

T109: Lync – The Red Headed Stepchild

Presented by:

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Housekeeping

- Twitter to #ciaops
 - My twitter handle = directorcia
- Email to director@ciaops.com

Agenda

- Messaging today
- What is Lync?
- Why Lync works for business
- Lync plans
- Lync clients
- Selling points
- Summary

Do your clients use messaging?

Do your clients use Skype?

Do those that have Office 365 use Lync?

Do they have VoIP phones?

(estimated 43% of US workforce by 2016 will work from home) *Wired

June 2013

What is Lync?

How do you explain Lync to users?

- On premise and cloud options
- Instant Messaging
- VoIP
- Conferencing
- Presence
- Shared whiteboard

Lync vs Skype

Skype = consumer (peer to peer)

Lync = enterprise (client / server)

Why Lync works for business

- Instant Messaging archived
- Supports eDiscovery
- Instant messaging encrypted over TLS
- Includes AV scanning
- Connectivity to Skype
- AD integration
- PowerShell support
- Integration with on premise PABXs

Lync Plans

Standalone (Enterprise)

Lync Plan 1

Lync Plan 2

Lync Plan 3

Small Business Suites

Standard = Lync Plan 1

Premium = Lync Plan 1

Mid-sized Business Suites

Lync Plan 2

Enterprise Suites

E1 = Lync Plan 1

E3 = Lync Plan 2

E4 = Lync Plan 2

Lync Online Plan 1

- Presence
- Instant Messaging
- Microsoft Office interoperability
- Skype connectivity
- Lync to Lync Voice and HD video
- Mobile clients

Lync Online Plan 2

Lync Online Plan 1 +

- Desktop, application and Whiteboard sharing
- Multiparty content sharing
- Meeting controls (organizer, lobby, join from)
- In meeting OneNote taking
- Interoperability with third party conferencing
- Multi party video
- Lync Web app

Lync Online Plan 3

Lync Online Plan 2 +

- Unified Messaging interoperability with Exchange Online

Licensing

Lewis Collins

details

settings

licenses

email addresses

Assign licenses

Office 365 Small Business Premium

8 of 10 licenses available

Office 365 Small Business Subscription

[Buy more licenses](#)

Exchange Online (P1)

SharePoint Online (P1)

Lync Online (P1)



Licensing

Options

Select the Lync features you would like this user to have. [Learn more](#)

Audio and video:

Audio and HD video

- Record conversations and meetings
- Allow anonymous attendees to dial-out
- For compliance, turn off non-archived features

Options

Choose people outside your organization that the user can communicate with. [Learn more](#)

- Lync users
 - People on public IM networks

Properties

Provider name:

None

* Toll number:

Toll-free number:

* Passcode:

*supports PowerShell

Some Business benefits of Lync

- Easily move from email to instant message to meeting
- Schedule meetings directly from Outlook
- Web scheduler
- See presence through Office apps and online services
- Desktop sharing
- Application sharing
- Host online presentations
- Invite external contacts
- Connect with customers

Implementing

- Can be trialled without impacting existing systems
- Mobile apps are free
- Browser client is free
- Mac version is free
- Lync 2013 Basic is free
- Use it to conduct and record meetings

Lync Clients

- Different clients support different feature sets
- Full Lync 2013 client only available via Office Pro Plus
- Most other clients are free

Client comparison table - <http://technet.microsoft.com/en-us/library/gg425836.aspx>

DEMO

Selling points

- Presence
- Conferencing
- Email reduction
- External connectivity
- Auditing

Presence

The screenshot shows the Lync application window. At the top, it displays "CIAOPS Publications - www.ciaops.com/publications". Below this, the user's profile is shown as "CIAOPS Administrator" with a status of "Available" and "Office" as the location. A search bar with "Find someone" is visible. The "GROUPS" section is expanded to show "Online" contacts, with several icons representing different presence states (green, red, yellow).

This screenshot shows the status menu for the user "CIAOPS Administrator" (admin@ciaops365.com). The menu includes options to change the profile picture, set presence status (Available, Busy, Do not disturb, Be right back, Appear away), sign out of IM, open another mailbox, view "About me", and sign out.

The screenshot shows the OneDrive interface for "CIAOPS Administrator". It displays a "Documents" folder with a table of files. The table has columns for Name, Modified, Sharing, and Modified By.

✓	Name	Modified	Sharing	Modified By
✓	Shared with Everyone	28 November, 2013	👤	CIAOPS Administrator
📄	Hello-World	26 June	🔒	CIAOPS Administrator

Conferencing

Robert Crane
Available - External Network

Wednesday, 15 January 2014

CIAOPS Administrator 5:02 PM
Hello there, do you have a sec?

Robert Crane 5:03 PM
Sure, what's up?

Last message received on 15/01/2014 at 5:03 PM.

Icons: Chat, Call, Video, Screen, People

Lync®

Hello. You're in our virtual lobby, so make yourself comfortable. The organizer will let you in soon.

Lync tutorial (2 Participants)
Jul 17:50

PARTICIPANTS

Presenters (2)
CIAOPS Administrator
Robert... - External Network

Invite More People

PRESENT | ONENOTE | ATTACHMENTS

No one is presenting.

- All Monitors
- Primary Monitor
- Secondary Monitor
- Program
- PowerPoint
- Whiteboard
- Poll
- Q & A

Manage Presentable Content

Icons: Chat, Call, Video, Screen, People

Email reduction

- Short conversations instead of emails. Instant messaging means instant answer
- Group conversations instead of email 'discussions'
- File transfers are supported
- Desktop sharing to see what's going on
- Webcams for better interactions

External connectivity

- Connect up with other peers on Lync
- Connect up with clients on Lync
- Connect up with suppliers on Lync

Auditing

- Overcomes management objections
- Conversations saved in users Inbox
- Chat conversations searchable

Troubleshooting

- Firewalls can be an issue
 - Blocked ports
 - Content filtering
- Ensure external federation is enabled
- Remember some client software has limited functionality

Strategies

- Use it to conduct webinars
- Use it when you are at clients
- Provide them a Lync account from your tenant to communicate with you
- Demonstrate the power of integration
- First product to roll out on Office 365 Suite adoption

Conclusions

- Use it inside your business
- Understand the full feature set
- Get an easy win after Office 365 adoption
- Look for future integration with telephony providers
- Lync is Enterprise grade

Resources

- Lync Online Service descriptions - <http://technet.microsoft.com/en-us/library/lync-online-service-description.aspx>
- Lync 2013 Basic - <http://www.microsoft.com/en-us/download/details.aspx?id=35451>
- Client comparison table - <http://technet.microsoft.com/en-us/library/gg425836.aspx>
- Lync Connection test - <http://trippbl2.online.lync.com/>
- How to troubleshoot authentication and connectivity issues in Lync Online - <http://support.microsoft.com/kb/2541980>
- Join a Lync meeting - <http://office.microsoft.com/en-au/lync-help/join-a-lync-meeting-HA102809459.aspx>
- Lync 2013 Training - https://www.youtube.com/watch?v=IfmYzt0t92s&list=PLXPr7gfUMmKySvqtb7oWr4dTJs5po_r-0

Feedback?

Questions / Queries / Comments?

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