

[Taking Notes Episode 47: 2007.01.22 - Notes 8 with Mary Beth Raven and Jeff Eisen](#)

INTRO:

Julian: Hello, and welcome to the Taking Notes podcast. My name is Julian Robichaux, and I am here with...

Bruce: Bruce Elgort.

Julian: Ha, ha, ha! I get to go first this time.

Bruce: It's 2007; it's in the pre-nup, so...

Julian: It's the Year of Julian.

Bruce: It's all about you, man.

Julian: "All about me". Well, you know, Man of the Year last year.

Bruce: That's right. Time Magazine. But it's kind of about you, because you got to do something really neat recently regarding this podcast, and I didn't.

Julian: I know. This was so cool. Well, I got to go up to Westford, and actually go in the Iris building, and I got to meet Jeff Eisen and Mary Beth Raven. And it was so fun; it was just a big kick in the pants for me. We go in there and they've got – you know, in the Iris building – they have this big Iris sign upstairs where it's like fluorescent purple, and they've got a little bar set up in one area with a bunch of Elvis paraphernalia, and the "I AM" sign, and just some kind of nostalgia. It was neat! And of course, you know, probably people who are listening know this, but I'll go through the motions just in case. Mary Beth Raven is the – let's see, let me pull up her actual title here – "Lead Product Designer for Hannover / Notes 8" and essentially that means that she's in charge of the UI design. So she's the one that's really been pushing this – this brand new UI that we have in Hannover. And Jeff Eisen is the – let me pull that up – "Lotus Notes Chief Architect". And pretty much what that translates into is I think he's in charge of the technology behind the product. So the fact that when it's sitting on top of Eclipse – how all that Eclipse integration is built in. And the rich client, and how they just, again, essentially redid the client from the technology standpoint in Notes 8 / Hannover from the previous versions. And Jeff Eisen actually has a pretty good background for this, because he's been working with the programming side of Notes for a long time. Back in version 4.5 he was even involved with a lot of the Java integration when they initially started integrating Java with Notes. And so he's been on the client team for a long time – definitely knows the product on the inside. And, uh, it was fun! I got to go there, I got to sit in the room with them, so ...went up there, and there's just the little conference room table and Bruce, you know, you were dialed in to the conference line, and I was just sitting across the table, and got to ask them questions. And they were real nice. It was fun. I like doing that sort of thing.

Bruce: Well, guess what? At Lotusphere, which is probably when everyone is hearing this now, we'll do a lot more of it. So we'll get some cool people to talk to, like we did with Mary Beth Raven and Jeff, and we'll bring it to you, everybody.

Julian: Yeah. So here's the podcast. We actually did this a little while back, and sat on it. And we're

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bringing it to you now, right after the keynote at Lotusphere. And, you know, just kind of listen in the podcast for some little mentions of new features, and maybe some things you didn't know about the Notes client – the new Hannover Notes 8 client before. Some of the things you are going to know, some of it is going to be new, and, you know, again, just make sure you have your listening ears on, and you can find out some of the cool new features of Hannover.

Bruce: Alright! Well, let's take a listen, and thank you for listening to the podcast.

INTERVIEW:

Julian: Alright. Gosh! It's so nice to meet you guys – in person!

Jeff Eisen: Oh, it's a pleasure to have you here.

Julian: You know, this is like coming to Mecca for me (laughter). This is a pilgrimage up to the Iris building ...got the neon sign out there, and ...I forgot my camera, though, so Bruce, I'm not going to be able to put any pictures on the web site.

Bruce: No problem.

Julian: So we're talking to Jeff Eisen and Mary Beth Raven about ...just new stuff ...Notes 8 / Hannover, and Jeff, I'll let you kick it off. What's new and exciting with the client?

