



Remote Call Control for Office Communications Server 2007 Fulfilling the promise of Univerge®360

At a Glance

- Telephony Presence
- Click to Dial
- Control Desk Phone
- Mobile Worker
- Office Integration
- NEC Communications Servers

Do you want to control your phone from your desktop?

Now you can, using Remote Call Control for Office Communications Server 2007.

Remote Call Control bridges the gap between computer and phone to help improve productivity.

Never losing time tracking down that one colleague: Use the Office Communicator for your colleagues' availability and call him with a simple mouse click. You can even see if your colleague is busy on the phone himself!

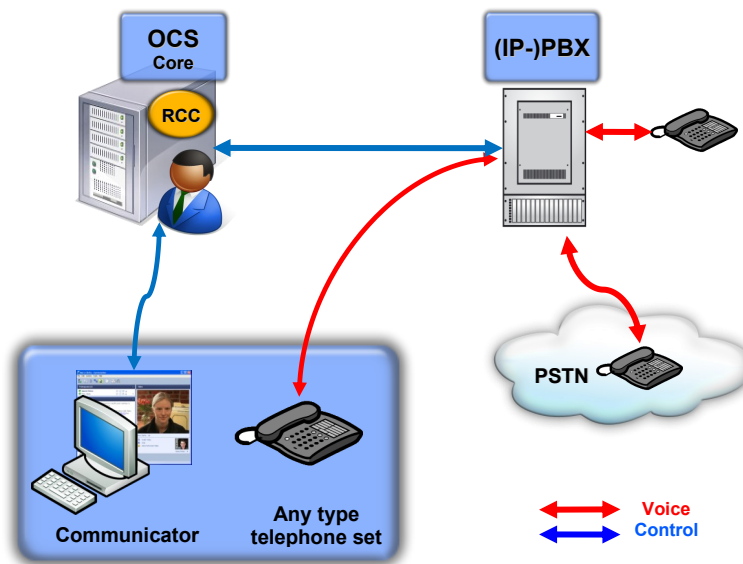
No need to read your phone's manual anymore. Simply use the Office Communicator to transfer a call or put a call on hold.

And wouldn't it be great if you could see who is calling you and then decide whether you want to answer it or deflect it to your voicemail or a colleague. All by simply using your mouse. This and more is possible using Remote Call Control.

Remote Call Control

NEC has developed a solution that connects Microsoft Office Communications Server 2007 with an NEC Communications Server. This solution is called "Remote Call Control" (RCC).

Microsoft Office Communicator, Microsoft Office Communications Server, Microsoft Office and the telephony infrastructure work seamlessly together using this "Remote Call Control" solution. With the Office Communicator client you can control your phone, whether it is a normal Analogue/Digital Desk-phone, IP-DECT or Soft-phone. Several telephony features will become available in a user friendly manner. Besides controlling your phone it is also possible to monitor your phone state and the state of your colleagues' phones.



With the Remote Call Control solution users can issue commands (*) from the Office Communicator to the PBX for their telephone extension, e.g. click to call, accept call, deflect call (e.g. voicemail) hang up call. Office Communicator 2007 does not act as a "Soft phone" in this scenario. The PBX phone is the default device used for the voice conversation; Office Communicator merely sends commands to the PBX to carry out actions on the calls routed to the user's extension. In this scenario users can also use their phone to answer or make calls, and the communicator is always aware of the state of the phone.

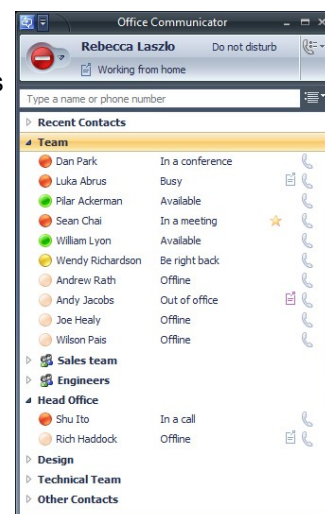
(*) The protocol used for this integration is the CSTA over SIP standard TR/87 and implemented via the NEC Philips RCC Gateway.

Benefits

The benefits from Remote Call Control in OCS are significant and add a lot of easy to use features to your existing telephony environment:

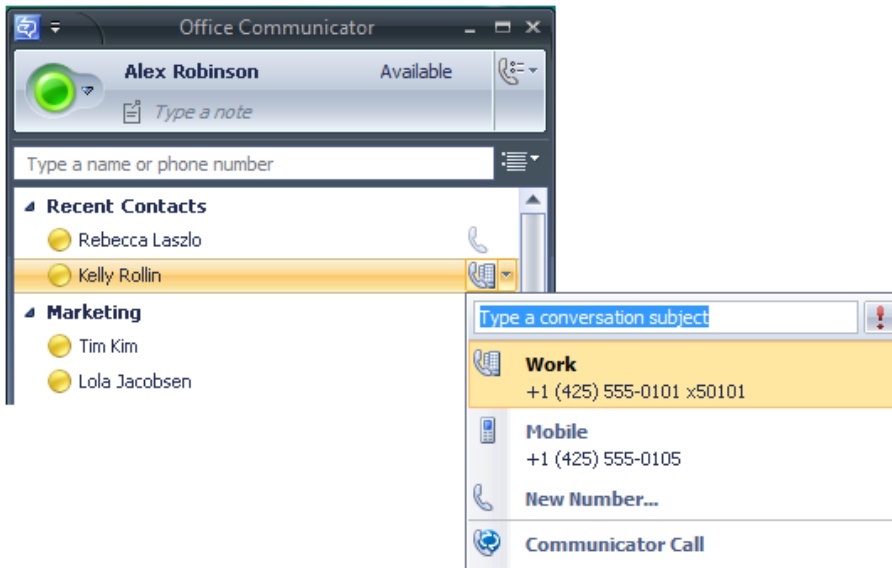
Telephony Presence

Users can visually monitor whether a colleague is in a telephone conversation or not. This information enables the user to avoid placing a phone call when it is obvious that the other party is on the phone. The caller can decide to send an email or Instant Message and avoids unnecessary creating or listening to voicemails. By tagging a contact in Communicator the user will get a notification when the other party has hung-up his phone and becomes available again.



