

What's new in Voice OCS 2007 R2

Virgilio Ribeiro
UC Solutions Sales Specialist
Microsoft

Scenario Enabled



Agenda

- ▶ *Response Group*
- ▶ Delegation
- ▶ Office Communicator Attendant
- ▶ Team-call Group
- ▶ Audio Conferencing
- ▶ Media Enhancements

Response Group

- ▶ Enable PBX replacement
 - ▶ Offer all the hunt group and queuing functionality found in a traditional PBX
- ▶ Provide compelling value
 - ▶ Support some advanced features which require an ACD deployment in some solutions
- ▶ Low TCO solution
 - ▶ Simple deployment and administration
 - ▶ Empower end-user to take on some tasks

Response Group Positioning

Departmental solutions

**Internal
helpdesks
Small CCs**

Large CCs

Response Group Positioning

Departmental solutions

**Internal
helpdesks
Small CCs**

Large CCs

**Basic PBX features
Simple Huntgroup**

Add-on ACD solution
Fully featured
Additional licensing costs

Dedicated ACD
High scale & high cost

- Call Treatment
- Music on Hold
- Business Hours
- CDRs

- Critical business need
- Customer facing
- High call volumes

Response Group Positioning

Departmental solutions

**Internal
helpdesks
Small CCs**

Large CCs

**Basic PBX features
Simple Huntgroup**

Add-on ACD solution
Fully featured
Additional licensing costs

Dedicated ACD
High scale & high cost

- Basic huntgroups
- Agent sign-in/out
- Various hunt methods

- MoH
- Business hours
- Basic CDR

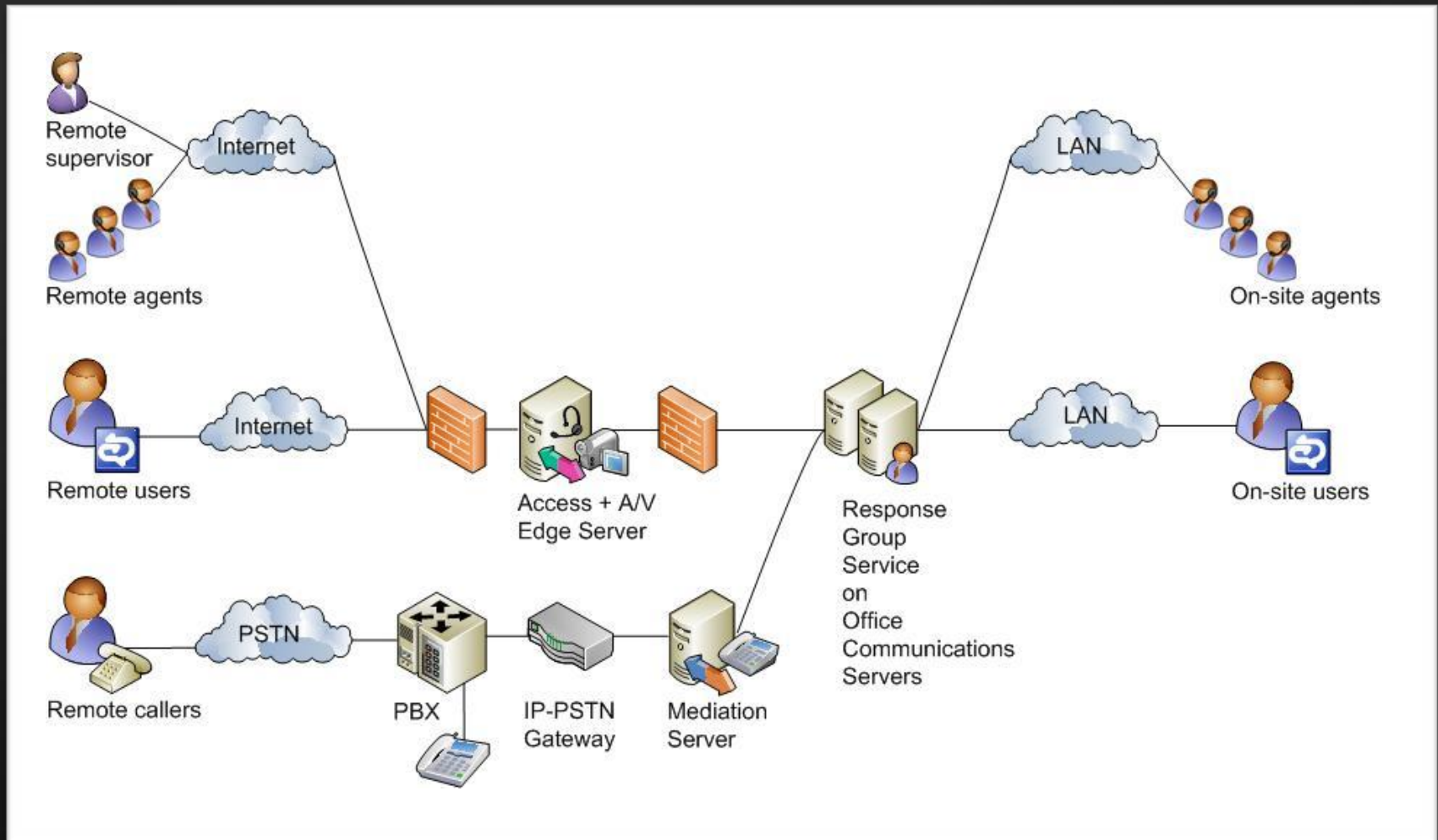
- Supervisor
- Live views
- Advanced CDRs

