Hybrid Cloud – Adding Cloud Services to Your Enterprise PBX

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AVAYA ENGAGE®

Chris Clauss

Manager, Avaya UC Engineering

Collaboration

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Visit our Other Sessions!

ConvergeOne Presentations at Avaya Engage 2023

Presenter	Session	Date	Time
David Lover	Putting the Customer's Experience Back into Customer Experience	Monday 6/19	1:15-2:00
Chris Clauss	Hybrid Cloud- Adding Cloud Services to Your Enterprise PBX	Tuesday 6/20	10:15-11:00
Chris Clauss, David Lover	Password Management and SSO/SMAL for Remote Worker, Avaya Sets, and Soft Clients	Tuesday 6/20	11:15-12:00
Kathy Sobus	Self-Service Journey to the Future	Tuesday 6/20	11:15-12:00
Joel Haist	The Non-Zero Sum Game: Maximizing the Value of Your Business Partner	Tuesday 6/20	2:15-3:00
David Lover	C1 Consolidation, Modernization, and Automation- A Real Life Model	Tuesday 6/20	9:00-10:00
Dwight Reifsnyder	Next Gen Experience Center Building Blocks 101	Wednesday 6/21	10:45-11:45
Carmen Piunno	Avaya Aura Guide to Security: Confidentiality, Integrity, Access Control	Wednesday 6/21	2:30-3:15
Chris Clauss	Deploying Avaya Workplace for UC and call Center Users, Mobile Users, and VDI Environments	Wednesday 6/21	2:30-3:15
Chris Clauss	Security, Certificates, and the System Administrator	Wednesday 6/21	3:30-4:15
David Lover	How Will I Know When it's Time to Migrate to the Cloud?	Wednesday 6/21	3:30-4:15

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Everyone is talking about cloud…

Many great reasons to move…

- Ease of implementation
- Adding new services
- Exciting features
- Subscription based

Many reasons not to move…

- Transition is difficult
- Need enterprise features
- Call Center

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Avaya provides cloud services for “On Prem Customers”

Avaya Spaces

- Included in subscriptions
- Replaces on-prem systems for Conferencing
- Adds Collaboration Capabilities

Avaya Spaces Calling

- Bundled into Avaya Spaces
- Offers a quick and easy way to add remote workers.

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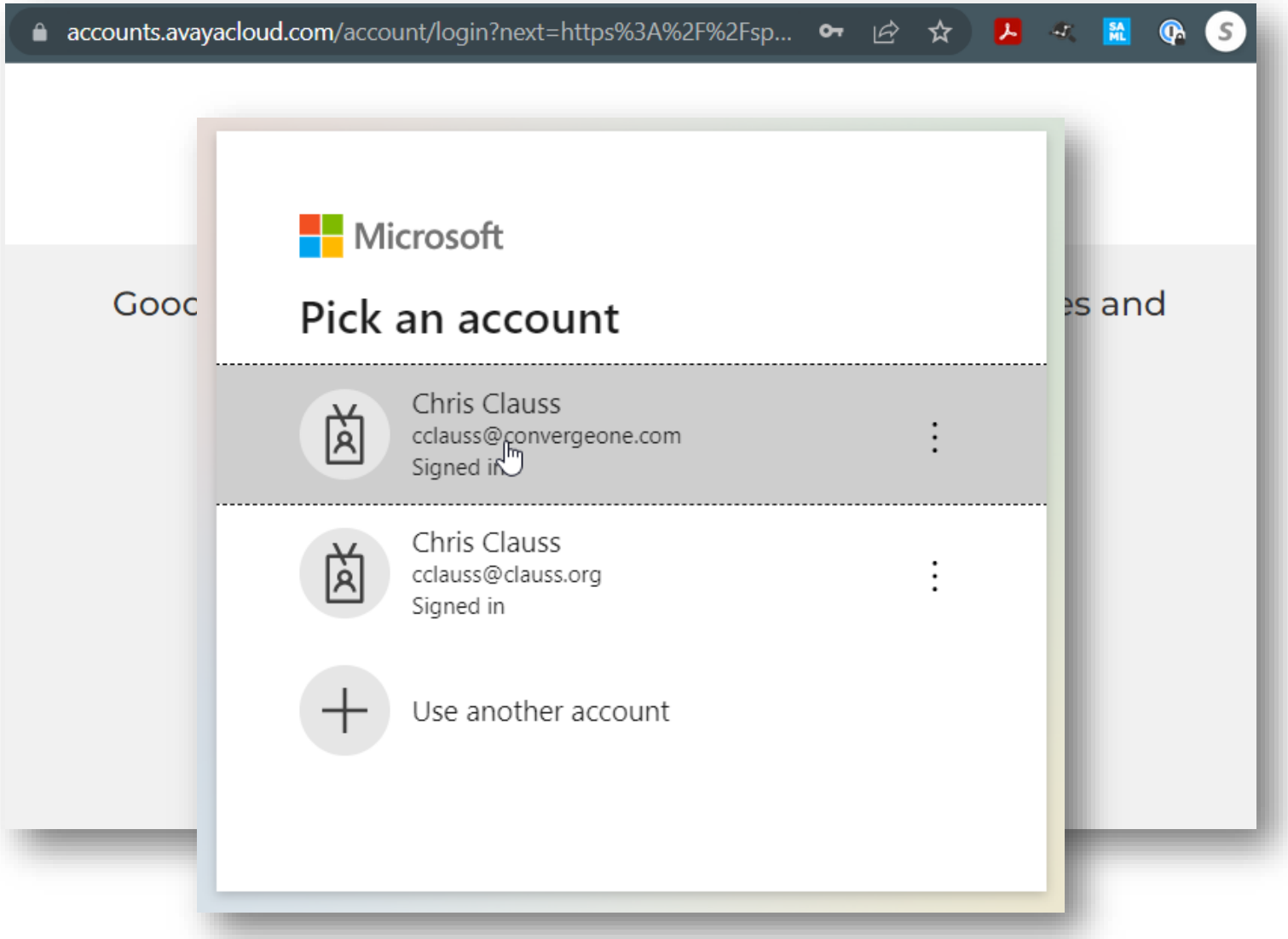
Avaya Spaces – Conferencing – Let's take a tour…

spaces.avayacloud.com

Good news – Avaya SSO supports linking to Enterprise SAML providers…



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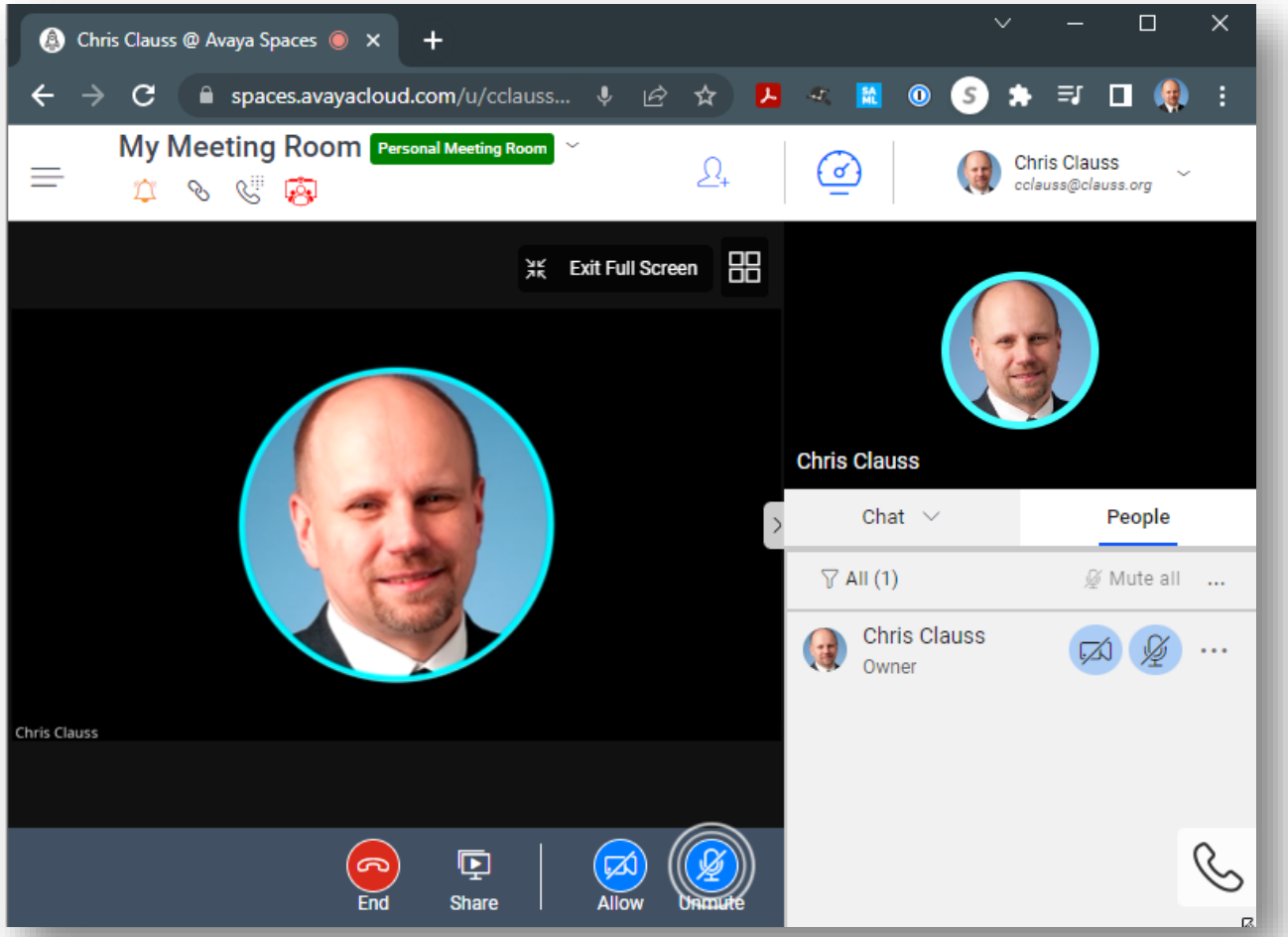
My Meeting Room

A personal meeting room for every user.

- Unique Room ID
- Can join from browser phone
- Can join from an Avaya Room System
- Persistent Chat History & Posts
- Task List
- List of previous meetings and recordings



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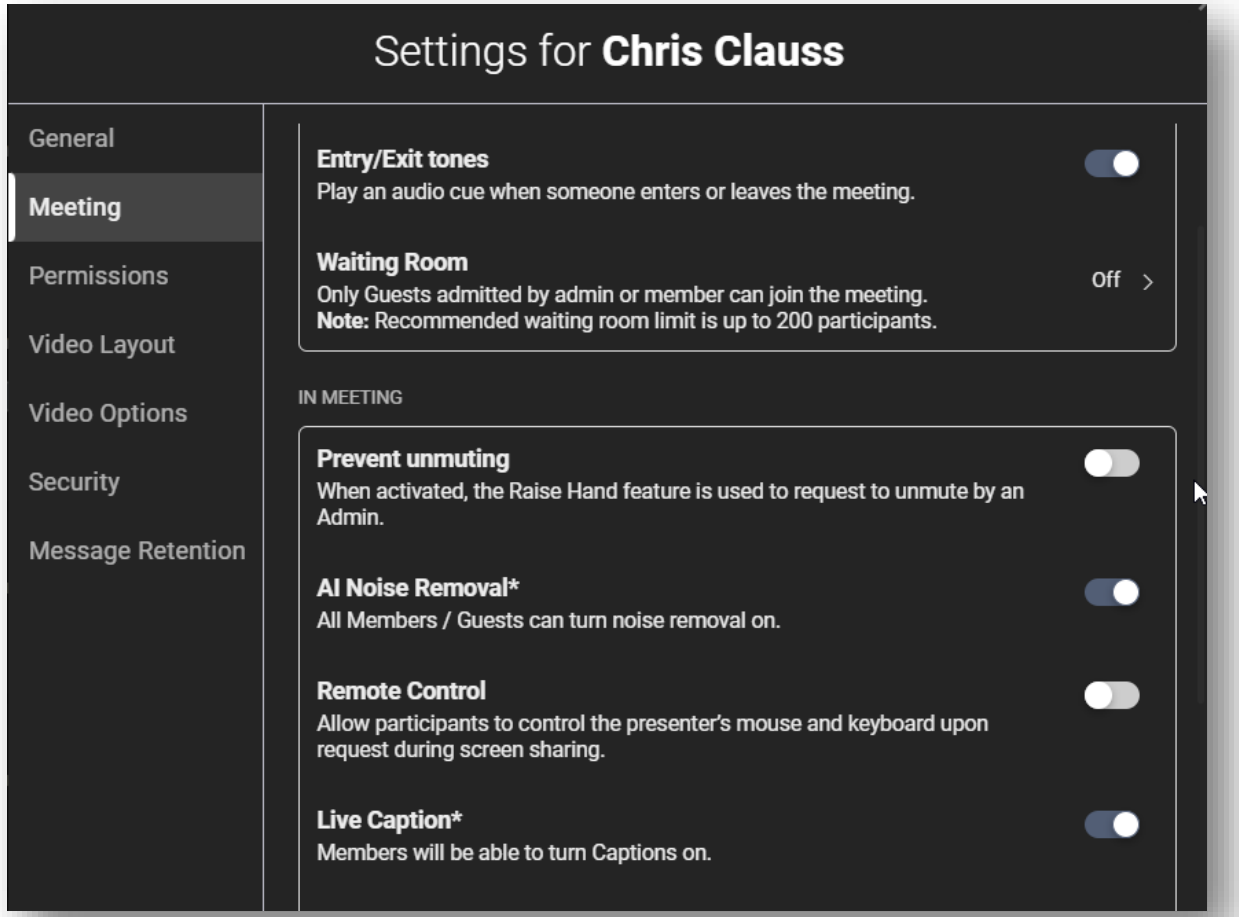
My Meeting Room

