

# ALCATEL-LUCENT OPENTOUCH MESSAGE CENTER

Alcatel-Lucent OpenTouch™ Message Center is a pure software voice-messaging solution that enables network-wide advanced voice mail services across any voice network infrastructure, providing messaging access from internal or external telephone devices and e-mail applications.

## KEY FEATURES

- High scalability, virtualizable
- Support for multiple time zones
- XML web services
- High availability
- Message accessibility from any phone device
- Visual voice mail on Alcatel-Lucent IP Touch™ 4028, 4038, 4068, 8028, 8038, 8068 and 8082 Extended Edition phones
- Access to voice messages from any Internet Mail Access Protocol (IMAP) client
- SMS and e-mail notification on voice mail reception

## KEY BENEFITS

- Optimizes investments
- Reduces OPEX
- Ensures business continuity
- Protects confidentiality
- Reduces end-user training

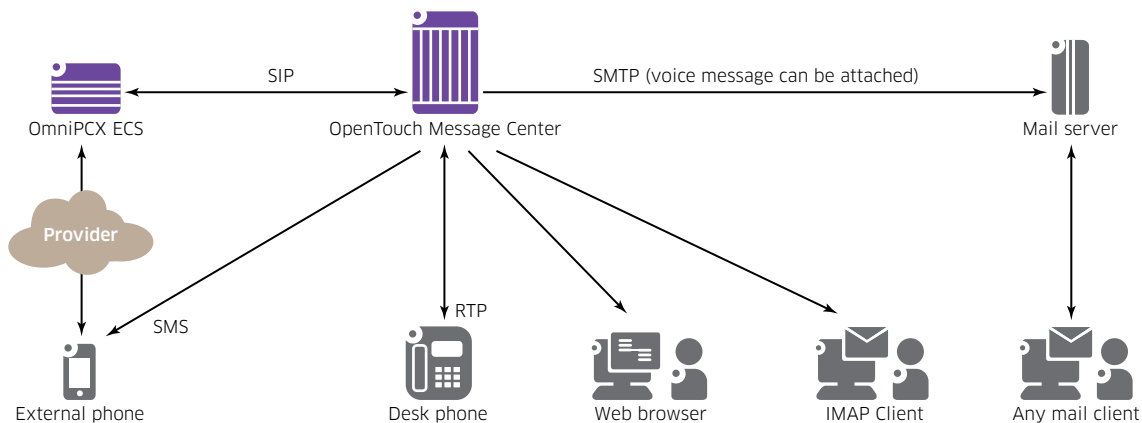
## Optimizing investments and reducing OPEX

The OpenTouch Message Center is designed to meet the specific voice mail needs of medium and large enterprises, seamlessly integrating scalable, reliable, efficient and secure voice mail services in any Alcatel-Lucent OmniPCX™ Enterprise Communication Server (ECS) network infrastructure over multiple time zones (see Figure 1).

The OpenTouch Message Center easily integrates with business applications and processes through its XML web services API. The product reduces OPEX with WAN bandwidth optimization using G.729 voice compression.

As voice messaging needs evolve, the OpenTouch Message Center enables easy migration from pure voice messaging to the OpenTouch Multimedia Services Suite for Enterprise with full-fledged multimedia, multi-device and multi-User Unified Communications services.

**Figure 1. Alcatel-Lucent OpenTouch Message Center network architecture**



**Ensuring business continuity and confidentiality**

The OpenTouch Message Center is a secure, scalable and highly available voice messaging platform. Incorporating redundancy and voice message storage capability into a SAN ensures always-on access to business-critical voice mail functions.

During operation, the OpenTouch Message Center protects confidential information with Alcatel-Lucent voice flow encryption (Alcatel-Lucent Media Security Modules). The OpenTouch Message Center provides user authentication by means of an external RADIUS, LDAP and single sign-on.

**Reduces end-user training**

The OpenTouch Message Center provides voice mail services that are accessible from the telephone user interface of any internal or external telephone device. Users can easily manage their greetings using the Alcatel-Lucent IP Touch phones' GUI (Figure 2 shows an example).

When used in conjunction with IP Touch 4028, 4038, 4068, 8028, 8038, 8068, and 8082 desktop phones, the OpenTouch Message Center provides a visual voice mail interface with a clear overview of all messages and the capability to listen to them in any order (see Figure 3).

