

# ENRICH MICROSOFT DESKTOP APPLICATIONS WITH ALCATEL-LUCENT ENTERPRISE OPENTOUCH CONVERSATION

SOLUTIONS FOR THE MOBILE AND COLLABORATIVE  
WORKFORCE WITH MICROSOFT DESKTOPS

APPLICATION NOTE

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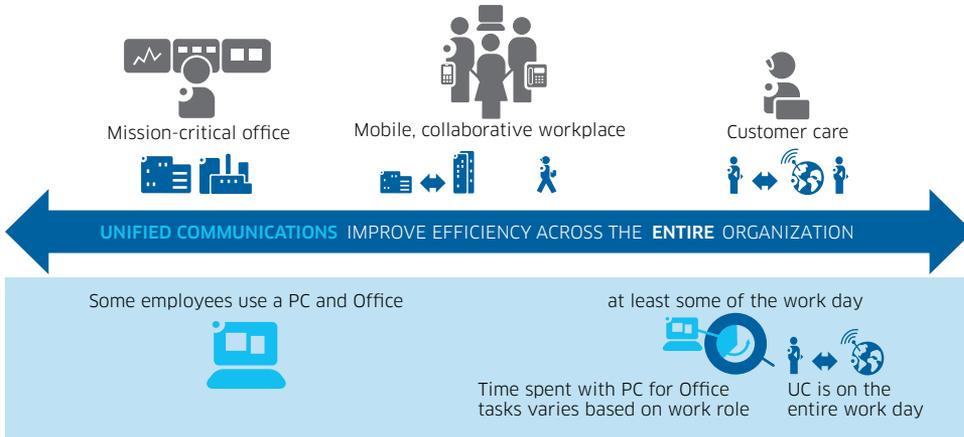
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# INTRODUCTION

Most large organizations are continually looking for ways to improve their employees' efficiency and engagement. Unified communications addresses the needs of several types of users in the organization – from mission-critical office workers to customer care. More specifically, unified communications improves mobile workers' productivity by offering real-time collaboration applications for on-site and remote conversations that take place throughout their workday. Most mobile workers also use their laptops to perform back-office tasks, such as email, and creating or editing presentations, spreadsheets and text documents.

Figure 1. Why enriching PC productivity applications with real-time communications is important



Real-time communications often achieve results faster than a long thread of emails or marking up a document with comments. This is why enriching email and document-editing software with unified communications speeds up the mobile workforce's back-office tasks and helps extend collaborative conversations outside of organizational boundaries.

This document describes these two use cases for mobile workers with Microsoft® productivity applications.

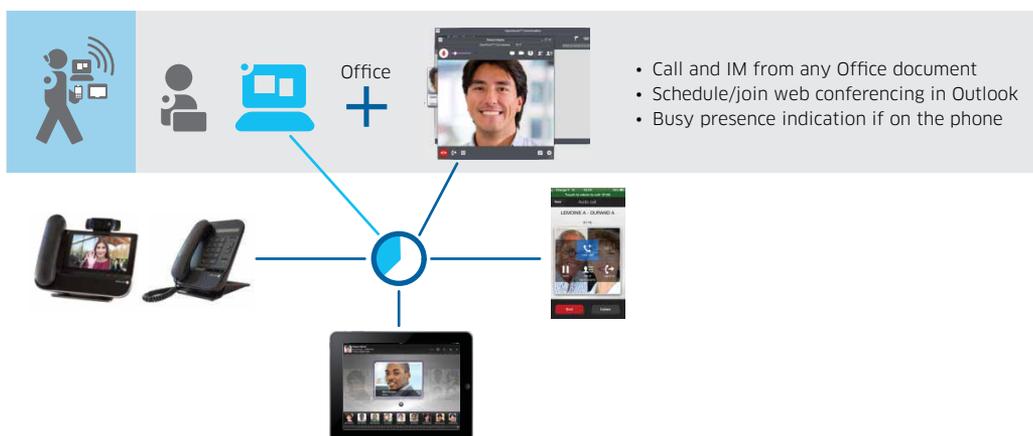
## ACCELERATE BACK-OFFICE TASKS FOR MOBILE AND COLLABORATIVE WORKFORCES

Alcatel-Lucent Enterprise OpenTouch™ Conversation is a software client that unifies the communication experience across laptops, desk phones, smartphones and tablets for mobile and collaborative workforces. OpenTouch Conversation offers real-time collaboration capabilities that can be accessed right from Microsoft Office™ on the desktop.

