



The Power of We™

Avaya Agile Communication Environment™ Desktop Communications Enablement

Integrating existing multi-vendor telephony and video systems with Microsoft applications

One of the many plug-and-play applications available from Avaya Agile Communication Environment™ (ACE) adds voice services to Microsoft desktop software. Organizations looking for an entry-level unified communications (UC) solution can benefit from this application. Avaya ACE™ Desktop Communications Enablement (DCE) is a packaged application that consists of Office and Web Browser Add-ins for click to call from desktop applications. A Desktop Notification service provides inbound call handling options, and a Call Assistant service is useful for selecting devices and phone numbers. The optional Hot Desking application add-on lets remote workers configure a temporary phone as their office phone for incoming and outgoing calls. Additional integration packages with Microsoft Lync, Microsoft Dynamics and Salesforce.com are also available.

Customer Benefits

Improve productivity

Empower users to connect and communicate quickly with people directly from Microsoft desktop applications using their phone of choice. Avoid delays associated with looking up and dialing phone numbers.

Improve customer service

Find and communicate with subject matter experts immediately and relay information quickly to customers to drive higher satisfaction and more repeat business.

Easily create a presence-enabled personal contacts list for seamless call transfers.

Reduce Costs

Preserve investments in existing multi-vendor telephony and video systems, including desk phones, software features and trunks.

Accelerate adoption of unified communications

Begin the roll-out of unified communications within your organization by enabling employees to click-to-call others from Web pages and Microsoft Office applications using their preferred communication devices.



Communications Enabled Applications

Click-to-Call with Avaya ACE™ Web Browser Add-In

Avaya ACE™ Web Browser Add-In allows users simply to mouse over telephone numbers or extensions contained within external and internal Web pages to call people with a single click. The application then initiates a phone call from the user's preferred device stored in the Avaya ACE user profile, such as a desk or mobile phone.

Web Browser Add-In also supports AJAX extensions so that users can click-to-call from Web page pop-up boxes. This application is currently supported on Internet Explorer versions 6.0 to 9.0.

Click-to-Call with Avaya ACE™ Office Add-In

Avaya ACE™ Office Add-In adds click-to-call functionality to the Microsoft Office application suite. Users can simply mouse over a contact's name within Microsoft Office Outlook — from e-mail, calendar, contact, task, or journal items — and click to make a call using a device from the Avaya ACE profile, or a hot desk phone if the user has the optional Avaya ACE Hot Desking application. Office Add-In also supports smart tags so that users can click-to-call from phone numbers within Microsoft Office 2007 and 2010 applications: Word, Excel, PowerPoint and in the body of Outlook e-mails. Office Add-In helps eliminate dialing errors and time spent looking up phone numbers.

Desktop Notification Service

With the Avaya Agile Communication Environment (ACE) Desktop Communications Enablement (DCE) Notification Service, Avaya provides users with the ability to receive incoming and outgoing call notifications on their PC desktop. Any incoming or outgoing calls the user makes or receives from any of his or her associated devices are presented as a 'toast' notification on the user's PC desktop. Through the Desktop Notification Service the user is able to: view the caller ID, answer an incoming call, release a call before or after answering the call, initiate a call,

put a call on hold, retrieve a held call, transfer a call to another contact or telephone number, view the call history and the list of missed calls. The DCE Notification Service also includes a user configurable contact list which can be used to create a list of frequently used contacts to enable quick dialing or call transfer. The contact list can also be supplemented with user presence where available.

Customers can opt to deploy the DCE Notification Service functions with or without Microsoft Lync or OCS installed on the desktop. The DCE Notification Service can be deployed in conjunction with the Web Browser Add-in and Office Add-in applications to provide a complete desktop communications experience.

Optional CRM Integration adds additional capabilities to the DCE Notification Service to display caller name and company information retrieved from the CRM database for incoming and outgoing calls, as well as generate corresponding customer activity records in the CRM database that automatically populate caller and call duration information.

