



Solution sheet

## Enriched desktop applications

For fast business response and increased employee efficiency

### Increase efficiency with enriched desktop applications

OpenTouch® real-time communications solutions enhance employee workspaces by enriching desktop applications. Seamless integration ensures application user interfaces remain the same while allowing employees to communicate using their device of choice.

Alcatel-Lucent Enterprise unified communications solutions integrated into enterprise desktop applications deliver increased responsiveness, a better user experience, and ultimately greater efficiency for employees.

### Why is it important to enrich desktop applications with real-time communications?

60%

MORE THAN 60% OF COMPANIES THAT USE A UNIFIED COMMUNICATIONS AND COLLABORATION SOLUTION HAVE EXPERIENCED A GAIN OF THREE HOURS PER WEEK, PER MOBILE WORKER<sup>(1)</sup>

70%

OF CIO'S ARE PLANNING TO INCREASE THEIR INVESTMENTS IN UNIFIED COMMUNICATIONS<sup>(2)</sup>

81%

OF BUSINESSES BELIEVE THAT COLLABORATION HAS ENHANCED THEIR ABILITY TO ENGAGE WITH CUSTOMERS AND IMPROVE RELATIONSHIPS<sup>(3)</sup>

(1) [CIOINSIGHT, Reaping the Benefits of Unified Communications, May 2013](#)  
(2) [Unified Communications Insight, Survey finds strong appetite among corporates for mobility UC and collaboration, but less so among SMEs, 2016](#)  
(3) [2016 Connected Enterprise Report, 2016](#)

# OpenTouch Conversation add-ins for Microsoft Office, IBM Notes, and Google Gmail desktop applications allow employees to communicate and collaborate faster from their applications, using their favorite devices.

## HOW DO YOU KNOW IF A COLLEAGUE IS AVAILABLE FOR A CALL?

With OpenTouch presence capabilities, employees can see if a colleague is available.

Based on availability, employees can select the most appropriate communication tool and start a call, or a chat session.

In addition, **integration with Microsoft Outlook and Microsoft Exchange** displays calendar presence information within the OpenTouch Conversation application.

Employees always have access to their team's availability information.



## DO YOU NEED TO ORGANIZE A MEETING WITH COLLEAGUES TO COMPLETE A PROJECT?

OpenTouch allows employees to organize and create meetings from Microsoft Outlook.

Participants can easily access the conference bridge from their messaging application and use a computer or another device to join the meeting. The result is seamless collaboration integrated into the daily workflow.

## AN EXTERNAL CONTACT LEAVES A VOICE MESSAGE ON YOUR BUSINESS LINE

An email is generated from the voice message that can be consulted or transferred to team members for immediate action.

And instead of writing a long text message to complete a project, you can simply record and send a voice message to your correspondents.

With **OpenTouch Conversation application, a local connection to Microsoft Outlook or IBM Notes** allows access to personal contacts, enabling users to initiate calls directly from their Outlook or Notes contacts.

In addition to caller identity, a pop-up on an incoming call can provide correspondent information such as company name, job title and department.

	Microsoft Apps	IBM Notes	Google Gmail
Audio call	■ (1)	■	■ (3)
Chat	■ (1)		
Presence	■ (1)		
Conference management	■ (2)		
Unified messaging	■ (2)	■	■
Call recording, and voice message sending	■ (2)	■	
Access to local contacts	■ (2)	■	
Contact pop-up	■ (2)	■	

(1) Office applications (2) Outlook application (3) Google Contacts and Google Chrome web pages

Integration built for fast business response and better collaboration



Enhanced user experience



Improved efficiency



Increased collaboration