

Title: Lotus Sametime for Developers Podcast Series

Podcast: #2

Abstract: Listen to these three podcasts and learn from two technical experts about how you, as a developer, can use Lotus Sametime in your organization. Dan Kehn from the ISV Technical Enablement organization and Dave Schlesinger from the Sametime Development team answer questions for those of you who are current Lotus Sametime users, as well as those who aren't very familiar with the benefits of Sametime from a development perspective.

Some of the questions that will be answered include:

- What is new in Lotus Sametime 7.5.1 particularly interesting to Developers?
- How you can extend Lotus Sametime Connect?
- What types of helpful information can be found in the SDKs IBM provides?
- What kind of background a developer needs in order to take advantage of the ability to extend Lotus Sametime Connect?
- What resources are available for developers to learn more about Lotus Sametime?
- What are the relationships between Lotus Sametime Connect and other Lotus products like Lotus Notes and Lotus Expeditor?
- How are partners taking advantage of the ability to extend Lotus Sametime Connect?
- How can I access Lotus Sametime Connect plug-ins that have already been built?
- How can plug-ins be rolled out to user communities?
- And many more!!

Be sure to listen to all three parts, to get the most up to date information about how you and your organization can get the most out of Lotus Sametime.

VEILLEUX: Welcome to another one of our podcasts in a series focused on answering questions specifically interesting to developers on Lotus Sametime.

We've got Dan KEHN from our Lotus Technical Enablement Team and Dave SCHLESINGER from our Architecture Team here again to answer some questions for us. We're going to start with Dan today. Dan, everyone's familiar with text chat or IM-ing these days. What stands out in Lotus Sametime 7.5.1 beyond that?

KEHN : Good question, Susie. It reminds me I just got back from a conference a few weeks ago, and I was surprised that some of our customers have not yet started using IM as part of their business.

But for the majority instant messaging is simply business critical. That isn't news at IBM where it's been ingrained into our culture for the last decade, but it's relatively recent for some companies.

And I think it's a business critical development for a number of reasons but probably the biggest reason is because today's workforce is really dispersed.

For example, in my department we have about 20 or so people in our department and only two of them are local to my area. The rest interact either via e-mail or Web conferencing, but the first choice very often is instant messaging.

Because it's become everyone's first choice, the users are demanding a more richer collaborative experience. Like right now, I'm talking to you using Sametime's voice IP or telephony integration. And so rather than me tying up my home phone calling into this conference call, I simply selected, Susie's conference call number and a few seconds later I was connected.

Along with the telephony integration, there's the more typical features that everyone uses today like rich text or emoticons or being able to share images back and forth.

That turns out to be very, very useful when you're working with another developer you're trying to debug a problem, rather than having describe the problem in text, you can simply paste a screen shot of what you're looking at and debug a problem or discuss a problem much more effectively.

With upcoming releases you're going to see that trend continue to where you'll be able to do on the fly screen sharing, all sorts of new features that we try out within IBM and then later productize the ones that are really the best of them.

You know, that all speaks to what we have in Sametime, the standalone client, but the same also applied to IBM's Notes products. You know, even within our competitors' products like MS Office we have a Sametime integration using smart tag.

That's where you can, you know, very conveniently instance message with a document owner or if you have a calendar entry you can contact the person simply by clicking a button or two.

The bottom line is that businesses today we need to respond to them quickly to problems and our colleagues are spread out and instant messaging is just the most effective way of doing it.

VEILLEUX: Great, thanks, Dan. Dave, I'm going to turn to you now. Can you talk a little bit about the relationship between Sametime 7.5.1, Lotus Notes 8, and Lotus Expeditor 6.1.1?

SCHLESINGER: Yes, sure, Susie. So Lotus Expeditor is a new platform for rich client applications from IBM. It's not entirely new; it's an evolution of some existing platforms that we've had for the client, namely WebSphere Everyplace deployment and the Workplace Managed Client Platform.

We sort of brought those two platforms together into a next generation client platform to support rich client applications. And Expeditor also supports other like mobile platforms and so on, but for Sametime Connect we're focused on the rich client.

Sametime 7.5 introduced a number of new real-time collaboration components that are based on the Expeditor platform. And these components are included with Notes 8 and with Lotus Expeditor 6.1.1.

So these are the version of the components that came with Sametime 7.5.1, are the ones that are included with Notes 8 and Expeditor 6.1.1. And if you create plug ins for Sametime Connect 7.5.1, those plug ins can run with Notes 8 or with Expeditor 6.1.1.

