Office Communication Solutions, fitting your Needs

Alcatel-Lucent Office Communication Solutions improve your customers' competitive advantage through:
Increased employee productivity
Improved customer satisfaction
Reduced operational costs

Increase employee productivity

A company's profitability depends on the efficiency and
→ Alcatel-Lucent Office Communication Solutions provide best-of-breed, easy-to-use and hassle-free tools to help employees manage daily phone tasks and electronic information, collaborate more efficiently, and keep track of communications wherever, whenever.

Improve customer satisfaction

Satisfied customers generate repeat business. And repeat business leads to higher revenues.
→ Alcatel-Lucent Office Communication Solutions enhance your communication system so you can strengthen customer relationships and generate repeat business.

Reduce operational costs

Lower operational costs mean higher profits
→ Alcatel-Lucent Office Communication Solutions deliver easy-to-install and easy-to-manage solutions that streamline telecommunication costs.

A modular and flexible offer

The Alcatel-Lucent Office Communication Solutions offer is completely modular and future-proof as it fits to your needs whatever the evolution of your daily business. Should you need an additional feature, a new application, add terminals or expand your capacity, the selected solution can be easily extended at any time and at your own pace.

To ensure you get a communication solution that can evolve with your needs, the Alcatel-Lucent Office Communication Solutions rely on a flexible and scalable architecture. You build your solution by combining the elements the most adapted to your expectations and budget among:
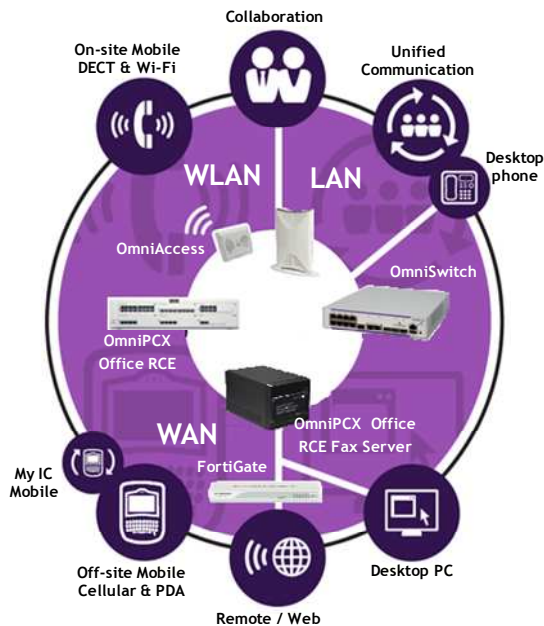
Several **Communication Suites** and Value–added **Software options**
A wide range of **Applications** for communications,
A full range of powerful **Hardware platforms**,
A range of **Networking infrastructures,** wired and wireless
A complete range of professional wired and wireless **sets**.

Mobility
- **Off-site mobility**
  - One number service
  - My IC Mobile for iPhone
  - My IC Mobile for Android
  - Remote Access Point
- **On-site mobility**
  - DECT, Wi-Fi

Collaboration
- PIMphony Team Softphone
- My IC Web for Office
- OmniTouch Office Call Center
- OmniPCX RCE Fax Server
- My Teamwork Office Edition
- Visual Collaboration Suite

IP Migration
- SIP end points
- SIP trunking & networking
- Gigabit IP Touch Phones
- Complete data infrastructure Lan and WLAN
- IP video conferencing

1   GLOBAL OVERVIEW

Alcatel-Lucent Office Communication Solutions is an offer that provides through a single point of sale, a converged and multi-media communications solution that helps turn small and medium enterprises' communications into meaningful conversations and business services. Alcatel-Lucent delivers native IP and TDM communications and multi-device conversation services to help users engage better with customers, partners and peers and therefore improve their productivity at work.

Alcatel-Lucent OmniPCX Office Rich Communication Edition (RCE)

Alcatel-Lucent Office Communication Solutions provide a global answer for customers who want to interconnect people, their knowledge and their communications network without needing to manage the complexity of these solutions. By focusing only on their growing business, these customers profit from the converged and powerful services provided by the **Alcatel-Lucent OmniPCX Office Rich Communication Edition (RCE)**.

The Alcatel-Lucent OmniPCX Office RCE is supplemented with a set of applications servers including the **Alcatel-Lucent OmniPCX Office RCE Fax Server**, the **Alcatel-Lucent My Teamwork Conferencing and Collaboration Office edition** and the **Alcatel-Lucent Omnivista 4760 Network Management** server.

Alcatel-Lucent Data Networking Solutions for SMB

The **Alcatel-Lucent Data Networking Solutions for SMB** provide SMBs with state-of-the-art and easily deployable Ethernet switching equipment and WLAN infrastructure products. Alcatel-Lucent provides SMBs with high-performing and affordable Ethernet switching equipment to deploy Power-over-Ethernet (PoE) and true plug-and-play connectivity for IP phones, WLAN access points and other campus/office/branch/home networking devices

Alcatel-Lucent Visual Communication Suite for SMB

For customers who want to increase their productivity by using Visual communication, the Alcatel-Lucent Office Communication Solution has also integrated LifeSize Video products inside its **Alcatel-Lucent Visual Communication Suite for SMB**.