- High Scale & Availability
- Multi-Skill Routing
- Interop w/ LoB apps

**OCS 2007 R2
Response Group**

OCS 2007 R2 & Partner solutions

Response Group Topology



Agent Configuration

The image shows a 'Sales Group Properties' dialog box with four tabs: 'General', 'Queues', 'Agents', and 'Policies'. The 'Agents' tab is selected. It contains two radio button options: 'Use an existing email Distribution List:' (unselected) and 'Define a custom group of agents:' (selected). Below the first option is an empty text box with the example 'helpdesk@contoso.com'. Below the second option are two list boxes: 'Agents:' containing 'Agent3' and 'Agents assigned:' containing 'Agent1', 'Agent2', and 'Agent UCDEMO'. Between the lists are 'Add >' and '<Remove' buttons. To the right of the 'Agents assigned' list are '^' and 'v' buttons. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

Sales Group Properties

General Queues **Agents** Policies

Use an existing email Distribution List:

Example: helpdesk@contoso.com

Define a custom group of agents:

Agents:

Name
Agent3

Agents assigned:

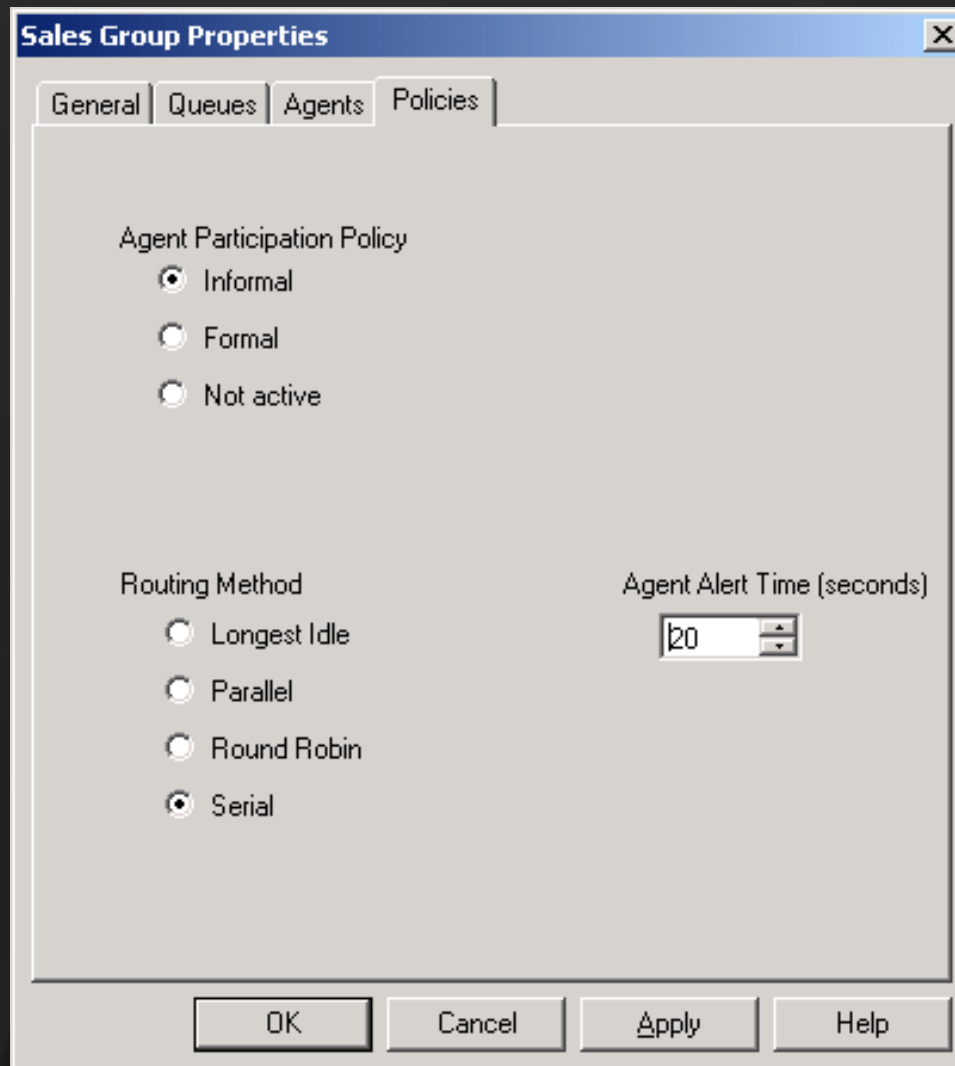
Name
Agent1
Agent2
Agent UCDEMO

Add > <Remove

^ v

OK Cancel Apply Help

Group Configuration



The image shows a Windows-style dialog box titled "Sales Group Properties". It has a blue title bar with a close button (X) in the top right corner. Below the title bar are four tabs: "General", "Queues", "Agents", and "Policies". The "Policies" tab is currently selected. The main content area is light gray and contains the following settings:

- Agent Participation Policy:** Three radio buttons are listed: "Informal" (selected), "Formal", and "Not active".
- Routing Method:** Four radio buttons are listed: "Longest Idle", "Parallel", "Round Robin", and "Serial" (selected).
- Agent Alert Time (seconds):** A numeric spinner control is set to the value "20".

At the bottom of the dialog box, there are four buttons: "OK", "Cancel", "Apply", and "Help".

