

ALCATEL-LUCENT OPENTOUCH BUSINESS EDITION

The Alcatel-Lucent OpenTouch™ Business Edition, Release 1.3, delivers communication services ranging from world-class business telephony to the most advanced collaboration services on a single platform.



For enterprises to grow while competing with larger rivals, they require all the advanced functionality, reliability and sophistication of larger organizations' IT tools. At the same time, they need to optimize their budget and simplify implementation and maintenance.

The OpenTouch Business Edition addresses the communication needs of enterprises with up to 1500 employees requiring world-class telephony and multimedia collaboration, mobility, contact center functionality and management services. All these services are delivered on a single platform to improve the Total Cost of Ownership.

The embedded Alcatel-Lucent OmniPCX™ Enterprise Communication Server (CS) provides advanced telephony features and high availability for mission-critical sites.

The OpenTouch Business Edition offers an innovative conversation experience to users who need multi-device, multi-party, multimedia collaboration for their everyday business. This experience is based on OpenTouch natural conferencing capabilities across devices and locations. Conversations are natively multimedia, featuring voice, video, Instant Messaging (IM) and presentation sharing, to help users better engage with customers, partners and peers while improving their productivity.

The platform also offers a scalable and reliable contact center application. This application efficiently supports the organization's interaction with existing and potential customers.

The OpenTouch Business Edition can be provided as pre-installed appliances or as a full software version running on VMware®.

FEATURES

- Innovative multi-party, multimedia, multi-device conversation experience
 - Intuitive routing profiles and rapid session shift across desk phone, smartphone, tablet and PC
 - Integrated multimedia conferencing and presence
- World-class business telephony experience
 - OmniPCX Enterprise CS business telephony services, including directory, attendant, routing and messaging services
 - Zero-touch multi-site support with bandwidth control and high availability
- Integrated voice customer services
- Unified platform and operations
 - Ready-to-use pre-installed applications
 - Unified user management
 - Advanced real-time thresholding and alerting
- Secure platform with advanced hardware and software redundancy

BENEFITS

- Provides faster business response through a single business identity across devices and seamless multi-device flexibility
- Enables virtual teams across sites with rich multi-party communications, including IM, Web sharing and HD video conferencing
- Improves communications efficiency for employees with new opportunities to reach their contacts
- Improves quality of experience in multi-site companies that deploy VoIP across their sites to reduce communications costs and OPEX
- Increases customer satisfaction by improving call resolution while optimizing support resources

- Speeds deployment time because applications require only the appropriate user licenses
- Lowers OPEX of managing telephony and collaboration services
- Improves business continuity in the event of network, hardware or software failure

The single-server design of the OpenTouch Business Edition is key for enterprises that want to reduce the cost and effort of provisioning, testing and managing new servers and don't want to install more software every time they need to deploy a new communications application (see Figure 1).

TECHNICAL SPECIFICATIONS

User experience

Conversation services

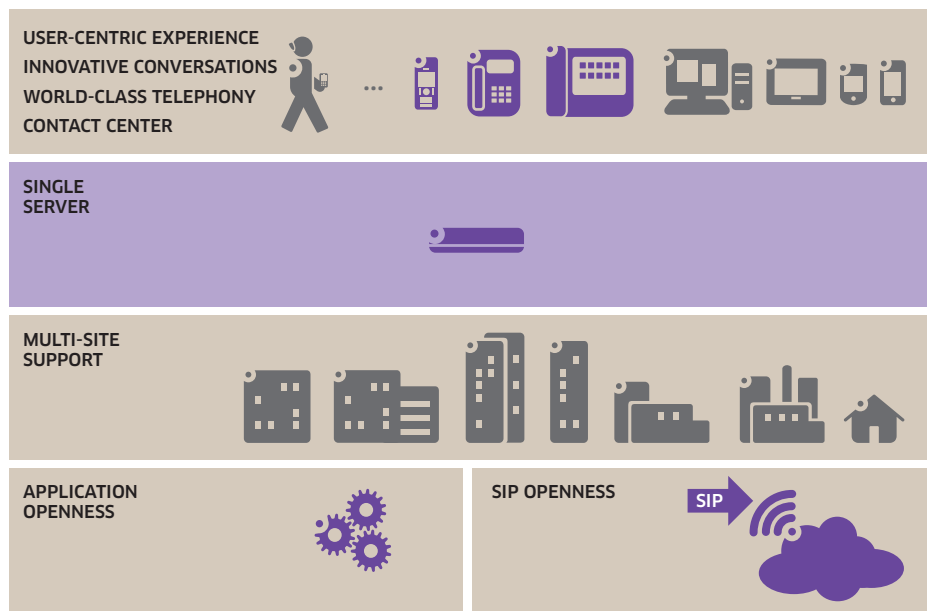
- Wideband VoIP, HD video and IM communications
- Ad-hoc and scheduled audio, video, IM and Web conferencing using voice-activated video switching: set up and join instantly
- Whiteboard and webinar presentation modes with annotation
- Enterprise presence, including conversation status
- Desktop phone and mobile phone control from PC
- Universal directory access
- Call by name or by skill
- Favorites list unified across devices
- Unified call and messaging history across devices
- Single identity using routing profiles
 - User-defined routing rules
 - Route to one or several devices
- Rapid session shift between devices
- Visual mailbox access