1.1   OmniPCX Office RCE Communication Suite

The OmniPCX Office RCE is delivered with **Office Communication Suites** which include the software and a first set of licences. All suites support a large set of business communication features available for each user including a voice mail and an automated attendant. A name directory enables dial by name and caller identification. All systems are ready for call accounting and hospitality services. Each user can use the desktop Telephony application PIMphony Basic.

Features available in all software Suites
• 4 VoIP channels for VOIP support
• Personal Assistant - 4 customizable company greetings
• 10 minutes customized music on hold - 4 system languages
• Remote customization for voice mail and automated attendant
• BLF (Busy lamp field) & extension to 250 supervised users
• Automatic Route Selection (ARS) - Direct Inward Selection Access (DISA)
• Call accounting over IP
• 3000 names directory - 1000 NMC tickets
• Voice mail 2 ports & up to 60 minutes storage software licenses
• Up to 200 PIMphony Basic sessions

Four Advanced suites covers enterprises which require analogue or advanced TDM devices, and one IP suite is available for enterprises which choose to leverage the benefits of a converged IP network. The initial choice

between Advanced and IP Suite is only depending on the first sale configuration but it doesn't prevent in the future moving from a TDM towards a pure IP solution.

Users licenses are needed to connect an Alcatel-Lucent 9 Series phone, an analogue phone or any IP phone. Communication Suites come with a first set of Users licenses:

Com. Suite		IP	Advanced			
			VS	S	M	L
Users	UA	-	8	16	30	50
	Z	5	8	16	30	50
	IP	12	-	-	-	-

In addition, Mobile user licenses are required to connect DECT phones and Mobile IP user licenses are required to connect WLAN IP phones. Outside mobility requires Off-site Mobility user license.

1.1.1   OmniPCX Office RCE Communication Suite options

In addition to the User licenses, the OmniPCX Office RCE Communication Suites have the capability to evolve as and when you decide to.
They are three manners to enhance the Communication suites capabilities:
- With system licenses
- With optional application Open packs
- With optional application servers.
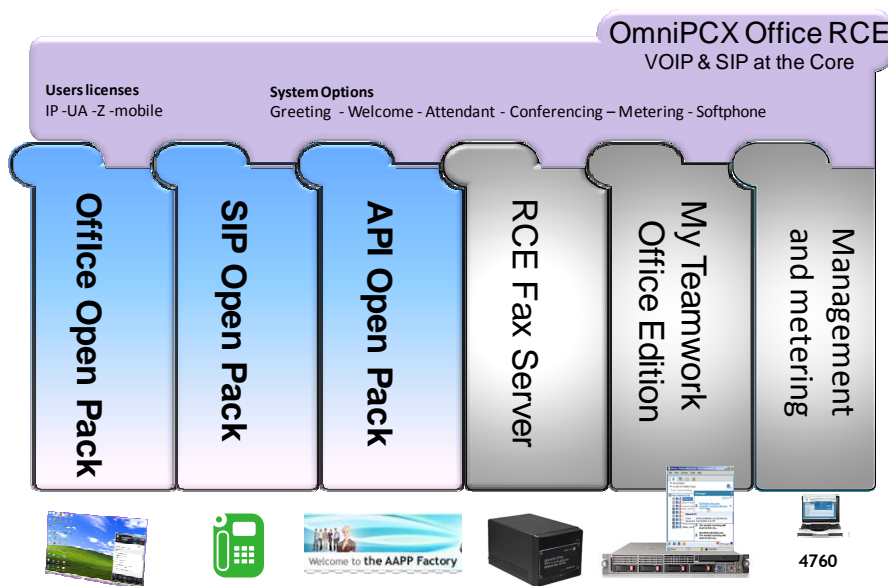
Open Packs increase the level of service of OmniPCX Office RCE without additional server according to:

- The Office environment, LDAP connector and My Instant Communicator web application
- The SIP level of service which can be increased to the Open SIP level of service
- The Openness using API like TAPI or CSTA

Advanced applications servers can supplement the OmniPCX Office RCE:
- OmniTouch My Teamwork Conferencing and Collaboration Office Edition
- OmniPCX Office RCE Fax Server
- Alcatel-Lucent OmniVista 4760 Network Management System

According to your needs, system options can provide you with optional services:

Voice greeting and Voice mail
The number of greeting messages can be set from 4 up to 20 messages.
The music on hold capability can be increased from 1 up 4 x 10 minutes.
Voice mail will be tuned to the company needs by adapting the number of ports from 2 to a maximum of 8 ports, and storage capacity from 60 minutes up to 30 hours with the default hardware and up to 200 hours with an optional hard disk.

Attendant and multi-entities
An automated attendant can greet and guide the callers.
A multiple trees can also be programmed to reflect multiple organisations or languages.

Conferencing
The embedded conferencing can be supplemented with a 6 parties conference option.

Voice network access
Network access can be supported using licenses for:
- IP network access (SIP trunking and H323
- B-channel for private networking or for public ISDN using optimized Mix-card

Metering and accounting
Number of metering tickets can be increased from 1000 to up to 30000.
Additionnal accounting and audit options are available for a centralized network management.

