

Avaya Agile Communication Environment™ Integration with Microsoft® Desktop Software

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) involves integration of multi-vendor telephony and video systems with Microsoft desktop software. Organizations at any stage of unified communications (UC) implementation can benefit from this application. As an entry-level UC solution, Avaya ACE™ Office Add-In and Web Browser Add-In allow employees to use their desk phones to click to call names, e-mail addresses and telephone numbers contained within Microsoft Office applications or a Web browser. For companies at a more advanced stage of UC deployment, Avaya ACE™ integrates existing multi-vendor telephony and video systems with Microsoft Office Communications Server.

Customer Benefits

Improve productivity

Enable users to connect, communicate and collaborate quickly with people directly from Microsoft software applications using familiar desk phones. Avoid delays associated with looking up phone numbers or trying to find the right person to answer

your questions. Improve productivity as employees avoid telephone tag (through richer presence) and reach colleagues, partners, and customers more quickly.

Improve customer service

Find and communicate with the right people more effectively to respond faster to customer inquiries. The ability to reach subject matter experts immediately and relay information quickly to customers can result in higher customer satisfaction and more repeat business.

Reduce costs

Preserve investments in existing multi-vendor telephony and video systems, including desk phones, software features and trunks. Unlike competing solutions, avoid the need and associated cost to upgrade to the latest PBX software release in order to integrate remote call control with Microsoft Office Communications Server (OCS). As Microsoft OCS software is updated, Avaya ACE preserves integration so that updates to the PBX are unnecessary.

Accelerate the adoption and roll-out 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 but still use their preferred communication devices. Combine users' existing desk phones with click-to-communicate and presence availability status functionality of Microsoft OCS to accelerate adoption of unified communications. Employee satisfaction also improves when users have the option to choose between a PBX desk phone, video phone or Microsoft Office Communicator client for interactions.

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, extensions, or e-mail addresses 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, such as a desk phone or Microsoft Office Communicator client. Microsoft OCS client software is not required but, when included, enhances the solution by extending presence and click-to-IM capabilities to contacts within Web pages. 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, 7 and 8.

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 existing desk phones. Office Add-In also supports smart tags so that users can click-to-call from phone numbers within Microsoft Office 2007 applications: Word, Excel, PowerPoint and in the body of Outlook e-mails. A user simply clicks on the number he or she wishes to call, which causes the user's desk phone to go off-hook and dial the number. Office Add-In helps eliminate dialing errors and significantly reduces time spent looking up phone numbers. No Microsoft Office Communicator client software is required.

Integrate multi-vendor desk and video phones with Microsoft Office Communications Server

Avaya ACE™ Microsoft Office Communications Server Integration complements Microsoft OCS with the following functionality.

Single client: Multi-vendor telephony and video integration with the Microsoft Office Communicator client makes the solution easier to use and more intuitive for end users. No additional Avaya desktop software is required. Employees achieve a single contact identity, as each username can be associated with multiple phone numbers representing various voice and video devices.

Remote call control: Integrate Microsoft OCS with multi-vendor telephony and video

systems using remote call control (RCC) capability to deliver PBX system features and click-to-call control of desk phones from the Office Communicator client. RCC works with existing multi-vendor analog, digital, IP and video phones. Features include answer call, release call, call forward, call hold and retrieve, call transfer (blind and consultative), call waiting, alternate call and DTMF digit support — all activated from within the Microsoft Office Communicator Client.

Desk phone presence status: Integrate multi-vendor desk phone presence status with Microsoft Office Communicator clients so you can easily see if a person is already on the phone before attempting a call. Avaya ACE Microsoft OCS Integration removes the requirement that a user has to be logged into his or her Office Communicator client for others to see if he or she is busy on a call.

Extend Microsoft OCS user experience to Web pages: Extend the presence icon and click-to-communicate control of the Microsoft OCS user menu into Web pages using the Avaya ACE™ Web Browser Add-In.

Other Benefits

Multi-vendor communications integration

Avaya ACE™ Web Browser Add-In, Office Add-In and Microsoft Office Communications Server Integration

applications are designed to be compatible with single and mixed vendor voice and video environments, including Avaya (formerly Nortel) Communication Server 1000 Release 4.5 or higher as well as Avaya Aura™ Communication Manager, Tandberg and Cisco Unified Communications Manager Release 6.0 and up. Development of adapters for other communications systems is ongoing as well.

Add other applications to accelerate ROI

These Microsoft 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 an IT developer toolkit 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 financial returns and more rapid 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 leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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