MEDIALINE

Unified Communications

ITK Presence Hub

A synchronized presence status across your entire communication structure.

Call routing in your PBX system is based on the presence status of the users. Calls should only be forwarded to available users. However, if you use two communication platforms, the presence status between the two platforms must be synchronized. With the ITK Presence Hub, your Microsoft Teams presence status can be synchronized with that of your PBX system. The ITK Presence Hub is a cloud service that can be seamlessly integrated into your Microsoft Teams tenant.

Your benefits

- Bidirectional presence status synchronization between Microsoft Teams and PBX system

- Aggregation of the presence status of both systems

- Central SaaS solution

- No installation required on the clients

- Real-time notification of status changes

- No polling of status information

- User-based licensing model independent of the total number of users

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