When OpenTouch Conversation and the Microsoft Office suite are combined, mobile workers enjoy high-quality OpenTouch communications with a single click from within Microsoft Outlook™ and Microsoft Office documents, including:

1. High-quality audio and video communications from desk phones or software clients at the office
2. Multi-device flexibility for enterprise communications on PCs, smartphones and tablets off site
3. Multi-user collaboration sessions with peers, partners, and customers
4. Call screening and call pickup for important calls with team members
5. The reliability of a mission-critical infrastructure

**Figure 2. OpenTouch Conversation enriches Microsoft Office with real-time collaboration**



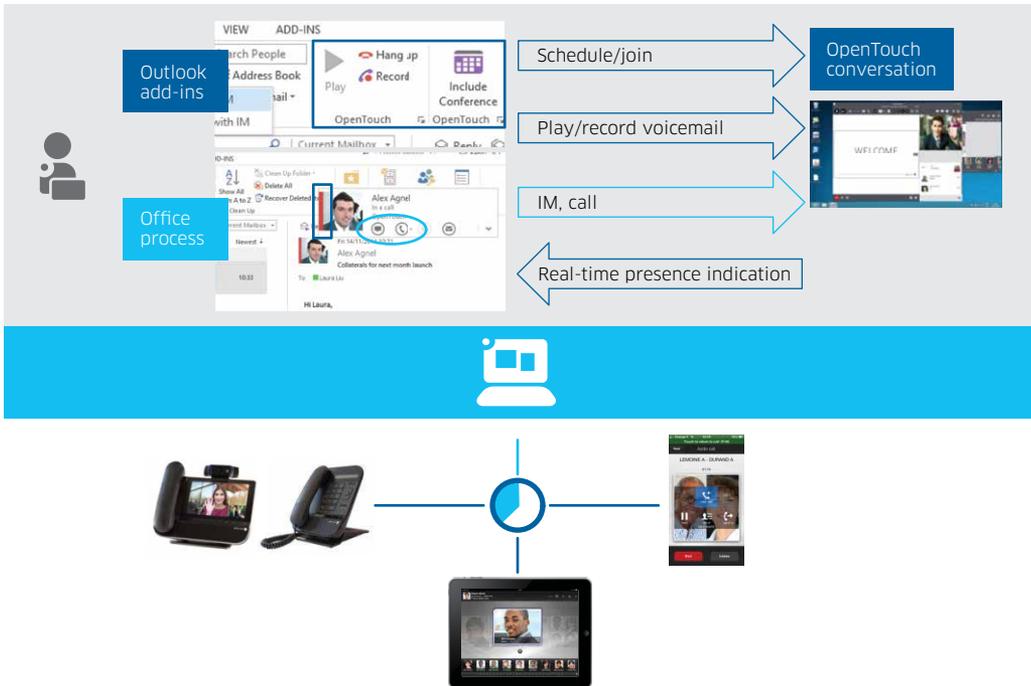
### User interface: Microsoft Office Contact Card and Calendar add-in

The Office integration offers OpenTouch Conversation capabilities from within Microsoft SharePoint™, Outlook, and Office 2010 and 2013 applications.

**Table 1. OpenTouch Conversation highlights when combined with Microsoft Office**

FEATURE	FUNCTION	BENEFIT
Extend desk phone directory lookup to Active Directory	Users can look up names from their desk phone in the OpenTouch directory and in Active Directory	Dial contacts by name and benefit from a directory that is always up-to-date
See on-the-phone presence in Microsoft documents or Outlook	OpenTouch real-time presence information of the user's favorite OpenTouch contacts is displayed in Office contact cards	See if contacts are available for a real-time session directly from Outlook, Office documents or a SharePoint session
Click-to-call and IM from Microsoft documents or Outlook	Click in the Office contact card to call and IM with OpenTouch	Access real-time communications when working on a document and on emails
Play voicemail messages from Outlook	Voicemails can be consulted and listened to from Outlook	A single tool for emails and voicemails
Schedule OpenTouch conversations from Outlook	One click to add the OpenTouch conference details in an Outlook invitations	Speakers and guests can join with one click in the Outlook calendar invitation

**Figure 3. Office integrations: user interface**



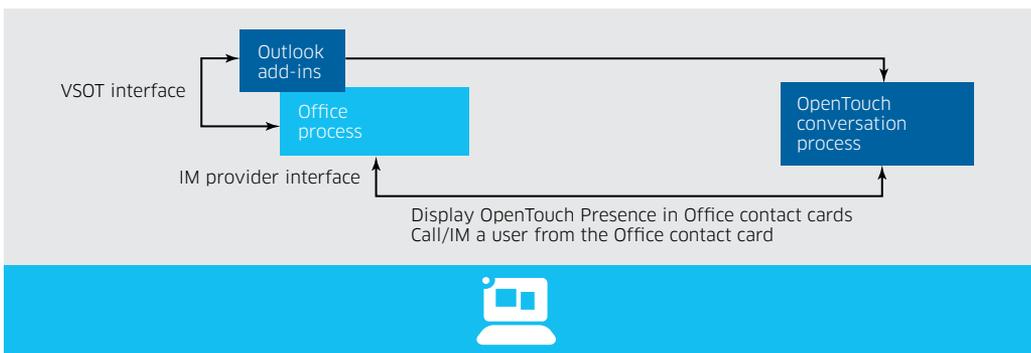
### Architecture and licensing: Office-based APIs

