MiCloud Telepo Lync Connect 4.2

The future of buiness communication. **Today**.

Key Features

- Lync voice integration to allow for full IP-based business communication
- Mobile phone integration – Simultaneous ringing on mobiles and the Lync extension
- Line-state and presence synchronization
- Attendant services
- Secure voice trunking
- Intelligent call routing using the MiCloud Telepo Solution
- Preservation of original calling party number when for example a PBX extension is forwarded to a mobile
- IVR services
- Voicemail services

MiCloud Telepo Lync Connect enables service providers to transform a Lync enabled voice system to a mature business communication solution. The solution allows their customers to be more efficient with a better communication experience. For the service providers this leads to increased customer satisfaction and loyalty making their offer very compelling in a crowded marketplace.

Leverage the installed base of Lync solutions in Enterprises

The multi-tenant MiCloud Telepo solution allows you to offer value added IP-based business communication services and mission-critical voice for Lync users in enterprises.

With Lync Connect you can use the growth of Lync based environments as an opportunity to upsell cloud based telephony services to new or existing enterprise customers. You will also be able to add new services as and when your customers demand them.

You will be able to show enterprises that user, attendant and customer efficiency goes up by adding MiCloud Telepo services to their Lync environment. This increases their satisfaction in both you and their enterprise.

Adding MiCloud Telepo's services, with its seamless Lync integration, will enable your customers to leverage their investment in Microsoft products and at the same reduce the overall cost and complexity of the separated telephony solution.

Subscribers and enterprises gain access to a complete range of telephony features in conjunction with their Lync environment. With its mobility support, it provides better work/life balance for employees and an in-office experience anywhere—on the road, at home or just down the corridor.

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Lync Connect overview

Lync Connect consists of a Lync Telephony Connect and a Lync Presence module. Lync Telephony Connect offers voice integration, cloud based voice, business communication functionality and advanced business communication services to enterprise Lync users. Lync Presence offers two-way call states synchronization and one-way Lync presence synchronization (limited number of states) from Lync to the MiCloud Telepo system to allow for attendant and call center services.

Lync Connect builds on the proven MiCloud Telepo platform to address the whole range of business communication requirements. It is low risk and has a fast time to market. It is deployed as an add-on service to the full MiCloud Telepo service, but can also be offered as a stand-alone integration that only offers advanced SIP trunking over the internet.

For your customers, the integration will enable telecom grade telephony capabilities for its users and value added IP-based business communication services including unified communication, attendant, call center and administration services.

For current MiCloud Telepo customers, the existing billing/OSS system and MiCloud Telepo platform is re-used for Lync Connect, so no additional integration is needed.

Architecture

MiCloud Telepo Lync Telephony Connect enables enterprises to securely connect to the service provider over public Internet or IP VPNs.

To successfully provide a SIP trunk service from the cloud to enterprises much more is required in addition to the SIP interface. MiCloud Telepo fulfills these security, operational, management, billing and reporting requirements.

