



ALE

Where
Everything
Connects

Alcatel Lucent Enterprise Solutions & Assets

2019

AGENDA

COMMUNICATIONS SUMMARY & RAINBOW HYBRID CLOUD
POINTS WHERE WE DIFFERENTIATE
PHONES PORTFOLIO & CLOUD EDITION DESK PHONES
COMMUNICATION SOLUTIONS & WHAT IS NEW?
CUSTOMER REFERENCES

Alcatel Lucent
Enterprise



ALCATEL LUCENT ENTERPRISE COMMUNICATIONS “AS A SUMMARY”



COMMUNICATIONS "AS A SUMMARY"

2

Hosted / On Prem.
Applications



1

Hosted / On Prem.
Robust Corporate
Telephony



3

UC in the Cloud
(UCaaS) &
Communication
Platform (CPaaS)



Deskphones over Internet



- OMNIPCX ENTERPRISE
- OXO CONNECT
- RAINBOW
- APPLICATIONS

ALCATEL LUCENT ENTERPRISE RAINBOW HYBRID CLOUD

Alcatel Lucent
Enterprise



Communications?

85%

Enterprises expect to better
connect
to people, to devices and to processes

WAINHOUSE
Research

September 2018
Sponsored by ALE

SO HOW TO CONNECT BETTER?

Mobile. Borderless. Enterprise Grade

Digital Transformation. Openness.

Bots. AI. IoT



Employees

Customers,
Citizen



One ALE Cloud solution : RAINBOW
With 2 Options : UCaaS & CPaaS

Hybrid. Le

Unified Communications as a Service [UCaaS]



Hybrid Cloud Telephony/UCaaS

- Integration with telephony system on-prem
- Mobility usages
- Collaboration usages
- Traffic (PSTN, conference)



Communications Platform as a Service [CPaaS]



BUSINESS APPS INTEGRATION

Operations efficiency, easy integration of cloud based communications services into business apps



CUSTOMER ENGAGEMENT

Integration of real time communications in mobile apps or websites



RAINBOW UCaaS

TRUE DIGITAL COLLABORATION

Persistent group chat

File exchange

Instant Messaging

Channels

Audio, video, screen sharing

Deskphone click-to-call, call pop-up

Conferencing



Mobile workers

*Real-time interactions
from mobile, PC, MAC
or web client*



Borderless



*Everyone in your business
community can Rainbow
with your employees*

Video Conferences

Business calls on mobile and PC

Connected

*Unified experience with
Business Phone, Directory,
Email. 3rd party Comm.
Servers support*

Click-to-call and dual ringing with mobile

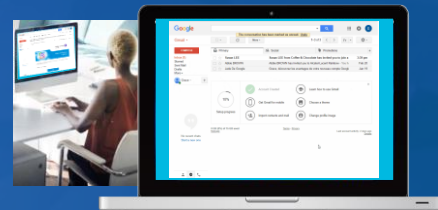
RAINBOW UCaaS OFFER

Rainbow Premium user subscriptions

Monthly /
Yearly prepaid

Yearly Prepaid

Freemium



Guest user can:

- Chat within a group/meeting
- Share large files
- Join instant web conference
- Join phone meeting using local dial-in number

Rainbow Essential

For external guests
or occasional corporate users

Rainbow Business (2€ per user/month)
Rainbow Enterprise (4€ per user/month)

For all employees

Team collaboration made easy

Mobile workplace everywhere

Rainbow Ent. Conference

For meeting organizers

Dial-in from all over the world

CPaaS USE CASES THAT WE HAVE SOLD

Retail: from physical to digital

Retail Store



Employees



Trigger: Missed call



1
Customer outside the store



2



3

Escalate to SMS

Monitor & take action

#client : sends SMS to customer

Or IM if customer in the bubble

Engage in a bubble



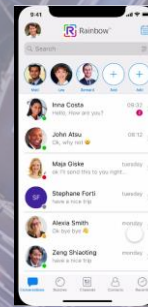
Monetization:

- Price per employee per month
- Price per SMS sent

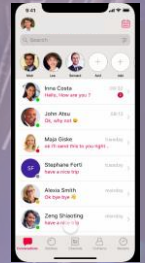
Banking: promote company image



Self-service portal



Customize the application on the portal.



Application is published and maintained as a service.



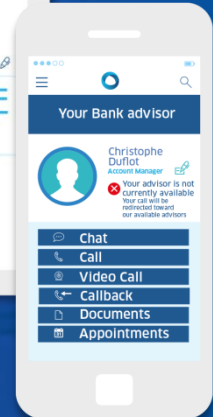
Monetization:

- Fixed fee for app publication service
- Price per app per month



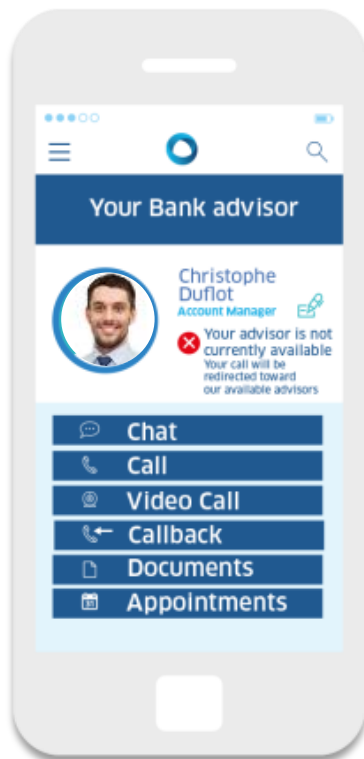
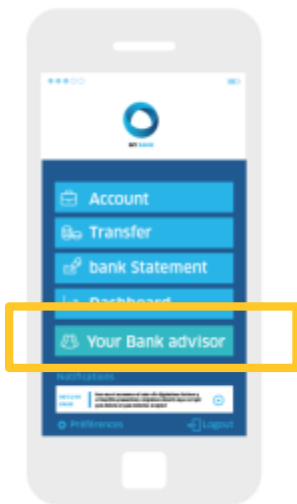
CPaaS FINANCE: INTEGRATE COMMUNICATION INTO THE ENTERPRISE MOBILE APPLICATION

- Large bank in Spain enables its 500,000 priority customers to directly interact with their advisor via voice, video or text over a secure, authenticated connection using the bank's mobile app
- Rainbow API's ease integration and enhance functionality in bank's portal
- Bank maintains relationship with customer, avoiding loss to other intermediation platforms



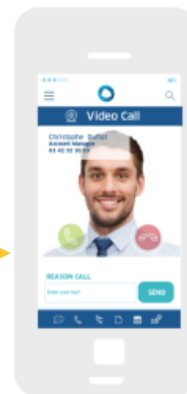
RAINBOW CPaaS FINANCE: Mobile app integration example

Add real-time efficiency to your customer's app or web site



Improve Customer Experience

Chat Bots
Natural Language Processing



Live interactions
audio+video



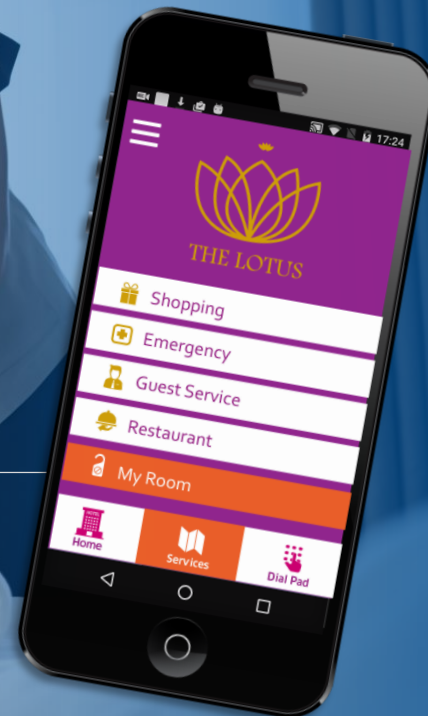


RAINBOW CPAAS HOSPITALITY USE CASE



Large Asian hotel chain with over 300K rooms saves money by optimizing cleaning cycle time and making rooms available quicker

“Rainbow APIs establish a direct connection between guests and the external cleaning crews to report when a room needs to be cleaned and then monitor execution and quality.”