Jeff: Pretty much everything is new and exciting with the client. The client's Hannover – which, that's the code name for it – now we're calling it Lotus Notes 8. But it's not just the next release of Notes. It's an exciting new release. We're really remaking Lotus Notes/Domino brand. What we've learned, is our customers really want choice and flexibility in what they get in their collaboration software. And that's what we're bringing them. We're giving them choice in operating systems they're using, flexibility at whether they're working on rich client or browser or what have you. And the way to bring them that choice of flexibility is openness. We're really going towards open standards. We're using open standards where there *are* standards; where there's no standards, we're driving standards, 'cause we really believe that openness is the way forward – to really build our community, build our user base, and really make our customers, our business users, happy with products.

Julian: OK. And really, this release is geared not only towards kind of your existing Notes base, but also to people who don't even use Notes, right? You're trying to grow the community.

Jeff: Absolutely. Right now it's a very large community, but we would certainly like it to be larger, and this product really will bring us there, 'cause it has a lot of new features – both for the end users, for the developers, for the business partners, for the administrators – and it really brings new power to all those communities. But most importantly, not only does it bring a lot of new value, but it's a *real* product. It's really here, we're showing it at Lotusphere, and it's coming out this year – coming out the middle of this year.

Julian: Now, from the technology standpoint, what's the coolest part? What's the thing you're just so

excited about and you can't wait for people to start using it?

Jeff: Well, um, Mary Beth and I probably have different opinions on that (laughter). I'm from pretty much the geeky side, so I think the composite apps are really exciting, because it really allows people to bring together applications that, you know, people who don't even know each other bring together applications by using standards, by having, sort of, publicly advertised ways of working together. That people who don't even know how to write a lot of code can build powerful applications. It's really the web 2.0 mashups, brought to the rich client.

Julian: Right! We like mashups (laughter). Well, Mary Beth, you come from – not a *completely* different side, but you're the interface. You're what people are *seeing*.

Mary Beth: Yeah, a pretty different side. I mean, Jeff and I have known each other for years, because I worked on Sametime and other products here. But it was really interesting when we started working as – probably one of the first full-time user interaction designers. You know, I – my primary deliverable was to spec what was going on, and to make sure we understood who was going to use this next release. And to make sure that we really had a firm understanding that this was not just, you know, a few new features added. This is, this is a big rewrite, a big change, necessary to really open it up, and give users what they want. And I've had an awful lot of fun with it. Starting with – those of you are listening can't see it, but these guys walked in, and I've got 8 x 10 glossy pictures of our design personae that we used. We went out and we interviewed *real* business end users and we created these, um, fictional characters based on the users, and we made these glossy pictures in the room – all of the conference rooms, and um, I don't really know how Jeff felt at first – if he felt I was a total nut case (laughter). But I started making people, you know, you're not allowed to talk about "the user" during this release; you have to pick a persona. You know, is this good for Betty, the AA? Is this good for Ted, the VP? What would Samantha want? She's our business end user. So we're really, *really* trying to focus on those business end users and give *them* what they want, and what they need. And so, after doing these interviews with existing users, and users of other products as well – competitive products, we also worked with our product management to come up with some of the *themes* that we wanted to address, as we were redesigning this version of Lotus Notes. And we, in working with the IBM research folks, and product management, we really decided that it would be incredibly helpful to our business users if we focused on how to address information *flood* – like all those hundreds of emails that you get in your inbox, and all those thousands of IM's that you get from that fabulous Sametime product, and information 'scatter'. You know, you get these IM's, you get these emails, you get meeting invitations, you get this that and the other thing. How do you organize and how do you keep track of them? So we very consciously redesigned this client, with a view to how are we going to help all these business address both the flood and the scatter.

So now I'm going to give you some examples from some of the things that we've done. So, as you're all probably aware, Lotus Notes provides mail, calendaring, and contacts. It also – the next release – is going to provide all sorts of new things that even I didn't imagine at the beginning of this release. But in mail, we have incredibly revolutionized the way we do threading in the release – so that you have not one, but *two* choices of how you want to see mail threads and deal with mail threads. And this helps both with the information *flood*, 'cause you can gather all the messages from a mail thread together, and you can *deal* with them together. If you want to delete the whole thing, or move the whole thing to a folder, you can do it all in one action. It also helps with the *scatter*, because instead of

finding these disparate mail messages that you may have put into several different folders – even if you have done that, we can and will aggregate that thread together for you, so that then you can find all the mail messages related to that thread. So that's one of the things we've done in mail to help users address the information flood and scatter.

