



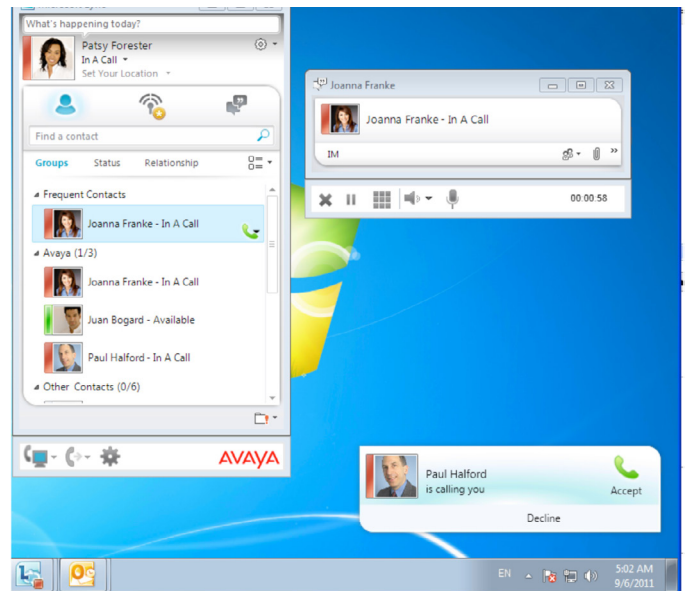
The Power of We™

Avaya Agile Communication Environment™ Microsoft Lync Integration

Access Avaya real-time communications from Microsoft Lync or OCS 2007 R2 clients and desktop applications

Provide users with a unified desktop experience by extending Avaya real-time communications to Microsoft Lync, Office 365 and other Microsoft applications. Tight integration keeps the client interface consistent and allows users to communicate from their preferred devices. Your enterprise can improve productivity while reducing costs, as Avaya client-side integration preserves existing communications investments and requires no Microsoft voice licenses or devices.

Avaya Agile Communication Environment™ (ACE) Microsoft Lync Integration allows users to control their Avaya phones and view telephony presence from within the Microsoft Lync/Communicator client, Microsoft Office, and Internet Explorer. The Lync/Communicator client can be used as a soft phone to drive calls through the Avaya Aura® infrastructure and both premise and cloud-based Lync integration options are supported. For off-the-shelf integration with Microsoft Dynamics and Salesforce.com, users can add the Avaya ACE CRM Integration packaged application. Like other out-of-the-box Avaya ACE packages, these are quick to deploy and can generate high financial returns for enterprises seeking to integrate Avaya and select third party communication systems with business applications.



Avaya ACE™ 3.0 Microsoft Lync Integration



Key Customer Benefits

Reduces Costs, Preserves Dial Plan

Maintain your existing dial plan configuration and protect investments in Avaya infrastructure and desktop phones with Avaya ACE Microsoft Lync Integration. Avoid investments in duplicate back end infrastructures and leverage Avaya Aura® to standardize on one voice, video, and unified messaging network with single dial plan, trunk consolidation, and centralized management and applications. Eliminate costs associated with Microsoft voice licenses and related devices, as Avaya integration requires only Microsoft Lync/OCS Standard client access licensing. Deploy the application to users quickly and cost effectively.

Improves Productivity

End users access a combination of Microsoft presence, instant messaging and Avaya enterprise-grade business communications in an intuitive, unified experience. The Lync client experience remains consistent

and users continue to communicate from their preferred devices. Multi-modal communication from the desktop helps end users connect, communicate and collaborate to deliver projects without delay.

Key Features

Telephony presence integrated with Microsoft Lync or Communicator clients can increase productivity by giving users improved visibility into a person's availability (e.g. not on a phone call) and how he or she can be contacted.

Click-to-call via the Avaya ACE call menu option from Microsoft Lync or Communicator, Microsoft Office, or Internet Explorer lets users control their Avaya Aura Communication Manager, Avaya Communication Server (CS) 1000 desk phones from these desktop applications. Microsoft Lync-controlled access settings enable users to configure which phone numbers colleagues, customers, and partners see. Enhanced resiliency helps ensure established phone calls continue even in the event of a Microsoft Lync reboot.