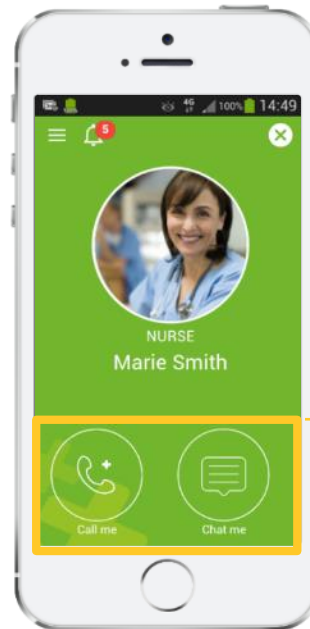
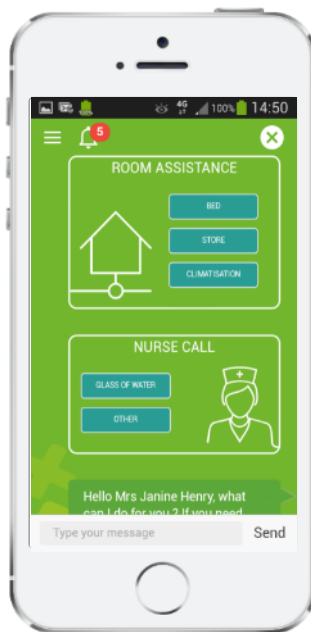


RAINBOW CPaaS HEALTHCARE: Mobile app integration

Add real-time efficiency to your **customer's app** or web site

- **Domain:** Healthcare
- **Purpose:** Add real time communications to service-oriented patient applications
- **Benefits:** Improve the work of care givers, keep the binding with the patient (Patient Wellbeing = better recovery)

Improve Patient Experience



Real-time chat with the nurse:
Audio call or Chat



True Digital Integration



Business-friendly

Zero-advertisement
Data privacy
Integrated with your
business communications



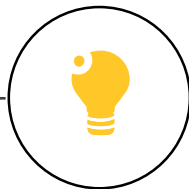
Open

Standard-based APIs
and open to the
developer community
for continuous innovations



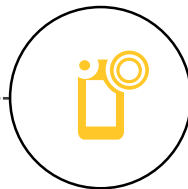
Add real-time
to web servers

SDK for web



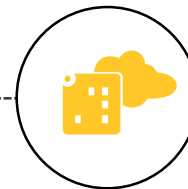
Automate interactions
with Bots

SDK for Node.JS



Add real-time to
mobile apps

SDK for Android



Connect to your
infrastructure

REST API

Rainbow API Hub CPaaS



Our Pre-built CPaaS Solutions

Rainbow Store



- Assets available for purchase with a price tag (example : price per user per month)
- Available for purchase inside Rainbow with Rainbow subscriptions
- Examples of connectors we are working on →
- We will also add pre-built bots to the store
- First items available in Rainbow Store in Q3-19

GSuite



slack

servicenow

Microsoft Dynamics



moodle

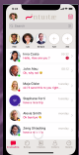
Blackboard

canvas

Rainbow Building blocks



- Assets available for projects with a pre-defined pricing model (example : upfront value + recurring price per user)
- Available for purchase as a service engagement initially
- Availability depends on the building blocks (starting Q2-2019)
- Examples of building blocks :



Custom applications portal
Vertical applications portal



Chatbot flows and templates



SMS & Phone numbers
Landline texting



Rainbow Workflow

Alcatel-Lucent
Enterprise



RAINBOW, ENTERPRISE-GRADE CLOUD SERVICES

Operated by ALE
Enterprise expert



Strict Data Privacy Policy

Local Datacenters

HDS agreement

GDPR compliance

ISO27001 certification

Personal Data not used for
commercial or marketing purpose

> Check-out Rainbow Data privacy [here](#)



Full Governance Control

Provision users

Manage subscriptions

Authorize federations

Corporate directory integration

All from a web portal



Leverage your assets

Hybrid Cloud :

Connect on-premise

company assets to the Cloud.

*Connect to multiple platforms
and vendors.*



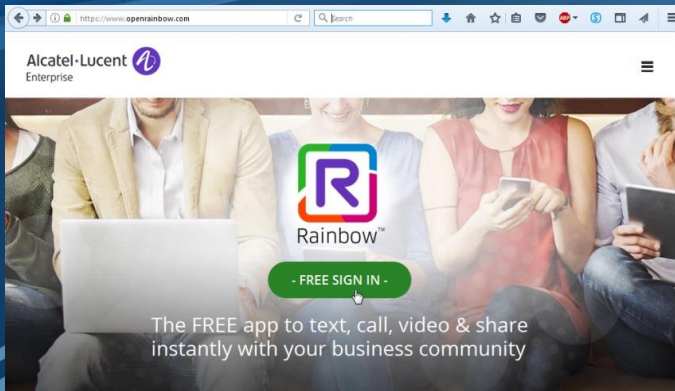
CREATE YOUR FREE ACCOUNT... NOW!



In less than 2 minutes

Get your Rainbow account

Visit
<https://www.openrainbow.com/>



Download the application

Download Windows desktop app
Download Mac desktop app
Download iOS mobile app
Download Android mobile app

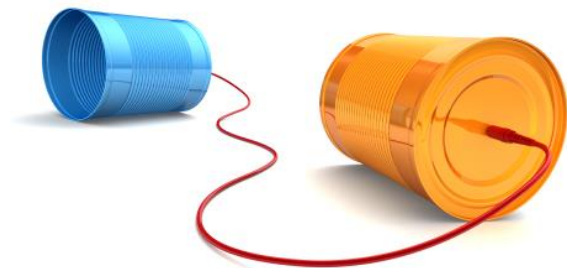


ALCATEL LUCENT ENTERPRISE POINTS WHERE WE DIFFERENTIATE



PHONE VERSATILITY !

ALL PHONE TECHNOLOGIES FROM PAST TO PRESENT



Analog



TDM



IP



SIP



DECT



Wi-Fi



IPHONE
ANDROID

TABLETS

WINDOWS
MAC

SoftPhones



Video Phones



POINTS WHERE WE DIFFERENTIATE !



TDM DECT



IP DECT

**UNIQUE
DECT SOLUTIONS**



8212



8232



8242



8262

**COMPLETE DECT RANGE
FOR ALL NEEDS**

**ALERT NOTIFICATION
INTEGRATIONS**



POINTS WHERE WE DIFFERENTIATE !



**ENERGY
MATTERS !**

**ALE IP PHONES
CONSUMES UP TO 3
TIMES LESS
ENERGY**

**WHEN COMPARED WITH
COMPETITORS !**



POINTS WHERE WE DIFFERENTIATE !



**SEARCH FROM
KEYBOARD**



**BLUETOOTH
HANDSET**



 Energy
Efficient
Ethernet

**802.3 AZ
802.3 AF**

PHONES PORTFOLIO & CLOUD EDITION DESKPHONES



WIRED TERMINALS

BLACK & WHITE
SCREEN

COLOR SCREEN

8018



NOE SIP
2,3 INCHES

8028s



NOE SIP
2,8 INCHES

8058s - 8068s - 8068s BT



NOE SIP
3,5 INCHES

8078s - 8078s BT



NOE SIP
5 INCHES

8088 - 8088 BT



NOE SIP
7 INCHES

WPL PRICING

219 € WPL

299 € WPL

349 € WPL
469 € WPL
569 € WPL

549 € WPL
649 € WPL

631 € WPL
707 € WPL

WIRED TERMINALS (WHAT IS NEW?)

ENTRY LEVEL
DUAL STACK
SIP & NOE



149€ WPL

8008

10/100/1000
DUAL ETH.
REPLACEMENT
OF 4018



179€ WPL

8008G

VPN
CONNECTIVITY



WIRED TERMINALS (WHAT IS NEW?)

NOE
TELEPHONY
ON TOP OF
ANDROID



8088v2



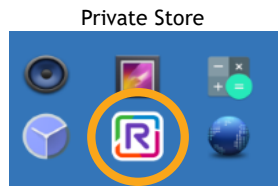
ANDROID OS
OPENNESS
& APPS



RAINBOW
APPLICATION
FOR VIDEO



Private store (external / embedded)
mode



Swipe



NOE app

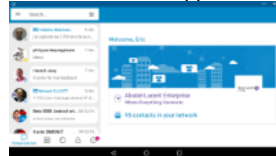


'rainbow' mode

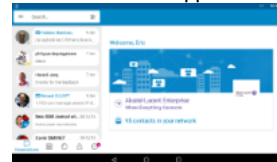
NOE app



Rainbow app



Rainbow app



Rainbow
key



CLOUD EDITION PHONES PORTFOLIO (WHAT'S NEW?)

STRONG PARTNER DEMAND

ALE ANSWER

1

'ALE Made'

'German' Quality and 'French' Design

2

Broader Go To Market

Selling ALE phones for cloud 3rd parties

3

Leveraging ALE Outreach

ALE proximity, Worldwide presence



Address this SIP phone market

Become a significant player



Develop a dedicated range

Attractive Pricing

Certified with TOP leading SIP platform Providers



Differentiate with audio quality

Differentiate with unique features

Differentiate "a la carte" customization

CLOUD EDITION PHONES PORTFOLIO (WHAT'S NEW?)

