

ShoreTel CSTA Remote Call Control Integration with Microsoft



Enabling telephony presence within the communications server infrastructure and Microsoft Office Communicator control over your ShoreTel endpoints



BENEFITS

- *Further a successful UC strategy with simplified integration*
- *Enables organizations to leverage existing investments and reduce training requirements*
- *Improves productivity with telephony presence and alerts*
- *Provides flexibility so users can use their preferred methods to connect*

The demand for more efficient and productive communications has triggered major advances in unified communications (UC), driving the integration of what were once separate silos—information technology, communications, and application software. A key requirement of successful integration is to enable users to place an audio or video call, send an instant message (IM), check a user's presence, or make a conference call—all through a single integrated interface.

The ShoreTel UC system already offers this degree of flexibility with ShoreWare® Professional Call Manager, but organizations that have already deployed a Microsoft Communication server solution with Microsoft Office Communicator on end-user desktops may prefer to standardize on that application, rather than force end users to switch.

ShoreTel recognizes that every organization has a different approach and a unique roadmap for UC. As a result, no one size fits all, so ShoreWare CSTA server has been designed so IT groups remain in control of their UC migration with the opportunity to leverage existing Microsoft Office Communication Server infrastructure. This enables end-users to continue using Microsoft

Office Communicator, while taking advantage of the rich functionality in the ShoreTel UC system.

Telephony presence: avoid endless phone tag

Anyone who has ever played phone, IM or e-mail tag to try to finish up important tasks, knows how much more productive and efficient it would have been if they could receive an alert when the person they were trying to reach became free. By integrating ShoreTel's true telephony presence capabilities into Microsoft Office Communication Server, the ShoreWare CSTA Server delivers this information in real time. Users can simply flag someone (shown in Microsoft Office Communicator) and receive an instant notification when presence status changes from "in a call" to available. Tasks can then be accomplished in a timely and efficient manner.

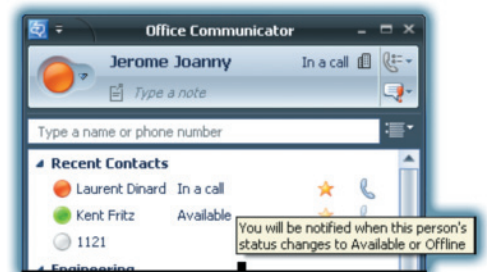


Figure 1: Receive instant notification of availability status

ShoreTel understands that everyone has a preferred way of connecting with others.

For organizations that do not have the time or resources to implement and train users in Microsoft Office Communicator, the ShoreWare CSTA Server delivers telephony presence across Microsoft Office 2007 applications, including Microsoft Outlook, Word, Excel, Sharepoint, and Powerpoint. Users simply check the presence icon next to the name of the person they want to reach, right click, and select to flag this contact for presence information—it's that simple!

Personalize the UC experience

Human communication is very personal: some people are very visual, while others are more auditory. ShoreTel understands that everyone has a preferred way of connecting with others, and recognizes that people within the same



Figure 2: Example of a phone put on hold with the desktop application showing the same action.

organization use communication tools differently. Some naturally tend to be more phone centric, while others are more computer oriented. For this reason, a successful integration depends on consistency between the phone display and keys, and the computer interface. Any action available in Microsoft Office Communicator should be available on the phone, so users can freely move between interfaces.

Some phone-centric users may prefer to ignore the desktop interface all together, and can depend on the system to automatically update telephony presence.

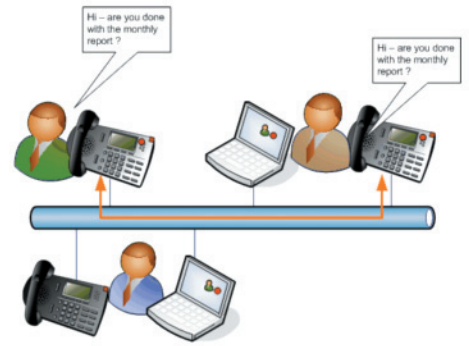


Figure 3: Telephony presence updates across telephones and desktop.

