

# Avaya

## Cloud Application Link

Avaya Cloud Application Link improves team engagement by extending the Avaya Aura® communication platform to the web and embedding unified communication and real-time collaboration tools inside Chrome and Internet Explorer web browsers, and natively inside of Google Apps, Microsoft Office 365, and Salesforce.

### Avaya Communication Enables Your Cloud-based Business Applications

#### Google Chrome + Internet Explorer Browsers

Avaya Aura® Communicator for Web and Esna iLink for Avaya Scopia® Desktop are accessible wherever you go on the web, inside Chrome or Internet Explorer browsers. Administered as browser extensions, communication actions are added to applications that a user already uses everyday, therefore enabling faster adoption of new technologies with minimal training. Users can place calls to their deskphone, handle these calls from the browser, start instant Avaya Scopia® meetings<sup>1</sup> or Google Hangouts<sup>2</sup> and gain a view to their company and personal directories across any web page or app.

#### Salesforce

Leverage an existing instance of Salesforce to extend call control, note taking and call logging via the Avaya Aura® Communicator for Web embedded extension. Additionally, a user can click-to-call any number within Salesforce and start an Avaya Scopia® meeting with Esna iLink for Avaya Scopia® Desktop.

#### Google Apps

Users can access voice messages (with speech-to-text transcription available as an add-on feature) from within their Gmail inbox. Users can also respond to emails by placing Avaya Scopia® calls, scheduling one for later from the Calendar, or placing voice calls via click-to-call. Additionally, opening Avaya Aura® Communicator for Web in Google Drive will automatically detect whom a document is shared with; individual actions are presented, as well as group actions such as placing an Avaya Scopia® call<sup>1</sup> or starting a Google Hangout<sup>2</sup>.

#### Office 365

Users can access voice messages (with speech-to-text transcription available as an add-on feature) from within their Outlook Online inbox. Users can also respond to emails by placing Avaya Scopia® calls, scheduling one for later from the Calendar, or placing voice calls via click-to-call.

Accelerate  
Communications  
Enabled  
Applications for  
Effortless  
Engagement

<sup>1</sup>Avaya Scopia® meeting integration requires Esna iLink for Avaya Scopia® Desktop and a valid Avaya Scopia® Video Conferencing license.

<sup>2</sup>Google Hangouts integration requires a valid Google Hangouts user license.

## Technical Fast Facts

- ➔ Avaya Cloud Application Link requires Avaya Aura® Messaging 5.2 or above and valid licenses for the following:
  - ➔ AES (Avaya Aura® Application Enablement Services)
  - ➔ CM (Avaya Aura® Communication Manager)
  - ➔ SM (Avaya Aura® Session Manager)
  - ➔ SMGR (Avaya Aura® System Manager)
- ➔ The Cloud Application Link Server may either be physical or virtualized; it can support up to 6,000 users on a single instance
- ➔ Redundancy is available via Double-Take® DR (Disaster Recovery) and requires the following:
  - ➔ Double-Take® DR requires another server to mirror the Avaya Cloud Application Link server (Server must at least meet the minimum requirements needed to run the Avaya Cloud Application Link server)
  - ➔ A third computer is required to run the client software that controls the behavior of the servers, but this computer can be any machine on the same network
  - ➔ Double-Take® backup system can be applied to an existing installation, or to a new installation
  - ➔ Both the Consolidated server and the Double-Take® backup machines must be using the same operating system with identical hardware
- ➔ Avaya Aura® Communicator for Web and Esna iLink for Avaya Scopia® Desktop web extensions require either:
  - ➔ Internet Explorer 11 or later
  - ➔ The latest version of Google Chrome
- ➔ Esna iLink for Avaya Scopia® Desktop requires a valid Avaya Scopia® Desktop license
- ➔ Valid licenses are required for use with Google Apps, Microsoft Office 365, and Salesforce (Enterprise or Unlimited Edition)

### Learn More

To learn more and to obtain additional information via videos and presentations regarding Avaya Cloud Application Link, please contact your Avaya Account Manager or Authorized Partner or visit us at [www.avaya.com](http://www.avaya.com).

### About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit [www.avaya.com](http://www.avaya.com).

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