Phones for Cloud PBXs, as next opportunity



8008 CE

3MG08010CE



8008G CE

3MG07081CE



8018 CE

3MG27201CF



8058s CE

3MG27203CE



8068s CE

3MG27204CE



8078s CE

3MG27205CE

WPL	69 €	89 €	109€	199€	219€	249€
Built-in differentiating experience	Compact, 2x3 context. Keys, Hands-free mode, Wideband handset	⊕ backlit display, GE PC-through	⊕ Compact size, 1 USB port, speed-dial keys,	⊕ Color screen, Ambient light sensor	⊕ Bluetooth	⊕ Bluetooth Touch screen, touch navigation
Connectivity	RJ9 headset		USB headset	⊕ Alphabetic keyboard	Bluetooth wideband handset, Bluetooth headset	Bluetooth wideband handset, Bluetooth headset
3rd Party Accessories				Key add-ons, USB, 3,5mm Jack headsets		

A PHONE **DIFFERING** FROM OTHERS

ROBUST PHONES

No Scratches-No Cracks
HIGH-QUALITY PLASTIC COATING

ERGONOMIC handset

PROPER Rules ASSEMBLY
of out and inner components
(use of connector wire vs soldering wires)

ALE
Uniqueness

At your View
ADJUSTABLE metallic foot stand
25° to 60°

ALE
Uniqueness

- ✓ Power over PC
- ✓ Phone as a Voice Hub



Clever Accessories

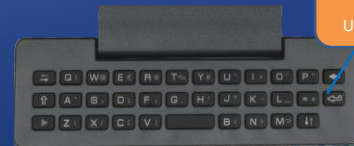
ALE
Uniqueness

Walk around
Bluetooth 4.1 Handset



Calling by Name
Magnetic keyboard
(in 4 versions: German, Nordics, Intl., French)

ALE
Uniqueness



AN UNRIVALLED **AUDIO - SUPER WIDEBAND**

ALE Uniqueness

Super wide band Ready
Wired and wireless handset



End 2019

OPUS Codec Super wide band

Super wide band Ready
Chamber

YOUR Ears deserve the best audio quality ever
TEST Yourself*....



Yealink T58V



Polycom VVX320

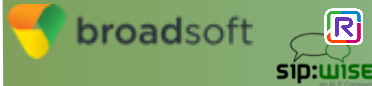


*Double Talk performance done in ALE labs. A calls B: Both are in handsfree mode. Phone A is in a noisy environment. Phone B in a quiet environment. Voice A. is recorded. Test done in real life usage: A at 50 cm then 75 cm of his phone, speaking while moving around. (Double Talk Performance)

3RD PARTY CLOUD PBX CERTIFICATION ROADMAP

AVAILABLE NOW

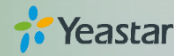
Official
Platform Certification



Q2'19

metaswitch

Q3'19



Q4'19 Plan



WIRELESS TERMINALS

ASSISTANTS, RETAIL STAFF, WHITE COLLAR

FACTORY
BLUE COLLAR

NUCLEAR
PLANTS



8212
DECT

LOW
COST



8232s
DECT

AGAP
ENTRY
LEVEL



8242s
DECT

LARGE
SCREEN



8118
Wi-Fi

WLAN
ENTRY



8128
Wi-Fi

WLAN
COLOR
SCREEN



8128 SE
Wi-Fi

SIP
COMPLIANT
WLAN



8262
DECT

INDUSTRIAL
IP65



8262 Ex
DECT

EXPLOSION PROOF
ATEX CERTIFIED



WPL PRICING

99 € WPL

234 € WPL

354 € WPL

332 € WPL

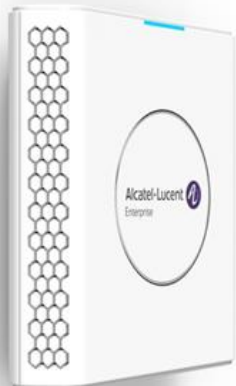
452 € WPL

452 € WPL

684 € WPL

1845 € WPL

WIRELESS TERMINALS (WHAT IS NEW?)



8378 IP-xBS
DECT
BASE STATION

UNLIKE 8340 IP DECT,
IT IS OUR OWN PRODUCT
IT IS NOT OEM !

HANDOVER / ROAMING
SUPPORT WITH EXISTING
4070 IBS (UNDER OXE)

AGAP&GAP COMPATIBLE
HIGHER CALL DENSITY THAN
COMPETITION

NO MORE DAP NEEDED !
BUILT IN MANAGEMENT FROM
COMM. SERVER

MULTICAST IS NOT NEEDED !
UNICAST COMMUNICATION

NEW UP-LIMITS
FOR OXO CONNECT
80 IP-xBS & 200 DECT

NEW UP-LIMITS FOR OXE
2032 IP-xBS & 5000 DECT



COMMUNICATION SOLUTIONS & WHAT IS NEW?

Alcatel Lucent
Enterprise



WHAT WE CAN OFFER?



**ON-PREMISE
SOLUTIONS**

**OXE, OTMS, 8770,
OMNIPCX RECORD,
CALL CENTER, OTNS,
OT-SBC, ETC.**

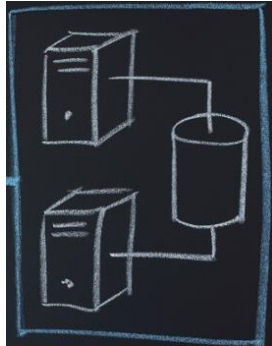


**HYBRID
SOLUTIONS**

COMMUNICATIONS SOLUTIONS ARE CAPABLE OF:



**ONE NUMBERING PLAN
ON ALL LOCATIONS**



**HOT-STANDBY MECHANISM
ADVANCED REDUNDANCY**

**%99,999
UP-TIME
TELCO GRADE**



MANAGEMENT MATTERS !



Active Directory

A.D. INTEGRATION



**UNLIKE COMPETITION
IT IS OUR OWN SOLUTION**

**CENTRALIZED
USER PROVISIONING**



**CENTRALIZED
METERING / CDR**



**CENTRALIZED
ALARM MANAGEMENT**



COMMUNICATIONS SOLUTIONS ARE CAPABLE OF:

END TO END **ENCRYPTED** CALLS



**FULLY VIRTUALIZED
INFRASTRUCTURE**



**APPLIANCE
SERVERS**



**ADVANCED BACK OFFICE
SOLUTIONS**



**COMMON AND/OR
CRYSTAL HARDWARE**



COMMUNICATE FROM ANY DEVICE WITH ONE NUMBER OPENTOUCH UC OFFER (ON-PREM)



ONE NUMBER

SESSION SHIFT

ANY TYPE OF DESKPHONE

Analog

TDM

IP

...

SECONDARY
PHONE / IPDSP



DECT

Wi-Fi

IPDSP



IPHONE
ANDROID



Wi-Fi

3G/4G

GSM



PC / MAC

Alcatel-Lucent
Enterprise



OMNIPCX ENTERPRISE (WHAT IS NEW?)

END TO END ENCRYPTED CALLS
WITHOUT THALES SSM BOXES !



BELOW IP PHONE MODELS SUPPORTED



8008

8018

8028s

8058s

8068s

8078s

NATIVE
EMBEDDED
ENCRYPTION
ON OXE



BOTH
SIGNALLING
AND VOICE
ENCRYPTED

DTLS & SRTP

CERT.
INSERTION
GENERATED
BY CUST.



OMNIPCX ENTERPRISE (WHAT IS NEW?)

APIs & openness (O2G) <http://opengateway.ale-aapp.com/>

Set of
APIs

For **Telephony, Management** and
Analytics of OXE

Openness

Developers **community**
Architecture for **open**
applications (micro-services)

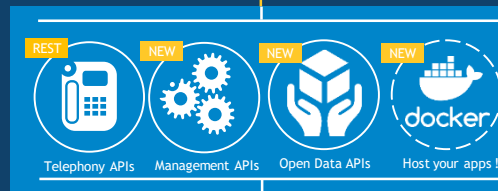
Flexible

Multiple **licensing**
models (CAPEX or OPEX)

O2G : the OmniPCX Open Gateway



YOUR BUSINESS PROCESSES



Your PBX or
PBXs network

API
REFERENCE
DOCS.

GET
SAMPLE CODES
AND PRES.

API
SANDBOX
ACCESS

GET
HELP
FROM
PEERS

OXO CONNECT (WHAT IS NEW?)

OXO Connect Evolution

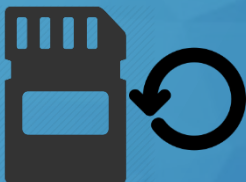
%100 IP BOX
POE POWERED
FAN-LESS



600 GR. ONLY
HALF RACK



LOCAL
BACKUP ON
SD-CARD



UP TO
300 IP/SIP
USERS

UP TO
200 DECT USERS
& 80 IP-xBS

UP TO
120 SIP
TRUNKS

EXTERNAL
FXS GATEWAY
CONNECTION
POSSIBLE



OXO CONNECT (WHAT IS NEW?)

