Office UC Desktop inc Skype for Business Plug-in

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Description

Office UC provides Users with an application and series of features to enable Unified Communications across one or many devices. The Desktop application will work across computers running Windows and MAC iOS.

Office UC Skype for Business/Lync Plug-in (referred to as S4B in this document) offers an enhancement to the existing Office UC suite of products. The plug-in is offered as an additional device type on WHC for PC Desktop, and integrates with the Microsoft Skype for Business and Lync Applications, delivered as part of Microsoft Office 365 suite.

The Desktop application/s will work across computers running Windows. This application is available through the following add-ons:

- UC Office Desktop
- UC Business added to a Fixed or Mobile User License
- UC Team added to a Fixed or Mobile User License

Function

This application when taken standalone as the Office UC Desktop add-on provides Users with the following:

- Desktop softphone application enabling:
    - Voice and Video Calling – using inbuilt softphone or via hard- phone
    - Call Centre Agent Login – when agent is assigned to an ACD

This SB4 application provides Users with the following:

- Desktop softphone application enabling:
    - ability to call, voice and video, S4B contacts using a phone number displayed against the user in S4B
    - ability to call a number not listed on S4B using the free text field or

software dial-pad
    - ability to click-to call from SharePoint, Office, Outlook and Internet Explorer
    - ability to initiate call from S4B but have an IP phone make the physical call
    - ability to escalate an audio call to a video call
    - ability to update S4B presence information when User is on a call

For SIPT users, internal calls between PBX users that do not pass through the WHC platform will not go to the applications used.

Configuration/Operation

For guidance on how to download, install, configure and use this application on any of the User Licenses, please refer to the application user guides.

Online URL: https://kb2.ic.uk/article.php?id=331