

# ALCATEL-LUCENT OPENTOUCH BUSINESS EDITION

## RELEASE 2.2

The Alcatel-Lucent OpenTouch® Business Edition delivers a range of communication services on a single platform, from world-class business telephony to the most advanced multimedia collaboration and mobility services.



In a competitive marketplace, enterprises need their IT tools to have the same advanced functionality, reliability and sophistication as those of their larger competitors. At the same time, they need to optimize their costs and simplify implementation and maintenance.

OpenTouch Business Edition addresses the communication requirements of enterprises of up to 1500 employees by providing advanced business communications, multimedia collaboration at the office and on the go, contact center and management functions. All these services are delivered on a single platform to improve the total cost of ownership (TCO).

Employees who primarily work on company premises and use voice communications frequently will benefit from the advanced business communications experience available on reliable desk phones, sturdy DECT or WLAN mobile handsets, and software clients for PCs, tablets or smartphones.

With desk phones, office workers enjoy high-quality, wideband voice communications with easy audio and visual guidance, and ultra-fast directory

lookup from the phone keyboard. Also, employees who need powerful and interactive visual communications will benefit from a multi-device, multi-party and multimedia experience for an easy collaboration at the office and on the go. With OpenTouch Conversation applications, featuring voice, video (in meetings), instant messaging (IM), content sharing (documents, screens) and natural conferencing capabilities, users are able to better collaborate with customers, partners and colleagues. Communication sessions can easily be shifted between devices when users are moving to another location.

The platform also offers a scalable and reliable contact center application, which efficiently supports the organization's interaction with current and potential customers.

OpenTouch Business Edition can be provided as pre-installed appliances or as a software-only version running on VMware®. Its single-server design is ideal for enterprises that want to reduce the cost and effort of provisioning, testing and managing new servers, but don't want to install additional software with every new communication application deployment.

<b>ORGANIZATIONAL NEED</b>	<b>OPENTOUCH BUSINESS EDITION APPROACH</b>	<b>BENEFITS</b>
<b>Instant business responses</b>		
Enterprise-grade communication services, including state-of-the-art telephony and a wide range of professional terminals	Comprehensive advanced business telephony services, including flexible auto-attendant, screening, group, routing and messaging services	Instant business response: all important calls are identified and answered
<b>Advanced business communications experience</b>		
Innovative multimedia collaboration solutions that boost productivity, facilitate and decrease travel costs	Single business identity and quick communication shift between devices	Employees are reachable anywhere and on the device best suited for their location
	Easy access to multimedia sessions and multi-party conferences with audio, IM, video and content sharing	Efficient interactions between geographically-dispersed teams and reduced travel expenses
	Multi-platform support: desk phones, mobile handsets, and PC, smartphone software clients	Flexible options: desk phones, wireless handsets or software clients on smartphones for resident workers and increased mobility in the workplace
<b>Web conferencing with customers, partners and colleagues</b>		
New ways to communicate with customers, partners and colleagues	Integrated conferencing capabilities are accessible from any phone or browser. Shared documents stay within the enterprise premises	Customers, partners and colleagues can easily and securely join OpenTouch voice and content-sharing sessions from outside the enterprise firewall
<b>Integrated customer service applications</b>		
Best-of-breed customer interaction services to increase sales and customer loyalty	Professional welcome services, from greeting and group calls, to centralized attendant applications	Increased customer satisfaction is achieved by answering all calls – centrally or in branch offices
	Contact center services, including a patented visual distribution matrix	Accelerate first call resolution with a call distribution logic that can be adapted within days to evolving needs
<b>Unified platform and operations</b>		
Decrease TCO while maximizing service continuity	Ready-to-use, pre-installed applications	Improved installation time when deploying the server or mobility and collaboration applications
	Unified user management	Improved daily move, add, change and delete operations
	Advanced thresholds and alerts	Notification of changes to communications quality and long-term reporting
	High-availability options	Improved business continuity for communication services during network outages or server failures
	Proven multisite support with bandwidth control	Improved voice over IP (VoIP) quality in multisite organizations with centralized communications to improve operational expenditure