Call Assistant Service

The Call Assistant enables users to select the device they wish to call from. This device could be one's desk or mobile phone as listed in the Avaya ACE user profile, or a temporary phone which has been dynamically

added using the optional Hot Desking application. When clicking to call from a multi-recipient email, the Call Assistant also allows the user to select which user to call.

No UC client required

Avaya ACE Office and Web Browser Add-ins do not require a UC client such as the Microsoft® Lync client in order to communication-enable Web pages and Office applications.

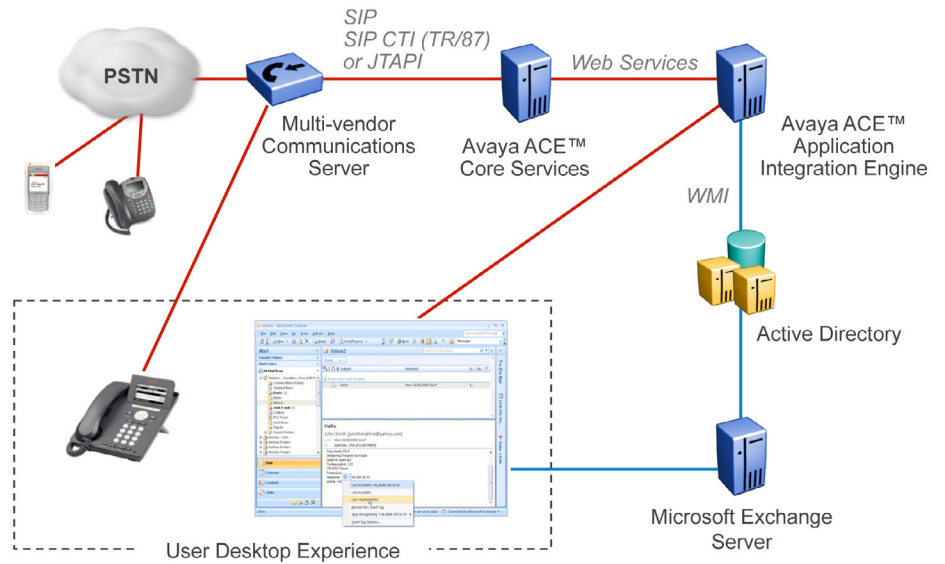
Automatic telephone number formatting

Avaya ACE™ uses a unique number recognition algorithm that identifies telephone numbers on web pages and applies correct national, international, and enterprise dialing rules to ensure numbers are called correctly.

Hot Desking

An optional feature is to integrate Avaya ACE™ Hot Desking with the Office and Web Browser Add-ins so that users can manage their telephones and set up call forwarding rules. The Hot Desking user interface is accessible from the ribbon menu bar of Microsoft® Outlook and Internet Explorer when the add-ins are present.

Avaya ACE™ Office Add-in Architecture



Rapid and flexible implementation

Avaya ACE™ Office and Web Browser Add-ins are compatible with Windows XP SP2, Vista, and 7 operating systems. Desktop Communications Enablement can be implemented easily using a configuration tool that creates an end user install package. Avaya ACE DCE and the optional Hot Desking application can also be deployed within a Citrix environment. This option allows for one-time installation on a Citrix server.

Other Benefits

Multi-vendor communications integration

Avaya ACE™ Web Browser and Office Add-Ins are designed to be compatible with single and mixed vendor voice and video environments. Systems that support CTI for click to dial control of a device include:

- Avaya Aura Communication Manager 5.2.1+ and Application Enablement Services (AES) 5.2.1+ with UC Desktop s/w licenses.
- Avaya Communication Server 1000 R7.x with AST and TR-87 per user licenses.
- Cisco Unified Communications Manager (UCM) 6.0+ and JTAPI and Administration XML on CUCM 8.5+

Note the Desktop Notification Service is not supported with Cisco UCM in ACE 3.0

Capacity

Up to 10,000 users of the Desktop Communications Enablement packaged application can be supported per Avaya ACE system.

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 processes with existing communications systems, contact your Avaya Account Manager or Avaya 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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