

SKYPE FOR BUSINESS INTEGRATION

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Skype for Business Integration

Goal: Enable self serve video conferencing by Integrating audio/video conferencing tools with EMS access points, starting with Skype for Business in Spring 2017.

More tools will be added to the roadmap post spring release.

Business goals supported:

- Improve productivity
- Competitive differentiation
- Drive new sales



What is Skype for Business?

Skype for Business, formerly Microsoft Lync, is a unified communications platform that enables:

- Instant messaging.
- Audio and video conferencing.
- Online meetings and real time collaboration



Why Organizations Use Skype for Business

Benefits:

- Simple to use
- Join from anywhere
- Consistent user experience regardless of backend VC systems
- Fosters innovation by connecting employees and ideas without regard for time zones and geographies.
- Helps teams collaborate efficiently.
- Enables better communication for remote and mobile workers.
- Reduces email volume by providing instant access to colleagues.

EMS Customers Moving to Skype for Business



MITRE




accenture

KKR

What is Skype for Business Integration?

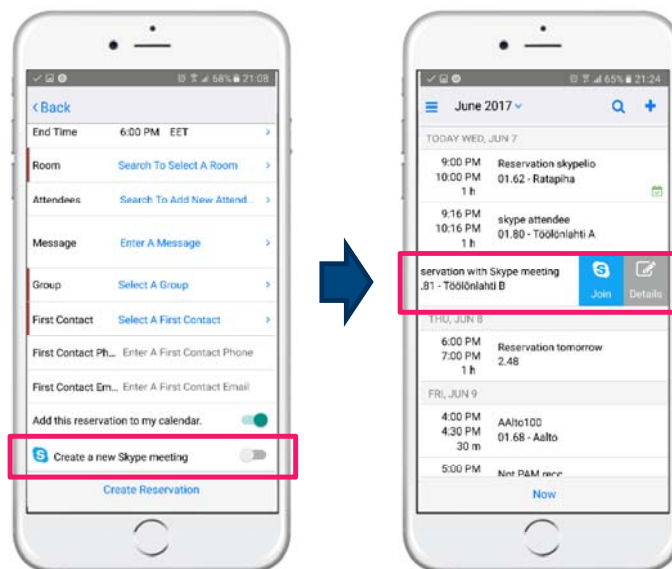
Skype for Business Integration allows everyday users to -

- Add skype meeting to EMS bookings from EMS access points
- Join skype meeting from EMS access points
- Modify/cancel skype meetings linked to EMS bookings from EMS access points

A business meeting in a modern office. A man in a suit is standing and talking on a mobile phone while looking at a laptop. A woman is sitting at the table, looking at the laptop. Another man is sitting next to her, smiling. In the background, a large screen shows a Skype video call with a man in a suit. There are water bottles on the table.

Skype for Business Demo – EMS Mobile App

On-The-Go Skype Booking via EMS Mobile App



Skype Access Points on EMS Mobile

- Booking detail
- Drawer
- Message field on Exchange templates

A business meeting in a modern office. A man in a suit is standing and talking on a mobile phone, looking down at a laptop. A woman is sitting at the table, looking at the laptop. Another man is sitting next to her, smiling. In the background, a large screen shows a Skype video call with a man in a suit. There are water bottles on the table.

Skype for Business Demo – EMS Web App

Skype Access Points in EMS WebApp

Join Skype Meeting	Include/Remove Skype Meeting
Home - My Bookings	Create Reservation – Rooms
My Events - My Bookings	Create Reservation - Reservation Details
My Booking Details Modal	View Reservation
View Reservation	Home and My Events – My Bookings

Skype Meeting Details Visible to Meeting Owner Only
Browse Events
Browse Locations
Browse People

Use Case: Include Skype for Business with Reservation

Skype Meeting Details include Skype Meeting Link, Call-In Info*

On Desktop

ems

Room Request

Pat Smith

Book a Meeting at EMS Software

Skype information will be added to your reservation after it's created.