Queue Configuration

My Queue UCDEMO Properties [X]

General | Workflows | Groups | **Timeout** | Overflow

Timeout actions:

Never timeout the call

After seconds, forward to:

Voice mail
SIP:
Example: bob@contoso.com

SIP URI
SIP:
Example: bob@contoso.com

Number
SIP:
Example: +14255550165@contoso.com

Another queue

OK Cancel Apply Help

Response Group Overview

- ▶ **Agents: taken from all UC Enabled users**
 - ▶ Screen Pop: Call context & treatment delivered with incoming call
 - ▶ Aggregated presence on Hunt Groups
 - ▶ Basic Call Detail Records & Reporting
- ▶ **Groups:**
 - ▶ Agent groups: Distribution Group or custom admin defined
 - ▶ Routing: Serial, Parallel, Longest Idle, Round Robin
 - ▶ End user managed settings on hunt groups
- ▶ **Queues:**
 - ▶ Music on hold
 - ▶ Queue timeout / queue overflow action on first & last call
- ▶ **Workflows: Template based Call Treatment**

demo

Response Group

Agenda

- ▶ Response Group
- ▶ *Delegation*
- ▶ Office Communicator Attendant
- ▶ Team-call Group
- ▶ Audio Conferencing
- ▶ Media Enhancements

Delegation

- ▶ Delegate able to make and receive calls on behalf of delegator
- ▶ Delegator establishes and authorizes delegate relationship
- ▶ Visual and Email notifications of calls “made on behalf of...”
- ▶ Multiple-delegate support and ability for delegates to configure delegator’s settings
- ▶ Delegate client: Attendant
- ▶ Delegator client: Communicator

Agenda

- ▶ Response Group
- ▶ Delegation
- ▶ ***Office Communicator Attendant***
- ▶ Team-call Group
- ▶ Audio Conferencing
- ▶ Media Enhancements

Office Communicator Attendant

- ▶ Stand-alone call management client
 - ▶ An alternative client to Communicator
 - ▶ Optimized for call management, not collaboration: no video, Live Meeting, etc.
- ▶ Accurate & rapid call handling and routing for front-line business professionals
- ▶ Typically used by
 - ▶ Front Desk / Reception
 - ▶ Administrative staff
 - ▶ Delegates