VEILLEUX: Okay, so to clarify, Dave, if I'm currently a Lotus Notes user, do I get all of the Sametime 7.5.1 features?

SCHLESINGER: Well, not necessarily. So out of the box Notes 8 entitles users to basic instant messaging and presence features. If you, and that's if you don't have a Sametime client license. If you do have a Sametime client license, then you get access to all of the Sametime 7.5.1 connect features in the Notes environment.

And the same is true for Lotus Expeditor 6.1.1 users. If you have a full Sametime client license, you get access to full Sametime 7.5.1 functionality; however, one difference with Expeditor is that you don't get any instant messaging or presence capabilities if you don't have a Sametime client license unlike Notes.

And this access to the Sametime 7.5.1 client features is controlled by a user policy on the Sametime 7.5.1 server. So the administrator essentially enables the Sametime 7.5.1 features for the users that are entitled to use them.

VEILLEUX: Great, thanks for clarifying Dave. I'm going to go back to you, Dan. Can you tell me what categories of the Sametime client extensions have API support? So in other words, you know, what kind of real world problems do the extensions solve?

KEHN : Sure, Susie. Before I answer the question, let me bring up a point of clarification. Sometimes our developers get confused about extending the client versus extending the server. They're two separate techniques for two different purposes.

An ISV, for example, who wants to add telephony support would extend the Sametime telephony server which has no user interface component. For this podcast series we're referring strictly to the Sametime client.

And in the majority of the cases, those client extensions fall into the user interface. For example adding a custom menu selection on a standard window or extending the person's objects that are shown in the user interface.

A developer can also add new real estate to the standard Sametime UI -- for example, adding video chat capability into the chat window is one that is commonly sited.

They don't always have to be user interface extensions. For example to make Sametime Connect pluggable, it defines a number of API services that can be replaced if necessary at run time.

And you can use that as a developer, you could use those same services, those same extensions to create your own services. And that way you'd be able to leverage the existing design and be able to kind of plug in a new implementation that you might not have considered when you were first designing it.

VEILLEUX: Cool, thanks for that insight, Dan. Dave, I've got another question for you. How would someone integrate Sametime collaboration features into Lotus Notes 8 and other Expeditor based rich client applications?

SCHLESINGER: Well, actually that gets pretty easy. Since the Sametime 7.5.1 components are included with the Notes 8 product and with the Expeditor 6.1.1 product, plug-ins that you write for Sametime Connect 7.5.1 will in many cases work without any

code changes in those other environments so you don't have to do anything special.

Now in some cases, you might have to tweak some plug-ins because of changes to the menu structure in Notes 8, you know, different from the Sametime Connect 7.5.1. But for the most part, the code will run without any changes in all of those environments.

Now one thing to keep in mind is even though you can take your same time connect plug-ins and run them in Notes 8, you might decide to take advantage of some of the other capabilities that Notes 8 provides that aren't available in Sametime Connect.

You know, Notes 8 has a much richer user interface, it has composite applications and other features that you might want to take advantage of. So you don't have to limit yourself to the collaboration services that are supported by the Sametime Connect client.

VEILLEUX: Okay, thanks, that was helpful, Dave. To wrap up, I'd like to direct one last question to you, Dan. Can you talk a little bit about how Lotus partners are delivering value added products for Sametime by leveraging IBM's development expertise?

KEHN : Sure Susie. One thing that we've learned, that important lesson is that IBM, we cannot do it alone. We leverage our partners to add value to our products because it's simply critical to the product success.

And our group, business partner technical enablement we work with these business partners engaging them through the beta programs and one-on-one design sessions where they can share their feedback on what is good and what needs some attention in the product and be able to also work with them to look forward in future releases.

Some examples of the partners we've worked with in those video and telephony space include Radvision, Polycom, Tanberg, Avaya, Cisco, those are just to name a few of the partners that are recognized with our common customers and also use Sametime as another part of their deployment and they want them to work together.

And without having these partner relationships, we certainly cannot be as successful. So our goal is to work with these partners along with development and our group to deliver the best solution for our customers.

VEILLEUX: Thanks, Dan. So well with that we're going to end today's podcast but remind you to check out the other podcast available in the series that are geared towards helping developers understand how Lotus Sametime can be used within their development organizations. Thanks again for tuning in, and thanks, Dave and Dan.

KEHN : Thanks Susie.

SCHLESINGER: Thanks Susie.

[END OF SEGMENT]