



# Alcatel-Lucent OpenTouch Suite for SMB for Bank Offices

Serve clients  
better and  
increase  
efficiency

The **Alcatel-Lucent OpenTouch® Suite for SMB** for Bank Offices enables you to better serve your clients with an efficient, feature-rich communication system. The **OpenTouch Suite for SMB** provides seamless, flexible services with end-to-end call management to quickly address clients' needs and help maintain their loyalty.

## TRENDS IN THE BANKING INDUSTRY

Faced with stiff competition and clients' rapid shift to digital banking, bank offices are transforming their business practices to streamline operations and reduce costs (The Triple Transformation: 2nd McKinsey Annual Review on the Banking Industry, October 2012).

## CHALLENGES FOR BANK OFFICES

Switching banks has never been easier, and clients are increasingly handling their transactions online. When clients call your bank office, staff must work hard to quickly address their needs and ensure satisfaction. The communication system must provide end-to-end call management, with a professional welcome and efficient call routing to the relevant department. The system must handle call overflow when you are busy serving a client. To increase staff productivity, the system needs to provide collaborative tools and integration with bank office operations.



## ALCATEL-LUCENT OPENTOUCH SUITE FOR SMB **TO THE RESCUE**

The Alcatel-Lucent OpenTouch Suite for SMB for Bank Offices tailors the communication system to your unique needs, whether it is a small bank branch or a central office, by providing:

- + Feature-rich applications that improve client service and call handling
- + A flexible communication server and network infrastructure with powerful embedded features
- + A range of wireline phones for professional IP or digital telephony

### **BETTER CLIENT SERVICE AND INCREASED STAFF PRODUCTIVITY**

- + Monitoring of entry calls, a professional welcome, and efficient Smart Call Routing (SCR) to ensure customer satisfaction and loyalty
- + Advanced business telephony services and rich collaborative conversation features for improved efficiency and staff productivity
- + High-quality wideband audio capacity and always-on availability

### **END-TO-END CALL MANAGEMENT**

- + Multiple Automated Attendant (MLAA) with automatic answer and efficient, direct forwarding to the relevant department
- + For privileged customers, SCR provides a customized welcome
- + For larger bank offices, end-to-end call management, call-waiting queue and dispatch with Automatic Call Distribution (ACD) to Call Center Office agents
- + Manager/Assistant feature for easy call monitoring

### **REDUCED COSTS**

- + A combination receptionist and answering service without a salary
- + Complete, scalable solution that is easy to install, maintain and expand
- + Single infrastructure for voice/data services, with a simple management interface and low power consumption

## OPENTOUCH SUITE FOR SMB: **A COMPLETE SOLUTION**

The Alcatel-Lucent OpenTouch Suite for SMB provides a complete communication solution for bank offices of all sizes.

- + Alcatel-Lucent OmniPCX® Office Rich Communication Edition (RCE), a flexible communication server for SMB
- + Alcatel-Lucent OmniSwitch® 6450 Light Stackable LAN Switch, tested and validated end-to-end for optimized voice and data interworking
- + Alcatel-Lucent 8082 My IC Phone, the smartphone for your desk
- + Alcatel-Lucent 8068 Premium DeskPhone, with integrated IP/telephony features
- + Alcatel-Lucent 8018 DeskPhone, with integrated IP/telephony features



8068 Premium  
DeskPhone



8018 DeskPhone

Our company is a leading provider of enterprise communications solutions and services, from the office to the cloud, marketed under the Alcatel-Lucent Enterprise brand. Building on our established heritage of innovation and entrepreneurial spirit, we operate globally with 2700+ employees in 100+ countries worldwide, with headquarters near Paris, France. With communications, networking and cloud solutions for business of all sizes, our team of technology experts, service professionals, and 2900+ partners serves more than 830,000 customers worldwide, tailoring and adapting our solutions and services to local requirements. This provides tangible business outcomes through personalized connected experiences for customers and end users.

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