



INTELLIGENT COMMUNICATIONS



COMMUNICATION. COLLABORATION. COMBINED.

The Avaya and Microsoft® Relationship

Avaya and Microsoft® have established a strategic relationship to help provide unparalleled value to your business communications environment. With the established leadership in our respective areas, Avaya in voice communications, both in and outside of the contact center, and Microsoft in desktop and business applications, we understand you are looking for solutions that are simple and easy to use, reduce costs, increase productivity, improve customer satisfaction, and most importantly drive a succinct customer experience. Together, Avaya and Microsoft offer you greater business value through leveraging our individual platforms and roadmaps and delivering innovative, value-added solutions for your business.

As a Microsoft Premier Gold Independent Software Vendor (ISV) since April 2005, Avaya is engaged strategically with Microsoft to jointly create and offer integrated business communications solutions. Utilizing SIP, the open industry standard for VoIP, instant communications and Presence, Avaya and Microsoft solutions expose a users' status on the network. Integrating robust IP telephony features from Avaya such as call control and telephony with the Microsoft Office Communicator and Office Communications Server enables users to better collaborate because they can:

- remain connected and maximize availability
- participate in multiple teams and create impromptu conferences and meetings
- easily access the flow of information
- seamlessly shift between different communications modes and media

With the integration of Avaya IP Office and Avaya Compact Contact Center with Microsoft CRM, we are offering small businesses a pre-packaged all-in-one solution to transform how customer interactions are handled. In addition, we have integrated messaging and mobility solutions that enable employees to communicate from anywhere. For a complete overview of our joint enterprise Unified Communications integrations please see Table 1.

Together, Avaya and Microsoft have one of the most mature relationships in the industry featuring integration of voice

capabilities with desktop applications, thereby ensuring strong technology alignment and interoperability. For businesses of all sizes, we will continue to develop and enhance business communications technologies and tools to serve all of our customer's needs.

For more information about Avaya solutions for Microsoft environments, contact your Avaya Client Executive or visit us at www.avaya.com.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: www.avaya.com.

About Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and solutions that help people and businesses realize their full potential.

For more information about Microsoft, visit www.microsoft.com.

	AVAYA ¹	MICROSOFT ¹	INTEGRATION BENEFIT
UNIFIED COMMUNICATIONS	Application Enablement Services	Office Communicator 2007 Office Communications Server 2007 Office Communicator 2005 Live Communications Server 2005 Outlook SharePoint	Click-to-call, integrated telephony/instant messaging presence
		.Net	Development environment for integrating telephony into business applications
	Avaya one-X® Communicator² / IP Softphone²	Office Communicator 2007 ⁴ Office Communications Server 2007 ⁴ Office Communicator 2005 Live Communications Server 2005	In Office Communicator: click-to-call, aggregated telephony/IM presence, Avaya feature tab; In one-X ⁴ : click-to-IM via Office Communicator, aggregated presence including Office Communications Server 2007, advanced telephony features and work modes, integrated video
		Outlook	Click-to-call, click-to email from one-X, contact screen pop, incoming call alert
		Internet Explorer	Click-to-call
	Avaya one-X® Portal	Internet Explorer	Unified communication client for telephony, messaging, conferencing, directories, mobility control
		Active Directory	Authentication, corporate directory
		Office Communicator 2007 Office Communications Server 2007	Aggregated presence including Office Communications Server 2007, click-to-IM via Office Communicator
		Outlook	Click-to-email; contacts
	Intelligent Presence Server	Office Communications Server 2007	Federated IM presence
	Avaya one-X® Mobile³	Windows Mobile 5 Windows Mobile 6	Mobile Unified Communications Client for call via PBX, call routing, visual voice mail, corporate directory access, unified call logs
	Avaya one-X® Speech³	Exchange Server 2000, 2003, 2007	Speech access to email, fax, voice messages, contacts, calendar, tasks plus calling and conferencing, reminders, reach me
		Internet Explorer	Web-based user administration
		Active Directory	LDAP access to corporate directory for addressing and calling
	IP Softphone for Windows Mobile	Windows Mobile 5	Full function Softphone on PDA
	Avaya one-X® Deskphone 9600 series IP Phones	Exchange Server	Exchange Viewer: secure access to inbox, calendar, contacts, tasks, notes on IP Deskphone; Outlook popup reminder and 1-touch button to call an associated number
	Meeting Exchange®	Live Meeting	Unified audio conferencing with Live Meeting web conferencing services
		Outlook	Scheduling integration; click-to-join ⁴
		Office Communicator 2005 Live Communications Server 2005 Office Communicator 2007 ⁴ Office Communications Server 2007 ⁴	Click-to-conference
Avaya Web Conferencing	Internet Explorer	Web conferencing	
Modular Messaging³	Exchange Server 2000, 2003, 2007	Unified messaging	
	Outlook	Unified access to email, voice mail, fax; optional restricted client	
	Active Directory	Directory integration, authentication	
	Internet Explorer	Web-based clients for message management, mailbox management, server administration	
Directory Enabled Management	Active Directory	LDAP directory synchronization	
¹ Avaya continues to work with Microsoft to support operating system currency and application currency such as Office Communications Server and Live Meeting ² Supported on Microsoft Windows Desktop Operating Systems ³ Supported on Microsoft Windows Server Operating Systems ⁴ Future			

Table 1