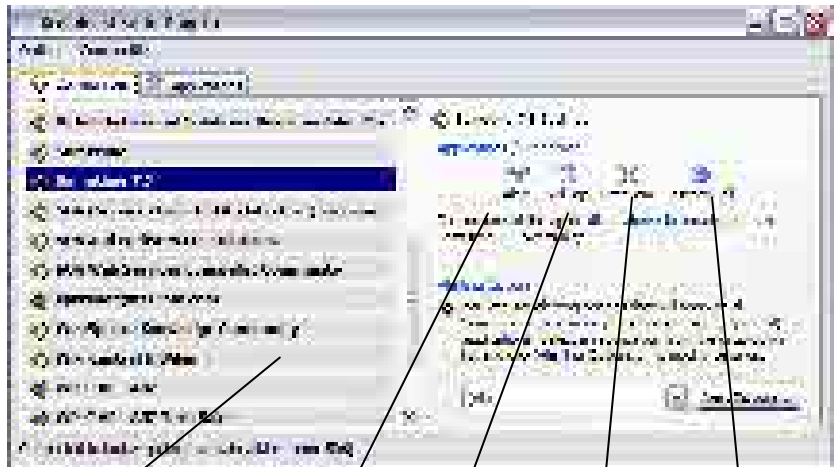
The screenshot displays the IBM Lotus Notes application window titled "Lee Jackson - Chat Transcripts - IBM Lotus Notes". The interface includes a menu bar (File, Edit, View, Create, Actions, Help), a toolbar with various icons, and a window title bar with several open tabs: "Welcome", "Lee Jackson - Chat Transcripts", "Lee Jackson - Calendar", "Jackson's Address Book - Conta...", and "Lee Jackson - To".

The main content area is divided into a left-hand navigation pane and a central workspace. The navigation pane shows a "Mail" folder for "Lee Jackson" with sub-items: "Inbox (13)", "Drafts", "Sent", "Follow Up", "Junk Mail", "Trash", "Views" (including "All Documents", "Mail Threads", "Chat Transcript", "Voice Inbox"), "Folders", and "Tools".

The central workspace displays an email list with columns for "Who", "Date", "Time", "Size", and "Subject". A red circle highlights the "Who" column, which lists several contacts, including "Bob Thompson" (highlighted in green). Below the list, a detailed view of an email is shown, featuring a header with the "U.S. Environmental Protection Agency" logo and a body of text. A red circle highlights a section of the email body containing several blue hyperlinks.



Broadcast – Information



Interest Groups

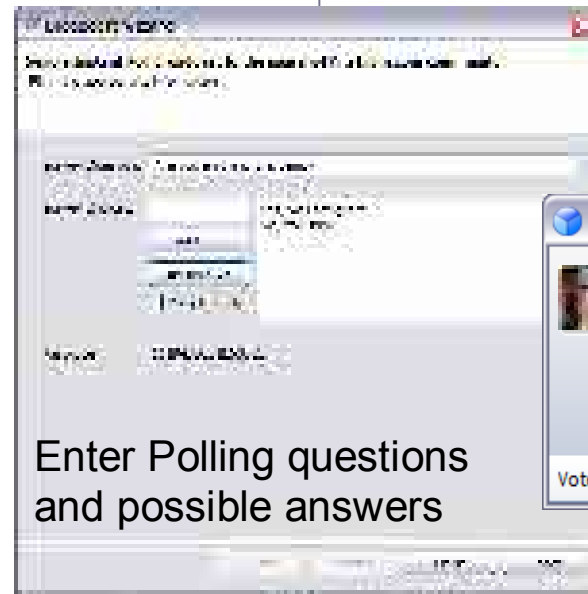
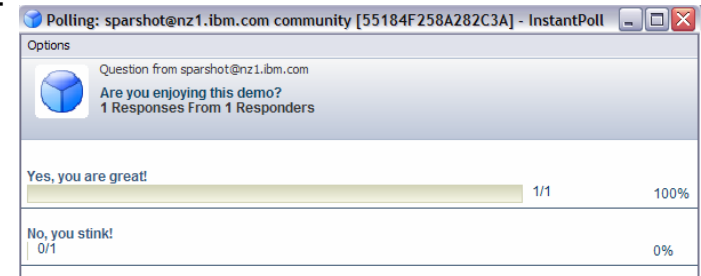
Alert

