COMMUNICATIONS PRODUCTS

Alcatel·Lucent
Enterprise

SMALL AND MEDIUM BUSINESSES

OMNIPCX OFFICE RICH COMMUNICATION EDITION (RCE)

Powerful Communication Server
OmniPCX Office RCE Compact, Small, Medium, Large

SIP at the core

SIP, ISDN/PSTN, Internet

OPENTOUCH SUITE, APPLICATIONS

My IC Plugin for Outlook
An Outlook plug-in

MOBILE APPLICATIONS
OpenTouch Conversation for iPhone, Android and Windows Phone
Voice over IP for iPhone and Android

COLLABORATIVE APPLICATIONS
PIMPhony Basic, Pro/Touch, Team, Attendant
Personal Communication Manager

My IC Web
Web application

CUSTOMER INTERACTIONS

- Greeting messages
- Phone & PC-based Attendant console
- Automated Attendant & Multiple Level AA
- Personal Assistant
- Voice mail
- Call Center Office
- Smart Call Routing

- Integrated Hospitality solution:
  - Management of up to 200 guest rooms
  - Standard hotel features (check-in/out, pre-payment, wake-up...)
  - Enrich ecosystem with powerful Wi-Fi® ecosystem

DDI/CLI of the company

Welcome

Tree 1   Tree 2   Tree 3   Tree 4   Tree 5

Categorize and monitor any calls

MID AND LARGE ENTERPRISES

OPENTOUCH CONVERSATION APPLICATIONS

OpenTouch Conversation
- Unified Communications and Collaboration (UCC)
- Multimedia conversations
- Stay connected, be notified
- Work securely from anywhere
- For PC and Smartphone
- For employees and guests (conferencing)

One
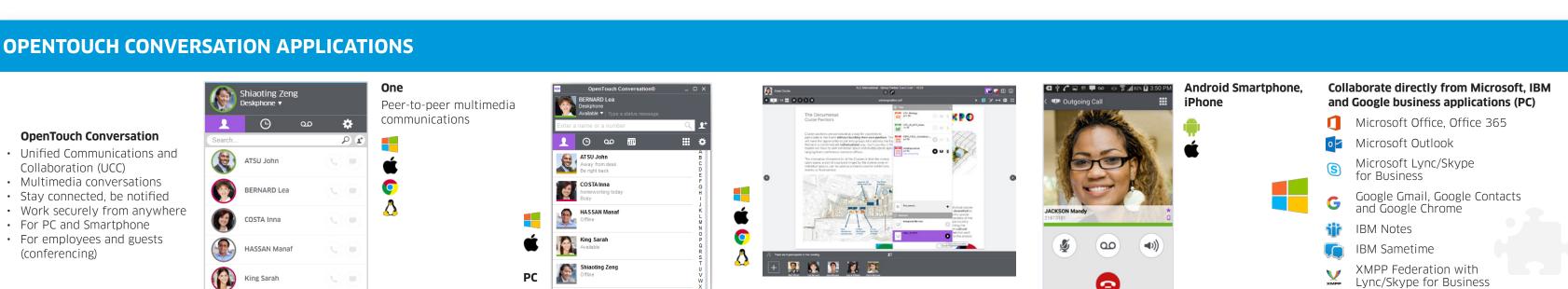Peer-to-peer multimedia communications

PC
Full UCC, multi-party, multimedia communications

Web
Conferencing for guests and employees

Android Smartphone, iPhone

Collaborate directly from Microsoft, IBM and Google business applications (PC)
- Microsoft Office, Office 365
- Microsoft Outlook
- Microsoft Lync/Skype for Business
- Google Gmail, Google Contacts and Google Chrome
- IBM Notes
- IBM Sametime
- XMPP Federation with Lync/Skype for Business

OPENTOUCH SUITE, APPLICATIONS AND PLATFORMS

OpenTouch Message Center
Scalable centralized voicemail

4645 Voice Messaging System
Integrated voicemail

OpenTouch Fax Center
Centralized fax management

OmniPCX RECORD

OmniPCX RECORD Suite
Call recording and screen capture

OpenTouch Notification Service
Centralized alarm and notification management system

OmniPCX Enterprise Communication Server
Business communications, centralized and distributed networks

OpenTouch Multimedia Services
Unified Communications and Collaboration, scalable virtualized design

OpenTouch Session Border Controller
Flexible perimeter defense solution for SIP conversations

IP Premium Security Module SSM/MSM
Secure business communications

OpenTouch Business Edition
All-in-one solution:
- OmniPCX Enterprise
- Unified Communications and Collaboration
- Contact Center
- Embedded management suite