OXO Connect Evolution: Unique Hybrid Cloud Proposition



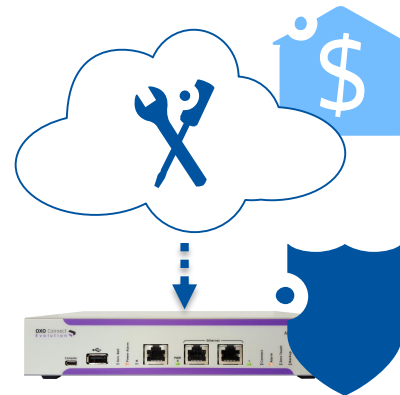
Scalable hybrid cloud communications to support the SMB **growth**

Scalable



A **connected experience** across phones and apps for **mobile, cloud-based collaboration**

Customer-focused

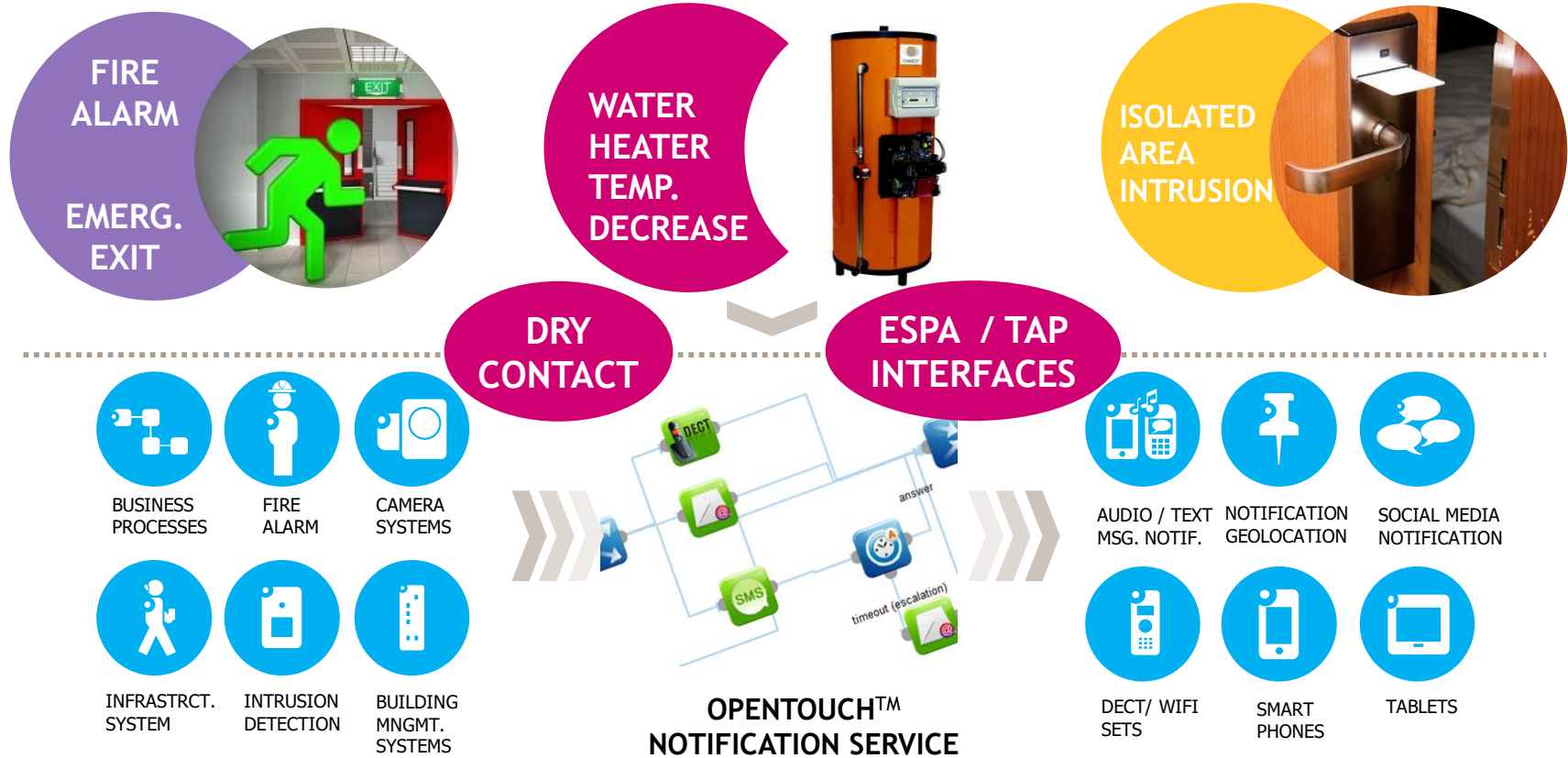


Cost-effective cloud-based **operations** and **reliable** IP communications

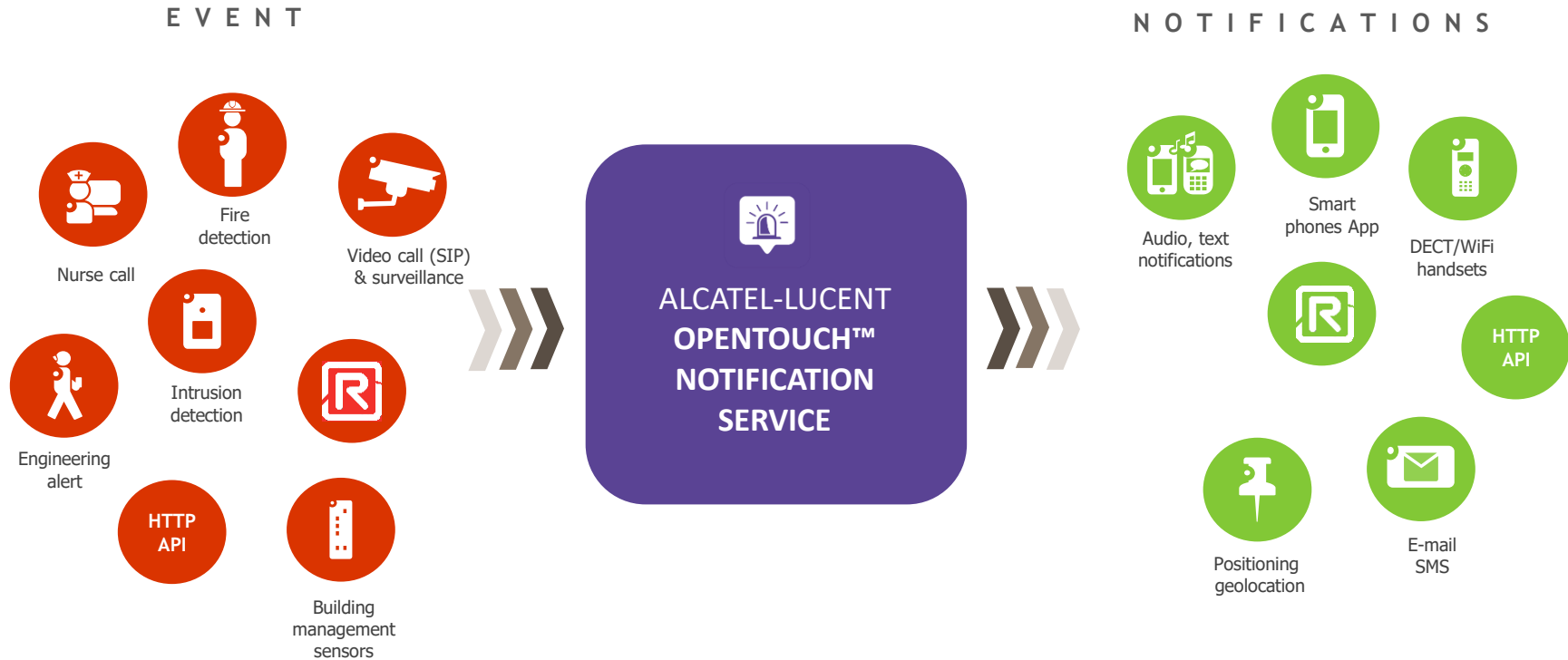
Cost-effective



OPENTOUCH NOTIFICATION SERVICES (OTNS)