Attendant Features

- ▶ Single-screen UI for multi-call handling
- ▶ Rich presence in contact list and groups
- ▶ Integrated conversation history & rapid-reply
- ▶ Confirmed blind transfer & call recovery
- ▶ Conversation & contact categories, subject line
- ▶ Templates for rapid conversation creation
- ▶ Client-side Music on Hold
- ▶ Repeat caller notification

demo

Delegation
Office Communicator Attendant

Agenda

- ▶ Response Group
- ▶ Delegation
- ▶ Office Communicator Attendant
- ▶ *Team-call Group*
- ▶ Audio Conferencing
- ▶ Media Enhancements

Team-call Group

- ▶ User configurable team routing to enable group pickup-like functionality
- ▶ Simultaneous or delayed alerting
- ▶ Unanswered calls routed to team leader's voicemail
- ▶ Visual and Email notifications
- ▶ Supports up to 25 team members

demo

Team Call Group

Agenda

- ▶ Response Group
- ▶ Delegation
- ▶ Office Communicator Attendant
- ▶ Team-call Group
- ▶ ***Audio Conferencing***
- ▶ Media Enhancements

Audio Conferencing Scenarios

PBX Functionality

Office Communications Server 2007

- ▶ N-way conferencing
 - ▶ “Conference” button on the desktop phone

- ▶ Bridge functionality
 - ▶ Similar to that provided by ACPs

— New R2 feature

Audio Conferencing Provider (ACP) Functionality

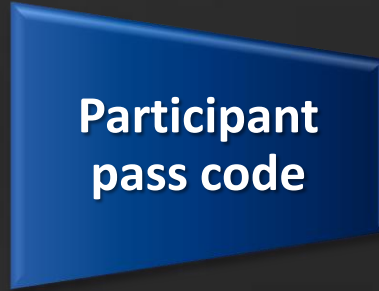
- ▶ Reservation-less bridges
 - ▶ Dial-in number provided along with participant passcode

- ▶ Operator assisted calls
 - ▶ High profile assisted conferencing events

- ▶ Scheduled unattended
 - ▶ Ports are reserved for the conference

Reservationless Comparison

Typical
ACP



OCS 2007
R2

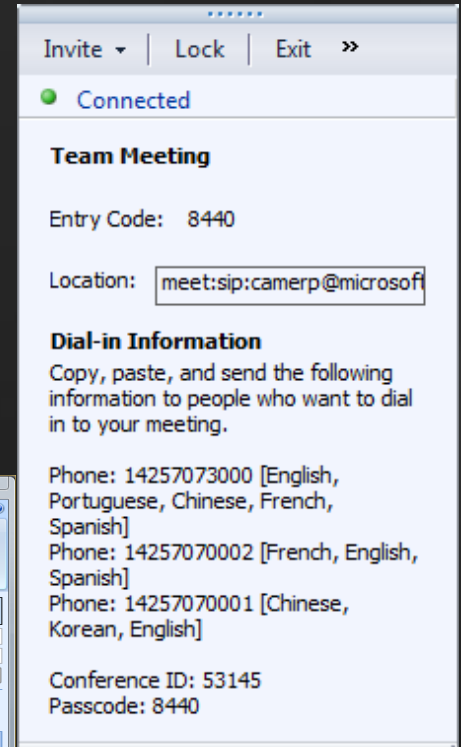
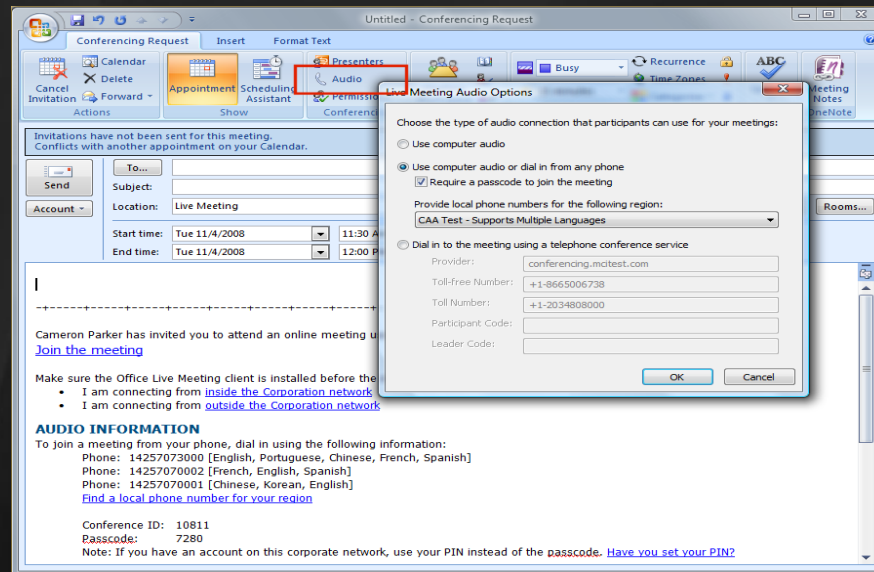


