



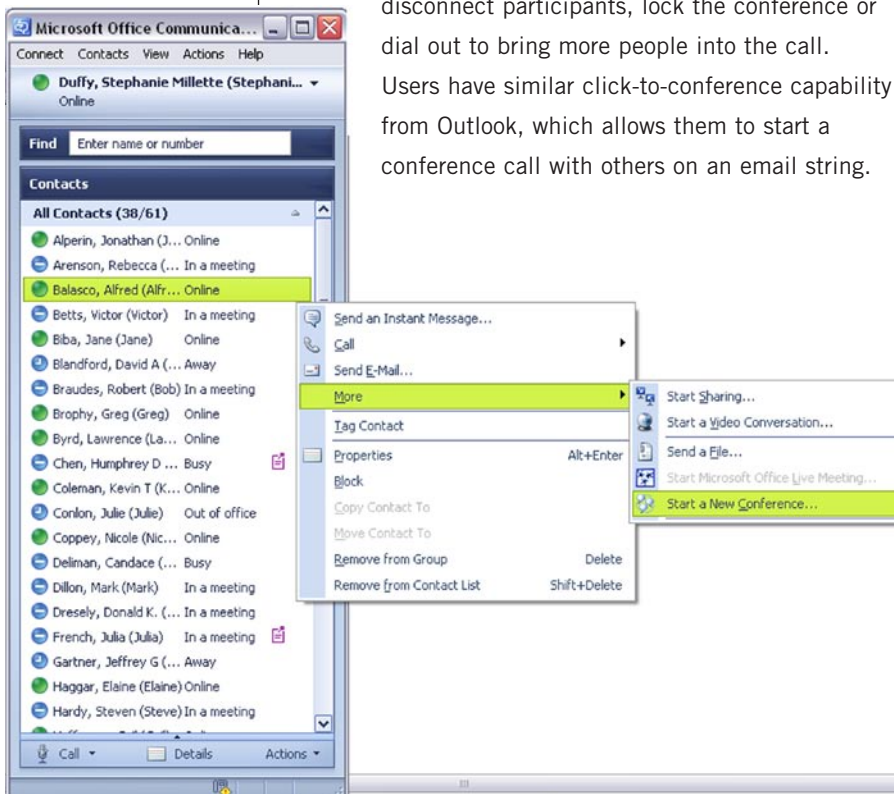
FACT SHEET

# Avaya Meeting Exchange® Integration with Microsoft® Applications

Avaya Meeting Exchange® Enterprise delivers the power of collaboration in a package that is flexible, easy to manage, and cost-effective. As an in-house collaboration solution, Meeting Exchange combines proven audio conferencing capabilities from Avaya with an array of market-leading desktop applications including Microsoft Office Communicator and Microsoft Outlook, giving enterprise users an enhanced ability to launch and manage virtual conferences.

## Click-to-Conference from Microsoft Office Communicator

Integrating Meeting Exchange with Microsoft Live Communications Server (LCS) 2005 brings new value to standard Instant Messaging capabilities of Microsoft Office Communicator. Users can click-to-conference from the Office Communicator interface simply by clicking on multiple names in their buddy list. Users can also escalate from an IM conversation to a conference call, at the click of a button. Once in the conference, the conference host can control the call from their Office Communicator interface with the ability to mute or disconnect participants, lock the conference or dial out to bring more people into the call. Users have similar click-to-conference capability from Outlook, which allows them to start a conference call with others on an email string.



## Adding Value to Microsoft Applications

- Click-to-Conference from Microsoft Office Communicator and control the call – mute participants, lock the call, or dial out to new participants.
- Reserve capacity on the Meeting Exchange bridge and ensure all of your participants can join.
- Automatically populate meeting invitations with conference access details.
- Configure key conference features such as entry & exit tones on a per-conference basis.

## Scheduling Capability via Microsoft Outlook

Integration with Microsoft Outlook 2003 and 2007 allows users to reserve conferencing capacity on the Meeting Exchange bridge and notify participants of the conference access details directly from an Outlook meeting invitation. With a single click, meeting invitations are auto-populated with the conference dial-in number and pass code, ensuring participants have the necessary information and helping meetings start on time. If you need to reschedule the meeting, simply drag and drop the calendar entry to another time slot and the Meeting Exchange bridge will book the capacity for the new time, guaranteeing enough ports will be available for your participants.



When scheduling a conference call from the Outlook meeting invitation, users can choose to turn on or off specific settings, such as entry and exit tones, requiring participants to announce their name upon entry, playing music on hold until the moderator joins, and disconnecting the call when the moderator hangs up. Allowing users to configure their own settings on a per-conference basis provides a more customized experience and eliminates the need to contact an operator or administrator to make the changes.

### Deployment

Meeting Exchange is easily integrated with Microsoft Outlook through a plug-in, which can be downloaded from the Meeting Exchange server and installed into the Outlook calendar application. Outlook integration software is available on a user license model, requiring one Outlook integration license for every licensed Outlook user.

An Audio Conferencing Provider (ACP) gateway is required as the interface between Live Communication Server and Meeting Exchange. This enables the conversion between the Microsoft SIP CS/CCCP and the Bridge Control Application Programming Interface (BCAPI) to the Meeting Exchange bridge. Avaya also provides licenses to enable the integration.

### About Avaya Meeting Exchange

Meeting Exchange can help improve productivity by delivering collaboration tools that are easy to access and use, while also helping to maintain costs. Meeting Exchange eliminates the per-use or recurring fees associated with outside audio conferencing services, and can allow customers to realize an ROI in as few as six months and save up to 50% in monthly conferencing costs compared with carrier services. With valuable features like conference scheduling, recording, billing, end user conference control capabilities, and integrated Web conferencing, Meeting Exchange is an important communications application for any business.

### Learn More

For more information about Avaya Meeting Exchange, please contact your Avaya Client Executive, Authorized Avaya BusinessPartner or visit us on our Web site: [avaya.com](http://www.avaya.com) and search for Meeting Exchange Express under the Products listing.

### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