Conversations on the go

Alcatel-Lucent OpenTouch™ Conversation for iPad

- Place, answer and manage voice and video calls
- Background-mode notifications
- View contact presence and availability
- Start with a simple one-to-one chat and add people, voice, video and content
- Manage call routing profiles
- Present a single business identity across devices
- Listen to voice mail messages
- Schedule meetings on-the-go
- View, deliver and annotate presentations
- Download from the Apple® Store

Figure 1. Unified platform and operations



Alcatel-Lucent OpenTouch™ Conversation for iPhone

- Software client with intuitive GUI
- Single identity, routing profile selection
- Directory lookup, contact presence and availability
- Business caller name presentation, communication history, on-call access to business services
- View and join meetings easily
- Download from the Apple® Store

Alcatel-Lucent OmniTouch™ 8600 My Instant Communicator Mobile

- Software client with intuitive GUI
- Single identity, directory lookup, business caller name presentation, communication history and on-call access to business services on:
 - RIM® BlackBerry®
 - Apple® iPhone®
 - Google™ Android™

Conversations at the desk

Alcatel-Lucent OmniTouch™ 8082 My IC Phone

- 7-in. capacitive and haptic touch screen
- Media player, screensaver and pictures
- Microsoft® Outlook® contacts sync
- Conversation services
 - Wideband audio
 - Video escalation
 - Unified directory

- Session history
- Visual messaging
- Favorites
- Call supervision and pick-up
- Session shift
- Routing profiles

- Presence-based manager-assistant conversations
- SIP and Web services
- 10/100/1000 Ethernet
- Bluetooth® or corded handset
- 802.3 AF PoE (class 3)

Alcatel-Lucent 8002/8012 DeskPhone

- Essential SIP telephony services
 - Multi-line support
 - Display of names and contextual feature keys
- Unified directory
- Routing profiles
- Hands-free loudspeaker

Alcatel-Lucent OmniTouch™ 8600 My Instant Communicator

- Audio, video, IM and Web-sharing conversation services on a PC desktop
- IBM® and Microsoft PC desktop integration
- Microsoft® Windows® XP, Microsoft® Windows® Vista® and Microsoft® Windows® 7
- Citrix™ XenApp™ 6.5

Business telephony services

Alcatel-Lucent OmniPCX™ Enterprise Communication Server

- Centralized directory with call by name
- Multi-line telephony
- Call options, including speed dial
- Audio conferencing
- Personal and enterprise call routing and forwarding
- Call-back and call history features
- Lawful intercept
- Contextual voice prompts
- Informal group features
- Desk-sharing for shared offices

Manager-assistant

- Teams
- Filtered lines and private lines
- Text messaging, IM and voice messaging
- Discreet listening

Teams and groups

- Hunting groups and queues
- Supervision

Telephony at the desk

Alcatel-Lucent IP Touch 8 Series Extended Edition IP Phones, IP Touch 9 Series Digital Phones

- Business telephony services
- Embedded alpha keyboard
- Display of names and contextual feature keys
- Hands-free loudspeaker announcement
- Headset capability, such as Bluetooth
- Alcatel-Lucent NOE protocol, SIP or NOE over SIP
- Add-on supervision modules
- XML kit/library for developers

Telephony on the go

Alcatel-Lucent OmniTouch™ 8118/8128 WLAN, 500/500EX DECT and 8232 DECT handsets

- Business communication services
- Hands-free option
- Headset capability
- Integration with notification and location-based services through Alcatel-Lucent Application Partner Program (AAPP)

