

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) involves integration of multi-vendor telephony and video systems with IBM desktop software. Organizations at any stage of unified communications (UC) implementation can benefit from this application. As an entry-level UC solution, Avaya ACE™ Web Browser Add-In allows employees to use their desk phones to click to call e-mail addresses and telephone numbers contained within a Web browser. For companies at a more advanced stage of UC deployment, Avaya ACE™ integrates existing multi-vendor telephony and video systems with IBM® Lotus® Sametime® to provide click-to-call and click-to-conference functionality from Sametime Connect clients as well as to display telephony presence information about Sametime users on multiple devices within the Sametime Connect client interface.

Customer Benefits

Improve productivity

Enable users to connect, communicate and collaborate quickly with people directly from Web pages, Lotus Notes and Lotus Sametime 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 IBM applications. As Lotus Sametime 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 IBM desktop applications but still use their preferred communication devices. Combine users' existing desk phones with click-to-communicate and presence availability status functionality of Lotus Sametime to accelerate adoption of unified communications. The integrated telephony dial pad allows Lotus Sametime to initiate calls through the existing PBX to any internal or external telephone number. Employee satisfaction also improves when users have the option to choose between a PBX desk phone, video phone or Lotus Sametime 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 desk 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, 7 and 8. No Lotus Sametime software is required.

Click-to-Call within IBM Lotus Notes

Users can simply mouse over a person's name within IBM Lotus Notes email or contacts (with embedded Sametime Connect client) and click to make a call using existing multi-vendor desk or video phones.

Integrate multi-vendor desk and video phones with IBM® Lotus Sametime®

Avaya ACE™ Lotus Sametime Integration complements Lotus Sametime with the following functionality.

Single client and identity: Multi-vendor telephony and video integration with Lotus Sametime clients 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 Lotus Sametime 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 Lotus Sametime Connect client. RCC works with existing multi-vendor analog, digital, IP and video phones.

Desk phone presence status: Integrate multi-vendor desk phone presence status with Lotus Sametime so you can easily see if a person is already on the phone before attempting a call. The Avaya ACE presence plug-in allows Sametime users to view aggregated presence information for their contacts who are registered with different

network devices. Users can also see which of their contacts have a video client configured in their ACE user profile and view presence status for specific video clients.

Click-to-Conference: Enable users to set up instant conference calls simply by selecting multiple contacts from the Lotus Sametime contacts list and by using “drag-and-drop” control of participants into the conference call status window. Participants’ telephony presence status changes to busy when in conference. Click-to-conference capabilities include create/end conference, invite participants, and conference status to see who has joined.

Integrated telephony dial-pad: Use the integrated dial pad provided by Avaya ACE so that any internal or external telephone number can be called.

Other Benefits

Multi-vendor communications integration

Avaya ACE™ Lotus Notes and Sametime Integration applications are designed to be compatible with single and mixed vendor voice and video environments, including Avaya 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 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 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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