Skill Tap

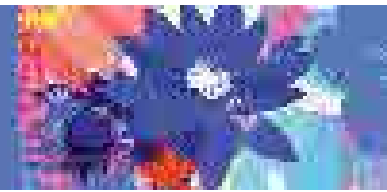
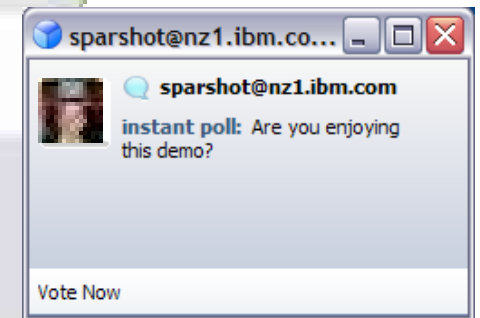
Free Jam

Instant Poll

Results of the Poll



Enter Polling questions and possible answers



Location Awareness and Google Maps

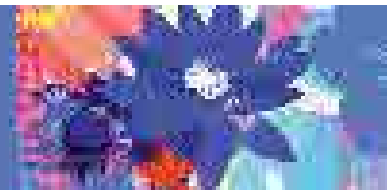
Mash-up

Zoom in

Select Contact

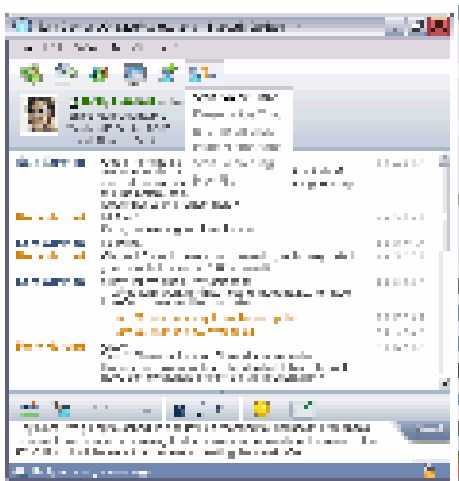


Contact card



Audio and Video Integration

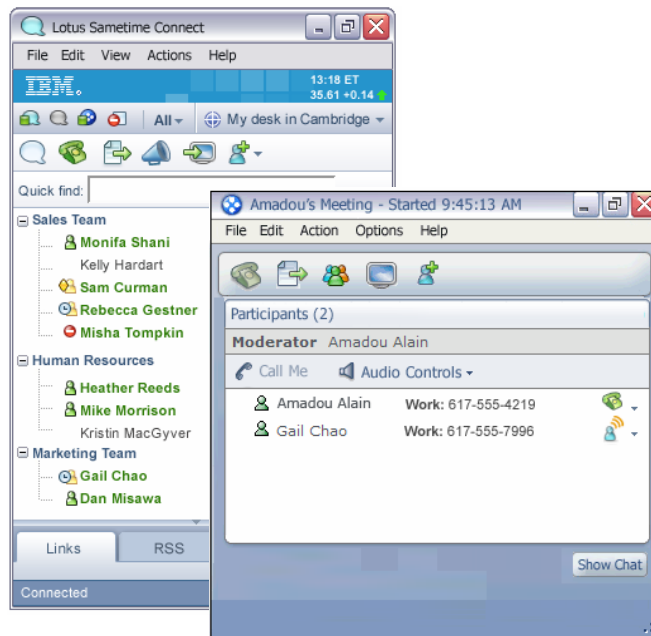
Click-to-talk



PC Audio

PC-to-PC VoIP voice chat with other Lotus Sametime users