OTNS - GENERAL DESCRIPTION

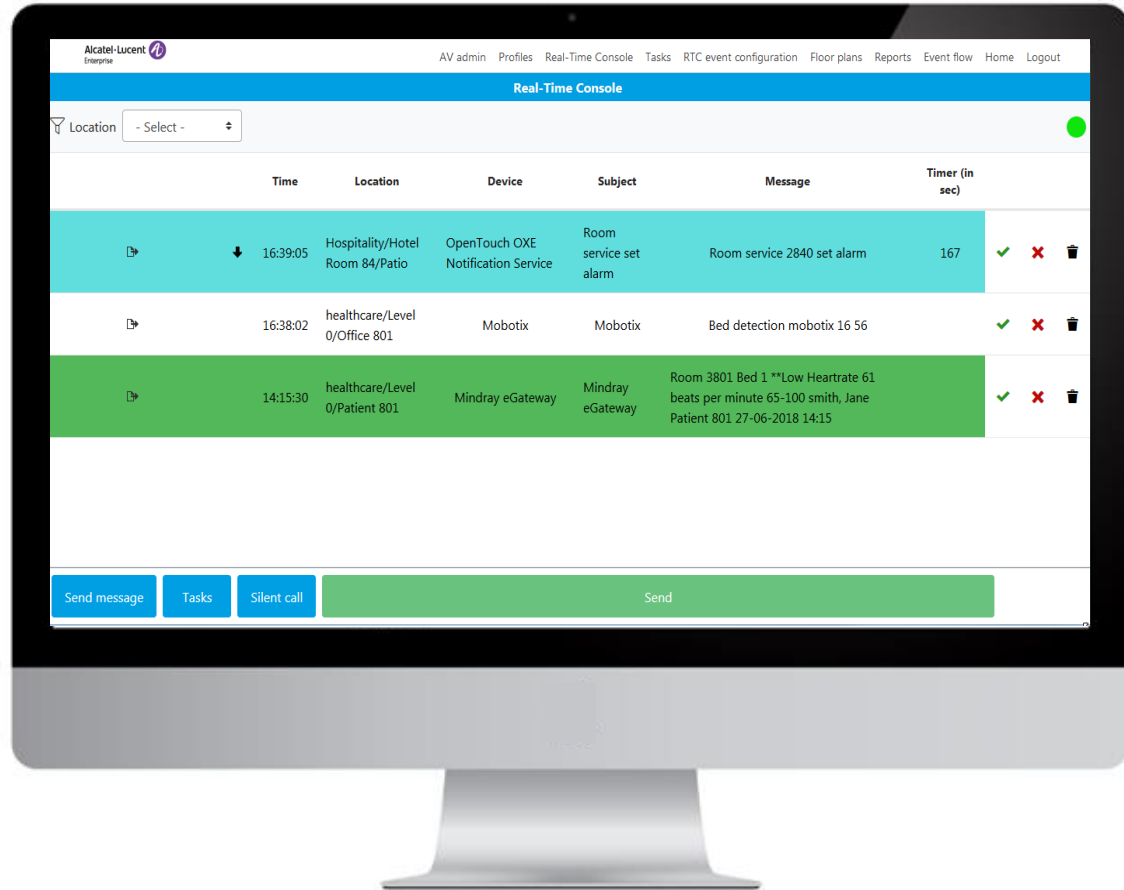


OTNS ECOSYSTEM



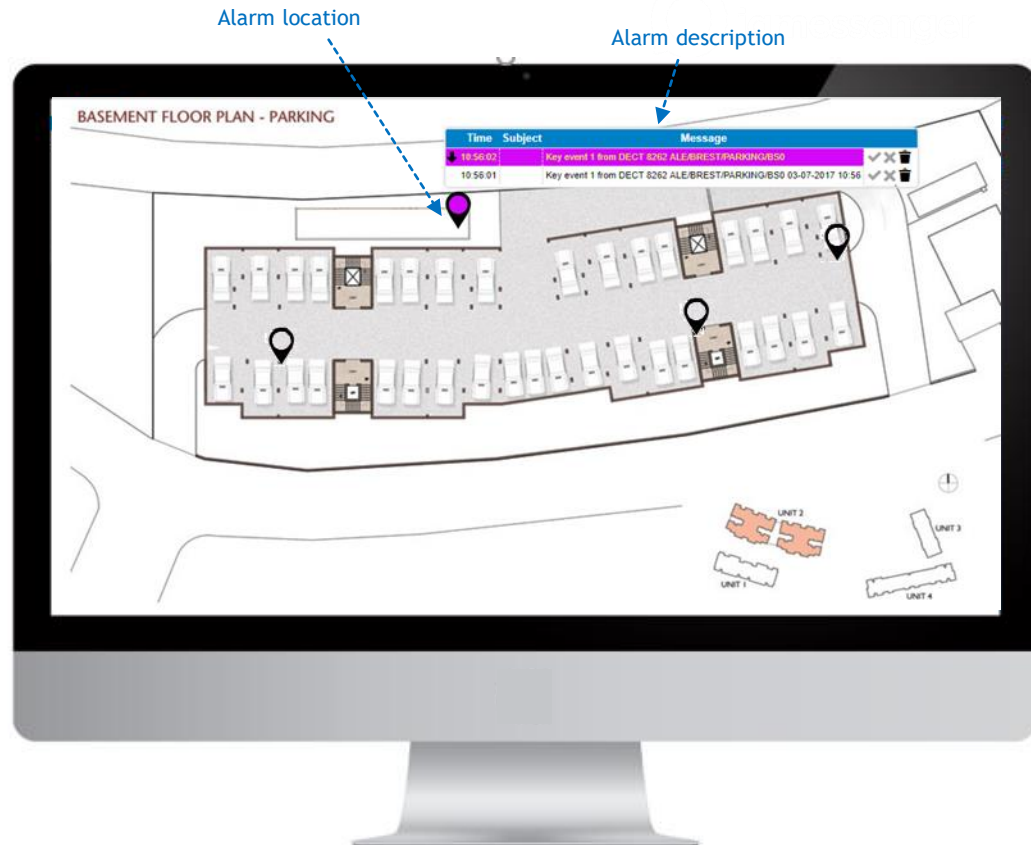
OTNS REAL TIME CONSOLE

- Display of all events in real time
- Selection of Displayed alarm per area
- Possibility to the operator to start a specific workflow directly from the Real Time Console



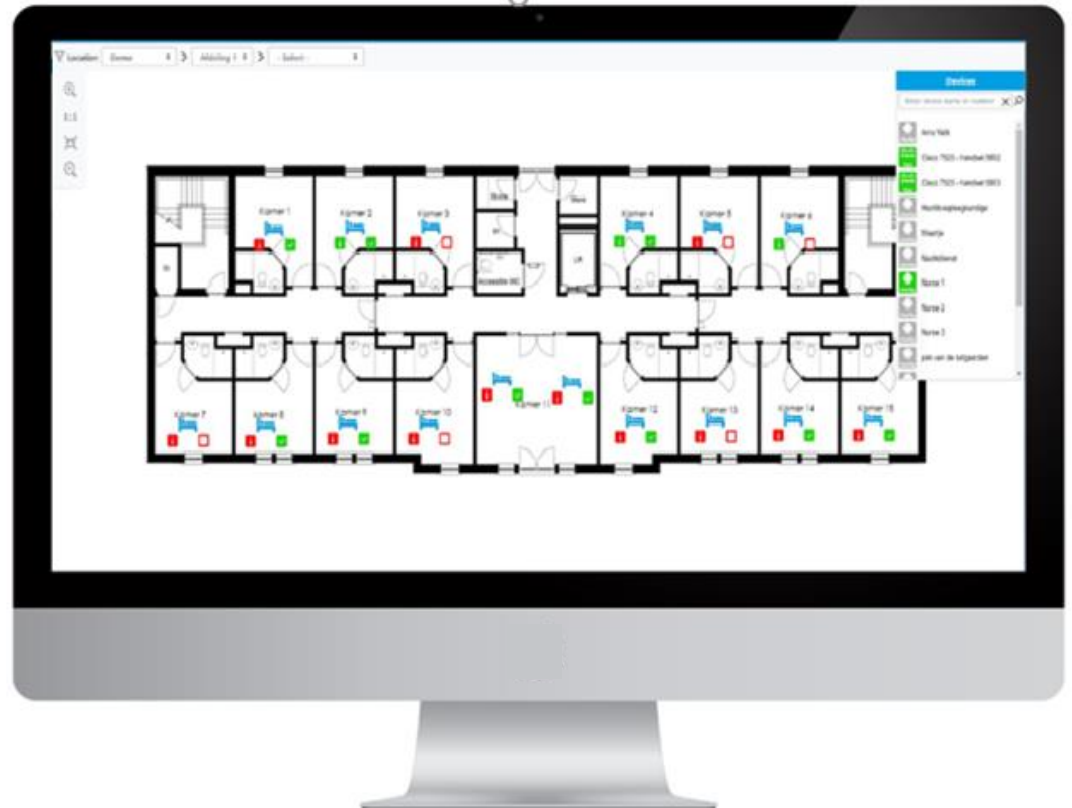
OTNS GRAPHICAL FLOOR PLAN

- Location of events on the map with a pin
- Severity by colors, alarm text displayed, management of the alarm
- Multiple level of map
- One or several device are related to a Pin on the map
- Dynamic for DECT (base station, BLE) and SmartApp (BLE)



OTNS GRAPHICAL EVENT ASSIGNMENT

- Easy drag & drop alarm assignment from the graphical floor plan
- Integrating the EHR system based on HL7 to track movements of patients and adapt automatically the assignment of the event