Differentiate with UC

- ▶ Ease of use
 - ▶ Outlook based scheduling experience
 - ▶ non-UC participants can still join with CWA or phone
 - ▶ Simple roster control: drag and drop participants
- ▶ Secure
 - ▶ AD authentication
 - ▶ Additional security options
- ▶ Multi-modality
 - ▶ Seamless escalation to video and desktop sharing
 - ▶ Automatic handoff between PC and phone
 - ▶ CWA dial out experience **...more coming**

Live Meeting Integration

- ▶ Meeting Dial-in Information
 - ▶ Copy/paste support
 - ▶ Multiple, configurable languages available
- ▶ Also included in email invites from Live Meeting client



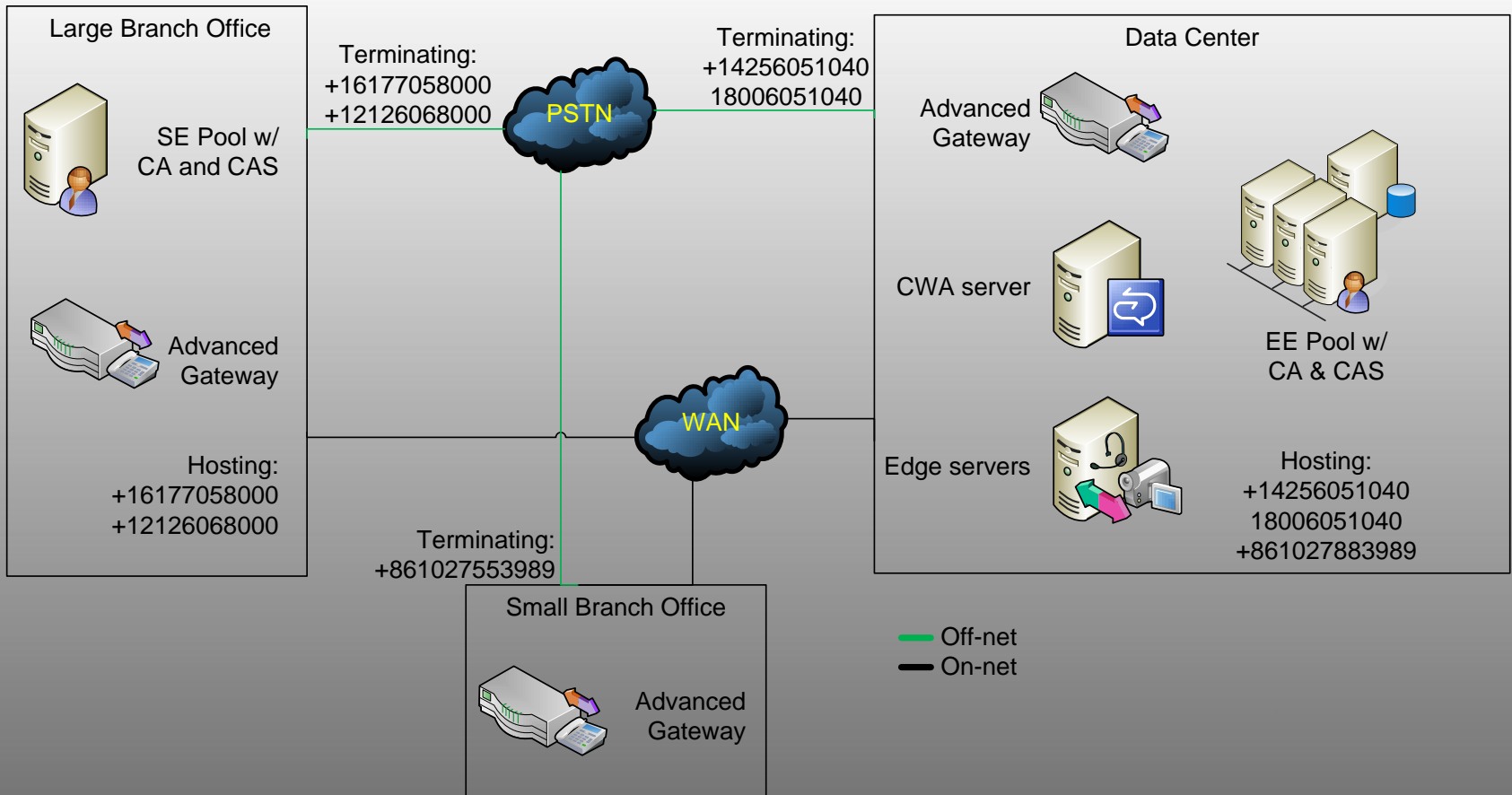
б922с0q6: 8440
Conference ID: 23142

Коллеги! Приглашаю
телефон: 14257070001 [Chinese, Korean, English]
2309129
телефон: 14257070002 [French, English, Spanish]
2309129

What Does It Take?

- ▶ OCS deployment
- ▶ Infrastructure to support audio conferencing functionality
 - ▶ Conferencing Attendant (CA) and Deploy Conference Announcement Service (CAS) automatically deployed on the Front End