In calendar, one of the most exciting things that I find myself using already, is – we have introduced the concept of showing unaccepted meeting invitations in your calendar at the time slot where it would take place. So even if you haven't noticed it yet in your inbox, when you go to look at your day, you notice, "Oh look, there's a meeting invitation. I haven't dealt with it yet. Maybe that's more important than anything else; maybe I should go ahead." And right from that view when you're looking at it, you can go ahead and accept it or decline it, or delegate it, or whatever. And we do the same with meeting cancellations. That's probably the most useful one for me, 'cause I can see "Woo-hoo! Several of these of these meetings have been canceled today, and I don't have to go there, or ...So that really helps with the flood *and* the scatter, because you don't have to go to your inbox to process them. You can go right to your calendar. And we've known from our interviews that different people work differently. Some people are more inbox-driven and mail driven and the first thing they come in to do every day is look at their inbox. Others – and at least with our interviews it tends to be more the executive level – people are more calendar-driven. The first thing they'll do in the morning is look at their calendar and decide where they need to be or where they need to go. So we're trying to accommodate both of these types of users with these different, um, you know, threads and unaccepted meeting invitations kind of features – depending on how you use it. You know, that, you know, that helps.

So now contacts, something else that many users already use from Lotus Notes. Um, one of the things we have added to contacts to help deal with this information flood and information scatter is – we think "collaboration". So you can go to a particular contact, and you can click a button and say, "Show me all the recent collaborations with this person." And it will include not only the email messages, but also the saved Sametime chats – which has been a fabulous way of aggregating what used to be so scattered, because sometimes you can remember I had this conversation ...As a matter of fact, just this morning with Jeff and Alana, I know I had – Jeff told me what room it was, and was it an IM or an ...doesn't really matter. I could just go to Recent Collaborations with Jeff and find out what room it was. So that is really working to help reduce that whole scatter aspect of all this information that our business users need to deal with.

So those are three features – the threads, the unaccepted meeting invitations, and recent collaborations – that are in applications that our current Lotus Notes users know as mail, calendar, and contacts. We are adding all sorts of other applications – not just little features – but entire applications to help users deal with information flood and scatter ...Probably the most important of which is the support for three Open Document format editors. We are including in Lotus Notes: a presentation tool; a spreadsheet; and a word processor. You can launch them, use them, all right from within Lotus Notes – they open up as another tab, so you can tab back and forth between mail and Lotus Notes. You can choose whether or not you want to open them in a separate window so that if you want to have them side by side, you can go ahead and do that. But that really brings the whole integration together – of the information scatter – because we're giving you very powerful productivity tools, right as part of Lotus Notes. So you don't need to go to a third party to do your little spreadsheet thing, or your presentation thing. It's all integrated right now into the Lotus Notes client.

And a few more things we are showing in a sidebar. So we've introduced a sidebar to the next release of Lotus Notes – to Lotus Notes 8. And, uh, we are including several things in the sidebar by

default, should your admin, uh, choose to turn them on and let you use them. And one of them you should all be familiar with, and that is your Sametime, you know, contacts list. So you can have that integrated over in a sidebar panel, which you can float and move around if you'd like, or collapse or whatever. And we've also got, uh, our Activities panel in the sidebar. So you've probably heard a lot about our Activities product. And, even though that's the user interface for that also has a web user interface for providing this rich client panel, so you do not have to go out to a browser to deal with your Activities. You can add email messages to your Activities, right all from within the integrated Lotus Notes client.

And the last thing I'm going to mention which regards all of this helping users deal with information flood and scatter, is our feedreader. We have a panel over in the sidebar – thank goodness! That's how I follow *your* blog, and a whole bunch of other people's blogs. Now, it's right over there in the sidebar. I can pay attention to what postings there are, or I can just collapse it to get out of the way. But it's all an integrated environment.

