

## Q&A Reference Guide

### EMS – TMS Interface

- **What's the point of having the EMS-TMS integration?**  
A: To eliminate double entry and manage the flow of information from one system.
- **Which EMS access points can be used to interface with TMS?**  
A: All of them: Client, Virtual and Outlook Add in.
- **What does the integration change in the Tandberg TMS suite?**  
A: Nothing, we are not changing how Tandberg works. In fact, most of the integration has to do with how TMS manages the data.
- **What happens to the data once it is received by TMS?**  
A: Once the API sends the EMS meeting information to TMS, our integration is complete. All further processes from that moment on will be configured and within the scope of the existing TMS feature set.
- **Is the integration bi directional?**  
A: Not currently, and is primarily due to the fact that it is Tandberg's API, and the additional development would have to come from their end.
- **How does EMS know what data to send to TMS?**  
A: EMS can be set up to send information to Tandberg by either event type or status.
- **How do I associate the rooms between EMS and TMS?**  
A: The video conference rooms in EMS must match the video conference rooms in TMS and will associate them through a system ID, which correlates the reference number in EMS to the TMS Database.
- **How does EMS get the data into TMS?**  
A: Once EMS and TMS are properly configured, EMS will call the TMS API and then send the meeting information over.

- **How often and how much information is sent to TMS at one time?**

A: EMS can be configured to work similar to our automatic email notifications, in that you may tell EMS how many days of events are sent in one particular instance.

For Example: Only ten days of events prior to the start time will be pushed at one time. This way you are not overwhelmed with the amount of information coming over. (IE a VTC booked 2 months from now)

- **How do I know that the information entered in EMS is being sent to TMS?**

A: You have two ways to confirm the data has been sent:

1. The TMS Activity Screen in EMS will monitor the flow of information, and show all data sent from EMS to TMS.
2. TMS/EMS Error Notification: An error message can be sent out via EMS if the communication from EMS to TMS is unsuccessful.

- **How does the TMS API receive the information from EMS?**

A: The TMS API functions as a web service.

- **What information from the EMS meeting is sent to TMS?**

A: EMS will send the following:

Meeting name  
Location ID  
Start and End Time  
User name

- **Is there any other information that can be mapped from EMS to TMS?**

A: Yes, some User Defined Fields can be mapped to the TMS system; however, in most cases, the user creating the meeting will not know those answers, making this piece an uncommon occurrence.

Examples:

- Net Planning URL
- Participant Code
- Call-In Number

- **What are the costs associated with the Tandberg Interface?**

A: EMS will charge for the module needed on our end which generally ranges anywhere from 7k – 10k. It is also very important to note that the customer will also have to purchase the EMS-TMS API from Tandberg. The customer must contact their TMS representative for that information.