IBM统一通信平台及协作策略

— Sametime实时协作平台未来方向

演讲人：刘小平
liuxp@cn.ibm.com
010-65391188

超越 Lotus Sametime：
IBM 统一通信与协作前景展望

IBM 的目标：让人们轻松地通过统一通信来查询、联系和协作，促进创新，提高业务灵活性。

我们通过提供开放的、可扩展的软件平台，对跨企业间的感知、即时消息、电子邮件、统一消息、web、语音、视频、电话和商业应用进行整合，实现此目标。

Lotus
COLOUR OF COLLABORATION

统一通信与协作发展策略

在实时协作平台方面保持领先

Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

扩大体验范围

Sametime 7.5.1

对体验进行创新改革

Sametime “Next”

Sametime “Next” +1

Lotus® Sametime® 产品家族发展理念

- *“组织协作”*
- *“统一通信集成”*
- *“统一会议”*

统一通信与协作发展策略

在实时协作平台方面保持领先

Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

扩大体验范围

Sametime 7.5.1

对体验进行创新改革

Sametime “Next”

Sametime “Next” +1

Lotus
COLOUR OF COLLABORATION

Sametime 年….

Lotusphere 2006

- Sametime 7.5 计划对外公布
- 公共即时消息服务
- 电话/视频合作关系
- Sametime 作为平台

2006年1月

2006年4月

Sametime 7.5 Beta 计划启动

2006年6月

新闻稿：

- Microsoft® 集成
- 移动客户端

2006年8月

Sametime 7.5 上市

Sametime 有关Linux® 方面的承诺

2006年10月

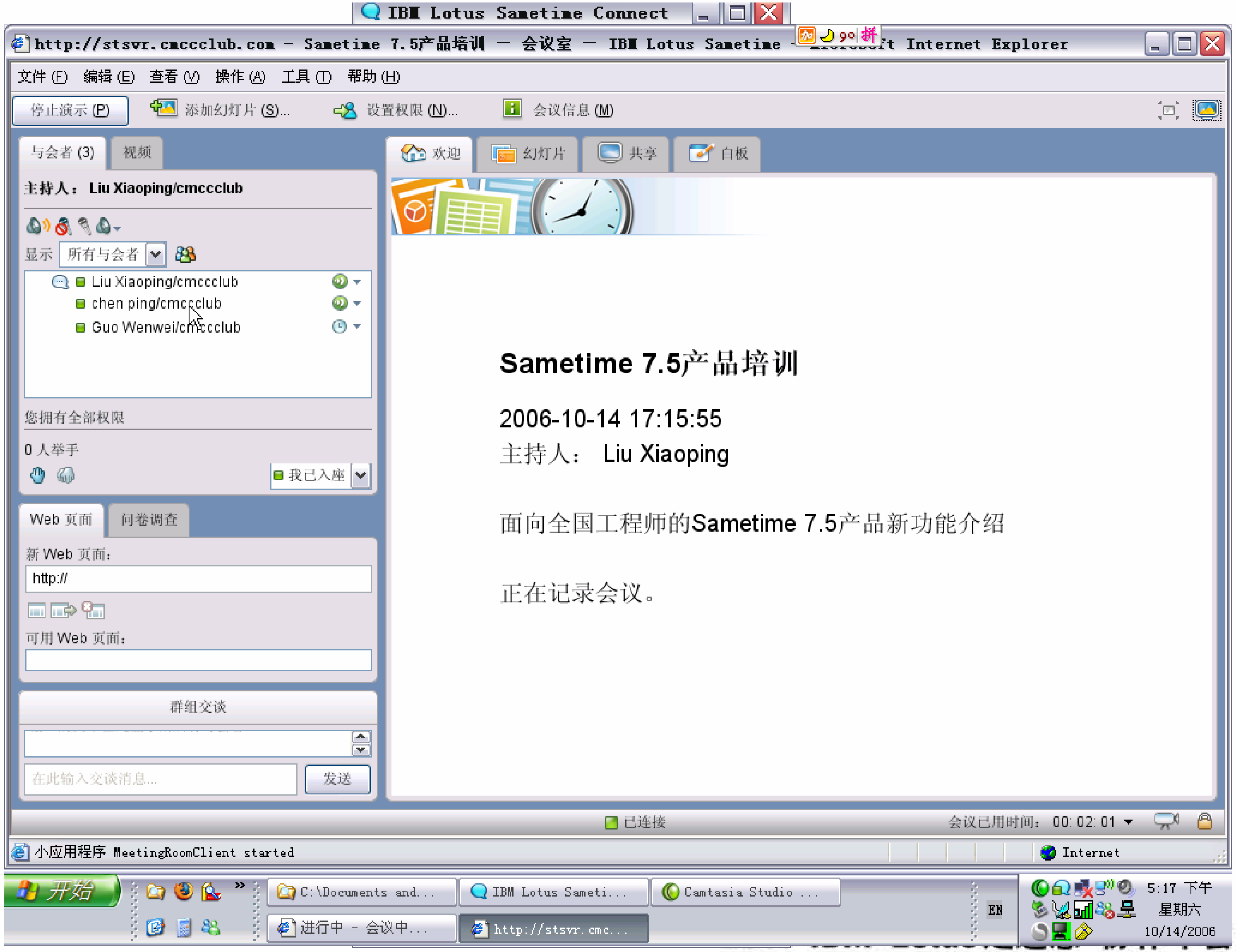
Sametime Mobile 上市

2006年11月

Sametime Gateway 上市

Lotus
COLOUR OF COLLABORATION

IBM Lotus Sametime 7.5


IBM Lotus Sametime Connect
http://stsvr.cmccclub.com – Sametime 7.5产品培训 – 会议室 – IBM Lotus Sametime – Microsoft Internet Explorer
文件 (F)
编辑 (E)
查看 (V)
操作 (A)
工具 (T)
帮助 (H)
停止演示 (P)
添加幻灯片 (S)...
设置权限 (N)...
会议信息 (M)
与会者 (3)
视频
欢迎
幻灯片
共享
白板
显示
所有与会者
您拥有全部权限
0 人举手
我已入座
Web 页面
问卷调查
新 Web 页面：
可用 Web 页面：
群组交谈
在此输入交谈消息...
发送
已连接
会议已用时间：
Internet
开始
C:\Documents and...
IBM Lotus Sameti...
Camtasia Studio ...
进行中 – 会议中...
http://stsvr.cmc...
EN
5:17 下午
星期六
10/14/2006

主持人： Liu Xiaoping/cmccclub

- Liu Xiaoping/cmccclub
- chen ping/cmccclub
- Guo Wenwei/cmccclub

http://

会议已用时间： 00: 02: 01

小应用程序 MeetingRoomClient started

Sametime 7.5产品培训

2006-10-14 17:15:55

主持人： Liu Xiaoping

面向全国工程师的Sametime 7.5产品新功能介绍

正在记录会议。

Lotus
COLOUR OF COLLABORATION

IBM Lotus Sametime Mobile

NOKIA
Sametime
Bill Ranney
Kristin MacGyver
Management
Paul Zhou
Samantha Daryn
Simone Drag
Amy Blanks
Ron Segel
Vijay Nehru
I am available(Sametime Mobile)
Options
Select

BlackBerry
Amy Blarks
cingular

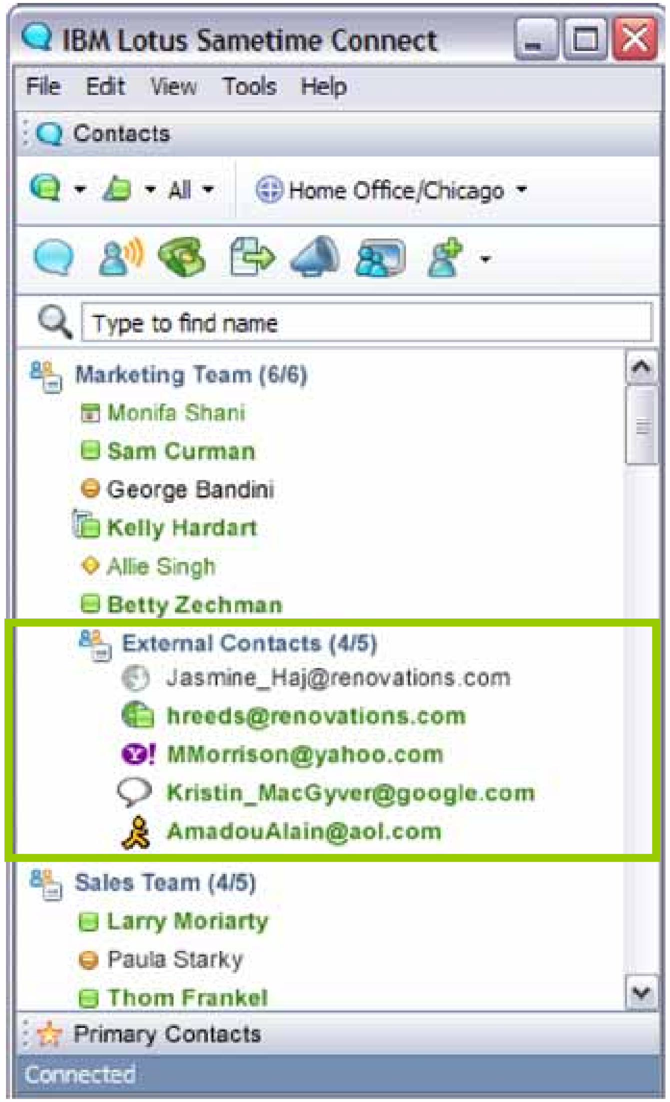
Me 2:53a> Hi Amy

Amy ..2:53a> Hey Bil - How is the agenda coming?

