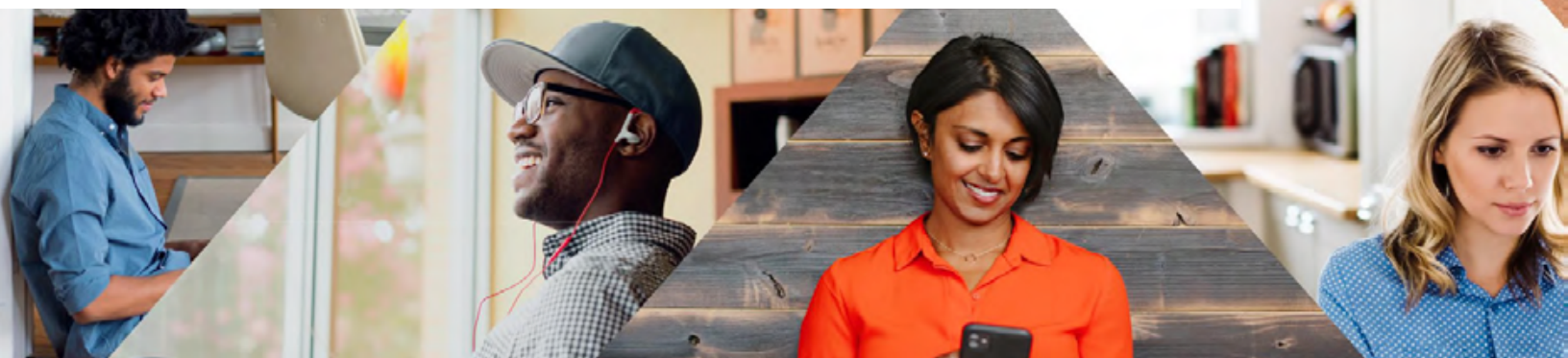# Avaya Hybrid Cloud Services Use Case

HYBRID WORK: Presence Integration with Microsoft Teams

Description/Summary

Businesses demand more from their communications system than ever before. Consumption of a variety of thirdparty services to meet dynamic customer demands, has led to disparate hybrid systems. Built for developers, customers, and partners alike, Avaya Hybrid Cloud Services provides a common set of services leveraged for: Analytics, Application Integration, Management and Governance, Security and Identity Compliance, Storage, Database and Cache, and Application Gateway for Cloud Apps. Avaya Hybrid Cloud Services provides a way to consume APIs securely from Avaya's extensive partner ecosystem.

According to Gartner, "Hybrid Cloud Services can reduce your business time to value by as much as 75%!" Let's explore one such use case that easily integrates Microsoft Teams residing in cloud with customer's on-premise Avaya systems –leveraging events such as presence status to trigger workflows. The scenario allows MS Teams Integration with Avaya by synchronizing the presence status between Microsoft Teams and Avaya. This can be achieved by combining the Microsoft Teams Connector with the Avaya Presence Connectors.

Background

Imagine you are on a Microsoft Teams call and your Avaya Spaces or Avaya Workplace starts ringing because the availability or presence status is not syncing. The experience can be annoying and manually setting or synchronizing the presence statuses is not always feasible and possible. This issue affects millions of users around the globe and many companies would rather use this discrepancy between the two systems as an argument for switching completely to their own telephony or collaboration platform. However, calls for availabilitystatus synchronization are getting louder and a need to have a quick and easy to implement solution is needed. Hybrid Working with Microsoft Teams use case enables this synchronization at a fraction of cost and time.

Roles to target: Workforce across organizations small and large; tech/non-tech workers using UC, Virtual Meetings & Conferencing solutions.

Industries: Small & Large Enterprise, All verticals e.g., Financial, Healthcare, Hospitality, and so on.

Tangible business outcomes: Improved productivity, Improved First Call Resolution (FCR) & reduced call backs, employee engagement, superior conferencing / meeting experience.

Overview

Hybrid Work: Presence Integration with Microsoft Teams is capable of synchronization between Avaya Workplaces and Microsoft Teams. This is achieved by automated updates in presence and routing rules in customer's Avaya system, basedv on presence-status changes in Microsoft Teams. The resulting benefits for example are:

- The ability to forward incoming calls to a call center when user is in a meeting and resulting in no missed opportunities or connections.

- Automate sending calls to voicemail when user is in a Microsoft Teams meeting.

Using Avaya Hybrid Cloud Services, it is posible to achieve this in very short time, minimal testing and coding updates. Instead of this a simple coding of the if-this-than-that logic that is estimated to take around 10 days can be used.
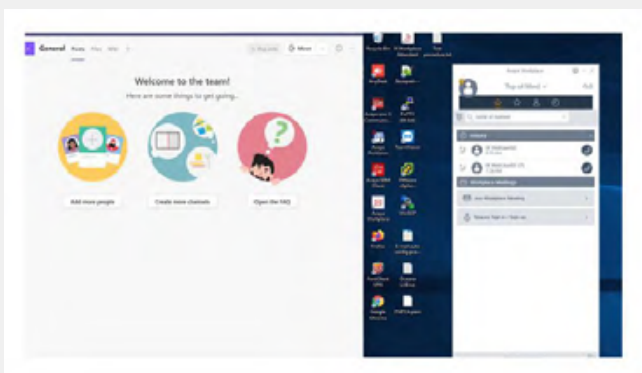
Challenges

- Mediocre Employee Experience & Unsatisfactory Employee engagement.

- Lacking First Call Resolution (FCR).

- Longer cycle; hard to implement and update process to achieve Presence Synchronization (est. 90-120 days).

Value Created

- Happier employees; Improved productivity.

- Increased ROI – Employees are empowered to detect the availability of all staff and connect accordingly through a single interface for either MS teams or Avaya users.

- Automated routing –Back-office calls can be routed to contact center if staff are on MS teams meeting.

- Quick, Easy presence synchronization; > estimated 10 days.

Solution/s Used

Avaya Spaces® / Avaya Presence Services	Microsoft Teams	Avaya Hybrid Cloud Services APIs	Microsoft Cloud API
Avaya Presence API	Office365 APIs for calendar and contacts; Routing Adaptation API (Optional Expansion)	

High level solution components include

- **On-prem Aura components** (Aura 7.x, 8.1.x and 10.x).

- **Avaya Hybrid Cloud Services Server OVA or AMI runs on:** Minimum: 2 core, 8GB Ram, diskspace 50GB; Recommended: 4 cores, 16GB Ram, diskspace 100GB.

- **Deployments:** Standalone; Cluster, Disaster Recovery.

Avaya Hybrid Cloud Services subscriptions are orderable through Proservices. Now or through Avaya Professional Services Configurator for Direct Accounts.