UC Connector Genesys Lync Integration Deployment Guide

Supported Lync / Skype for Business Deployments

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Contents

# Supported Lync / Skype for Business Deployments

Supported deployments with Microsoft Lync / Skype for Business include:

- Deployment with Microsoft Lync Skype for Business Standard Edition
- Deployment with Microsoft Lync Skype for Business Enterprise Edition
- Deployment with Microsoft Lync / Skype for Business Enterprise via Edge Server

Each of the above deployments is summarized below.

Deployment with Microsoft Lync / Skype for Business Standard Edition

The diagram below shows a UC Connector integration with Microsoft Lync or Skype for Business Standard Edition.
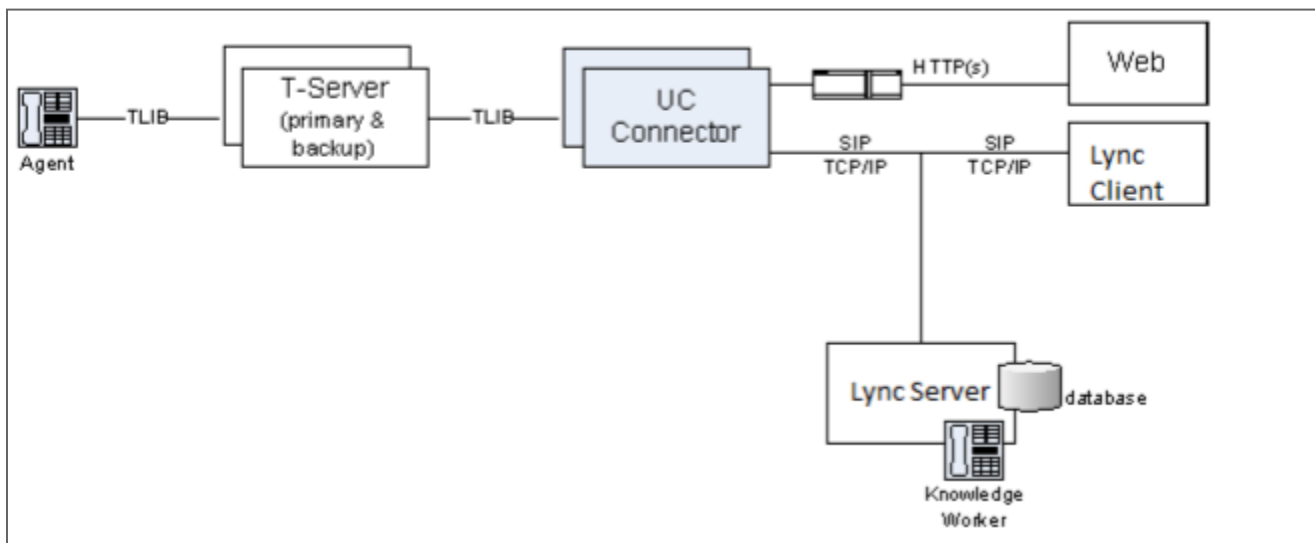

Integrations with the Standard Edition of Microsoft Lync / Skype for Business require that the main server components, as well as the database for storing user and conference information, be deployed on a single Front End Server. This integration is used for organizations with less than 5000 users, and which do not require High Availability through clustering for the Lync / Skype for Business Server part of the system. In essence due to the lack of High Availability, Standard Edition is seldom used in real deployments - but mostly in lab settings.

Database

For the Standard Edition, the real-time communications (RTC) database must be kept locally on a Microsoft SQL Server Express instance.

Deployment with Microsoft Lync / Skype for Business Enterprise Edition

The diagram below shows a UC Connector integration with Microsoft Lync / Skype for Business Enterprise Edition, where the Microsoft platform is deployed on multiple servers, the database is deployed on a separate server, and a third-party load balancer is deployed to balance the load across the Front End servers.
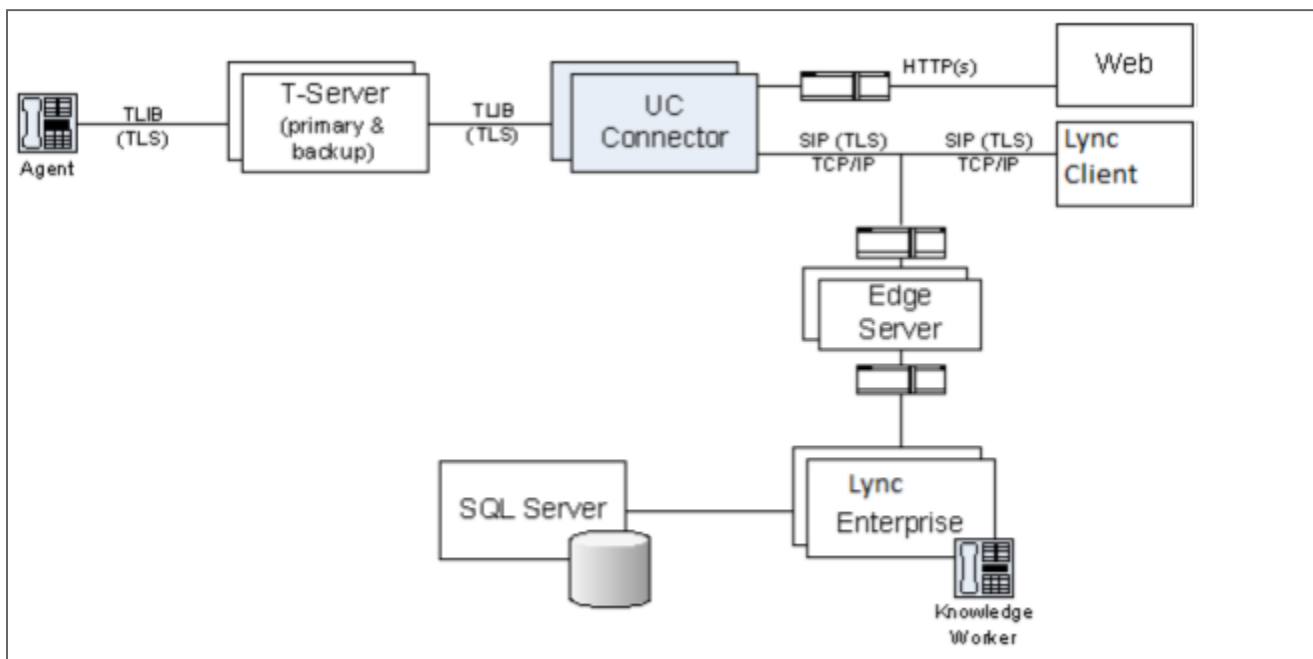