Welcome and call-center
For a more professional welcome with agents and supervisors, the Alcatel-Lucent **OmniTouch Call Center Office** can manage up to 32 agents and provides tools for supervisor and statistics.

Softphone and Personnal Communication assistant
PIMphony and My Instant Communicator help users to manage their communication.

Mobility and One number
Mobility is provided with the One number service and the My Instant Communicator mobile products.

1.1.2   Personal Communication applications

Personal communication applications help the users to manage their communication, by accessing to communications logs, by controlling their call routing preferences and by improving the user experience with a PC or a smart-device.
The OmniPCX Office RCE delivers two families of personal communication managers:

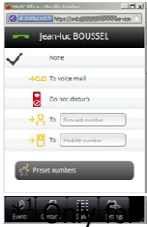**PIMphony** is a Windows application with variant for each category of users.

PIMphony Basic – free and ready for click and call
PIMphony Pro - for increase your productivity
PIMphony Team – for groupware and team work

PIMphony Attendant - for assistant or operator

 My IC Web for Office is a web application directly embedded in OmniPCX Office RCE and is part of an optional RCE Office Open pack. The main advantage of My IC Web for Office is its zero touch deployment, ready for all IP devices running a compliant web browser. It is a perfect companion inside and outside of the company.

*¹ ... local PBX
*² Make call   *³ using UDA

	My IC Web for Office	PIMphony Basic	PIMphony Pro	PIMphony Team	PIMphony Attendant
Telephony + call logs + Nomadic	✔*²	✔	✔	✔	✔
Automatic update		✔	✔	✔	✔
Easy location (LAN/WAN)		✔	✔	✔	✔
IP telephony		✔	✔	✔	✔
Contact manager integration			✔	✔	✔
Visual mailbox	✔		✔	✔	✔
Unified messaging + recording			✔	✔	✔
Dial by Name with LDAP directory	✔*³		✔	✔	✔
Dial by name with PBX phone book	✔		✔	✔	✔
Text forward		✔	✔	✔	✔
Assistant mode				✔	✔
Monosite supervision				✔	✔
Multisite supervision					✔
Phone book programming					✔*¹
User information programming					✔

1.1.3 Mobility solutions

Managing the mobility with a SmartPhone

Any Phone

Basic voice solution
Any mobile
Any fixed
No client

My IC Mobile for iPhone

iPhone Application
Call routing setting
Call Control
- Call on hold
- Enquiry call
- Broker call
- Call transfer
- Release call

Visual Voice Mail
Communication Logs
Contacts search
- in iPhone contacts
- in OmniPCX Office RCE UDA
    (OXO Repertory + LDAP)

My IC Mobile for Android

Android Application
Call routing setting
Call Control
- Call on hold
- Enquiry call
- Broker call
- Call transfer
- Release call

Visual Voice Mail
Communication Logs
Contacts search
- in Smartphone contacts
- in OmniPCX Office RCE UDA
    (OXO Repertory + LDAP)

Managing the mobility with a PC

PIMphony Softphone

Telephony
Softphone
(w/wo VoIP)

My IC Web for Office

Call routing setting
Visual Voice Mail
Communication Logs
Contacts search in
OmniPCX Office RCE UDA

The OmniPCX Office RCE **One Number service** enables remote access to telephony features. A user can then include any mobile phone or any fixed phone as part of the company's communication system, inside or outside the company. The company user's phone number becomes the **single contact** point for colleagues, customers and partners.

Mobility solutions based on one number service are:

- **Any phone solution**, which enables access to limited telephony features through dual-tone multi-frequency (DTMF) codes and remote customization

- **My IC Mobile for iPhone** application, **My IC Mobile for Android** and the **My IC Web for Office** application. My IC products leverage access to services of OmniPCX Office RCE including access to Visual Voice Mail, Communication logs, call control and Universal Directory Access (UDA) which combine searches in the OmniPCX Office RCE directory and in a company LDAP server.

1.1.4 The OmniPCX Office RCE Open Packs

When customers' needs go beyond the OminPCX Office RCE software suite services, RCE Open packs enhance the OmniPCX Office RCE services.

OmniPCX Office RCE Office Open pack

The RCE Office Open pack provides the ability to connect the OmniPCX Office RCE directory search engine to an external LDAP server addressable in the customer's IT network. This enriched search is available for all the My IC family of end points.

In addition, the RCE Office Open pack includes the web based application My IC Web for Office which enables end user to manage their call logs and set their communication routing preferences from any compliant web browser on any device.

OmniPCX Office RCE SIP Open pack

When the customer wants to use fully featured SIP devices, they need the SIP Open pack to support full telephony, including voice mail and routing. If these SIP devices are only basic SIP phones just used for establishing a simple call, the SIP pack is not needed. In both cases, each SIP device will need its own IP user software licence.

OmniPCX Office RCE Application Interface Open pack

When a more vertical application is needed, Alcatel-Lucent Application Partners can provide very specific applications. To enable them to develop these applications and integrate with OmniPCX Office RCE, the Application Interface Open pack delivers programming interfaces as TAPI and CSTA.