- Meetings can auto start.
- Entry / Exit Tones
- Waiting Room
- Prevent Unmuting
- AI Noise Removal (VERY COOL)
- Remote Control (NEW at last)
- Live Caption (English / Spanish)



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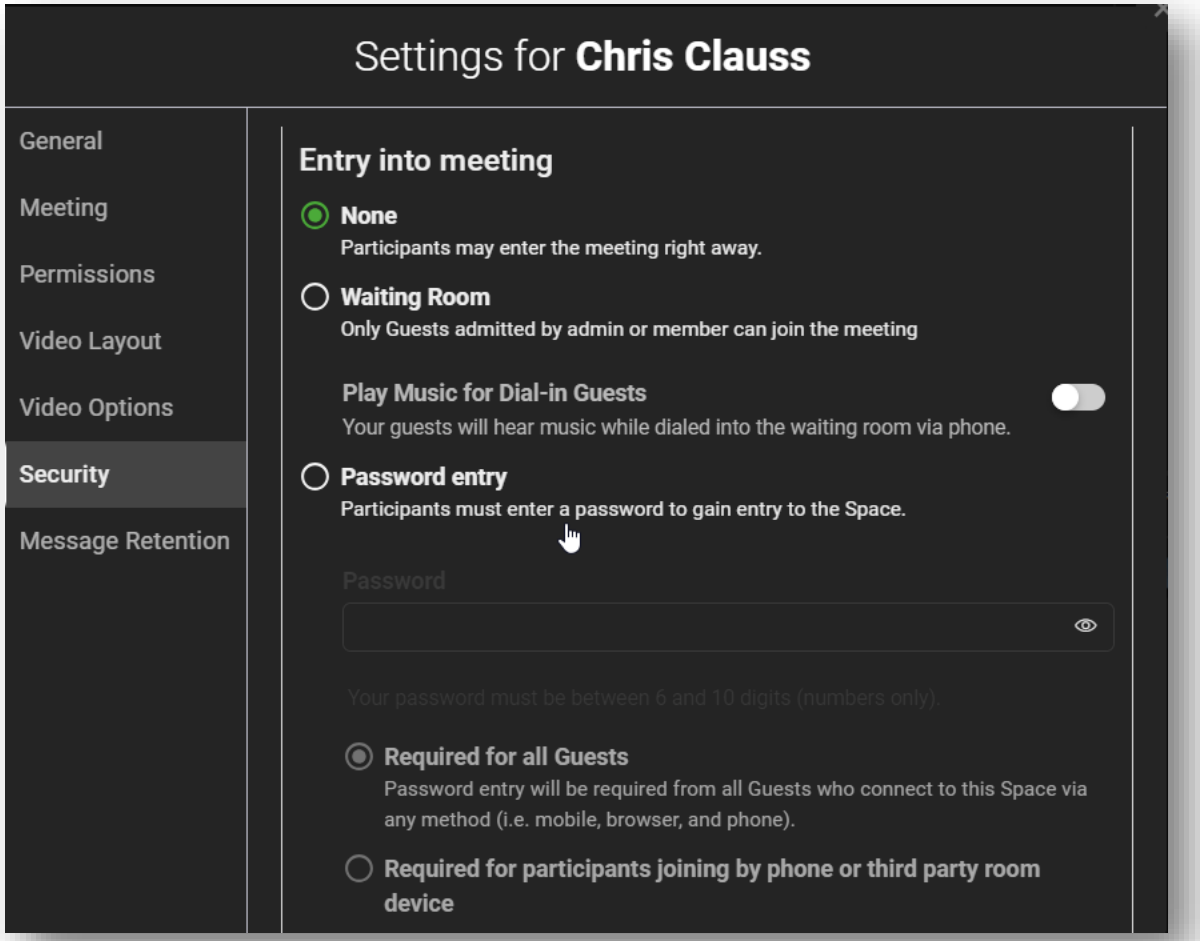
My Meeting Room

- Very Large Meetings (250 / 1000)
- 3rd Party Room Systems (SIP)
  - sip:xxxxxx@spacesip.net
- Create Content – Post / Tasks
- Video Layouts / Lecture
- Video 360p to 1080p
- Security – waiting room / password
- Virtual background blur
- Toll free access numbers



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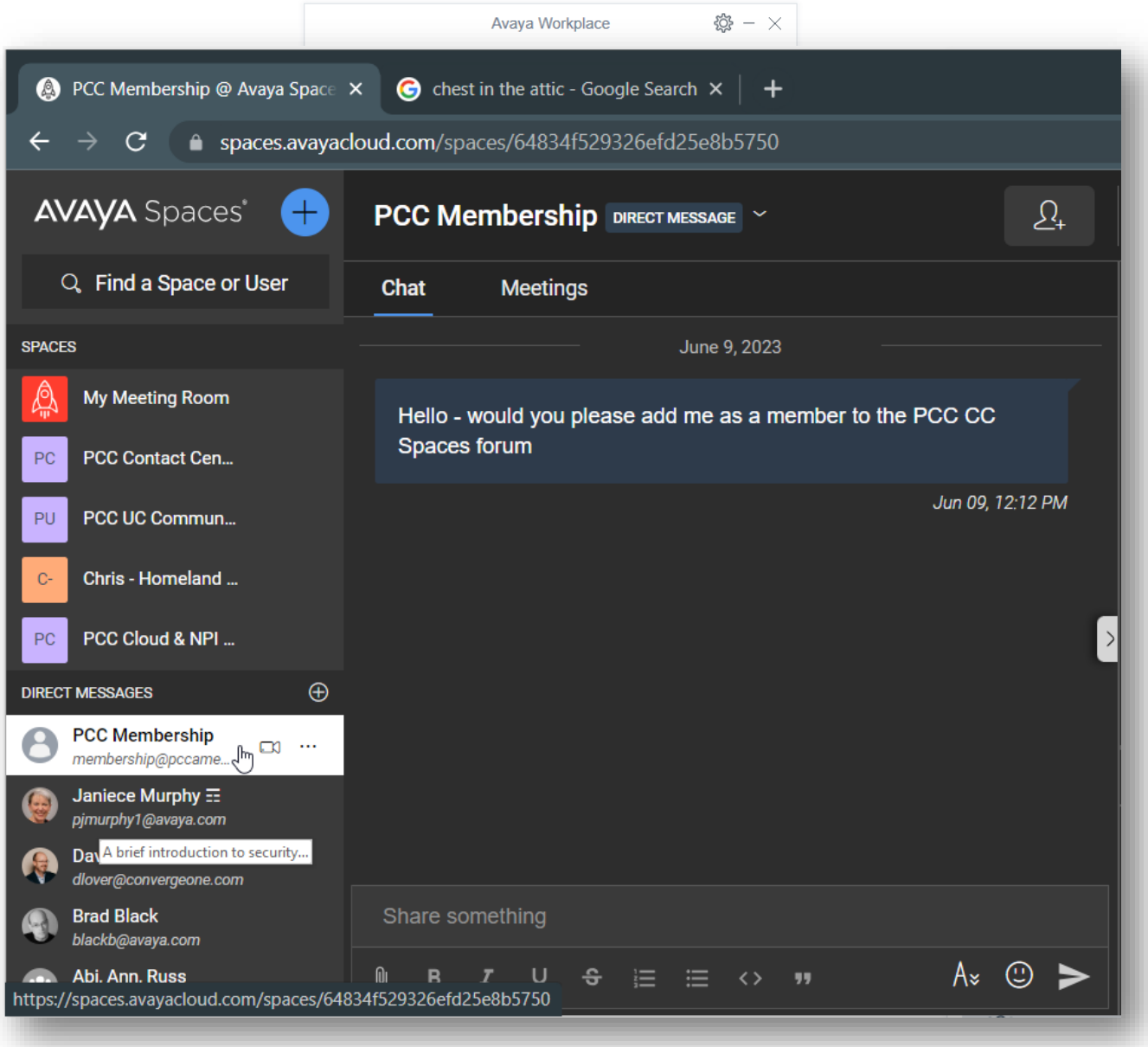
What's the point?

Feature parity with WebEx / Zoom

But some additional features…

- I/M direct from Workplace app or Spaces Web interface – no Presence Server required.
- Easy enterprise integration with Aura and Enterprise Directory
- Office 365 Integration for Calendar



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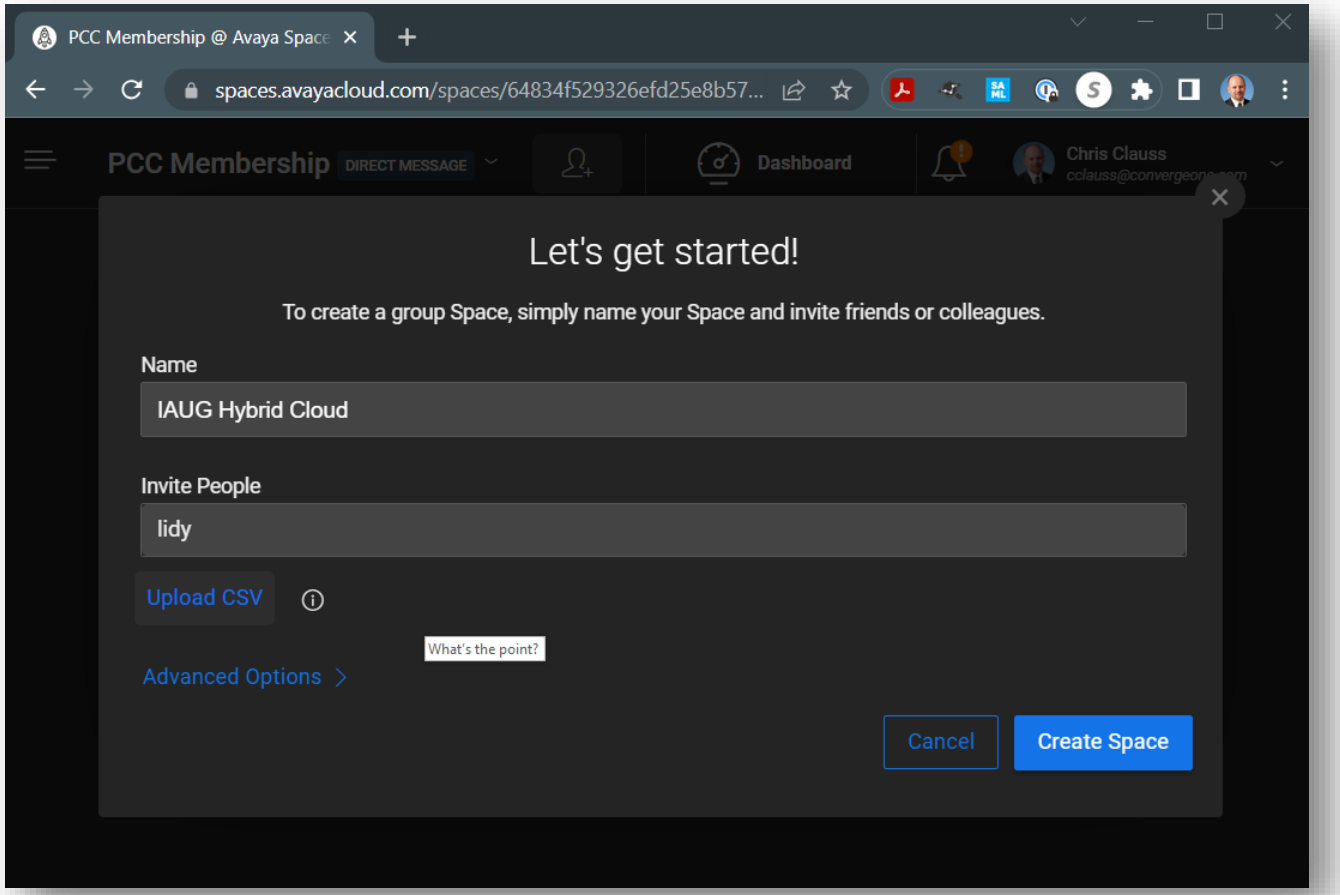
And more…

A user can create additional spaces – each with all the same features.

Meetings can run on any browser.

Spaces also has a mobile and desktop client.