So, um, in case you're not aware of it, our Activities model is a way to organize your work, so that you can combine various different kinds of – not just document, but also email messages and chats, and organize them in a way by Activity or by what it is that you need to do. And, um, as you can all probably imagine, we've got several activities while I have prepared my talk with my boss for my Lotusphere talk. This summer I had several different activities as we revised the mail template, and we organized that particular activity in our Activities site, so that I could assign particular people tasks, I could keep track of email messages and chats and actual documents that we'd posted, and the CSS file that we were using to rearrange the colors for, you know, our project. And it was a really great way to aggregate different things so that we could focus on the task at hand or the activity. For example, I'm using the 'Redesign the mail template' or the 'Get ready for Lotusphere talk', you know, rather than going to separate tools. Rather than going to mail, or calendar, I can go to my Activities, and organize my work by the things that I need to do. And then, whether it's a mail message or a chat or whatever, becomes incidental. It's all organized based on what it is I need to do.

So again, we've added lots and lots of things, from Activities, to the integrated Sametime contacts, and the feedreader. Those things are in the sidebar. We've added the three Open Document format editors, which are the presentation tool, the spreadsheet tool, and the word processor. And we've added several different features to Mail, Calendar, and Contacts – like threads, unaccepted meeting invitations showing up in calendar, and Recent Collaborations. And those are just a *few*, ah, but uh, I was told, uh, "Don't tell them *everything*", 'cause we'll be here for hours. But I'm really excited because there is more that's new and different in this release of Lotus Notes than *any* that I've seen. And I've been with Lotus for 9 years, before the Release 5, and there is more exciting stuff going on in this release than I've *ever* seen.

Julian: Yeah, and this really, you know, was kind of a cross between Lotus Notes 8, and kind of Hannover 1.0, right? I mean this is almost like developing a brand new product. It seems like, you know, just the changes – the interface, the, um, Expeditor back end, and, gosh, there's, there's so much different going on. What were the – did you approach it as a brand new product, or did you approach it as kind of the next Notes?

Jeff: Um, it's a good question. The answer's really "both". It's a brand new product in that we're bringing a lot of new value through the platform we're built on, the technology, new features, new applications – like the feedreader, and the editors. But on the other hand, we're well aware we have,

you know, over 100 million users, and they want their old stuff to still work. Uh, so, you know, we're really – this is really a strong story about building a community around the business partners. But, you know, unlike some of our competitors, our mantra around community's always been, "You write an application; it keeps working". Which means the technology we've always had – LotusScript, Formula Language, what have you – they still work. Everything still works. The old applications still work. But the way we're growing that area is to bring a lot of new value – a lot of new paradigms. In Notes 8, uh, Notes is now built on – something you mentioned – Expeditor. Uh, for those people who aren't aware of it, Expeditor is an IBM platform which is based on Eclipse. Eclipse is an open source Java platform, it has, you know, it has *enormous* developer base, enormous user base. I think I saw a number yesterday, something like 40 percent of enterprise application developers use Eclipse. Um, there's *millions* of Java developers out there. So Notes – Lotus Notes 8 is really opening the application paradigm to a *whole* new set of people. But, you're asking is it old or is it new? It's old in the sense that the old stuff still needs to work. You can extend your old applications; you can build new applications. You get your choice; you get your flexibility in how you want to do things ...Whether you're an end user exercising that choice – whether you're somewhere on the back end, writing the applications, exercising that choice.

Julian: Yeah, um, and then we've got this whole new user interface, and *that's* got to work with the old stuff too!