1.2 OmniPCX Office RCE hardware

The Alcatel-Lucent OmniPCX Office RCE is delivred with an efficient and flexible hardware. In order to suit the exact size of your company and work out the system capability according to your needs, four hardware platforms are available. The hardware elements, which host the Alcatel-Lucent OmniPCX Office RCE software, are adaptable and simple to maintain. They even allow remote maintenance.

The Compact Unit
• A native wall mounted cabinet • Intuitive and cost effective • For 6 to 20 regular users • For 6 to 60 IP users

Wall Mounted

The 19" Units
• 3 rack size cabinets (Alcatel-Lucent Unit 1,2,3) stackable and rackable (into a 19" rack) • Equipped with enhanced processing unit and hard disk • Wall mounted capabilities for Rack 1 and 2 • For up to 236 regular users • For up to 200 IP users

Unit 1

Unit 2

Unit 3

All of those units have a 110V/220V power supply and allow average 10 minutes battery back up (except the Compact Unit). Extended autonomy capacity can be proposed upon request.

Use the boards of the OmniPCX Office RCE to benefit from the full potential of your system. They are highly modular for a customized offer. The portfolio covers:

- **CPUs boards:** depending upon the services needed.
- **LAN boards:** to create or expand a LAN (see LAN section).
- **Line boards:** for Analog and Digital sets.
- **Trunk boards:** for Analog, PCM, ISDN connectivity.
- **VoIP boards:** for IP User Telephony and IP Carrier "Trunking".
- **Mixed boards:** Modular interfaces for smaller configurations

1.3 OmniPCX Office RCE Application servers

When a company requests additional resources to the all-in–one IP communication server, Application servers may provide additional services.
Application servers are:

Alcatel-Lucent OmniPCX Office RCE Fax Server

The RCE Fax Server is addressing the "fax problem" in IP networks with the most advanced T.38 Fax over IP integration. It further leverages IP telephony investments. Combined with the company emailing capabilities, the RCE Fax Server supports mobility and faxing anywhere, anytime. RCE Fax Server is packaged in a PC.

Alcatel-Lucent OmniTouch My Teamwork Office Edition

The Alcatel-Lucent OmniTouch™ My Teamwork™ Conferencing and Collaboration Office Edition are packaged for the small business with ad hoc and scheduled audio conferencing, application and

desktop sharing. The solution is running on commonly available computer hardware to be ordered separately.

1.4   End points for OpenTouch Suite for SMB

The OmniPCX Office RCE supports a large set of end points delivering a rich user experience:

Desktop communications

OmniTouch 8082 My IC Phone:
Smart deskphone delivering high-quality wideband audio
capacity and capacitive haptic touch screen with rich
conversation services and open web applications

PIMphony Pro and Team
PC-based client delivering advanced telephony services and
visual mail box for end user productivity.

IP PIMphony
PC-based multimedia softphone including voice over IP using
the PC audio devices.

My IC Web for Office
Web-based client delivering telephony context configuration,
visual mail box and routing preferences.

IP Touch™ 8 and 9 Series Phones:
Full-featured IP and Digital business phones

Greeting services

PIMphony Attendant
OmniTouch Call center Desktop Assistant

Conference rooms and telepresence

4135 IP Conference Phone:
SIP based high-quality audio conferencing phone

MyTeamwork Office Edition client
delivering audio conferencing with data sharing and
participant presence.

On-site mobility

8232 DECT Handset (New)
OmniTouch 8118/8128 WLAN handsets
OmniTouch 300EX400/500 DECT handsets
Feature-rich on-site roaming handsets

Off-site mobility

My Instant Communicator Mobile for IPhone
My Instant Communicator Mobile for Android (New)
OmniPCX Office services on any devices

Fax communications

OmniPCX Office RCE Fax client
Web-based client delivering Fax services.

1.5   Data Networks Solutions

Alcatel-Lucent Data Networking Solutions for SMB provide SMBs with state-of-the-art and easily deployable
Ethernet switching equipment and WLAN infrastructure products.
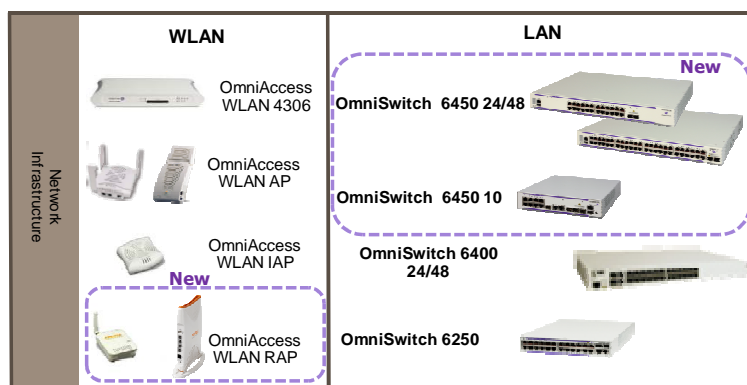
Alcatel-Lucent OmniSwitch™ LAN products

Alcatel-Lucent provides SMBs with high-performing and affordable Ethernet switching equipment to deploy
Power-over-Ethernet (PoE) and true plug-and-play connectivity for IP phones, WLAN access points and other
campus/office/branch/home networking devices.

