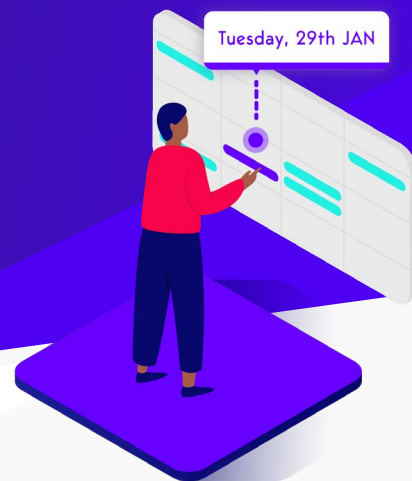


# Introducing our Next-Gen Microsoft Exchange

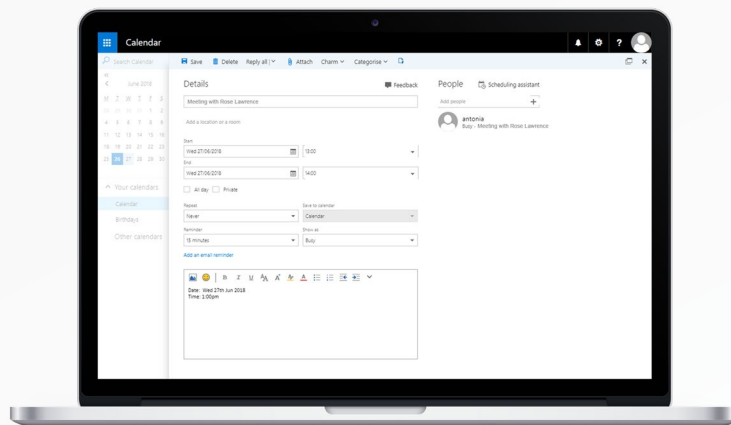
Supporting Outlook and Office 365



The manual creation of calendar items, tasks and contacts in MS Outlook and Office 365 is an administrative cost organizations could live without. JRNI's new Microsoft Exchange integration is designed to provide a full suite of capabilities needed to deliver seamless, intelligent and scalable scheduling with Microsoft Outlook and Office 365. Integrating MS Exchange with JRNI increases the visibility of key information, removes duplicate data entry

and increases employee productivity. This enables a real-time, automatic population of customer and booking information. With the power of an industry-leading enterprise integration and a host of new features, this next-generation integration brings together the tools to enable your employees to deliver a remarkable customer experiences.

## Some of the ways our Microsoft Exchange integration can help your business:



### Two-way sync

A key to successful scheduling is providing accurate data showing a live representation of bookings and staff availability. With our integration, booking data is automatically synchronized between Outlook/Office 365 and JRNI's users and service. This removes duplicate data entry across both applications.



### Increased visibility of availability

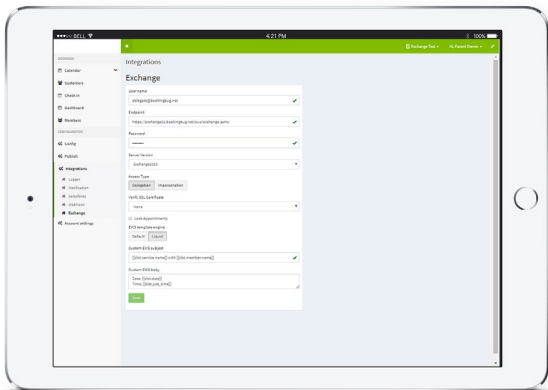
Bookings will flow seamlessly into your Outlook/Office 365 calendar, and busy events in your connected calendar will block out availability in your calendar so you don't get double booked. The integration also ensures only available appointment slots are presented to customers, ensuring maximum privacy.



### Increase in employee productivity

The flow of information has been automated between Outlook/Office 365 and JRNI to eliminate administration time. By automatically creating MS Outlook and Office 365 calendar items, your business users no longer need to worry about double-entry.

# Key Capabilities



## STREAMING SUBSCRIPTION

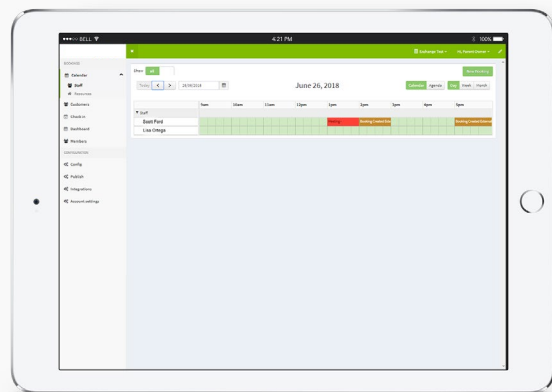
### Real-time connection

JRNi works with your Exchange calendar in real-time via our streaming subscription. Some Exchange servers have a relatively slow response time, and some apply a throttling policy, intended to moderate data traffic. To avoid experiencing slow response time or issues with throttling, JRNi employs a streaming subscription to ensure fast performance and a smooth customer experience keep you up and running even during peak business hours.