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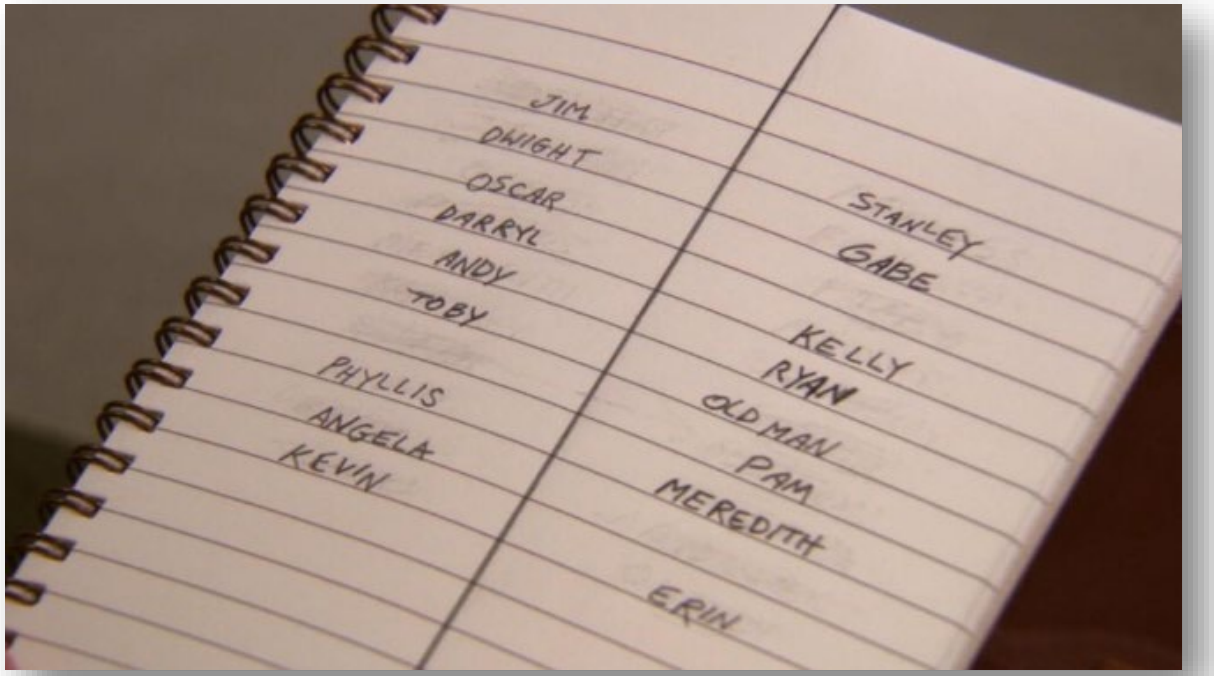
Spaces is easy to manage

Users can be added via admin web interface, but let's make a hybrid environment.

Manage Spaces from AADS.

Users will automatically be added based on LDAP (Active Directory) group management.



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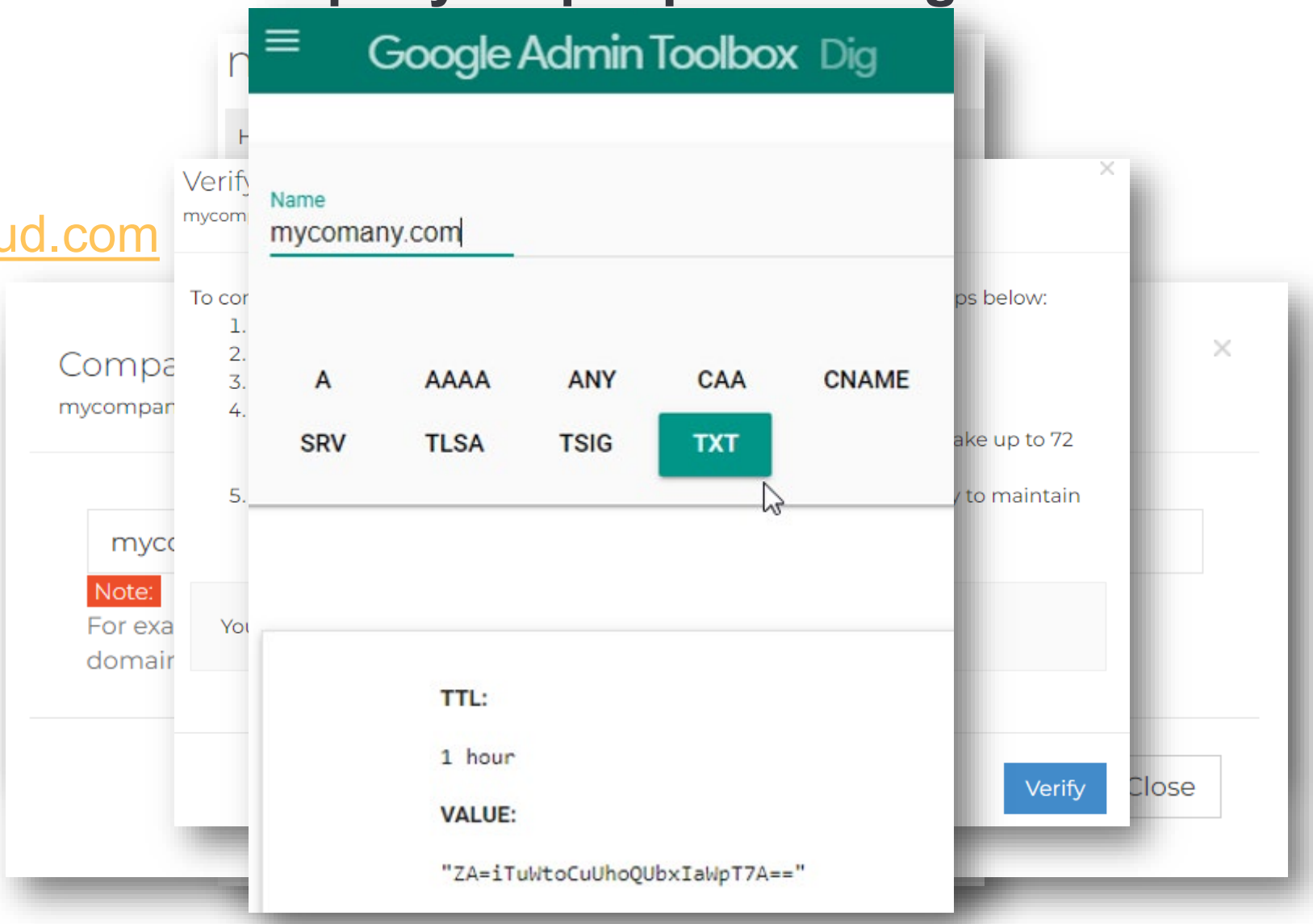
But first – let's associate our company so people can sign on…

https://accounts.avayacloud.com

- Manage Companies
- Add New Company
- Add a domain
- Verify the domain

Add DNS record so Avaya can confirm you control the domain.



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Now let's configure AADS to add users automatically…

What is Device Services?

- Provides auto configuration on Avaya Devices (Workplace and Phones)
- Supports Single Sign on / SAML
- Enterprise Directory
- Updates clients
- Auto configures Spaces users / Spaces SSO

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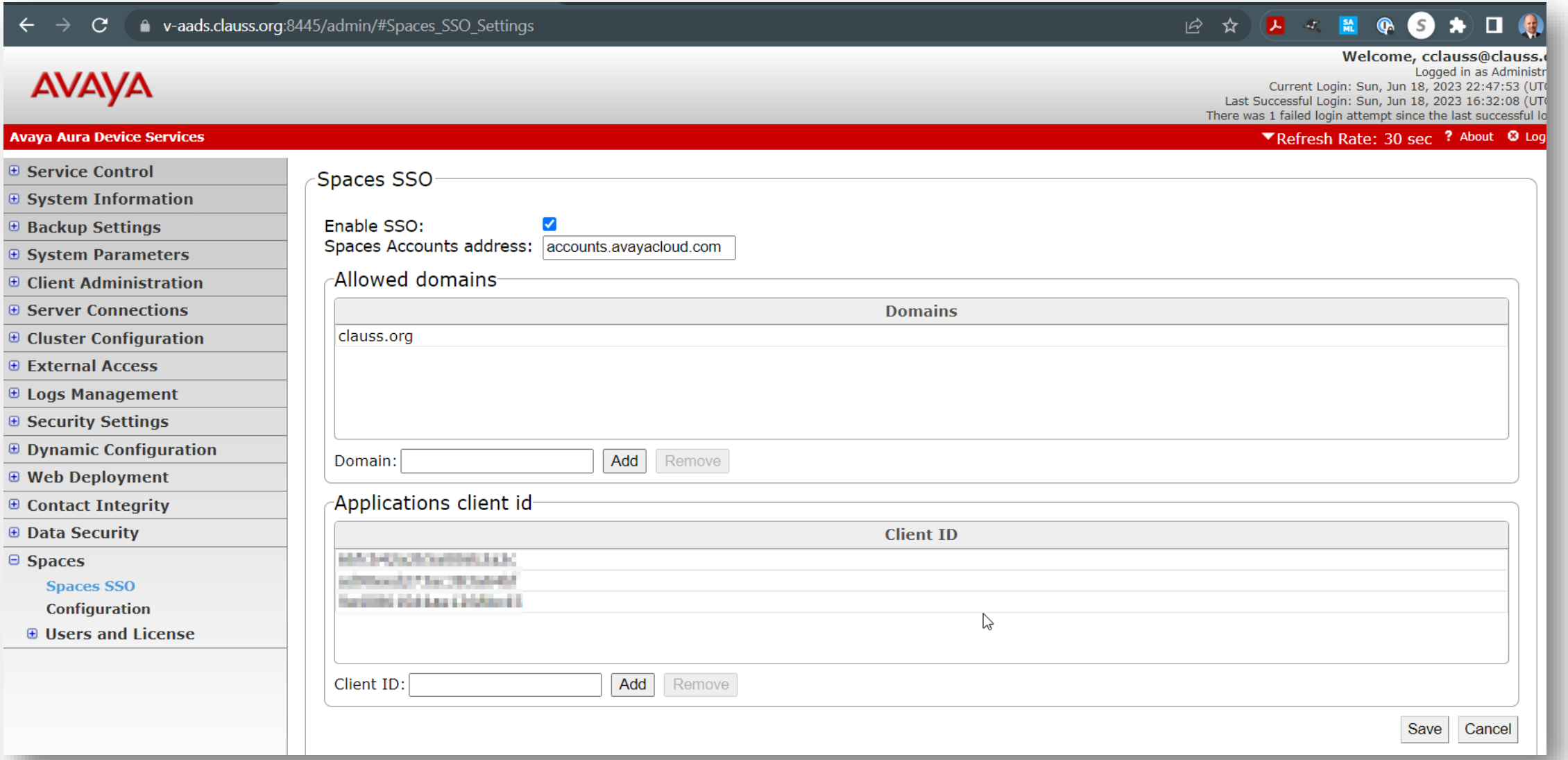
Space AADS Integration



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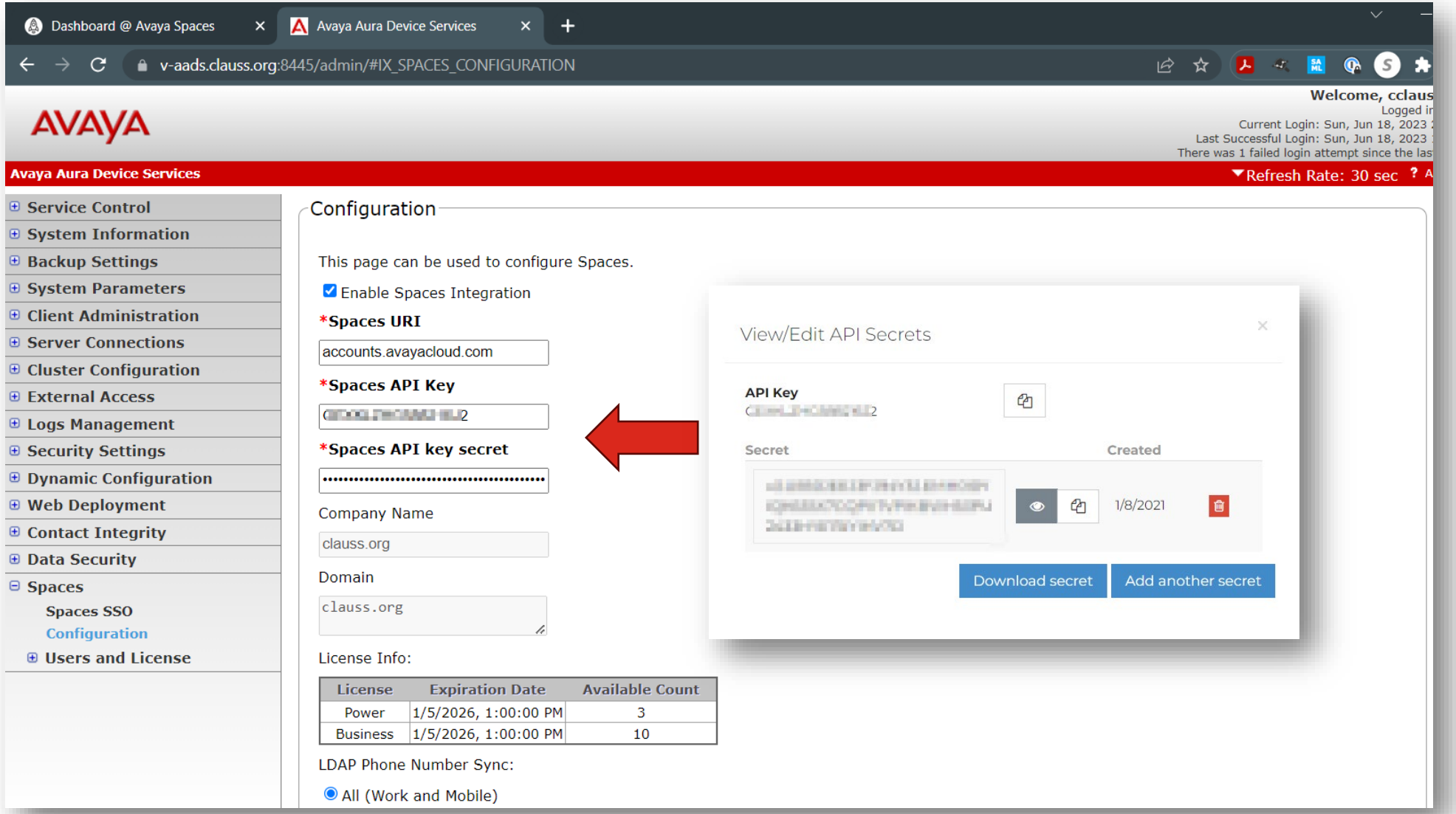
AADS Space Integration