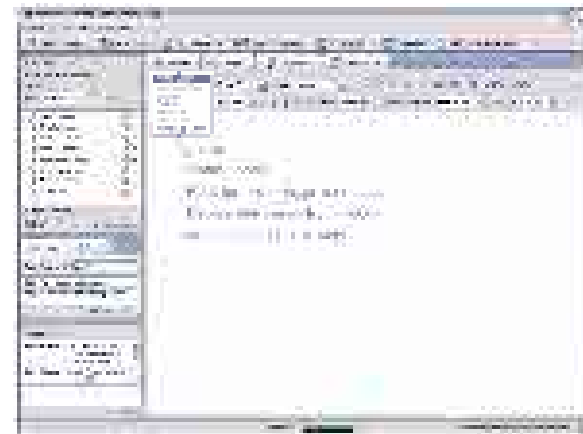
Click-to-call



Call to call any phone (office, mobile, home) initiated through Lotus Sametime using enterprise audio providers; initiate video from Lotus Sametime.

- **Sametime 7.0:** Avaya, Premiere Global Services
- **Sametime 7.5:** Nortel, Siemens (audio); Avistar, Polycom, Tandberg (video)

Web Conf Integration



TCSPI



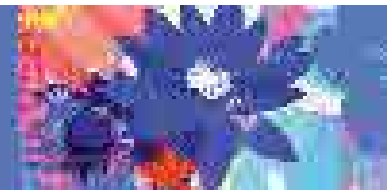
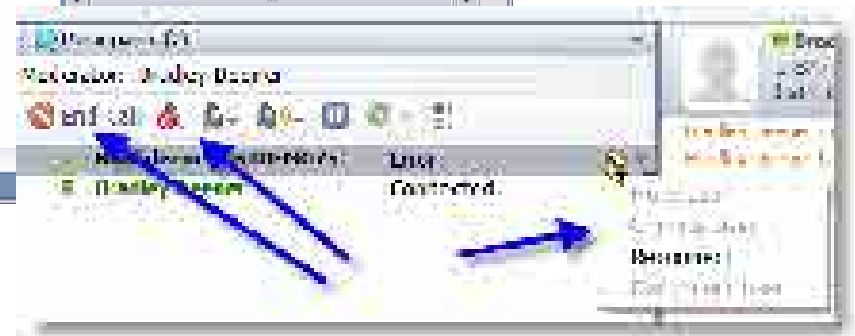
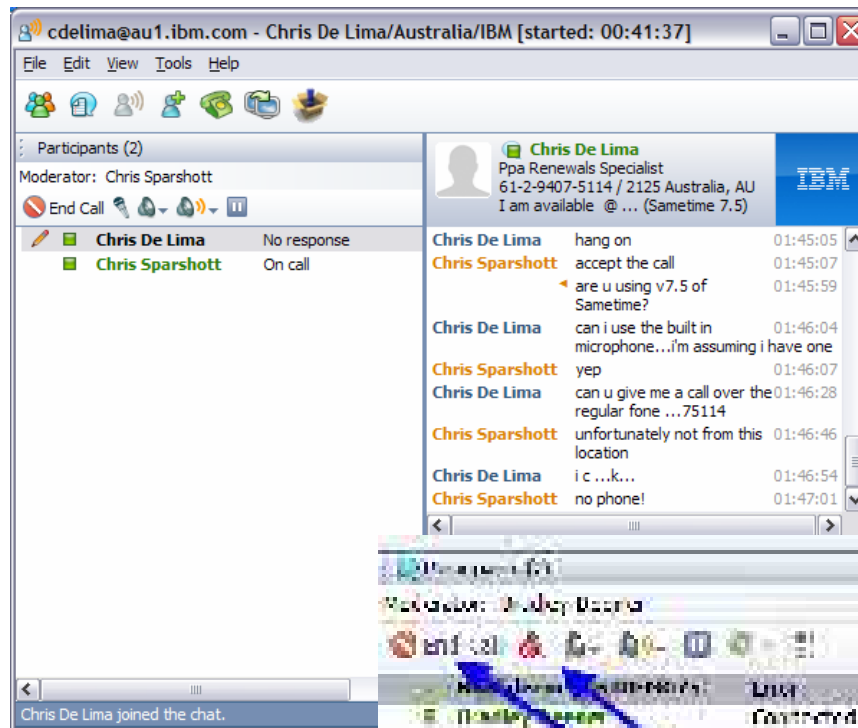
Telephony: VoIP