Alcatel-Lucent IP Desktop Softphone

- IP Touch 8 Series software client
 - Microsoft Windows XP and Microsoft Windows 7
 - Mac® computer, Apple® iPad® and Apple iPhone

Attendant services

Greeting services

- Call queuing services
- Alarm indication
- Attendant group features
- Busy lamp field
- Multi-tenant services
- Record online
- Trunk and charging features
- VIP line features
- User management features
- Add-on module
- Headset capability

Attendant positions

- PC-based Alcatel-Lucent 4059 Extended Edition Attendant Console
 - Directory and presence look-up
 - Busy Lamp Field
- Alcatel-Lucent IP Touch 4068 Extended Edition

Messaging

Messaging services

- Integrated or unified messaging
 - Local storage
 - IMAP servers
- Extended recording and playback control
- Message Waiting indication and visual control
- Automated Attendant
- Personal Automated Attendant
- Record online
- Shared mailbox

Fax services

- Embedded software
- SIP, SIP/TLS, T.38 Fax over IP and SMTP
- Microsoft Outlook and Microsoft® Exchange®
- Microsoft desktop integration
- IBM® Lotus® and IBM® Domino® 8.5
- Web access

Customer services

Alcatel-Lucent OmniTouch™ Contact Center Standard Edition

(software embedded in OTBE appliances)

- Inbound voice distribution
 - Patented visual tool to manage configuration and design routing, to check call flow in real time and update
 - Advanced routing and distribution
- Outbound voice distribution
 - Preview, progressive, predictive modes
 - Visual Agent Scripting
- Architecture
 - HA and branch survivability
 - Business, home and mobile agents
- Voice announcement
 - External/internal voices guides
 - From audio station or IP Touch phones
- Agent features
 - Agent softkeys in IP Touch 8 and 9 Series
 - Supervisor help/monitoring
 - CCA: agent desktop PC toolbar
- Supervision and statistics
 - Real-time statistics
 - Customizable alarms and reports
 - Discrete call listening and monitoring
 - Microsoft® Excel®-based statistics and reporting
 - Wallboard display control for LED and TV
 - Openness to workforce management software

Operations

Alcatel-Lucent OmniVista™ 8770 Network Management System (NMS)

- Centralized, hosted or distributed management using Alcatel-Lucent OmniVista™ 8770 NMS
 - Meta-profiles: simplified user creation
 - Microsoft® Active Directory® integration
- Real-time performance monitoring, including MOS and R-factor
- Advanced proactive real-time thresholding and alerting with versatile reporting capabilities
- Tailored and animated topology maps
- Multi-carrier metering
- Unified Web and LDAP corporate directory
- Company directory

Serviceability toolkit

- Virtual Machine silent installation tool

INFRASTRUCTURE

Architecture

- Industry-standard 19-in. rack-based appliance server
- Software delivery over VMware ESXi/vSphere 5.0 and 5.1
- Open SIP-communication architecture
- Centralized multi-site setup with up to 32 media gateways and 5 network nodes

Security and high availability

- Redundancy through VMware HA
- Spatial redundancy or remote-site survivability with Passive Communication Server (PCS)

- Dual-Ethernet, dual power supply (on OpenTouch Business Edition 1500), dual HDD (RAID1)
- Encryption/PKI server

Complete openness

- SIP, G711, G723.1, G.729, H.263 and H.264 standards support
- Web services
- Ticket-collector and management API

Table 1. Platform capabilities

CAPABILITY	SYSTEM LIMIT	OTBE 500	OTBE 1500
Conversation experience, including telephony, IM, presence and access to audio, video and web conferencing	Users	500	1500
	Devices: phone, tablet, PC, smartphone, video equipment	1000	3000
Messaging	Number of voice mail boxes	500	1500
	Voice mail storage (hours)	300	1000
	Maximum messages	500,000	500,000
Customer services	Agents (connected agents)	200 (75)	500 (250)
	Supervisors	8	25
Operations	Managed users	500	1500
	Simultaneous management clients	2	5
	Entries in directory	6000	10,000
	Tickets in database	2 million	2 million
Infrastructure	Managed OmniPCX Enterprise systems	NA	5 systems/2000 users
	Remote sites (with survivability)	32 (32)	32 (32)