My Cart (0) Create Reservation

1 Rooms & Attendees

2 Reservation Details

New Booking for Fri Apr 21, 2017

Next Step

Date & Time

Date: Fri 04/21/2017

Start Time: 9:00 AM

End Time: 2:00 PM

Create booking in this time zone: Mountain Time

Locations: EMS HQ

Add/Remove

Search

Selected Rooms

ems Room Request

Pat Smith

Book a Meeting at EMS Software

Skype information will be added to your reservation after it's created.

My Cart (0) Create Reservation

1 Rooms & Attendees

2 Reservation Details

Reservation Details

Event Details

Event Name * Meeting

Event Type * Meeting

Comment

Calendar Details

Add to Calendar/Send Invitations

Private

Show Time As: Busy

Reminder: (none)

Message

Add Skype to Reservation

On

Let Me Search For A Room

I Know What Room I Want

Room Name

On Mobile

ems

Room Request

Pat Smith

Cancel

Next Step

Date & Time

Date: Fri 04/21/2017

Start Time: 9:00 AM

End Time: 2:00 PM

Create booking in this time zone: Mountain Time

Locations: EMS HQ

Add/Remove

Search

Add Skype to Reservation

Off

Let Me Search For A Room

I Know What Room I Want

Room Name

* If enabled and as configured on Skype for Business Server



Use Case: Join my Skype Meeting

Join Skype: Launches Skype for Business Web App or Installed App (Desktop or Mobile)

ems

Room Request

Pat Smith

HOME

CREATE A RESERVATION

MY EVENTS

BROWSE

EVENTS

LOCATIONS

PROFILE

SITE HOME

MY HOME

My Reservation Templates

Book A Meeting

Book now

about

Book A Workspace

Book now

about

Book A Video-Conference Room

Book now

about

Book An Event

Book now

about

My Bookings

April 17, 2016

SEARCH

Mountain Time (MT)

Day

Month

Date

Previous

Today

Next

9:00 AM - 10:00 AM

Pat's Planning Meeting

Workspace 2 - EMS Software HQ

Confirmed

Join Skype

Check in

End Now

Cancel

10:00 AM - 11:00 AM

Pat's Planning Meeting

Workspace 2 - EMS Software HQ

Confirmed

Join Skype

Check in

Cancel

5:00 PM - 7:00 PM

Pat's Planning Meeting

Workspace 2 - EMS Software HQ

Confirmed

Join Skype

Cancel

Booking Details

EVENT DETAILS

RELATED EVENTS

Event Name

Pat's Planning Meeting (A edit)

Date

Monday Apr 17, 2017

Event Time

9:00 AM - 5:00 PM MT

Reserved Time

9:00 AM - 5:00 PM MT

Location

Workspace 2 - EMS Software HQ

Skype Meeting Info

Meeting ID: 12532

Employee

Pat Smith

1st Contact Phone

720-531-4318

1st Contact Email

pat.smith@emsoftware.com

Reservation ID

48312

Event Type

Meeting

Add to My Calendar

Share

Join Skype

Close

ems

Room Request

Pat Smith

My Events / Pat's Planning for Apr 17 (1138421)

RESERVATION DETAILS

ATTACHMENTS

Edit Reservation Details

Event Name

Pat's Planning for Apr 17

Event Type

Hotelling

Comment

(none)

Skype Meeting Info

Meeting ID: 124243

Employee

Pat Smith

First Contact

Pat Smith

Reservation Tasks

Manage Attendees

Add Services

Cancel Reservation

View Reservation Summary

View Service Availability

Add to My Calendar

Join Skype

Include cancelled bookings.

