

ALCATEL-LUCENT OPENTOUCH BUSINESS EDITION

RELEASE 1.2

The Alcatel-Lucent OpenTouch™ Business Edition, a SIP-based communication server, provides a full-featured conversation platform in a single, all-in-one system.



ALCATEL-LUCENT OPENTOUCH SUITE

Alcatel-Lucent OpenTouch is a converged multimedia communications suite that helps turn enterprises' communications into collaborative conversations and business services.

The OpenTouch Suite offers a seamless user experience based on natural conferencing capabilities across devices and locations. It delivers native multimedia, such as video, voice, Instant Messaging (IM), presentation sharing and multidevice conversation services, including mobility, to help users better engage with customers, partners and peers, improving their productivity at work.

ALCATEL-LUCENT OPENTOUCH BUSINESS EDITION

The OpenTouch Business Edition allows companies with up to 1,500 users to access multimedia and multiple devices with seamless communications at a very affordable cost: conversation services and business communications are delivered in a single, all-in-one appliance or virtualized software. Based on virtualization technology, the OpenTouch Business Edition embeds the Alcatel-Lucent OmniPCX™ Enterprise Communication Server to provide rich telephony features and high availability for mission-critical sites.

FEATURES

- Conversation services on application-enabled devices:
 - Alcatel-Lucent OpenTouch™ Conversation for iPad®
 - Alcatel-Lucent OmniTouch™ 8082 My IC Phone
 - Alcatel-Lucent OmniTouch My IC Desktop for PC
 - Alcatel-Lucent OmniTouch My IC Mobile for smartphones
- Conversation services with integrated multimedia conferencing and presence
- Embedded voice-activated video switching and web conferencing
- Interworking with room-based and multipoint video equipment
- Business communications services, including attendant, routing and messaging services
- Instant Messaging (IM)
- Embedded voice-centric customer services and multimedia customer service integration
- Infrastructure flexibility and software scalability
- Rapid session shift
- Unified user management

BENEFITS

- Offers smartphone and tablet experience in professional offices
- Enables virtual teams across sites with rich multiparty communications, including high-definition (HD) video, bringing together room-based meeting participants and desktop users
- Improves efficiency in employee communication and reduces communication costs across sites, at the desk, on site or off site
- Increases customer satisfaction by improving call resolution while optimizing support resources
- Enables centralized or decentralized IP configurations and any mix of IP, TDM, SIP and analog endpoints, minimizing additional investment and enabling a smooth migration
- Offers multimedia, standards-based openness and interoperability
- Delivers conversation continuity across any device and media
- Reduces operating costs and improves business efficiency

TECHNICAL SPECIFICATIONS

Architecture integration

- Industry-standard 19-in. rack-based appliance server
- Software delivery over VMware ESXi 5.0 or vSphere 5.0
- Open SIP-communication architecture

Advanced telephony services

- Embedded OmniPCX Enterprise Communication Server
- Device support: SIP, IP, TDM, analog, DECT, IP DECT and WLAN
- Trunk interface support: TDM, analog and IP/SIP
- OmniTouch 8082 My IC Phone smart desk phone
- Manager/assistant delegation application
- Dial-by-name with universal directory lookup, including external LDAP
- Automated attendant with text-to-speech (TTS) capabilities

Messaging services

- Voice mail
- Unified messaging
- Visual voice mail

Unified communication and collaboration

- One-number services, multi-device routing profiles
- Rapid session shift between devices
- IM, rich presence, favorite list management
- Desktop-PC SIP VoIP softphone
- Embedded multiparty audio and web conferencing with software video switching
- Application sharing, desktop sharing
- Whiteboard and webinar presentation mode with annotation
- Integration with market-leading directory and e-mail solutions

Mobility

- Intuitive and visually elegant access to unified communication and collaboration from OpenTouch Conversation for iPad
- Business telephony services on smartphones: Android™, Apple® iPhone®, RIM® BlackBerry®

Security and high availability

- Redundancy through VMware H.A
- 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

Fax services

- Mail-to-fax and fax-to-mail
- Microsoft® Outlook® integration

Contact center

- Embedded Call Center Distribution (CCD) and Call Center Supervisor (CCS)
- External Genesys™ Compact Edition server

System management

- Unified user management
- Accounting, real-time performance monitoring, alarm

Network topologies

- Centralized multisite, up to 32 media gateways and 5 network nodes

Complete openness

- Web services
- Ticket-collector and management API

Table 1. System limits for different OpenTouch Business Edition (OTBE) packages

		OTBE 500	OTBE 1500
Telephony	Devices	1000	3000
	Users	500	1500
Contact center	Agents	50	75
	Supervisors	5	8
Management	Managed users	500	2000
	Simultaneous management clients	2	5
	Entries in directory	6000	10,000
	Tickets in database	2 million	2 million
	Managed OmniPCX Enterprise systems	5	5
Unified communication	My IC, OpenTouch Conversation users	500	1500
Messaging	Number of voice mail boxes	500	1500
	Voice mail storage (hours)	300	1000
	Maximum messages	500,000	500,000