 - ▶ CWA server
- ▶ Access to PSTN
 - ▶ Mediation server
 - ▶ Basic gateway
 - ▶ Access numbers

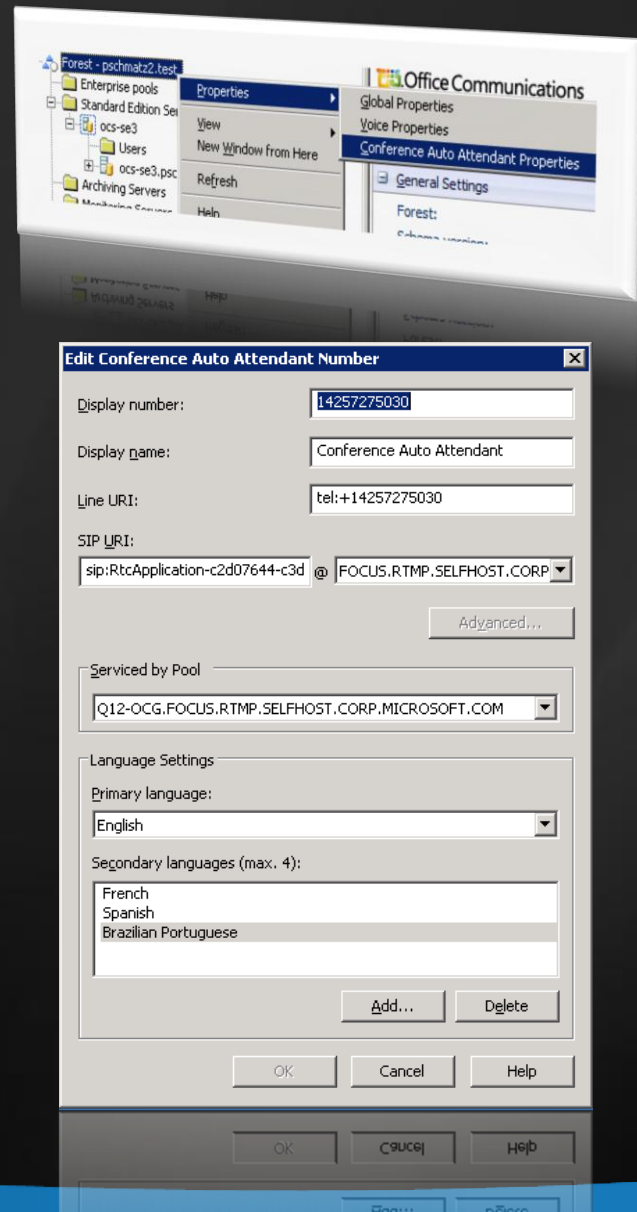
Deployment



- ▶ Assuming no number portability
- ▶ CA scale requirements: 8-core 2.33 GHz, 4 GB RAM, 500 calls

Dial-in Conferencing Configuration

- Globally manage access numbers
- Add a number
- Specify supported languages
- Assign to pool
- Define multiple region (location) profiles
- Manage access pin policy per pool



Dial-in Conferencing Information Page

- ▶ A web page that provides
 - ▶ Call-in phone numbers
 - ▶ PIN management
 - ▶ Reservation-less meeting entry information
- ▶ Hosted on CWA server
 - ▶ Uses Integrated Windows Authentication (IWA) and forms-based authentication
- ▶ Linked to from
 - ▶ Office Communicator
 - ▶ Conferencing Add-In and meeting invitations

Dial-in Conferencing Settings
powered by Communicator Web Access

Aatif Awan [Sign Out](#)

Personal Identification Number (PIN)

Use your PIN when dialing in to conferences and meetings on your company network.