The **Alcatel-Lucent OmniSwitch™ 6250** Stackable Fast Ethernet Switch and **Alcatel-Lucent OmniSwitch 6400 and 6450** Stackable Gigabit LAN Switch are delivering highly available and secure IP infrastructure equipment.

Alcatel-Lucent OmniAccess™ WLAN products

The Alcatel-Lucent OmniAccess WLAN infrastructure complements the Office Communication Solutions with Wi-Fi mobility for voice, data and combined terminals.

The WLAN switch controlled topology includes:
- **Wireless switches**, the controlling heart of the infrastructure
- **Wireless access points (APs)**, enabling wireless devices

The WLAN instant topology includes:
- **Wireless instant access points (IAPs)**, enabling wireless devices

Alcatel-Lucent Remote Access Points

The Alcatel-Lucent **OmniAccess Remote Access Points** (RAP2WG: single radio 802.11b/g and RAP-5WN) are enterprise-class indoor remote APs, capable of supporting multiple functions including wired and wireless access, air monitoring/wireless intrusion detection and prevention across the 2.4 GHz spectrum. These OmniAccess RAPs are the ideal complement of the Alcatel-Lucent IP Touch™ phones for building an easy-to-set-up, easy-to-manage and secure remote worker environment.

1.6   Visual Collaboration Suite for SMB

As a leader of voice services in the enterprise market, Alcatel-Lucent provides dial tone to several millions of users every day. The Alcatel-Lucent Visual Collaboration Suite for SMB responds to customer demands for high-quality room or desktop video-conferencing systems.

The goal is simple: make video the new dial tone, available within and beyond the enterprise walls, and as easy as picking up the phone to place a call.

Currently, collaboration in SMB is limited to sharing data or a file while video communication is only about reusing social network facilities created for consumers. With the enterprise network transformation underway, enterprises can take full advantage of their investment deploying application integrating video.

Alcatel-Lucent Visual collaboration suite for SMB delivers LifeSize Connections, a cloud based video conferencing offer specifically designed for SMBs.

Alcatel-Lucent Visual Collaboration Suite for SMB introduces video endpoints for small and medium meeting rooms and for personal desktops. Associated with the Alcatel-Lucent OmniSwitch 6250/6450 for connectivity, customers will obtain a rapid ROI by reducing travel costs and increasing the efficiency of their workgroup.

	Cloud based Visual Collaboration for SMB	Video Conferencing systems

(Cloud based Visual Collaboration for SMB: New — LifeSize® Connections™ — **LifeSize Connections**)

(Video Conferencing systems: New — **LifeSize Passport Connect**; **LifeSize Passport**; **LifeSize Express 220**; **LifeSize Team 220**)

1.6.1 LifeSize Connections

The **LifeSize Connections offer** is cloud based video conferencing offer.

What we sell?

We sell vouchers for a one year subscription on a per seat basis. There are two kinds of vouchers, one for using a LifeSize Video end point and the other for using a Mac/PC free video application.

The end user either uses a LifeSize Video end point or the Pac/PC free application to establish and control the video conference. The cloud based system provide up to 9 participants without the need for a local MCU. It also manages a contact directory with presence. This directory helps for the conference establishment using a dial by name

	• 9-way calling	Up to 9 participants including :
	• Invite Up to 2 Guest call anyone	- SMB users having License
	• HD video and data-sharing	- Up to 2 guests
		Guests are invited by email and receive an URL
	• Firewall traversal	Each one connects to the cloud using OUT going flows from their CPE. This avoid complex WAN access router configuration or costly transit system products
	• directory services	

	• Web console • User community reconfiguration	The SMB can reconfigure its user community using the Web administrator console. Existing licenses can be redistributed to serve more users when new employees are authorized

Benefits	
Reduced costs	Cloud based video conferencing systems delivers a variety of services including the way to access it from your desktop, or a room-based systems. This flexibility gives the option to invest only in the technology you need.
Reliability	Cloud-based video conferencing offers high-quality, always available video network without the overhead and complexities of managing it yourself. Built-in network intelligence and firewall traversal helps ensure a reliable connection.
Scalability	You can now "buy by the drink instead of the bottle" without having to make large investments on video solutions. And as your business grows, your hosted video solution can grow with you.
Better business relationship	There's no question that meeting face-to-face with people helps establish relationships and build rapport. Video conferencing allows you to meet "in-person" without having to travel.

1.7   Key Benefits of the Office Communication Suite

Alcatel-Lucent OmniPCX Office RCE turns every day enterprise communications into meaningful and collaborative conversations. This converged communications suite lets people converse and collaborate seamlessly across devices, media and locations. Limitations fade away. People are free to engage with colleagues, customers, partners and suppliers in the best way to accelerate business. And IT departments can finally deliver more advanced communications services without fear of increasing complexity or costs

Accelerate decision-making

Add Alcatel-Lucent OmniTouch 8082 My IC phone to give your teams a multimedia, **touch screen** smartphone for the desktop. They enjoy instant access to telephony and unified communications applications and information.

Increase productivity

Enable uninterrupted conversations and the ability to adapt communications based on context and conversations. Alcatel-Lucent OminiPCX Office RCE provides full access to enterprise communications services on-site and off-site, on any device.