Click-to-talk



PC Audio

PC-to-PC VoIP voice chat with other Lotus Sametime users





Click-to-Talk - Voice Chat Codec

Uses iSAC codec licensed from Global IP sound

iSAC is a wideband, adaptive codec designed to deliver high quality sound in both high-bit-rate and low-bit-rate conditions. GIPS iSAC makes VoIP communications possible using a dial-up modem, automatically adjusting transmission rates to deliver better-than-PSTN voice quality.

iSAC is one of the codecs used by Skype, GoogleTalk and Gizmo Project

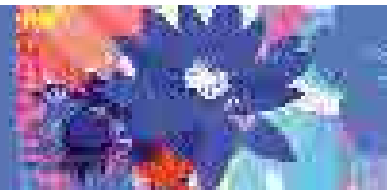
Sametime 7.5 Connect's Voice chat feature uses between 10.6 and 28.8 kbs.

SPECIFICATION	
PACKET SIZE	Adaptive, 30 - 80 ms
BIT RATE	Adaptive and variable, range 10 - 82 Kbps
SAMPLE RATE	16 kHz
AUDIO BANDWIDTH	8 kHz
IMPLEMENTATION	Floating point ANSI C*
COMPLEXITY	Computationally efficient
ALGORITHMIC DELAY	Transmission plus 3 ms
QUALITY	Better than G.722.2 at comparable bit rates

* Floating point ANSI C and DSP implementation on request.

