

The Avaya logo is displayed in white, bold, sans-serif capital letters against a red background. The background features a large, semi-transparent circular graphic on the left and a grid of smaller red squares on the right.

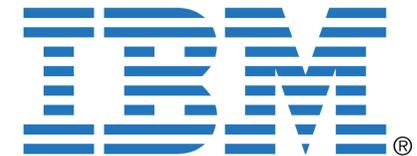
AVAYA ACE + IBM BPM.

Procesos con capacidades de comunicación.

Jordi Oliveras (jordiolo@avaya.com)

Ingeniero de Soluciones UC

Barcelona, 20 Septiembre 2011



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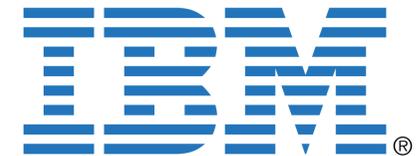
AVAYA ACE + IBM BPM.

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Ricardo Borrajo (rborrajo@avaya.com)

Ingeniero de Soluciones UC

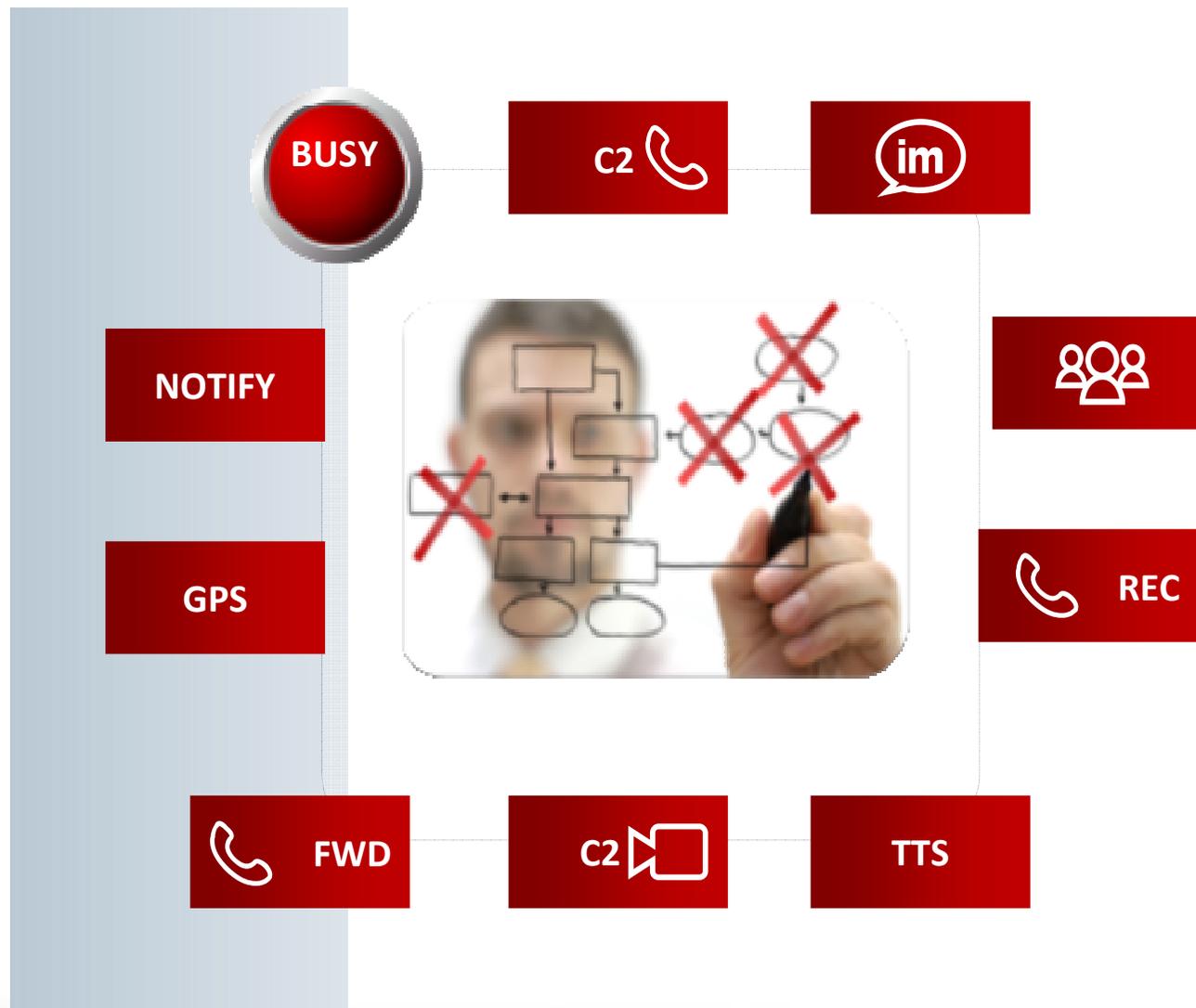
Bilbao, 22 Septiembre 2011



Aplicaciones + Comunicaciones

La difícil pero deseable integración

AVAYA



AVAYA Agile Communication Environment

Adaptación entre ambos mundos

AVAYA

NIVEL DE APLICACIONES

salesforce

Lombardi
An IBM Company

Certified for
IBM Lotus
e-business software

Microsoft
Lync

Negocio & Social Media

Productividad

Otras
aplicaciones

AVAYA
ace

Aplicaciones ya
desarrolladas

Desarrollo de
adaptadores para
comunicaciones

Toolkit de Web
Services para las
aplicaciones

CISCO

Microsoft

AVAYA



GENBAND

TANDBERG

IBM



POLYCOM

NIVEL DE COMUNICACIONES

AVAYA ACE

Componentes de la solución



- ▶ AVAYA ACE (Agile Communications Environment) es un sistema que consta de los siguientes elementos:
 1. Un entorno basado en IBM WebSphere Application Server (WAS)
 2. Adaptadores de comunicaciones (para hablar con los servidores de telefonía, video, UC, etc...), típicamente en protocolo SIP (Session Initiation Protocol)
 3. Implementación de API Web Services de Parlay-X (ETSI y 3GPP) para ofrecer a las aplicaciones.
 4. Conjunto de aplicaciones desarrolladas por AVAYA
 5. Toolkit de desarrollo para programadores que permite capacitar a nivel de comunicaciones cualquier aplicación

