ALCATEL-LUCENT OPENTOUCH BUSINESS EDITION

The Alcatel-Lucent OpenTouch® Business Edition, Release 2.1, 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 that 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 and 3000 devices by providing advanced business communications, multimedia collaboration at the office and on the go, contact center functionality and management services. OpenTouch Business Edition delivers all these services on a single platform to improve the total cost of ownership (TCO).

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

Office workers enjoy high-quality, wideband voice communications with easy audio and visual guidance, and ultra-fast directory look-up from the phone keyboard.

Employees who need powerful interactive visual communication will benefit from OpenTouch Conversation, the multi-device, multiparty, multimedia experience for easy collaboration at the office and on the go.

OpenTouch Conversation sessions feature voice, video, instant messaging (IM), presentation sharing and natural conferencing capabilities to help users better engage with customers, partners and colleagues.

Users can shift their sessions between devices when they move to another location. They can also turn a two person session into a multiparty and multimedia conference in a few clicks.

The platform also offers a scalable and reliable contact center application. This application 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 and don't want to install additional software with every new communication application deployment.

Alcatel·Lucent
Enterprise

ORGANIZATIONAL NEED	OPENTOUCH BUSINESS EDITION APPROACH	BENEFITS
OpenTouch Connection experience		
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.
	Easy access to multimedia session and multiparty conferences with audio, IM and content sharing	Efficient interactions between geographically-dispersed teams and reduced travel expenses
	Multi-platform support: desk phones, mobile handsets, and PC, tablet and smartphone software clients	Flexible options: desk phones, wireless handsets or software clients on smartphones and tablets for resident workers and increased mobility in the workplace
OpenTouch Conversation experience		
Innovative multimedia collaboration solutions that boost productivity, facilitate mobility and decrease travel costs	Single business identity with multi-device routing profiles and rapid session shift between desk phones, smartphones, tablets and PCs	Employees are reachable anywhere and on the device best suited for their location
	Easy access to multiparty conferences with audio, video, IM and content sharing	Efficient interactions between geographically-dispersed teams and reduced travel expenses
	Easy addition of multimedia, including IM, voice, video and content sharing	Instant business response with multitasking between IM and voice sessions. Better engagement with contextual video and content sharing interactions
Web conferencing with customers, partners and colleagues		
New ways to communicate with customers, partners and colleagues	Integrated conferencing capabilities easily 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
Integrated customer service applications		
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 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
Unified platform and operations		
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, real-time thresholds and alerts	Instant notification of changes to communications quality, service availability and service-level-agreements
	High-availability options	Improved business continuity for communication services during network outages or server failures
	Proven multi-site support with bandwidth control	Improved voice-over IP quality in multi-site organizations, with centralized communications to improve operational expenditure

TECHNICAL SPECIFICATIONS

User experience

OpenTouch Conversation services

- Software client with intuitive GUI
  - ¬ Background mode notifications
- Place, answer and manage wideband voice, HD video and instant messaging sessions and conferences
- Business caller ID and picture presentation
- On-call services: deflect, add participants, remove participants, dual-tone multi-frequency signaling (DTMF)
- Universal directory access
  - ¬ View the picture, real-time presence and availability of a contact
  - ¬ Place an audio, video or IM session in one tap or click
  - ¬ Add a contact to a unified favorites list across devices
  - ¬ View the picture, presence and availability of favorite contacts
- Single identity across devices
  - ¬ Select user-defined routing rules
  - ¬ Route to one or several devices
  - ¬ Rapid session shift between up to 5 devices
  - ¬ Toggle supervision rules
  - ¬ Toggle manager-assistant rules
  - ¬ View and manage a unified call and messaging history across devices
  - ¬ Consult and manage a unified visual voicemail across devices
- View and join scheduled OpenTouch meetings
- VPN-less connectivity through reverse proxy and OpenTouch Session Border Controller

Conversations on the go and at the desk

Alcatel-Lucent OpenTouch Conversation for PC
- OpenTouch Conversation application services
- Remote call control of desk phone
- Softphone
  - ¬ SIP, secure SIP, SRTP and web services
  - ¬ Wideband VoIP
  - ¬ HD video
  - ¬ Group call supervision and pick-up
- Start with a simple one-to-one chat and add people, voice, video and content
- Single identity across devices
  - ¬ Edit and select routing rules
- Schedule meetings or instantly add contents to a session
  - ¬ View, deliver, and annotate presentations

- ¬ View and share the PC screen
- ¬ Grant sharing and annotation privileges to guests
- Microsoft PC desktop integration
  - ¬ Microsoft Office 2010, Office 2013: click to call and IM, see OpenTouch presence
  - ¬ Microsoft Exchange Server 2010, Exchange Server 2013
- Microsoft Windows 7, Windows 8.1 operating system