Global's news release about Sametime

<http://www.globalipsound.com/newsroom/newsroom.php?newsID=146&tot=109>



Audio and Video Integration

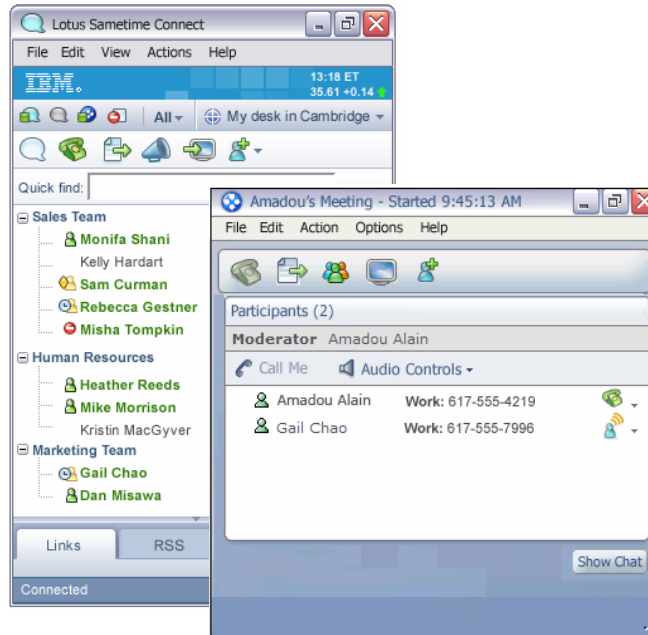
Click-to-talk



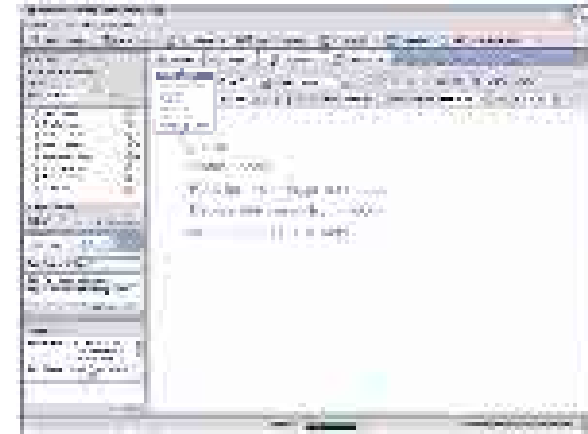
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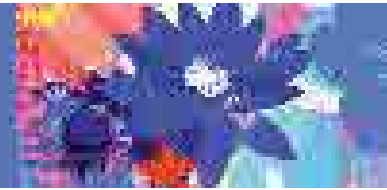
Web Conf Integration



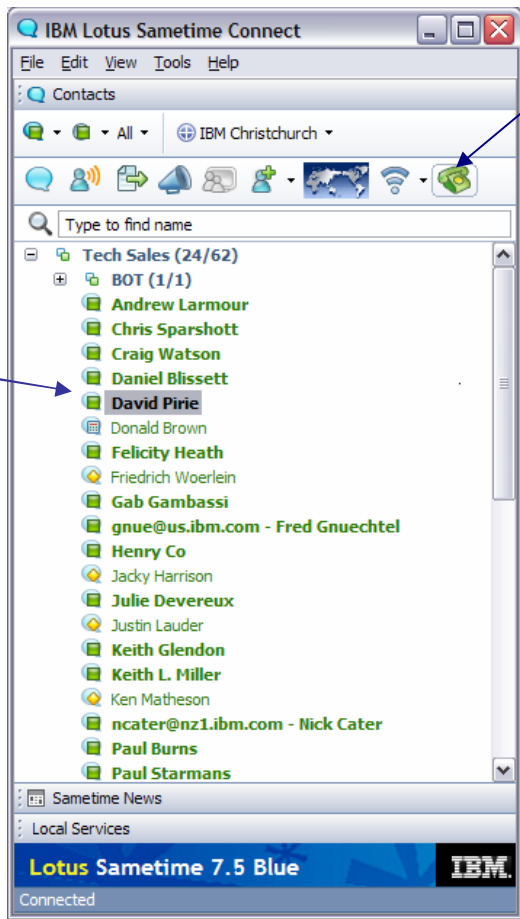
TCSPI

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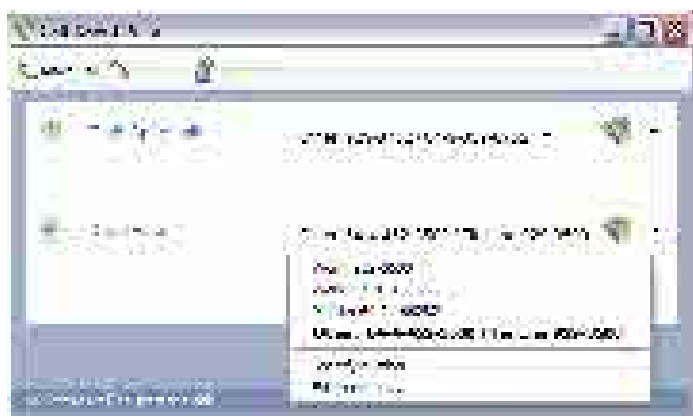
Click-to-Call