Parlay X Web Service Specifications

Version 2.1

Part 1: Common

Part 2: Third Party Call

Part 3: Call Notification

Part 4: Short Messaging

Part 5: Multimedia Messaging

Part 6: Payment

Part 7: Account Management

Part 8: Terminal Status

Part 9: Terminal Location

Part 10: Call Handling

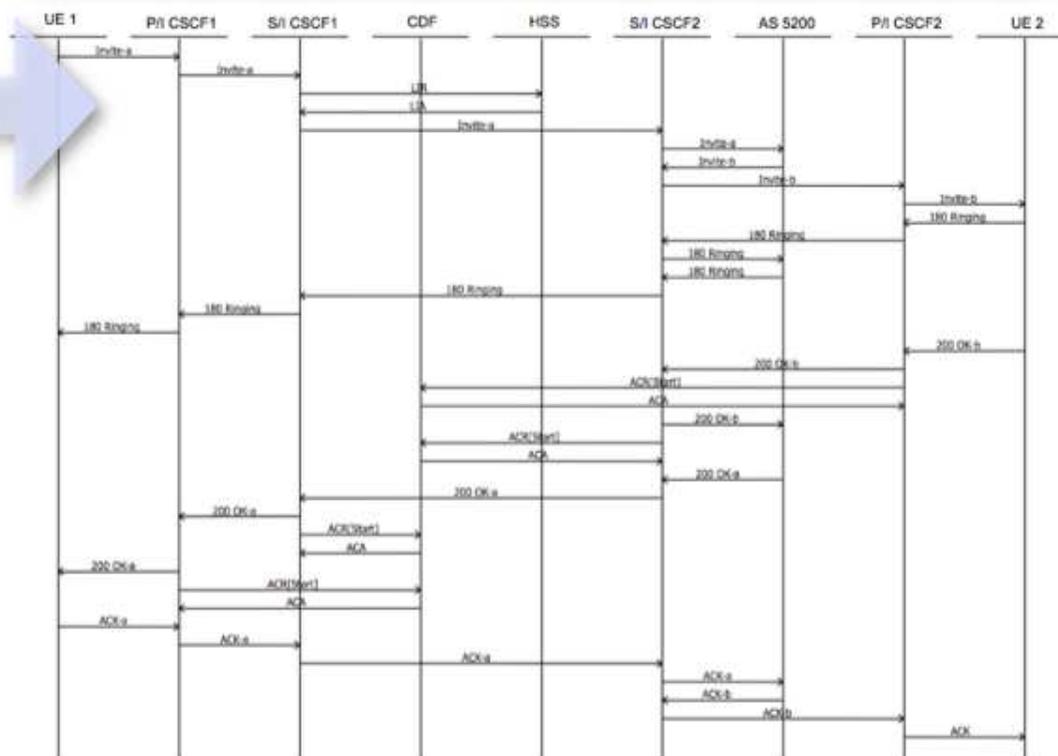
Part 11: Audio Call

Part 12: Multimedia Conference

Part 13: Address List Management

Part 14: Presence

Placing a Call with SIP/IMS (Simplified)



¡¡ MUY COMPLICADO!!

Parlay X Web Service Specifications

Version 2.1

Part 1: Common

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Part 6: Payment

Part 7: Account Management

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Part 9: Terminal Location

Part 10: Call Handling

Part 11: Audio Call

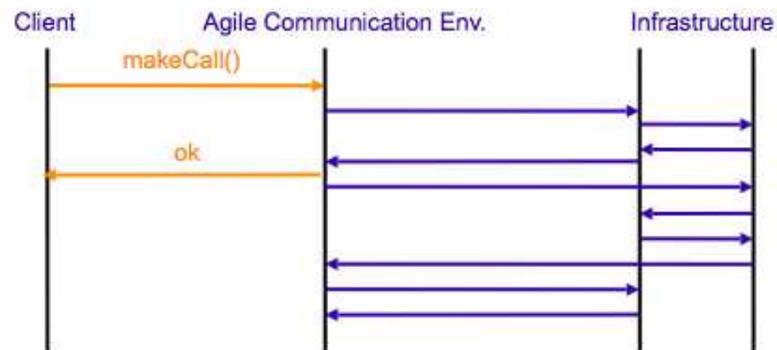
Part 12: Multimedia Conference

Part 13: Address List Management

Part 14: Presence

Third Party Call using Agile Communication Environment

```
makeCall (  
    tel:6138310522,  
    tel:6137632211  
);
```



¡¡ MUCHO MAS SENCILLO !!

Parlay X Web Service Specifications

Version 3.0

Part 1: Common

Part 2: Third Party Call

Part 3: Call Notification

Part 4: Short Messaging

Part 5: Multimedia Messaging

Part 6: Payment

Part 7: Account Management

Part 8: Terminal Status

Part 9: Terminal Location

Part 10: Call Handling

Part 11: Audio Call

Part 12: Multimedia

Conference

Part 13: Address List Management

Part 14: Presence

Part 15: Message Broadcast

Part 16: Geocoding

Part 17: Application-driven Quality
of Service

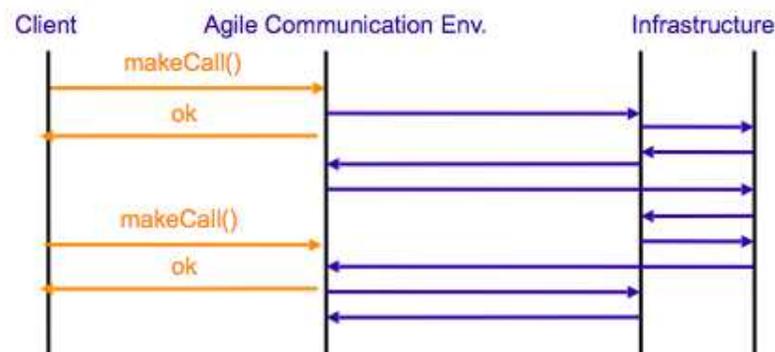
Part 18: Device Capabilities and
Configuration