Integration between OpenTouch Conversation and Microsoft Office is performed on the user's PC, when the user performs back-office tasks with the Office suite. No additional Microsoft licenses are required.

**Table 2. OpenTouch Conversation integration with Microsoft Office suite**

FEATURE	API	LICENSE
See on-the-phone presence in Microsoft documents or Outlook	Microsoft "IM Provider" for Office 2010 and 2013	OpenTouch Universal Client option
Click-to-call and IM from Microsoft documents or Outlook	Microsoft "IM Provider" for Office 2010 and 2013	OpenTouch Universal Client option
Play voicemail messages from Outlook	Microsoft Visual Studio Tools for Office (VSTO) Outlook add-in	OpenTouch Messaging option
Schedule OpenTouch conversations from Outlook	Microsoft VSTO Outlook add-in	OpenTouch Conferencing option

**Figure 4. Office integration architecture**



# EXTEND CONVERSATIONS TO PARTNERS AND CUSTOMERS WHO USE MICROSOFT LYNC™

Some organizations want to federate with other organizations' Lync 2013. A PC user with OpenTouch Conversation can participate in IM sessions with Lync 2013 users and invite them to a scheduled multi-user OpenTouch Conversation.

## Use case: extend workforce conversations to Lync users outside the organization

An organization has chosen OpenTouch Conversation and wants to enable its users to exchange IM and presence with external users, such as a supplier's teams. The OpenTouch users:

1. Benefit from all OpenTouch Conversation services
2. Get the same IM and presence integration with the Office suite as Lync users
3. Exchange IMs and presence with Lync PC users
4. Reach Lync users via Session Initiation Protocol (SIP) or public switched telephone network (PSTN) service providers

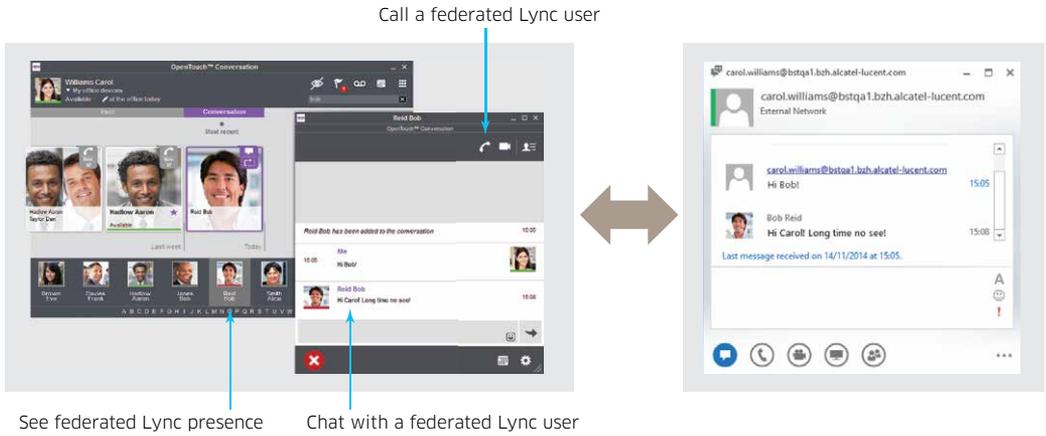
## User interface: native Office or Conversation interfaces

The federation takes place between servers; OpenTouch and Lync users keep their respective client's user interface.

