Collaborative solutions
To support your business objectives

Lotus® software

IBM

Simplifying the way people connect and communicate.

ON DEMAND BUSINESS™

AVAYA

IBM Lotus Sametime software with integrated audio from Avaya—On Demand Business solutions for efficient collaboration

*Provides **integrated audio and Web conferencing** in a single Web interface*

*Enables enhanced **control of multiple-participant calls***

*Offers opportunities for **significant cost reduction** through fewer toll calls and service charges*

*Helps **simplify locating and adding participants** to telephone conversations*

*Promotes **security of audio and Web conference content** through control features and installation behind the corporate firewall*

Challenge: Connecting employees quickly and easily via voice and data

Communication is the engine that drives your business, so assembling the right people at the right time is crucial to effectively make decisions and respond to customer and market demands. Fortunately, collaboration tools have significantly improved business communications in support of both structured meetings and spontaneous gatherings.

E-mail, instant messaging and Web conferencing have brought people together, allowing them to exchange ideas through shared presentations and the written word. Voice communication has been enhanced, too, providing individuals with more options for reaching out to their coworkers and finding them at their desks, at home or on the road. Today, your employees no longer have to stop using one communication method in order to use another. With the ability to seamlessly progress from an e-mail to an instant message to an audio conference, or control audio conference capabilities from within a Web conference, the barriers to communication can be broken down even further—saving time and increasing user efficiency by making it easier and faster to connect to others.

Audio conferencing is now just a click away

By combining IBM Lotus® Sametime® software, IBM's market-leading product and platform for real-time collaboration, with the proven audio conferencing capabilities of Avaya Meeting Exchange Groupware Edition, IBM and Avaya provide users with an enhanced ability to launch and manage virtual conferences.

With integrated, full-featured audio from Avaya, a user can extend his or her collaboration capabilities even farther and instantly "click-to-call" a single person or "click-to-conference" a group of users from IBM Lotus Notes® or Lotus Sametime environments.[1] Users can place a telephone call to a Lotus Notes or Lotus Sametime contact by right-clicking on his or her name, allowing the person to initiate calls and control interactions without switching applications or looking up phone numbers. After right-clicking, a Click-to-Call dialog box appears, and the caller can input or select the

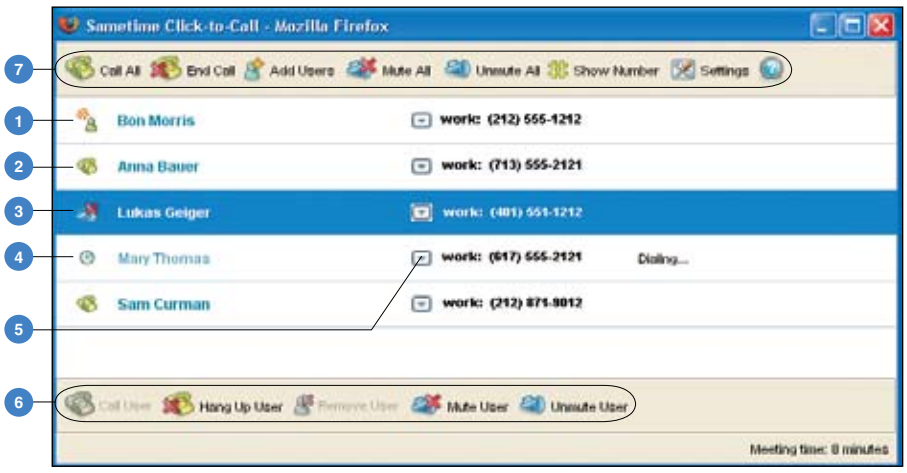
Click-to-Call capabilities

See the telephony connection status of each participant, including: 1 *who is speaking,* 2 *who has joined the call,* 3 *who is on mute,* 4 *who is being connected*

5 *Select or input the preferred number used to reach a contact based on the contact's location at that time*

6 *Call, hang up, remove, mute and unmute individual users with the call controls along the bottom of the audio conference dialog box*

7 *Call all, end the call, add users, mute all, unmute all, show number and display settings with universal call controls along the top of the audio conference dialog box*



IBM Lotus Sametime Click-to-Call dialog box

number that is preferred, depending on where the contact is at that time. When connected, the conference moderator has a variety of controls, including the ability to call out to additional participants, mute lines and disconnect participants.

For conference calls with multiple participants, the process is similar. The conference moderator can select multiple names and initiate a call that rings everyone's phones at the same time, while displaying the connection status of each participant. The moderator has considerable control over the call, with the ability to mute participants, see who is (and isn't) speaking and disconnect participants. And, conveniently, a moderator can have the conference call out to new participants or share the dial-in number and passcode so that participants can call in themselves.

A single interface for both audio and Web conferencing

IBM Lotus Sametime with integrated audio from Avaya brings audio conferencing together with presence awareness, instant messaging and Web conferencing in a single, integrated solution.