Part 19: Multimedia Streaming
Control

Part 20: Multimedia Multicast
Session Management

Third Party Call v3

```
makeCall (  
    tel:6138310522,  
    tel:6137632211  
);  
addCallParticipant (  
    callSessionIdentifier,  
    tel:6137632211  
);
```



Avaya ACE™ Web Service API's

AVAYA

Click to Connect



Call History
Call Forwarding
Call Notification



Telephony & Video
Presence



Location



50+ WEB SERVICES de comunicaciones
para el desarrollo de aplicaciones

AVAYA DevConnect: Acceso para desarrolladores de aplicaciones

AVAYA

AVAYA DevConnect

Welcome, Ricardo

Sign Out

Advanced Search

Search DevConnect

Avaya Agile Communication Environment™

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Ricardo Borrajo

Avaya

End Customer

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Sample Applications

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FAQs

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▼ Developer Resources

Technical Support

Training

Remote Labs

eBooks

Beta Programs

▼ Membership Tools

Program Information

ABOUT AVAYA AGILE COMMUNICATION ENVIRONMENT™

Avaya Agile Communication Environment™ (ACE) is an open software platform for building multi-vendor Communications Enabled Business Systems (CEBS) and Unified Communications (UC) applications. Avaya ACE not only provides interfaces for developing custom applications, but also a set of packaged ACE Applications that offer out of the box integration with common business applications, such as Microsoft Outlook, Internet Explorer, IBM® Lotus® Notes, Sametime® and Microsoft Office Communications Server 2007. Avaya ACE enables business application developers to invoke multi-vendor communication functions from their own business applications without having to deal with the complexities of the underlying network infrastructure. Developers no longer need an in-depth knowledge of communications protocols to add communications capabilities to their applications.

Avaya ACE provides a set of high level Web service interfaces for extending multi-vendor communication system control to a customer's business applications, and lower level Foundation Toolkit interfaces for creating sequenced and endpoint applications that interact with Avaya Aura® Session Manager.

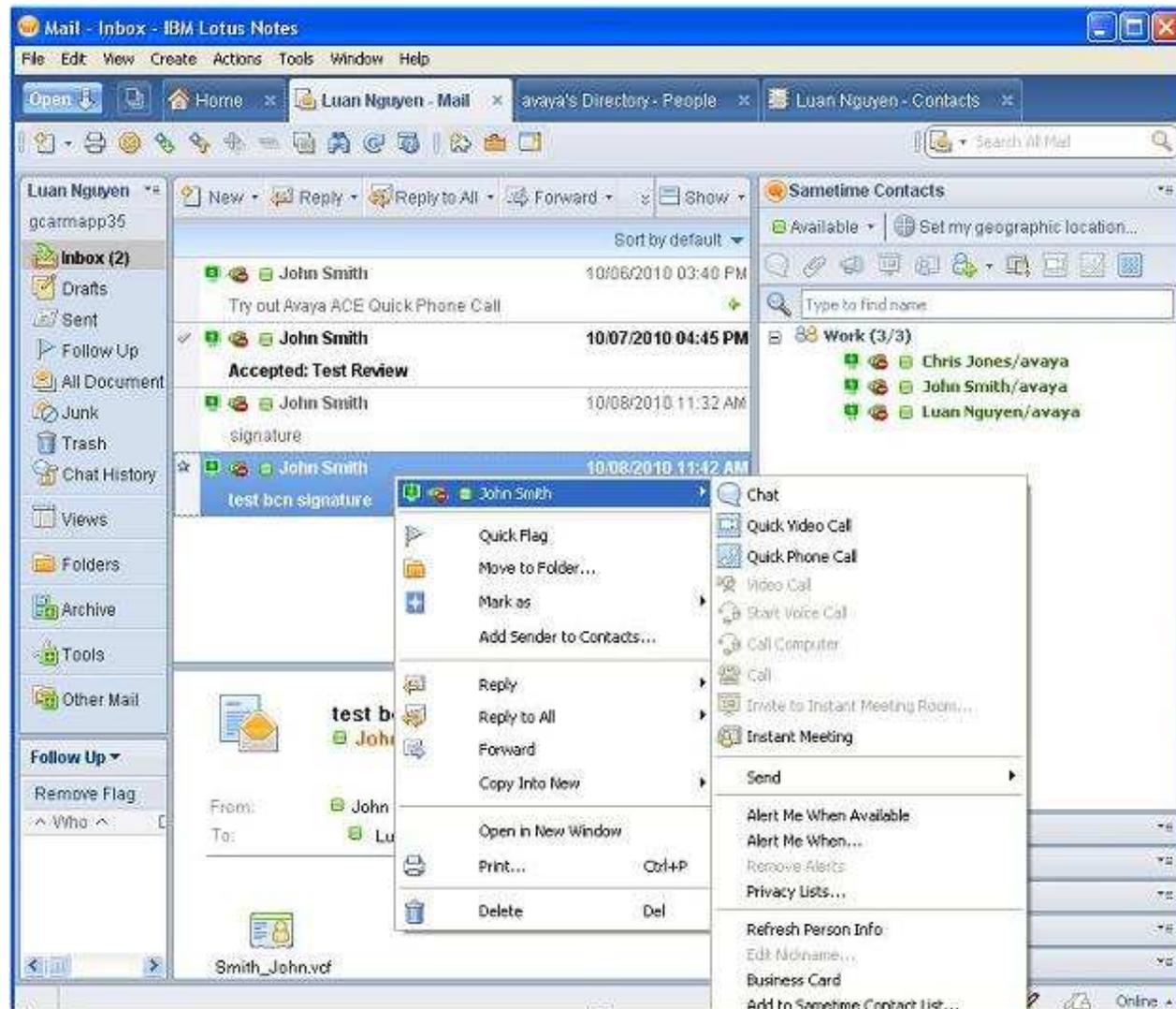
Topic Contents:

