

Lotus Notes Integration Manager is part of the Dialog Manager suite, which is a unique multi-channel solution enabling you to attract, retain and grow customer relationships across traditional sale-, service- and marketing boundaries.

Lotus Notes Integration Manager,
DIALOG MANAGER

LOTUS NOTES EMAIL AND CALENDAR INTEGRATION

DESCRIPTION

Utilize Lotus Notes Integration Manager and achieve optimum automation of dialogue through two-way integration with the company's email and calendar system.

Lotus Notes Integration Manager in work

The integration between Dialog Manager and Domino/Lotus Notes is completely automated within the areas of emails, tasks, contacts and calendar. Dialog Manager is integrated with Lotus Notes/Domino Server via OLE Automation and COM. In this way Dialog Manager utilizes the optimum technology for management of both the Lotus Notes client program itself as well as the Domino Server.

Sending and receiving emails

Dialogue registration in terms of various kinds of correspondence is highly important when you most need it - for the unexpected. Emails back and forth are saved in the central Logbook, which makes it easy to search across all emails to a specific contact - or across all emails to all contacts. The Logbook also ensures, for instance, that newsletters sent via distribution lists are registered on the individual contact.

Whether just dealing with one - or many - contacts for a certain issue the message can be tailor-made for the individual recipient. The responsible employee mail merges using relevant Profile Manager fields, and the email recipient will experience data and other contents adapted especially and uniquely to his/her history and situation.

Working with tasks

In Dialog Manager the task list is synchronized with the Lotus Notes task list. Provided that the user has the necessary Dialog Manager rights he/she can see all tasks across all users and across all contacts. As a result, it is possible to search in Dialog Manager across all customers and in this way create a cockpit view of e.g. active projects, meetings or activity status. Working offline, on for instance a laptop, is managed simply through automatic synchronization when connecting to the main server.

Working with contacts

Similarly to working with tasks, it is possible to synchronize your contacts. As user typically has more contact persons registered in Dialog Manager than in Lotus Notes the system offers a subscription service in Profile Manager. The users only need to checkmark the individual contact for synchronization.

And not least...working with calendar

Booked meetings are automatically registered in the Logbook. This also means that minutes in for instance Microsoft Word are also saved on the individual contact. As a result, the total dialogue history is saved in the Logbook. As with tasks are meetings booked offline synchronized when connecting to the central server again.



KEY BENEFITS

- ✓ Total electronic dialogue history on the contact through filing of received emails in Dialog Manager
- ✓ Filing shortcut to sent emails to contacts through sending directly from the contact in Dialog Manager
- ✓ Working with tasks in Dialog Manager with automatic synchronization provides optimum overview of contact activities
- ✓ Overview of- and working with contacts via automatic and user controlled synchronization
- ✓ Configuration flexibility through active selection between client and server access to user inboxes
- ✓ Automatic creation of follow-up tasks when a meeting is completed in own- or other person's task list
- ✓ Multidimensional filling in of Lotus Notes contact information: Private/Work/Other
- ✓ Fully automatic update of meetings/appointments in Logbook when changed outside Dialog Manager, for instance via Lotus Notes
- ✓ Minimized Domino Server load due to low-level integration via API and extended MAPI

See **FUNCTIONALITY** on back side



- ✓ Extended Enterprise Edition
 - ✓ Enterprise Edition
 - ✓ Professional Edition
 - ✓ Small Business Edition
- Lotus Notes Integration Manager**, DIALOG MANAGER

FUNCTIONALITY

This functionality is included in Lotus Notes Integration Manager:

- ◆ Send emails from Dialog Manager with filing
- ◆ Receive emails in Dialog Manager with filing
- ◆ Work with tasks with automatic synchronization
- ◆ Work with contacts with automatic- and user controlled synchronization
- ◆ Active selection between client and server access to user inboxes
- ◆ Automatic creation of follow-up tasks when the meeting is completed in own- or other person's task list
- ◆ Multi-dimensional filling in of Lotus Notes contact information: Private/Work/Other
- ◆ Fully automatic update of meetings/appointments in Logbook when changed outside Dialog Manager, for instance via Lotus Notes
- ◆ Minimized server load due to low-level integration via API and extended MAPI

CHECKLIST

- ✓ Domino 5.04, 6.5, 7.0
- ✓ Lotus Notes 5.04, 6.5, 7.0
- ✓ Two-way integration
- ✓ Notes integration:
 - Emails
 - Contacts
 - Tasks
 - Meetings
- ✓ Automatic synchronization
- ✓ Contact subscription