Me 2:54a> We are all set - See you at 8am!

I am available(Sametime Mobile)

IBM Lotus Sametime Gateway


IBM Lotus Sametime Connect
File Edit View Tools Help
Contacts
All
Home Office/Chicago
Type to find name
Primary Contacts
Connected

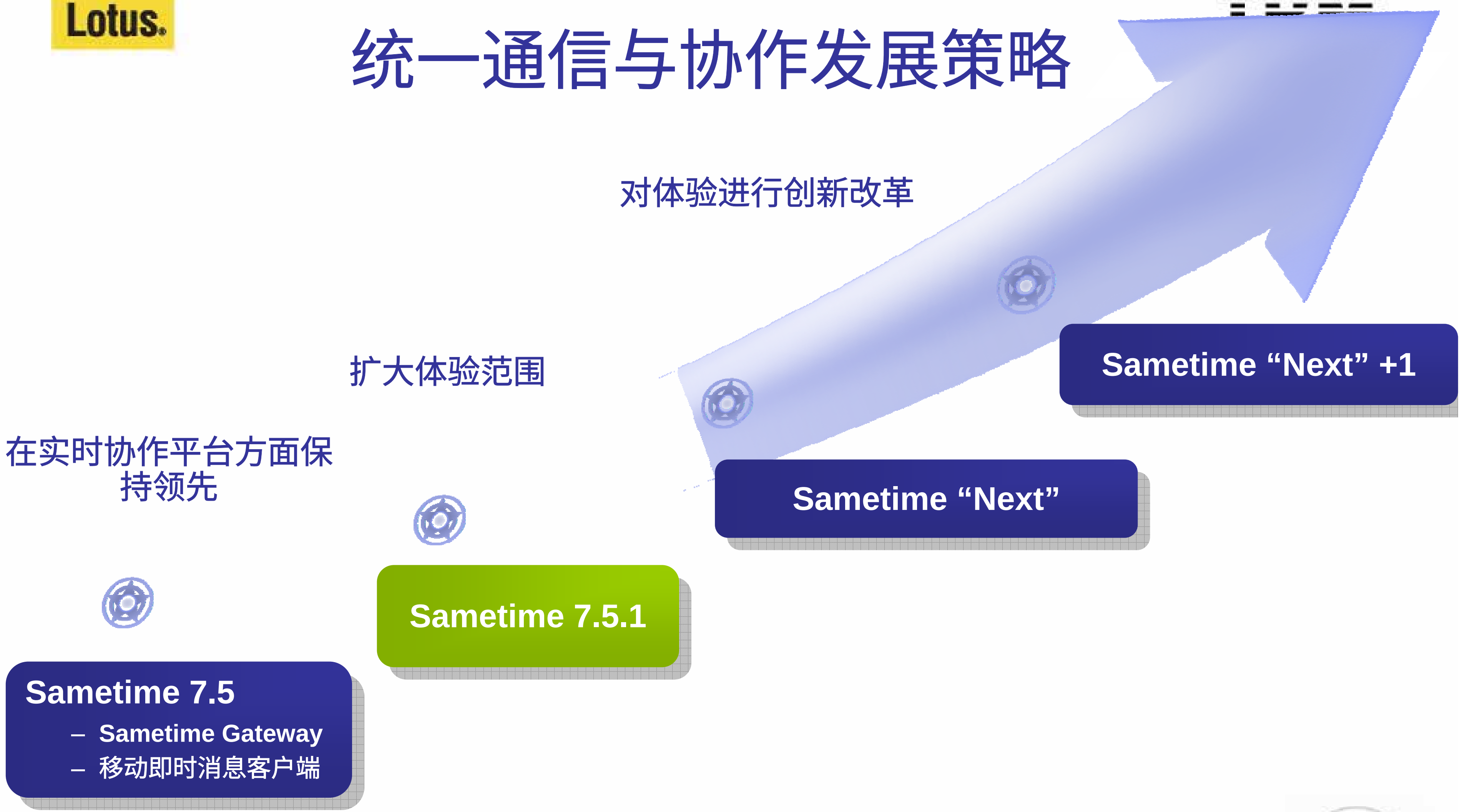
Marketing Team (6/6)
- Monifa Shani
- Sam Curman
- George Bandini
- Kelly Hardart
- Allie Singh
- Betty Zechman

External Contacts (4/5)
- Jasmine_Haj@renovations.com
- hreeds@renovations.com
- MMorrison@yahoo.com
- Kristin_MacGyver@google.com
- AmadouAlain@aol.com

Sales Team (4/5)
- Larry Moriarty
- Paula Starky
- Thom Frankel

2007 IBM“Lotus走近您”协作年会

统一通信与协作发展策略



在实时协作平台方面保持领先

Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

扩大体验范围

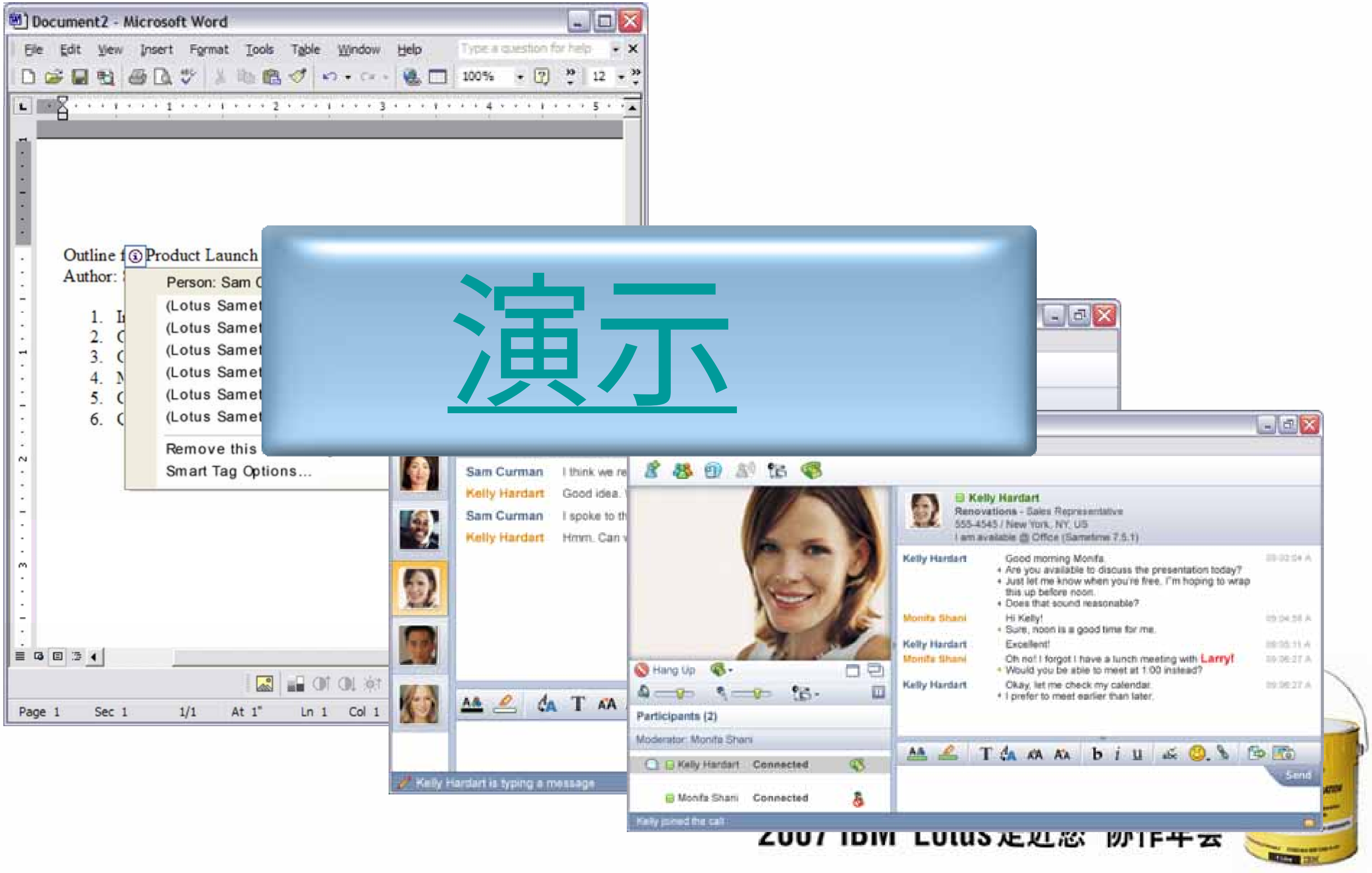
Sametime 7.5.1

对体验进行创新改革

Sametime “Next”