- ↓ Latest Releases & Resources
- ↓ Interfaces
- ↓ Release History
- ↓ Technical Resources
- ↓ Educational Resources
- ↓ Support Options
- ↓ Additional Resources

AVAYA ACE: Integración con Lotus ST

Ejemplo de aplicación ya desarrollada

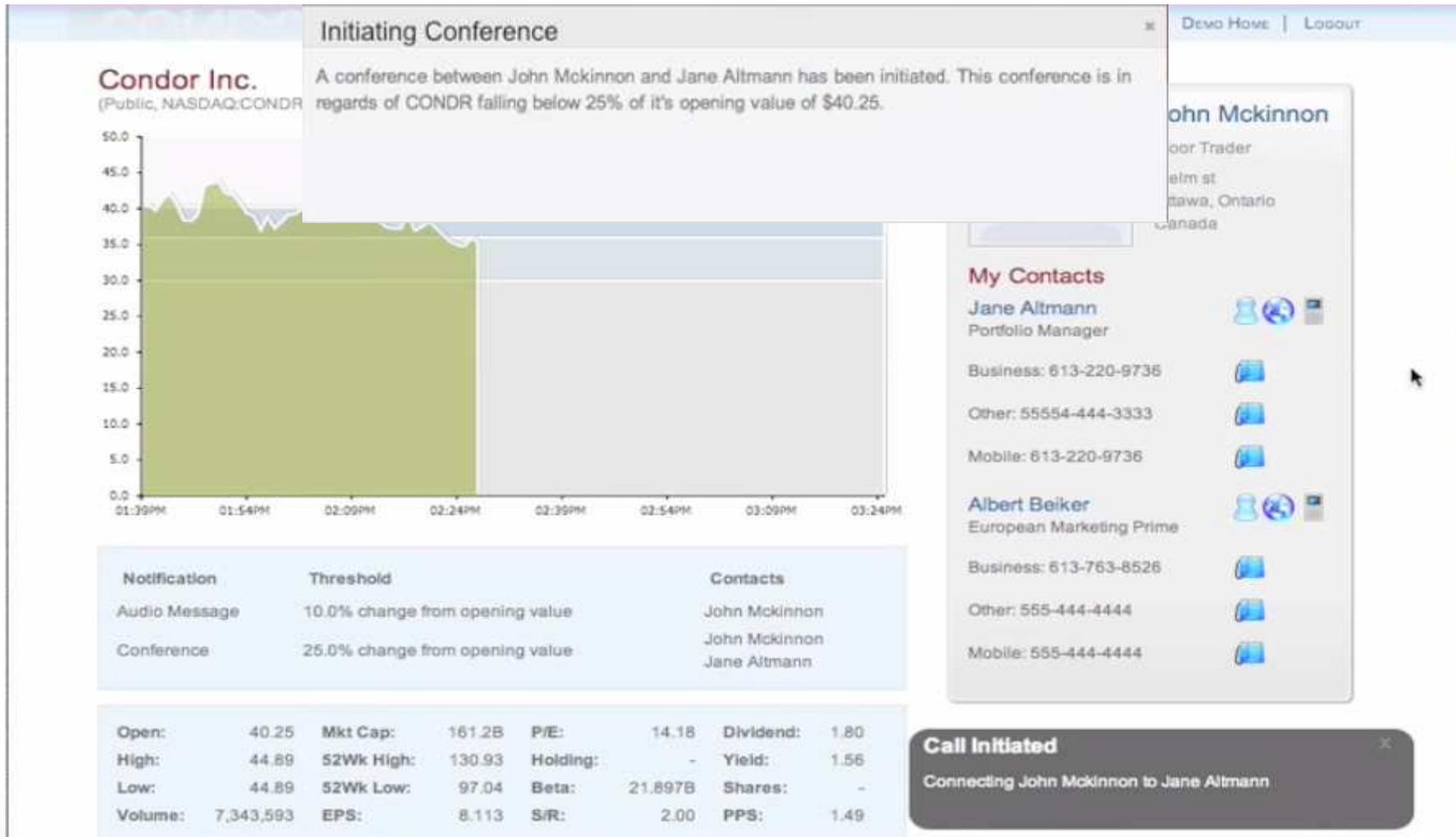
AVAYA



AVAYA ACE: entorno web en general

Ejemplo de aplicación desarrollada a medida

AVAYA



AVAYA ACE + IBM Lombardi

Colaboración mutua

AVAYA

IBM® Business Process Manager

- ▶ **Plataforma líder en el mercado BPM** diseñada para procesos que cambian con frecuencia y con alta interacción con usuarios.
- ▶ GUI que permite modelar y optimizar de manera gráfica y sencilla los flujos de procesos de negocio.

Avaya ACE™ Valor añadido

- ▶ Drag&drop de las comunicaciones en tiempo real en los flujos
- ▶ Llamadas salientes activadas en etapas de procesos clave.
- ▶ Contacto con los usuarios en el dispositivo preferido
- ▶ Tránsito a llamada en caso de no respuesta

Cumulative Benefits

- ▶ **Elimina latencia** de los “workflows” mediante comunicaciones inmediatas.