Mary Beth: Well, the way we did that was quite interesting. Um, Mike Rhodin – who was, I believe, our vice president at that time, before he became our General Manager – um, asked for a small team to go off and do kind of a pilot kind of thing to, you know – all bets are off, don't worry about supporting Lotus Notes or any other kind of – you know, design what you think a fabulous integration client would be. And I had a great, you know, 3 or 4 months where we went off as a team – there were about 3 or 4 of us – and we did that. And we had a blast! And we even had a working prototype that we, you know, did some testing, usability testing on it, things like that. And then, you know, we got called back. He goes, "OK, so that was fun. Now that you've done that, take a look at the existing, you know, Lotus Notes customer base and the existing product, and take all the cool ideas that you thought when, you know, you could do anything in the world and you didn't have to worry, and now marry it to the existing thing, and come up with something that you feel that, you know, current Lotus Notes users will not think is too bizarre and different or whatever." Um, and that was a bit of a challenge. But it was also fun, because we *did* take seriously the fact that for every single user, even if you've been a Lotus Notes user since version 2.0, right, this will leave – everybody's going to be a new user to some extent. And we wanted brand new users who may have come from other products to feel comfortable – but we also wanted people who'd been using Lotus Notes for 10 years to feel enough at home that they could know where to go to find a few things, whatever ...To feel enough so that it wasn't all, you know, kind of crazy or whatever. So, for example, you know, you'll still have a Workspace ...despite the fact that I *personally* (laughter) think that you guys should let *go* a little ...you'll still have a Workspace. Um, and we're improving other aspects of how you may *get* to and *open* your database applications. But we're not, you know, taking your Workspace away from you. Those kinds of things.

Julian: And Bruce, I'm sorry, you must be chomping at the bit to ask some questions here. I didn't mean to monopolize the questioner end of the conversation here.

Bruce: No, that's OK. And uh, you know, I feel like I'm a listener at this point. But it's all good. It's really cool to hear the passion that Jeff and Mary Beth have about Notes 8. So, you know, we have a couple of questions. And these are probably going to go everywhere. But, you know, I've – we've all noticed that Jeff and Mary Beth both maintain web logs lately, and um, you know, what's the verdict on blogging for, you know, people like yourselves? Is it fun, difficult, annoying? Have you gotten – you know, we've seen like Mary Beth's and Jeff's blog, where the comments go from, "Yeah, I want it!", to, "OH! Rip it out! Don't put it in Notes 8!" ...I mean, Mary Beth, you first?

Mary Beth: OK ...Um ...To be perfectly honest, the blog has been *the* most exciting part of my whole year. Um, and that's – and I don't even know how my management's going to react to that, 'cause it's like, "Well, your main job is to redesign the client." ...Uh, but my feeling is, because Lotus Notes has such an active, vocal, and *passionate* user base, how could I possibly redesign this client without involving this passionate user base at every step of the way? And, so that's why I have really enjoyed leveraging the blog. And the blog is only one part of what I've really tried to do – and my team as well – in redesigning this, is to make sure that we don't just sit in a room in a little ivory tower and redesign some client that *we* think would be cool. Because that's not going to help our users, 'cause the primary objective here is to give the users, you know, what they want. Um, you know, we want to give them what they want by leveraging new technology, but that doesn't mean we should do stupid new technology things for the sake of – new technology things. We want to make it as flexible as possible and give them – and how do we know what they want, unless we ask them, unless we engage them. And that's hard, 'cause we've got over 120 million of them. You know? So we tried very specifically in a couple different ways. And I know I'm kind of going away from the blog tangent, but I'll get back from that.

Bruce: That's OK.

Mary Beth: Um, we started a whole new – through Mary Morris and some of the other users – we have a whole users studies team of about 4 people. Um, we started a program called "Users First", where you do not – your organization does not have to be a design partner and actually deploy any betas. But we will come to your site, we will do onsite usability testing, we will give you presentations about the direction. We will allow you to, um, prioritize various features or usability bugs. We did that with several customers. I tried really hard to do kind of a circuit speaking thing. I've done more conference presentations this year. Some of you may be familiar with them. And it's not just a presentation of, "Here's what we're doing." It's, "Here's a little bit what we're doing, and here are 5 decisions that I haven't made yet." And it's been kind of hard, 'cause I try to get things that are easy to vote on with just, you know, a raise of the hand. And the first time I did that was at the Spring Detroit Notes User Group, um, DNUG. And to a roomful of about, you know, 200 people. You know, should we do this or should we do this? You know, everybody in favor of "A" raise your hand. But it was really cool because people got really involved. And afterwards, you know, I was like, *mobbed* with people giving me examples. You know, running up to the podium talking about things. But that's how I learn about how you have deployed and used Lotus Notes. So, since I couldn't, you know, travel everywhere in the world to give presentations like this, and since we didn't have time to visit every customer, the blog then became, you know, the easiest vehicle to get to people throughout the world. And, um, and I know you guys follow it, um, and I know sometimes I've posted things where the response I've gotten is basically, "Oh, that's *awful!*" You know, "Don't you *dare* do that, Mary!" But that's good, because that

