

Enhancing Real-time Collaboration in IBM Lotus Notes (part 1 of a 3 part series)

Presenter: Dwight Morse

Hi, my name is Dwight Morse. I am a product manager at IBM WPLC software and I'd like to briefly give you a peek into how you can extend the power of your IBM Lotus Notes environment with real-time collaboration capabilities.

Have you ever gotten an email that didn't make complete sense to you? Maybe it's just me, but this happens all of the time. Someone will send me an email asking me something, and my initial response is, "What?" I need him to clarify what he's asking of me. So I send him an email back asking him for more information. He sends something back, elaborating on his first mail. I then send another email to make sure that I understand. The emails go something like this: "Question. I'm sorry, what do you mean? I'm trying find out about this. Oh, you mean that? Yes. Ok, here's your answer." The problem is, that there is a lag between each one of these responses. It could be a couple of days or longer before I even get to the point where I can answer the question. IBM Lotus Sametime -- our real-time collaboration tool -- changes that. Because Lotus Sametime instant messaging is built right into Lotus Notes, I can see that the person who sent me the question is available to chat. I can easily clarify the question with that same person back and forth in a chat session. What may have taken two days through email, takes as little as two minutes through instant messaging.

What about those times when it's not a matter of clarifying the question? You just don't know the answer. That's not the end of the story. Henry Ford has been quoted as saying, "I don't have to know everything. I just have to know the person that does." Smart guy. You can exhibit that same wisdom through your Lotus Sametime community in Lotus Notes. If someone sends me a question, I can easily locate and chat with someone else who may know the answer. With the new tabbed interface, I can stay organized and in control. I can have multiple chats going on simultaneously without . And with Lotus Sametime Unyte -- our web conferencing tool -- I've got a meeting place where we can have an impromptu web conference and get the answer fast! With the answer in hand, I can respond to the original question with accuracy and with minimal delay. To the original sender, I look like a genius.

It simply makes good business sense to have real-time collaboration capabilities integrated into your Lotus Notes environment. After all, a lot of our chat sessions are brought on by information sent to you in Lotus Notes mail and affiliated applications, Now, you can get the answers you need without having to leave your inbox. It's much more efficient and so easy.

Even with the brief examples that I have talked about here, it is clear how the integration of Lotus Sametime can dramatically save you time and make you more productive than ever -- all from a single user interface. No matter whether your contact is across the globe, working in a home office or at the airport!

If you would like more information about how Lotus Notes takes advantage of real-time collaboration, please visit us at ibm.com/software/lotus/notesanddomino

Thank you.