

# ALCATEL-LUCENT UNIFIED MESSAGING APPLICATION

The Alcatel-Lucent Unified Messaging (UM) Application enables network-wide unified messaging services, helping to ensure efficient communication while increasing employee productivity and improving customer satisfaction.



Alcatel-Lucent UM provides enhanced visual voice messaging GUI access to voice messages from smartphones, Alcatel-Lucent desktop phones and softphones as well as Microsoft® Outlook® and IBM® Notes® e-mail applications.

Alcatel-Lucent UM is integrated with the Alcatel-Lucent OmniTouch™ 8400 Instant Communications Suite (ICS) for Enterprise, Alcatel-Lucent OpenTouch™ Multimedia Services and the Alcatel-Lucent OpenTouch™ Business Edition. It can be centralized in an Alcatel-Lucent OmniPCX Enterprise Communication Server (ECS) network.

## KEY FEATURES

- Visual voicemail on:
  - Alcatel-Lucent IP Touch™ 8 Series 4028, 4038 and 4068 Extended Edition desktop phones
  - Alcatel-Lucent OmniTouch™ 8082 My Instant Communicator (IC) Phone
  - Apple® iPhone®, Google Android and Blackberry® through Alcatel-Lucent OmniTouch™ 8600 My Instant Communicator (MIC) Mobile Edition
  - Alcatel-Lucent OpenTouch™ Conversation (OTC) for iPad
  - Any browser

- Voice message access from Microsoft Outlook and IBM Notes e-mail applications with enhanced voicemail management features
- Telephone user interface (TUI) voice message accessibility from any phone
- Message state synchronization across all devices

## KEY BENEFITS

- Ensures efficient communication
- Increases employee productivity
- Improves customer satisfaction through increased employee productivity
- Reduces end-user training through an enhanced user experience
- Optimizes investments
- Adapts to users' needs



## Ensure efficient communication

Unified messaging enables users to combine voice messaging and e-mail. For example, a user can reply to a voice message with an e-mail.

Research shows that it is much easier to detect emotions and intentions by listening to a voice message instead of reading a text message. However, it is easier and faster to read a long e-mail to get a feel for a situation. Unified messaging allows combining both communication forms, to benefit from their respective advantages.

## Increase employee productivity and improve customer satisfaction

With Alcatel-Lucent UM, users can access their voice messages from all their devices, so they can check voice messages

whether they are in the office or somewhere remote. This capability increases employee productivity and also improves customer satisfaction because customers can be contacted right away.

The visual voicemail interface provides an overview of all voice messages with the capability to listen to them in any order. Users can therefore access the most important information just by using the caller identification without having to listen to all messages.

Voice messages can be managed like e-mails by deleting or saving and archiving them in folders in the e-mail client application. In this way, users can handle and store information of different formats but related to the same customer in a single and efficient way.

The built-in text-to-speech engine enables road warriors to listen to their e-mails anytime and anywhere, thereby using otherwise wasted time in a productive way.

## Reduce end-user training through an enhanced user experience

Unified messaging consolidates e-mail, voice mail and optionally other types of media (for example, faxes) in one place: the user's e-mail client inbox (see Figure 2). This consolidation makes it easier for users to access information.

The ease of use of Alcatel-Lucent's visual voicemail interfaces (see Figure 3) and the fact that users can use their standard e-mail client program to consult their voice messages greatly reduces the required end-user training and thereby reduces costs.

## Optimize investments and adapt to users' needs

Alcatel-Lucent UM is highly configurable. It is possible to provide legacy voice messaging services (with voice message storage on the server running Alcatel-Lucent UM) to some users and unified messaging services to other users. In this way, you can provide each employee with the feature level required for his or her job while optimizing costs for the company.