OTNS REPORTING

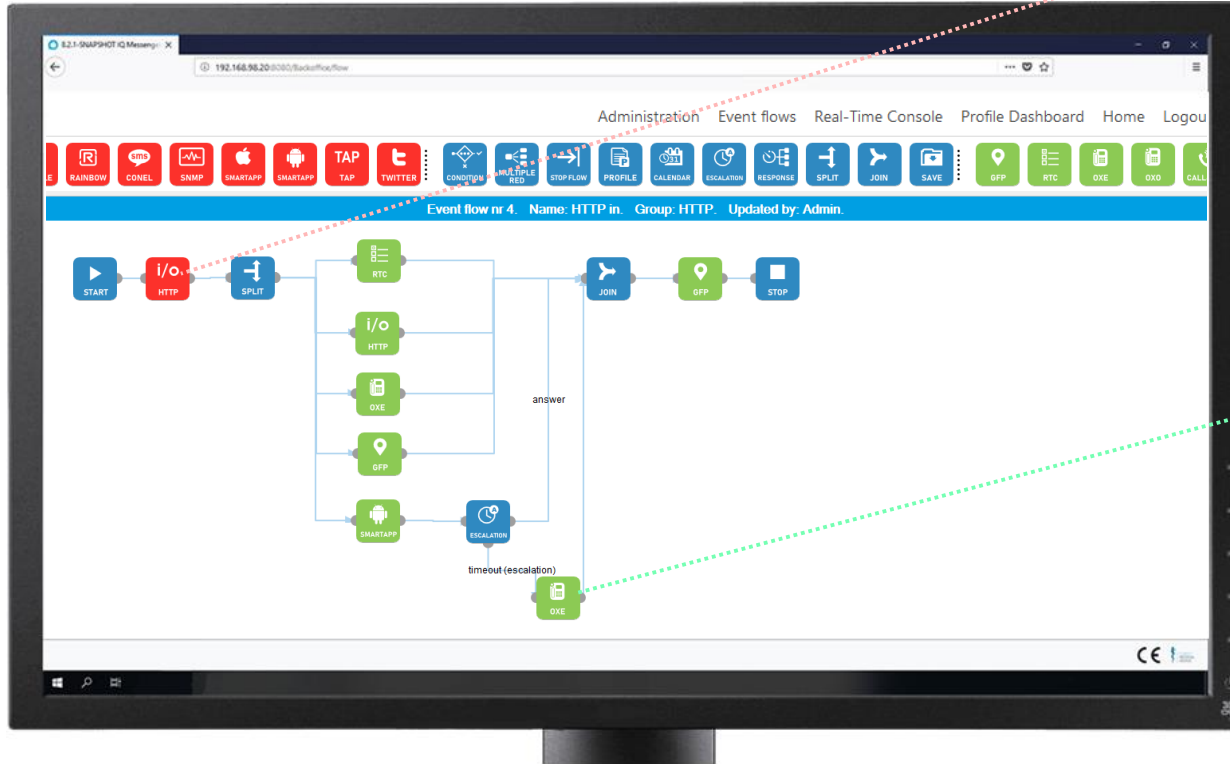
- Details on all started alarm flows
- Filter on date, script name, devices, result, ...
- Export options



The image shows a computer monitor displaying a web application for OTNS Reporting. The interface includes a navigation bar at the top with links for Administration, Export Flow, Reports, Home, and Logout. Below the navigation bar, there is a section for report generation with fields for 'Report created' (11.01.2018 09:07), 'Report created by user', and 'Report period' (11.12.2017 00:00 - 15.01.2018 23:59). The main content area displays a table of alarm flows.

Event Date & Time	Event Source	Event Message	Event Flow	Event Status
12.01.2018 11:07:00.000	Name: I-Over-4 Code: over-4 Device: B0001 Type: SmartApp (enabled)	Param: Over-4	Name: V-ART LongPress Group: V-ART Id: 12.01.2018.11.07.00.000	Started
12.01.2018 11:07:00.000	Type: Publisher to runtime console	Param: Over-4	Name: V-ART LongPress Group: V-ART Id: 12.01.2018.11.07.00.000	Execution
12.01.2018 11:07:00.700	Code: v-edge Type: SmartApp (enabled)	Param: Over-4	Name: V-ART LongPress Group: V-ART Id: 12.01.2018.11.07.00.700	Start
12.01.2018 11:07:00.700	Code: Auto2 Type: SmartApp (enabled)	Param: Over-4	Name: V-ART LongPress Group: V-ART Id: 12.01.2018.11.07.00.700	Start
12.01.2018 11:08:00.000	Code: v-edge Type: SmartApp (enabled)	Param: Over-4	Name: V-ART LongPress Group: V-ART Id: 12.01.2018.11.08.00.000	Execution
12.01.2018 11:08:00.000	Code: Auto2 Type: SmartApp (enabled)	Param: Over-4	Name: V-ART LongPress Group: V-ART Id: 12.01.2018.11.08.00.000	Execution
12.01.2018 11:08:15.700	Name: I-Over-4 Code: over-4 Device: B0001 Type: SmartApp (enabled)	Param: Over-4	Name: V-ART LongPress Group: V-ART Id: 12.01.2018.11.08.15.700	Finished

OTNS ALARM FLOW CREATION



Settings for: Alcatel-Lucent OTNS input

Service: Alcatel-Lucent interface ASO.01

Receive alarm(s) from: 1 [31001 Dect 500] Add

Switched off: ☐

Switched on: ☐

Battery level: 12.5

Is charger: ☐

Out of charger: ☐

Max down: ☐

Shock: ☒

No movement: ☒

Life timer: ☐

Key event: Please select key

Notification call: Please select

Scheduled alarm flow options

Schedule flow: NO

Run flow OK Cancel

Settings for: Alcatel-Lucent OTNS output

Service: Alcatel-Lucent interface ASO.01

Send alarm message(s) to: Please select flow Add

Message type: Single

Callback number: 1200

Callback authorized: ☒

Callback intrusion: ☒

Subject: single alarm

Display message: single alarm test

Voice guide file name: Please select file

Priority call: ☐

Accept DTMF: 1

Reject DTMF: 2

Scroll down DTMF: 3

Callback DTMF: 5

No answer timeout (sec): 30

Waiting DTMF timeout (sec): 30

Include base station info: ☐

Include timestamps: ☐

Send auto generated message: ☐

OK Cancel

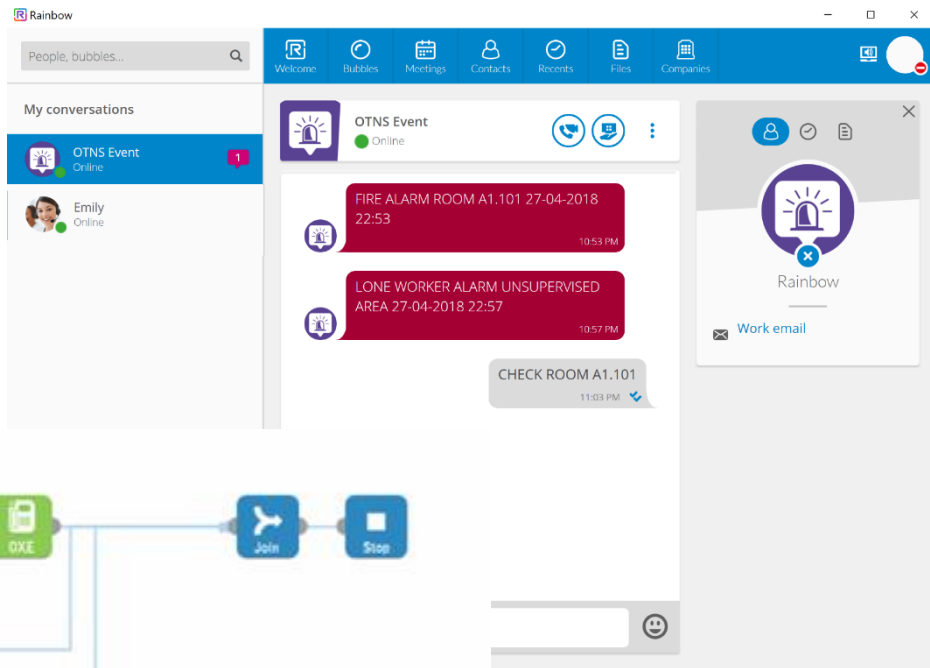
OTNS RAINBOW Connector

Incoming : Reception of any Rainbow message, start of the script on keyword detection

