

HEPiX Fall 2013 Workshop



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Unified Communications, the new IP telephony @ CERN

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The CERN Telephone service is moving towards unified communications.

New IP Phone devices connected to Lync IP Phone Service enhance the classic telephony by adding many features like IM, presence, voice mailbox, call delegation, etc. The complete integration with Exchange allows the mailbox to be used as call log history, voice mailbox, etc.

In addition, connecting the IP Phone to your computer via USB makes the range of possibilities wider by profiting from the integration of the device with the operating system: click to call from web pages or emails, etc.

The service is also available from anywhere with software clients on many platforms (desktops & laptops, Smartphones) allowing calls as if you were in your office, conference call meetings, instant setup in any meeting room, etc.

What about the future plans? Lync 2013 and its integration with Skype will increase the already big possibilities that this solution offers.

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