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UC Connector Genesys Lync Integration Deployment Guide

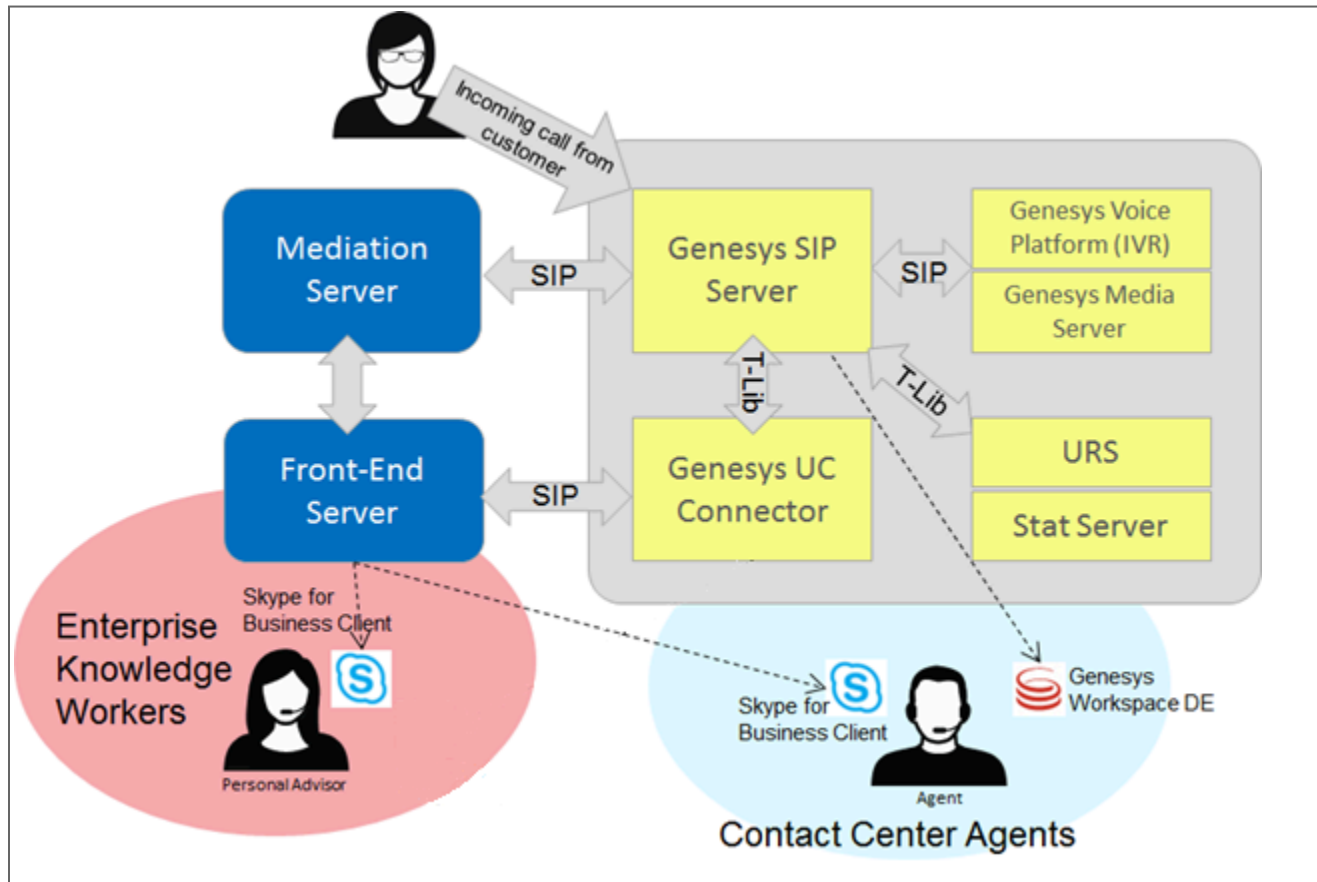
Environment Information

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From the Lync / Skype for Business point of view, Genesys SIP Server acts as an external gateway as it receives incoming calls and forwards them to available agents. This is done through a connection with the Mediation Server.



- Genesys UC Connector subscribes to the users' presence, to make their status available to Stat Server. This allows routing of interactions to available personnel.
- Agents can use either Genesys Workspace Desktop Edition as their desktop client along with the Interaction Workspace Plug-in for Skype for Business, or another Genesys desktop client with Genesys Lync Agent (GLA) working together with the Lync / Skype for Business client on their desktop. The option of using Workspace with the Plug-in is more featureful and offers a better user experience, as all functions are performed through the Workspace GUI.
- Using GLA, Genesys integrates with the Lync / Skype for Business client to allow third-party call control and, in particular, answering calls from the Genesys desktop. For detailed information, see [Genesys Lync Agent](#).