Bookings

CURRENT

PAST

Date

Start Time

End Time

Time Zone

Location

Status

Mon Apr 17, 2017

9:00 AM

5:00 PM

MT

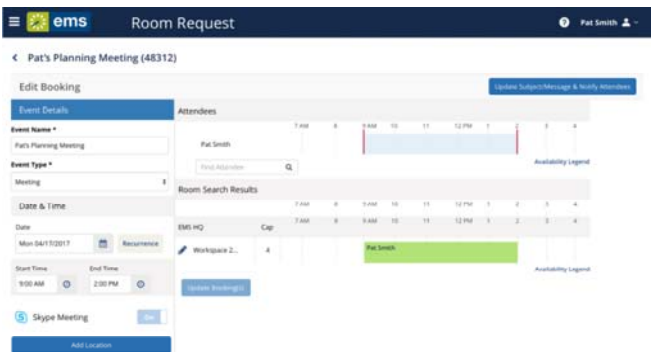
Workspace 2 - EMS Software HQ

Confirmed



Use Case: Edit Meeting with Skype Details

- Skype Meeting details are not aware of the date and time of the scheduled meeting(s).
- Skype Meeting ID and Links remain unchanged when editing date and time in an EMS managed meeting.
- Links may be configured with an expiration date by the system administrator on Skype for Business Server.
- Skype expiration date is updated, if necessary, during Edit Booking process.



Use Case: Privacy Please

- No access controls on a Skype for Business link.
- Skype meeting details and Join options are visible to only the Meeting Owner.

Booking Details

EVENT DETAILS

RELATED EVENTS

Event Name	Pat's Planning Meeting (✎ edit)
Date	Monday Apr 17, 2017
Event Time	9:00 AM - 5:00 PM MT
Reserved Time	9:00 AM - 5:00 PM MT
Location	Workspace 2 - EMS Software HQ
Skype Meeting Info	Meeting ID: 12532
Employee	Pat Smith
1st Contact Phone	720-531-4318
1st Contact Email	pat.smith@emssoftware.com
Reservation ID	48312
Event Type	Meeting

