ALCATEL-LUCENT OPENTOUCH™ CONVERSATION FOR WEB

The Alcatel-Lucent OpenTouch™ Communications Suite transforms enterprise communications into collaborative conversations and business services. OpenTouch Conversation brings the essential elements of the OpenTouch Communications Suite to life, supporting seamless interaction across multiple media, devices, and participants, all within the same conversation.

OPENTOUCH CONVERSATION

Users can move from a phone call to a conference call simply by adding people to the conversation – and can add video, show presentations, and exchange files with ease. Employees can optimize their time by transferring calls to their smartphone, tablet, videoconferencing end-point, or PC without interruption. OpenTouch Conversation adapts to the way that users work, fostering conversations that enrich their business.

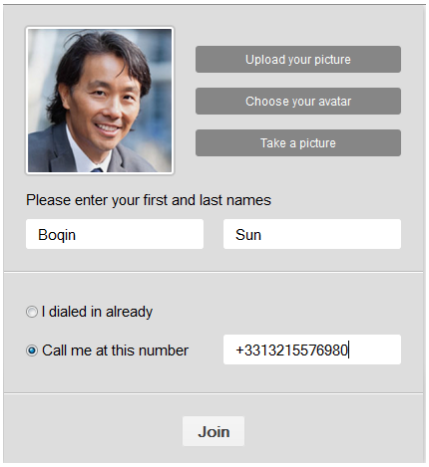
The OpenTouch Conversation app supports native operating systems for Apple® iPad™, Apple® iPhone™, Microsoft® Windows™, and Android™ devices. The OpenTouch Conversation web client supports Google® Chrome™, Mozilla® Firefox™, Microsoft® Internet Explorer™, and Apple® Safari™ web browsers. No matter the device or platform, OpenTouch Conversation supports business communications needs.

OPENTOUCH CONVERSATION FOR WEB

The OpenTouch Conversation for Web application (OTC Web) creates a productive and easy-to-use meeting experience that fosters real-time team collaboration. Guests can join meetings without downloading or installing bothersome plug-ins or following a myriad of complicated instructions and procedures. Designed for simplicity and ease of use, OTC Web enables meetings to start on time without distractions.

OpenTouch Conversation or Microsoft® Outlook™ can be used to schedule OpenTouch conferences. Invitees receive an email invitation or Outlook appointment that includes a link to the conference. For guests—people not logged into the host OpenTouch system—clicking the link opens the OTC Web app. Guests can participate or lead the conferences—leaders have complete access to available features and functions, whereas participants have limited access. Use cases include corporate presentations, webinars, or teacher-student scenarios.

To join a conversation, invitees type their name and dial-back number, and then click the Join button—avoiding complications, frantic last-minute telephone calls for help, and lost time. The OpenTouch system calls back the invitees at the entered telephone number—be it a mobile phone, conference room phone, or a home office. Users can upload a picture or use a supplied avatar to give a face to their voice, making it easier to communicate with others. Invitees may also dial-in to the audio conference while attending the web conference using OTC Web.



Alcatel·Lucent Enterprise

Workers can join meetings on-the-go using a tablet or laptop browser, enabling them to be productive while actively and effectively participating in discussions from an airport, hotel, or waiting room.

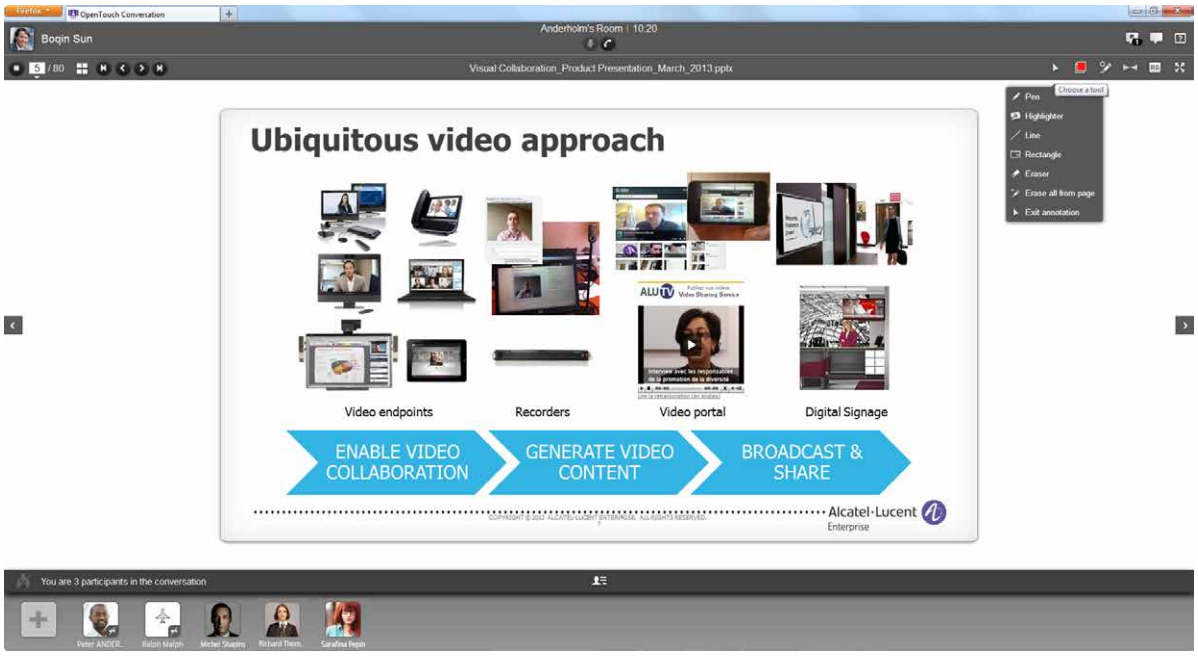
As a lightweight HTML5-based application, OTC Web runs extremely fast, enabling users to pay attention the meeting without being distracted by the technology.