Sametime “Next” +1

IBM Lotus Sametime 7.5.1

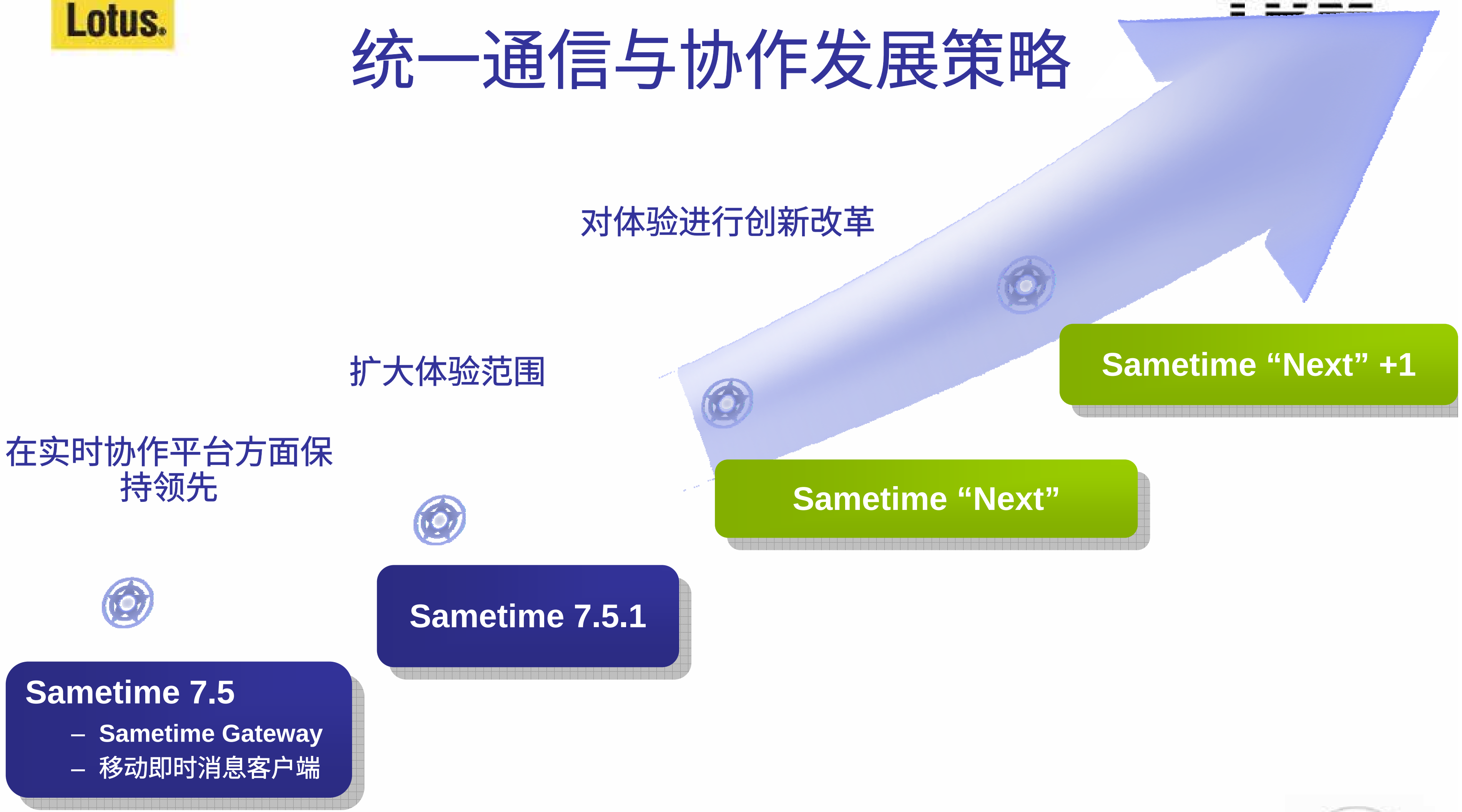

Document2 - Microsoft Word
File Edit View Insert Format Tools Table Window Help
Outline f Product Launch
Author:
Person: Sam C
(Lotus Samet
Remove this
Smart Tag Options...
Page 1 Sec 1 1/1 At 1" Ln 1 Col 1
Sam Curman I think we re
Kelly Hardart Good idea.
Sam Curman I spoke to th
Kelly Hardart Hmm. Can
Kelly Hardart is typing a message
Hang Up
Participants (2)
Moderator: Monifa Shani
Kelly Hardart Connected
Monifa Shani Connected
Kelly joined the call
Send

Kelly Hardart
Renovations - Sales Representative
555-4545 / New York, NY, US
I am available @ Office (Sametime 7.5.1)

Kelly Hardart	Good morning Monifa • Are you available to discuss the presentation today? • Just let me know when you're free. I'm hoping to wrap this up before noon. • Does that sound reasonable?
Monifa Shani	Hi Kelly! • Sure, noon is a good time for me.
Kelly Hardart	Excellent!
Monifa Shani	Oh no! I forgot I have a lunch meeting with Larry! • Would you be able to meet at 1:00 instead?
Kelly Hardart	Okay, let me check my calendar. • I prefer to meet earlier than later.

演示

统一通信与协作发展策略



在实时协作平台方面保持领先

Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

扩大体验范围

Sametime 7.5.1

对体验进行创新改革

Sametime “Next”

Sametime “Next” +1

统一通信与协作发展策略

验进行创新改革

Sametime “Next” +1

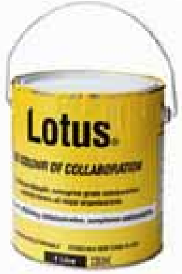
Sametime “Next”

在实

Sam

Sametime “Next”

- 增强网络会议功能
- 改进记录和播放
- FIPS-140
- 更多细粒度的管理策略
- 与日历展现整合
- 继续向 IBM 业务合作伙伴扩展


Lotus
COLOUR OF COLLABORATION

统一通信与协作发展策略

对体验进行创新改革

扩
E

ime “Next” +1

在实时协作平台方面保持领先

Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

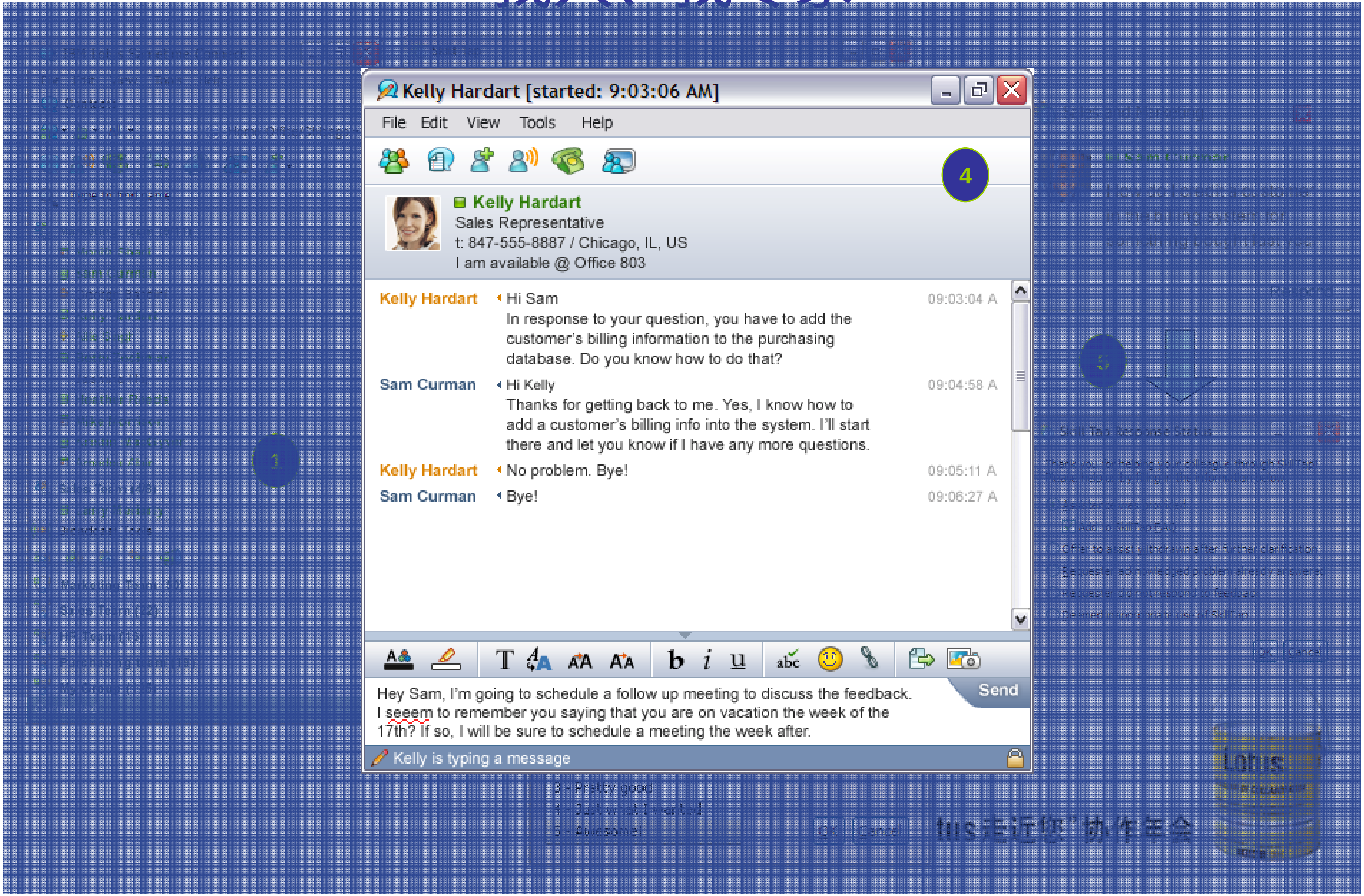
Lotus Sametime 产品家族发展理念

- *“组织协作”*
- *“统一通信集成”*
- *“统一会议”*

组织协作介绍

- Lotus Sametime 7.5 将成为组织中实时协作功能的基础
- 向专家社区求助
  - 立即找到答案
  - 产品即时投票
  - 在开放的实时论坛中探讨问题
- 在日常的协作中，自动捕获知识，供将来查找和参考使用

找人、找专家


IBM Lotus Sametime Connect
File Edit View Tools Help
Contacts
Type to find name
Marketing Team (5/11)
Monica Shani
Sam Curman
George Bandini
Kelly Hardart
Allie Singh
Betty Zechman
Jasmine Haj
Heather Reeds
Mike Morrison
Kristin MacGyver
Amadou Alan
Sales Team (4/8)
Larry Moriarty
Broadcast Tools
Marketing Team (50)
Sales Team (22)
HR Team (16)
Purchasing team (19)
My Group (125)
Connected
1
Skill Tap
Kelly Hardart [started: 9:03:06 AM]
File Edit View Tools Help
4
Send
Sales and Marketing
Respond
5
Skill Tap Response Status
OK Cancel
3 - Pretty good
4 - Just what I wanted
5 - Awesome!
OK Cancel
tus走近您"协作年会

Kelly Hardart
Sales Representative
t: 847-555-8887 / Chicago, IL, US
I am available @ Office 803

Kelly Hardart	Hi Sam In response to your question, you have to add the customer's billing information to the purchasing database. Do you know how to do that?	09:03:04 A
Sam Curman	Hi Kelly Thanks for getting back to me. Yes, I know how to add a customer's billing info into the system. I'll start there and let you know if I have any more questions.	09:04:58 A
Kelly Hardart	No problem. Bye!	09:05:11 A
Sam Curman	Bye!	09:06:27 A

Hey Sam, I'm going to schedule a follow up meeting to discuss the feedback. I seeem to remember you saying that you are on vacation the week of the 17th? If so, I will be sure to schedule a meeting the week after.