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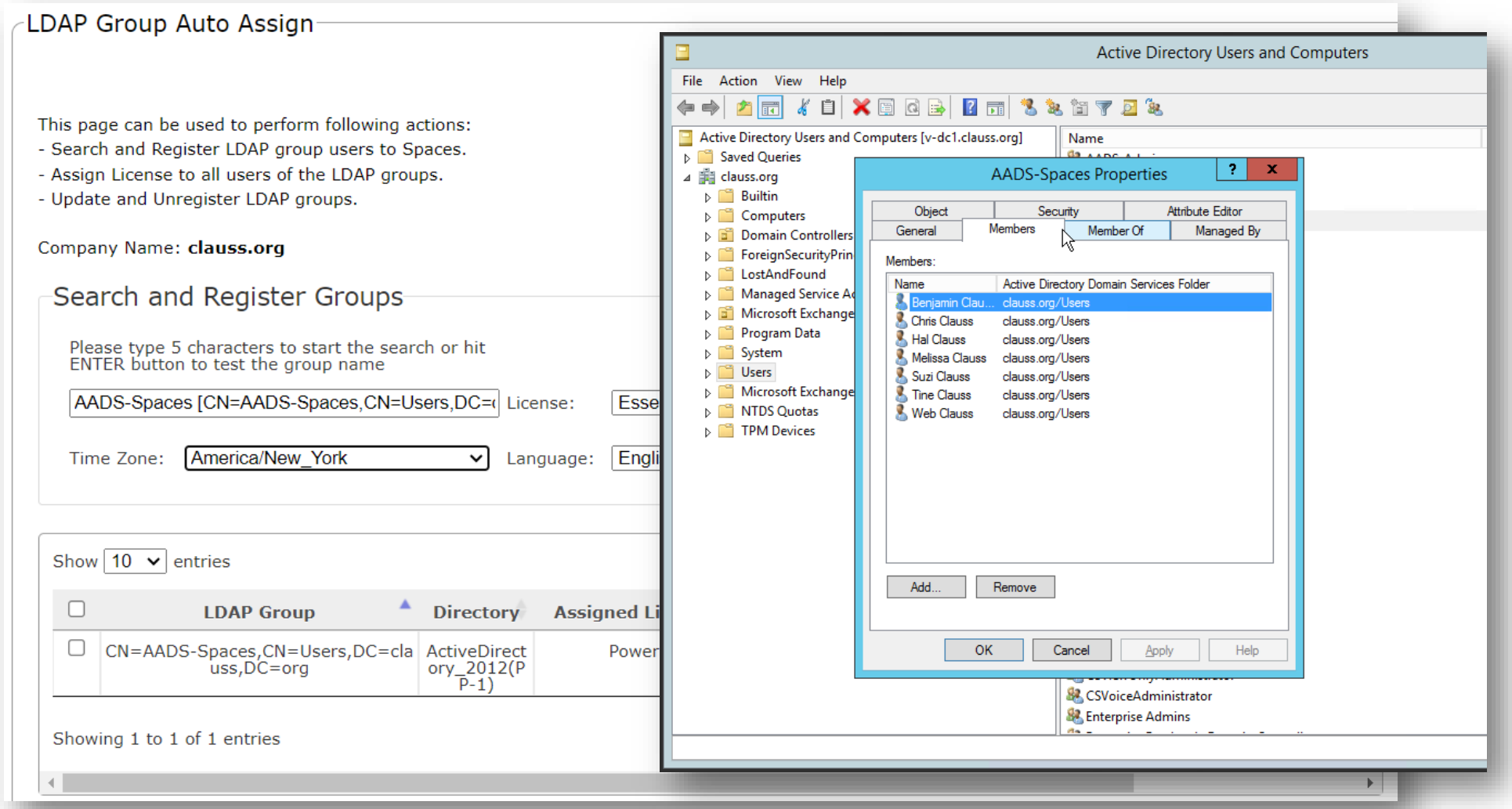
AADS Space Integration



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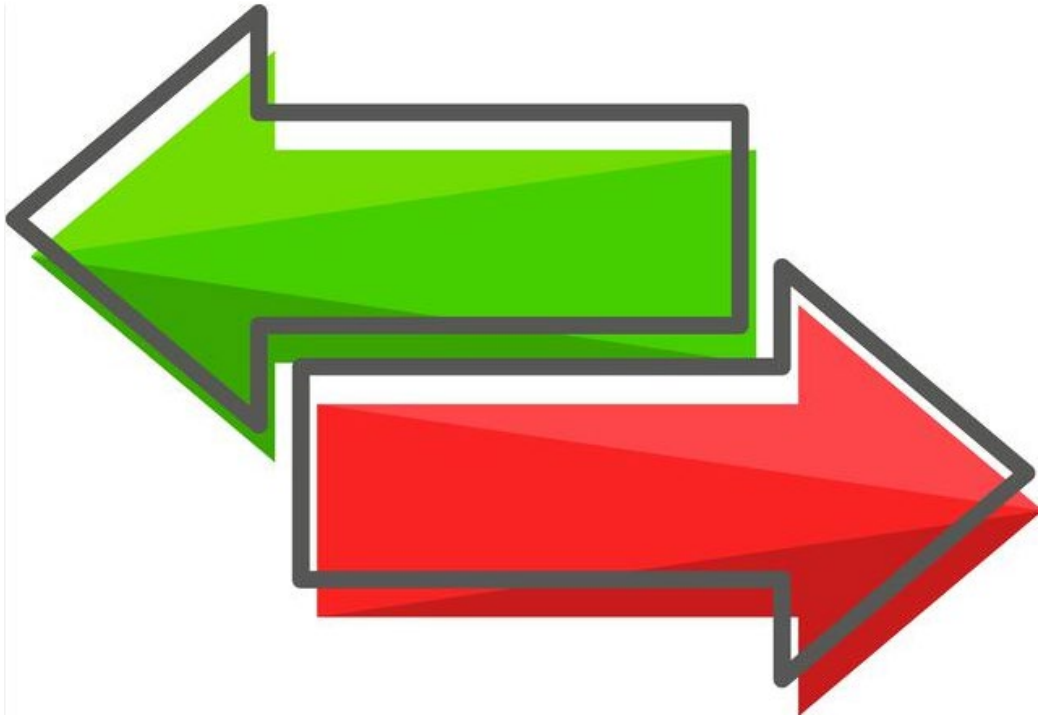
AADS Spaces Integration

Any users that are a member of the A/D (LDAP) group will automatically get a Spaces account.

Upon creation of a new account, email will be sent to a user to complete login.

Since Spaces supports enterprise login / SAML, end user admin is self service.



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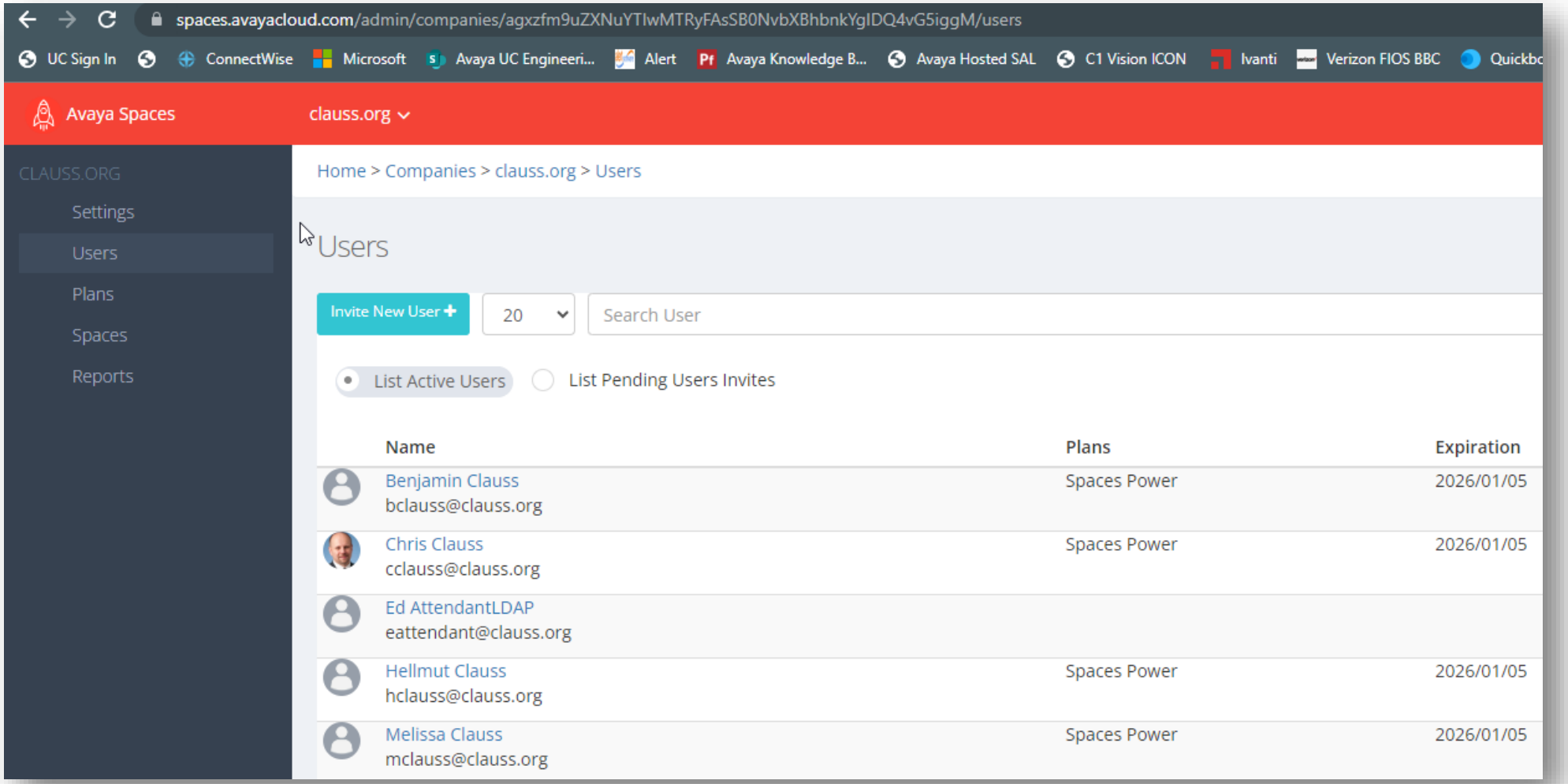
Users automatically added to Spaces admin portal.



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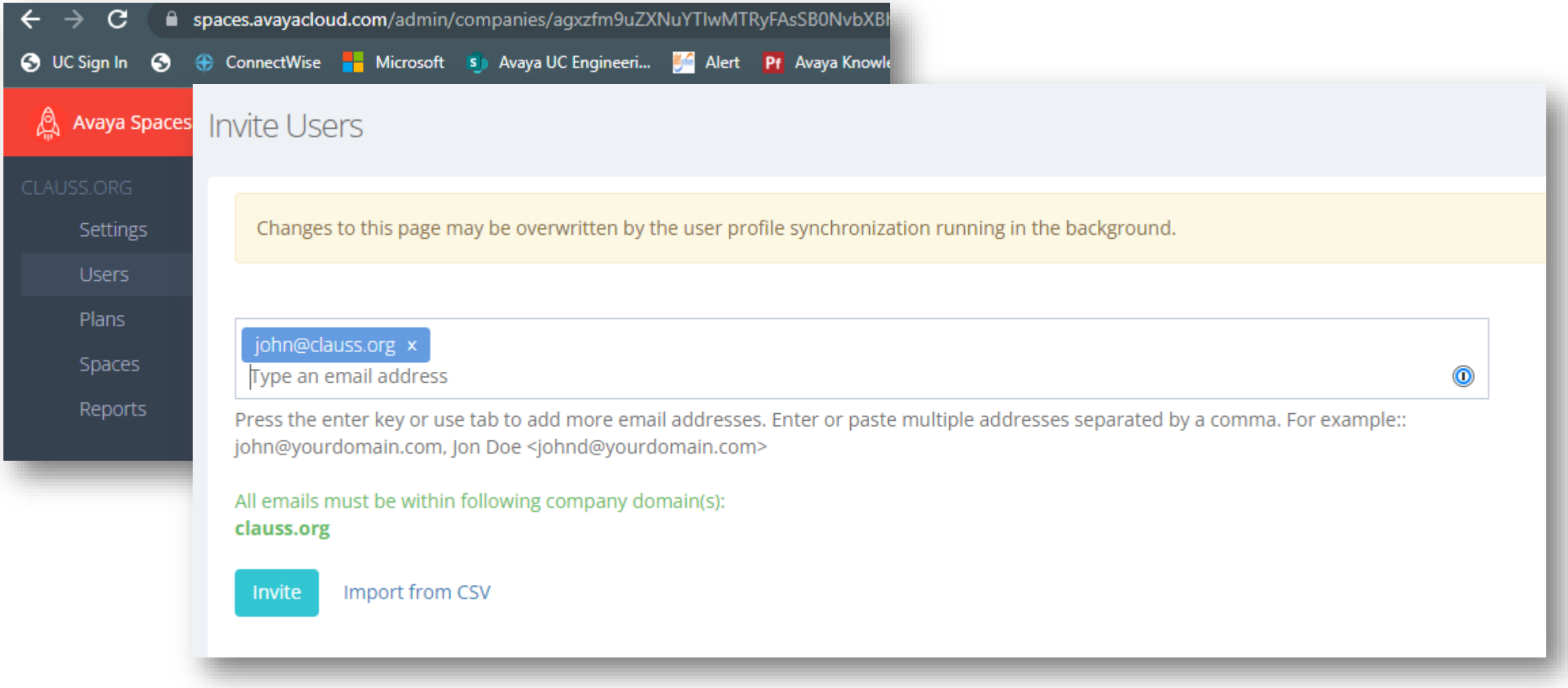
Users can also be manually added



