



Calendar connection – always the right referral

With a simple keyword when making bookings in calendar or mobile, you can control and plan your availability in your telephone switchboard.

Schedule future referrals

Add fixed weekly meetings or planned holiday in advance and have the referrals synchronize automatically. The telephonists and other employees thus see whether you have an on-going or forthcoming meetings booked in the calendar. It means that the telephonist doesn't have to be uncertain about connecting any calls, but rather can give the person calling the right information directly about whether you are busy and when you can be reached again. The most common referrals via our app function perfectly in combination with Calendar connection.

Smart, simple and effective

You decide the design of the function yourself and what the interaction with the switchboard will be. Through simple and predetermined keywords that are specified in connection with booking in the calendar, the switchboard can see which commands you in particular have selected and how the connection's status is to be shown. Keywords which change status might for example be:

- m: meeting
- h: holiday

In this way you can choose yourself the meetings to which you do not want to be referred and also schedule fixed weekly meetings or add holidays in advance. It means that you are always referred when you want to be. As an alternative you can, as a customer, select that all bookings

in the calendar automatically generate the busy status and that this alerts the switchboard. The telephonist and other colleagues see that you are busy in that a small red calendar is lit beside your user in softphone. The icon can also be clicked in order to obtain more information. Softphone also displays whether anyone has a meeting within one hour, so that no-one is connected who is en route into a meeting.

Calendar connection with optional unit

It doesn't matter whether you use PC/Mac, iPhone Android or tablet. The service works with all units.

Technical prerequisites

Outlook calendar

Exchange servers that are needed for the service to function are Exchange 2007, 2010 and Office 365. You also need a public EWS address that is set to basic authentication.

Google Calendar

For the service to function, a user is required with whom everybody shares their calendar.

