

Connected Communications – An Introduction to Lync 2010

Thomas Kisner

DFW Alliance of Technology and Women

March 8th, 2012

Brief Intro

- * Unified Communications Architect at BNSF Railway
- * Board Member, DFW Unified Communications User Group
 - * Meets 4th Thursday of Every Month at 6:00PM at Microsoft Campus
 - * <http://dfwucug.org>

What is UC? A little history... convergence defined

- * Late 1990s – Convergence and VoIP
 - * 2000 - Cisco releases Cisco Call Manger 3.0 (after acquired Selsius Systems in 1998)
 - * 1999 – Microsoft Releases MSN Messenger
 - * 2000 - Microsoft releases Exchange 2000 Instant Messaging Service, later adds voice & video with MSN client
- * Nortel, Avaya, NEC, Siemens and other traditional vendors add IP trunking and start station support (mostly H.323 based)

What is UC? A little history...

UM, video and more

- * Unified Messaging defined
 - * 2002 – Cisco Releases Unity after acquiring Active Voice in 2000
 - * 2007 – Microsoft releases Exchange UM – (works with other PBXs but is the only choice for Lync)
 - * Lotus, AVST, many vendors –
- * Video over IP
- * Web Collaboration (MS PlaceWare 2003, Cisco WebEX 2007)
- * Desktop Sharing

Microsoft Lync 2010

- * Evolution of Exchange IM, Live Communications Server, Office Communications Server
- * First version that Microsoft claimed could be an enterprise PBX replacement (PBX is obsolete)
- * IM/Presence, Audio Conferencing, Video Conferencing, Web Collaboration, Desktop Sharing, and Unified Messaging with Exchange 2010 (or 2007), with a single client

Redesigned Client

Key Features

Contact Cards

Unified Contact Store

Activity Feeds

Fast Search

Skill Search

Frequent Contacts

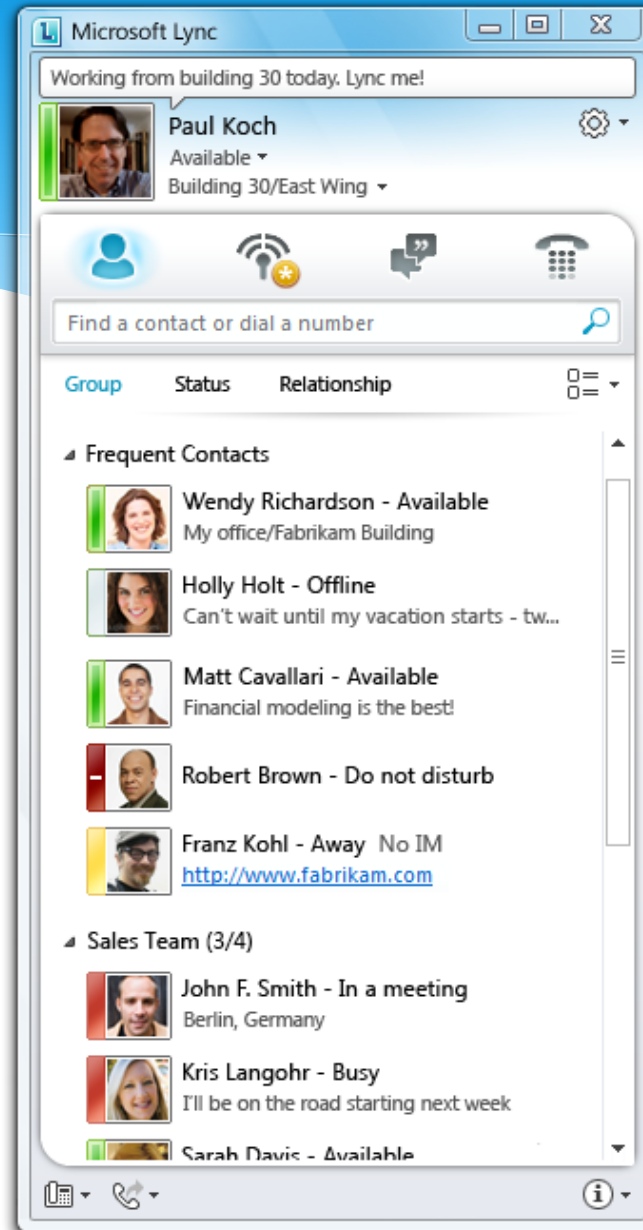
Conversation View

Social Connector

Location Features

Office & SharePoint

Integration



Lync Client

- * Demo time
- * Click to IM and Call, Video, Collaborate
- * Ad-hoc and scheduled meeting

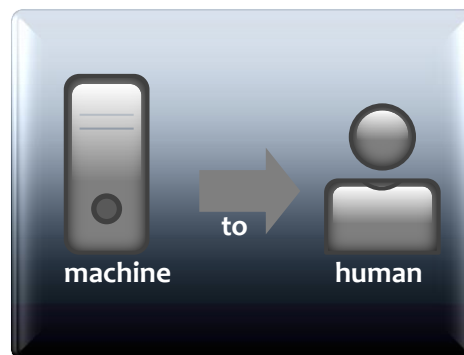
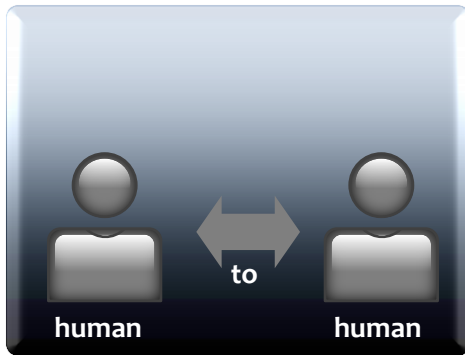
Lync Backend