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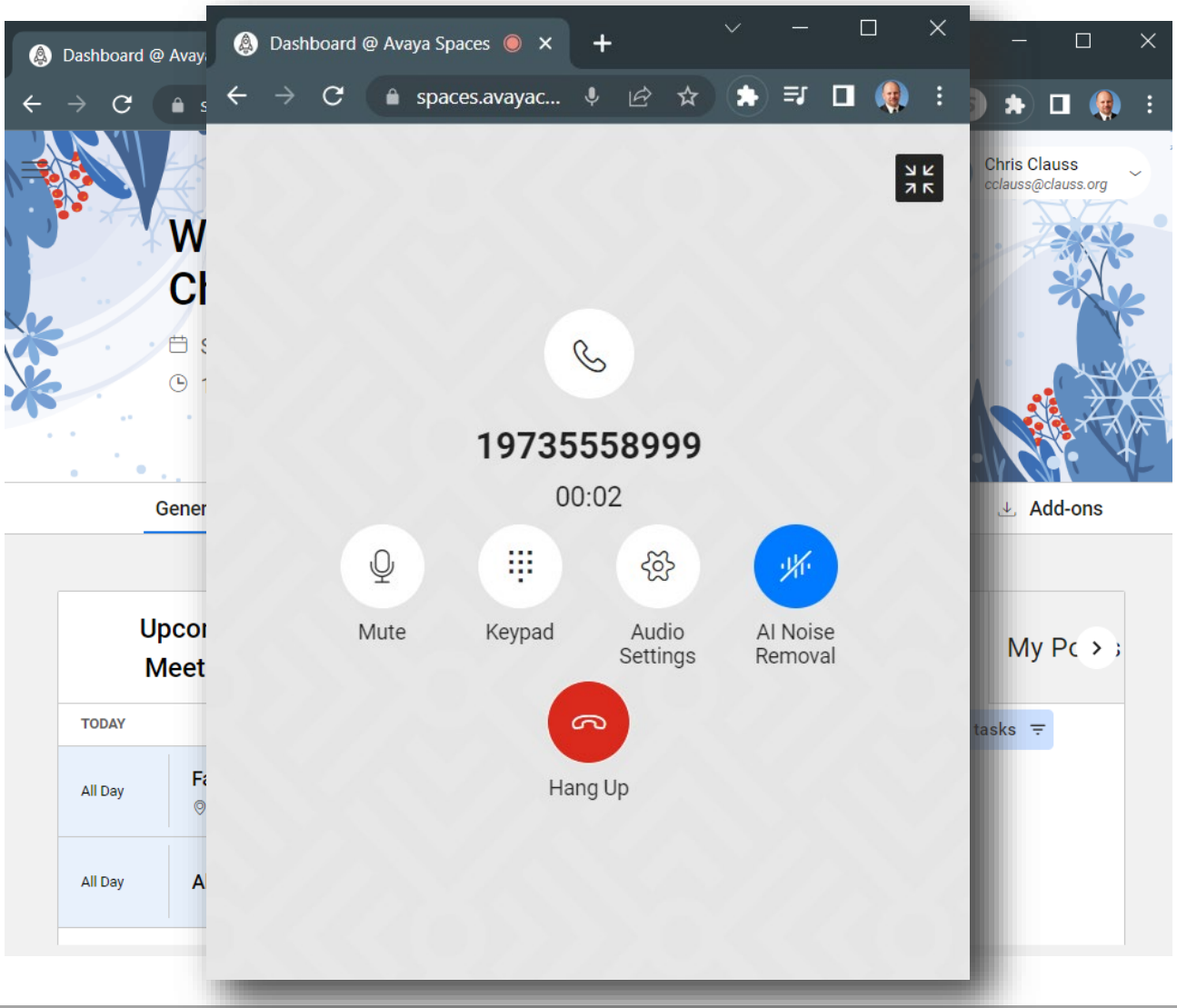
How much more hybrid can we make it?

Spaces includes Spaces Calling.

Pure web based soft phone that works from browser.

Supports basic calling features.

Leverages Avaya Cloud Media Server – includes AI Noise Removal



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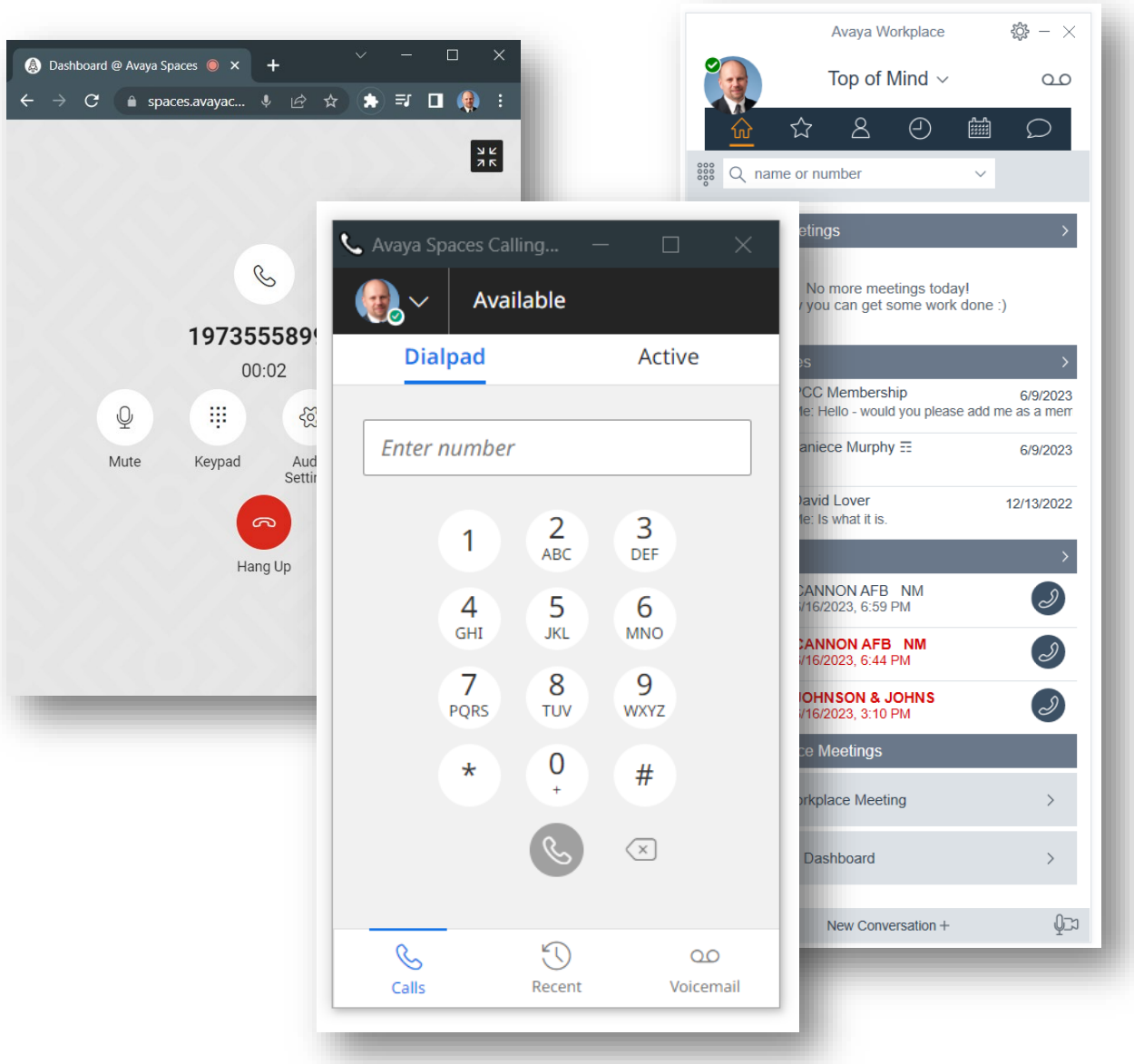
Spaces Calling

3 Options for Spaces Calling

Web Based Client – Browser based from Spaces Web Interface.

Chrome add on.

Workplace Client



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Spaces Web Client

Calls directly from web browser interface of Space.

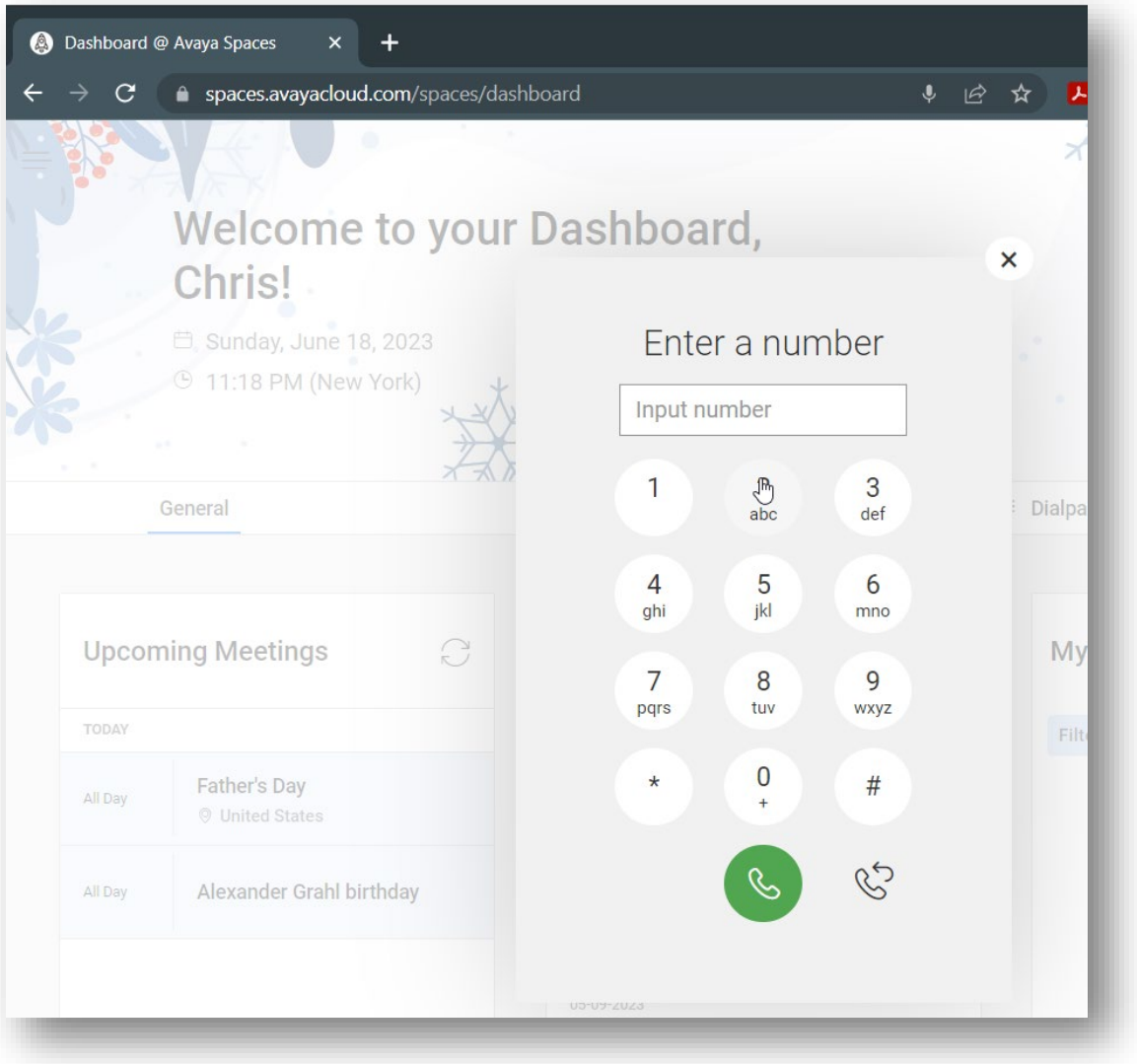
Requires and additional component

- Avaya Aura Web Gateway
- Avaya Aura Media Server

Can leverage existing media server used for CM.

Does not require an SBC. Magic!