Dial from the interface you “live” in

For application-centric users, ShoreWare CSTA Server not only provides the application with telephony presence, but other important telephony features. With this level of integration, users can place calls from Microsoft Office Communicator, Microsoft Outlook and Microsoft Sharepoint, and receive missed call notifications, view call detail records in Microsoft Outlook, and reach out to contacts by IM, e-mail or phone in just one click. Microsoft Office applications recognize phone numbers and contact names using Microsoft smart tags, and offer the option to dial directly from within the current application.

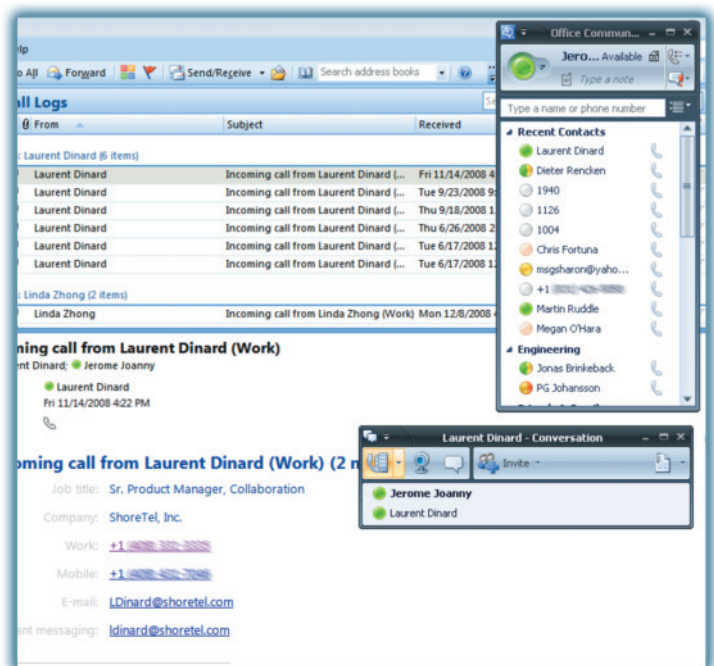


Figure 4: Missed call notification in Microsoft Outlook with contact details for call back

Tight integration helps boost productivity.

