

Microsoft | Open Door

Microsoft Communications Server
“14”: Transforming the Way People
Communicate

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Agenda

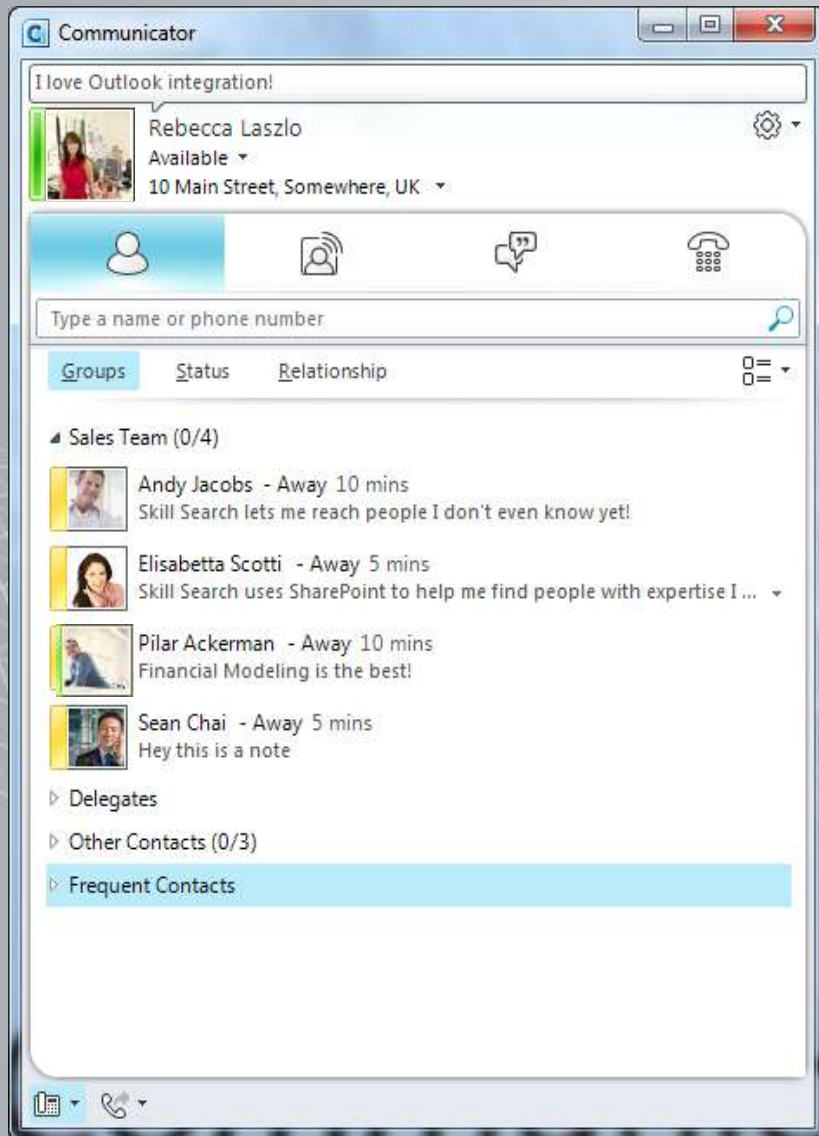
- First look at Lync 2010
- Voice Capabilities and Interoperability
- Developer Platform enhancements
- For more information

Agenda

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Next Generation Communications

Find and connect with the right people

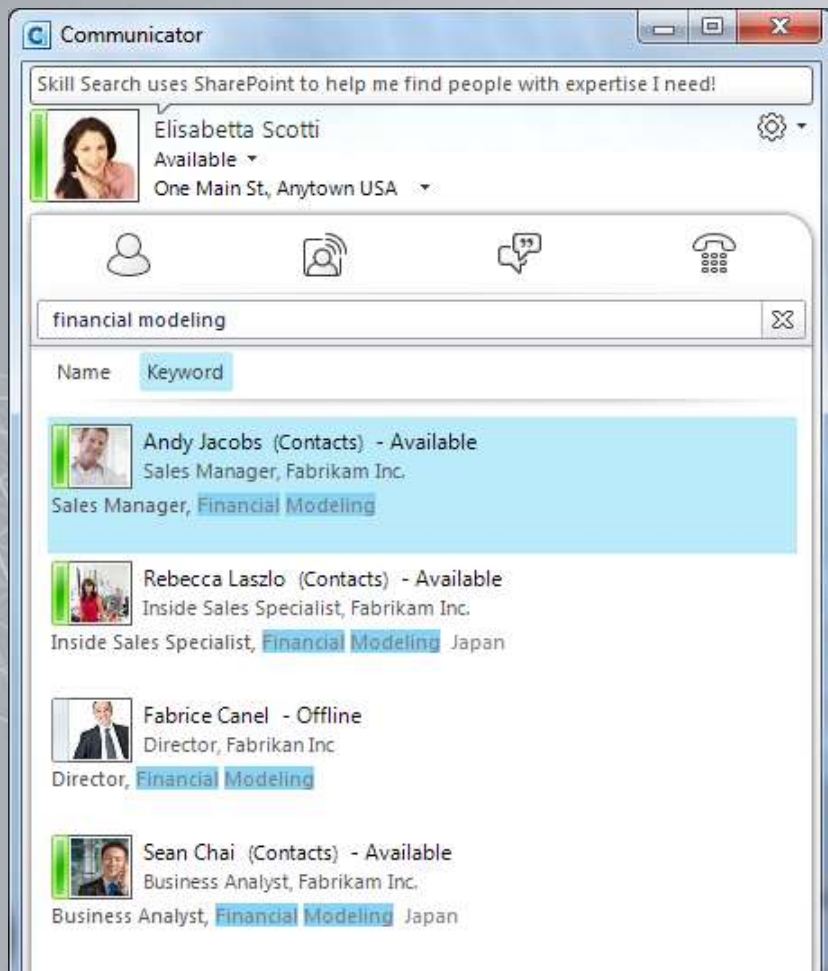


Lync 2010

- Connecting with anyone
- Connecting with everything you need
- Connecting from wherever you are

Next Generation Communications

Find and connect with the right people

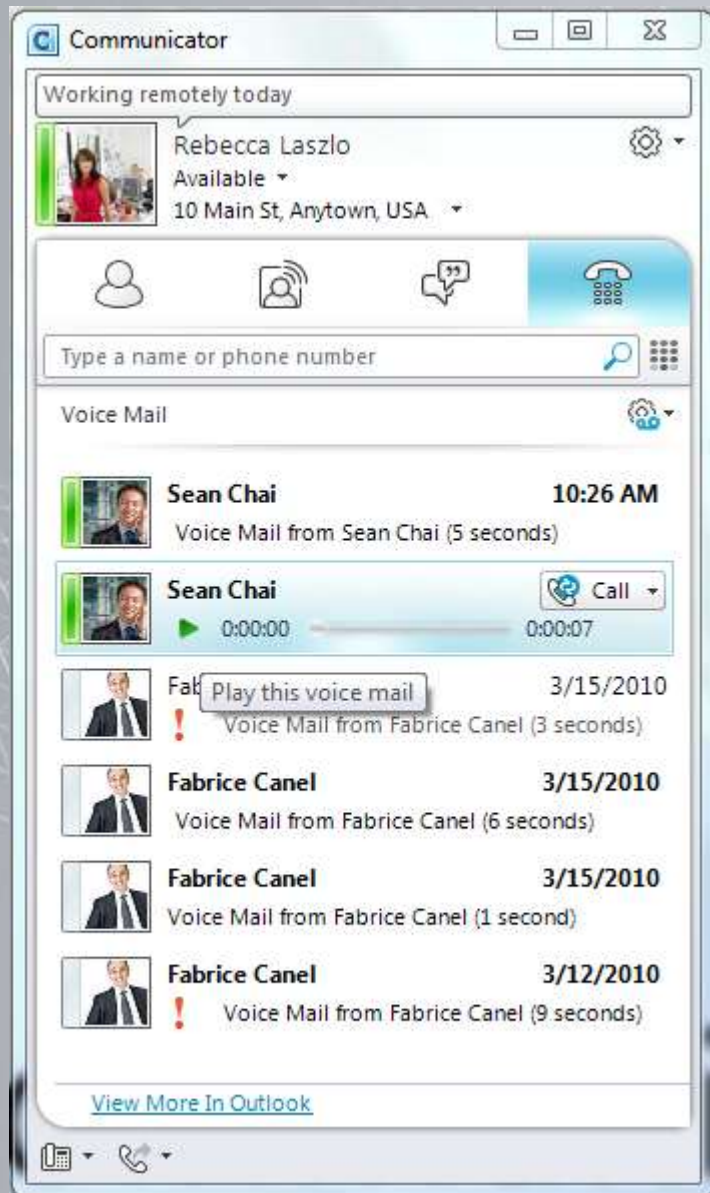


Skill Search

- Keyword search
- Searches on all data in Microsoft® SharePoint profile, including expertise, interests, and tags

Next Generation Communications

Communicate from familiar Office applications

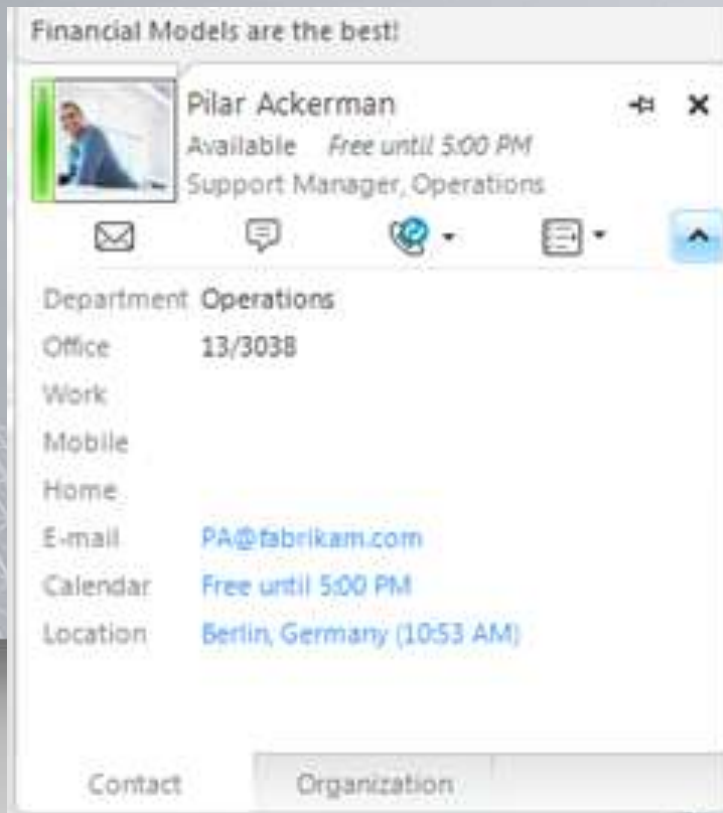


Efficient Voice Mail

- Automatic indexed transcription
- Multiple language support
- Callback or send message

Next Generation Communications

Find and connect with the right people

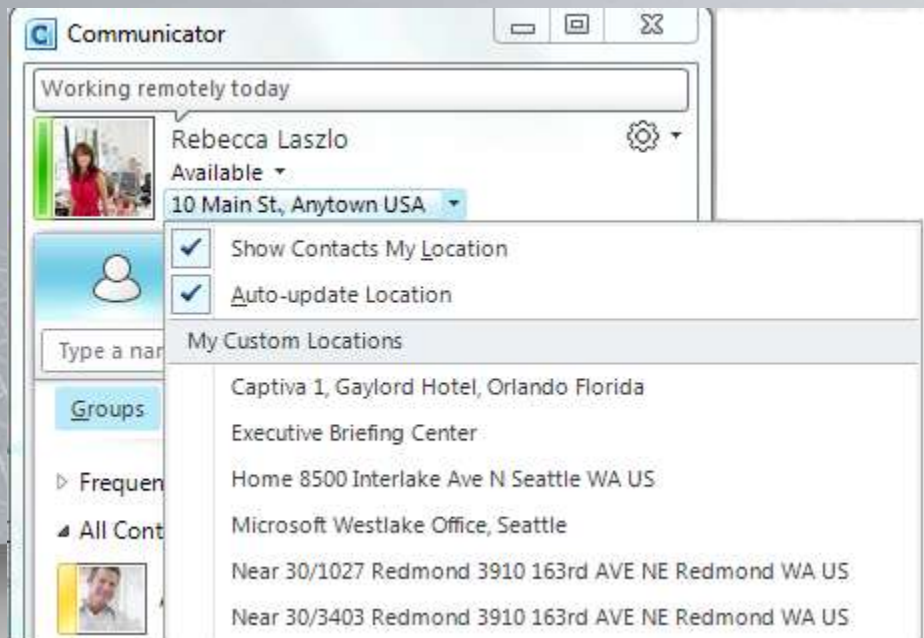


Contact Card

- Outlook and Communicator
- Organization chart view
- May be pinned to desktop

Next Generation Communications

Find and connect with the right people



Location

- Auto-detected or user entered
- Visible by others unless disabled via privacy settings
- Used for Enhanced 9-1-1

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Critical Voice Feature Coverage in “Lync”

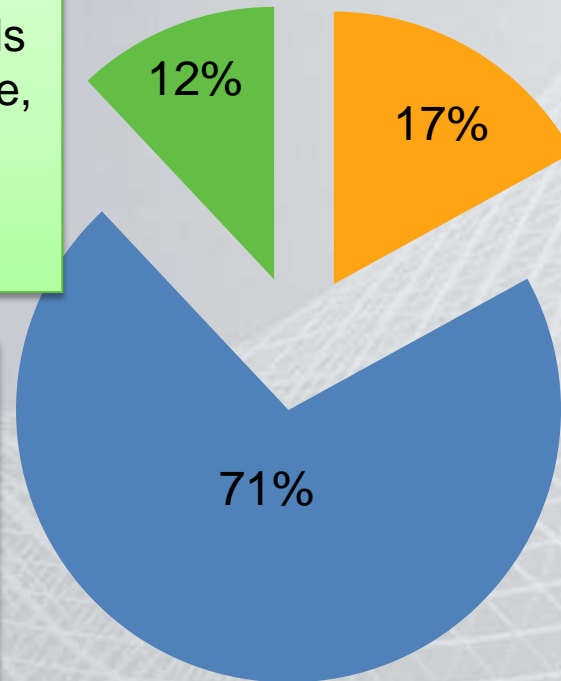
Building on a robust foundation

14 Deliverables (2H 2010):

- Enhanced 9-1-1 for North America
- Survivable Branch Appliances
- Call Admission Control
- More & cheaper phone models
- Call Park, Malicious Call Trace, and other features
- Additional data center survivability options

OCS 2007

- “Anywhere Access”
- IM & Rich Presence
- Most common voice features
- Unified messaging
- Audio and video conferencing
- Desktop integration



OCS 2007 R2

- Single Number reach
- Attendant Console
- Response Groups
- SIP Trunking
- Dial-in audio conferencing
- Higher def video
- Workflow activities for UC

Enterprise voice

Connecting from anywhere

Call Admission Control

- Fully Configurable with locations, topology, links, and limits for voice & video
- Dynamically enforced with full path assessed at session initiation
- If session would exceed limits, re-route or failure
- Voice calls may be re-routed to the PSTN
- May use different links for voice and video if desired; e.g., re-route video over Internet

E-911

- Emergency call and location conveyed from via centralized SIP trunk to 3rd party partner for PSAP routing
- No P-ANIs required
- Integrated Location Information Server (LIS)
- Locations can be based on subnet, switch, port, Wi-Fi access point
- Mobility fully supported, for hard phones and soft phones

Branch Availability

- Survivable Branch Appliance (SBA) from multiple suppliers
- Includes gateway and software in an appliance form factor
- If WAN fails, branch clients use PSTN gateway in appliance for calls
- If appliance fails, branch clients use data center as backup
- Automatic failover and failback

Voice Features Disclosure at VoiceCon

Partner Announcements

Audiocodes, Dialogic, Ferrari, HP, and NET:
Survivable Branch Appliances

- Local telephony in event of WAN outage
- Many supporting upgrades from existing qualified products

Aastra and Polycom: Optimized IP Phones

- Common area and knowledge worker
- Conference room (Polycom only)

Connexon and Intrado: E-911 Routing

Quest and NICE Systems: Call accounting and recording

SIP Trunking Announcements: Currently 10 qualified vendors including Verizon, Swisscom, Sprint, and Global Crossing

VoiceCon IP-PBX RFP

Annual session includes full written response to mock IP Telephony RFP, including list and budgetary pricing

Microsoft participated in 2010 session with traditional PBX and IP PBX vendors

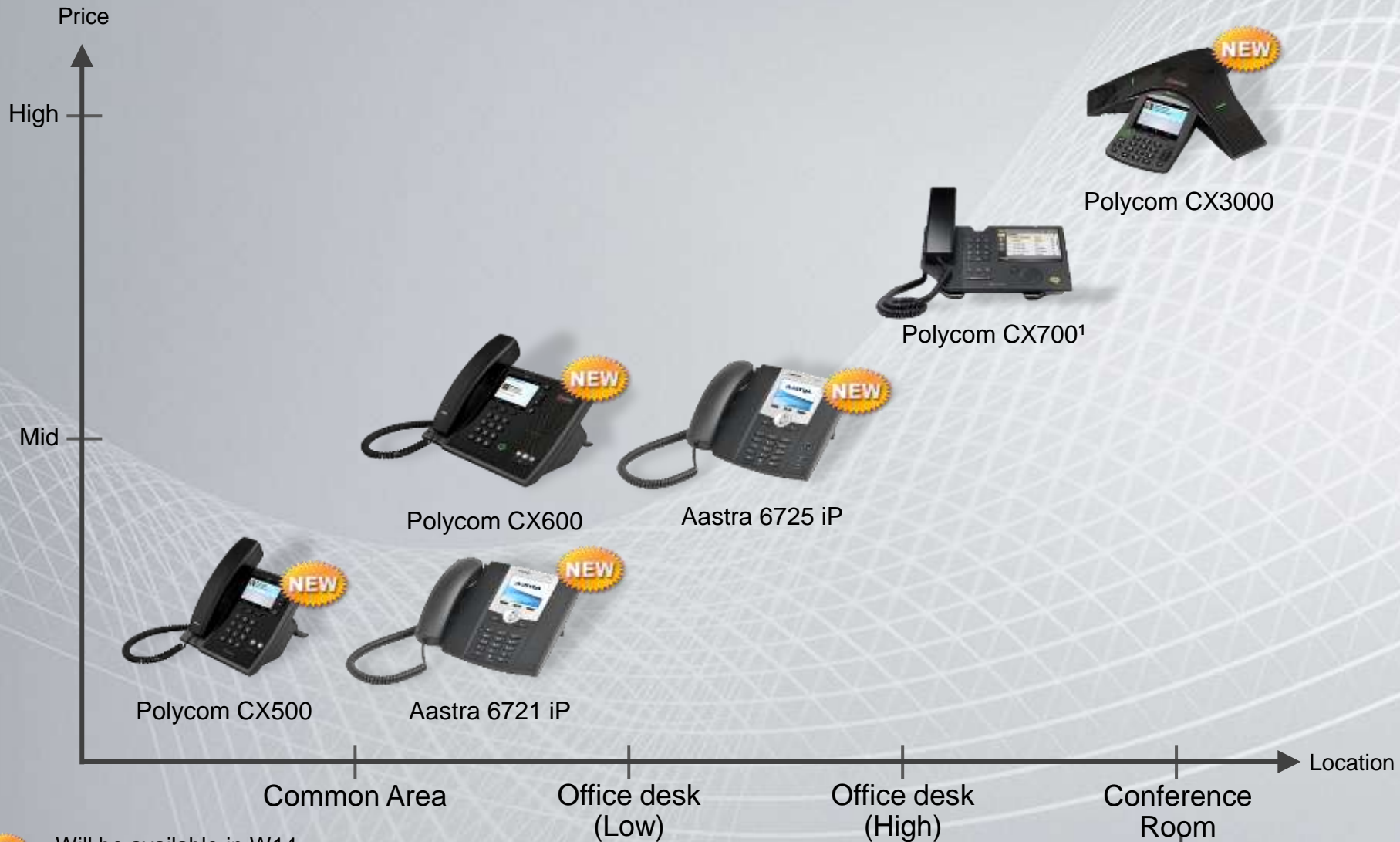
Full Microsoft written response is available at <http://www.microsoft.com/communicationsserver/en/us/whats-new.aspx>