Leverages Avaya Cloud Media Services



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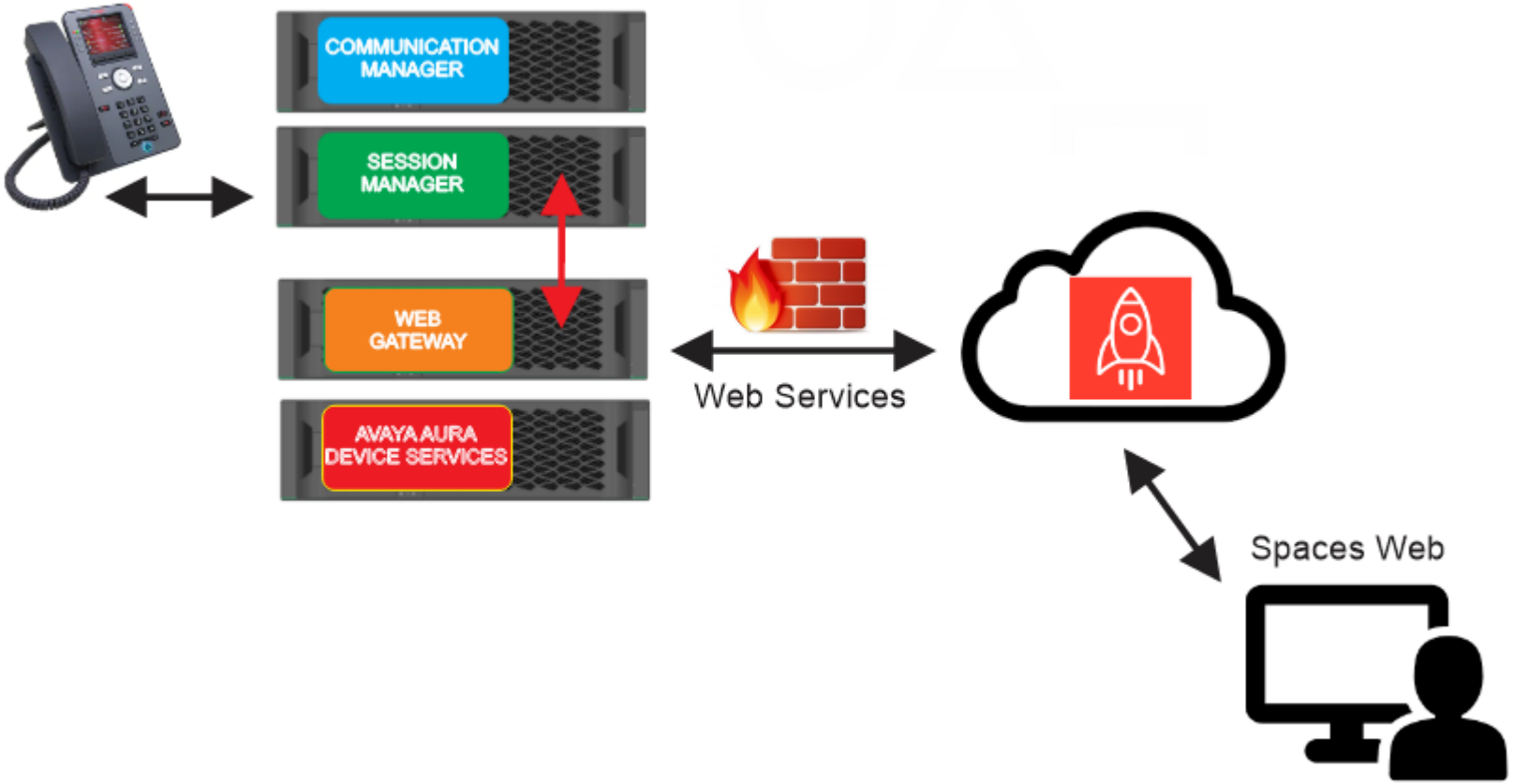
Spaces Web Client – no SBC needed!



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Spaces Chrome Add In

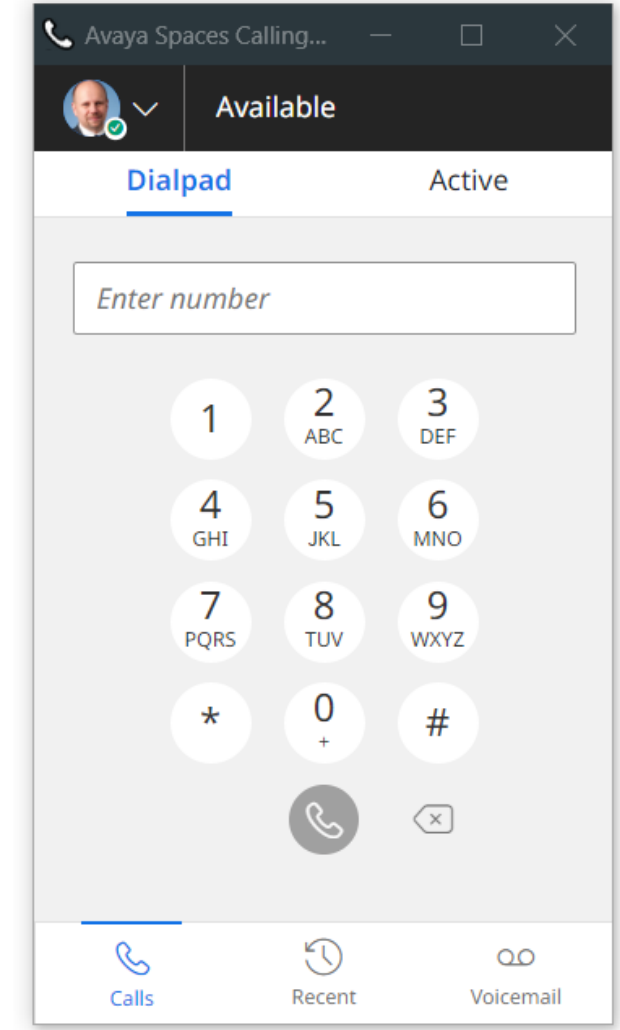
Zero client installer – can be added as a Chrome Extension.

Runs on and machine that Chrome runs on.

Requires and additional component

- **Avaya Aura Web Gateway**
- **Avaya Aura Media Server**
- **Does require Avaya SBC for remote worker.**

Can leverage existing media server used for CM.



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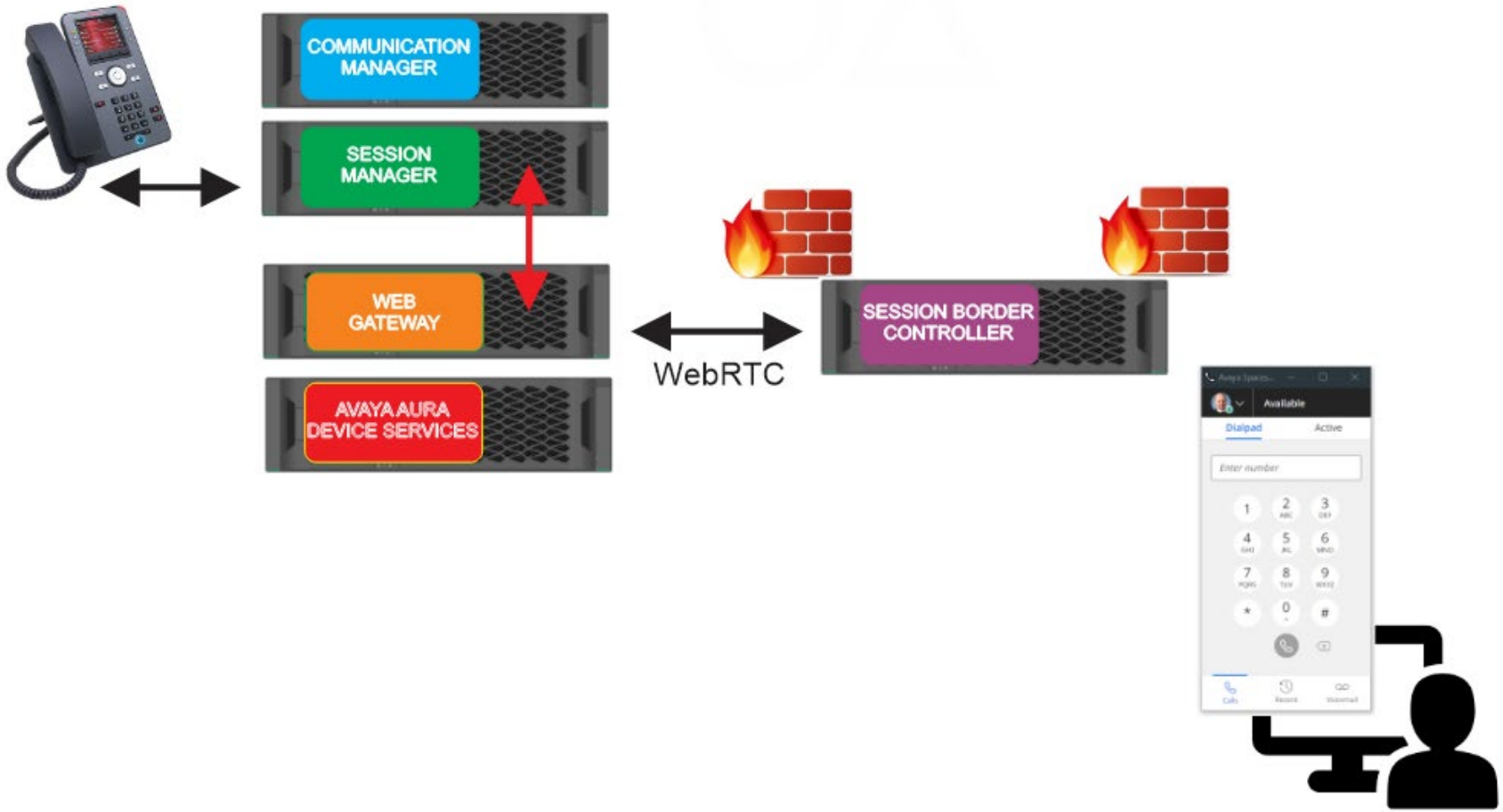
Spaces Chrome Add In – SBC required for STUN/TURN/WebRTC Proxy



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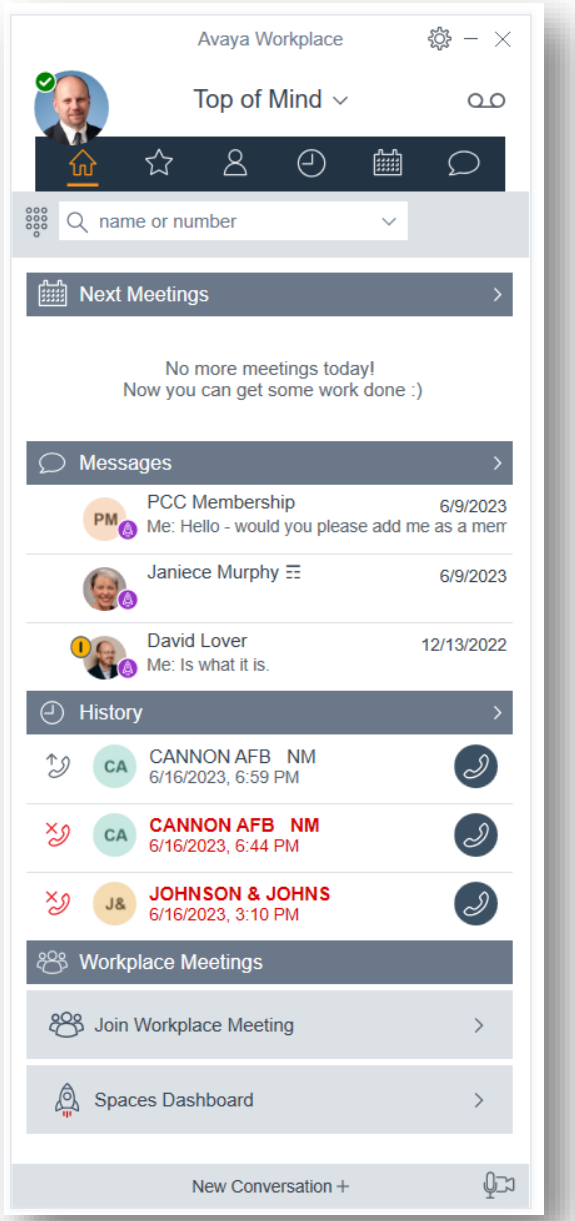
Spaces Using Avaya Workplace

Full client for Windows / Mac / Mobile

Requires and additional component

- Does require Avaya SBC for remote worker.
- Spaces “pops” Workplace

Can leverage existing media server used for CM.



