Avaya Microsoft Lync Integration

Access Avaya real-time collaboration from Microsoft Lync clients and desktop applications

Avaya Microsoft Lync Integration allows users to access Avaya voice and video from within the Microsoft Lync/Communicator client, Microsoft Office, and Internet Explorer. The Lync/Communicator client can be used to drive calls through the Avaya Aura® infrastructure with choice of desk phone, PC “VoIP” phone, or another phone such as a mobile or home phone. For off-the-shelf integration with Microsoft Dynamics and Salesforce.com, users can add the Avaya CRM Integration. Like other Avaya client applications, 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.
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 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 real-time collaboration 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 and Video 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 voice or video call) and how he or she can be contacted.

Click-to-call from Microsoft Lync or Communicator, Microsoft Office, or Internet Explorer lets users control their Avaya desk phones, other phones such as mobile or home phones, or make PC “VoIP” calls 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 that established voice and video calls continue even in the event of a Microsoft Lync reboot.

Video Calls enable users to establish video calls with other Avaya Aura System video-enabled endpoints and interoperate with standards-based, video conferencing systems such as Avaya Aura Conferencing 7.0 and the Radvision Scopia solution. Users have options to automatically answer calls with video and to turn video on/off during a call.

Premise-based or Office 365 Microsoft Lync support means organizations may deploy Lync 2010 Client/Communicator clients as part of a Microsoft on-premises system or as a hosted Office 365 service.

Escalate from IM to a voice or video call capability lets users transition automatically to an Avaya controlled voice and video 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.

Click-to-Join/Host Conference Bridge Calls from Outlook provides users with an easy way to participate or chair conference calls by clicking to join/host directly from a calendar invite or meeting reminder and ability to click to launch a Web collaboration session if available. This functionality is designed to work with virtually any Avaya or 3rd party conference bridge product or service.

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.

* Some features are dependant on Avaya system type (Avaya Aura Communication Manager, Avaya CS 1000, or IP Office) and software release.
Choice of Device lets users remotely control their familiar Avaya connected desk phones, use the PC as a “VoIP” phone, or select another phone such as a mobile or home phone 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 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.

Avaya IP Office 8.1 FP1 provides voice integration (no video integration). An Avaya Client Applications client-side s/w plug-in is required (no Avaya ACE required).

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

Requirements
Avaya Microsoft Lync Integration requires:

- Avaya Aura Communication Manager 5.2+ (for voice integration), 6.2 SP2 (for voice and video integration)
- Avaya Client Applications client-side s/w plug-in only (i.e. no Avaya ACE or AES servers required)

Or

- Avaya Communication Server 1000 7.5 for voice integration (Video integration requires addition of a Collaboration Pack expected to be available in H1 2013 with ACA 6.2 Service Pack update)
- Avaya Client Applications client-side s/w plug-in and Avaya ACE required (unless deploying Collaboration Pack)

Microsoft Lync

- Microsoft Lync Server 2010 and Microsoft Lync Server 2010 Client
• Client PC on Microsoft Windows XP SP2 or later or Windows 7
• Microsoft .Net 4.0 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 4.0 or later

Microsoft Desktop
• Microsoft Internet Explorer 7.0 to 9.0
• Microsoft Office 2007 / 2010

Capacity
• Up to existing capacity limits 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 Client Applications deliver client-side integration to various desktop applications and clients. Although the client-side plug-in for Lync integration to Avaya Aura Communication Manager and Avaya IP Office does not require Avaya ACE™, other desktop applications do require Avaya ACE, as does the Avaya Microsoft Lync integration to Avaya CS 1000 (unless front-ending CS 1000 with a Collaboration Pack for ACA Lync Integration expected to be available in H1 2013 with an ACA 6.2 Service Pack update). 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 provides 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 Microsoft Lync Integration 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.

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