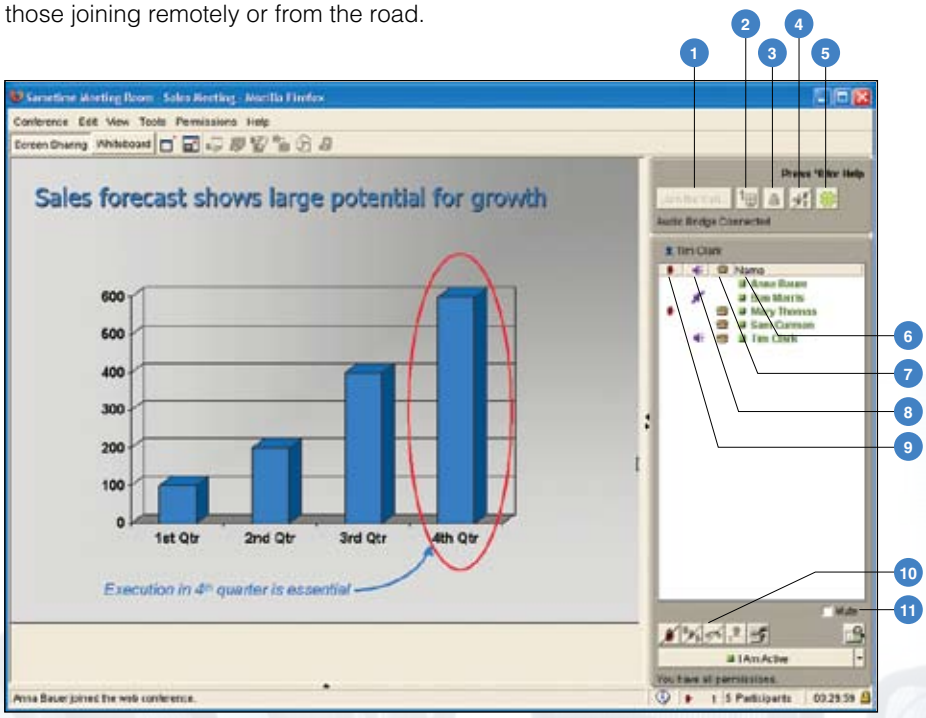
With audio controls embedded in the Web conference, meeting participants have a unified interface for managing

both the audio and Web portions of a conference. This capability can increase security by allowing users to identify, in real time, others participating in the conference, and offers the moderator enhanced controls to disconnect participants and lock conferences. Visual icons also show who is speaking, who have raised their hands and who is muted.

Audio conferencing details are displayed within the Web conference, and participants can request that the conference call them, rather than having to dial into the conference. Moderators can also dial out to participants who may not have access to audio conferencing information, so that it's easy to connect those joining remotely or from the road.

Easier and more cost-effective collaboration

Lotus Sametime with integrated audio from Avaya enables more productive and responsive communication among your employees. It allows your employees to initiate spontaneous conference calls that address your business issues in a more timely fashion, helping employees to focus on the message, not the medium.



IBM Lotus Sametime Meeting Room

Meeting Room capabilities

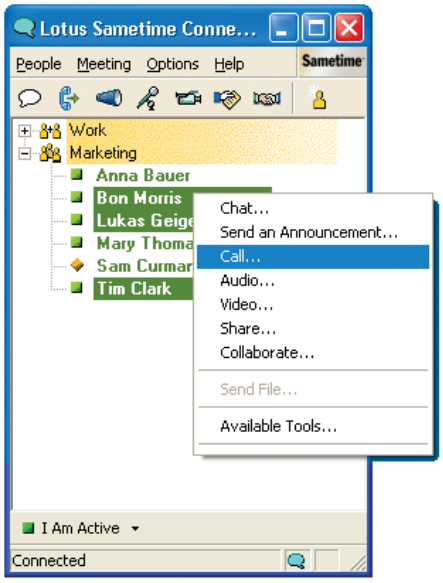
1. *Have the conference call you instead of you calling into the conference*
2. *Dial out to new meeting participants, instead of requiring that they dial in*
3. *Lock the conference to control participation*
4. *Mute all users*
5. *Display audio conferencing information, such as the dial-in number and passcode, in the Web conference*

See the telephony connection status of each participant, including: 6 *who has joined the Web portion of the conference,* 7 *who has joined the audio portion of the conference,* 8 *who is speaking and who is on mute*

9. *See who have raised their hands*
10. *Disconnect individual participants*
11. *Mute and unmute individual lines*

At the same time, it is possible to reduce your communications costs. Because it is designed for on-premise Web conferencing deployment, Lotus Sametime software can offer significant cost advantages over hosted services, while making it easier to extend the benefits of Web conferencing across an entire organization.

And with Avaya Meeting Exchange Groupware Edition, you can realize additional savings by bringing audio conferencing inside the corporate firewall and over your own network, instead of using an outsourced service with per-use and recurring fees. Avaya Meeting Exchange Groupware Edition also supports time-division multiplexing (TDM), pure Internet Protocol (IP) and mixed network environments so that you can potentially drive your telephony expenses down even further by using an IP network to reduce toll calling.



IBM Lotus Sametime Connect client

From vendors you can trust, with proven, market-leading enterprise solutions

The integration of Lotus Sametime collaboration and Avaya communications technologies represents the combined excellence of two proven, market leaders. Both offer security-rich, scalable, enterprise-class solutions designed to help businesses increase user productivity and responsiveness. Lotus Sametime software is the most used instant messaging solution in enterprises, including 60 percent of Fortune 100 companies[2]; Avaya is the leader in both enterprise telephony[3] and IP telephony.[4] IBM Lotus Sametime with integrated audio from Avaya joins two proven technologies brought together to create a robust and full-featured communications tool.

For more information

To learn more about IBM Lotus Sametime with integrated audio from Avaya, contact your IBM sales representative or visit:

ibm.com/lotus/sametime

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1 To integrate with IBM Lotus Notes software, users must be licensed for IBM Lotus Sametime software.

2 "Osterman Research Enterprise IM Tracking Survey," Osterman Research, March 2005.

3 "IP Telephony Enterprise Report 2Q05," Dell'Oro Group, August 2005.

4 "Q2 2005 Enterprise Telephony Market Shares," Synergy Research Group, August 2005.

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