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Scout: Mobile Presence

USER MOBILE PRESENCE

The Scout app now allows you to view presence in real-time! This feature is something that can truly make it feel like you're able to take your service anywhere in the world. Being able to see whether a coworker is on the phone just by looking at your mobile phone is something that could be invaluable.

To enable mobile presence, you must first enable it on your user account. Contact your organizations administrator and have them go to the Device User Page to access your user account settings. Directly under the Mobile App slider will be the option to turn on mobile presence.

NOTE: This must be enabled to be able to view the presence of other users on the Scout app.

After mobile presence has been enabled on your user account, please restart your Scout app on your device. This will reload all newly enable features and will bring you to the home screen when you log back in.

With the new Presence Group option you will be able to create groups to watch the presence of certain users. In the screenshots you can see how real-time mobile presence works in the Scout app.
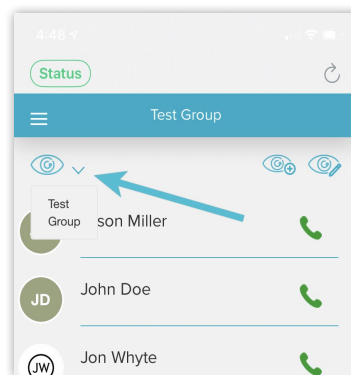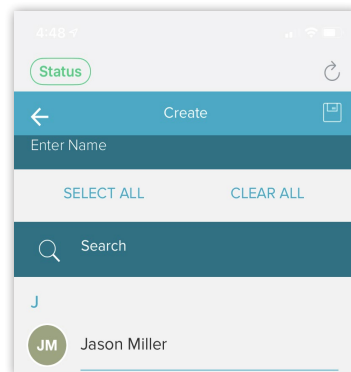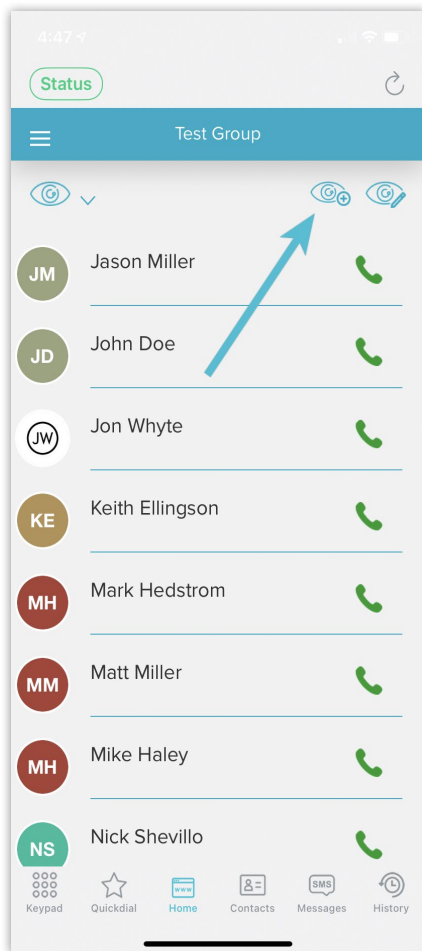
PRESENCE GROUPS

With Presence Groups, you are able to view the live status of any user in your organization! This feature enables you to take not only your business telephone number with you, but it allows you to have the same kind of visibility that would be available from the office!

ADDING GROUPS

Setting up a group is very easy, as you can see below. Simply choose the Add Group icon, give a name to the group, search for and select users, then hit save!
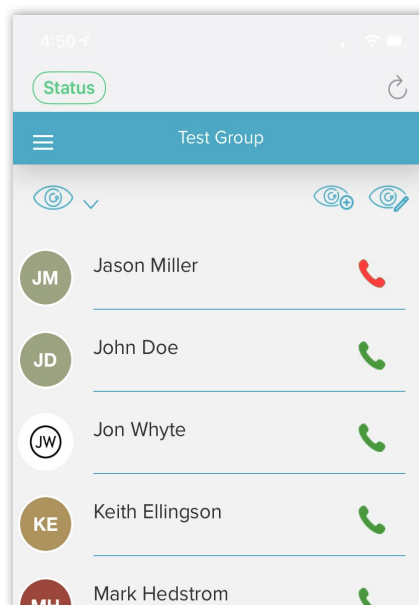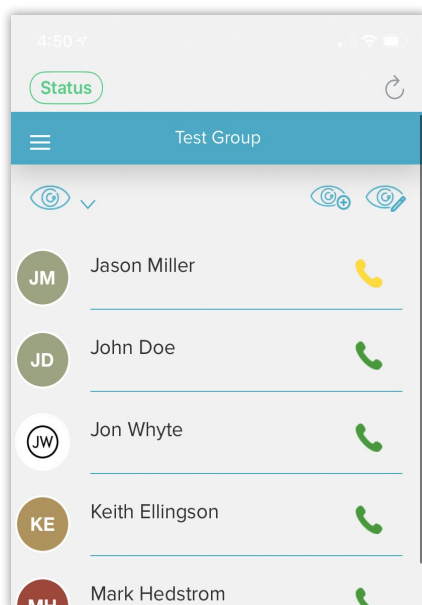
USER STATUS

The phone icon next to a user will display a color indicator to let you know if that user is available or busy. Don't forget to select the correct group!

Green: This user is available to receive a call.

Yellow: This user's phone is currently ringing, or they are in the process of sending a call.

Red: This user is actively on a call. Trying to engage them by pressing the phone icon will prompt you to verify that you would like to send this call, even though the user is busy.
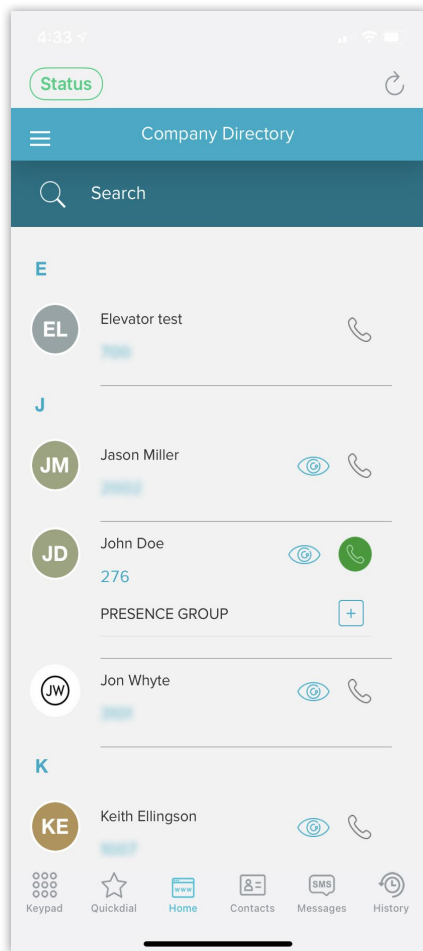
PRESENCE

PRESENCE FROM THE COMPANY DIRECTORY

If you'd like to see the presence of any user, regardless of whether they are in a group already, you can navigate to your Company Directory.

If the user you are looking for is listed in the Company Directory, you will see the eye icon next to their name. Tap that to expand their presence. It will show you any groups that they are part of, as well as their presence at that moment. Virtual Extensions will not show the eye icon.

Just like with the presence group, you will see a different colored Icon once you press the eye next to a user so that you can observe their status. If they are active, you will still be prompted to choose to make the call, as shown above.