- ▶ **Confirmación** vía enrutamiento de llamadas que garantiza respuestas antes de avanzar a la siguiente fase del proceso

¡Integración de procesos en tiempo real en menos de 1 día!

Dónde obtener más información: ¡Todo está en la web!

AVAYA

▶ The Hub

<http://portal.avaya.com/ptlWeb/acehub>

▶ Sales Portal

<http://portal.avaya.com/ptlWeb/ace>

▶ YouTube

http://www.youtube.com/view_play_list?p=94CD4311A1D3C7E2

▶ Avaya.com

www.avaya.com/ace

▶ DevConnect

<http://www.avaya.com/gcm/master-usa/en-us/corporate/alliances/devconnect/index.htm>



YouTube

Avaya ACE - Transforming the way we do business.

Avaya ACE

Avaya's Agile Communication Environment is a software platform with pre-packaged applications & tools that dramatically accelerates the process of integrating communications into business applications in a rich multi-vendor environment.

More info

Avaya Agile Communications
Avaya... 200 views

Avaya ACE(TM) and IBM Lombardi
Avaya... 150 views

Avaya ACE Desktop Communications
Avaya... 414 views

Avaya ACE with Adam Boyle
Avaya... 200 views

AVAYA

¡¡ MUCHAS GRACIAS !!