- * Simplified Architecture
 - * For up to 5,000 users, you can deploy with a single server (Plus one for Exchange and Edge)
- * Can scale to 100,000 users and be complex
- * Gateways – What they are

Development – the other piece where Lync Shines

Client Apps

Server Apps



Contextual Collaboration

Enhanced Presence

Click to Communicate

Communications with Context

Business Process Communications

Notifications

Outbound

Expert Finders

Anywhere Information Access

Web Chat

Query-Response Bots

Interactive Voice Response



- * **Demo time again**

- * **Lync Christmas Tree Lights:**

- * <http://lyncchristmas.codeplex.com/>

- * **Lync Cube Presence Indicator**

- * http://wiki.tinyclr.com/index.php?title=OCS_-_Lync_Cube_Presence_Indicator

What can you do with UCMA (Server-Side)

Alerts and notifications systems

- * Multi-channel
- * Self Service
 - * Query/Response BOTs
 - * Interactive Voice Response
- * Contact Center / Helpdesk
 - * Multi channel ACD
 - * Presence aware
 - * Expert Finder
 - * Supervisor functions, such as listen in, whisper
 - * Recording
- * Conferencing Portals
- * Reach gateways
 - * Silverlight (Web and Mobile)
 - * Single Number Reach/Click to Call

Be responsive to changing conditions

Enable multi-channel Self Service
Includes Microsoft Speech
Technology

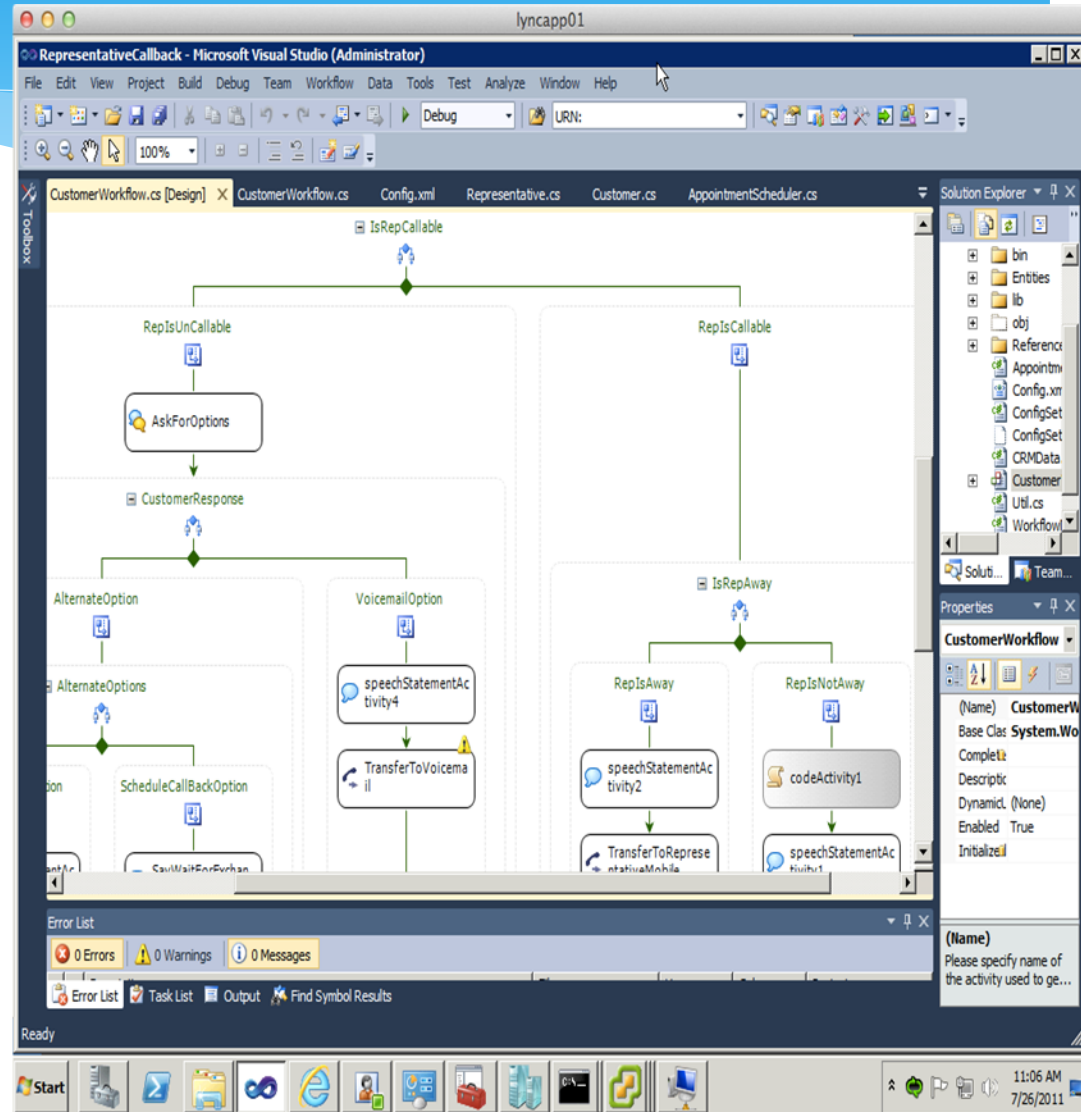
Turn UC infrastructure into a profit
center

Inbound & outbound Contact
Centers
Multi-channel Presence aware
skill-based routing
Leverage a company's internal
expertise

Build your own conferencing
experience

Collaborate from anywhere
From any web browser,
click-to-communicate

- * Demo Time
- * Ooty Robot
- * Visual Studio IVR Design





* Questions?

* Thank you!