



TeamView[®] Unified Directory for Microsoft Teams

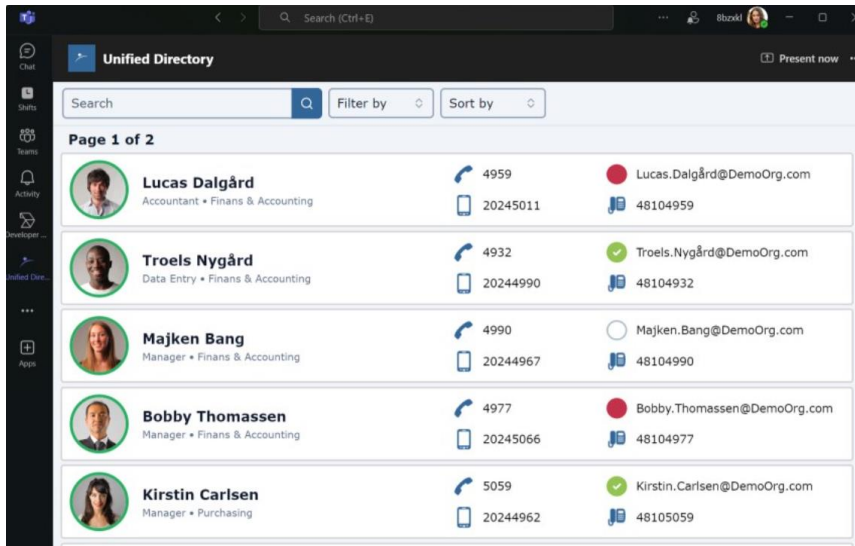
Makes collaboration better

Unified Directory for Teams the perfect solution.

In modern organizations, quick and efficient access to contact information is crucial for maintaining productivity and seamless communication.

Employees need a powerful tool to find and connect with colleagues swiftly, similar to the capabilities available to receptionists using an attendant console. We believe that empowering all employees with such a tool can significantly enhance collaboration and operational efficiency. That's why we developed **TeamView – Unified Directory**.

Unified Directory enhances Microsoft Teams with a unique and versatile search engine and a quick and easy overview of colleagues and presence. You will be able to search on phonetic names, departments, job titles, search words etc. and see quick status of Teams status, Calendar or status from mobile Carriers or 3rd Party Phone systems.



The solution is activated from an Icon in Teams. Giving you easy access to search and an overview of status on presence and calendar.

Click on e-mail or phone number to start a conversation or an e-mail.

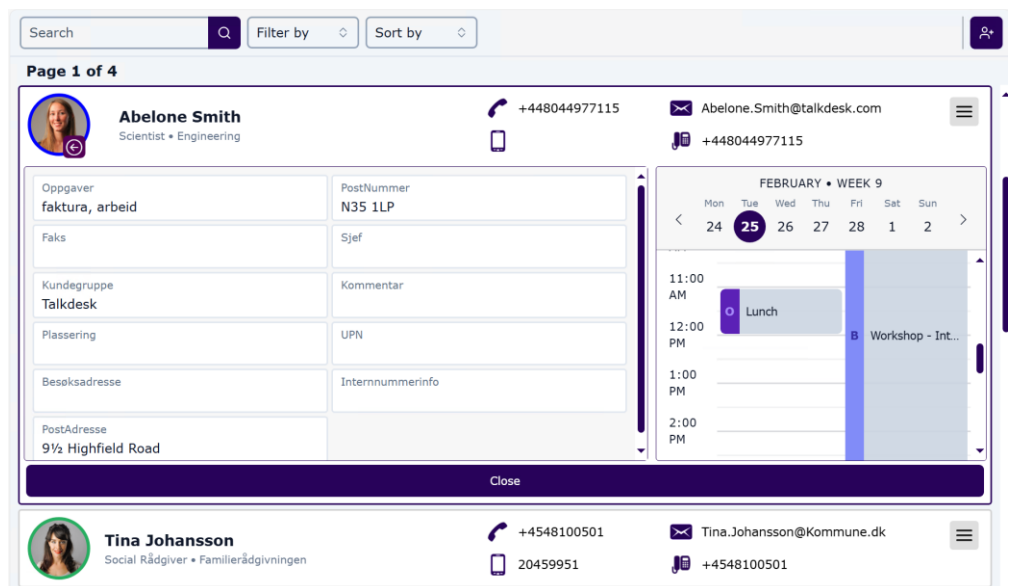
If you need to find a person in e.g., finance you can search on department or keywords provided.