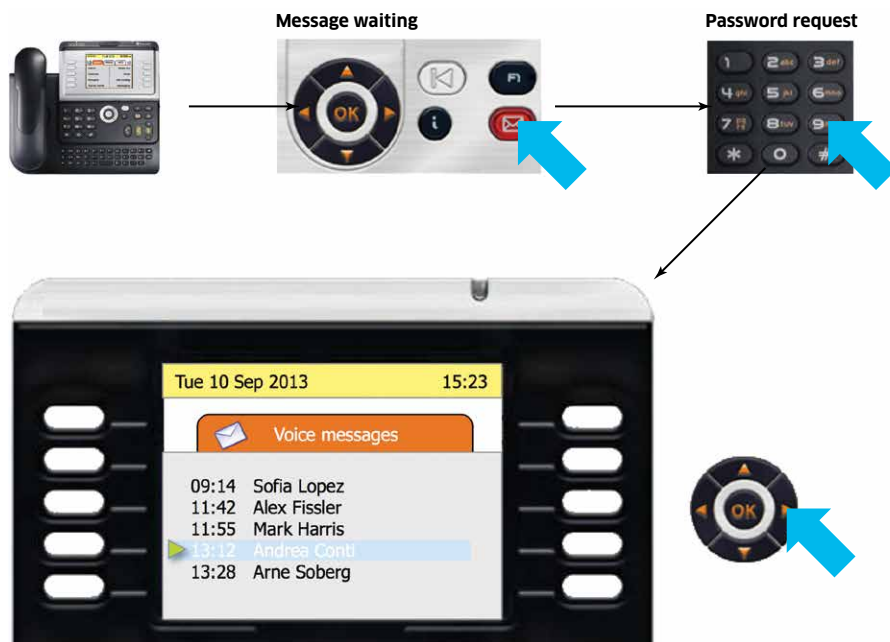
The Alcatel-Lucent IP Touch phone GUI are so easy to use that end users virtually need no training for being able to use their voice mail.

In addition, users can access their messages from any IMAP-capable e-mail client and can be notified by SMS or e-mail when new voice messages arrive.

**Figure 2. GUI for greeting management**



**Figure 3. Visual interface for voice mail consultation**



## TECHNICAL SPECIFICATIONS

### Architecture

- Pure software solution
- SIP signaling-based

### Supported voice CODECs

- G.711
- G.729

### Message store

- On the voice mail server
- On a SAN

### Redundancy

- High availability

### IMAP support

- Microsoft® Outlook®, Microsoft Windows® Mail
- Mozilla® Thunderbird®
- Apple® Mail
- IBM® Notes®

### Compatibility with the Alcatel-Lucent OmniPCX ECS

- Compatible with other voice mail systems connected to the same OmniPCX ECS node
- Can be centralized or distributed in an OmniPCX ECS network

### Visual voice mail support

- Available on IP Touch 4028, 4038, 4068, 8028, 8038, 8068 and 8082 desktop phones

### 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 of 75 concurrent calls
- Direct dial support

### Telephone user interface 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
- Turkish

### Visual voice mail localization

- Catalan
- Chinese - Cantonese and Mandarin
- Croatian
- Czech
- Danish
- Dutch
- English - American
- English - British
- Estonian
- Finnish
- French
- German
- German - Austrian
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Latvian
- Lithuanian
- Norwegian
- Polish
- Portuguese
- Portuguese - Brazilian
- Romanian
- Russian
- Slovak
- Slovenian
- Spanish
- Swedish
- Turkish

### Voice mail access

- 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

### 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
- Locally and within network

### Voice mail notification

- Message waiting indicator on desktop set
- On Alcatel-Lucent desktop phones, using mail key
- By OmniPCX ECS voice prompt when going off-hook
- By SMS to any mobile phone
- By e-mail with optionally 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 and busy situations
- 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 Kerberos network authentication protocol
- Support for Alcatel-Lucent OmniPCX ECS voice encryption

### Openness

- Open XML web services API

### Administration and serviceability

- Via 8770
- SNMPv3 traps

### Operating system

- Red Hat® Enterprise Linux®, Release 6
- Virtualization: VMWare® ESX/vSphere® R5.x

### Hardware requirements

- Red Hat Enterprise Linux certified server platforms
- 2 hardware platforms:
  - 15 000 mailboxes, 60 simultaneous voice communications: Xeon E3 type, 4 CPU cores, 3,2 GHz, 180 SPECINT, 20 GB Ram
  - 15 000 mailboxes, 255 simultaneous voice communications: Xeon E5 type, bi-processor with 6 CPU cores, 2 GHz, 375 SPECINT, 24 GB Ram
- Hard disk size: minimum 350 GB

### Provisioning

- Single server configuration
  - 15,000 mailboxes
  - A total of 255 simultaneous voice communications, of which 180 are dedicated to message deposit and retrieval and 75 to Automated Attendant features
  - 1000 simultaneous IMAP sessions
- Networked configuration
  - Up to ten OpenTouch Message Center instances
  - 150,000 mailboxes
- Storage for up to 500,000 voice messages
- Greeting duration: maximum 2 min
- Message duration: maximum 15 min
- Live record duration: maximum 60 min