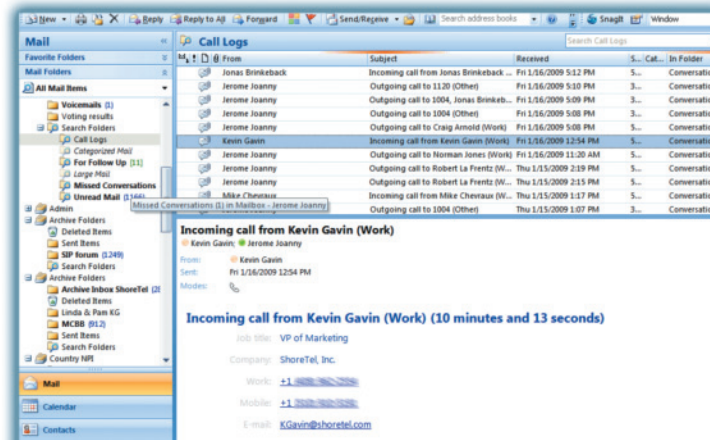


Figure 5: Call detail records archived in Outlook

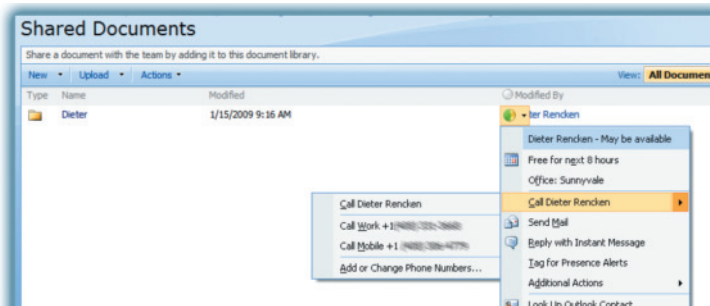


Figure 6: Click to dial from within Sharepoint

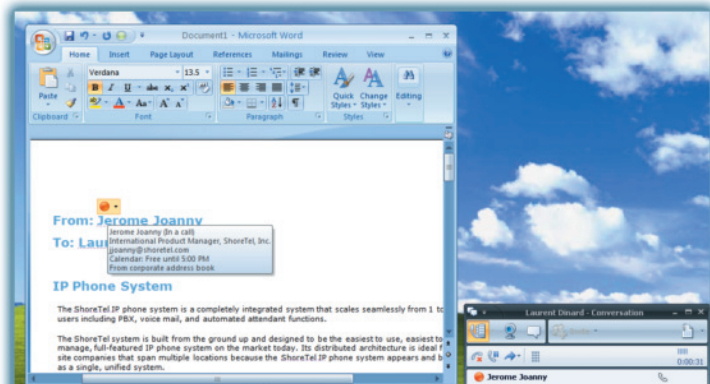


Figure 7: Smart Tag technology enabling presence and click-to-dial within Microsoft Word

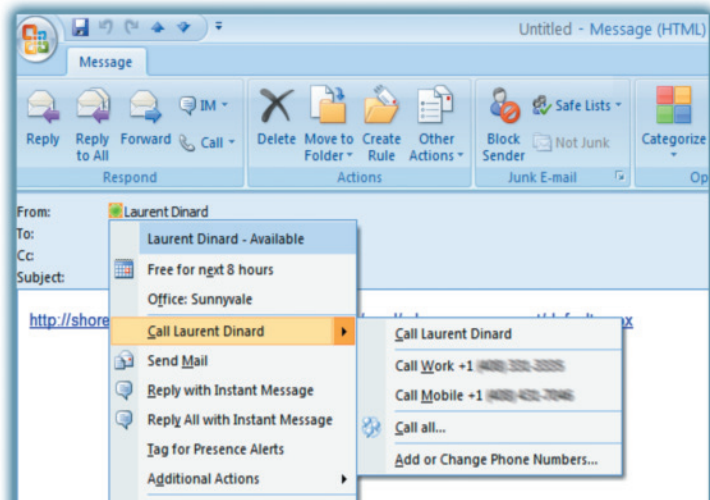


Figure 8: Example of click-to-dial within Microsoft Word

Enjoy “a la carte” integration

Telephony features in Microsoft Office Communicator, enabled by ShoreWare CSTA server, bring many benefits to application centric users by delivering telephony features to their existing Microsoft desktop. However, many other users need access to advanced telephony features. For instance, an executive assistant picking up and transferring the boss’ calls as a single drag and drop task; a workgroup agent monitoring the number of queued calls and wait times; and the supervisor whispering into an agent’s conversation or reassigning agents to handle a specific workgroup experiencing an unexpected load. These types of functions are solely available in ShoreWare Call Manager, and have been ergonomically designed and optimized to serve telephony-centric users.

The ShoreTel UC system leverages the Microsoft Office Communication Server to drive IM and deliver IM presence to the ShoreWare Call Manager client. As a result, the ShoreWare CSTA Server enables the IT administrator to deploy the best client to match the user’s needs, and take advantage of both systems without compromising end-user satisfaction. This innovative approach perfectly complements the Microsoft solution by truly breaking down communication silos, and enriching its functionalities. This not only serves as investment protection, but delivers flexibility and allows the IT group to align implementation with UC strategy.