saves us. To think that we did not check in a change that we thought you would like because the overwhelming response on the blog was, "No, we *hate* these new icons." (laughter) ...So we're going back and we're redesigning some of these new icons. Um, so that has been really great. And, uh, Jeff and I have talked briefly about the – uh, my – we had this little discussion – at Lotusphere, you know, how much of a surprise do we want to make. You know, Opening General Session, and he's got a session on, you know, what's new in Lotus Notes, and how much, you know, should I show everybody on the blog already? And *my* philosophy is – the most successful Lotusphere for me personally, would be if everybody at Lotusphere had already seen everything. And had already had a say in what it was. And that to me would be the best possible one. But I understand, as I'm looking at Jeff, and Alana, that I have to balance that with the need for PR people and Marketing people and other people to still – you know, to want to meet and say certain things for a modicum of excitement. 'Cause we can't necessarily show everything in advance. So we're trying this delicate balance of doing as much as we can ...we're the collaboration company ...

Jeff: It sounds like Mary Beth went through my talk at Lotusphere (laughter)

Bruce: It sounds like you guys are going to include the Time Magazine, you know, the Person of the Year – it's YOU! Notes 8 is about YOU!

Mary Beth: You know, that's really funny, because, um, I'm doing a talk with my boss, Chris Reckling, who does the Inside Lotus blog – and we were talking about what kind of theme can we give it and that was one of the things I thought about. I said, "How can we tie in that Time, you know, You are the Person of the Year thing." So anyway, so that's my very long-winded answer about the blog – is that it's been *the* most valuable part of redesigning it because – how can you redesign a collaboration client without collaborating with the users?

Jeff: My experience has been a little bit different. I've enjoyed it, but I've also been fairly lame on it. I haven't gotten to it lately, and it's really kind of for 2 reasons. One is partly because there's some things I really want to save for Lotusphere, as Mary Beth was saying. Another part is really, um, I'm struggling to find the time – balancing the time between writing the blog and actually writing the product (laughter) ...And I'll let the audience judge which they value more. Um, but ah, I've enjoyed the blog, and by the time you hear this I expect to be much more engaged in it again. (laughter). ...I just want to leave on a few points here though. ...I'll start out saying that a real strong story around Lotus Notes 8 is choice and flexibility. Mary Beth went to a great talk about how that doesn't matter at all unless the user is getting a lot of value out of it. But the technology behind it is really from the openness in it. I mean, what, you know ...Lotus Notes 8 is on Windows, Mac, it's on Linux, um, it's, um, with composite applications you can bring mashups together, whether it's in the rich client, whether it's in the browser, using standards, Web services. Ah, using, you know, Web service XML formats. Openness is really bringing value – all about building applications, about delivering value to the customers. Um, we're really at a crossroads in how we're delivering products these days, and for the whole industry, and Lotus Notes 8 is really bringing the power of a universal rich client with sort of the delivery mechanisms to where the ease of administration of a browser – in that it's a service-managed client. You can just, you know, put a new application on the server, it gets automatically pushed down to a client. So in rich client – the things you're used to in rich client like offline ability, you can, you know, work on an airplane, which is kind of tough from a browser application, where you get the ease

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of administration of a browser – really powerful concepts. And it's really just giving users what they want around, you know, flexibility of how they work, around the applications, and, you know, it's pretty slick!