Click to Dial

From the Communicator a user can dial any person in their Outlook Contact list or Corporate (Active) Directory. There is no need anymore to use the keypad of the phone and dialing wrong numbers. The PBX is instructed to make the connection between the caller and the other party. Because the PBX is responsible for the call setup even external PSTN contacts can be reached.

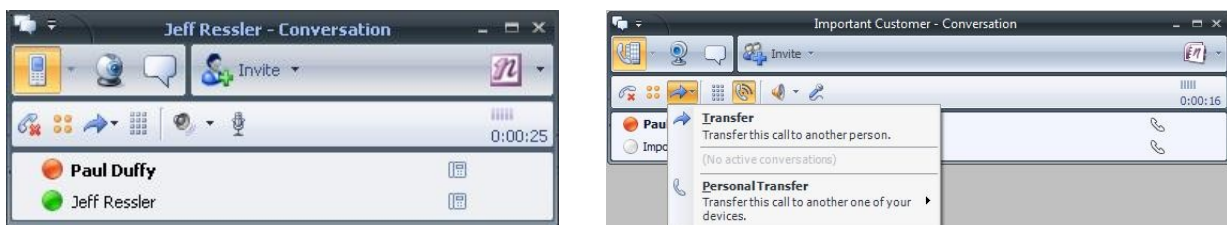


From IM to a phone call

When a user is chatting using IM, he/she can escalate the IM to a phone call just by clicking on the phone icon. It is not necessary to type the phone number because this is already known by OCS.

Call Control

From the Communicator conversation window a user is able to put the call on hold, transfer a call (announced and unannounced), add other parties and hang-up. All Call Control actions can be used in a very intuitive way.



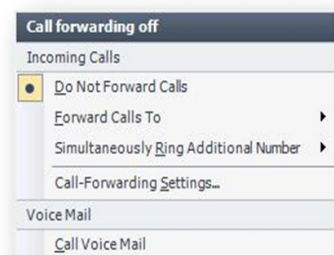
Caller pop-up notification

Incoming calls will be announced via pop-up windows. The user will be notified of missed calls via a message in the Outlook client.



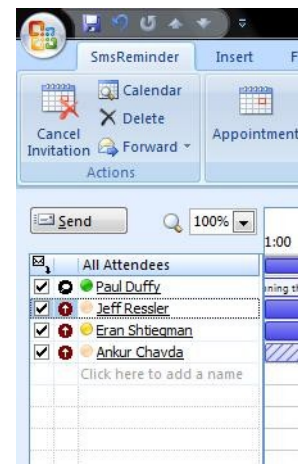
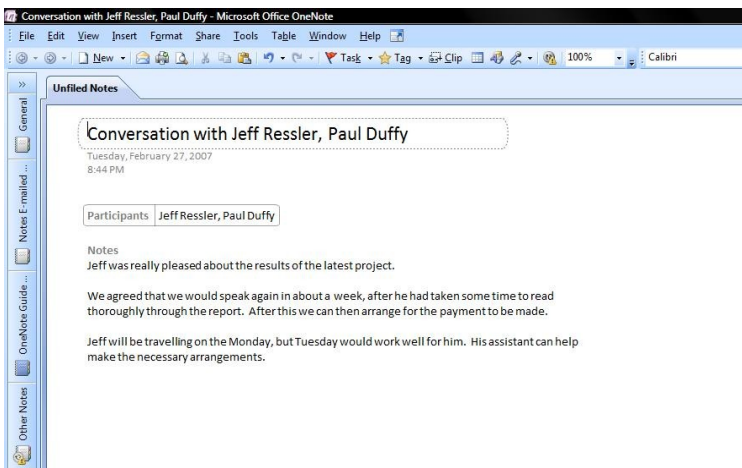
Setup Call Forwarding

Office Communicator 2007 provides call handling options that you can set to forward your incoming calls to your voice mail, to an alternate phone number, such as your mobile phone or home phone number, or to another contact.



One Note integration

During a voice call (or other form of conversation), users can initiate OneNote to make notes and automatically track conversation participants. A user can also store the conversation in Outlook and refer to the OneNote page. The OneNote pages themselves will be stored in the user's OneNote notebook that will roam according to their OneNote configuration.



Dialing using Office SmartTags and Presence Buttons

Office Communications Server 2007 and the NEC Remote Call Control solution provide a direct integration with Microsoft Office 2003/2007 by making use of Office SmartTag technology. Once the NEC Remote Call Software is installed and configured, SmartTag actions are extended with the option to start a phone conversation with the recognized person.

Technical Data

Remote Call Control	
Communications Servers (minimum requirements)	<ul style="list-style-type: none"> SV8100 R2, SV8300 R2, 2000IPS R14, NEAX 2000 IPS, SV7000 R24, iS3000 with Sip@Net 4.2
Maximum number of users per RCC Service Instance	15000 users
Maximum Call Rate per RCC Service Instance	10 calls/second
Server Platform	2.8 Ghz, 1 GB RAM, Windows 2003 SP2, Windows XP Professional SP2, Windows Server 2008
Microsoft OCS/LCS Release	LCS 2005 SP1, OCS 2007, OCS 2007 R2
Notes:	
<ul style="list-style-type: none"> Functionality can differ depending on the Communications Server. 	

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