Alcatel-Lucent OpenTouch Conversation for iPad
- OpenTouch Conversation application services
- Softphone
  - ¬ SIP, secure SIP and web services
  - ¬ Wideband VoIP
  - ¬ HD video
- Start with a simple one-to-one chat and add people, voice, video and content
- Schedule meetings or instantly add contents to a session
  - ¬ View, deliver, and annotate presentations
  - ¬ View a shared PC screen
- Download from the Apple App Store

Alcatel-Lucent OpenTouch Conversation for Android Tablet
- OpenTouch Conversation application services
- Softphone
  - ¬ SIP, secure SIP and web services
  - ¬ Wideband VoIP
- Start with a simple one-to-one chat and add people, voice and content
- Schedule meetings or instantly add contents to a session
  - ¬ View, deliver, and annotate presentations
  - ¬ View a shared PC screen
- Download from Google Play Store

Alcatel-Lucent OpenTouch Conversation for iPhone, for Android Smartphone
- OpenTouch Conversation application services
- Dual cellular/enterprise VoIP mode
  - ¬ Choose to call in private or business mode
- Cellular mode with on-call services: deflect, enquiry, hold, broker, transfer, conference, record
  - ¬ Secure web services
- Softphone
  - ¬ SIP, secure SIP, SRTP and web services

- ¬ Wideband VoIP
- Download from the Apple App Store, Google Play Store

Conversations at the desk

Alcatel-Lucent OmniTouch 8088 Smart DeskPhone
- 17.78 cm (7 in) capacitive and haptic touch screen
- Built-in HD camera
- Supports an external USB camera
- Video can be displayed on an HDMI monitor
- Bluetooth handset option
- Media player, screensaver and pictures
- Contacts sync for Microsoft Outlook messaging software
- OpenTouch Conversation application services
  - ¬ SIP, secure SIP, SRTP and web services
  - ¬ Wideband audio
  - ¬ Video escalation
  - ¬ On-call services: deflect, enquiry, hold, broker, transfer, conference controls, DTMF
  - ¬ Presence-based manager-assistant screening and supervision
  - ¬ Group call supervision and pick-up
- 10/100/1000 Ethernet PC-through port
- Bluetooth or corded handset
- 802.3 AF PoE (class 3)

Alcatel-Lucent 8068 Premium DeskPhone
- Color-screen with contextual keys
- Bluetooth handset option
- External keyboard
- OpenTouch Conversation application services
- Place, answer and manage wideband voice sessions and conferences
  - ¬ On-call services: deflect, enquiry, hold, broker, transfer, conference controls, DTMF
- Business caller ID and picture presentation
- Universal directory access
  - ¬ View the picture of a contact
- Single identity across devices
  - ¬ Edit and select routing rules
  - ¬ Rapid session shift between up to 5 devices
  - ¬ View and manage a unified call and messaging history across devices
  - ¬ Consult a unified voicemail across devices
- Hands-free loudspeaker
- 10/100/1000 Ethernet PC-through port

Alcatel-Lucent 8012 DeskPhone
- Essential SIP telephony services
  - ¬ Multi-line support
  - ¬ Display of names and contextual feature keys
- Universal directory access
- Single identity across devices
  - ¬ Select routing rules
- Hands-free loudspeaker
- 10/100/1000 Ethernet PC-through port

OpenTouch Connection: 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 session from desk phone to mobile device of choice
- Audio conferencing
- Personal and enterprise call routing and forwarding
- Call-back 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 Premium DeskPhones
- Business telephony services
- Vivid backlit screens
- Embedded alpha keyboard
- Display of names and contextual feature keys
- Hands-free loudspeaker announcement
- Headset capability, such as Bluetooth
- Alcatel-Lucent NOE protocol (IP and TDM), SIP or NOE over SIP
- Add-on supervision modules
- XML kit/library for developers

Alcatel-Lucent 8012 DeskPhone
- Essential SIP telephony services
  - ¬ Multi-line support
  - ¬ Display of names and contextual feature keys
- Unified directory
- Hands-free loudspeaker
- 10/100/1000 Ethernet PC-through port

Alcatel-Lucent 8001 DeskPhone
- Essential SIP telephony services
  - ¬ Display of names and contextual feature keys: 5-line display
  - ¬ Built-in 3-party conference
- Lightweight Directory Access Protocol (LDAP) directory
- Hands-free loudspeaker
- Hold, conference, transfer, redial physical keys

Telephony on the go and at the desk
Alcatel-Lucent OmniTouch 8118/8128 WLAN handsets
- Support 802.11a/b/g/n
- Business communication services
- High voice quality using standardized 802.1 Quality of Service (QoS)
- Support for wireless security Wireless Encryption Protocol (WEP), Wi-Fi® Protected Access (WPA) and WPA2

Alcatel-Lucent 500/500EX DECT handsets and 8232/8242 DECT handsets
- Full range of DECT Handsets from Business to Industrial and Ex version
- Business communication services
- Hands-free option
- Headset capability
- Integration with notification and location-based services through Alcatel-Lucent Application Partner Program (AAPP)