PIN Expiration: Never
Phone Number: +14257079442 x79442

[Change PIN](#)

Assigned Conference Information

Give your assigned Conference ID, passcode and the dial-in phone numbers to people you want to invite to your conference. When participants join the conference or meeting from their phone, they will be prompted to enter the following information.

Conference ID: 62923
Passcode: *Not required*

[Reset my assigned conference information](#)

Note: Participants with an account on your corporate network should use their PIN to enter the conference.

Conference Dial-in Numbers

Region	Number	Available Languages
CAA Test - Supports Multiple Languages	14257070001	Chinese, Korean, English
	14257070002	French, English, Spanish
	14257073000	English, Portuguese,

14257073000 English, Portuguese

CAA Test - Supports Multiple Languages

14257070005 French, English, Spanish

14257070001 Chinese, Korean, English

Conference Dial-in Numbers

demo

Dial-in Conferencing

Agenda

- ▶ Response Group
- ▶ Delegation
- ▶ Office Communicator Attendant
- ▶ Team-call Group
- ▶ Audio Conferencing
- ▶ ***Media Enhancements***

Additional Voice Enhancements

- ▶ Resiliency
 - ▶ SIP: OC transparently reconnects when FE fails
 - ▶ RTP: Media maintained on pool disconnection
- ▶ Normalization rules
 - ▶ Optimizing IP phone dialing experience
- ▶ Per-user location profiles
 - ▶ Additional granularity
 - ▶ Eliminates Exchange UM integration pain point

The Microsoft Media Platform

- ▶ Robust audio/video processing
 - ▶ Forward error correction and error concealment
 - ▶ Time-warping jitter buffer control
 - ▶ Dynamic Adaptation to real-time network conditions
- ▶ Optimizes the audio that gets into the packet
 - ▶ Noise suppression
 - ▶ Automatic gain control
 - ▶ Acoustic echo cancellation
- ▶ Advanced Network Layer
 - ▶ NAT/Firewall traversal
 - ▶ Secure RTP
- ▶ Measurements and reporting of user experience

Media Enhancements in R2

- ▶ Audio improvements
 - ▶ AGC: Improvements to Voice Activity Detector, increased robustness to typing noise
 - ▶ Echo: improved AEC (improved power to eliminate echoes, improved robustness against bad devices)
- ▶ Greater interoperability
 - ▶ Implementation of Comfort Noise Generation according to RFC 3389
 - ▶ Implementation of latest STUN/TURN protocols, ICE V19
- ▶ Latency improvements
 - ▶ Support for early media

Summary

- ▶ Response Group Service
 - ▶ Presence integration, flexible routing
 - ▶ Easy to administer
- ▶ Delegation
- ▶ Attendant
 - ▶ Great user experience
 - ▶ Improved productivity
- ▶ Audio Conferencing
- ▶ Enhanced media experience

... continued

▶ Video improvements

- ▶ Supports VGA (640x480) and HD (1280x720) @ up to 25 frames/sec in P2P calls
- ▶ Video settings under control of UC Admin

▶ Quality & Diagnostics

- ▶ Device-level enhancements to HW & SW.
- ▶ QoE Server includes Video, GW leg of the Mediation Server
- ▶ Ability to stitch different call legs into a single report
- ▶ In-call diagnostics to report on network impairments, network bandwidth limitations and bad devices
- ▶ Enhancements to reports to the QoE Monitoring Server

▶ Tools

- ▶ OCS Media Traffic Analyzer Tool
- ▶ PC4UC Health Check Tool

Microsoft[®]

© 2008 Microsoft Corporation. All rights reserved. Microsoft, Windows, Windows Vista and other product names are or may be registered trademarks and/or trademarks in the U.S. and/or other countries. The information herein is for informational purposes only and represents the current view of Microsoft Corporation as of the date of this presentation. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information provided after the date of this presentation. MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION.