Lotus® software

IBM Lotus Sametime Unified Telephony

Highlights

■ *Helps users access telephony functionality easily and intuitively from within realtime collaboration software*

■ *Provides a simple, consistent user communications experience including telephony presence, incoming call management and call control, click to call, and softphones*

■ *Fosters communication and collaboration within applications to help speed business processes*

■ *Helps optimize the value from existing telephony systems and enterprise applications*

■ *Helps reduce calling costs with softphone, call management and aggregated presence awareness*

Unify telephone communications with realtime collaboration tools to speed decision-making and business processes
To be competitive, enterprises need to deliver products and services faster, enhance customer service and speed decision making. Companies of all sizes and in many industries are finding that a key to improving productivity and business responsiveness is delivering communication and collaboration tools

in a consistent, simple and meaningful context that accommodates work-style preferences. Integrating telephony as part of a company's unified communications (UC) platform can help accelerate decision making and the handling of business processes that require person-to-person — or even multiperson — interaction.
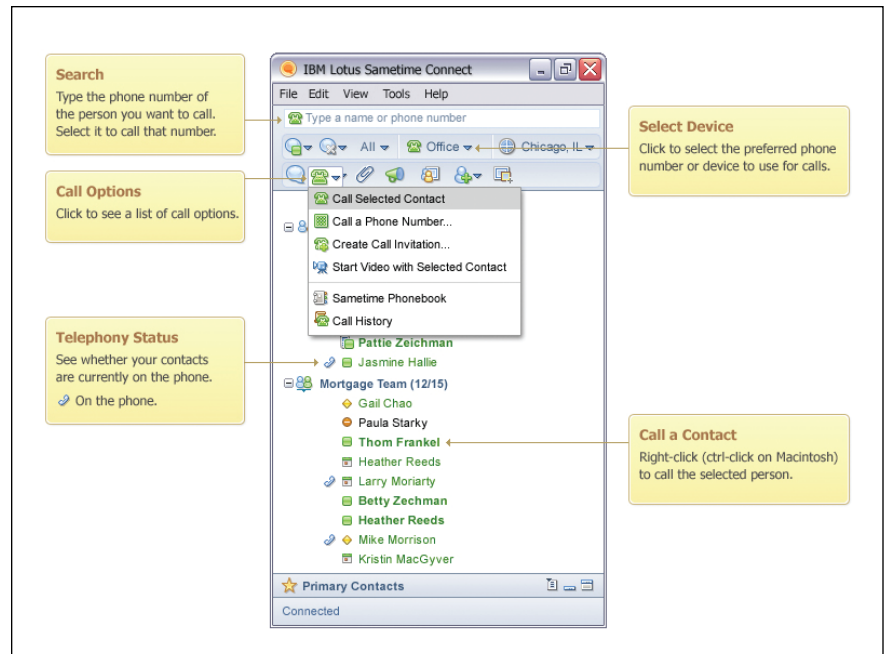

Figure 1: Whether they're inside or outside the company, people on a buddy list can be easily contacted in many ways.

An enterprise may have a telephony environment with tens or even hundreds of telephone systems—in divisions, countries, branch offices or acquired companies—as a result of decentralized decisions. Therefore, when implementing unified communications and collaboration systems, IT and network managers are looking for solutions that can leverage and extend these multiple, mixed-vendor communication systems.

IBM Lotus® Sametime® Unified Telephony software, an add-on offering to IBM Lotus Sametime Standard and IBM Lotus Sametime Advanced software, can help users find, reach and collaborate with one another more effectively. Lotus Sametime Unified Telephony software provides telephony features—including integrated presence awareness, softphones and call management—across multiple mixed-vendor telephony systems. It supports a unified user experience with the same rich set of capabilities for supported users, regardless of the telephone system they use. And it can help your organization deploy a UC system that is independent of your telephony infrastructure and your migration to IP telephony. Lotus Sametime Unified Telephony software can help your organization extract more value from existing investments in telephony infrastructure—both IP private branch exchange (PBX) and legacy time-division multiplexing (TDM) systems—and unified communication and collaboration solutions.

Participant Call Controls:		
Click-to-call, click to conference	Raise/lower volume	Call merge
Accept, reject or redirect incoming call	Mute/unmute	Hold/resume
Transfer/forward call	Move call to another device	Disconnect
Moderator Call Controls:		
Mute one or all participants	Invite others	
Lock call	End call for everyone	

Access telephony functionality easily and intuitively within realtime collaboration software

The front-end user capabilities in Lotus Sametime Unified Telephony software are designed to be intuitive and ease users' access to telephony functionality from within the Lotus Sametime client. The software combines the immediacy of instant messaging with telephone capabilities, right on users' desktops. Users can see if colleagues are available and then reach them more reliably and effectively without having to look up their numbers—wherever they are. Even if they are on the move.

Softphone

Users can initiate and manage phone calls through their PC microphone and speakers using the Lotus Sametime Unified Telephony embedded softphone.

Click to call, click to conference

Users can initiate a call or audioconference through a PBX telephone system by selecting one or multiple names from the contact list. In addition, users who are collaborating through an instant message may decide to escalate from instant messaging to a call or audioconference by using the click-to-call, click-to-conference capability.

Availability/telephony presence

At a glance, users can see telephone status (e.g., on the phone, off the phone) along with online presence status (e.g., available, away, in a meeting, do not disturb), making it easy to know whether it is appropriate to initiate a realtime conversation via instant messaging or a phone/conference call.

Incoming call management

With Lotus Sametime Unified Telephony software, users focus on the people they need to reach—not on where they are or what device they are using. Users can have a single unified phone number that allows calls to be routed automatically to their current location and the device they are currently using. Users can easily set rules and preferences to direct their calls—such as redirecting a call to a mobile phone. And because Lotus Sametime software has presence and location awareness, Lotus Sametime Unified Telephony software can automatically set the preferred contact device based on a user's availability and location status.

Call control

The software includes call control capabilities for participants and moderators. (Refer to the table for details.)

Use a simple, consistent user communications experience on the desktop client

Lotus Sametime Unified Telephony software provides the same set of functionality and user experiences to supported users, independent of the phone system to which they are connected. And it provides these capabilities from within a single client. This is in contrast to other offerings that provide a softphone that only works with a specific vendor's PBX and that require a full migration to IP telephony before delivering a common set of unified communications and collaboration capabilities to users.

Communicate and collaborate within applications to help speed business processes

IBM Lotus Sametime and Lotus Sametime Unified Telephony software allow communication and collaboration in a meaningful context that accommodates work-style preferences. Users can access and manage their communications from a Lotus Sametime or IBM Lotus Notes® client; a Microsoft® Outlook, Microsoft Exchange or Microsoft Office application; or an enterprise application.

Extract more value from existing telephony systems and enterprise applications

The back-end middleware layer of Lotus Sametime Unified Telephony software masks the complexity of back-end integration by providing connectivity to multiple telephone systems. The software connects via Session Initiation Protocol (SIP) to SIP-compliant PBXs from multiple vendors using SIP, and it connects to legacy TDM phone systems via SIP gateways.

IT and telecommunications managers can therefore leverage and extend their existing telephone systems—rather than ripping and replacing them—to provide the same set of UC functionality to supported users regardless of the phone systems they access. The middleware approach can help enterprises deliver the value of unified communications to virtually all users—even if they have not yet completed a migration to VoIP telephony.

Lotus Sametime Unified Telephony software is designed for reliability and scalability from hundreds of users to hundreds of thousands. The call control elements are designed to provide "five-nines" (99.999%) availability, helping to assure that calls can be completed. Other elements of the system support redundancy, clustering and load balancing to help optimize performance and continue to provide service to users in the event of component failure. The included IBM Tivoli® System Automation for Multiplatforms software provides advanced policy-based automation for applications and services across heterogeneous environments to help provide high levels of availability and reduce the frequency and duration of service disruptions.

Reduce calling costs with softphone, call management and aggregated presence awareness

Lotus Sametime Unified Telephony software provides features that can help reduce calling costs. Calls made via the softphone feature avoid PBX telephone charges. Call management capabilities can direct calls to a user's preferred device so that colleagues do not have to call a variety of devices to find the user. The aggregation of presence information—a user's availability for instant messaging and/or a telephone call—helps colleagues avoid making unnecessary calls or calls that cannot be accepted by a user.

Manage your UC environment

Lotus Sametime Unified Telephony software provides tools for configuring, monitoring and managing your deployment. A browser-based configuration interface aids the configuration of the telephony control, application and media servers, as well as the definition of business groups, number plans and feature profiles. Administration consoles can be used to check server status; to monitor call volume, user call activity and license usage; and to view and edit SIP proxy properties.

Supported by IBM Global Technology Services

IBM Converged Communications Services for Lotus Sametime Unified Telephony software helps clients minimize costs, reduce risk and optimize client resources in implementing a UC solution that enables users to connect to one another virtually regardless of the PBX they are using. IBM Global Technology Services uses proven methodologies and expertise gathered from its familiarity with Lotus software, previous services engagements and its close relationships with multiple vendors to deliver the strategy, assessment, architecture, design, integration and deployment services to help an enterprise leverage and extend its multivendor telephony systems with Lotus Sametime Unified Telephony software. For more information, go to ibm.com/services/networking and visit the "Converged communications services" page.

For more information

To learn more about IBM Lotus Sametime Unified Telephony software, including system requirements, please contact your IBM representative or IBM Business Partner, or visit:

ibm.com/lotus/sametime/
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