SYSTEM ENGINEERING/ REQUIREMENTS

- ShoreTel release 7.5 or higher
- ShoreWare CSTA installed (refer to the ShoreWare CSTA documentation for specific system engineering)
- Microsoft Live Communication Server 2005, Microsoft Office Communication Server 2007 or Microsoft Office Communication Server 2007 Release 2
- One Microsoft LCS or OCS client access license per user with Microsoft Office Communicator
- One ShoreWare CSTA - Microsoft RCC client license per RCC-enabled user

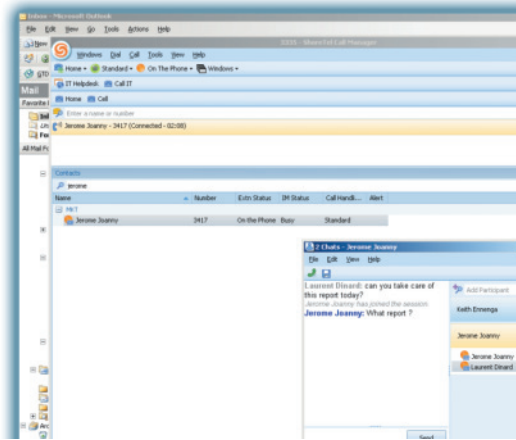


Figure 9 and 10: Example of Microsoft Office Communicator and ShoreTel Professional Call Manager exchanging IM and aware of each presence—both telephony and IM presence.



CSTA controls availability for Microsoft Communication Servers			
	Microsoft Live Communication Server 2005	Microsoft Office Communication Server 2007	Microsoft Office Communication Server 2007 Release 2
Make Call	•	•	•
Receive Call (1)	•	•	•
Caller ID	•	•	•
Call Waiting (2)	•	•	•
Call Hold (3)	•	•	•
Call Retrieve	•	•	•
Alternate Call	•	•	•
Single Step Transfer	•	•	•
Consultative Transfer	•	•	•
Conference (4) (7)	•		
DTMF Digits Generation (5)	•	•	•
Call Forward	•	•	•
Call Forward based on location (7)	•		
Do Not Disturb (6) (7)	•		
Missed Call Notification	•	•	•
Reply with IM	•	•	•
Escalation to Video	•	•	•

(1) The RCC-enabled user can receive calls using MOC. Remember, the user can't talk through MOC. The RCC-enabled user can accept the call through MOC and PBX or the IP PBX phone will go off-hook and the speaker phone capabilities will be activated on the PBX phone.

(2) The RCC-enabled user sees pop-up saying a new call is coming.

(3) The RCC-enabled user can handle multiple calls at a time. Every call is represented by a different communication window. The user can place any communication on hold during the conversation period.

(4) The RCC-enabled user can perform a multiparty conference call (three to six parties) initiated and managed from the MOC interface. This is not supported by OCS 2007 and OCS 2007 R2.

(5) MOC has the option to send the DTMF digit over trunk calls.

(6) The ShoreTel phone may be set to do not disturb mode from the MOC interface or automatically when the end user goes into full screen mode with any application. Setting the phone in DND will not be reflected in the MOC as LCS does not support the Get DND status CSTA message.

(7) Only available with Microsoft Live Communication Server 2005 - these particular CSTA controls were removed by Microsoft in OCS 2007 and OCS 2007 R2.

About ShoreTel

ShoreTel is a leading provider of *Pure IP* unified communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.



World Headquarters:

960 Stewart Dr.
Sunnyvale, CA
94085 USA

+1 (800) 425-9385 Toll Free
+1 (408) 331-3300 Tel
+1 (408) 331-3333 Fax

info@shoretel.com

www.shoretel.com

EMEA:

+1 800 408 33133 Freephone
+44 (1628) 826300 Tel

Asia Pacific:

+61 (0)2 9959 8000 Tel

Copyright © 2009 ShoreTel. All rights reserved. The ShoreTel logo, ShoreTel, ShoreCare, ShoreGear, ShoreWare, ShorePhone and ControlPoint are registered trademarks of ShoreTel, Inc. in the United States and/or other countries. All other copyrights and trademarks herein are the property of their respective owners. Specifications are subject to change without notice.
850-1191-01/3/09