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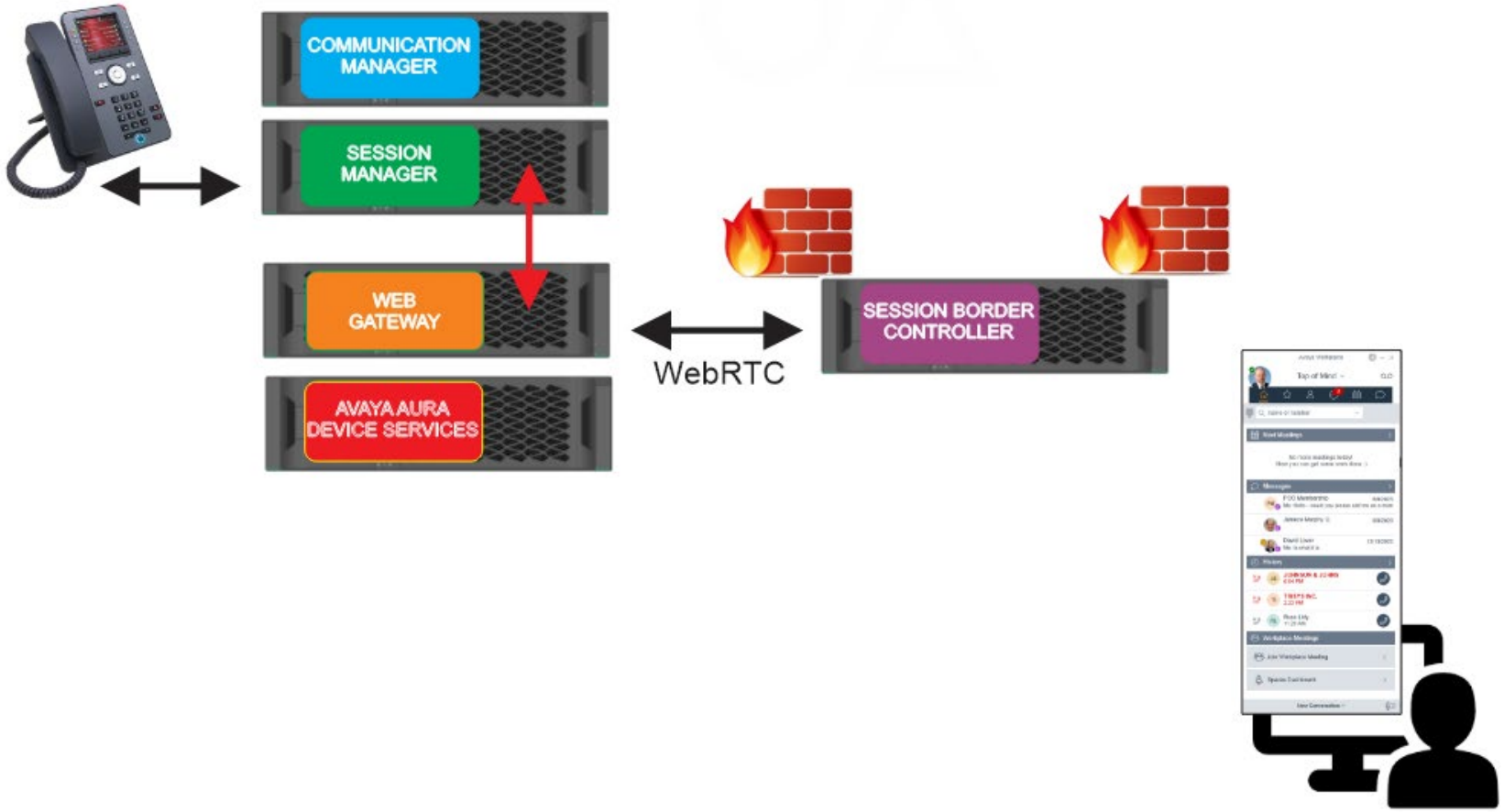
Spaces using Avaya Workplace – Requires SBC



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Configuring Avaya Aura Web Gateway

What is the Web Gateway?

- Swiss Army Knife for Avaya web-based applications.
- Provided several legacy services for Apple Push Notification / Conferencing
- Now provides Spaces Calling integration to Aura Enterprise
- WebRTC to SIP gateway.

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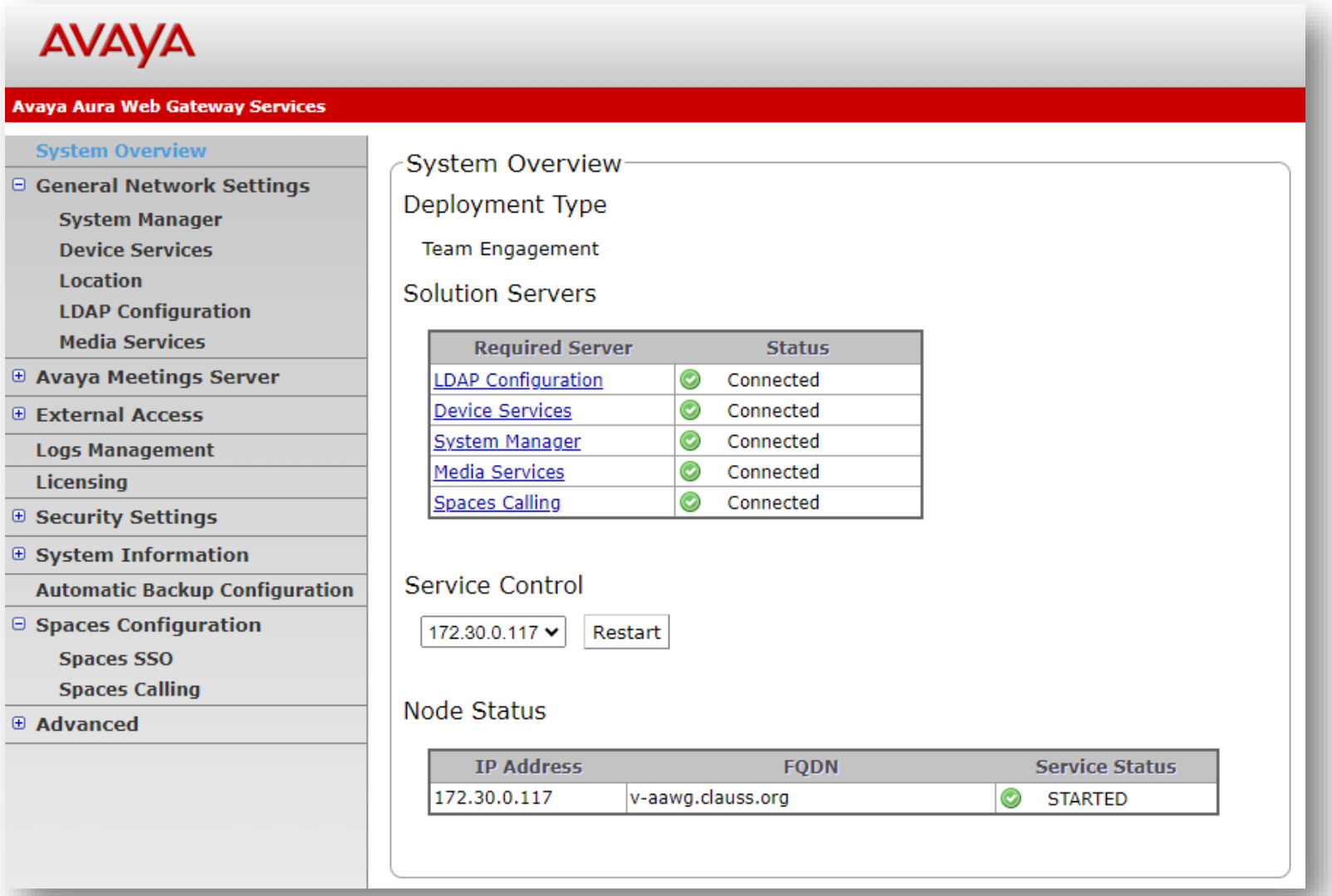
Configuring Avaya Aura Web Gateway



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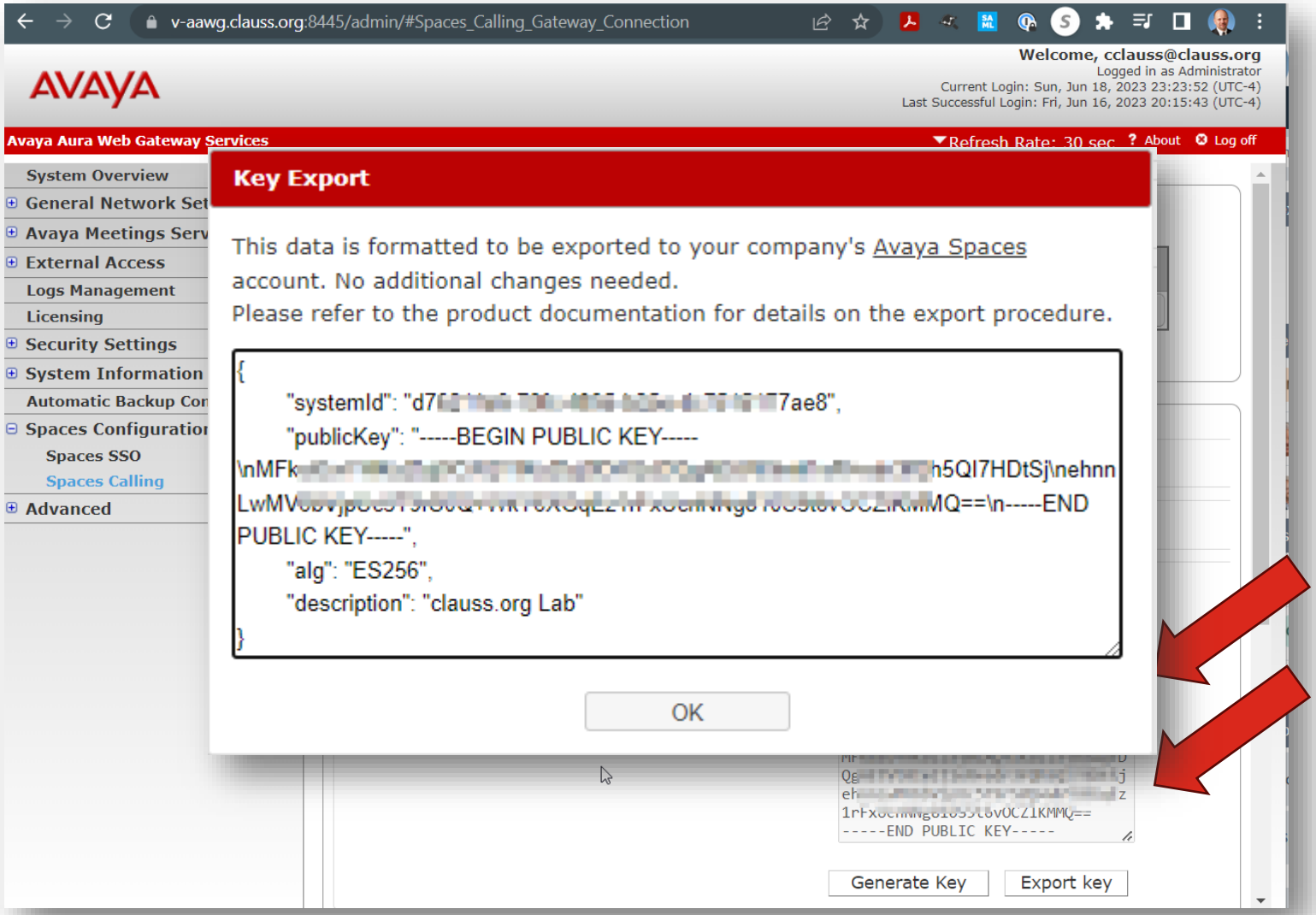
Configuring Avaya Aura Web Gateway – Generate and Export Key



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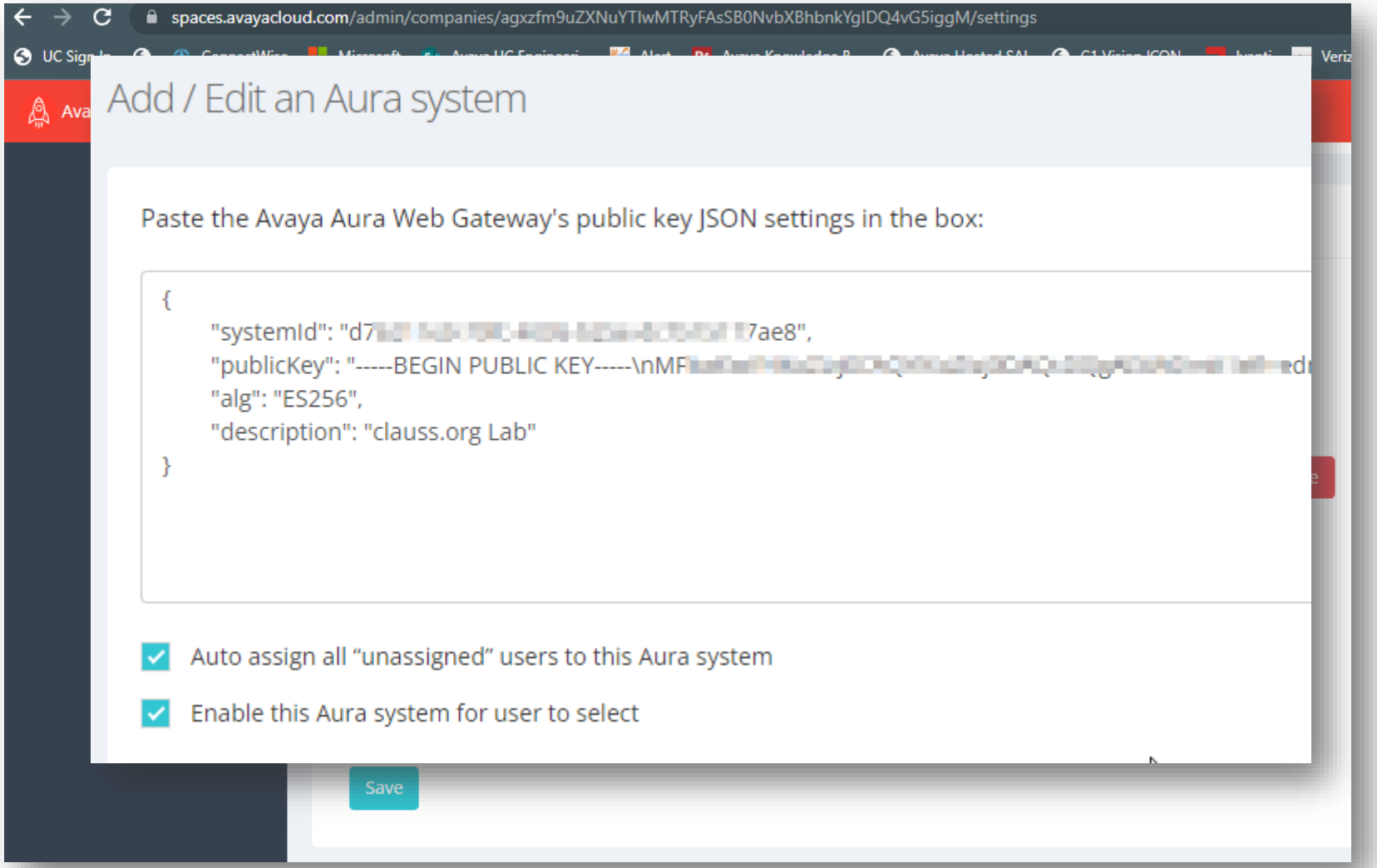
Copy configuration to Spaces Admin Portal