Reach your business community easily and reduce costs

Provide business communications services, including directory dial-by-name, attendant and messaging services. Communications efficiency improves while costs drop — whether employees are at their desk, on-site or off-site.

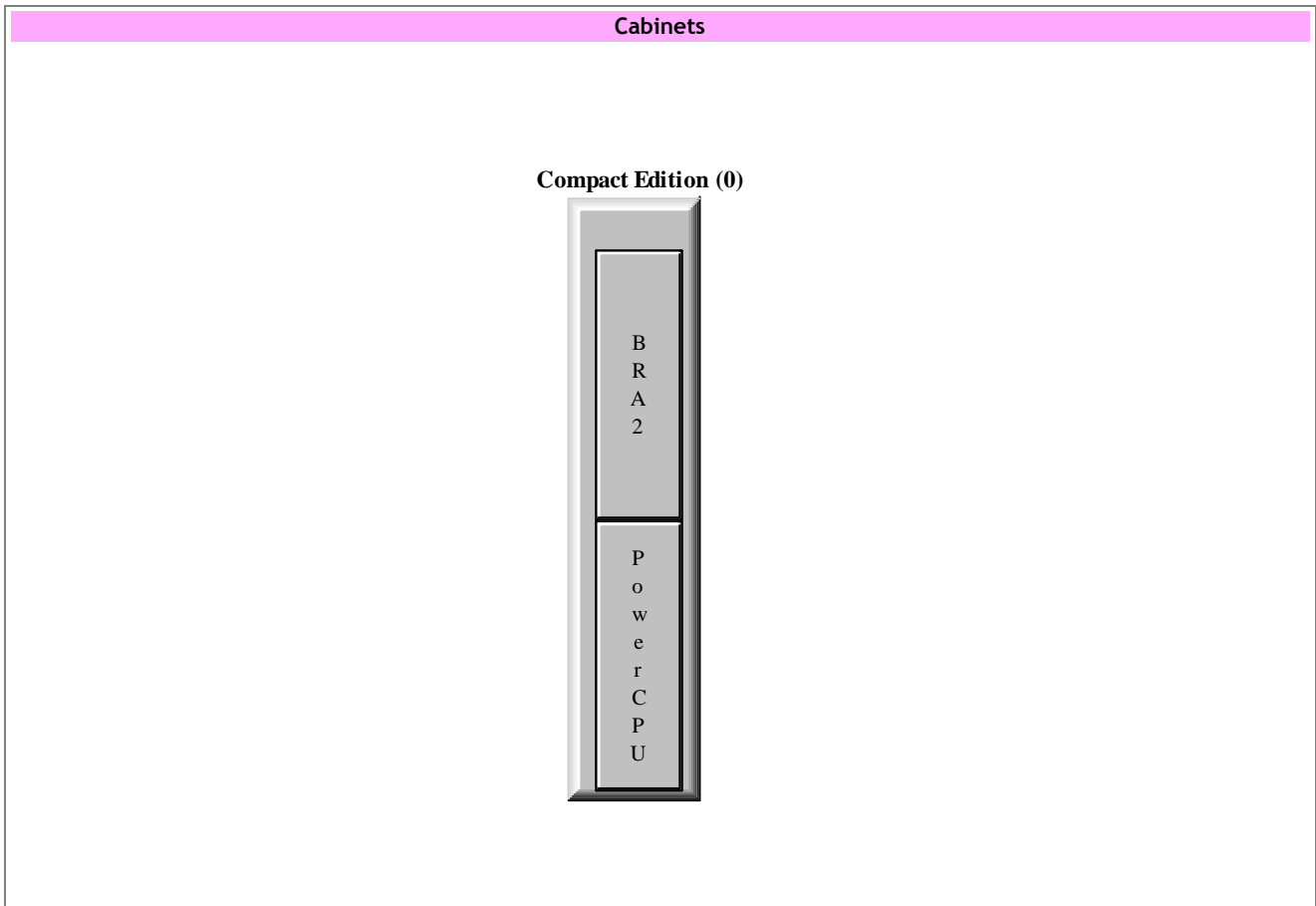
Increase customer satisfaction

Integrate voice-centric and multimedia customer services. You'll be better positioned to improve call resolution rates and make better use of customer service resources. Satisfied customers generate repeat business and strengthen customer relationships.
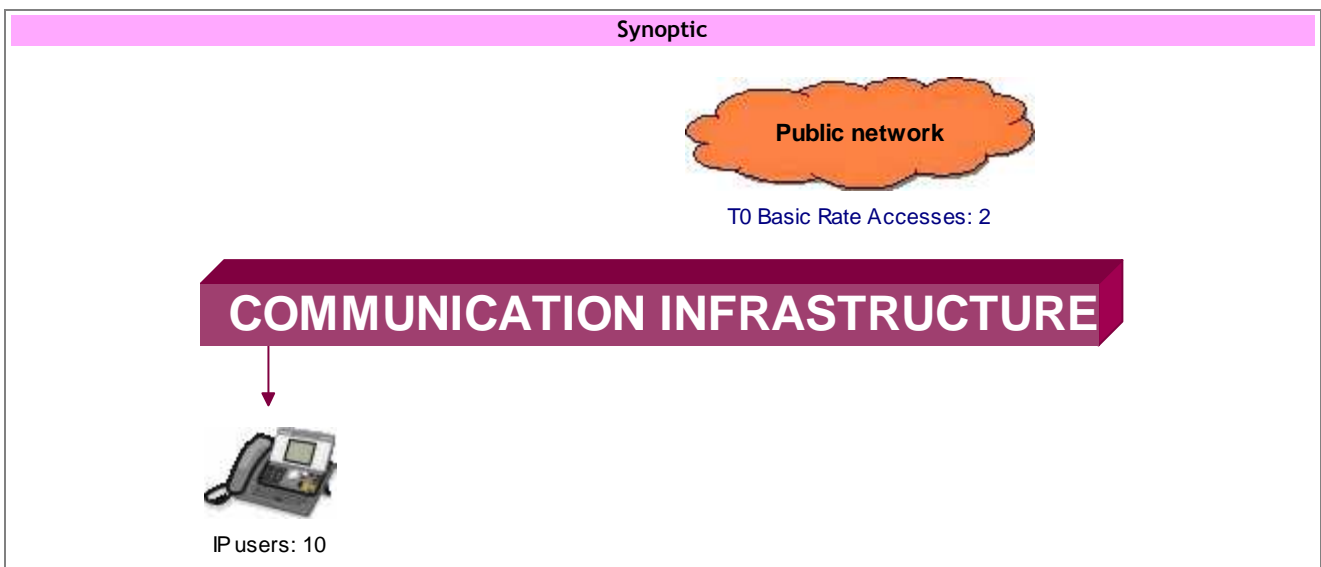
2 ANNEXS

2.1 Synoptics and quotation proposal

2.1.1 Cabinets Drawings

Cabinets
Compact Edition (0) B R A 2 P o w e r C P U

2.1.2 Overview Diagrams

Synoptic
Public network T0 Basic Rate Accesses: 2 **COMMUNICATION INFRASTRUCTURE** IP users: 10

2.1.3 Financial Proposal

Categories	Items List	EUR

Categories	Items List	EUR
Voice boards		
	ISDN ACCESS T0 BRA2 BOARD	151,20
Compact Unit		
	OMNIPCX OFFICE RCE COMPACT	146,20
OmniPCX Office software licenses		
	IP SOFTWARE SUITE R8.x	219,78
Alcatel services		
	AIS RCE COMPACT R8	50,00
SMS		
	FICTIVE ITEM : ESTIMATED SMS VALUE	22,20
Total		**589,00**

2.2 More details on your Communications solutions

2.2.1 User productivity

2.2.1.1 The Welcome pack

A professional greeting is the first high-level service a company should deliver in order to convey a good image. Therefore, the Office Communication Solutions propose several features to enhance your company welcome.

> **Alcatel-Lucent offers you:**
> > **Greeting messages:** To maintain high level of service and customize welcome, which will impact positively on company image.
> > **Music on hold:** To enhance professional image, to encourage patience, and provide audio comfort.