Microsoft response included full UC capabilities, not just VoIP, plus partner IP phones for all users specified, and was still shown to be the **most cost effective**. See: <http://blogs.technet.com/uc/archive/2010/03/29/update-from-voicecon-orlando-2010.aspx>

Next Generation Telephony whitepaper also available

W14 'Optimized for' IP Phones

OPTIMIZED FOR
Microsoft®
Office Communicator



NEW – Will be available in W14
1 – Last update

Architectural Enhancements

- Streamlined server deployment
 - Eliminated need for standalone mediation
 - Co-location of all server roles except monitoring
- Data center disaster recovery options
 - Single pool split across separate data centers
 - Automatic failover to secondary data center
- Multi-level monitoring and alerting
 - Hardware and software component
 - Pool level via synthetic transactions
 - End to end service level

PBX Interoperability options

Replace the PBX with a complete UC solution

- CS “14” meets enterprise telephony requirements.
- Connect directly to the PSTN, or to any PBX during transition phase.
- Customers: [Sprint](#), [Colombian National Police](#), [Lionbridge](#).

Enhance the PBX with Full UC

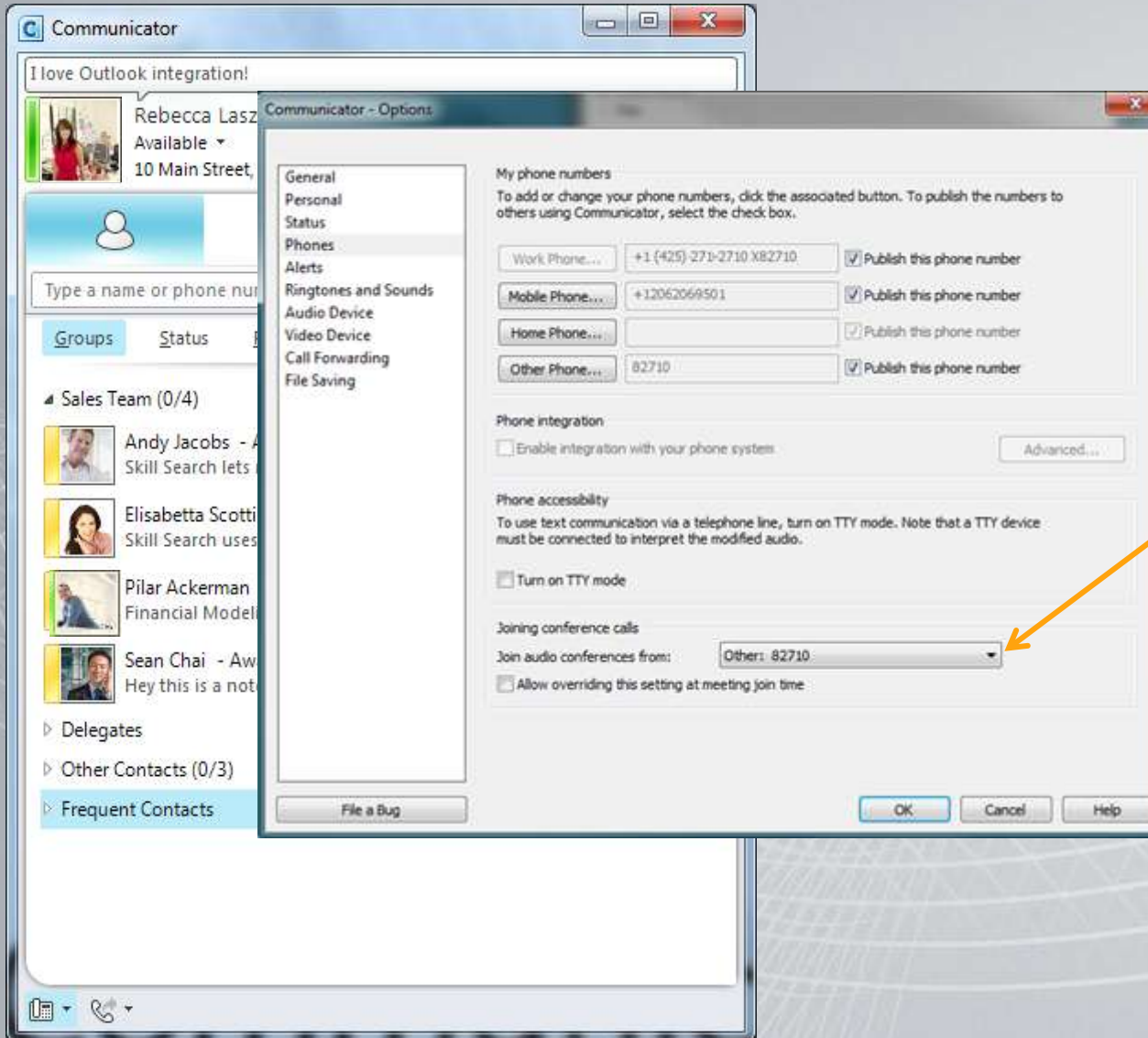
- PBX phone left in place for transition, often with Simultaneous ringing used to have both Communicator and PBX phone ring.
- Customers: [AT Kearney](#), [Royal Dutch Shell](#).
- *Click-to-call (RCC) is an option for initiating or answering calls using PBX phone, but results in feature loss including mobile access and seamless escalation to conferencing*

