



The Power of We™



Avaya Agile Communication Environment™ IBM® Business Process Manager Integration

Communications-enable your business processes with Avaya and IBM®

Avaya and IBM have joined forces to embed Avaya and multi-vendor real-time communications into mission-critical business processes. Avaya ACE IBM Business Process Manager (BPM) Integration allows IBM BPM application developers to build communications-enabled business processes (CEBP) quickly and easily using familiar design tools. Streamlined business processes can now include closed loop communication to notify decision makers automatically on their preferred devices and to collect responses in order to move the workflow along to the next step. By eliminating process delay, businesses are significantly more responsive to events. The result is proactive outreach and faster response time, leading to greater efficiency and increased customer satisfaction.

Key Customer Benefits

- **Remove delay from business processes.** Even automated business processes require human involvement at critical points, such as for approvals or exceptions management. Decision makers are often away from their desks, so a mechanism to notify people on their mobile phones or other preferred devices can be invaluable. Closed-loop notification and response management help ensure timely responses before advancing to the next process step. Real-time collaboration within workflows helps remove business delay and drives faster response times, increased agility and satisfied customers.
- **Preserve an audit trail** of calls and notifications related to business process events for compliance and/or business process improvement analysis.
- **Integrate real-time communications with workflows quickly and easily.** Drag and drop communications into workflows for rapid integration of click-to-call and closed loop media services. The Avaya ACE developer toolkit has been added to the IBM BPM toolset to give process modelers a simple and familiar graphical interface for building communications-enabled business processes.

Communications-enabled business processes can help enterprises improve productivity across business units, including but not limited to:

Supply chain management	Speeds closure of procurement problems
Manufacturing quality control	Enables rapid problem recognition and decision making in the event of low stock/quality breaches
Transportation and logistics	Automates a pre-defined action plan triggered by events with immediate “people input”
Financial systems	Responds to market changes by bringing the right people together to make decisions without delay
Healthcare	Notifies people and teams involved in emergency equipment checks to comply with regulatory requirements
IT Departments	Automates IT escalations and accelerates responsiveness to critical network events

Key Features

- **Drag-n-drop real-time communications into process flows.** The Avaya ACE toolkit is integrated to the IBM Business Process Manager suite of graphical developer tools.
- **Click to dial** can be integrated with business processes. Avaya ACE packaged adapters invoke the underlying network communications systems to place calls to and from a user’s preferred device.
- **Closed loop media services** incorporate text-to-speech notification with contextual information fields such as quantities, names and dates from IBM BPM and collect responses using DTMF to input into the business process. An Avaya Media Server is required.
- **Use real-time communications to automatically respond to a business event.** Configure alerts

and triggers from business processes and applications to launch communications and collaboration, enabling agile responsiveness and decision making.

- **Contact users on their preferred devices.** Ensure key individuals can access and respond wherever they are, on whatever device they use, with text-to-speech capabilities.

Requirements

Avaya ACE:

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

Closed loop media services requires:

- Avaya Media Server 7.0+ for notification and response.

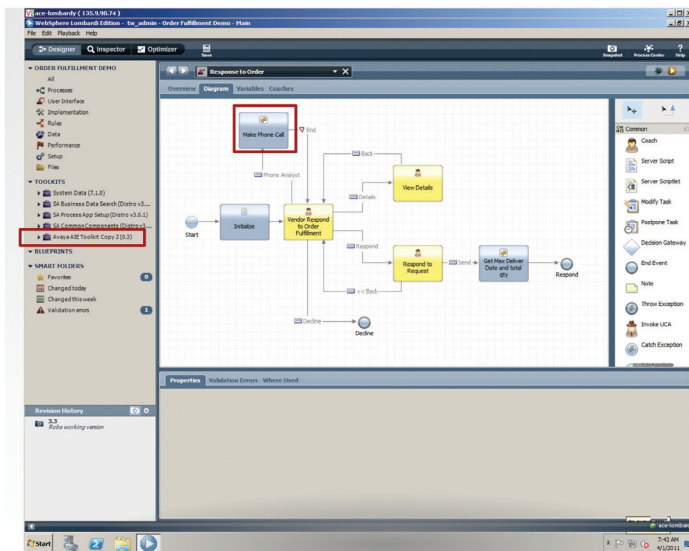
Click to dial requires at least one of:

- Avaya Aura Communication Manager 5.2.1, 6.x with Avaya Aura Application Enablement Services 5.2.1 SP2 or higher
- Avaya Communication Server 1000 R7.x
- Avaya Communication Server 2100 release SE13 or higher
- Cisco Unified Communication Manager 6.0 or higher

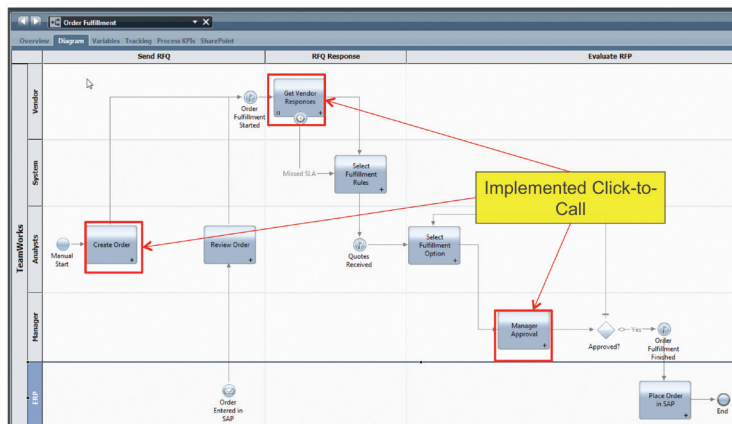
A Platform for Further Communications-Enabled Business Applications

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. Avaya ACE is

Avaya ACE Toolkit integrated to BPM developer tools
 Drag n drop click to call and closed loop media service.



Avaya ACE™ IBM BPM Integration



Designing the Process – Where to Include Communications

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 do not need communications 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 processes with 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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12/11 • UC4793-01