

The aurenz Presence Hub is a SaaS solution that synchronizes users' presence status between Microsoft Teams and other communication platforms like RingCentral, Unify, Avaya or Alcatel-Lucent.

Key Customer Benefits

- Suppression of second calls – don't get disturbed by second calls while you are already in a call or meeting.
- One availability status across all communication clients.
- Presence status is synchronized automatically – no extra client is needed.
- A "do not disturbed" status is set automatically to all clients as soon as the user is in a call or meeting. A simple calendar entry in Outlook does not cause a "DND" which would block incoming calls.

Use Cases

- Make your Teams Meetings and Calls without getting parallel calls on the phone
- Make phone calls via your PBX phone client without getting parallel calls in Teams
- Use the presence status to see if a user is available
- Still be available for getting calls during a simple calendar event marked as "busy".

Features

- During a conversation in Teams the phone client is set to „do not disturb“
- During a conversation via the phone client the Teams client is set to „do not disturb“
- The Presence Hub evaluates status change events from the systems and a status is only transmitted if it makes sense in terms of availability. For example, a "busy" may not trigger a DND because of a simple calendar entry. Or an "offline" must not be overwritten with an "available" from the other system.

Target Industries

- Companies of all industries that provides customer services via telephone and/or Microsoft Teams

Target Customers

- Large enterprises
- Small and Medium businesses

Objection Handling

Objection: We don't want to add another user license to our tenant

Solution: It is not necessary to purchase a license for all users of the client. Order the service only for the users for whom it is important that they can communicate without disturbance. E.g., the people from sales, marketing or product management.

Objection: We already have a presence synchronization coming with the PBX

Solution: Some PBX vendor already provides a synchronization with Microsoft Teams. But this is often only in one direction (Teams to PBX) and there is no evaluation if the presence status change makes sense at all. A simple "busy" because of a calendar event blocks receiving calls in the PBX. Check whether the customer does not want a better solution.

Contact Information

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