Julian: Um, Bruce, you sound like you were just ah, you had another good insight.

Bruce: No, I was going to ask, you know, Jeff mentioned wrapping things up, and let's bring things to a close here, and ask Jeff and Mary Beth, you know, if you had to tell someone about that *one* feature in Notes 8 that, you know, you just, you know, could jump up and down about – Jeff, what would it be?

Jeff: Um, the one that, um, the one feature that I haven't used yet, but I know I'm going to use in anger one of these days, is message recall (laughter) ...In Notes 8 you can send your – you can send an email message, and you can go into the "whoops! I made a mistake" – "Whoops! I was too angry" – "Whoops! I was too drunk" ...ah, let me retract that message. And I know that's going to save me one of these days. I'm not quite sure which of the 3 reasons (laughter) ...but it's going to save me one these days.

Bruce: I think we've all been there (laughter) ...Can you also erase and ...how would you say it ...not recall, but erase all the Activities associated with that message too, in real life, with no tape? (laughter)

Mary Beth: That'll be version 8 plus whatever the reality simulator feature ...

Bruce: So Mary Beth, how about you – that one, one feature?

Mary Beth: It's funny, 'cause you guys want that one feature, but I don't think about it that way, and I'm going to be bad, and say two things.

Bruce: Alright.

Mary Beth: One is that – you may or may not consider it a feature, and that is one – it's not going to look like your dad's Lotus Notes. You know? That's my – a lot of my focus and my team's focus has been on, you know, it needs to look like it's part of this millennium. And, and I think it *does*. And we've made big changes. And one of the strengths of Lotus Notes used to be that it looked exactly the same on every platform that it ran on – whether it was a Mac, or Windows, or Linux That was also a drawback, because Mac's people went, (gagging sound)...

Bruce: Hey, watch it there...

Mary Beth: (laughter) ...you know, and maybe people saying, "well, it does some things a little different" ...you know? And one of the strengths of using some of this newer open technology – the Expeditor basis Jeff has pointed out – is that we can now ...when the client is running on Windows, it will look and act like Windows. When it's running on a Mac, it will look and act like a Mac. And it will look and act like Linux So people will feel more at home, with the operating system standards, and the look and the feel and things like that. So I think *that* is going to be a *huge* part in acceptance. If there are any people out there who didn't like to use Lotus Notes before, *this* will, you know, conquer all of

those ...well, at least many of them, I hope.

And the other one hearkens back a little to what Jeff was saying about the openness. Um ...as we all know ...the Internet was around long before web browsers. You know, those of us who are old and geeky, we used ftp, and gopher, and stuff like that, right? So the Internet was around. But, you know, the Bettys and the Samanthas and the Teds of the world didn't use it, because they didn't have the proper user interface or the proper tools. And that's what a web browser did for the Internet. You know? So a web browser did for web based tools, you know, great things. And, and brought new functionality and capability and really changed the way a lot of people worked. I honestly feel that, that this version of Lotus Notes is going to do the same thing for rich client. Because it's server managed, and people can deploy new applications on the server and give users a *rich* version – not just a *web* version. For example, I was ordering presents online, and my kid spilled a drink, I had to go pick up ...by the time I got back my browser session timed out, I had to swear a blue streak and enter all that ...you know, *that* is going to be history! With this new version, you're going to be able to deploy and manage *rich* client apps, that are going to have staying power, security, and offline capability. And so, that is going to change an awful lot of things. *That's* what makes me really excited.

Julian: So, is it fair to summarize by, by just saying that this is not Ray Ozzie's Lotus Notes? (laughter)

Jeff: Not even close! (laughter)

Bruce: Alright, well, if there's nothing else, I'd like to, on Julian's and myself's behalf, thank you guys for taking part in this episode of the Taking Notes podcast for Monday, January 22. And we look forward to giving you some "Listen Up!" tee shirts at Lotusphere.

Mary Beth: Thank you very much for the opportunity.

Jeff: Yes, thank you, my pleasure.