Alcatel-Lucent IP Desktop Softphone
- Premium DeskPhone user interface
  - ¬ Microsoft® Windows® 7, Windows 8.1 operating system
  - ¬ Apple Mac, Apple iPad and Apple iPhone
  - ¬ Tablets and smartphones using the Google® Android™ platform

OpenTouch Connection application services for office workers at the desk and on the go
- Software client with intuitive GUI
  - ¬ Background mode notifications
- Place, answer and manage voice and instant messaging (IM) sessions and conferences
- Business caller ID and picture presentation
- On-call services: deflect, enquiry, hold, broker, transfer, conference, record, call-back request, DTMF

- Universal directory access
  - ¬ View the picture, real-time presence and availability of a contact
  - ¬ Call or IM in one tap or click
  - ¬ Add a contact to a unified favorites list across devices
  - ¬ View the presence and availability of favorite contacts
- Single identity across devices
  - ¬ Select twinset rules
  - ¬ Toggle supervision rules
  - ¬ Toggle manager-assistant rules
  - ¬ View and manage a unified call and messaging history across devices
  - ¬ Consult and manage a unified visual voicemail across devices
- View and join scheduled OpenTouch meetings

Alcatel-Lucent OpenTouch Connection for PC
- OpenTouch Connection application services
- Remote call control of desk phone
- Softphone
  - ¬ Wideband VoIP
- Schedule meetings or instantly add contents to a session
  - ¬ View, deliver, and annotate presentations
  - ¬ View and share the PC screen
- Microsoft Lync® 2010, Microsoft Lync 2013:
  - ¬ Client-based control pane
  - ¬ Server-based RCC openness (AAPP)
- Microsoft Outlook® 2010, Outlook 2013 messaging software:
  - ¬ Conference scheduling add-in
  - ¬ Click-to-call, record and consult messages add-in
- IBM® Sametime® 8.5.x, IBM Notes® 8.5.x: PC integration
- Microsoft Windows 7, Windows 8.1 operating system
- Citrix XenApp®, Microsoft Windows Server® 2008 R2 Remote Desktop Services support for remote call control
- VPN-less connectivity through reverse proxy and OpenTouch Session Border Controller

Alcatel-Lucent OpenTouch Connection for iPhone, Alcatel-Lucent OpenTouch Connection for Android
- OpenTouch Connection application services
- Cellular mode
- Download from the Apple App Store and Google Play Store

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 and presence look-up
  - ¬ Busy Lamp Field
- 8068 Premium DeskPhone

Messaging

Messaging services
- Integrated or unified messaging
  - ¬ Local storage
  - ¬ IMAP servers
- Extended recording and playback control
- Message waiting indication and visual control
- Automated attendant
- Personal automated attendant
- Record online
- Shared mailbox

Fax services
- Embedded software
- SIP, SIP/TLS, T.38 Fax over IP and SMTP
- Microsoft Outlook and Microsoft® Exchange™
- Microsoft desktop integration
- IBM® Lotus™ and IBM® Domino™ 8.5
- Web access

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, 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 IP Touch phones
- Agent features
  - ¬ Agent contextual keys in Premium DeskPhones, IP Touch 8 and 9 Series, IP Desktop Softphone
  - ¬ Supervisor help/monitoring
  - ¬ CCA: agent desktop PC toolbar
- Supervision and statistics
  - ¬ Real-time statistics
  - ¬ Customizable alarms and reports
  - ¬ Discrete 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 using Alcatel-Lucent OmniVista® 8770 NMS
  - ¬ Meta-profiles: simplified user creation
  - ¬ Microsoft® Active Directory™ integration

- Real-time performance monitoring, including MOS and R-factor
- 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

Infrastructure

Architecture
- Industry-standard 19-in (48.26 cm) 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 multi-site setup, with up to 32 media gateways and 5 network nodes

Security and high availability
- Redundancy through VMware HA
- 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, G711, G723.1, G.729, G722, G722.2 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
Conversation experience, including telephony, IM, presence and access to audio, video and web conferencing	Users	500	1500
	Devices: phone, tablet, PC, smartphone, video equipment	1000	3000
	Maximum number of participants in audio and web conferences*	460	1000
	Maximum number of participants in audio, web and video conferences*	70	500
Messaging	Number of voice-mail boxes	500	1500
	Voice-mail storage (hours)	300	1000
	Maximum messages	500,000	500,000
Customer services	Agents (connected agents)	200 (75)	500 (250)
	Supervisors	8	25
Operations	Managed users	500	1500
	Simultaneous management clients	2	5
	Entries in directory	6000	10,000
	Tickets in database	2 million	2 million
Infrastructure	Managed OmniPCX Enterprise systems	NA	5 systems/2000 users
	Remote sites (with survivability)	32 (32)	32 (32)

Depends on OpenTouch BE settings and deployed options

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Enterprise