## TECHNICAL SPECIFICATIONS

### User experience

#### Office workers at the desk and on the go Common application services

- Software client with intuitive graphical user interface (GUI)
  - Background mode notifications
- Initiate and answer voice and IM sessions, manage conferences
- Business caller ID and picture presentation
- On-call services: deflect, enquiry, hold/retrieve, broker, transfer, conference, record, callback request, dual-tone multi-frequency (DTMF) signaling
- Single identity across devices
  - Select user-defined routing rules
- Shift communications between devices in one click
- See the real-time availability of colleagues within and outside the enterprise network, publish the presence status
- Contact management
  - Search for local or corporate contacts
  - View the picture and availability of a contact
  - Start a conversation in one click
  - Add a contact to a unified favorite list across devices
- View past conversations, check missed events and use the visual voicemail
- View and join scheduled OpenTouch meetings
- Unified messaging: Microsoft® Exchange™ Server 2010/2013, IBM® Domino™ 8.5.x/9, Google Gmail
- Use a VPN-less connectivity (via network border elements: reverse proxy and OpenTouch Session Border Controller)

#### Alcatel-Lucent OpenTouch Conversation for PC (Windows OS, Mac OS X)

Common application services and:

- Desk phone control, phone control
- Softphone mode
  - Secure SIP, secure RTP and web services
  - Wideband audio
  - HD video meetings (Windows OS)
- Start with a simple one-to-one chat and add voice and content sharing

- Schedule and manage OpenTouch meetings using predefined meeting profiles
  - View, deliver and annotate presentations
  - View and share (Windows OS) screens
  - Grant sharing and annotation privileges to guests
- Desktop integrations
  - Microsoft (Windows OS): Office 2010/2013/2016, Lync 2013, Skype for Business 2015/2016, Office 365 (Exchange Online, Skype for Business Online)
  - IBM (Windows OS): Notes 8.5.x/9, Sametime 9
  - Google: unified messaging (Gmail), click-to-call (Windows OS) for Gmail, Google contacts and Chrome web pages
- VDI (Windows OS): Citrix XenDesktop 7.6+ (desk phone/phone control)
- Microsoft OS: Windows 7, Windows 8/8.1, Windows 10
- Apple OS: Mac OS X 10.10 (Yosemite), 10.11 (El Capitan)

#### Alcatel-Lucent OpenTouch Conversation for iPhone and Android Smartphone

Common application services and:

- Cellular calls in private or business mode
- Schedule and manage OpenTouch meetings
- Start with a one-to-one chat and add participants
- Download from the Apple App Store, Google Play Store

#### Alcatel-Lucent OpenTouch Conversation One

- Freemium application for all subscribers
- Engage peer-to-peer conversations
  - Place audio calls via a desk phone or a phone
  - Start a chat
  - Share a document, annotate
- Use favorite contacts
- Search for corporate contacts
- Publish and see presence information
- Maintain a single business identity
- See past conversations and check new voice messages
- VPN-less connectivity
- Multi-OS Google Chrome app

### Web conferencing with customers, partners and peers

#### Alcatel-Lucent OpenTouch Conversation for Web

- Web conferencing user interface
  - Secure access for guests outside the enterprise firewall
  - Dial-in or dial-out to any phone
  - See who is talking
  - Mute/Unmute, add/drop participant
  - View, present and annotate documents
  - View and share screens
  - Exchange instant messages
- Multi-platform technology (Microsoft Windows, Mac OS X, Google Chrome OS, Linux)
- Web-based application, zero-touch deployment (except for screen sharing)
  - Microsoft Internet Explorer® browser
  - Google Chrome™ browser
  - Mozilla® Firefox™ browser
  - Apple Safari™ browser

