



## Solution Brief

### Nortel Unified Communications Desktop for IBM® Lotus® Notes and Lotus Sametime®

*Integrating existing multi-vendor telephony and video systems with Unified Communications*

Nortel Unified Communications (UC) Desktop provides integration of multi-vendor telephony and video systems with desktop applications. Companies at any stage of UC implementation can benefit from this solution. As an entry-level capability, Nortel UC Desktop allows employees to use their desk phones to click to call names and telephone numbers contained within a web browser. For companies at a more advanced stage of UC deployment, Nortel UC Desktop integrates existing multi-vendor communications systems with IBM Lotus Notes and Lotus Sametime.

**Improve productivity** by enabling users to connect, communicate and collaborate quickly with people directly from web pages, Lotus Notes and Lotus Sametime clients using familiar desk phones. Avoid delays associated with looking up phone numbers or trying to find the right person to answer your questions. Improve the quality and quantity of work by communicating with the right people.

**Improve customer service** by finding and communicating with the right people more quickly and effectively. Relaying information and answers quickly to customers can result in higher customer satisfaction and more repeat business.

**Reduce costs** by preserving investments in existing multi-vendor telephony and video systems, including desk phones, software features and trunks. Unlike competing solutions, avoid the need and associated cost to upgrade to the latest PBX software release in order to integrate with IBM. As Lotus Sametime software is updated, UC Desktop preserves the integration so that updates to the PBX are unnecessary.

**Accelerate the adoption and roll-out of UC** by combining users' existing desk phones with "click-to-communicate" and presence availability status functionality of Lotus Sametime. The integrated telephony dial pad allows Lotus Sametime to initiate calls through the existing PBX to any internal or external

telephone number. Enabling the user to choose between a PBX desk phone, video phone or Sametime client for interactions improves employee satisfaction.

**Leverage the same platform for additional communications-enabled applications.** The Nortel UC Desktop solution is developed using the Nortel Agile Communication Environment, a flexible middleware environment that uses simple and open Web Service interfaces to integrate communication capabilities with IT and business infrastructure, applications and processes. The same platform can be used to communications-enable other business processes or applications to achieve business benefits from faster and more efficient communications.



"Our unified communications solution is aimed at joining-up the decision-makers within our company globally and placing the control and convenience of their personalized communications environment in their hands. By working with Nortel, we've been able to start realizing our goal of an integrated single executive communications infrastructure."

— Tim Cureton, Group Head of Telecommunications, HSBC

## Discover the possibilities of Nortel UC Desktop

### Click-to-Call with the Web Browser Add-In

Users can simply mouse over telephone numbers contained within external and internal web pages to call people with a single click. The application then initiates a phone call from the user's desk phone. No Lotus Sametime client software is required.

### IBM Lotus Notes and Sametime integration

#### Remote Call Control (RCC)

Integrate Lotus Sametime with multi-vendor telephony and video systems using remote call control capability to deliver PBX system features and click-to-call control of desk phones from the Lotus Sametime user interface. RCC works with existing multi-vendor analog, digital, IP and video phones.

#### Desk Phone Presence Status

Integrate multi-vendor desk phone presence status with Lotus Sametime clients so you can easily see if a person is already on the phone before attempting a call.

#### Click-to-Conference

Enables users to quickly set up instant conference calls by selecting multiple contacts from the Lotus Sametime contacts list and by using "drag-and-drop" control of participants into the conference call status window. Participants' telephony presence status changes to busy when in conference.

#### Integrated Telephony Dial-Pad

UC Desktop provides an integrated telephony dial pad so that any telephone number can be called from Lotus Sametime.

#### Single Client

Multi-vendor telephony and video integration with Lotus Notes and Lotus Sametime clients makes the solution easier to use and more intuitive for end users. No additional Nortel desktop software is required.

#### Multi-vendor support

Nortel UC Desktop supports a number of telephony and video systems in its integration with Lotus Notes and Lotus Sametime.

- Telephony: Nortel Communication Server 1000 Release 4.5 (or higher), Cisco Unified Communications Manager Release 6.0 (or higher). Future: Avaya, Siemens.
- Video systems: Tandberg. Future: Polycom.

## Reliable implementation using Nortel Enterprise Services

Nortel Enterprise Services is a leading provider and integrator of communications-enabled business solutions. With extensive knowledge of Unified Communications and strategic partnerships with IBM, Nortel Enterprise Services enables enterprises to integrate communications with business applications by taking an end-to-end view of the operational and technology elements of the complete solution.

To learn more about Nortel's UC Desktop solution, visit [www.nortel.com/ucdesktop](http://www.nortel.com/ucdesktop).

Visit Nortel on the Web at [www.nortel.com](http://www.nortel.com). For the latest Nortel news, visit [www.nortel.com/news](http://www.nortel.com/news).

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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