OTC Web is part of the OpenTouch platform and does not require a specific license. However, scheduling conferences requires a license, which enables conferences to be created and managed from OpenTouch Conversation for PC, OpenTouch for iPad, and Microsoft Outlook.

FEATURES

- Delivers a compelling and thoughtful user experience tailored for guest users of the OpenTouch system.
- Utilizes elegant, clean design that lends an air of professionalism and confidence.
- Supports popular Chrome, Firefox, Internet Explorer, and Safari web browsers.
- Allows popular document formats such as Adobe® PDF™, Microsoft® Word™, Excel™ and PowerPoint™ to be presented and annotated.
- Voice-activity indication lets participants know who's talking at-a-glance.
- Enables group chat or private chat with one or more attendees.
- Allows bitmap image files to be presented and annotated.
- Provides convenient matrix view of the presented document, visually enabling quick access to presentation pages.
- Supports HD on-off mode helps viewing of content in a bad network.
- Enables presented documents to be downloaded for reference after the meeting
- Delivers personalize experiences by allowing users to upload pictures or use a supplied avatar.
- Supports multiple languages through an easy-to-use drop-down menu.
- Allows additional meeting participants to be added through direct dial-out or by email invitation
- Provides audio and web conference controls including mute myself, mute everyone but me, and drop.
- Helps first time users with a graphical guided tour.

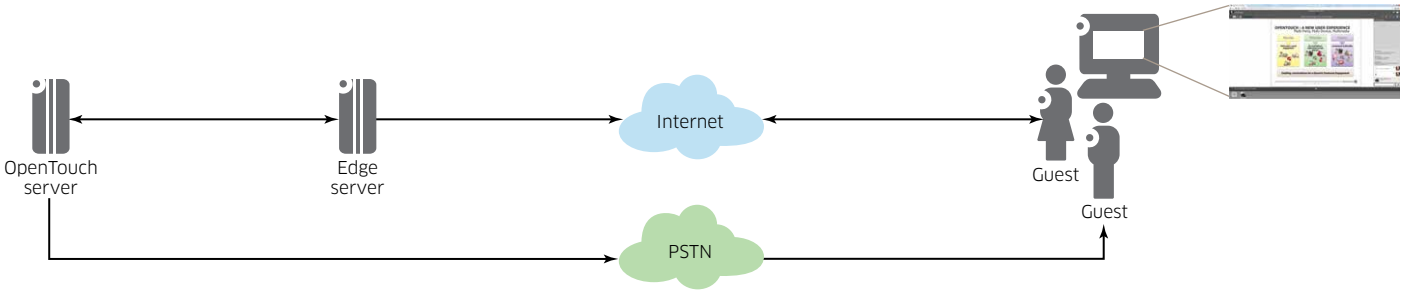
Figure 1. OTC Web interface



BENEFITS

- Encourages use, which increases collaboration and productivity between teams while reducing travel costs and employee downtime.
- Presents a professional and successful image when collaborating with customers, partners, or vendors.
- Ensures open and easy access with support for the four most popular browsers.
- Avoids confusion on calls by enabling speaker identification at-a-glance by displaying voice-activity clearly and succinctly.
- Enables private communications during meetings with public group chat and sidebar chat sessions.
- Improves productivity with support for popular and common document types for web presentation and annotation without requiring complicated plug-ins, add-ins, and other intrusive downloads.
- Provides secure collaboration across networks by encrypting communications using SSL.
- Extends secure and private collaboration outside the corporate network by working with the OpenTouch Edge Server (OTES)

Figure 2. OTC Web Network Topology



SPECIFICATIONS

Available with the following Alcatel-Lucent OpenTouch communications platforms	OpenTouch Business Edition R2.0+ OpenTouch Multimedia Services R2.0+
Browser support	Apple Safari, Google Chrome, Microsoft Internet Explorer, Mozilla Firefox
Conference access	Email-delivered OpenTouch Invitation URL and optional dial-in numbers Outlook calendar appointment with embedded URL and optional dial-in numbers Optional password support for joining audio and/or Web conferences
Device support	Apple MacOS, Microsoft Windows, Apple iPad, Apple iPad Mini, Chromebook
Document types for presenting	Adobe PDF, .bmp, .gif, .jpg, Microsoft Excel, .png, PowerPoint, and Word
End-to-end security	Secure Sockets Layer (SSL)
Languages for UI and telephone interface	Chinese (Simplified), Danish, Dutch, English, French, German, Italian, Portuguese, Russian, Spanish
Telephone commands for use when dialing into or during a conference	
Commands for all conference attendees:	
## * 1 ##1 ##4 ##9 **	Listen to the Main menu Bypass the Main menu or the list of leader commands Stop the music on hold Mute/unmute your line Hear the number of callers or a list of names Hear a list of leader commands Return to the conference call
Commands for conference Leaders:	
## ##911 ##912 ##93 ##941 ##942 **	Listen to the Main Menu Mute all participants Unmute all participants Place an outgoing call End the conference and disconnect all callers Lock or unlock the conference Return to the conference call

www.alcatel-lucent.com Alcatel, Lucent, Alcatel-Lucent and the Alcatel-Lucent logo are trademarks of Alcatel-Lucent. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Alcatel-Lucent assumes no responsibility for inaccuracies contained herein. Copyright © 2014 Alcatel-Lucent. All rights reserved. E2014034627EN (April)

Alcatel·Lucent Enterprise