

Enhancing Community-based Collaboration in IBM Lotus Notes (part 2 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 community-based collaboration capabilities that we call, IBM Lotus Connections.

Someone once said, "It's not what you know, it's who you know." They were probably talking about getting a job or a promotion or getting out of a traffic ticket, but the same holds true for getting information. One of the first things that I do when I join a new group is figure out who knows what. That way I know how to get the information that I need. When we talk about finding information with a computer, we normally think of search. The problem with search is that it's a very pointed process. I type in a search string and then look at the results. It's expected that I know exactly what it is that I'm looking for. But what if I don't really know what I'm looking for? What do I type in for the search string? When you buy a book from Amazon.com or a song from iTunes, each site will tell you that people who were interested in the book or song that you purchased were also interested in another set of books or songs. I think this is great and offers true customer value since I always discover another book or song that I wouldn't have otherwise.

IBM Lotus Connections, social software for business, provides another way to find the information that we need by connecting to a network of people who share similar interests, skills and knowledge. People that you know, know other people that have experiences, participate in activities, have interests, communicate ideas and share files. Connecting to one person opens up a discovery process; one that can lead us to valuable information that we didn't even know existed. In Lotus Connections, each person has a profile that tells you about their experience. It lists activities that they are a part of, as well as the web sites that they've bookmarked, and may even provide a link to his/her blog. It even shows the files that they are sharing through IBM Lotus Quickr Entry Edition -- a team-based collaboration tool.

Best of all, I can get to this information right from my IBM Lotus Notes inbox. Lotus Notes 8 has a plugin for the Activities portion of Lotus Connections. This enables me to access Activities directly from Lotus Notes. Activities make it easy for me to track my work, invite and share my tasks with others, and manage to-dos that my team and I have. For example, with Activities in Lotus Connections, I can see the profiles of the people in a given Activity. I can find people with similar experiences and interests and gain knowledge that I wouldn't have otherwise. I

can even comment in their blogs, browse their bookmarks or invite them to be a speaker at an event that I am coordinating.

This is only a brief snapshot on how you can take advantage of community-based collaboration tools provided by Lotus Connections right from your Lotus Notes inbox. Capabilities that 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 Lotus Connections, please visit us at: ibm.com/lotus/connections

Thank you.