Figure 1. Alcatel-Lucent Unified Messaging Application network architecture

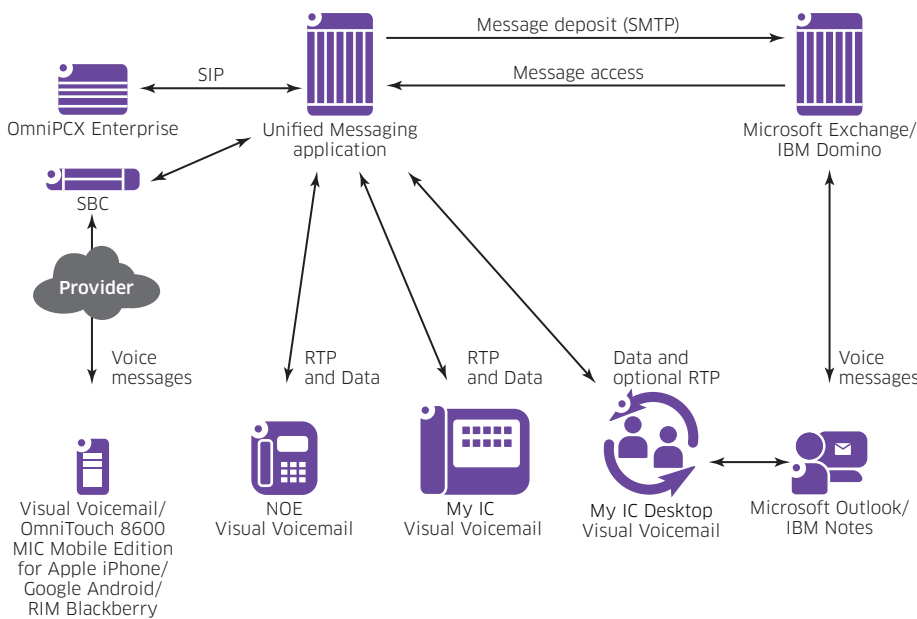


Figure 2. Visual interface for e-mail consultation

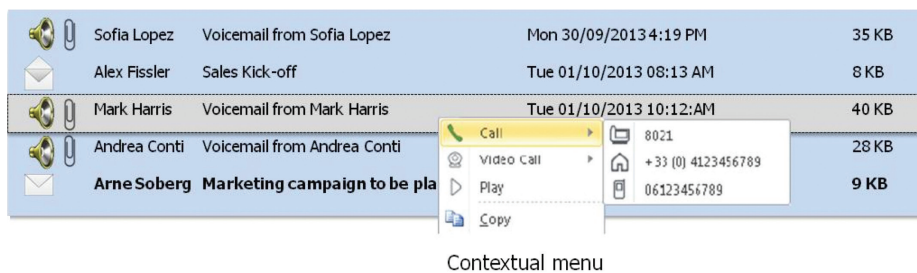
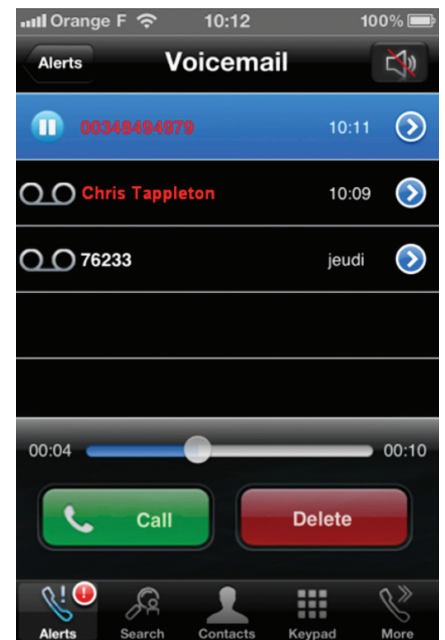


Figure 3. Visual interface for voice mail consultation from OmniTouch 8600 MIC Mobile Edition - Apple iPhone



## TECHNICAL SPECIFICATIONS

### Architecture

- Pure software solution
- SIP signaling-based

### Supported voice CODECs

- G.711
- G.729

### Voice message store

- On Microsoft® Exchange Server or IBM® Domino®
- On the server hosting Alcatel-Lucent UM