- IM from Rainbow contact
- Message from a Rainbow Bubble

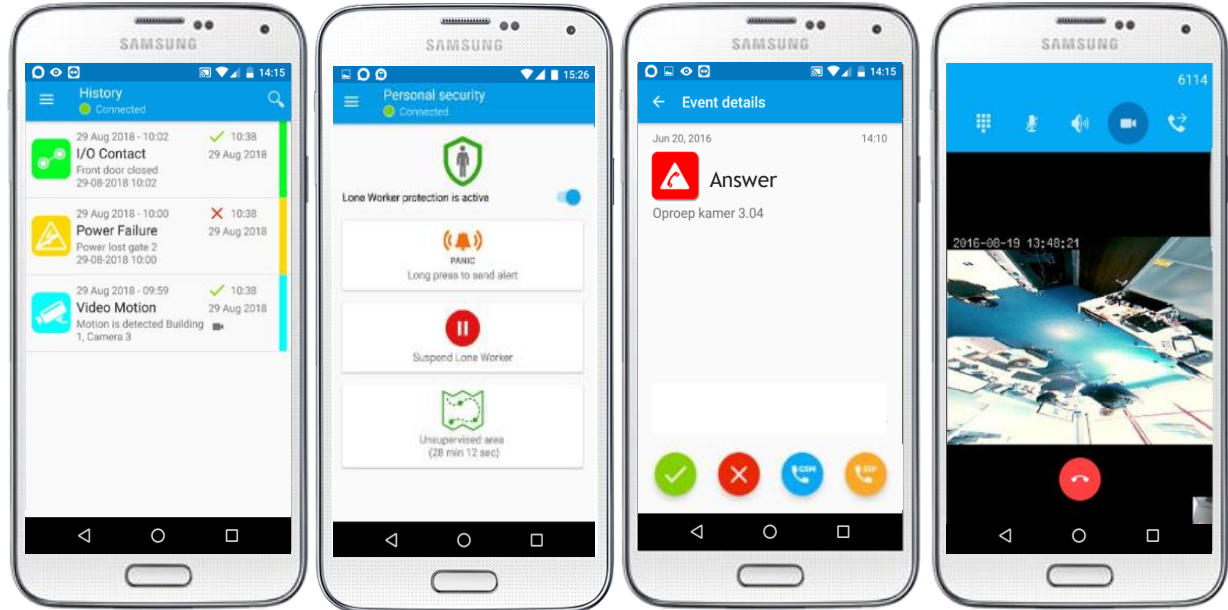
Outgoing : send of message to Rainbow

- IM to a Rainbow contact or a group of contact
- Message to a Rainbow Bubble



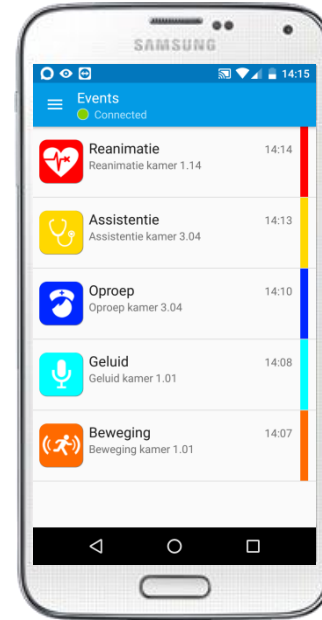
OTNS SMARTAPP - CONNECTED MOBILE APP

- Critical messaging
- Priorities, colors, ringtones, vibro
- Personal alarming
- Location detection
- Build-in H264 SIP client
- Busy mode
- Profile switch
- Fully supervised
- Wifi or 4G mode



OTNS SMARTAPP - LONE WORKER PROTECTION

- Support wearable **V.ALRT** button
- Compliant with built-in alarm button devices:
Ascom Myco3, CAT S1, Galaxy xCover 3 & 4,
Sonim XP7, Point Mobile PM45,
Spectralink PIVOT 8741 & 8744 & Varsity
- Include Lone worker protection (shock, man down)
- Include beacon detection to provide location information in alert message



ALRT



OTNS DIFFERENTIATORS

-

BENEFITS

Intuitive and user-friendly

Easy **adoption** by end-customer

The only solution **optimized**
for OXE and Rainbow

Unique entry point for an
end-to-end offer associated to OXE/OXO

Easy to implement

Easy to use

Easy to adopt



Future-proof

Full software web interface

Price competitive

Easy to use

Scalable

Application-rich

Virtualizable

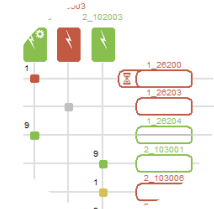
Wide range of Connector

OT CONTACT CENTER SE (CALL CENTER) (OTCC SE)

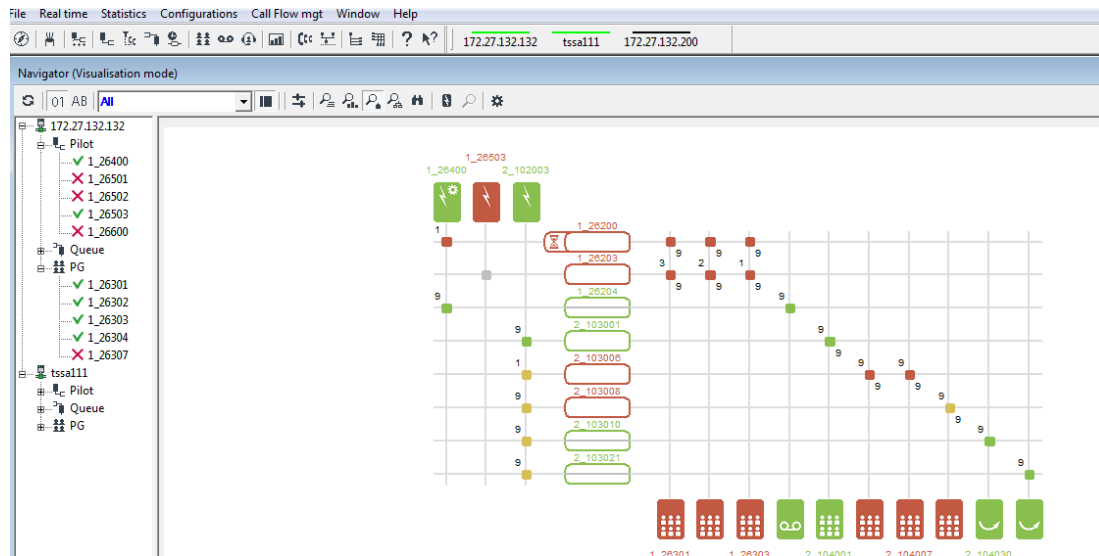
**BUILT-IN
CALL
CENTER
SOLUTION**

**UP-TO
2800
AGENTS
PER INST.**

**VISUAL
INTERFACE**



**LOW TCO
BUILT-IN
SOLUTION IN
OXE**



**DESKPHONE
or
SOFTPHONE
INTEGRATION**



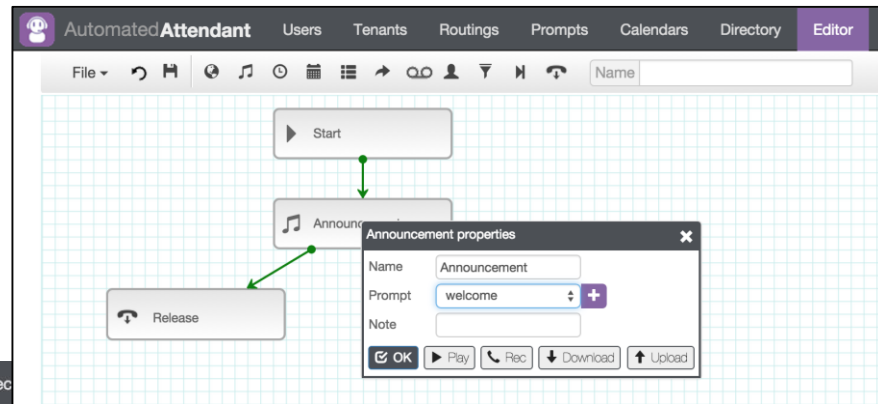
VISUAL AUTOMATED ATTENDANT (VAA)



WEB BASED
EASY
CONFIGURATION
DRAG&DROP

DIRECT DIAL
0-9,*,#
ALL POSSIBLE

INCOMING CALL
FILTERING



Prompts

Show Recording IDs ☐ System Prompts ☐

Prompt	+	Language	+	en	★	+	es	★	+	fr	★	+
close				—			—			—		
menu				—			—			—		
welcome				—			—			—		

DB READ WRITE
IVR CAPABILITY




OMNIPCX RECORD (CALL RECORDING)

SILENT
MONITOR

QUALITY
MNGMT.