Add conferencing, presence & IM to the PBX

- New “Join From” feature rings the user’s PBX phone automatically.
- Gives organization the option to easily enable the voice capability in the future, but does not provide full UC capabilities such as mobile voice.
- Customer example: [Intel](#).

PBX Interoperability

Streamlining Unified Conferencing for PBX phone users



PBX phone
automatically called
upon meeting join

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Developer Platform

Integrate Communicator experiences into applications

The screenshot displays a Microsoft Office Communicator application interface for Fabrikam, Inc. The interface is divided into several sections:

- ACTIVE RFPs/IN-PLAY:** A table listing prospects with columns for 'PROSPECT NAME' and 'ESTIMATED CLOSE'.

PROSPECT NAME	ESTIMATED CLOSE
City Power & Light	11/17/09
Datum Corporation	11/18/10
Northwind Traders	11/18/09
Fabrikam, Inc.	12/11/09
Proseware, Inc.	12/12/09
- SALES TEAM:** A search box and a list of team members: Scott Huddleston, Sam Strasser, and Nathan Hopper.
- CONTACTS:** A list of contacts including Jack Unverferth, Jonathan Hume, Kam Foo An, Marcelo Ivan Garcia, Marie Pasquale, Rynelle Hoffman, Sam Bedekar, and Srivatsa Srinivasan.
- SEARCH:** A search window showing results for 'Jack Unverferth'.
- CONTACT CARD:** A detailed view of Yiu-Ming Leung, Principal Development Manager, with contact information and availability.