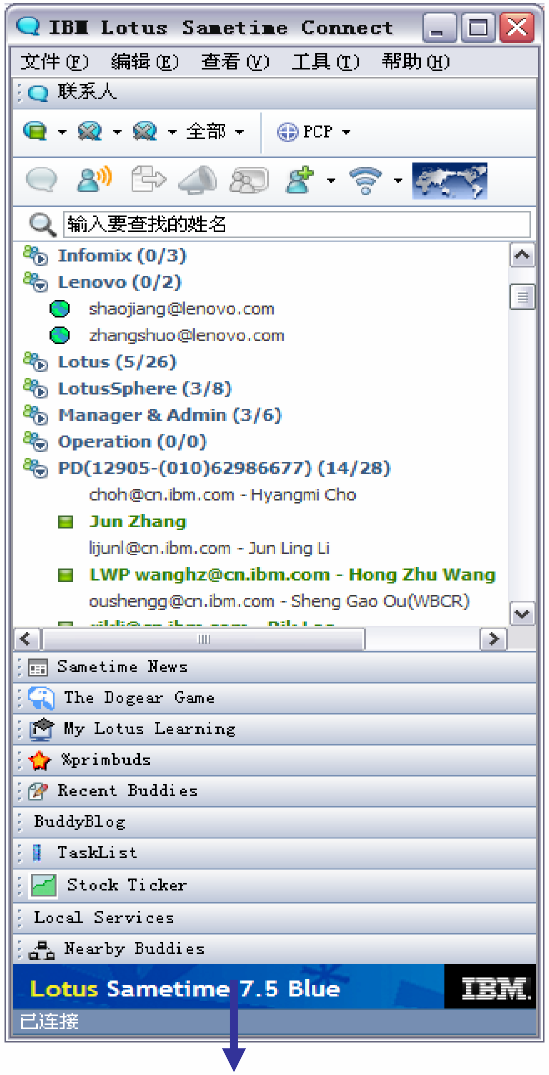
Kelly is typing a message

Sam Curman
How do I credit a customer in the billing system for something bought last year

Thank you for helping your colleague through SkillTap! Please help us by filling in the information below.

○ Assistance was provided
☑ Add to SkillTap FAQ
○ Offer to assist withdrawn after further clarification
○ Requester acknowledged problem already answered
○ Requester did not respond to feedback
○ Deemed inappropriate use of SkillTap

组织协作扩展


IBM Lotus Sametime Connect
文件(F) 编辑(E) 查看(V) 工具(T) 帮助(H)
联系人
全部
PCP
输入要查找的姓名

Infomix (0/3)
Lenovo (0/2)
shaojiang@lenovo.com
zhangshuo@lenovo.com
Lotus (5/26)
LotusSphere (3/8)
Manager & Admin (3/6)
Operation (0/0)
PD(12905-(010)62986677) (14/28)
choh@cn.ibm.com - Hyangmi Cho
Jun Zhang
lijunl@cn.ibm.com - Jun Ling Li
LWP wanghz@cn.ibm.com - Hong Zhu Wang
oushengg@cn.ibm.com - Sheng Gao Ou(WBCR)

Sametime News
The Dogear Game
My Lotus Learning
%primbuds
Recent Buddies
BuddyBlog
TaskList
Stock Ticker
Local Services
Nearby Buddies
Lotus Sametime 7.5 Blue
IBM
已连接

Persistent chat

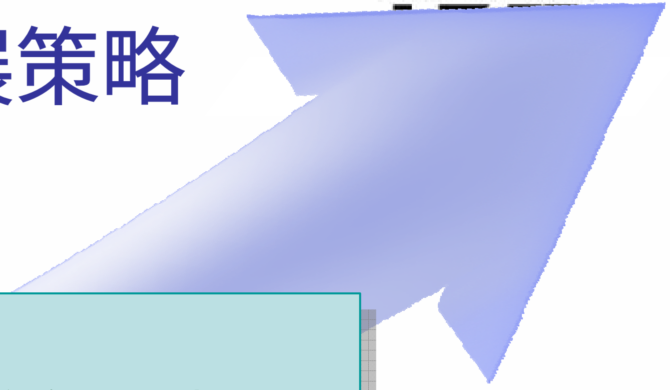
Location Services

Moderated chat

Instant Share

向 IBM Lotus Connections 扩展

统一通信与协作发展策略



对体验进行创新改革

Lotus Sametime 产品家族发展理念

- *“组织协作”*
- *“统一通信集成”*
- *“统一会议”*

扩

ime “Next” +1

在实时协作平台方面保持领先

Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

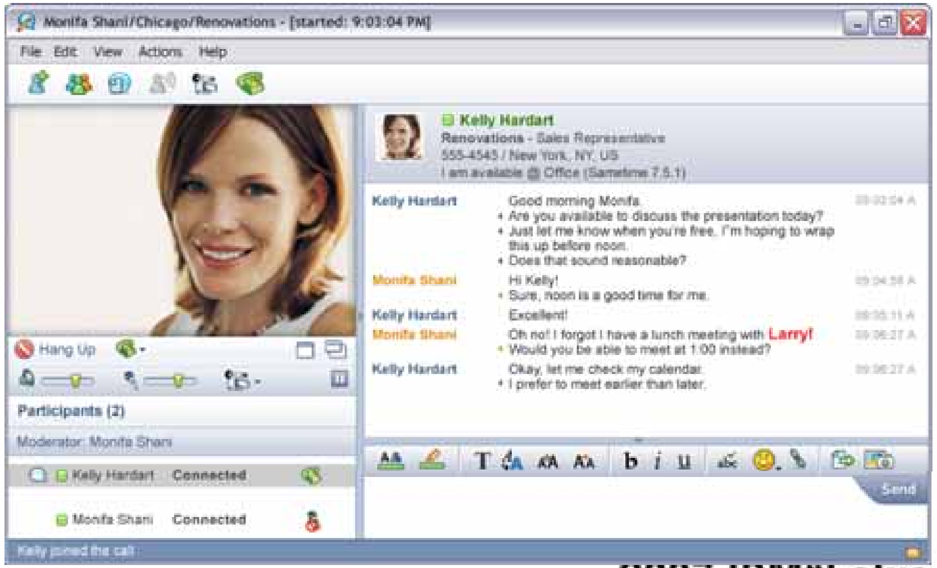
超越 Lotus Sametime：IBM 统一通信与协作前景展望

IBM 的目标：让人们轻松地通过统一通信来查询、联系和协作，促进创新，提高业务灵活性。

我们通过提供开放的、可扩展的软件平台，对跨企业间的感知、即时消息、电子邮件、统一消息、web、语音、视频、电话和商业应用进行整合，实现此目标。

统一通信集成

- 为 Lotus Sametime 用户实现单一 UC^2 (Unified Communications and Collaboration)体验
- 内置与主流电话系统的连接
- 通过扩展 API 和相关标准协议（SIP、CSTA），PC可以直接与PBX或公共电话系统通信


Monifa Shani/Chicago/Renovations - [started: 9:03:04 PM]
File Edit View Actions Help
Hang Up
Participants (2)
Moderator: Monifa Shani
Kelly Hardart Connected
Monifa Shani Connected
Kelly joined the call
Send

Kelly Hardart
Renovations - Sales Representative
555-4545 / New York, NY, US
I am available @ Office (Sametime 7.5.1)

Kelly Hardart Good morning Monifa.
- Are you available to discuss the presentation today?
- Just let me know when you're free. I'm hoping to wrap this up before noon.
- Does that sound reasonable?

Monifa Shani Hi Kelly!
- Sure, noon is a good time for me.

Kelly Hardart Excellent!