### Business telephony services

#### Alcatel-Lucent OmniPCX Enterprise Communication Server (software embedded in OpenTouch Business Edition appliances)

- Centralized directory with call by name
- Multi-line telephony
- Call options, including speed dial
- Call shift of current communications from desk phone to mobile device of choice
- Audio conferencing
- Personal and enterprise call routing and forwarding
- Callback and call history features
- Contextual voice prompts
- Informal group features
- Desk sharing for shared offices
- Manager/Assistant
  - Teams
  - Filtered lines and private lines
  - Text messaging, IM and voice messaging
  - Discreet listening
- Teams and groups
  - Hunting groups and queues
  - Supervision

### Telephony at the desk

#### Alcatel-Lucent OmniTouch 8088 Smart DeskPhone

- 17.78 cm (7 in) capacitive and haptic touch screen
- SIP videophone with built-in HD camera
- Supports an external USB camera

- HDMI output (video display on a monitor)
- Wideband audio
- Video escalation
- Hospitality applications
- Bluetooth® or corded handset
- Gigabit Ethernet 10/100/1000
- 802.3 AF power over Ethernet (PoE) (Class 3)

#### **Alcatel-Lucent OmniTouch 8082 My IC Phone**

- 17.78 cm (7 in) capacitive and haptic touch screen
- Wideband audio
- Business telephony services
- Alcatel-Lucent New Office Environment (NOE) protocol (IP)
- Bluetooth® or corded handset
- Gigabit Ethernet 10/100/1000

#### **Alcatel-Lucent Premium DeskPhones (8068, 8038/8039, 8028/8029)**

- Business telephony services
- Vivid backlit screens
- Embedded alpha keyboard
- Display of names and contextual feature keys
- Wideband audio
- Hands-free loudspeaker announcement
- Headset capability, such as Bluetooth
- Alcatel-Lucent NOE protocol (IP and TDM)
- Add-on supervision modules
- XML kit/library for developers

#### **Alcatel-Lucent 8018 DeskPhone**

- Business telephony services
- Backlit screen
- 7 fast dial keys
- USB headset support
- Wideband audio
- Alcatel-Lucent NOE protocol (IP)
- Gigabit Ethernet (GigE)

#### **Alcatel-Lucent 8001 DeskPhone**

- Essential SIP telephony services
  - Display of names and contextual feature keys: five-line display
  - Built-in three-party conference
- Lightweight Directory Access Protocol (LDAP) directory
- Hands-free loudspeaker
- Hold, conference, transfer and redial physical keys

## **Telephony at the desk and on the go**

### **Alcatel-Lucent 8118/8128 WLAN handsets**

- 802.11a/b/g/n
- Business communication services
- High voice quality using standardized 802.1 quality of service (QoS)
- Wireless Encryption Protocol (WEP), Wi-Fi® Protected Access (WPA) and WPA2

### **Alcatel-Lucent 8212/8232/8242/8262 DECT handsets**

- Full range of DECT handsets for business and industrial environments
- Business communication services
- Hands-free option
- Headset capability
- Integration with notification and location-based services through the Alcatel-Lucent Application Partner Program (AAPP)

### **Alcatel-Lucent IP Desktop Softphone**

- Premium DeskPhone (8068) user interface
  - Microsoft® Windows® 7, Windows 8.1, Windows 10 OS
  - Apple Mac OS X, Apple iPad and Apple iPhone
  - Tablets and smartphones using the Google® Android™ platform

## **Attendant services**

### **Greeting services**

- Call queuing services
- Alarm indication
- Attendant group features
- Busy lamp field
- Multi-tenant services
- Record online
- Trunk and charging features
- VIP line features
- User management features
- Add-on module
- Headset capability

### **Attendant positions**

- PC-based Alcatel-Lucent 4059 Extended Edition Attendant Console
  - Directory lookup and presence information
  - Busy lamp field
- 8068 Premium DeskPhone

### **Automated attendant**

- 24/7 availability call routing and greeting
- Intuitive GUI
- Prompts import for professional greetings

- Prompts recording from any phone for flexibility
- Various routing possibilities (calendar, time and caller identity based)

## **Messaging**

### **Messaging services**

- Integrated or unified messaging
  - Local storage with Internet Message Access Protocol (IMAP) access
  - Unified storage based on Microsoft Exchange, IBM Domino or Google Gmail
- Microsoft and IBM desktop integration (Outlook™, Notes™)
- Extended recording and playback control
- Message waiting indication and visual voicemail
- Record online
- Shared mailbox