**Table 3. OpenTouch Conversation highlights when federated to third-party organizations with Lync**

FEATURE	FUNCTION	BENEFIT
Request/accept federated presence	OpenTouch Conversation PC users enter the requested contact's email address to see his/her presence. OpenTouch Conversation PC users accept or reject federation requests	Users build their own contact list without IT assistance
Exchange presence status	OpenTouch Conversation users can request to be notified of Lync users' available or busy presence status. Same applies for Lync users	See if people are available for a real-time session before calling them
Exchange instant messages	Instant messages can be exchanged between OpenTouch Conversation for PC and Lync clients from an external company	"Silent" communication channel to get a fast response from a peer
Voice calls between Conversation and Lync users	Place / receive a phone calls through PSTN or SIP service providers	Enjoy real-time conversations from the desk
Invite Lync users to join a scheduled OpenTouch conference	Send an invitation with OpenTouch details that Lync users can join from a web client and a phone	Have Lync users attend an OpenTouch multi-user conference

**Figure 5. OpenTouch Conversation session with a federated Lync user**



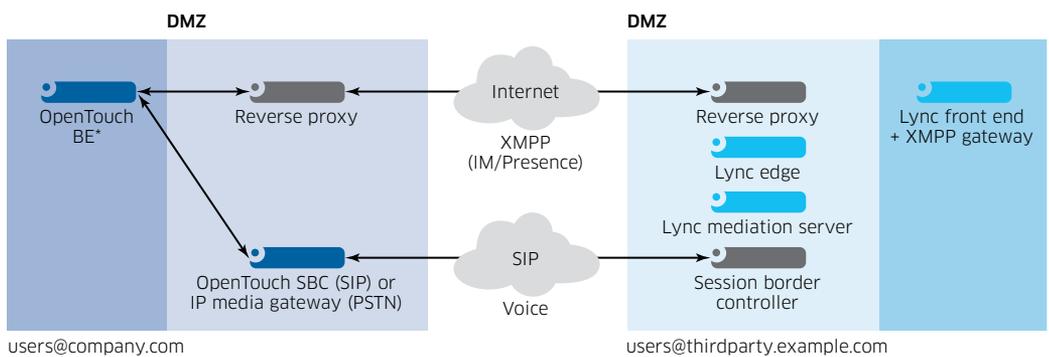
**Architecture and licensing: Lync federation**

The IM/presence Extensible Messaging and Presence Protocol (XMPP) federation takes place between servers via firewalls. Voice calls can be placed through PSTN or SIP service providers.

**Table 4. OpenTouch Conversation federation to third-party organizations with Lync**

FEATURE	OPENTOUCH INFRASTRUCTURE	LICENSE
Manage XMPP federation addressing and security parameters	Management performed in the Alcatel-Lucent Enterprise OmniVista™ 8770 Network Management System (NMS)	None
Authorize/bar OpenTouch users from federated presence	Management is done in OmniVista 8770 NMS	None
Exchange presence status and instant messages	Native XMPP gateway in OpenTouch Multimedia Services	OpenTouch Universal Client option for OpenTouch Conversation for PC
Voice calls between OpenTouch Conversation client and Lync clients	IP Media Gateway for PSTN service providers OpenTouch SBC for SIP service providers	OpenTouch SIP trunking licenses
Invite Lync users to join a scheduled OpenTouch conference	OpenTouch Edge Server to secure access to OpenTouch media services from the Internet	OpenTouch Conferencing option

**Figure 6. OpenTouch and Lync federation architecture**



\*or OpenTouch MS+OmniPCX Enterprise

# THE OPENTOUCH DIFFERENCE

## **OpenTouch offers mission-critical communications to customers around the globe**

Alcatel-Lucent Enterprise has more than 20 years' experience in mission-critical communications. Software within the OpenTouch suite supports small businesses as well as multinational organizations, including many segments such as factories, hospitals, emergency centers, headquarters, and contact centers where communications are mission-critical.

## **OpenTouch is a recognized market leader**

For the seventh consecutive year, Alcatel-Lucent has been named a Leader in the Gartner Corporate Telephony Magic Quadrant<sup>1</sup> global report. The OpenTouch Conversation experience has also received awards<sup>2</sup> for its intuitive and unified experience.

## **OpenTouch offers Unified Communications and Collaboration with a low total cost of ownership (TCO)**

OpenTouch provides unified telephony, mobility, conferencing and visual collaboration services in a single software suite to improve experience and TCO. It offers several smooth transition paths to build a rich collaboration suite, while maintaining existing business telephony infrastructure and phones.

The OpenTouch Suite is recognized by Frost & Sullivan<sup>3</sup> and Nemertes PilotHouse<sup>4</sup> for best practices and low TCO in unified communications.

<sup>1</sup> <https://www.gartner.com/doc/2599117/magic-quadrant-corporate-telephony>

<sup>2</sup> <http://enterprise.alcatel-lucent.com/?product=OpenTouchConversation&page=overview>

<sup>3</sup> <http://enterprise.alcatel-lucent.com/?solution=UnifiedCommunicationsandCollaboration&page=overview>

<sup>4</sup> [http://enterprise.alcatel-lucent.com/?communication=Editorial&page=PilotHouse\\_Award](http://enterprise.alcatel-lucent.com/?communication=Editorial&page=PilotHouse_Award)