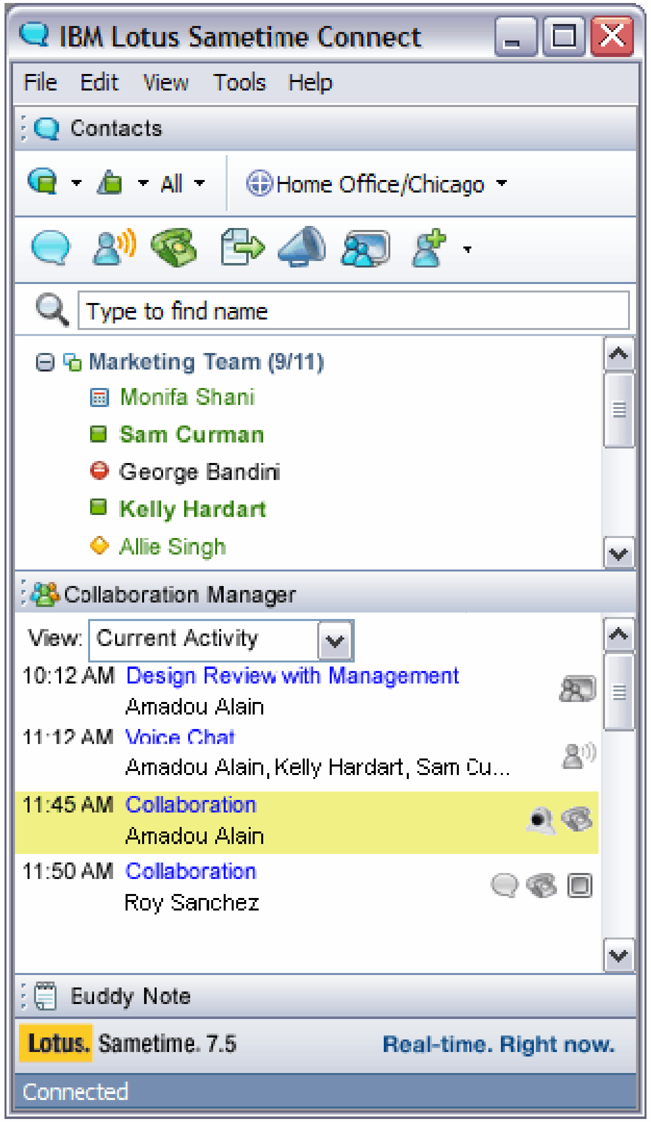
Monifa Shani Oh no! I forgot I have a lunch meeting with Larry!
- Would you be able to meet at 1:00 instead?

Kelly Hardart Okay, let me check my calendar.
- I prefer to meet earlier than later.

新的 UC² 集成举例

Eclipse 插件程序可能包括：

- Click-to-call（点击呼叫）
- 集成的多路视频
- 硬电话控制
- 软电话
- 最近通信记录
- 语音邮件
- Web/音频/视频会议
- 增强话席
- Location-e.911


IBM Lotus Sametime Connect
File Edit View Tools Help
Contacts
All
Home Office/Chicago
Type to find name

Marketing Team (9/11)
- Monifa Shani
- Sam Curman
- George Bandini
- Kelly Hardart
- Allie Singh

Collaboration Manager

View: Current Activity

10:12 AM Design Review with Management
Amadou Alain

11:12 AM Voice Chat
Amadou Alain, Kelly Hardart, Sam Cu...

11:45 AM Collaboration
Amadou Alain

11:50 AM Collaboration
Roy Sanchez

Buddy Note
Lotus. Sametime. 7.5
Real-time. Right now.
Connected

统一通信合作伙伴解决方案

3Com
Alcatel·Lucent
AVAYA
AVISTAR™

CISCO
i·link
computer meets telephone
InterCall®
is||coord
Information Solutions Coordinators

NORTEL
POLYCOM®
Premiere
Global Services
RADVISION
Delivering the Visual Experience

SIEMENS
TANDBERG
VoiceRite
XCOM AG
THE SOLUTION PEOPLE

Lotus.
COLOUR OF COLLABORATION

Lotus.

IBM

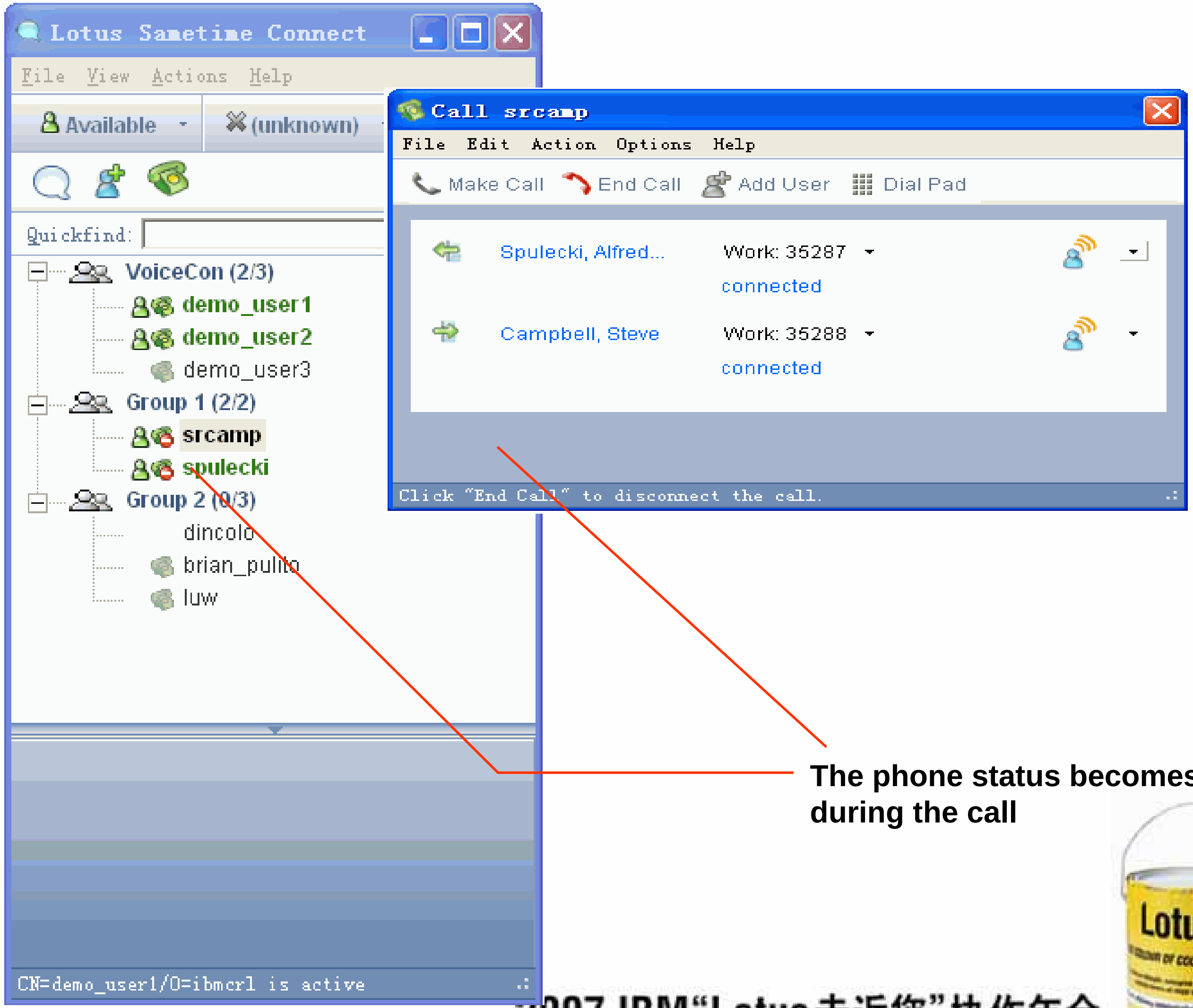
统一通信合作伙伴解决方案

功能	在 Lotusphere 上演示解决方案的合作伙伴
点击呼叫、点击会议	3com Alcatel·Lucent AVAYA cisco is||coord Information Solutions Coordinators NORTEL POLYCOM RADVISION Delivering the Visual Experience SIEMENS
集中电话话席	3com Alcatel·Lucent AVAYA cisco SIEMENS
呼叫管理	is||coord Information Solutions Coordinators NORTEL VoiceRite
多点视频集成	AVAYA AVISTAR™ POLYCOM RADVISION Delivering the Visual Experience TANDBERG
软电话集成	AVAYA is||coord Information Solutions Coordinators NORTEL SIEMENS
网络会议音频集成	AVAYA POLYCOM Premiere Global Services
网络会议音频/会议时序安排	Alcatel·Lucent cisco POLYCOM
N/D 统一消息	Alcatel·Lucent AVAYA cisco NORTEL VoiceRite
Sametime 统一消息	cisco VoiceRite

2007 IBM“Lotus走近

IBM 研究院语音、视频项目

Integrating voice, video, and collaboration on the desktop


Lotus Sametime Connect
File View Actions Help
Available
(unknown)
Quickfind:
Call srcamp
File Edit Action Options Help
Make Call
End Call
Add User
Dial Pad

