

# ALCATEL-LUCENT MY IC WEB

Employees have increased flexibility for participating in the workforce by combining the right device to suit their context with the right services for maximum efficiency. Another key asset is mobility, which allows workers to remain closely connected to their company, ensuring business continuity. The Alcatel-Lucent My IC Web application is designed for small- and medium-sized businesses (SMBs). It helps to significantly increase employee productivity by providing a full browser-based application that connects to their company's Alcatel-Lucent OXO Connect communication server and delivers communication services from an easy-to-use interface.



**My IC Web Homepage**

## OVERVIEW

The My IC Web enables employees to access their most useful communication services through a very easy-to-use web application. This allows employees to use My IC Web on any desktop from any location, ensuring they can be reached at any time. Employees can remotely configure their "One Number" service and place or receive business calls on any phone, including mobile, hotel, or home phone lines. The My IC Web improves mobility and simplifies employee communications.

## FEATURES

- Single identity
  - One phone number across multiple devices (e.g., desk phone, mobile, personal computer, or home phone)
  - Single business identity, regardless of device
- Business caller identification
- Directory lookup
  - Search corporate contacts from an easy-to-use interface
  - Universal Directory Access (UDA) functionality allows external UDA directories such as LDAP to be used

- Contacts
  - Instant access to contacts and single click-to-call
  - Click-to-call, click to IM and click-to-email can be applied to contacts
- Notifications
  - Notification of new voice messages, new Instant messages and missed calls
- Call history
  - List of all calls (received, placed and missed)
- Universal dialer
  - The dialer allows any number to be dialed rapidly. Short- or a long-format numbers are enabled
- Business calling from any location
  - Calling from the corporate directory, business communication history, voicemail interface and more, using any dialing format, including enterprise dialing plan
- Mid-call control
  - Includes the ability to take calls, clear calls, transfer calls, conference calls, hold/retrieve calls, switch between calls, record on line, DTMF send and divert incoming calls to voicemail

- Unified business communication history
  - Filter events (missed calls, IM and voice messages) or display a unique view for all events
  - Shared list of call history across all devices of the same user in case of twinset configuration
- Visual voicemail
  - Display and manage voice messages with a visual voicemail interface (select, playback or delete messages in any order)
- Instant messaging:
  - Display and manage IM conversations with others users of OXO Connect or OmniPCX® Office RCE communication servers
- Any way, any time
  - Control which devices ring (e.g., desk phone, mobile, personal computer, home phone, or colleague's phone) based on office and mobile profiles
- Fast routing configuration
  - Allows rapid switching between:
    - None
    - Do not disturb
    - Forward to configured phone numbers
    - Forward to voicemail
    - Mobility mode to configured phone numbers
- User settings
  - Save numbers for routing
  - Multiset configuration
  - First launch view
  - Online help
  - Change password
- Secure access to the company infrastructure
  - HTTPS support (encrypted channel)
- Application management
  - Application is completely browser-based
  - Remote configuration and provisioning through client management functions

## BENEFITS

### Connect anytime, anywhere to access communication features

- My IC Web is a browser-based Internet application, so employees have unified communication capabilities everywhere, on- and off-site. Regardless of location, they can receive business notification events (e.g., voice messages, IM and missed calls) and access enterprise-grade services, including the corporate directory, telephony and communication history.

## Use any laptop or any device with a browser

- As My IC Web is a browser-based application, employees can use any PC or Mac to access the application and connect to their company

## Increase productivity

- By providing employees with access to all corporate communication information and capabilities, they can start or continue working from any location (e.g., hotel or customer premises) without missing important calls or voice mail notifications. They can also use My IC Web to place calls as though they were at office, thanks to the one number capability

## Maintain a single identity

- A single business number is used across multiple devices, such as desk phones, personal computers, mobile phones and home phones. Outbound calls from a mobile device can use a single identity and phone number, making it easier for colleagues, customers, partners and personal contacts to recognize calls from My IC Web users

## Control/reduce costs

- Thanks to the mobility configuration, employees can set up any number as their business number when mobile. Calls made then use company resources instead of potentially expensive mobile plans or hotel rates

## Connect more securely

- Secure access to the enterprise is supported by HTTPS (encrypted channel) and VPN protocols

## TECHNICAL SPECIFICATIONS

### Hardware

- There are no hardware requirements; the application is completely browser-based

### Software

- No software or specific plug-in is required; the application is a full web interface that needs to be run on a recent web browser
- Directly available from OXO Connect or OmniPCX Office RCE communication servers

## Licence

- Application licences are per user
- The maximum number of users is 200

## Internationalisation / localization

- The application supports 29 languages, including: Chinese-simplified; Czech; Danish; Dutch; English; Finnish; French; German; Hungarian; Italian; Korean; Norwegian; Polish; Portuguese; Russian; Spanish; Swedish

## Alcatel-Lucent communication servers

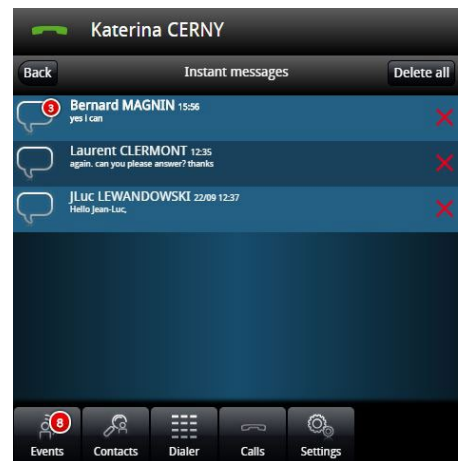
- Alcatel-Lucent OXO Connect, Release 2.0
- Alcatel-Lucent OmniPCX Office RCE, Release 8.1 and above

## Browser

- Safari, 6.1 or above
- Firefox, 24 or above
- Internet Explorer, 8.0 or above
- Chrome, 30 or above

## Security

- HTTPS connection
- Certificates management
- Access secured and controlled with a login and a password



My IC Web Instant Messages History

## enterprise.alcatel-lucent.com

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