

Mentor for Lotus Sametime, QuickPlace and TeamRoom

Get immediate and full benefits of Lotus applications for more effective teamwork

The Mentor™ Difference

Features

- A single, integrated, always-available solution
- A fast, natural way for users to succeed
- Easy to follow show-and-tell approach
- Accessible anywhere, anytime
- Immediate and ongoing support
- Multimedia demonstrations without leaving the application
- No administrative issues

Benefits

- Project teams are more productive, more quickly
- Greater user confidence with all application features—without training or assistance
- Help Desk costs reduced by 40% or more
- High levels of user satisfaction

Work together, win together—Mentor gives users success with Lotus applications

Lotus® Sametime,™ QuickPlace™ and TeamRoom™ help people collaborate anytime, anyplace. But virtual teamwork can be effective only if users really know how to use the technology to its fullest advantage. That's what Mentor™ for Lotus Sametime, Mentor™ for QuickPlace and Mentor™ for TeamRoom are designed to do—to show people exactly how to use all the features of these Lotus applications the moment they need to organize into groups, communicate in real time, share materials and ideas, and coordinate projects. Mentor can quickly increase the effectiveness of your company's virtual teams.

Mentor for Lotus Sametime

With Mentor for Lotus Sametime, people are able to easily and effectively use Sametime's real-time data conferencing capabilities, whether they're in or out of the office, on the network or on the Web. Over 45 Mentor "JITs" (just in time multimedia demonstrations) show users how to:

- Hold and attend online meetings
- Maintain a Sametime team calendar
- Use Sametime discussion features
- Send and respond to messages and invitations
- Integrate with AOL instant messenger
- Share applications
- Share a whiteboard

Mentor for Lotus Sametime 1.5 is available in English, French, German, Italian, Japanese and Spanish. Mentor for Lotus Sametime 2.0 and Mentor for Lotus Sametime 2.5 are available in English.

Mentor for Lotus QuickPlace

This is an online learning tool for the Web-based Lotus application. Even remote QuickPlace team members, and those not using a Notes client, can still get Mentor JITs on how to create and publish documents, track team progress, chat in real time, and maintain project-related materials. Over 30 Mentor "JITs" (just in time multimedia demonstrations) show users how to:

- Create and use pages
- Manage folders
- Customize QuickPlace for team needs
- Create new rooms and inner rooms
- Add users and assign access levels
- Chat using Lotus Sametime



Mentor for Lotus QuickPlace 2.0 is available in English, French, German, Italian, Japanese and Spanish.

Mentor for Lotus TeamRoom

Users learn how to set up and work in temporary teamrooms with Mentor for Lotus TeamRoom. Through 46 Mentor "JITs" (just in time multimedia demonstrations) people see exactly how to:

- Create and participate in a discussion
- Assign and respond to action items
- Hold and attend online meetings
- Work with team documents
- Track project information
- Use the team calendar
- Lead/facilitate a teamRoom
- Close a project
- Capture lessons learned



**From IT to HR to end user,
Mentor can help everyone**

Lotus Sametime, QuickPlace and TeamRoom all offer numerous benefits, but it can take time for users to develop proficiency with the features they offer. This is the user challenge that every organization has to solve. Quite simply, the focus on getting users to *learn* software has to change. Mentor's new and more effective approach gives users only the precise information and guidance they need exactly when they need it to be *successful* with the software or system. This approach benefits IT, HR, Help Desk and Knowledge Management personnel, who are responsible for getting users up to speed as quickly as possible.

A Mentor addresses all of these implementation and support issues in a single system, helping your organization realize the immediate benefits of greater user proficiency and productivity. Even without classroom training, people can see how to use their new software the moment it's installed.

**Mentor delivers the right information
at the right time**

The most effective way to make users successful with software is to deliver just the information and guidance they need, just when they need it. This is the way people want to learn. And, this is what Mentor does.

Mentors for Lotus Sametime, QuickPlace and TeamRoom feature "JITs" covering the full range of application functions and options. There are two types of JITs.

"Conceptuals," averaging 3 1/2 minutes, deliver the big picture. Using animated dynamic visuals with sound, Conceptuals enrich users' understanding by conveying higher-level concepts and explaining the principles and structure of the new software. "How-to's," averaging 45 to 60 seconds, demonstrate step by step how to perform both basic and advanced tasks and how to get things done quickly.

**Mentor makes using new applications
as easy as hear it, see it, do it**

Mentor is a single, integrated, always-available solution for helping users gain confidence and achieve success quickly. That's because Mentor is a fundamentally different and better way to use software. It is a natural, intuitive approach that uses pictures and words to speed up the assimilation of knowledge. Fast assimilation leads to rapid gains in productivity. More than 3 million Mentor seat licenses have been sold for Lotus Notes and Notes-based applications. Mentor is applicable not only for Lotus products, but for other leading software applications as well. In addition, Mentor is the only off-the-shelf, multimedia system that is easily customized to match a company's needs. And, in a matter of a few months, an entirely new Mentor can be created to aid in the deployment of proprietary applications.

Mentor is accessible anywhere, anytime from users' PCs, so they always have instant access. Mentor is always ready with friendly guidance and the exact answer to the immediate question. Without requiring any modification to

the application, Mentor is always just one click away. This enables users to keep on working because they don't have to leave the application to get an answer.

Mentor arrives seamlessly at the desktop for greater levels of success and increased productivity. And, Mentor help comes however users need it: from a local hard drive or CD-ROM, through the LAN, from the intranet or across the Internet at connection speeds as low as 28.8 Kbps. Mentor uses advanced streaming and compression technology to deliver real-time multimedia over the Web without downloading.

System requirements

Client computers must meet the following minimum requirements:

- Microsoft Windows® 95, 98, 2000, Me or NT 4.0 (operating system)
- Internet Explorer 3 or greater, Netscape Navigator 3 or greater
- 486 66 MHz processor or greater with 24 MB of RAM
- 8-bit (256-color) display at 640 x 480 resolution
- Sound Blaster® or compatible audio device
- 28.8 Kbps modem or network connection

Try Mentor yourself

You can experience Mentor's natural way to achieve success by logging on to www.trymentor.com. Or you can get additional information about Mentor for Lotus Sametime, Mentor for QuickPlace and Mentor for TeamRoom by calling us at 1-203-847-5555 or contacting a qualified Mentor Business Partner.

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