

Avaya Agile Communication Environment™ Integration with IBM® Desktop Software

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

One of the many plug-and-play applications available from Avaya Agile Communication Environment™ (ACE) adds voice and video services to IBM desktop software. Avaya ACE™ integrates multi-vendor telephony and video systems with IBM® Lotus® Sametime® and Notes® to provide click-to-call control and telephony presence from Sametime Connect clients. Hot desking is an optional add-on, allowing a temporary phone in any location to be easily configured as one's office phone for incoming and outgoing calls.

Customer Benefits

Improve productivity

Enable users to connect, communicate and collaborate quickly with people directly from Lotus Notes and Lotus Sametime using familiar desk phones. Avoid delays associated with looking up and dialing phone numbers. Reduce telephone tag through richer

presence in order to reach colleagues, partners, and customers more quickly.

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.

Reduce Costs

Preserve investments in existing multi-vendor telephony and video systems, including desk phones, software features and trunks. Avaya ACE delivers a single point of integration between IBM Lotus Sametime and multi-vendor network communication systems.

Hot Desking: An optional feature is to integrate Avaya ACE™ Hot Desking so that users can manage their phone and video devices and set up call forwarding rules. Furthermore, an employee's desk phone call-forward settings can be automatically altered depending on the Sametime presence state. For example, the user may stipulate that all desk phone calls be routed to a mobile phone when his or her Sametime presence status is "Away". Similar rules, such as forwarding all incoming calls to voicemail, can be established for Sametime "In A Meeting" and "Do Not Disturb" presence states.

Telephony dial-pad: The integrated dial pad provided by Avaya ACE allows any telephone number to be called.

Other Benefits

Multi-vendor communications integration

Avaya ACE™ integrates IBM® Lotus® Sametime® Release 8.5.1 and IBM® Lotus® Notes® Release 8.5.1/8.5.2 (with embedded Sametime client) with single and mixed vendor voice and video environments, including Avaya Communication Server 1000 Release 5.5 or higher as well as Avaya Aura™ Communication Manager Release 5.2.1 or higher, Tandberg and Cisco Unified Communications Manager Release 6.0 and up.

Add other applications to accelerate ROI

These IBM integration applications are built using Avaya Agile Communication Environment, a

software platform that simplifies the process of integrating multi-vendor communications systems with business applications through both IT developer toolkits and a suite of packaged applications. Organizations can leverage this platform to add applications for mobility and communication-enabled business processes in order to drive even higher payback on investment.

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, or visit www.avaya.com.

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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