# Lync Server 2010 Integrations

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## MVP Lync

MVP Microsoft® Most Valuable Professional

# About Me

- Been working at Atea Norway since 2006
- Focus - Microsoft Unified Communication
- CoAuthored LyncLab.org with MVP Tommy Clarke
- Blog http://msunified.net
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# #NIC2012
# #Lync

# Agenda

- Mobile Status
- Switchboards
- Video
- Extensions

# Mobile Status

When you want to be busy in a mobile call

- BluePosition
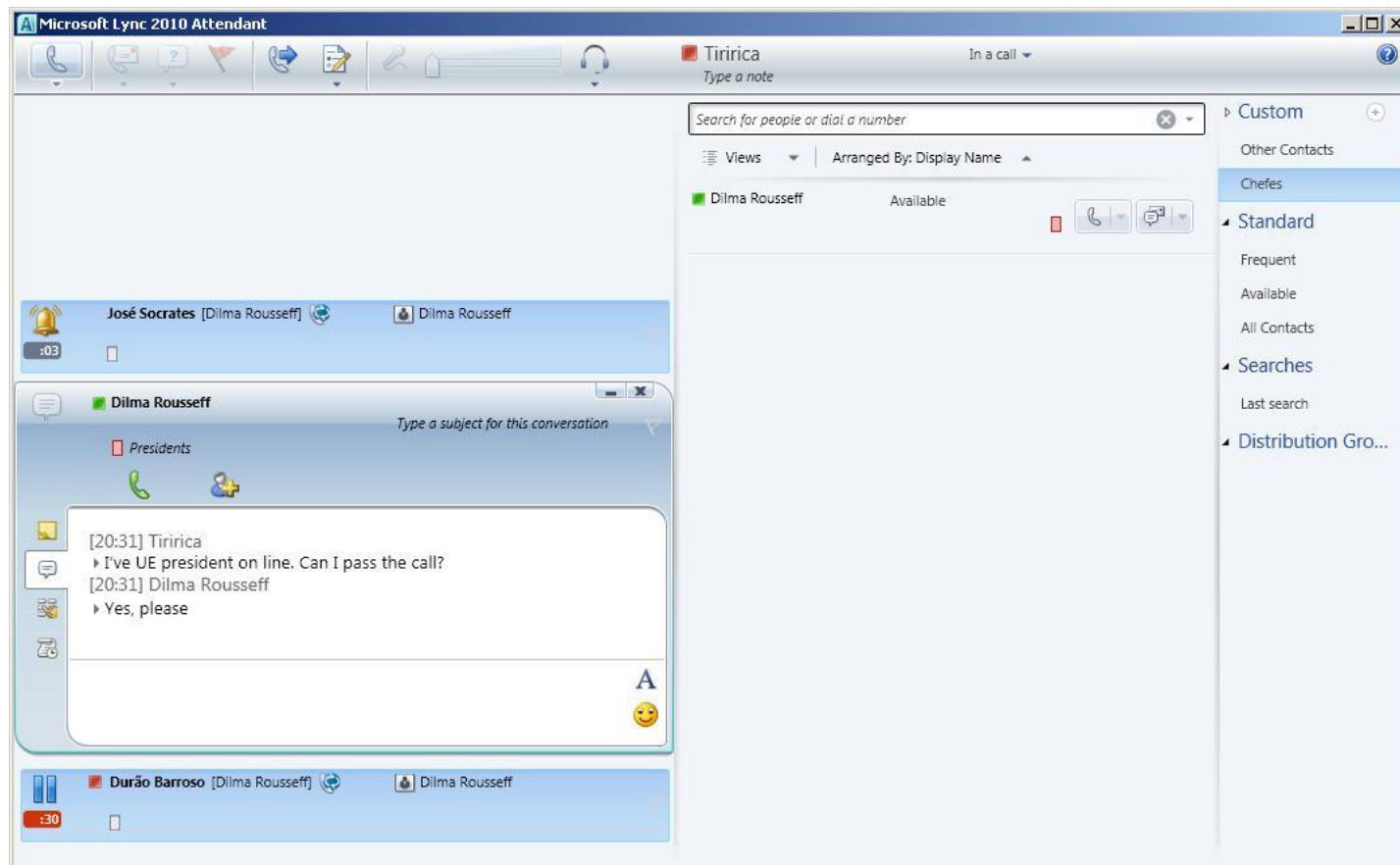- Competella
- TRIO
- Telco

# Switchboards

- Response Groups
- Competella Communications Suite
- TRIO Enteprise

# Response Groups

# Competella

# TRIO Enterprise

# Recomendation

# Recommendation

- ## Responce Groups
    - Simple answer and transfer service
    - Small IT help desk type needs
    - Replacing single phone answering service

# Recommendation

- ## Competella Communications Suite
  - Pure Lync environment
  - Want Nordic level Switchboard service level
  - When replacing old Switchboard

# Recommendation

- ## Trio Enterprise
  - Mixed Lync and PBX environment
  - Statistics with live service level board
  - Rich Contact Senter features

# Video Conferencing

- Cisco Telepresence
- Polycom
- LifeSize
- Radvision

# Common limitations

- Application sharing
- Lync Conferencing
- Codec Conferencing
- Virtual Rooms

# Cisco Telepresence

- Central management using VCS
- Endpoints can not register directly to Lync
- Populate AD with Contacts and the msrtcsipaddress attribute

# Cisco Telepresence and Lync

- 352*288 video size CIF codec
- Advanced Media Gateway enables HD video
- Each Lync user needs to call the Cisco Endpoint separately
- VCS now supports ICE

# Polycom

- Scalable Approach
- Start with endpoints
  - Cx 7000 HD, keyboard, mouse not a full computer
  - is between DMA 8000 and 9000
- Expand with RMX
- Manage with DMA
- Endpoints pulls meeting room calendar information

# Polycom and Lync

- ICE, STUN and TURN
  - External users
  - Federated users
- Online meeting join
  - Lync can invite multiple hdx and users
- Eeach Endpoint needs to be configured locally
  - HDX Lync Users can be service accounts so you wont need password reset

# Microsoft Extensions

- IM and Expert
- Conversations Analyzer
- Conversation Translator
- Information Dashboard
- Tabbed Conversations
- Link
  - http://lync.microsoft.com/Adoption-and-Training-Kit/tools-and-apps/Pages/Overview.aspx

# Other Extensions

- Telefonkatalogen Bedrift Søk
- Telefonkatalogen Bedrift SMS (Telenor)
- ESTOS PhoneTools for Lync
- Lync Social connector
- Profiles for Lync

# Competella Routing Agent

- Serverside
- Busy on Busy
- Forward call to Switchboard when busy
- Forward call to Switchboard after fixed time
- When dualfork from mobile and user is offline
  - Adds delay before forwording to Exchange UM
  - Solves problem where Lync hangs up the call

# Useful Tools

- Sign in troubleshooter
- Federation tool
- Script to add pictures to AD

# Thank you!

## @StaleHansen