Premise-based or Office 365

Microsoft Lync support means organizations may deploy Lync/Communicator clients as part of a Microsoft on-premises system or as a hosted, "cloud" based service.

Escalate from IM to a phone call

capability lets users transition automatically to an Avaya controlled phone call from a Microsoft Lync instant message.

Conversation window for mid-call

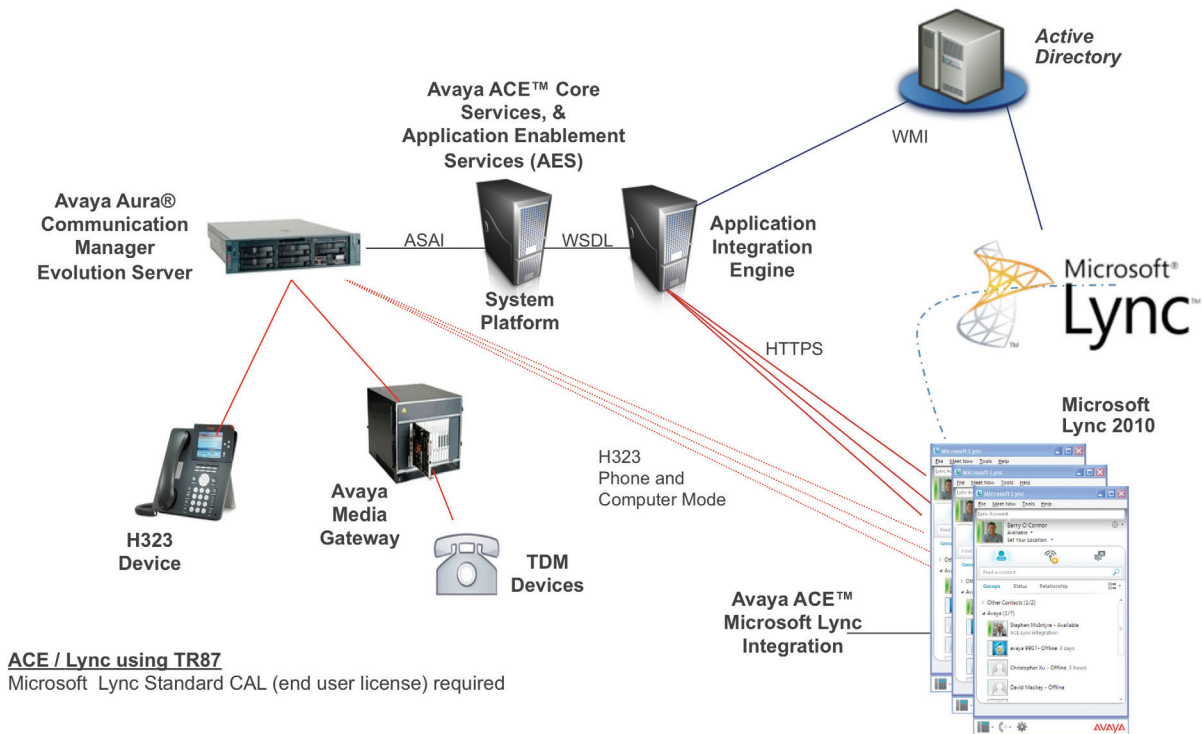
control provides easy access to Avaya telephony features from the Microsoft Lync or Communicator user interface, including call forwarding, hold and retrieve, transfer, conference and a keypad for entering DTMF tones, such as when using passcodes to enter a conference call. Volume and mute controls are also presented for calls made in computer mode. Likewise, calls originating from a desk phone can be controlled via the Conversation Window.

Extend click-to-call to other Microsoft applications, including Microsoft Outlook, Excel, Word, PowerPoint, or Internet Explorer. A conversation window gives users access to Avaya mid-call control features from their preferred devices.

Toast pop-up enables easy call answering or incoming call diversion to an alternate device.