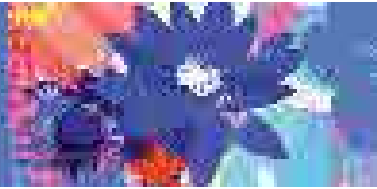
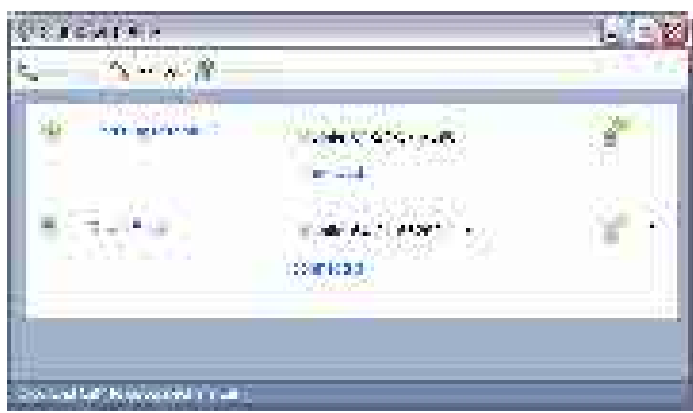
Select Contact To Call

Select Click to Call icon

Select contact number (from directory)

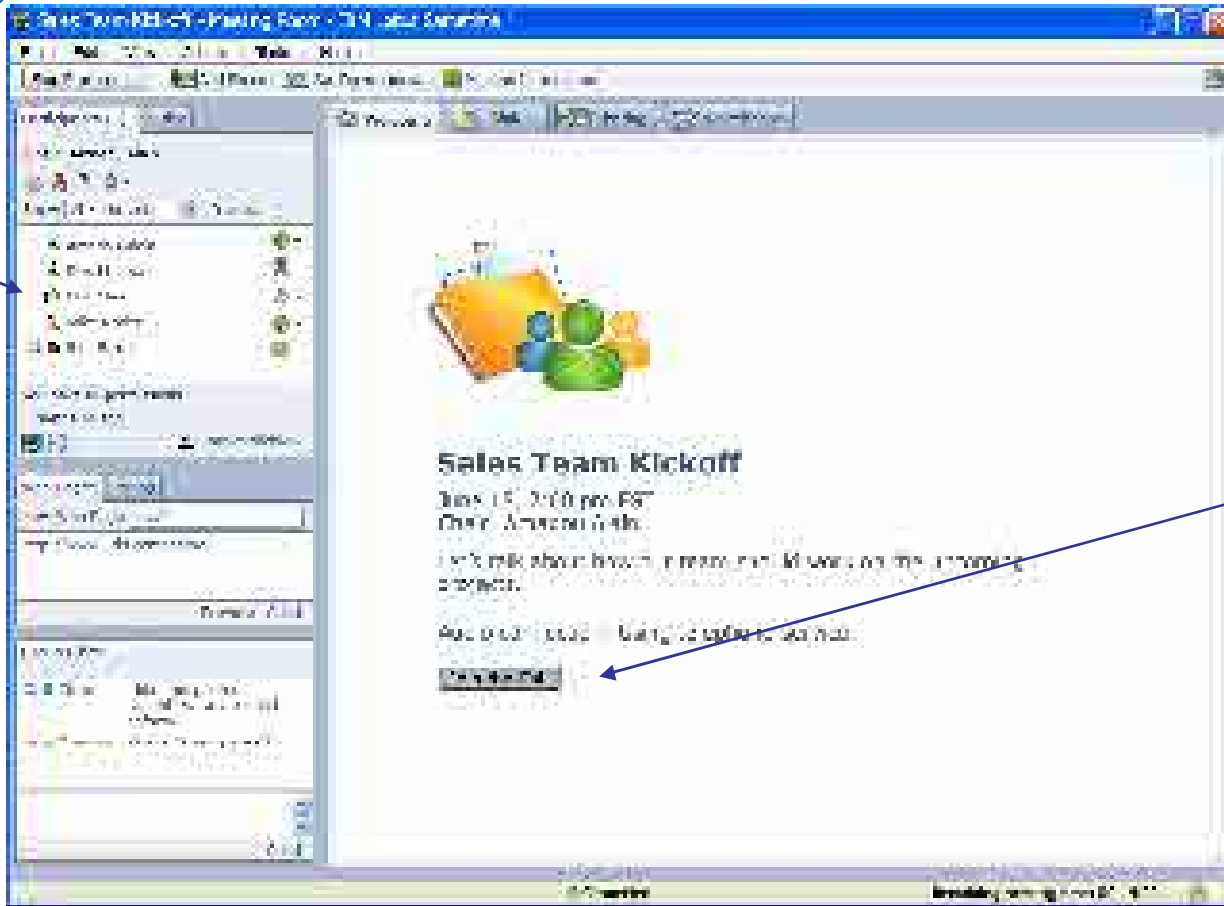


Connect via Telephony (RTCSPi)

