



Contribution ID: 73

Type: **Presentation**

Enhancing Communication through Unifying Service

Tuesday, 13 May 2008 11:45 (40 minutes)

Since ORNL deployed Live Communications Services (LCS) 2005 in the summer of 2006, we have been looking for an economical way to integrate Microsoft products with our Lucent 5ESS phone switch. This battle involved contractors, consultants, Exchange 2007, LCS 2005, Office Communications Services (OCS) 2007, Dialogic, and a host of sales reps. This talk will be a discussion of the past 18 months effort to integrate instant messaging, voice mail and our phone system into an integrated unified communication system.

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Session Classification: Tuesday Breakout 1

Track Classification: Collaboration Tools