# WHOLESALE HOSTED CENTREX (WHC)

## UC Office Skype for Business plug-in

### Integrated voice, video and messaging

In today's businesses, voice telephony is still the common denominator of communications. Meanwhile. instant messaging (IM) is rapidly replacing email as a primary method of communication. It enables workers to see whether their colleagues are in meetings or are free to chat. However, for most organisations that use Microsoft's new Skype for Business (or its predecessor, Lync), their unified communications (UC) capabilities are incomplete, as there isn't an integrated telephone system and they can't call phones on the global telephone network.

### Did You Know?

- There are over 70 million users of Office 365 worldwide[1], and the number of new users has been doubling each quarter. However, most lack the benefits that the Skype for Business plug-in can provide

- Our plug-in is a carrier-grade hosted IP telephony service offering standard Microsoft IM and Presence capabilities enhanced by WHC core functions (e.g. voice, video and business-class Centrex features)

- It's suitable for organisations of any size and for any mobile workers who need to maintain a high level of business communications.

[1] Source: http://windowsitpro.com/blog/80-million-exchange-online-users-office-365-progress-continues

Email **clientreception@bt.com** or call

## 0800 671 045

www.btwholesale.com/whc

## Seamless calling

Our WHC UC Office application combines carrier grade voice, video, conferencing, call recording and extensive telephony features. However, customers who use Skype for Business in Microsoft Office 365 need this to be voice and video-enabled. Our new, free UC Office Skype for Business plug-in provides this - so businesses don't have to invest in a whole new IM system, or to have a disparate IM and communications service. They can use their existing Microsoft set-up, boosted by our carrier-class communications.

The plug-in is offered as an additional device type on WHC for PC desktop. BT Wholesale is leading the way in providing the new Skype for Business plug-in to the UK comms channel. It integrates with Lync and Skype for Business to deliver video and telephony via an integrated softphone and, optionally, a desk phone.

This revolutionises how people work. Instead of having to look up telephone numbers, they can simply click-to-call someone directly from a messaging client - and can even see their availability. Users can call any phone in the world seamlessly from within Microsoft Office 365 apps, web pages, Lync or Skype for Business.

## New opportunities

For end users with WHC and Microsoft Office 365, this new plug-in provides a great opportunity for selling UC Office. The plug-in has great benefits and is easy to install and use. Because our solution is in the cloud, there are no servers and gateways to install and maintain at the end user's facility.

For enterprises committed to Skype for Business, the plug-in provides new capabilities; is cost-effective; and boosts efficiency and productivity. It has all of the PSTN connectivity and hosted PBX functions needed, such as park, transfer and pool management.

### System requirements

The new plug-in is compatible with Lync 2010, Lync 2013 and all Skype for Business deployments. It can be installed on Microsoft Windows 7, 8/8.1, or 10. The plug-in works with Business Office 365 on Lync 2010 32-bit; Lync 2013 Basic/Standard, 32 and 64-bit; and Skype for Business 2015, 32 and 64-bit.

### Big Benefits

- **Versatility.** End users can call anyone with a telephone number, anywhere and anytime, or make video calls with internal colleagues
- **Convenience.** Users can transfer calls from desktop to desk phone to mobile phone
- **Connectivity.** Skype for Business has a built-in dialler. Users can receive calls at their desktop or can click on Skype contacts to dial anyone
- **Integration.** Due to its integration with Office 365, users can call Outlook contacts anywhere or can click on telephone links in emails or embedded in documents from Office 365 apps. They can even receive voice and fax messages in Outlook
- **Flexibility.** The plug-in supports click-to-call phone numbers embedded in web pages - a huge time saver for busy workers
- **Cost-effectiveness.** The plug-in eliminates capital costs and reduces operational expenses whilst providing the latest call features

## Key features

The plug-in enables users to:

- Call, voice and have one-to-one video calls with Skype for Business contacts, using a phone number displayed against the user
- Call a number not listed on Skype for Business, using the free text field or software dial-pad
- Click-to-call from SharePoint, Office, Outlook and Internet Explorer
- Initiate calls from Skype for Business, with an IP phone making the physical call
- Turn an audio call into a video call
- Update Skype for Business presence information when the user is on a call.

## Ordering the UC Office Skype for Business plug-in

Ordering the plug-in is easy for WHC users who have assigned UC Office Desktop, Business or Team:
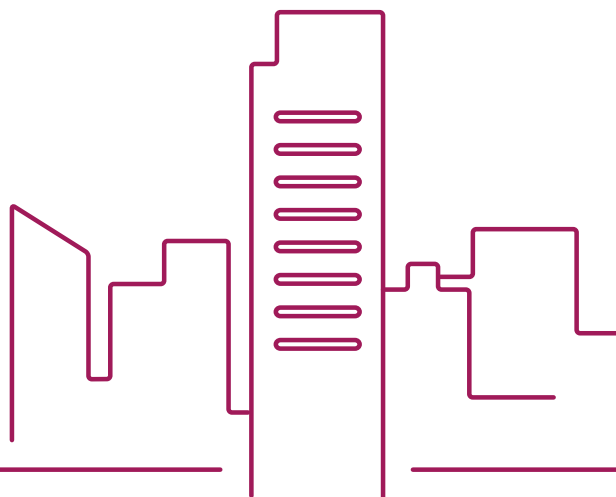
- When creating a User in Business Zone, tick one of the UC Office Add-Ons and then complete the order

- If this isn't done on the initial Provide, place a Modify order to add it at a later date.

### BT Wholesale means total confidence

As a world leader in communications, we guarantee high quality and competitive services. We've invested heavily in designing products and resourcing the future of business technology.

Take the latest communications to market rapidly, and without the risk. Take your business into the future with a trusted supplier.

**Simple, high quality, voice, video and instant messaging. We make it possible.**

For more details, please refer to the User Guide by logging onto **www.btwholesale.com** and going to 'My BT Wholesale', then clicking on the link below.

**DOWNLOAD USER GUIDE** >

You can also find out more information about the UC Office package from the link below.

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