### E-mail client support

- Microsoft® Outlook® and IBM® Notes®

### Redundancy

- High availability

### Compatibility with Alcatel-Lucent communication servers

- Centralized or distributed in an Alcatel-Lucent OmniPCX ECS network
- Integrated in:
  - OmniTouch ICS
  - OpenTouch Multimedia Services
  - OpenTouch Business Edition

### Visual voice mail support

- IP Touch 4028, 4038 and 4068 desktop phones
- OmniTouch 8082 MyIC Phone
- Apple iPhone, Google Android and Blackberry through OmniTouch 8600 MIC Mobile
- Available on Apple® iPad® through OTC for iPad

### Multiple time zones

- Support for all official time zones
- Automatic adjustment for daylight saving time

### Automated attendant

- GUI for tree design
- Unlimited number of trees
- Maximum number of concurrent calls according to simultaneous voice accesses
- Direct dial support

### TUI languages

- Catalan
- Chinese - Cantonese and Mandarin
- Czech
- Danish
- Dutch
- English - American
- English - British
- Finnish
- Flemish
- French
- French - Canadian
- German
- Hebrew
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Portuguese - Brazilian
- Russian
- Spanish
- Swedish

### Visual voicemail localization (on desktop sets)

- Catalan
- Chinese - Cantonese and Mandarin
- Croatian
- Czech
- Danish
- Dutch
- English - American
- English - British
- Estonian
- Finnish
- French
- German
- German - Austria
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Latvian
- Lithuanian
- Norwegian

- Polish
- Portuguese
- Portuguese - Brazilian
- Romanian
- Russian
- Slovak
- Slovenian
- Spanish
- Swedish
- Turkish

### Voicemail access on desktop phones

- With login and password
  - Password policy
  - Minimum password size
  - Password history length
  - Password validity period
  - Maximum login failures
  - Locked period after reaching maximum login failures

### TUI message consultation actions

- Pause/resume
- Skip to beginning
- Skip to end
- Skip 10 s backward
- Skip 10 s forward
- Skip message
- Listen to full message header
- Reply to sender with voice message
- Forward message
- Delete message
- Archive message

### Features during conversation

- Online recording

### Message header information

- Message sender (name or phone number)
- Timestamp (date and time of message delivery)
- Duration of message
- Urgent attribute

### Message sending

- By name
- By mailbox number
- To all within network

### **Voicemail notification**

- Message waiting indicator on desktop set
- By e-mail with attached voice message

### **Greetings**

- Greeting by name
- Personal greeting
- Personal internal call greeting
- Extended absence greeting
- Two alternative greetings
- Different greetings for
  - Immediate forward/no answer
  - Line busy
- Answering mode only

### **Caller features**

- Listen to recorded message
- Erase and re-record message
- Cancel recording
- Flag recorded message as urgent
- Call attendant (zero-out option)

### **Security**

- External LDAP/LDAPS authentication
- RADIUS authentication
- Single sign-on using NT LAN Manager (NTLM)
- Support for OmniPCX ECS voice encryption

### **Openness**

- Open XML Web Services API

### **Administration and serviceability**

- Alcatel-Lucent OmniVista™ 8770 Network Management System for integration in OpenTouch Multimedia Services
- A Web-based interface for integration in the OmniTouch 8400 ICS
- Authentication (login/password)
- HTTP over SSL
- Web-based interface localization
- Chinese - Simplified
- Dutch
- English - American
- English - British
- French
- German
- Italian
- Korean
- Norwegian
- Portuguese
- Russian
- Spanish
- SNMP v3 traps

### **Operating system**

- Red Hat® Enterprise Linux®

### **Provisioning**

- Up to 10,000 mailboxes, 300 simultaneous voice connections (voice ports) on OmniTouch 8400 ICS
- Up to 1500 mailboxes, 36 simultaneous voice connections (voice ports) on OpenTouch Multimedia Services and OpenTouch Business Edition
- Up to 500,000 voice messages in storage
- Greeting duration: maximum 2 min
- Message duration: maximum 15 min
- Live record duration: maximum 60 min