Drag and Drop UI controls

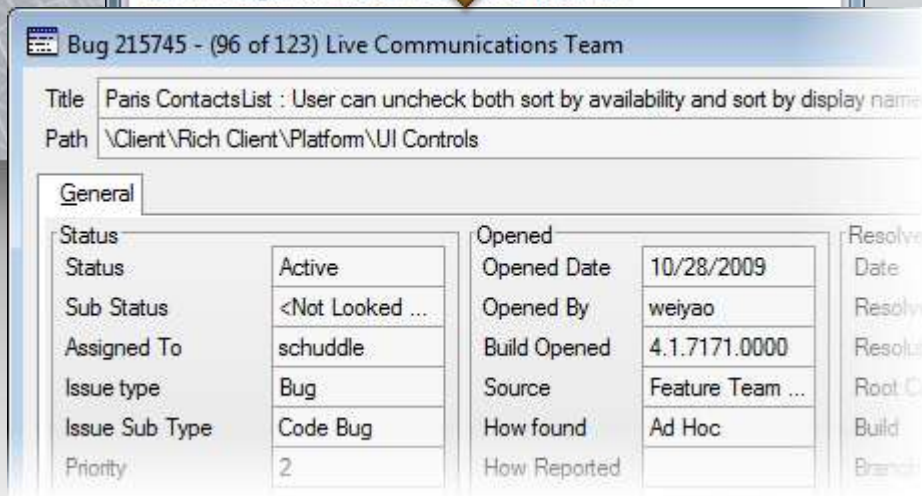
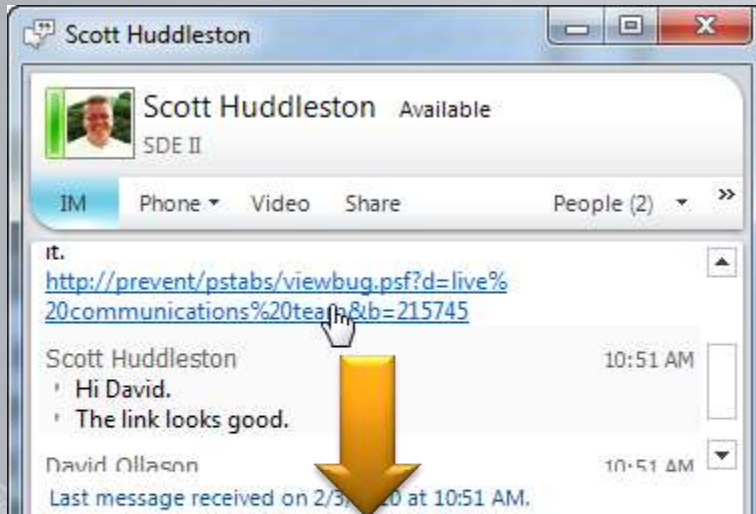
- Silverlight & WPF support
- Find/Browse people
- View availability, photo, location
- Check contact card
- Click to communicate

Developer Platform

Make conversations contextual

Links and data sent with invite

- Link displayed in conversation history
- Click to browse to same URL or launch same program.
- View contextual data directly



Developer Platform

Extend the Communicator experience

Communicator extension points

Your Silverlight application can run here and have API access to the conversation

- Host and run custom apps in:
 - Conversation window extension
 - Contact Card extension
- Extend menus to launch custom apps

For More Information

Evaluate communications investments holistically

- Messaging, telephony, IM, audio, video, and web conferencing
- Single identity and managed directory
- Put the person at the center of your focus

Additional resources

- VoiceCon Orlando keynote, Next Generation Telephony Whitepaper, and IP PBX RFP Response
<http://www.microsoft.com/communicationsserver/en/us/whats-new.aspx>
- Partner Announcement Overview and links
<http://blogs.technet.com/uc/archive/2010/03/23/partners-announce-solutions-to-complement-microsoft-communications-server-14.aspx>
- IP PBX RFP Pricing Chart and Commentary
<http://blogs.technet.com/uc/archive/2010/03/29/update-from-voicecon-orlando-2010.aspx>

Partner to go to:



Microsoft®

The Microsoft logo is centered on the page. It consists of the word "Microsoft" in a bold, black, sans-serif font, followed by a registered trademark symbol (®). Below the logo is the slogan "Your potential. Our passion." in a smaller, italicized, black, sans-serif font, followed by a trademark symbol (™). The background is a light gray gradient with a white grid pattern that curves and flows across the page.

Microsoft[®]

Your potential. Our passion.[™]