Add to My Calendar

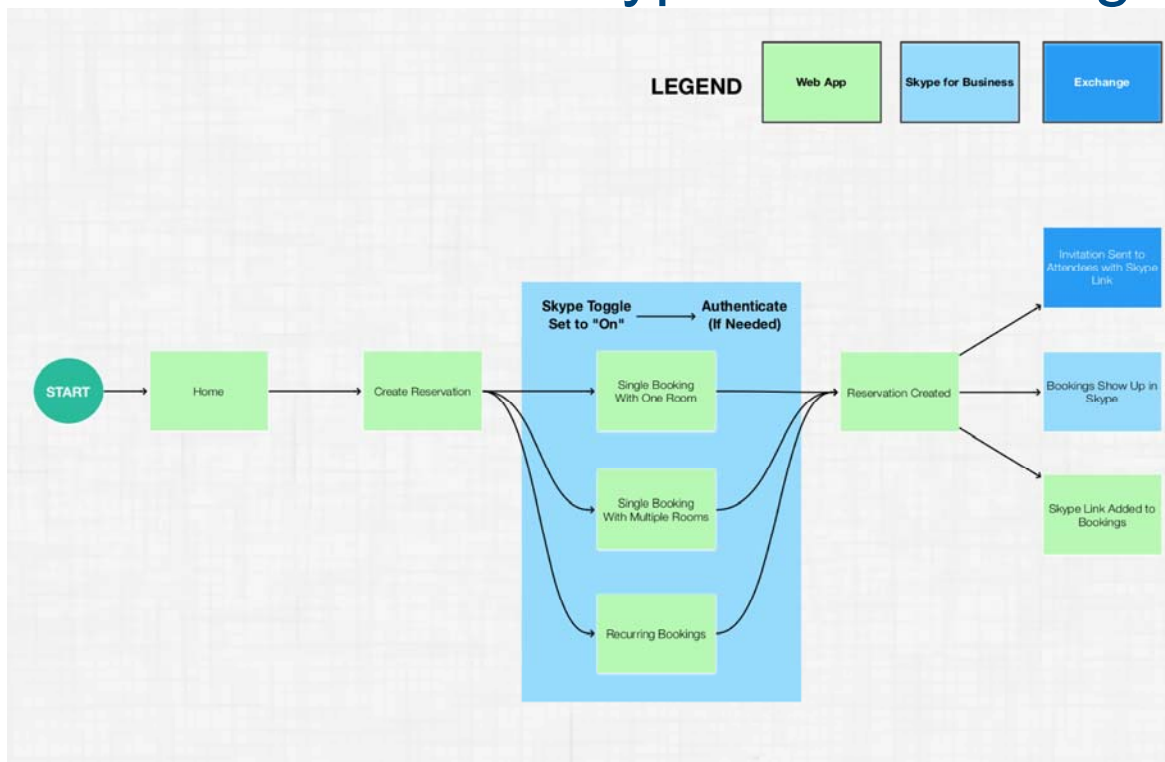
Share

Join Skype

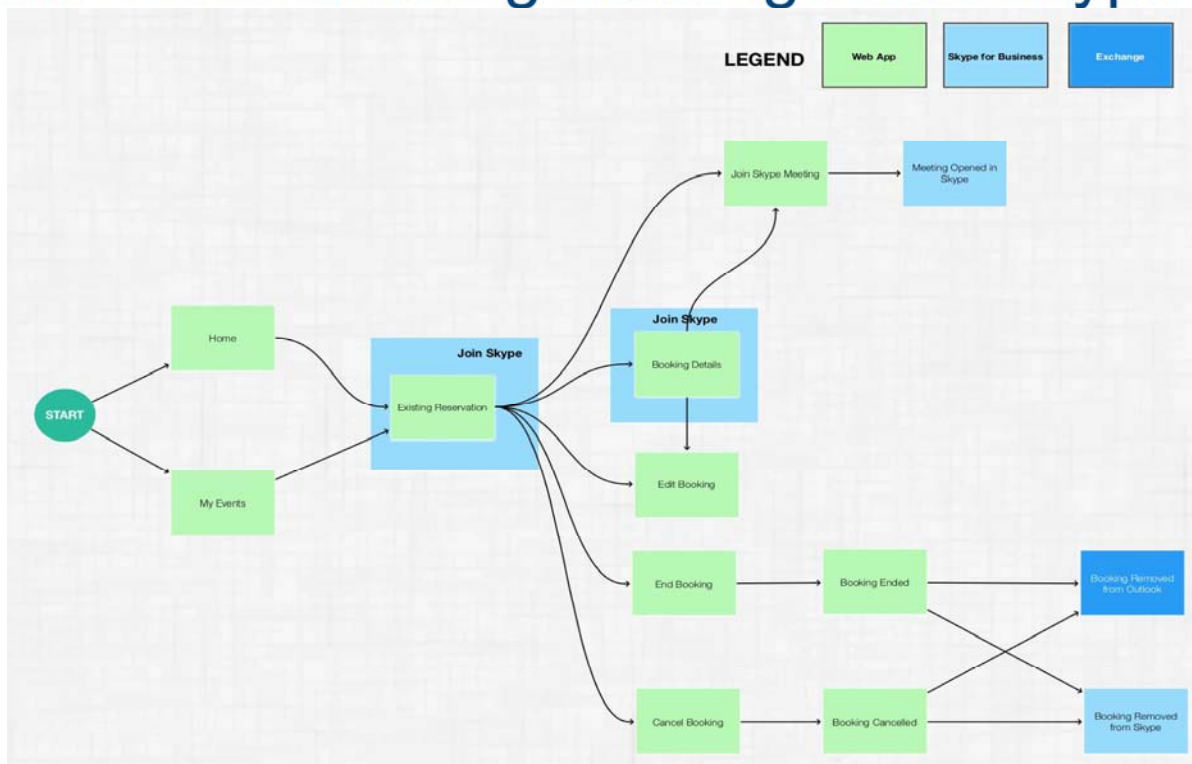
Close



User Flow: Include Skype with Meeting



User Flow: Existing Meetings with Skype



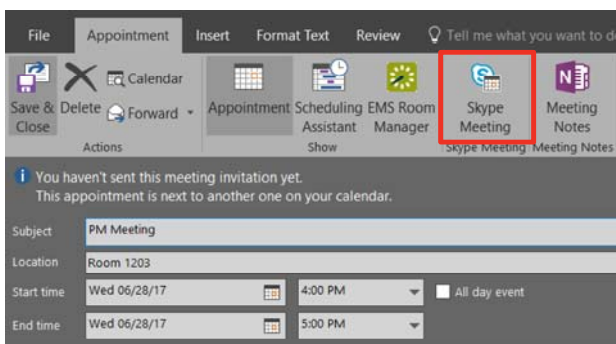
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A group of business professionals in a meeting room. A man in a suit and glasses stands in the background, talking on a mobile phone. In the foreground, several people are seated around a table, looking at a laptop. A man on the right is smiling. In the background, a large screen displays a Skype video call with a man in a suit. The scene is dimly lit, with the primary light source coming from the laptop and the screen.

