Presence Connectors

Introduction

Presence connectors are used to connect the Jtel system to other communications systems, for example, **PBX Systems** or Collaboration Systems such as **Microsoft Teams**, to provide various functions to the Jtel system.

The functions provided include:

- Retrieval of presence from the PBX or Teams, to provide a display of presence in the Jtel system in various views such as Agent Home, Supervisor, MiniClient...
- Aggregation of presence status from all attached systems, to provide an aggregated status for users and agents, so that they will be set to unavailable or busy when they are on the phone, for example.
- Notifications of call transfer and call pickup, which are used by the Jtel system to set the correct agent too busy or free.
- Call answer functionality, so users can click on the answer button in the Jtel client or mini client, and the connector will then send the command to the phone or device to pick up the call.

Our system supports the following presence connectors:

- Presence Connectors - Cisco
- Presence Connectors - Innovaphone
- Presence Connectors - Microsoft Teams
- Presence Connectors - Nfon