Multiple call handling* enables users to maintain one active call while having one or more calls on hold. Users can swap between active and held calls, transfer active calls to an on-hold user, join active and held calls to form a conference and add further held calls into the conference call. A toast pop-up shows any calls waiting (alternative call) and allows a user to answer the alternative call and place the active call on hold.

Computer and desk phone modes let users remotely control their familiar Avaya connected desk phones or use the PC for calls. For computer calls, Avaya provides a desktop media engine that delivers calls through Avaya Aura® using open codecs: G.711, G.722, and G.729. When on the move, users are prompted to change



Avaya ACE™ 3.0 Lync integration with Avaya Aura 6.1 (System Platform)

modes. For example, switching from a remote network (such as a home office) to a corporate location prompts a change to desk phone mode, so the user no longer risks missing the first call.

Enterprise dial plan and E.164 support enables employees to use familiar internal extension number dialing as well as national and international number dialing.

Synchronized call forwarding across the desk phone and Microsoft Lync/Communicator client helps give the user complete control of call forwarding settings and avoid unintentional overrides. For example, if a user has cancelled call forwarding on his or her desk phone, the application prevents previous settings on Microsoft Lync from inadvertently re-establishing call forwarding during sign-in.

Single sign-in means users only need to use Microsoft Lync/Communicator sign-in methods to make calls using Avaya Aura®.

Silent install lets IT install the Avaya ACE-Microsoft Lync client and Avaya UC desktop engine for computer mode calls in a single step without end user intervention.

Localization support for simplified Chinese, Japanese, Korean, English, French, German, Italian, Russian, Lat-Spanish, and Brazilian-Portuguese is also available.

Requirements

Avaya ACE™ Lync Integration requires:

- Avaya Aura Communication Manager 5.2.1, 6.x with Avaya Aura Application Enablement Services 5.2.3 or higher (phone mode and computer mode) and UC desktop licenses

Or

- Avaya Communication Server 1000 7.x with TR/87 and AST licenses (Avaya ACE 3.0 phone mode only, computer mode requires ACE 3.1)

And

- Avaya UC Engine 6.1
- Avaya ACE:
 - » ACE Core Service 3.0 or later on Linux (Red Hat 5.4 with WAS 7.x)
 - » ACE AIE 3.0 or later running on Win Server 2008 R2

Avaya System Platform support enables a single server to support the Avaya ACE Base Server and Avaya Aura Application Enablement Services. A second server is required to deploy the Avaya ACE Application Integration Engine.

Microsoft Lync

- Microsoft Lync Server 2010 and Microsoft Lync Server 2010 Client
- Client PC on Microsoft Windows XP SP2 or later or Windows 7 SP1
- Microsoft .Net 3.5 SP1 or later

Microsoft OCS 2007 R2

- Microsoft OCS 2007 R2 and Microsoft Communicator Client R3.5.6907.196 or above
- Client PC on Microsoft Windows XP SP3 or later or Windows 7 SP1
- Microsoft .Net 3.5 SP1 or later

Microsoft Desktop

- Microsoft Internet Explorer 6.0 to 9.0
- Microsoft Office 2007 / 2010

Capacity

- Up to 10,000 users per server on Avaya Aura® Communication Manager
- Up to 5,000 users per server on Avaya CS 1000

A Platform for Further Communications-Enabled Business Applications

Avaya ACE™ is Avaya's software platform for communications-enabled applications (CEA) and business processes (CEBP). Its key differentiator is rapid and simple integration of Avaya Aura® and multi-vendor communication systems with business applications and workflows. Avaya ACE is available as a set of packaged applications that can be implemented off-the-shelf with high return on investment, or as toolkits for IT developers who may not have telecom expertise. Avaya ACE toolkits consist of both high-level Web services for simple application integration and low-level foundation services for fine-tuned control of call flows across an Avaya Aura® Session Manager network.

Learn More

For more information on how Avaya Agile Communication Environment™ can help your organization gain competitive advantage by integrating business applications and processes with your existing communications systems, contact your Avaya Account Manager or Authorized Partner and visit www.avaya.com/ace.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

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