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Instant Solution Brief:

Role-based OCS Archive Search and Discovery

Introduction

Instant Archive Viewer for Microsoft OCS 2007 is a major update that includes numerous advanced features beyond those found in the version for Microsoft LCS.

A critical (and common) request from our customers, partners, and prospects centered on role-based archive search and discovery.

As a result, Instant Archive Viewer for OCS 2007 offers three distinct viewing and retrieval modes:

1. End user search and retrieval
2. Departmental (ie, manager-level) search and retrieval
3. Enterprise (ie, organization-wide) search and discovery

Features Common to All Roles

Each of the roles listed above has its own unique features (described on the following pages); but they all share these common features:

♦ Access is secured via various authentication mechanisms, including Windows pass-through authentication

♦ Simple 1-to-1 conversations can be searched/retrieved/audited

♦ Multi-party conversations can be search/retrieved/audited

♦ Conversations and search results can be exported to PDF

♦ No software is installed on the client

♦ The UI is an easy-to-use, web-based interface

Features Unique to Each Role

End User Search and Retrieval

This role gives end users access to their own past conversations without intervention from the help desk.

♦ The web-based interface is tightly integrated within the Office Communicator client (it sits in the client as a tab extension that is deployed via a simple regedit)

♦ Users can quickly and intuitively search by date, by person, or conduct advanced keyword searches

♦ Users only have access to their own conversations
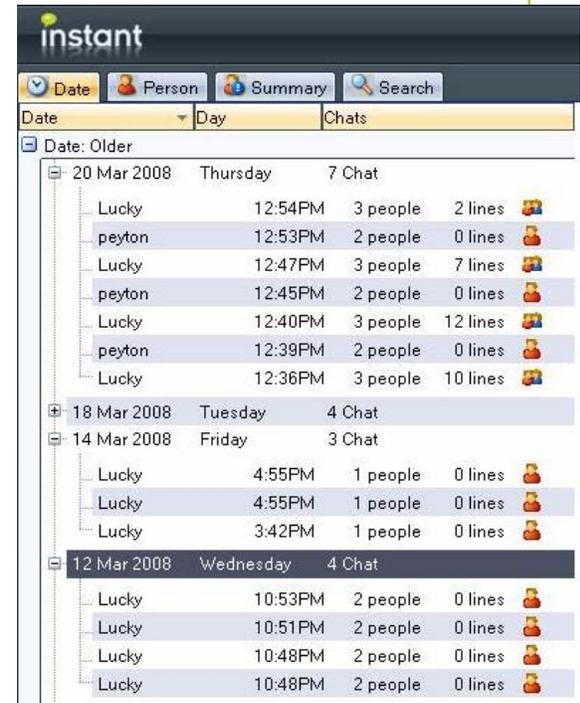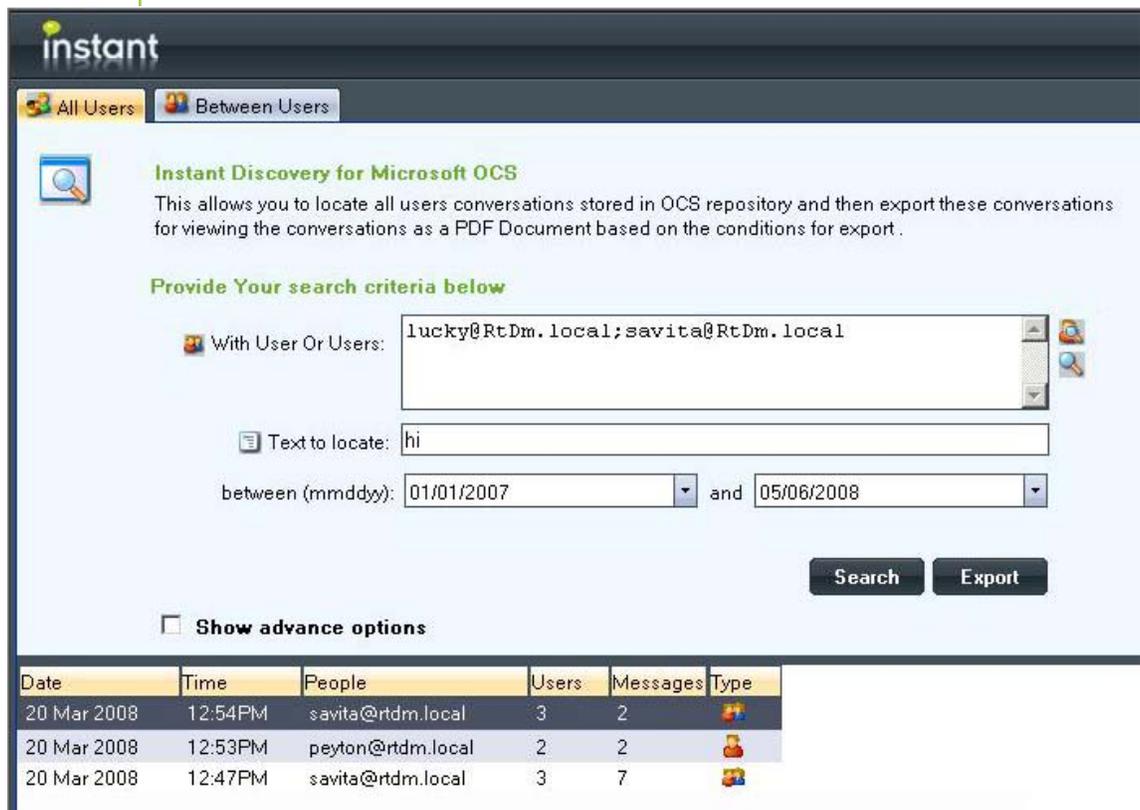
Departmental Search and Retrieval

This role gives managers the ability to monitor the conversations of employees in their respective departments.

♦ Managers can search conversations within an entire AD group

♦ Security controls restrict managers' access to the conversations from within their group or groups

♦ The user interface can be quickly integrated with the Communicator client

Enterprise Search and Discovery

This role consists of a powerful search and discovery module that enables a user with 'super admin' privileges to conduct organization-wide audits of all conversations by all users in the environment.

♦ Locate conversations between users, both 1-to-1 and multi-party

♦ Locate specific text within conversations

♦ Locate conversations by phrase and by user

♦ Perform complex searches, including advanced Boolean searches

♦ Save custom queries for reuse within defined discovery projects

♦ Create and manage discovery-based projects that consist of collections of related queries

About Instant Technologies
Instant Technologies specializes in developing innovative, enterprise-class compliance and pro-ductivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server, includ-ing IM archiving, IM queue management, persistent chat rooms, IM bot development, buddy list administration, and more. Instant Technologies is a Lotus Advanced Business Partner and a Microsoft Registered Partner headquartered in Durham, NH.