Skype for Business Demo – EMS for Outlook

Skype for Business with EMS for Outlook



1. Schedule meeting and create reservation as usual in EMS for Outlook.
2. Click on 'Skype Meeting' button in toolbar (requires Skype Outlook add-in).
3. Skype information will be stored in EMS so that the Skype meeting can be started from EMS Mobile App or EMS Web App.

A business meeting in a modern office. A man in a suit and glasses stands in the background, talking on a mobile phone. In the foreground, a group of four people (three men and one woman) are seated around a table, looking at a laptop. A man on the right is smiling. In the background, a large screen displays a Skype video call with a man in a suit. The image has a light blue overlay.

Skype for Business Demo – Desktop Client

Skype for Business Configuration – Desktop Client

- Global and Template level parameter to enable/disable Skype integration
- Skype meeting flag at the reservation summary level
- Skype Id displayed in the reservation properties
- Reservation level display field (Skype Meeting (Y/N)) available in Query builder
- Parameters to configure Skype for Business Online and Skype for Business Server (On premise)

Skype Details – Desktop Client

Navigator - 44 (Reservation No. 5334890) (Booking No. 7632318)

Open Reservation View Alerts

44 (Reservation No. 5334890)

6/26/2017 Mon 4:30 - Mountain Time Room 2

Reminders (0) Comments (0) Attachments (0)

Drawings (0) User Defined Fields (0) History*

Booking Summary Properties Cost centre number Allocation

Date: 6/26/2017 Mon Event Name: 44

Reserved: 4:30 - 5:30 Location: Mountain Ti

Event: 4:30 - 5:30 Event Type: Special Eve

Setup Type: (none) Status: Web Confir

Booking No.: 7632318 Setup Count: 1

Outlook/Skype Meeting

Drag a column header here to group by that column

Category	Service	Start	End	Review
0 Records				

New Edit Delete Tools Items Print Close

Water View Rm - Must schedule through Conf Center Off Line

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Maintenance Confirmed

Skype Details – Desktop Client

EMS Software V44.1 - qa-db-01|legal_qa_ems - [Navigator - Product Collaboration Session (Reservation No. 1784546)]

FileSettingsReservationsReportsBillingConfigurationSystem AdministrationWindowHelp

BookCalendarWizardNavigatorBrowserEmailDashboardCustomer ReservationManage ServicesCisco TMS ActivityEveryday User ReservationsCustomersPolycom ActivityBooking Check In

Open ReservationView Alerts

Product Collaboration Session (Reservation No. 1784546)
6/23/2017 Fri 4:00 PM - Mount Evans

Attachments (0)User Defined Fields (0)Transactions (0)History*

Reservation SummaryPropertiesBilling Reference AllocationReminders (0)

FieldValue

Pricing PlanStandard

Payment Type(none)

Bill To Customer(none)

Bill To Contact(none)