SCREEN
CAPTURE

UNLIKE
COMPETITION
IT IS OUR OWN
SOLUTION

Alcatel-Lucent 


OmniPCX RECORD

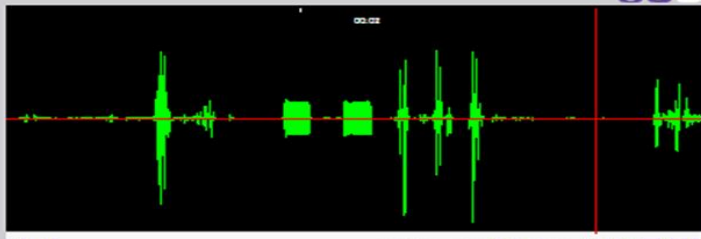
| Logged in: admin | Logout |

Recorded Calls















View Report

Playing recorded call

Called by: 65500 Called to: 65003 Device: 65003
Call Time: 01/10/2013 01:25:39 Name: No associated agent Flags: ...
Duration (sec): 2 Call Direction: 



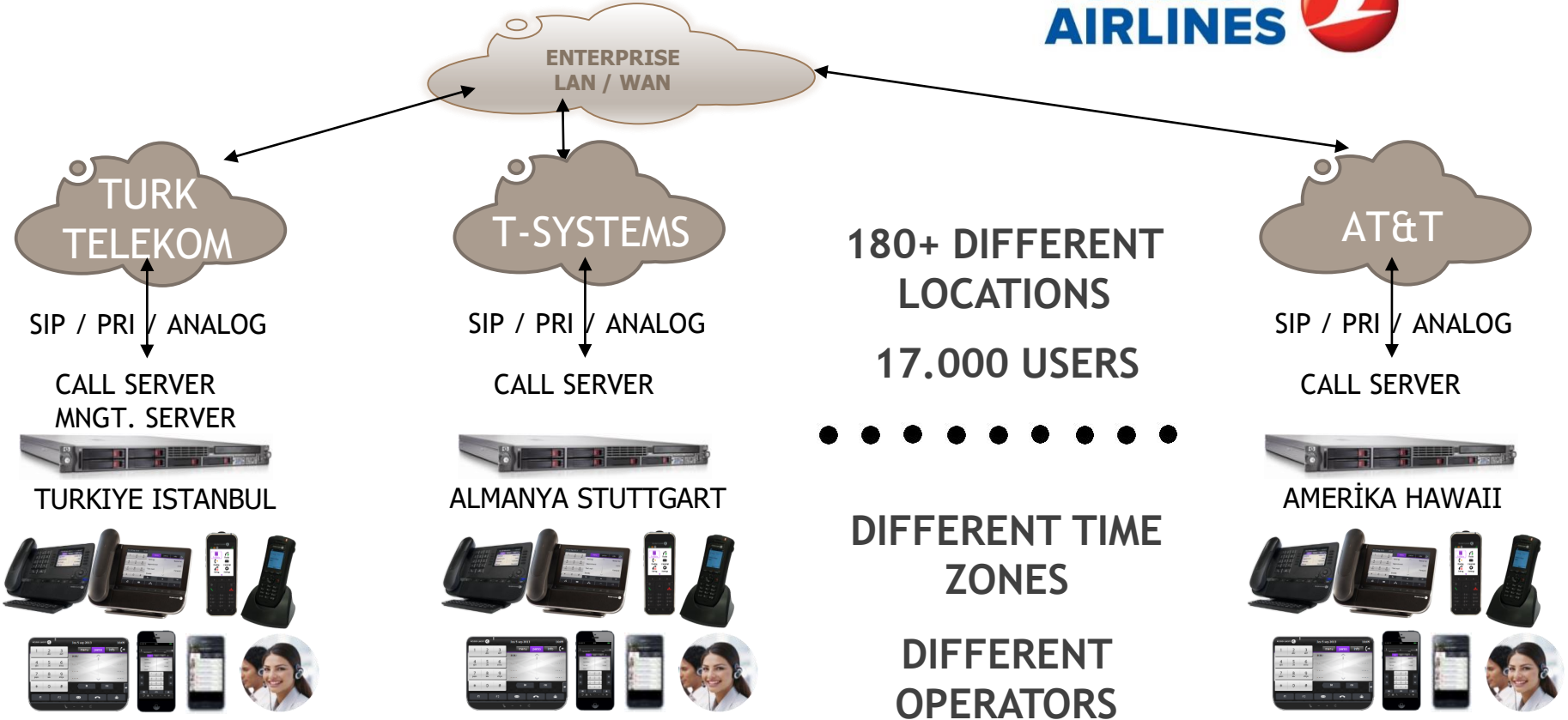
00:02 / 00:02

Notes	Call Time	Device	Global Call ID	Called by	Called to	Duration	Flag
	10-01-2013 13:25:39	65003	3EAD4A5220010100	 65500	65003	00:00:02	...
	10-01-2013 13:25:39	65500	3EAD4A5220010100	 65500	65003	00:00:02	...
	10-01-2013 11:25:36	65003	1A914A521F010100	 65500	65003	00:00:02	...
	10-01-2013 11:25:36	65500	1A914A521F010100	 65500	65003	00:00:02	...
	10-01-2013 09:42:30	65003	F4784A521B010100	 65500	65003	00:00:21	...
	10-01-2013 09:42:30	65500	F4784A521B010100	 65500	65003	00:00:05	...
	10-01-2013 09:39:55	65003	S9784A5212010100	 65500	65003	00:00:02	...

CUSTOMER REFERENCES



REFERENCE CUSTOMER - TURKISH AIRLINES



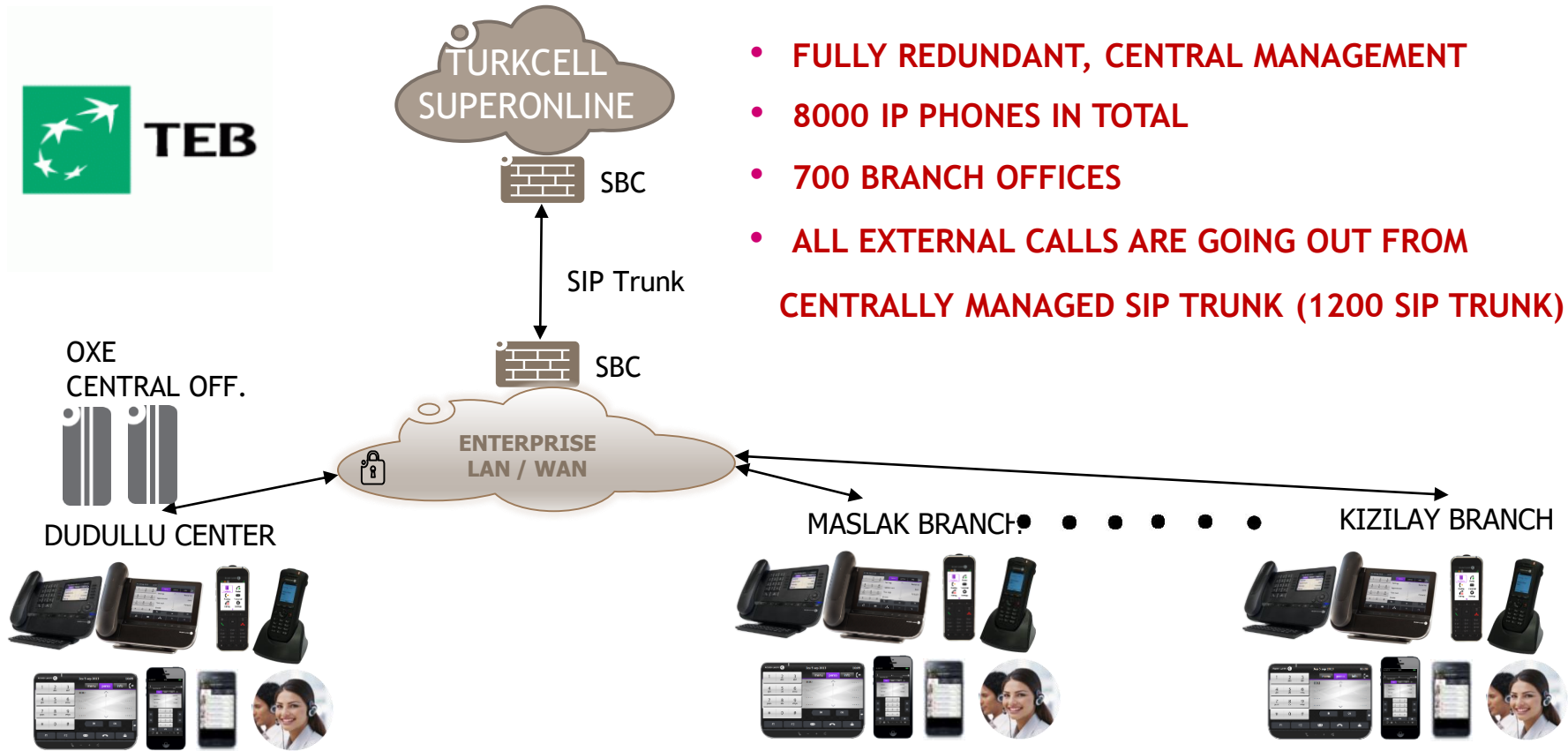
REFERENCE CUSTOMER - ISTANBUL AIRPORT



REFERENCE CUSTOMER - PRESIDENTIAL PALACE



REFERENCE CUSTOMER - TEB BANK



- FULLY REDUNDANT, CENTRAL MANAGEMENT
- 8000 IP PHONES IN TOTAL
- 700 BRANCH OFFICES
- ALL EXTERNAL CALLS ARE GOING OUT FROM CENTRALLY MANAGED SIP TRUNK (1200 SIP TRUNK)



REFERENCE CUSTOMER - PRIME MINISTRY





enterprise.alcatel-lucent.com



facebook.com/ALUEnterprise



linkedin.com/company/alcatellucententerprise



twitter.com/ALUEnterprise



youtube.com/user/enterpriseALU