OmniVista 8770 NMS
Modular network management

PLATFORMS

CUSTOMER INTERACTIONS

4059 IP Attendant
Entry PC console

OmniTouch 4625 Contact Center Interactive Voice Response
Easy-to-use IVR solution

4059 Extended Edition Attendant Console
Professional Welcome PC application

Visual Automated Attendant
Automated 24/7 call routing and greeting

OmniTouch Contact Center SE
Supervision and distribution management

OpenTouch Customer Service
Modular multimedia, social media Contact Center solution

Select your service

OpenTouch Customer Service plug-in
Leverage OmniTouch Contact Center SE with new channels (chat, email, social media, fax, SMS)

Soft Panel Manager
Contact Center statistics and business data display in real time

Third-party solutions via the Alcatel-Lucent Application Partner Program (AAPP)
https://applicationpartner.alcatel-lucent.com

CLOUD, INDUSTRIES

CLOUD

OpenTouch Enterprise Cloud
A comprehensive solution that enables Cloud Service Providers, Systems Integrators and Resellers to deliver a set of SaaS (IPTaaS, UCaaS, CCaaS, etc.) in virtual private mode (multi-instances)

OpenTouch™ Enterprise **Cloud**

Technology	Model	Services	Ecosystem
• Communication server	• Right to use (OPEX)	• Business support	Partners for:
• Unified Communications	• Consumption-based cost model	• Reference architecture	• Virtualization (VMware)
• Contact Center	• Elastic and modular licensing	• Technical consulting	• Self-service (KURMI)
• IPV6/API Server	• Transform to Cloud program	• Mentoring	• Security (BlueCoat, Fortinet, AudioCodes, Thales)
• Virtual machines, 100% SW based		• Advanced services	
• Automation, Orchestration			
• Zero Touch deployment			

HOSPITALITY AND HEALTHCARE SOLUTIONS

Hospitality
- **Guest mobility and connected rooms:** mobile guest app, eConcierge integration, Smart Guest Applications (hotel services on IP phones, automation and doorcam integration), SIP room phones with custom faceplates
- **Employee mobility & collaboration:** mobile apps and terminals, front desk and back office terminals, collaboration solutions, Enhanced operations: multimedia customer service, emergency management
- **Pay-per-use and occupancy:** converged voice and data solution, on-premises, or in the cloud and based on occupancy rates

Healthcare
- **Patient welcome:** real-time statistics and Visual Automated Attendant
- **Making appointments and sending reminders:** Contact Center offerings
- **Patient experience and comfort:** BYOD with the Mobile Guest Softphone and room automation control via Smart Guest Applications
- **Patient security:** OpenTouch Notification Service to secure alarm workflows
- **Nurses mobility:** DECT/WLAN terminals and Smart Apps
- **Physicians real-time multimedia collaboration:** web conferencing with OpenTouch Conversation for PC, video through 8088 Premium DeskPhone and IP Desktop Softphone for easy onboarding of non residents
- **Highly resilient network and communications infrastructure**

Guest/employee mobile apps

Smart Guest apps

Customized SIP phone faceplate

MOBILE HANDSETS

8212   8232   8242   8262

8118

8128

DECT handsets
- Rich business telephony
- Easy roaming
- Alarms, notification geo-location integration (8242)
- IP65 rugged design, Lone Worker Protection (8262)

Wireless LAN handsets
- Rich business telephony
- 15h talk time
- Push-to-talk (8128)

DESKPHONES, IP DESKTOP SOFTPHONE

8088

8082

Smart DeskPhones
- Wideband audio
- HD Video with built-in camera (8088)
- 7" touch screen
- OmniPCX telephony (8082)

8068

8038/8039

8028/8029

Premium DeskPhones
- OmniPCX telephony
- External keyboard
- Bluetooth handset (8068)
- Backlit screens
- IP and Digital models

8018

4018/4019

8001

DeskPhones
- OmniPCX telephony
- SIP telephony (8001)
- Any IP network flexibility
- Low TCO centralized management
- Gigabit Ethernet PC-through (8018, 4018)

IP Desktop Softphone
- OmniPCX telephony
- VoIP: LAN, off-site via company VPN
- 8068 Premium DeskPhone emulation
- PC: Windows OS, Mac OS X
- Smartphones and tablets: Android, iOS

4315 IP Conference Phone
- Audio suitable for large rooms
- Directory lookup

8115/8125 Audioffice
- Plug-and-play audio conferencing
- Ultimate office sound system
- Optional USB handset for smartphones

Accessories
- Add-on modules
- Premium Add-on clip for add-on modules
- Headsets