## ADMINISTRATION

### Prevent double-booking

Our real-time calendar connectivity and powerful integration features ensure that you never get double-booked. Your calendar information is always treated with the utmost privacy and security. Customers only have visibility into available time slots, ensuring that they can schedule appointments without revealing your free/busy patterns.



## ENHANCED CUSTOMER EXPERIENCE

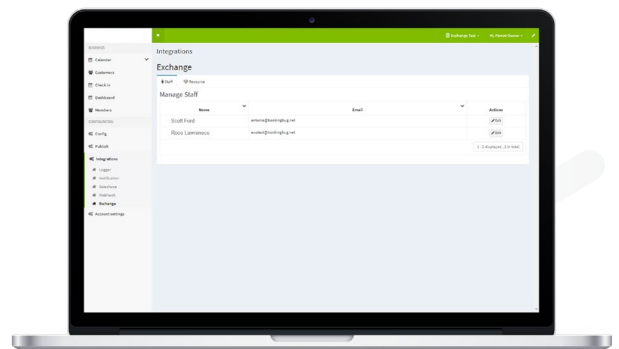
### Personalized interactions

Our enhanced integration includes personalized calendar interactions controlled within Studio, our new staff experience. Businesses can customize the subject and body descriptions sent to staff in calendar event invitations via dynamic objects which synchronize with Outlook and Office 365. This provides your staff with more information on the needs of your customer and continues to deliver personalized communications to your customers.

## SEAMLESS UPGRADES

### Greater control

JRNi integrates directly with Microsoft Exchange removing the obstacles that arise with offering an integration plugin. This provides greater control over user access and permissions, supporting centralized management at the Enterprise level. Gone are the days of requiring each user to download a plugin, and subsequently run the installation, keep on top of updates, and troubleshoot any issues.



# Key Features

<b>Microsoft Outlook and Office 365 calendar integration</b>	When a booking is made, an event is automatically added to the Outlook and Office 365 calendar. The calendar event updates when the booking is cancelled, rescheduled or completed.
<b>New bookings</b>	Add new bookings to your calendar in real time and the JRNI calendar will be automatically updated.
<b>Automatic booking creation</b>	Bookings created within the JRNI platform automatically create a booking in Microsoft Exchange.
<b>Automatic booking updates</b>	Bookings are automatically updated with any changes that take place throughout the booking lifecycle, including when a booking is cancelled, rescheduled or completed.
<b>Tentative Outlook/Office 365 meetings</b>	Bookings created as reserved in JRNI are marked as Tentative in Outlook and Office 365.
<b>Two-way synchronization</b>	JRNI automatically identifies data changes in both applications and dynamically updates MS Outlook, Office 365 and/or JRNI calendar items for you.
<b>Appointment lock</b>	Moving a JRNI created appointment in Outlook and Office 365 is restricted, and the event synchronizes back to the original appointment slot. This minimizes accidental editing of a customer-created appointment.
<b>Delegation and Impersonation access supported</b>	Delegate access is used in scenarios in which there needs to be a one-to-one relationship between users. One common application is the sharing of calendars between users, such as when an admin manages an executive's calendar. Exchange Impersonation is used in scenarios in which a single account needs to access many accounts. Both are supported.
<b>Customize the booking information</b>	Customize the subject and body descriptions sent to your Exchange calendar event within dynamic objects that are synchronized into Outlook and Office 365.
<b>Manage with Studio</b>	Manage and maintain your connections within Studio.
<b>Streaming subscriptions</b>	Enables JRNI to receive notifications that are sent by the server through a connection that remains open for a specified period of time. This reduces the number of open connections between JRNI and an Exchange server.
<b>Support for resources</b>	Link your resources in JRNI to their own Exchange calendars. Reduce the risk of double booking a room.
<b>Error handling</b>	Our integration offers improved error handling and messaging that will help identify issues with the connections quickly and improve resolution times. See all the errors reported from your Exchange connection. You can also retry failed communications in order. Never miss an appointment again.
<b>Highly secure</b>	When a booking is made, an event is automatically added to the Outlook and Office 365 calendar. The calendar event updates when the booking is cancelled, rescheduled or completed.



## Our new integration offers a highly secure connection

The integration adheres to the strictest privacy, security policies and GDPR. All credentials and data traffic are fully encrypted and secure. The integration uses the permissions users already have when viewing calendars, so no new information will be accessible to them. The integration is based on Exchange Web Services – a well-established and official Microsoft protocol. JRNI is ISO 27001 accredited meaning that we follow international information security best practices, and all data in transit is fully encrypted.



## Deployed to suit your current business workflow

Your business users want to manage everything within an application they are incredibly familiar with already, our newly enhanced integration offers just that. Your users can see what appointments have been scheduled with them directly in Outlook without needing to learn or login to JRNI.

This supports user adoption and reduces any change management program needed during the implementation. We've been proactive in ensuring set-up is optimized for speed and ease of use so you do not need to change your current business workflows.

### Talk to an expert today:

Find out how JRNI's Next-Generation Microsoft Exchange integration reduces employee administration time through automated actions, and ensures that your calendars are seamlessly kept up to date by speaking to an expert today.



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