Calendar StyleStandard

Estimated Event ...0

Actual Event Atte...0

Date Added6/24/2017 12:45 AM

Added Byankita verna

Date Changed6/24/2017 12:45 AM

Changed Byankita verna

Reservation ID1784546

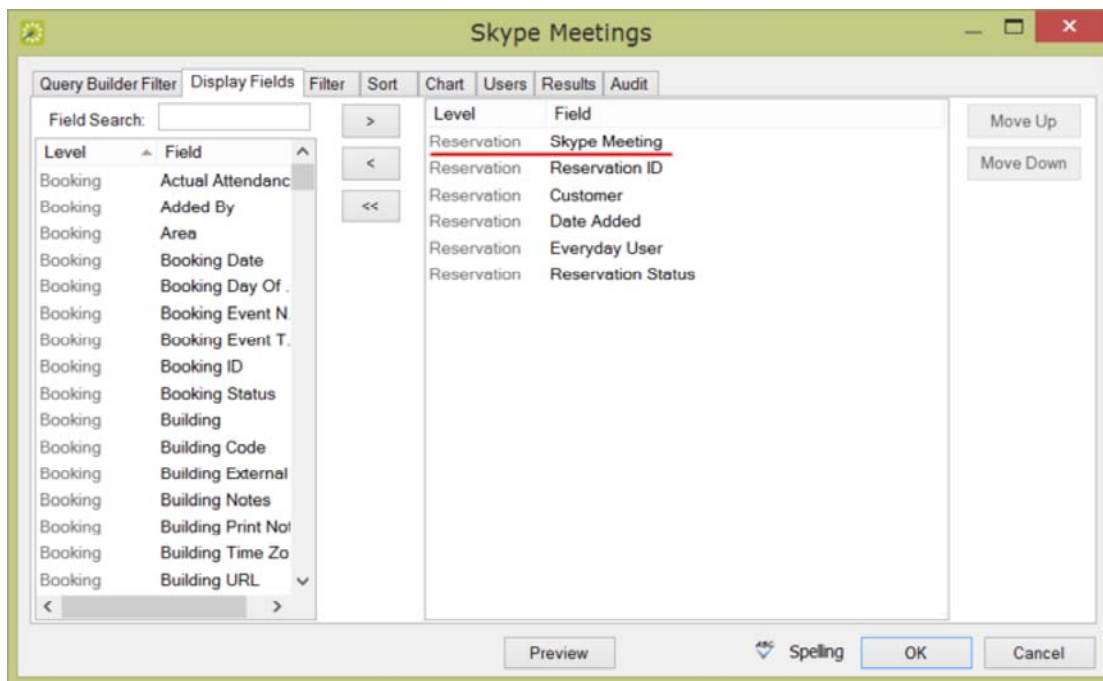
Everyday Userankita verna

Skype IDG46JAKJP

Drag a column header here to group by that column

	Date	Start	End	Time Zone	Building	Room	Event	Event Type	Status
	6/23/2017 Fri	4:00 PM	5:00 PM	MT	DEN	Mount Evans	Product Collaboration Session	Internal Meeting	Confirmed

Skype Details – Desktop Client



Skype Integrated EMS Access points

EMS Access Points –

- EMS Web App
- EMS Mobile App
- EMS for Outlook (using Skype Plug-in)
- EMS Platform (APIs available for integration)

Skype for Business - Use Cases

- Create bookings with Skype meeting from EMS access points
- Join Skype Meeting from EMS access points
- Edit date and time for the booking from EMS access points
- Cancel bookings from EMS access points

Skype for Business EMS Integration Points

Use Case	EMS Access Point	Integrations
Create a reservation with Skype meeting	Mobile/Web App/Outlook	Platform Services
Edit reservation with Skype meeting	All EMS Access points	Platform Services
Join Skype meeting linked to EMS reservation	Mobile/Web App/Outlook	Platform Services
Cancel reservation with Skype meeting	All EMS Access points	Platform Services

Skype for Business – Key Considerations

- Option to enable Skype for Business is *ONLY* available for exchange enabled templates
 - The Skype option is available for bookings with or without attendees.
 - Skype meetings always contain a meeting link to launch a Skype application.
 - Skype meetings may contain call in information.
 - Skype link and call in information will be sent to attendees via email notification
- Users can't remove Skype meeting from EMS reservations
 - Outlook mobile app doesn't allow removing skype from reservations
 - Even if users manually remove skype information from outlook appointments, Join Skype link remains enabled

Skype for Business – Key Considerations

- Users are required to authenticate to skype server using skype credentials to add skype meetings to EMS reservations
 - Authentication to skype method depends on client Skype product and authentication configuration.
- Users can't create skype meetings using desktop client
 - Feature is under consideration for future roadmap inclusion.
- Users can't add skype meetings to reservations created using Glance, Room signs ,Regics and Master Calendar
 - Glance and Room signs products are used for creating adhoc meetings without attendees

Thank you!