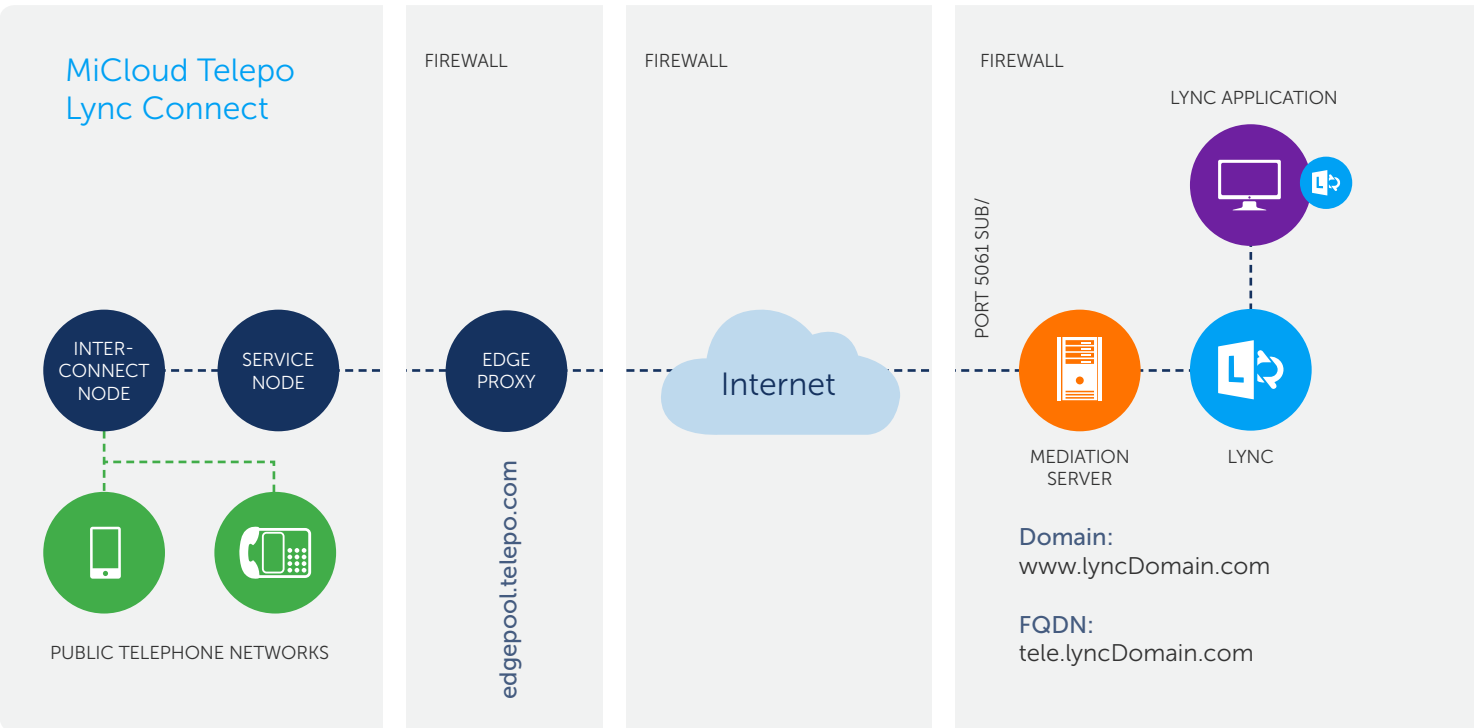
Enterprise Lync trunks are terminated in the MiCloud Telepo Edge Node cluster, where traffic is authenticated using MTLS connections and certificates shared among MiCloud Telepo and the Lync trunks. Each configured trunk is associated with a provisioned organization. As organizations are partitioned among the Service Node cluster, it is very easy to scale the solution.

MiCloud Telepo is designed for maximum security and to minimize damage in the event that a MiCloud Telepo account is abused, the platform offers several preventive mechanisms. The system builds in security by supporting flexible deployments of different Edge Nodes serving public Internet and private IP networks. This allows separation of customers based on access. This means if Edge Nodes connected to the internet are attacked the customers connected using private networks are not affected. The Edge Node serves as a session border controller and works in conjunction with standard firewalls to allow the services to be connected to the internet in a secure way.

The Service Nodes connect to fixed and mobile networks through the Interconnect Nodes where the service provider side SIP trunks are also terminated. This means that there is no need to re-configure the telephony side of the solution when new organizations are added as these trunks are configured with large number ranges that are divided into smaller parts for the connected enterprises.

The platform also allows preservation of original calling party number in the case of forwarded calls, for example if a Lync extension is forwarded to a mobile phone then the original calling party number will be displayed on the mobile.

The solution supports software maintenance with a minimal service impact.



Technical Specification

INTEGRATION

- *Preservation of original calling party number when for example a PBX extension is forwarded to a mobile*

PRESENCE FEDERATION

- *Two-way integration of call states*
- *One-way presence synchronization from Lync to MiCloud Telepo to allow for attendant and call center services*

OPERATIONS AND MONITORING

- *Support for secure access for external provisioning and monitoring systems to allow for automated deployment of services from your BSS and OSS environment*
- *CDR file generation on extension and organization level*
- *Alarm generation for errors and thresholds*
- *Performance-monitoring to ensure the highest service availability*
- *Designed for minimal planned and unplanned downtime, meeting telecom grade requirements*

SECURITY

- *Internet threat protection to handle brute-force password attacks, denial of service attacks and others*
- *Fully encrypted traffic towards the organization by using SIP over TLS and secure RTP*

FRAUD PREVENTION

- *Each MiCloud Telepo trunk is configured with a call barring service to prevent expensive destinations according to enterprise's policy*
- *Real-time fraud analysis by streaming CDRs for ongoing calls to external system*

PERFORMANCE AND SCALABILITY

- *Mitel provides, on request, dimensioning recommendations to achieve best performance and scalability*
- *Support for full geographic redundancy deployments without single points of failure*
- *Each enterprise organization is offered redundant SIP trunks to allow no single points of failure all the way to the enterprise*

LYNC

- *Microsoft requires each service provider to be certified in order to offer Lync trunk services*
- *Supports Microsoft Lync Server 2013*

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14754-34560-429728-R1504-EN