> > **Automated Attendant:** For nonstop professional greeting, cost efficiency, to relieve congestion. A Multiple Automated Attendant provides a multi languages greeting for several company department.

GREETING MESSAGES
How callers are greeted reflects a company's professionalism. Alcatel-Lucent Office Communication Solutions provide various greeting features to optimize caller welcome:
The greeting can be individual, or programmed on group or company level
Up to 20 greeting messages can be created
A greeting can be managed by time (lunchtime, opening hours) or for busy extensions
The system automatically detects fax messages.

MUSIC/MESSAGE ON HOLD
The system provides music and/or a message on hold, while callers are waiting to be put through. Implicit 16-second music on hold (free of copyright) is available. The music on hold can be customized with music of up to 10 min.

AUTOMATED ATTENDANT (optional)
The automated attendant allows you to welcome your correspondents 24 hours a day. It also represents a valuable help to your operator in peak times, automatically connecting your

correspondent to the right service. You can also take the opportunity to broadcast information, such as opening hours or promotions.

A multi-language and multiple trees automated attendant allows you enhanced the greeting in your whole company organization and for your international customers.

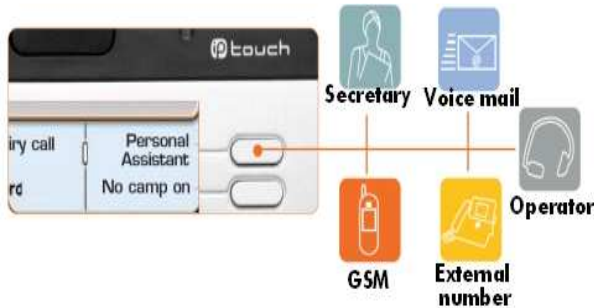*2.2.1.2 Voice Mail and Personal Assistant*

> **Alcatel-Lucent offers you:**
> > **Voice Mail:** Reduces number of lost calls, and allows you to customize greeting messages. Remote access is possible.
> > **Personal Assistant** Acts as a personal automated attendant not to let calls unanswered anymore.
> > **Call Recording:** Keeps track of valuable information, enrich customer data.