You can click on a person to see the detail level, here you can see the calendar in detail or initiate a search by clicking on underlined fields.

The detail view is configured to your needs and contains the information relevant for your organization.

If you need to find a substitute you can also click on department and see who is in same department and it available right now.

With the links you can also navigate around in the organization as pleased.



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Pains without TeamView – Unified Directory

Without a comprehensive contact Directory solution, professionals might face:

- **Inefficient Search:** Without a unified directory, employees may struggle to find contact information quickly, leading to wasted time and reduced productivity.
- **Fragmented Systems:** Disparate directories and contact systems can create silos, hindering effective communication and collaboration.
- **Lack of Customization:** Traditional directory solutions may not offer the flexibility needed to adapt to specific organizational requirements.
- **Missed Connections:** Without real-time status updates, employees may attempt to contact unavailable colleagues, resulting in missed opportunities and delays.

Benefits

- **Enhances Collaboration:** Improves internal collaboration by making it easy for employees to find and communicate with colleagues, saving time and effort.
- **Transforms Call Centre Solutions:** Converts any call center or cloud communication solution into a powerful attendant console, addressing typical weaknesses in these systems.
- **Increases Efficiency:** Streamlines the process of locating contact information and performing routine communication tasks, boosting overall productivity.
- **Seamless Integration:** Works with various applications and systems to provide a unified directory experience, enhancing the functionality of existing tools.
- **User-Friendly and Customizable:** The solution's customizable nature and intuitive interface ensure it meets the specific needs of any organization.
- **Essential Tool:** Once employees start using Unified Directory, it quickly becomes an indispensable tool for efficient communication and collaboration.

Use-Cases

TeamView – Unified Directory is used by some of the largest organizations to ensure a fast and effective collaboration between employees.

By providing a robust and flexible contact management tool, **TeamView – Unified Directory** enhances communication, collaboration, and operational efficiency across various industries and organizational settings: Corporate Office Environment - Call Centre Operations - Healthcare Facility - Educational Institutions (Universities or schools) - Remote Work and Hybrid Workplaces - Customer Service Departments - Retail and Sales Organizations - Municipality/Government.

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Features



- **Comprehensive Integration:** Integrates with cloud systems like Teams, Talkdesk, RingCentral, Puzzel, and on-premise solutions such as AVAYA, CISCO, Alcatel, and Mitel.
- **Customizable Interface:** All aspects of the solution can be modified to suit customer preferences, including appearance, search engine behaviour, and results format.
- **Real-Time Status Updates:** Displays status from Teams, calendars, mobile phones¹, and any cloud system with an API.
- **Multi-Application Compatibility:** Can be embedded within various applications, enhancing their functionalities with advanced directory capabilities.
- **Flexible Deployment:** Available as a cloud service or on-premise solution.
- **Unified Search:** Integrates multiple directories into a single, cohesive search experience, making disparate systems work as one.
- **Quick Actions:** With a single click, users can call, send emails or SMS, or perform macro functions such as logging in an agent or opening a door for a delivery.

Azure/Active Directory Integration, O365/Exchange Integration, Click2Call, Phonetic Search, Skill Search, Customizable, Phone Status, Centralized Management, Click2Mail, Click2Chat, Large icons.

Technical Requirements

Cloud / As a Service

Azure Application, Presence Calendar Integration

1 Azure Application with the following application rights Users.Read.All, Presence.Read.All², Calendars.Read³, and MailboxSettings.Read⁴

on Premise

Azure Application, Presence and Calendar Integration

Same as above

Windows Operation System

Windows Server 2019 or 2022 standard Edition, MS SQL Server Express or PostgreSQL. Platform Internet Information Server and .NET 8.0

Server Requirements

4-8 Core 2 GHz, 6-12 GB memory, 80 Gb HDD. Depending on Customer Size. Can be deploy on any physical, virtual environment, or Cloud e.g. VMware, VirtualBox, Proxmox, Nutanix or on Azure, Amazon etc.

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¹ Only in available Norway and Denmark.

² Optional: Only applicable for Teams presence.

³ Optional: Only applicable for Calendar information.

⁴ Optional: Only applicable for OOF Message.