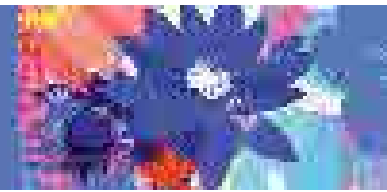
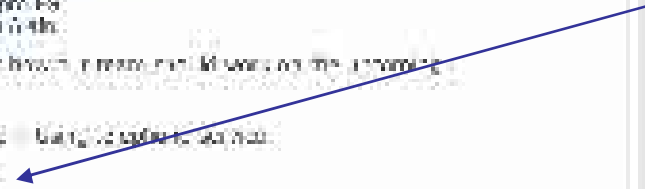


Telephony in a Web Conference

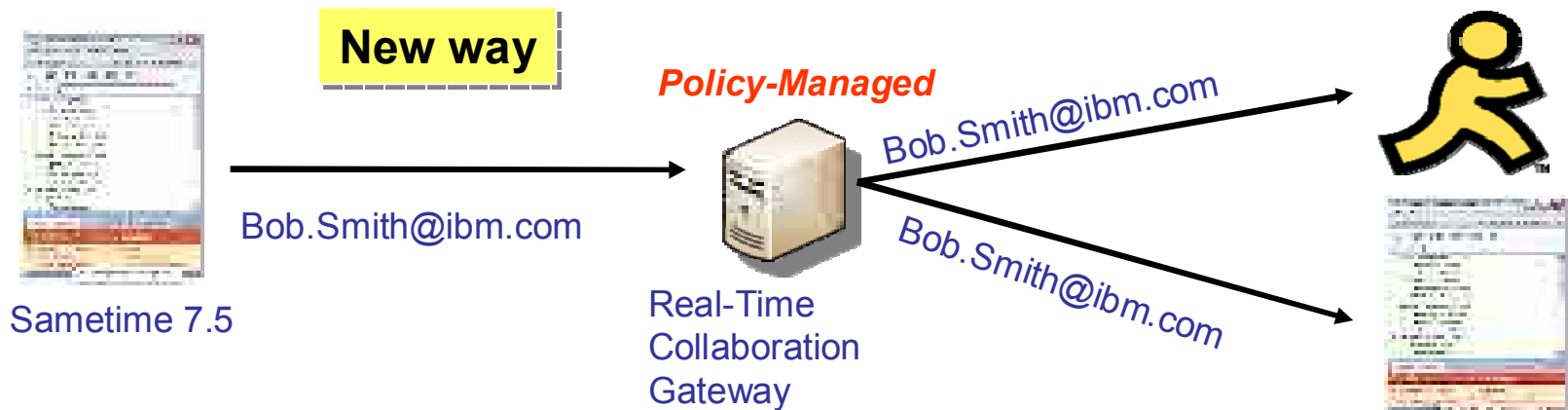
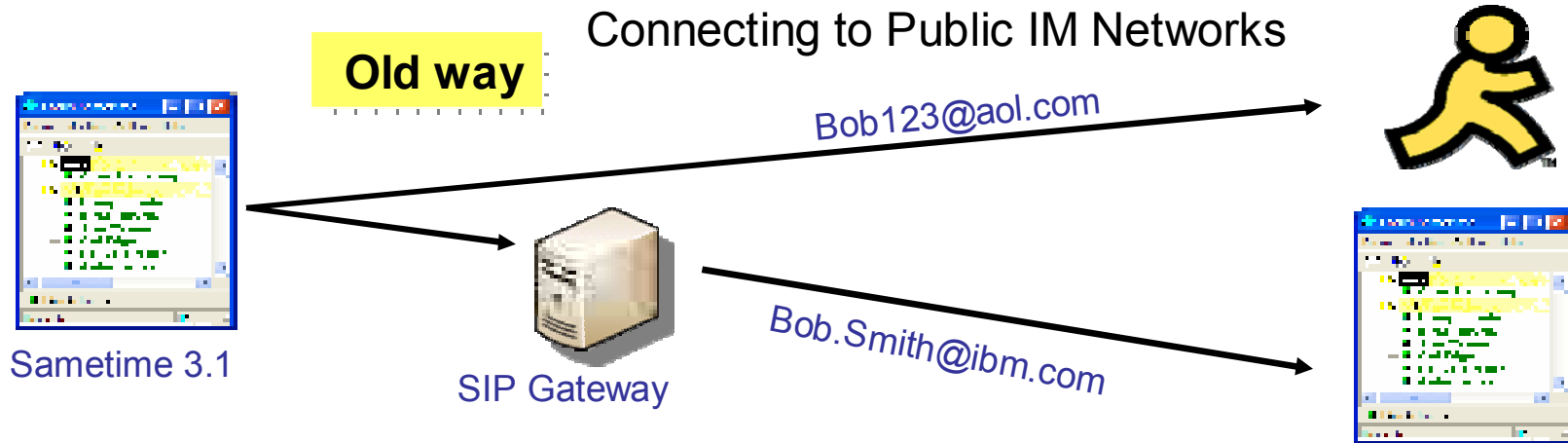
Phone connections are managed through the participant list