VoiceCon (2/3)
- demo_user1
- demo_user2
- demo_user3

Group 1 (2/2)
- srcamp
- spulecki

Group 2 (0/3)
- dincolo
- brian_pulito
- luw

CN=demo_user1/O=ibmcrl is active

Spulecki, Alfred...	Work: 35287	connected
Campbell, Steve	Work: 35288	connected

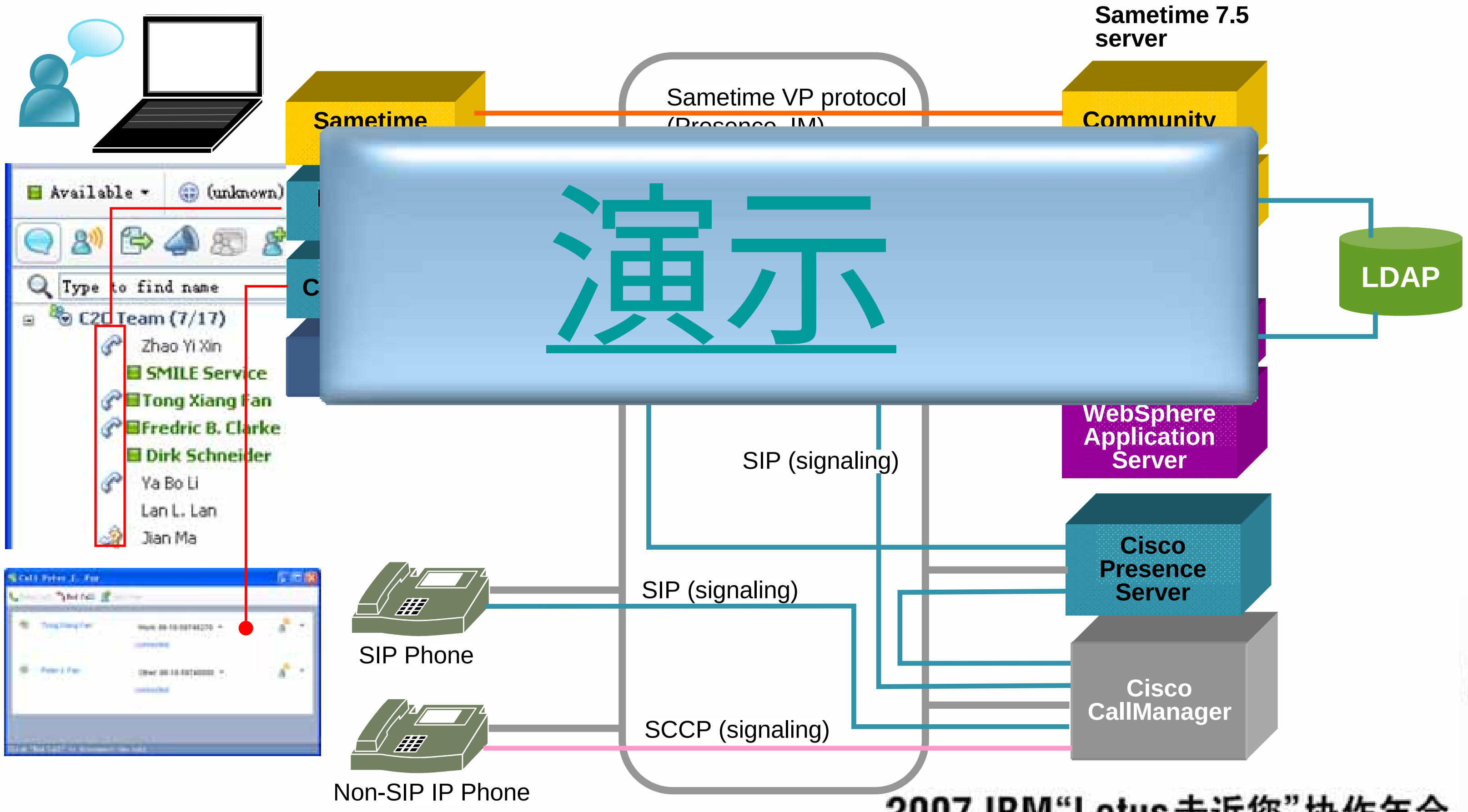
Click "End Call" to disconnect the call.

The phone status becomes "busy" during the call

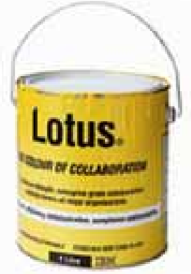
技术架构

Cisco 环境下实现Click-to-call 和在线感知

- IBM China Research lab开发**的方案**
- **功能将加入** IBM **和** Cisco 产**品中**


Sametime 7.5 server
Sametime
Sametime VP protocol
(Presence, IM)
Community
LDAP
Available
(unknown)
Type to find name
C2C Team (7/17)
Zhao Yi Xin
SMILE Service
Tong Xiang Fan
Fredric B. Clarke
Dirk Schneider
Ya Bo Li
Lan L. Lan
Jian Ma
C
WebSphere Application Server
SIP (signaling)
Cisco Presence Server
SIP (signaling)
SIP Phone
Cisco CallManager
SCCP (signaling)
Non-SIP IP Phone

演示



统一通信与协作发展策略

对体验进行创新改革

扩

ime “Next” +1

在实时协作平台方面保持领先

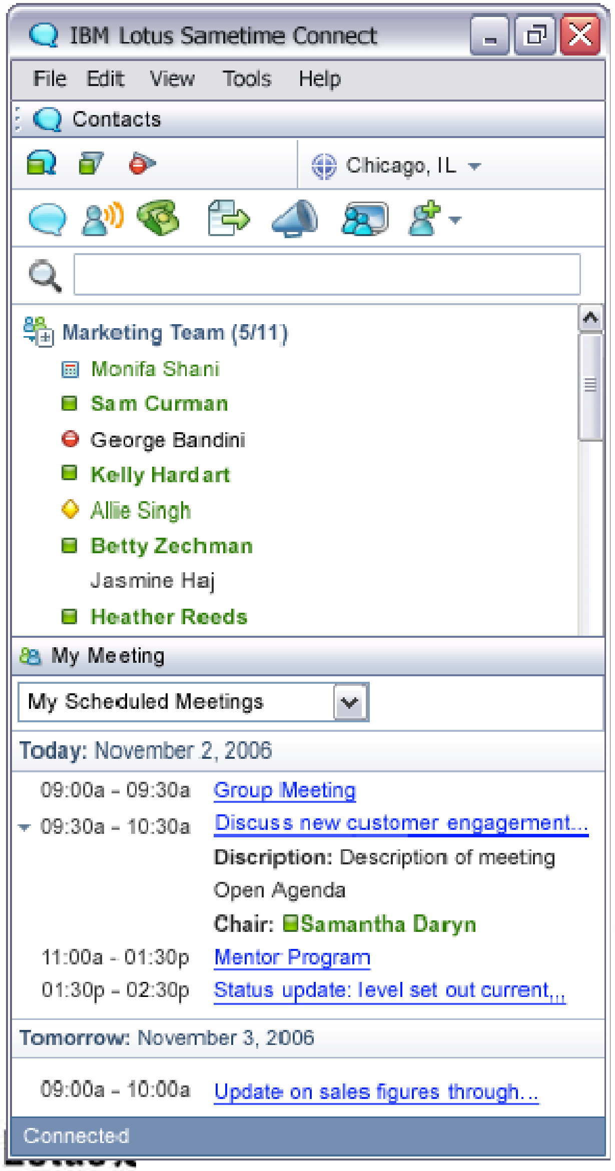
Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

Lotus Sametime 产品家族发展理念

- *“组织协作”*
- *“统一通信集成”*
- *“统一会议”*

统一会议

- 为什么总有这么多会议？… 让我们：
  - 更轻松地加入您的会议
  - 更轻松地组织会议
  - 更容易地了解哪些人参加会议
  - 更轻松地使用协作工具
- 统一会议功能可以提供：
  - 单一号码拨号
  - 自动读取日历
  - 显示参会成员
  - 完全集成至 Sametime
- 统一会议功能可能包括：
  - 集成音频/视频
  - 有效的会议工具
  - 各种会议体验


IBM Lotus Sametime Connect
File Edit View Tools Help
Contacts
Chicago, IL
My Meeting
My Scheduled Meetings
Connected

Marketing Team (5/11)
Monifa Shani
Sam Curman
George Bandini
Kelly Hardart
Allie Singh
Betty Zechman
Jasmine Haj
Heather Reeds

Today: November 2, 2006

09:00a - 09:30a Group Meeting
09:30a - 10:30a Discuss new customer engagement...
Discription: Description of meeting
Open Agenda
Chair: Samantha Daryn
11:00a - 01:30p Mentor Program
01:30p - 02:30p Status update: level set out current,,,

Tomorrow: November 3, 2006

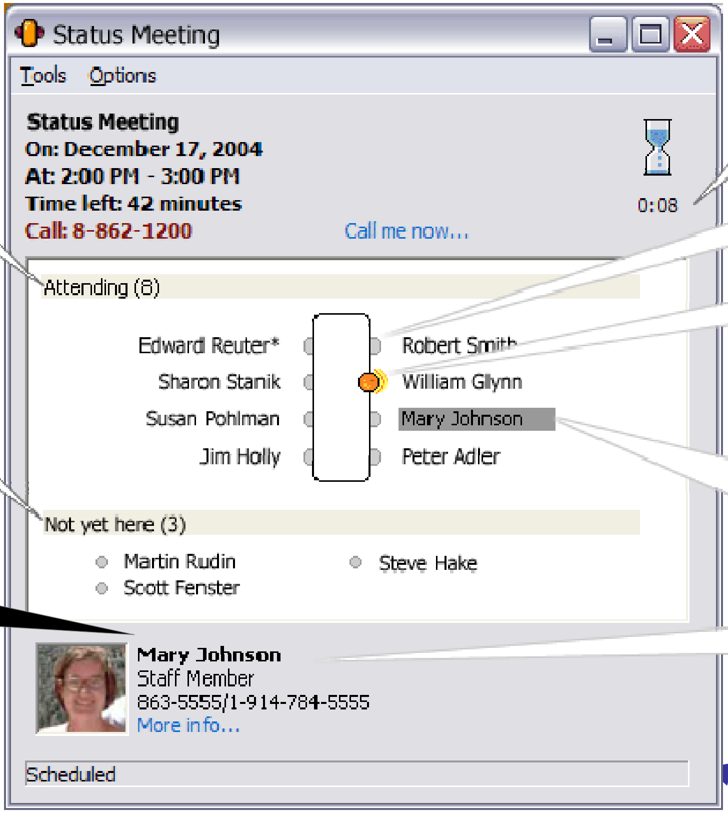
09:00a - 10:00a Update on sales figures through...

统一会议接入

Who is currently attending the call

Who was invited but has not yet joined.