### **Fax services**

- Embedded software
- SIP, SIP/TLS, T.38 Fax over IP and Simple Mail Transfer Protocol (SMTP)
- Microsoft Exchange 2010/2013
- IBM Domino 8.5.x
- Any SMTP-compliant mail server
- Microsoft and IBM desktop integration (Outlook™, Notes™)
- Web-based faxing

## **Customer services**

### **Alcatel-Lucent OmniTouch Contact Center Standard Edition (software embedded in OpenTouch Business Edition appliances)**

- Inbound voice distribution
  - Patented visual tool to manage configuration and design routing to check call flow in real time and update
  - Advanced routing and distribution
- Outbound voice distribution
  - Preview, progressive and predictive modes
  - Visual agent scripting
- Architecture
  - High availability (HA) and branch survivability
  - Business, home and mobile agents
- Voice announcement
  - External/Internal voices guides
  - From audio station or Premium DeskPhones

- Agent features
    - Agent contextual keys in Premium DeskPhones, IP Touch 8 and 9 Series, IP Desktop Softphone
    - Supervisor help
  - Agent Desktop (CCA) with personal statistics and groupware facilities
  - Supervision and statistics
    - Real-time statistics
    - Customizable alarms and reports
    - Discreet call listening and monitoring
    - Microsoft® Excel™-based statistics and reporting
    - Wallboard display control for LED and TV
    - Openness to workforce management
- Operations**  
**Alcatel-Lucent OmniVista 8770 Network Management System (NMS)**
- Centralized, hosted or distributed management
    - Meta profiles: simplified user creation
    - Microsoft® Active Directory™ integration
  - Device management
  - VoIP performance monitoring, including mean opinion score (MOS)
  - Advanced proactive real-time thresholding and alerting with versatile reporting capabilities
  - Tailored and animated topology maps
  - Multi-carrier metering
  - Unified Web and LDAP corporate directory
  - Company directory
- Serviceability toolkit**
- Virtual machine silent installation tool
  - Maintenance portal
- Infrastructure Architecture**
- Industry-standard 48.26 cm (19 in) rack-based appliance server
  - Software delivery over VMware® ESXi™/vSphere® 5.5
    - OmniPCX Enterprise Media Services
    - OpenTouch Session Border Controller
  - Open SIP communication architecture
  - Centralized multisite setup with up to 32 media gateways and 5 network nodes
- Security and high availability**
- Native high availability mechanisms
  - Spatial redundancy or remote site survivability with Passive Communication Server (PCS)
  - Dual Ethernet, dual power supply (on OpenTouch Business Edition 1500), dual HDD (RAID1)
  - Encryption/PKI server
- Complete openness**
- SIP, G.711, G.723.1, G.729, G.722 and H.264 standards support
  - Web services: REST APIs
  - Ticket collector and management API

**Table 1. Platform capabilities**

CAPABILITY	SYSTEM LIMIT	OTBE 500	OTBE 1500
<b>Telephony, IM, presence and access to conferences</b>	Users	500	1500
	Devices (desk phone, computer, smartphone)	1000	3000
	Maximum number of participants in conferences with audio, IM and content sharing*	460	1000
	Maximum number of participants in conferences with audio, video, IM and content sharing*	70	500
<b>Messaging</b>	Number of voicemail boxes	500	1500
	Voicemail storage (hours)	300	1000
	Maximum number of messages	500,000	500,000
<b>Customer services</b>	Agents (connected agents)	200 (75)	500 (250)
	Supervisors	8	25
<b>Operations</b>	Managed users	500	1500
	Simultaneous management clients	2	5
	Entries in directory	10,000	10,000
	Tickets in database	2 million	2 million
<b>Infrastructure</b>	Managed OmniPCX Enterprise systems	5 systems/2000 users	5 systems/2000 users
	Remote sites (with survivability)	32 (32)	32 (32)

\* Depends on OpenTouch Business Edition settings and deployed options