People can quickly join the phone call by clicking a button on the Welcome page



Real-time Collaboration Gateway



Lotus Sametime 7.5 Software Development Kit (SDK)

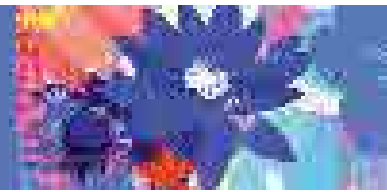
Includes all Lotus Sametime client and server APIs, SPIs and toolkits

- Lotus Sametime Connect Toolkit*
- Lotus Sametime Java Toolkit
- Community Server Toolkit
- Database and Directory Access Toolkit
- Lotus Sametime Links Toolkit
- Telephony Conferencing SPI (TCSPI)
- Online Meeting Toolkit*
- Statistics and Monitoring Toolkit*
- Lotus Real-Time Collaboration Gateway Toolkit*

The word "Demo" is written in a large, stylized, blue font with a white outline. The letters are slightly 3D and have a subtle shadow effect. The background behind the text is a colorful, abstract pattern of dots and lines.

www.ibm.com/developerworks/lotus/downloads/toolkits.html

* New for Lotus Sametime 7.5, scheduled for availability with Lotus Real-Time Collaboration Gateway GA



Have you kept thinking?

Sametime is Cool!!



REGISTRATION NOW OPEN FOR LOTUSPHERE 2007

January 21-25, 2007
Orlando, Florida

The Lotusphere 2007 logo features the word "Lotusphere" in a sans-serif font, with the "o" in "sphere" enclosed in a circle. The year "2007" is positioned to the right of the circle. The background of the logo is a vibrant, abstract pattern of overlapping lines in shades of yellow, orange, and red, creating a sense of motion and energy.

- 14th annual conference & premier event for Lotus community worldwide
- 5 full days of hands-on sessions and presentations including trend-centric panels
- The latest about collaboration technology from experts in the field
- Early bird saves money (US\$1695 until Oct 13, US\$1895 until Dec 8)

www.ibm.com/lotus/lotusphere



Sametime in Action!...





IBM FORUM 06

Results through Innovation



Thank you

Kathy.staples@au1.ibm.com

Chris_Sparshott@nz.ibm.com



what makes you  special?