点击 Sametime 功能


Status Meeting
Tools
Options
Call me now…
More info…

Status Meeting
On: December 17, 2004
At: 2:00 PM - 3:00 PM
Time left: 42 minutes
Call: 8-862-1200

0:08

Attending (8)

Edward Reuter*	Robert Smith
Sharon Stanik	William Glynn
Susan Pohlman	Mary Johnson
Jim Holly	Peter Adler

Not yet here (3)

Martin Rudin	Steve Hake
Scott Fenster	

Mary Johnson
Staff Member
863-5555/1-914-784-5555

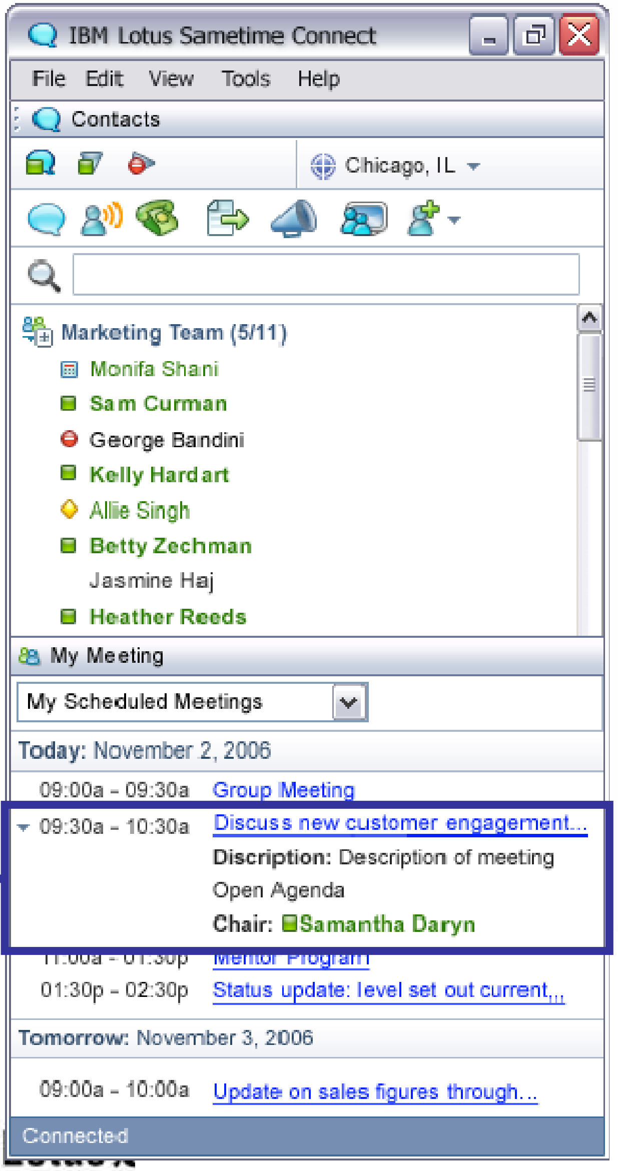
Scheduled

The time left in the meeting.

Who is currently on mute (*6).

Who is currently speaking

Click on any person in the meeting, view informaiton from their persona page (or navigate to their BluePages information).


IBM Lotus Sametime Connect
File
Edit
View
Tools
Help
Contacts
Chicago, IL
My Meeting
My Scheduled Meetings
Connected

Marketing Team (5/11)
- Monifa Shani
- Sam Curman
- George Bandini
- Kelly Hardart
- Allie Singh
- Betty Zechman
- Jasmine Haj
- Heather Reeds

Today: November 2, 2006

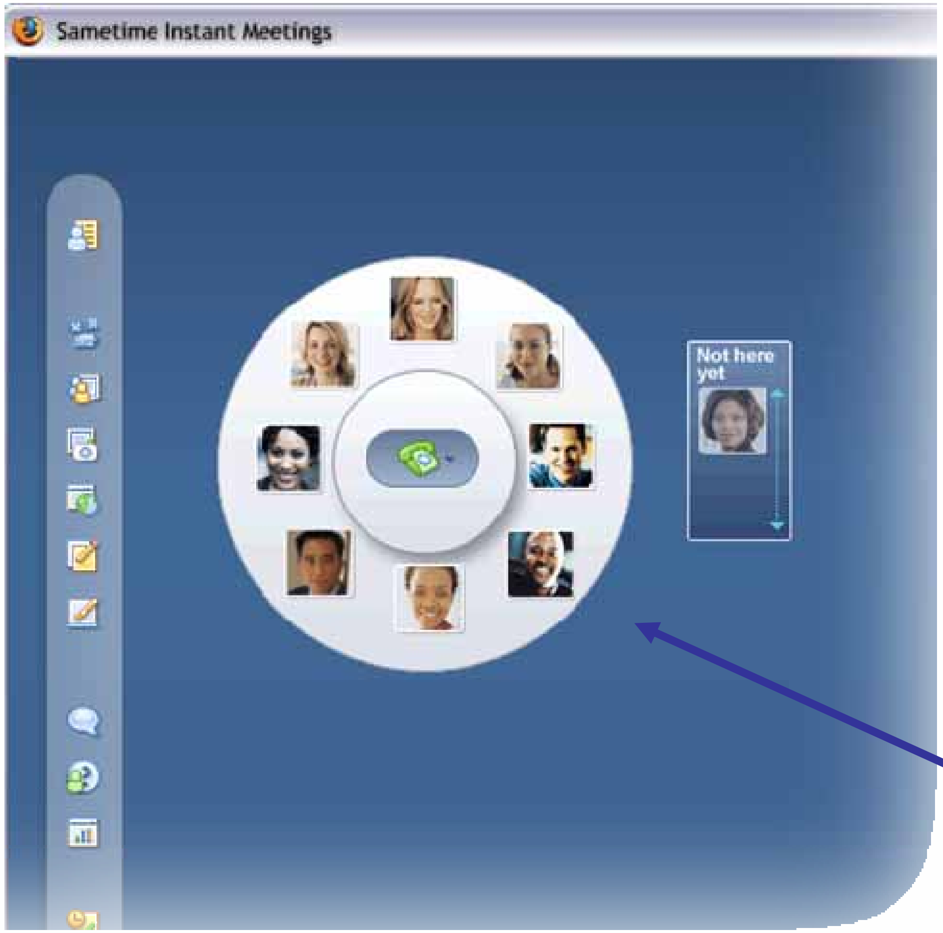
09:00a - 09:30a	Group Meeting
09:30a - 10:30a	Discuss new customer engagement…
	Discription: Description of meeting Open Agenda **Chair:** Samantha Daryn
11:00a - 01:30p	Mentor Program
01:30p - 02:30p	Status update: level set out current…

Tomorrow: November 3, 2006

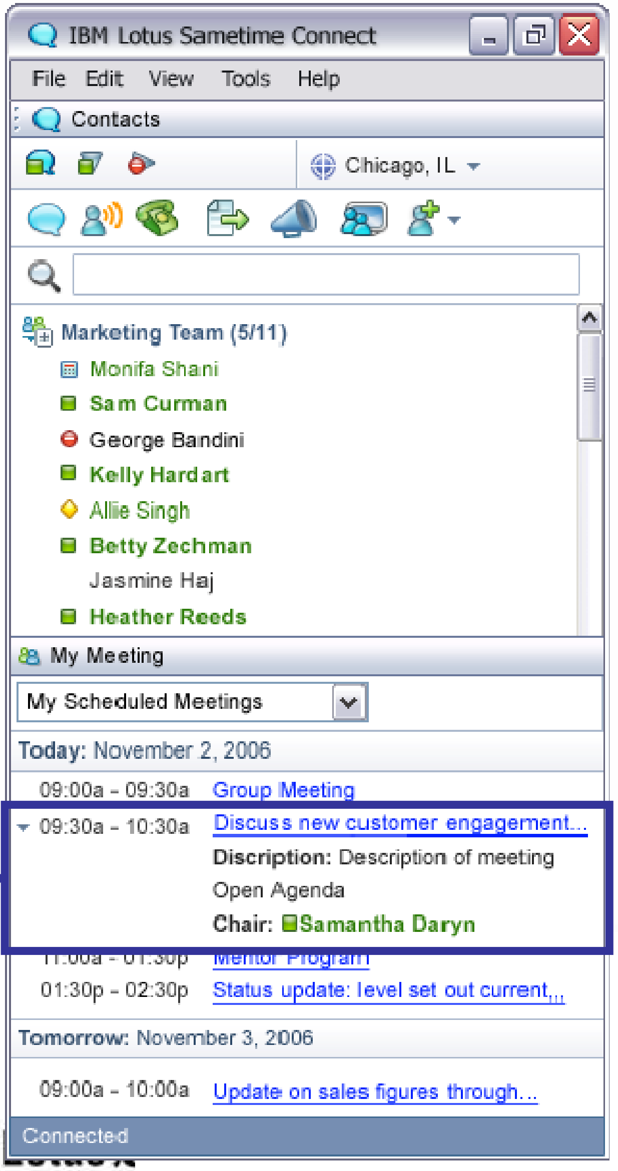
09:00a - 10:00a	Update on sales figures through…

现在的状况

统一会议接入


Sametime Instant Meetings
Not here yet

新模式


IBM Lotus Sametime Connect
File Edit View Tools Help
Contacts
Chicago, IL

Marketing Team (5/11)

- Monifa Shani
- Sam Curman
- George Bandini
- Kelly Hardart
- Allie Singh
- Betty Zechman
- Jasmine Haj
- Heather Reeds

My Meeting

My Scheduled Meetings

Today: November 2, 2006

09:00a - 09:30a Group Meeting

09:30a - 10:30a Discuss new customer engagement...