With the Enterprise Edition, you can separate the server functions from the database functions as a way to increase capacity and availability. This edition is recommended for organizations that require higher availability through clustering of server roles.

Database

The Enterprise Editions enables you to specify a remote database server. This dedicated Microsoft SQL Server back-end database must be located on a computer that is separate from any of the Enterprise Edition servers.

Deployment with Microsoft Lync / Skype for Business Enterprise via Edge Server

The diagram below shows a UC Connector integration with Microsoft Lync / Skype for Business Enterprise Edition, where the Microsoft platform is deployed on multiple servers, the database is located on a separate server, and a Microsoft Lync / Skype for Business Edge Server is deployed in front of the primary Front End servers.
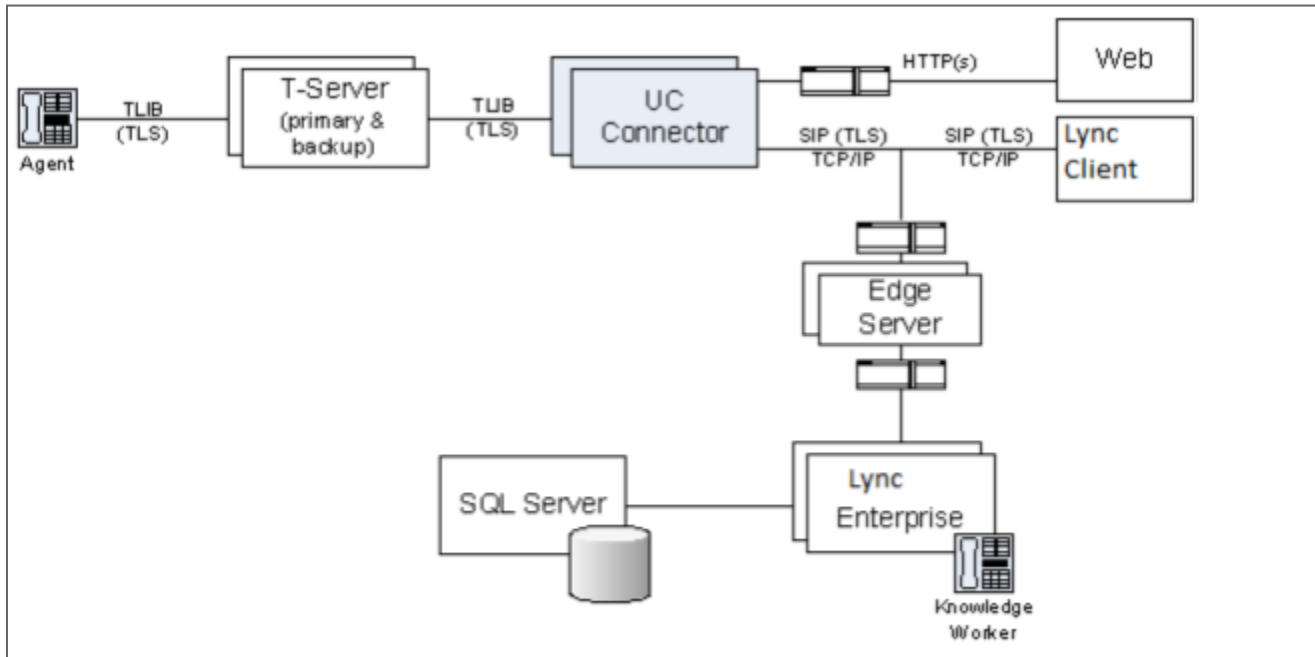
About the Edge Server

Installed at the perimeter of the enterprise network where the Lync / Skype for Business servers are located, the edge server is used to authorize users from outside of the enterprise firewall before they can access the Lync / Skype for Business deployment.

For more information about deployments that use the Lync / Skype for Business Edge Server, see the Microsoft documentation for the product: https://technet.microsoft.com/en-us/library/mt346417.aspx

Reporting in Microsoft Lync / Skype for Business Integrations

When integrated with Microsoft Lync / Skype for Business, the four standard Microsoft presence states are mapped to user-specific `AttributeReason` parameters. These `KW_UC_STATUS` parameters are used to provide Genesys Reporting with additional information about routing requests involving UC Connector users.

The table below shows the mapping between Microsoft presence states and Genesys `AttributeReason` parameters.

Communicator Presence	KW_UC_STATUS
Busy	RequestAgentNotReady with KW_UC_STATUS of busy.
Do Not Disturb	RequestAgentNotReady with KW_UC_STATUS of dnd.
Be Right Back	RequestAgentNotReady with KW_UC_STATUS of be-right-back.
Away	RequestAgentNotReady with KW_UC_STATUS of away.
Available	RequestAgentReady with KW_UC_STATUS of ready.