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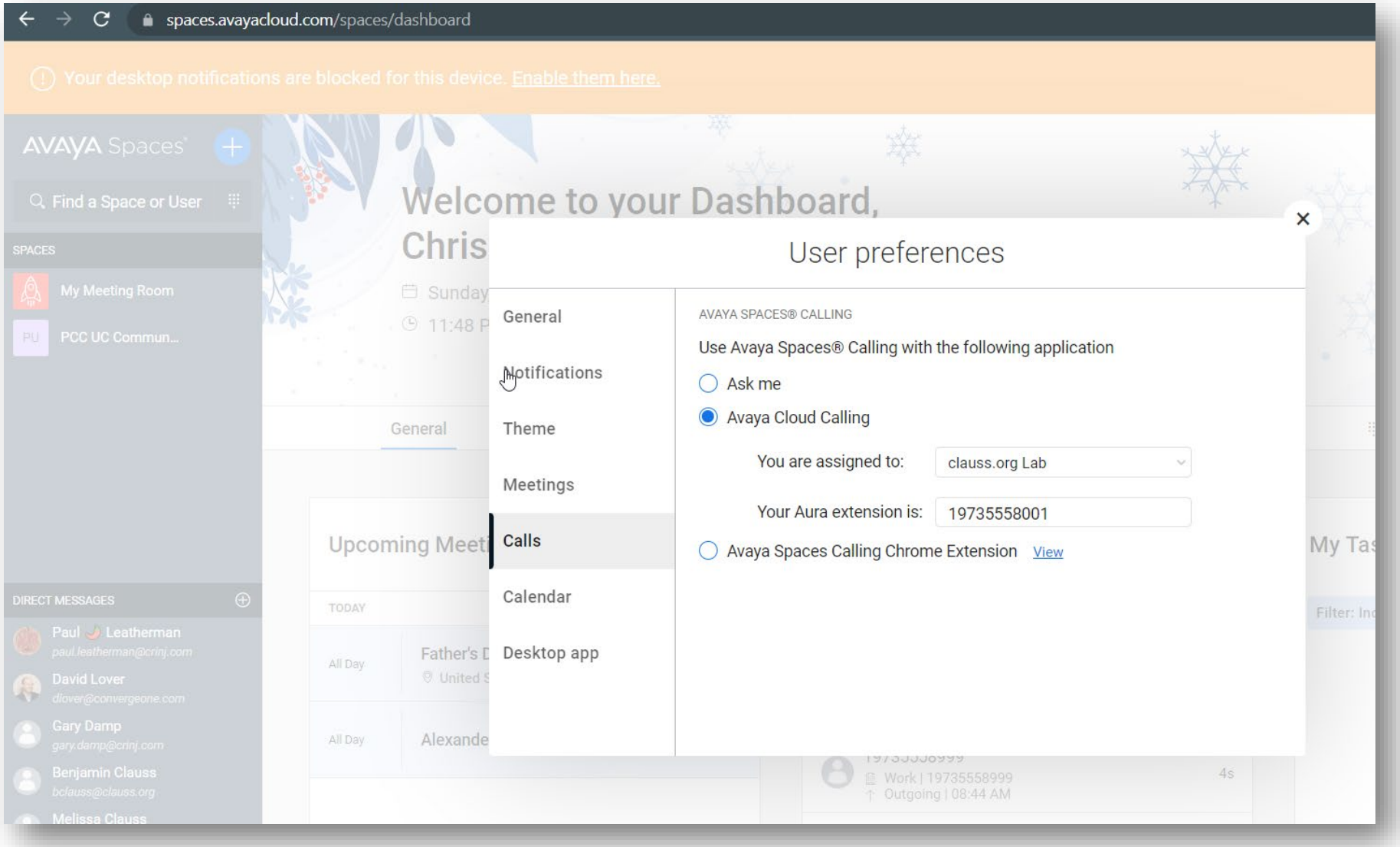
Configure user settings.



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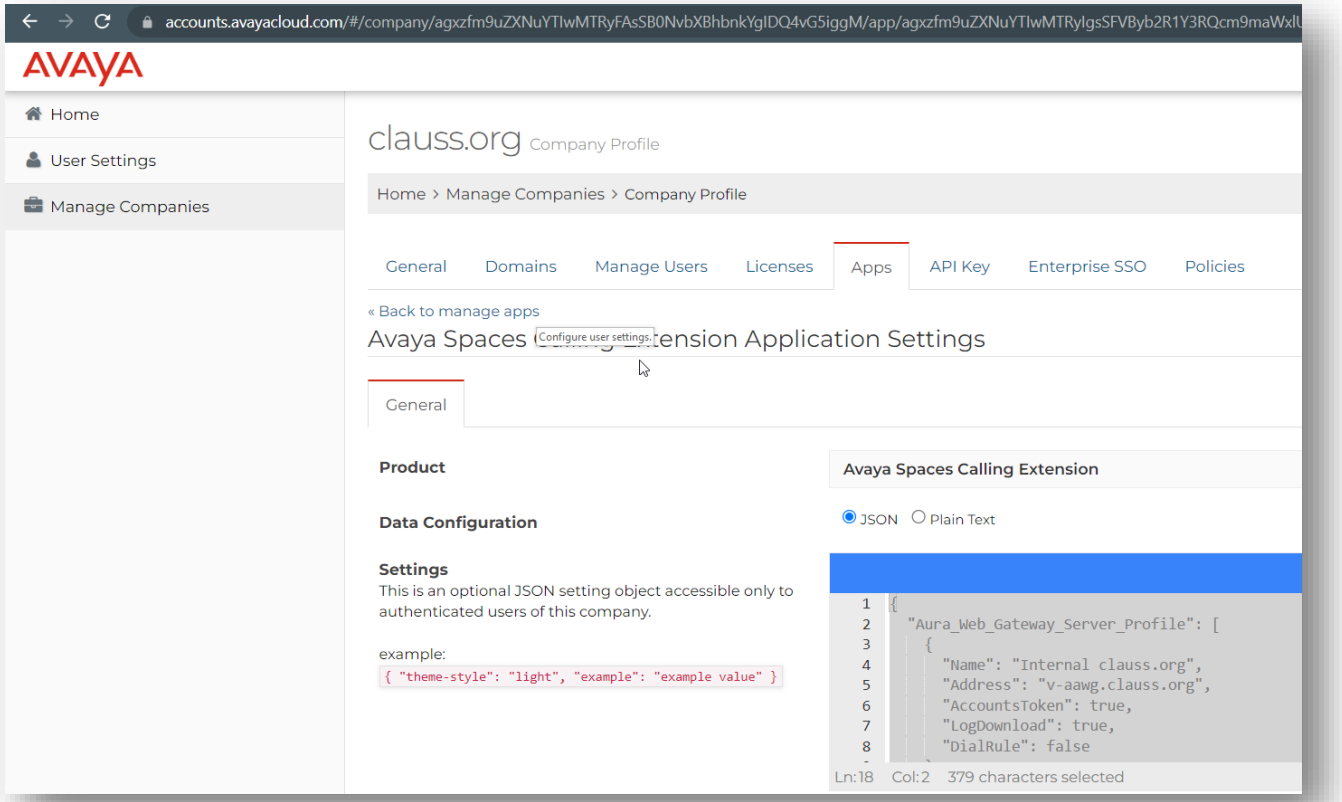
If using Space Calling extension for Chrome add App accounts.avayacloud.com

```
{
"Aura_Web_Gateway_Server_Profile":[
    {
        "Name": "Internal clauss.org",
         "Address": "v-aawg.clauss.org",
         "AccountsToken": true,
         "LogDownload": true,
         "DialRule": false
    },
    {
        "Name": "External clauss.org",
        "Address": “sbc.clauss.org",
        "AccountsToken": true,
        "LogDownload": true,
        "DialRule": false
     }
]}
```



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Server Roles

Avaya Aura Device Services

- Ties together user configuration / LDAP services / System Manager.
- Matches enterprise users to Avaya users in System Manager.

AAWG

- Provides Web Services for Spaces Calling.

Media Server

- Anchors media from Spaces Calling to Aura

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Tips and Pitfalls

Configuration is a bit scattered..

Spaces Calling Settings

spaces.avayacloud.com – admin portal – Settings – Avaya Spaces Calling

Company Settings – Adding a company

accounts.avayacloud.com – Manage Companies – Add

Company DNS configuration

accounts.avayacloud.com – select company / domains

Manual User

accounts.avayacloud.com – select company / manage users

Spaces Calling for Chrome

accounts.avayacloud.com – select company / Apps / add Avaya Spaces Calling

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Other options for cloud migration for enterprise customers

Avaya Enterprise Cloud hosted on Microsoft Azure. Moves enterprise Aura to an Avaya hosted solution.

Avaya Enterprise Cloud with C1. Avaya Aura hosted by ConvergeOne. Great scale and flexibility in customization.

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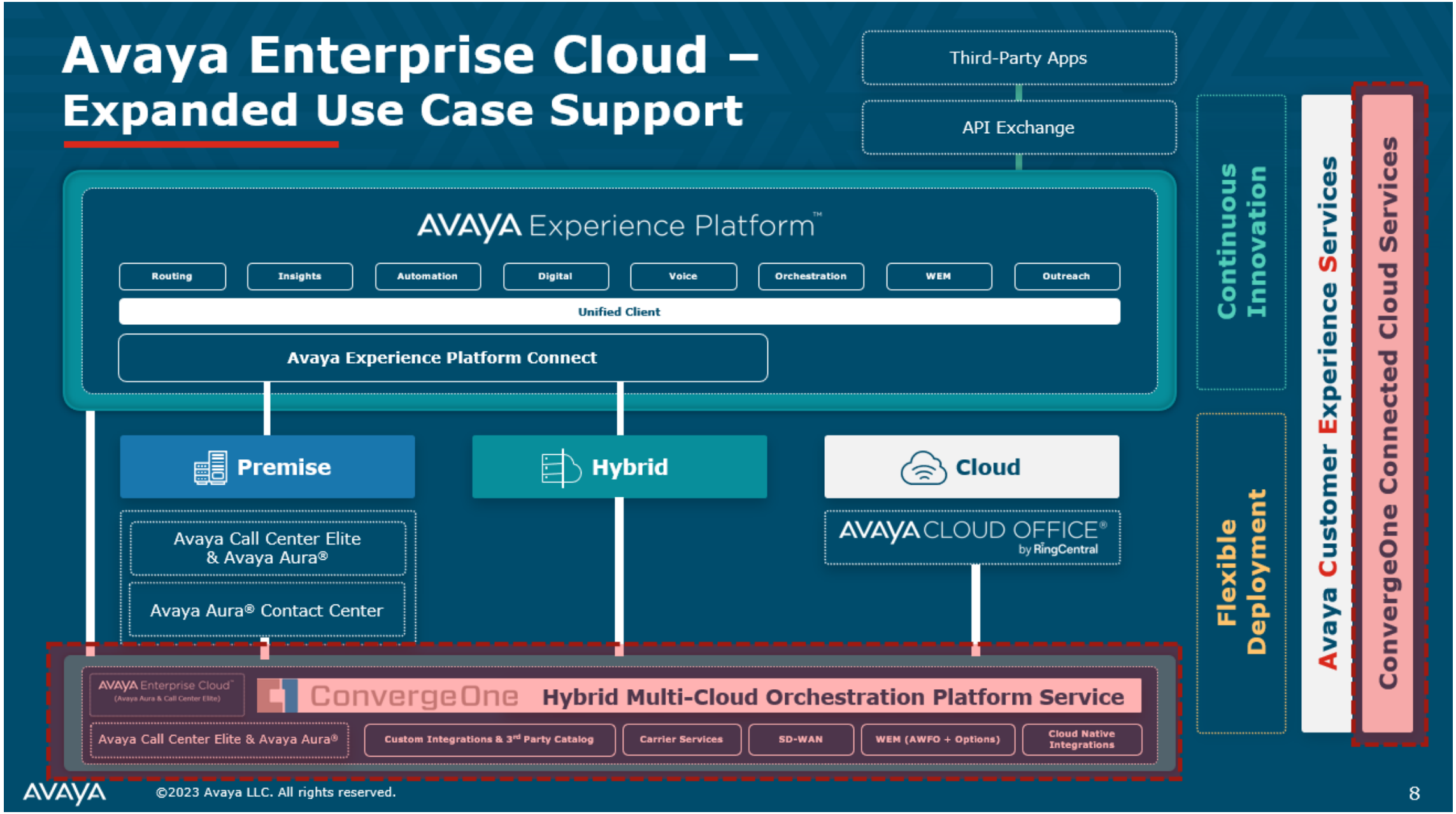
Avaya Enterprise Cloud – Expanded Use Case Support



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Questions / Comments / Applause / Boos…

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What's the best way for you to get help settings all this up?

Find the best partner – here at the show!
Please fill out your session survey! Session 1041
Please tweet about the presentation if you liked it - @clauss

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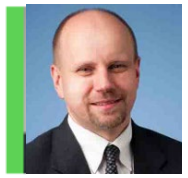
- Come ask us questions
- Call us – 888-777-7280
- Check us out online – www.convergeone.com
- Thanks for attending!



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cclauss@convergeone.com

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