

Microsoft Lync 2010 In the Contact Center

Thomas Kisner
DFW Unified Communications Users Group
April 26th, 2012

Current Landscape

- ◉ Native UCMA Lync Contact Centers
- ◉ Major 3rd Party
- ◉ Current/Former PBX OEM
- ◉ Other Players

Native UCMA

- Calls 100% stay in Lync
- During the Wave 14 beta, one of the example code base was a “full” contact center to demonstrate new UCMA features, now available on MSDN
- Clarity Connect was the first UCMA based CC, originally only hosted now on-prem

Native UCMA – Speech Server

- Speech server was originally released in 2004 and the functionality rolled into OCS 2007
- Some products based on Speech Server updated to support Lync
- Gold Systems Vonetix 7

Major 3rd Party - Aspect

- ◉ Longtime Call Center Player, founded in 1973 (<http://www.aspect.com/>)
- ◉ In 2008, Microsoft purchased a Minority Equity stake in Aspect
- ◉ Existing Platform (Unified IP) was connected to OCS/Lync and SharePoint (skills based routing)
- ◉ Aspect Contact new <100 seat version

Major 3rd Party - Genesys

- Alcatel-Lucent has sold off Genesys
- Works with “Everyone” stand alone model
- Announced Lync Integration for Q2 at Enterprise Connect
- Big system focus similar to Aspect
- <http://www.genesyslab.com/>

Major 3rd Party – Interactive Intelligence

- Have had longtime OCS/Lync Support
- IM / Calling experience similar to “federated” experience, but has many Microsoft Integrations
- <http://www.inin.com/ProductSolutions/Pages/MS-Integrations.aspx>

PBX Vendor OEMS

- ◉ Zeacom (NEC OEM) – Calls live in Zeacom CC, trusted connection
- ◉ Up to 400 seats
- ◉ <http://www.zeacom.com/nz-parent-menu-solutions/partner-platforms/microsoft>

PBX OEMS

- prairieFyre (Mitel OEM)
- Extended Lync Client is the Agent Client
- Native UCMA based
- <http://www.prairiefyre.com/products/contact-center/microsoft-lync-server/overview/summary/>

Other Players

- ◉ Many Platform Independent that can function with an SIP/TDM Gateway (NET/Audiocodes/Dialogic)
- ◉ Unofficial List by TechNet Blogger – <http://blogs.technet.com/b/cs2010/archive/2012/02/24/attendant-and-contact-center-applications-for-lync-ocs.aspx>