



Lync Server 2010 Integrations

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MVP Lync





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

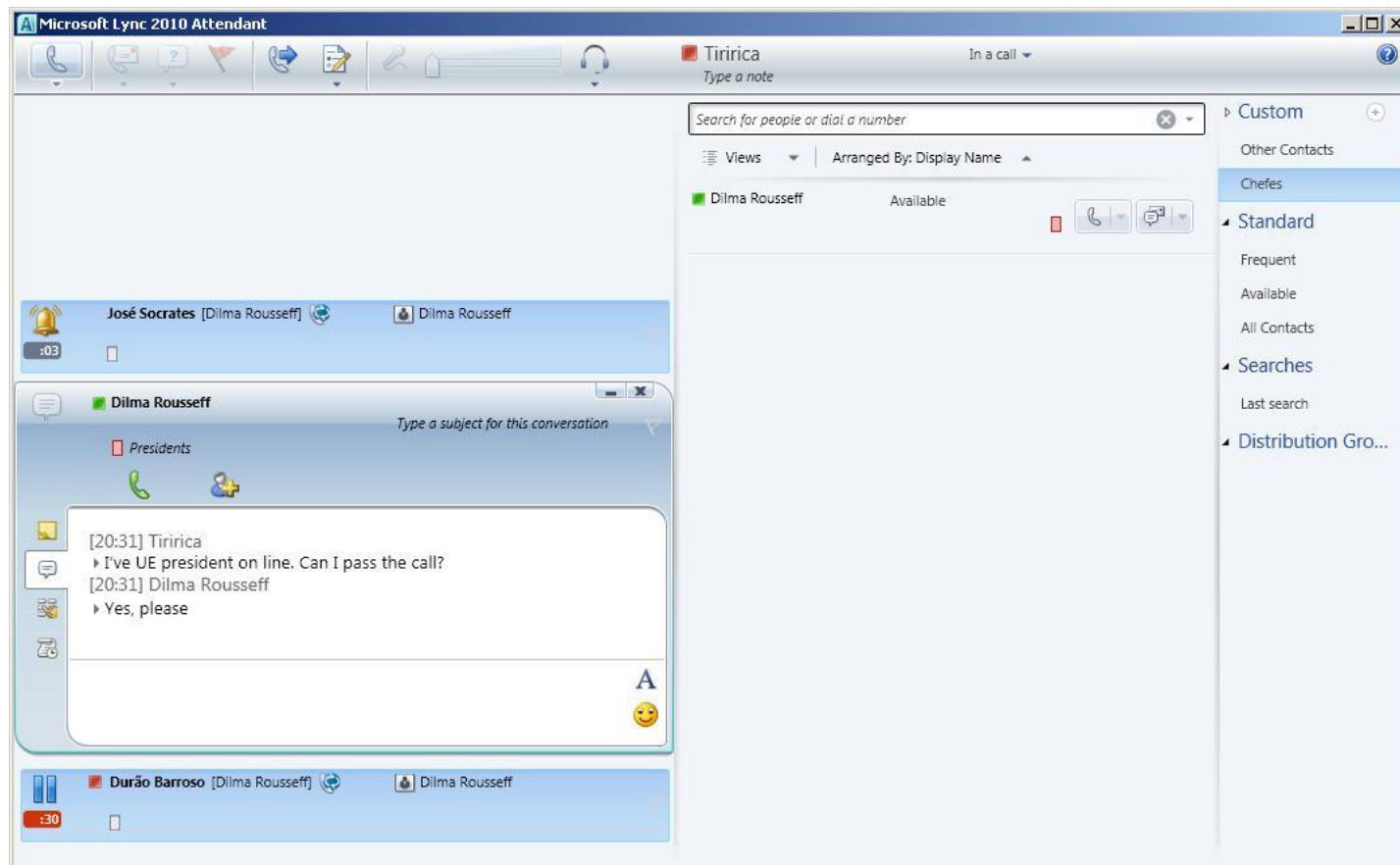


Switchboards

- Response Groups
- Competella Communications Suite
- TRIO Enterprise



Response Groups





Competella

Competella Attendant

File Edit Call Handling Selected User Help

UIFB Off 1

1 Competella SE 0 Competella EN 0 Recall 0 Outgoing 0 UIFB 0 Park

Attendants		Incoming					Outgoing				
Name	Q Time	Type	Caller	Called	Attendant	Q Time	Type	Caller	Called	Attendant	
UIFB (Me)	00:06	DIR	Ulf Blomkvist	Competella SE							

Connected
086121015
Direct
Competella SE

comp

Status	Back	Name	Title	Mobile	Phone
Available	3:30 PM	Pernille Holm	Ingen		
Available		Bjørn Lensnes	Ingen	+4792018535	+4721037287
Available		Josefin Nordstrand	Ingen		
Available		Pär Sundkvist	Ingen	0705912216	
Available		Therese Svensson	Support		
Offline		Kaare Sørensen	Ingen		
Busy in a call		Carolina Wester	Säljare	0706913275	
		Organization: Competella Home address: Kammarkargatan 18, 111 40 Stockholm Note: OCS expert		Phone Work +46846557097	
Away		Julia Åberg	Ingen	0704713422	
Busy in a call		Ulf Åberg	Ingen	0702347292	

Week 6 | 2/1/2011 | 3:18:43 PM



TRIO Enterprise

Trio Enterprise Attendant

File View Insert Tools Help

Pause [Icons]

T	Service	Customer Name	Cust no.	Phone no.	Connected by	Hold time	Sender
	Switchboard external (8000)	Markus Wall		7054		0:44	
	Helpdesk	Anders Nilsson	111222	7053		0:51	
	Switchboard internal (9)	Katarina Svenzon		7052		1:22	

Switchboard external (8000)

Markus Wall - 7054
Direct call

List: Company Directory Search: säl
Cust group: <All> Number: 8002 **Connect**

Icon	Availability	Returns	Mobile status	Extension	Last name	First name	State	T	Q	Title	Department	Location
				8002	Helpdesk		Open		1		Sälj	
	Away			3049	Helsing	Marianne				Presale	Sälj	
	Busy			7051	Karlsson	Stefan	Busy		0	Handläggare	Sälj	
	Offline	Torsdag 08:00		3043	Nortvedt	Tobias				Presale	Sälj	
	Available			3047	Petersson	Lotta				Presale	Sälj	
	Available			3048	Pjerne	Fredrik				Säljare	Sälj	
	Offline	15:15		3060	Sandström	Eric				Presale	Sälj	

Service	State	S...	Crew	Ready	Queue	Avg	Max	Queue duration graph	Service level	Cases	Answ	Lost1	L	Subject
Helpdesk	Open	1A	1	0	1	0:50	0:50		100	0	0	0		Data

Reason	From	To	Forward	Alternate answering	Information

Notes
Outlook
Prenumeration
Utebliven tidning



Recomendation



Recommendation

- **Response 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
- Each 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 forwarding 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