

IBM Start Now Wireless Solutions

Demonstration Script
English





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This document provides you with information on the demo provided with this solution. For details on how to recreate the demo for a customer engagement or in another language, go to the Demonstration Creation Document (WI_DemoCreation.doc).

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Introduction to the Demo

The demo included as part of the Solutions Guide is an **AVI** file. This Demo illustrates the real-time access to Business Applications and Mobile Instant Messaging scenarios from the IBM Start Now Wireless Solutions. The demo shows some of the capabilities of the Domino Everyplace Access Server, Lotus Sametime, and Lotus Sametime Everyplace products.

The demo consists of PowerPoint slides and screen captures which are used to describe what is wireless access, and some of the benefits of having a wireless solution deployed.

The PowerPoint slides will give you an introduction of wireless and why a customer would need a wireless solution. The screen captures of a mobile phone emulator will demonstrate the capabilities of the solution. You will accompany Betty, a sales person with the Home Abroad Company, through her workday. Before she leaves home, Betty prepares for her day by checking her office Calendar, To Do list and email.

While taking a taxi ride to the airport, Betty will check her email for information she needs for a customer visit. After finding she has not received the information, Betty uses instant messaging to contact her workmate to get the information sent to her. After reviewing the information Betty is prepared for her customer visit.

During the meeting, the customer inquires on the status of shipments they are waiting on from Home Abroad. Betty checks her company's Customer application to verify the status of her customer's order.

Betty has benefited through out her day from the wireless solutions deployed by her company.





Play the Demo

Follow these instructions to play the demo:

1. An **AVI player** is required to play the IBM Start Now Wireless Demo. A player such as Windows Media Player, Real Networks RealPlayer, TechSmith Camtasia Player, or any AVI player of your choice can be used.
2. The TechSmith Camtasia Codec file is required and is included with the IBM Start Now Wireless Demo. Run the "**tsc.exe**" file to install the codec.
3. Play the **WirelessDemo.avi** file. Double-click the **.avi** file to begin playing.

NOTE: If you choose the Camtasia Player software, it can be downloaded for free from the TechSmith website:

<http://www.techsmith.com/>

4. Read the Demo Speaker Notes as an accompaniment to the automated demo.





Demo Speaker Notes

This demonstration illustrates the Wireless solution concepts. It will introduce you to the solution, the scenarios, the products, and some of the functionality they provide. This visual demonstration will provide a means to help you quickly understand the scenarios and also provide a mechanism to show your customer what the wireless solutions can do for his business.

Let's start!

1. **Slide #1 - "Start Now Wireless Welcome Page"**

Welcome to the Start Now Wireless demo.

2. **Slide #2 - "What is wireless?"**

Wireless connects wireless devices such as smart phones, PDAs, pagers, and hand-held PCs to company business information systems.

Wireless devices offer the potential to give salespeople, service technicians, and other mobile workers as-needed access to e-mail, alerts, group calendars, personal information management services, and intranet applications without the physical and logistical limitations imposed by laptops and phone jacks. The time to receive and respond to messages is reduced or eliminated, and idle time can be put to productive use.

3. **Slide #3 - "Do You Need a Wireless Solution?"**

With a wireless solution, sales staff, service technicians, and any people away from the office, now have access to the business information and data anytime, anywhere.

If your employees need to be reachable anywhere by e-mail or instant messaging, need access to business data, or cannot carry around heavy laptop computers, then a wireless solution is for you.

4. **Slide #4 - "Without Wireless"**

Without wireless, users on the road have to resort to phone calls. A remote user in search of information would need to make multiple phone calls to find a person that has access to the needed information.

Without a wireless solution, laptop users can only access corporate data and personal information management information when there is a laptop connection. At best this is "some time" access instead of "real-time" access to business information.

5. **Slide #5 - "With Wireless"**

If you had wireless access, you would have real-time access to e-mail, calendars, and address books, and you could enable your existing business applications for online wireless access.

You can also offer wireless devices to be part of the instant messaging community with Sametime Everyplace.





6. **Slide #6 - At Home, Betty is going to check her calendar and To Do list**

Let me show you how a wireless solution can be used. Let's follow Betty Startnow through her day to illustrate how wireless solutions benefit her.

Betty is an account representative for the company HomeAbroad. HomeAbroad has deployed online access and instant messaging from the IBM Start Now Wireless Solutions.

We are starting with Betty just as she prepares to leave home.

To access the mail server, Betty has to login. To ease the login process and avoid too much typing on the mobile phone, the administrator has defined bookmarks to the different servers.

She selects the bookmark for the mail server and gets prompted to enter her user ID and password. This information can be saved as part of the bookmarks to ease the connection.

After the login completes, Betty gets the available applications (mail, calendar, To Do, etc.) on her mobile phone interface. She selects **Calendar** and gets the calendar entries for the day. She opens the entry **Prepare LA Company visit** to verify the details and returns to the general panel to access her To Do list. An entry in the To Do list reminds her that she is waiting for important information concerning the LA Company.

Betty then quickly checks her e-mail but the information has not arrived yet.

She leaves in a hurry to meet with her manager.

7. **Slide #7 - In the Taxi: Mail and Instant Messaging**

After the meeting with her manager, she take a taxi to the airport. She then decides to check if the document she is waiting for is now in her mail.

This time the demo shows a login process with a stored user ID and password. Betty accesses her e-mail by selecting the mail icon on the mobile phone interface. She opens one of the messages, but this is not the information she is waiting for.

As part of its wireless solution, HomeAbroad has implemented instant messaging. Betty then decides to open a Sametime Everyplace session to find a colleague who is online who could help her.

Betty opens the **Sametime** bookmark to start the instant messaging session. Fred H Abroad is currently online and she starts a chat session with him.

8. **Fred's Desktop Interface at the Office**

Now we switch to Fred's desktop interface. You will notice that Fred sees Betty with a little antenna icon, symbolizing that she is a mobile user. Betty's name is green, which means that she is connected.

The new popup window appears with Betty's message. Fred is ready to chat, so he sends an answer to Betty.

9. **Betty's Mobile Phone**

Betty gets Fred's acknowledgment and sends an answer using a predefined message. Sametime Everyplace offers this convenient feature to store predefined messages to save typing time on the mobile phone.





10. **Back to Fred's Desktop**

Fred receives Betty's message, answers, and then switches to his Lotus Notes mail application to forward to Betty the information she is waiting for. When completed, he sends a last instant message to Betty.

11. **Back to Betty's Phone**

Betty now selects her mail bookmark to connect to her e-mail server and accesses the document Fred has just sent. The document arrived, so she can open and read it to get the information she is looking for.

12. **Slide #8 - At the Customer Site - Mobile Application**

Betty is now in the meeting with her customer, LA Company. The customer complains that he has no news of some of the merchandise he ordered from HomeAbroad. While continuing the discussion, Betty logs in using her mobile phone. HomeAbroad had enabled its **Customer** application to mobile users. She is now using it to retrieve information regarding her customer.

When the login process is complete, she selects the **Customer** application icon on the interface of the mobile phone. She selects the option to display the results sorted by client code and notices that the two orders the customer is talking about have the status shipped. She opens them to verify the details and is able to confirm that the merchandise has been shipped.

The customer is satisfied because Betty has been able to give him a quick, accurate answer.

13. **Slide #9 - "Wireless Solution - It Is For You"**

As a business partner, we can adapt your business applications to be accessible with wireless devices. Your mobile forces will be reachable everywhere and have access to business information in real-time, increasing productivity and customer satisfaction.

