

When using Microsoft desktop for real-time collaboration needs, extensive enhancements can be made to the Microsoft Office Communicator client in more than one way:

- Genesys Enterprise Telephony Software (GETS) for enterprises that want to enable telephony (telephony presence, click-to-dial, telephony call control, call forwarding...) in instant messaging and collaboration applications. This integration is described in a dedicated guide (“Genesys Enterprise Telephony Software for Microsoft Office Communicator and Office Communications Server 2007”).
- My Instant Communicator for enriching user experience of Microsoft Office Communicator addicts. My Instant Communicator fully controls the conversations and hands over to Office Communicator for all instant messaging flows, web presentation and application sharing. Telephony presence is exposed on-the-fly right into Office Communicator.

My Instant Communicator integration

From Office Communicator, you can:

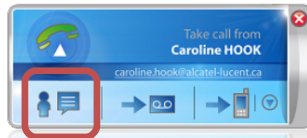
- Place voice calls from the contacts list, from the chat window
- See when someone is on the phone (telephony presence)

From My Instant Communicator, you can:

- Display the contacts list of Office Communicator when needed
- Start, send or answer with an Office Communicator Instant Messaging (IM) session (when searching people, when receiving a voice call, while in a conversation...)
- Set the presence status
- Add a new contact in your Office Communicator buddy list

Initiate Office Communicator Instant Messaging (IM) sessions - Some examples

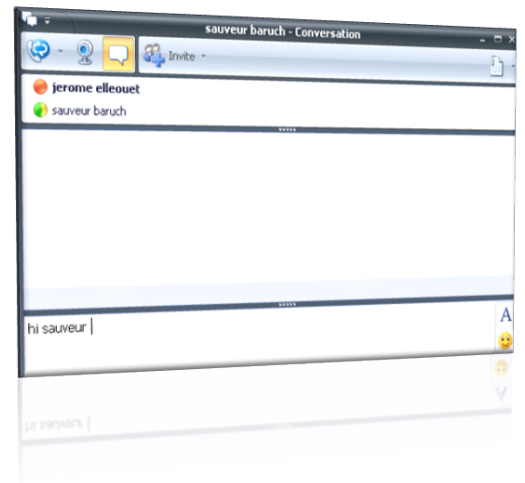
You are notified of an incoming voice call and decide to answer with an IM



Contact you try to reach is on the phone (busy); you decide to send an IM

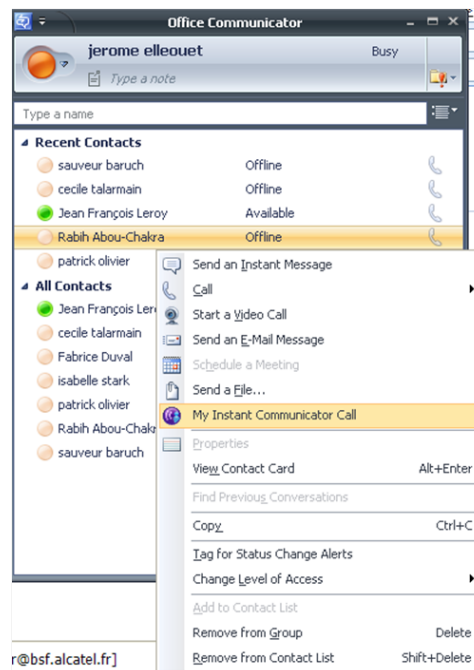


You are engaged in a voice call; IM is used to share information with your contact



Alcatel-Lucent presence and click-to-call capability with Office Communicator

In addition to the presence status, see if a contact is on the phone. This lets you select another media (e.g. IM) to contact the person.

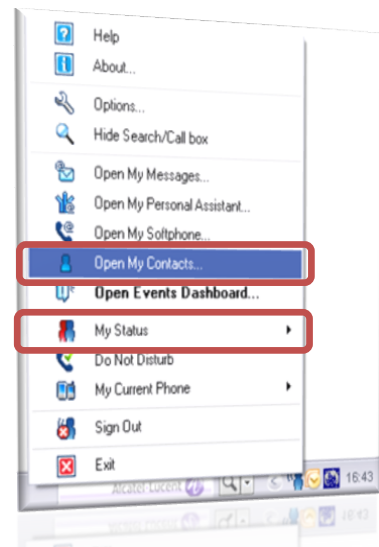


Initiate voice calls from Office Communicator either from the contacts list or Instant Messaging sessions

Display the contacts list when needed and set the Office Communicator presence status from My Instant Communicator

Instantly, and from the My Instant Communicator menu:

- Open your Office Communicator contacts list
- Set the Office Communicator presence status



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