Discription: Description of meeting

Open Agenda

Chair: 🟩Samantha Daryn

11:00a - 01:30p Mentor Program

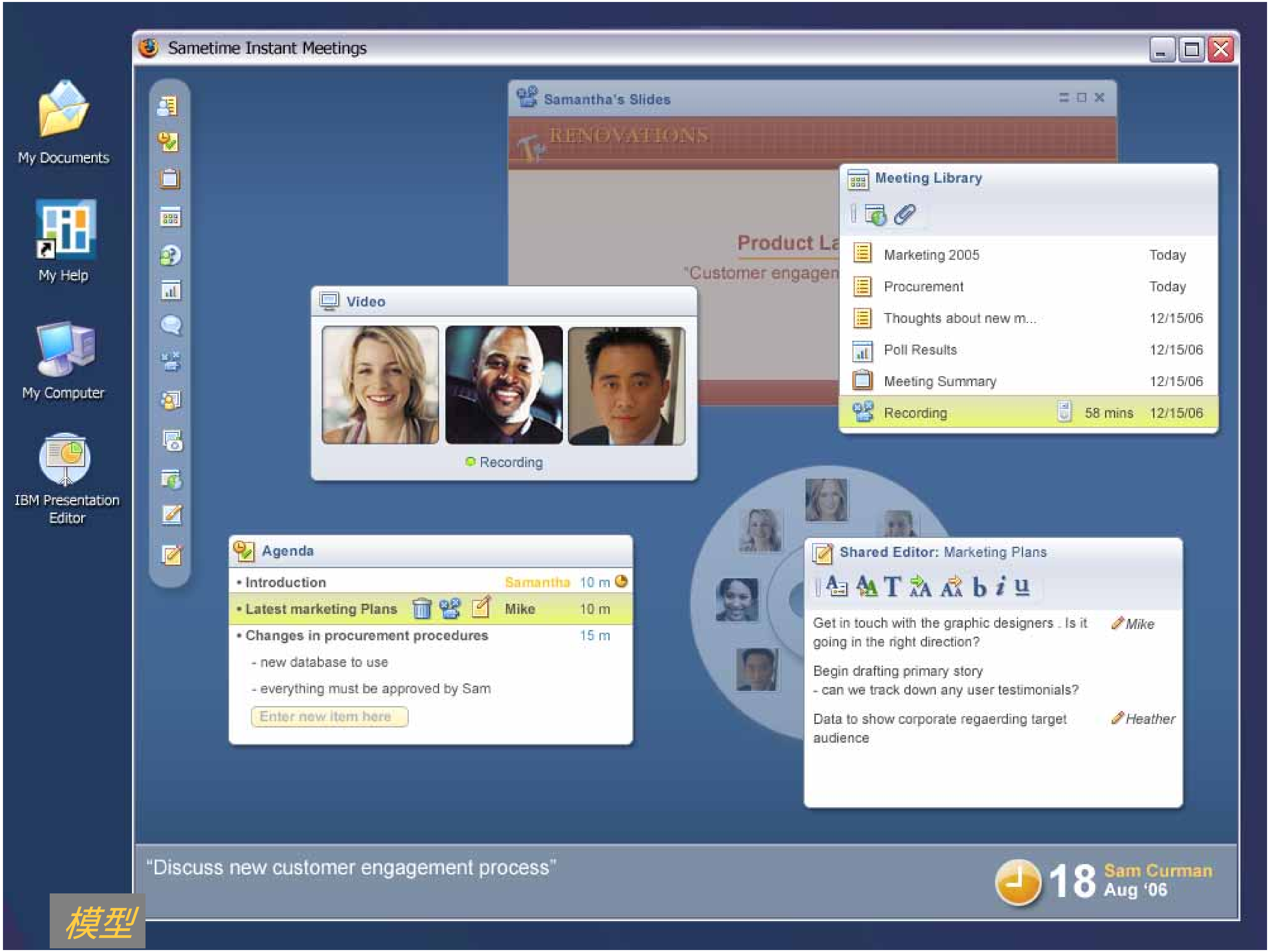
01:30p - 02:30p Status update: level set out current...

Tomorrow: November 3, 2006

09:00a - 10:00a Update on sales figures through...

Connected

2007 IBM“


Sametime Instant Meetings
My Documents
My Help
My Computer
IBM Presentation Editor
Samantha's Slides
RENOVATIONS
Product La
"Customer engagen
Video
Recording

Meeting Library

Marketing 2005		Today
Procurement		Today
Thoughts about new m...		12/15/06
Poll Results		12/15/06
Meeting Summary		12/15/06
Recording	58 mins	12/15/06

Agenda

• Introduction	Samantha	10 m
• Latest marketing Plans	Mike	10 m
• Changes in procurement procedures		15 m

- new database to use
- everything must be approved by Sam

Enter new item here

Shared Editor: Marketing Plans

Get in touch with the graphic designers . Is it going in the right direction? *Mike*

Begin drafting primary story
- can we track down any user testimonials?

Data to show corporate regaerding target audience *Heather*

"Discuss new customer engagement process"

18 Aug '06 Sam Curman

模型

总结

对体验进行创新改革

扩大体验范围

在实时协作平台方面保持领先

Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

Sametime 7.5.1

Sametime “Next”

Sametime “Next” +1

Lotus Sametime 产品家族发展理念

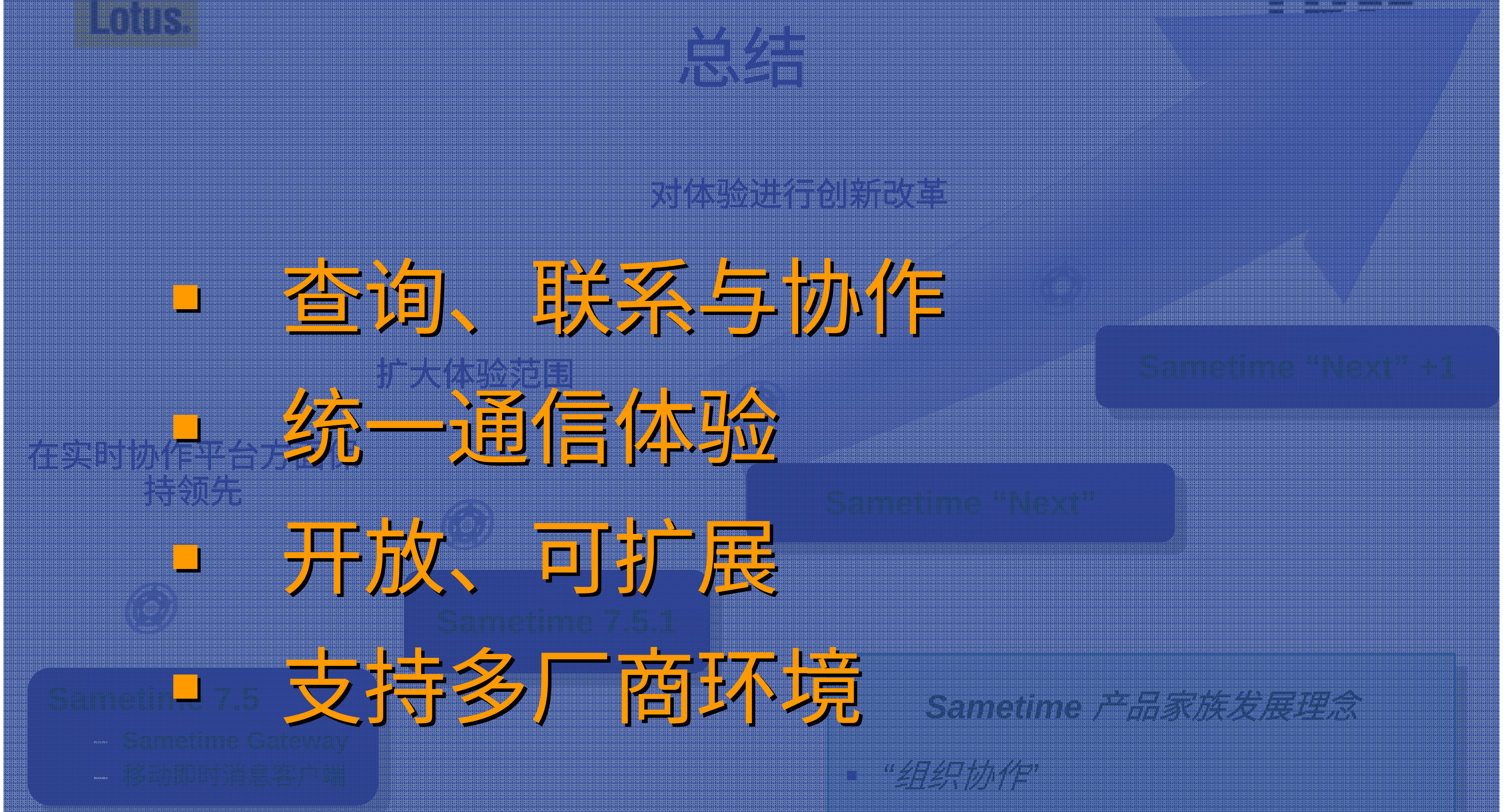
- *“组织协作”*
- *“统一通信集成”*
- *“统一会议”*

可能随时更改

Lotus.

总结

- 查询、联系与协作
- 统一通信体验
- 开放、可扩展
- 支持多厂商环境



对体验进行创新改革

扩大体验范围

在实时协作平台方面保持领先

Sametime “Next” +1

Sametime “Next”

Sametime 7.5.1

Sametime 7.5
- Sametime Gateway
- 移动即时消息客户端

Sametime 产品家族发展理念

- *“组织协作”*
- *“统一通信集成”*
- *“统一会议”*

谢谢!

刘小平

liuxp@cn.ibm.com

010-65391188

欢迎参观IBM 新产品演示区

与IBM 实验室专家对话

谢谢！