Powerful Embedded Voice Mail

The voice mail is able to store up to 30 hours on the native hardware or up 200 hours on hard disk. Because voice mail is recognized as essential in the business world, it is available to any user, whatever sets they are using, for maximum comfort and user friendliness.

Embedded Personal Assistant

The Personal Assistant allows users (Of any terminals except Analog extensions) who are away from their desks to give callers a choice of up to 5 destinations: voice mail, GSM number, external number, internal number (secretary), or operator. This flexible call re-routing function is ready to use and easy to manage, even from outside of the company.

Call Screening

With the voice mail on, you can listen to the messages as they are being left and choose who you want to talk to.

Call Recording

Conversations can be recorded online, and stored in the voice mailbox.

2.2.2   SIP Openess

SIP Overview

SIP is a standard IP signaling protocol designed to establish, to maintain, and to end multimedia sessions between different parties. SIP is only in charge of initiating a dialog between interlocutors and negotiating communication parameters, particularly concerning the media involved (audio, video). The Session Description Protocol (SDP) describes Media characteristics. SIP also uses the other standard communication protocols on IP: for voice channels on IP, Real-time Transport Protocol (RTP) and Real-time

Transport Control Protocol (RTCP). SIP is a protocol that can be used for managing Voice over IP (VoIP) sessions over an IP network but with certain limitations for call handling.

SIP Benefits

Being standards based, SIP is a way to open the OmniPCX Office RCE to the support of 3rd party SIP end points. A SIP end point uses SIP to establish a signaling exchange with the OmniPCX Office RCE to profit of one of its communication services or to establish a communication with one of its phone sets. A Sip end point can be a SIP Phone or any SIP device like e.g a doorphone or a software application. The SIP openness enlarges the number of devices which can communicate with OmniPCX Office RCE. Applied to SIP phones, it can protect the customer investment when moving from a Communication server to another.

OmniPCX Office RCE SIP level of services

By implementing a complete SIP gateway/server solution, the OmniPCX Office RCE enables SIP end-points to be integrated as communication devices.

In addition, specific SIP phones having the capability to manage up to 4 active concurrent calls can be connected to OmniPCX Office RCE (e.g conferencing device). Only a limited number of SIP phones can be connected. Consult the feature description tab for a precise service level definition and the limits of system tab for the maximum number of supported devices.

Compatible SIP End-Points

Due to a very flexible set of SIP implementation, Alcatel-Lucent will maintain a list of tested SIP phones with their interoperability test results. Consult AAPP publication and technical notes issued on this subject for an up-to-date information.

2.2.3   Unified Communication and collaboration applications

2.2.3.1 My IC Web for Office

Alcatel-Lucent OmniTouch 8600 My Instant Communicator Web for Office (**My IC Web for Office)** is a full web application using the latest technologies and providing a set of IP-based unified communication services which allow the user to tailor the routing options and to get access to voice mails as well as communication logs. The user can keep in touch with their company anywhere using any desktop web browser as soon as they have internet access and so it ensures the business continuity.

User routing options

With the user routing options, the user can choose to forward all their incoming business calls to any other phone number

Voice mails
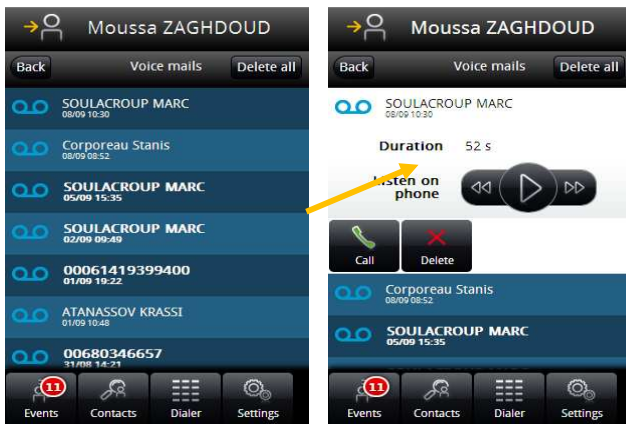
The "Voice mails" panel provides the following information:

- Caller name
- Date / time of left messages
- Messages duration.

The user can perform the following actions :

- Call back the caller
- Listen to the voice mails
- Delete the message

Contact Search

The contact search enables the user to look for any company contact. The contact search engine provides contacts from the OmniPCX Office RCE directory or from any external LDAP server thanks to the Universal Directory Access (UDA) capability of the OmniPCX Office RCE

Dialer

My IC Web for Office comes with a dialer that enables the user to enter directly the number they want to call. My IC Web is not a soft-phone, audio must be handled with a phone.

2.2.3.2 PIMphony

PIMphony is a powerful and user-friendly PC Softphone: it allows users to manage daily phone tasks with an ergonomic and intuitive graphical interface. This windows-based application links the two most widely used business tools: desktop computers and phones.

Alcatel-Lucent offers you:
> **PIMphony:** A cost efficient combination of telephony and computer-based applications to get detailed information on the caller before hanging up and to deliver a personalized welcome.
> **An intuitive** graphical user interface
> Automated update via the Internet

A FEATURE RICH APPLICATION, VARIOUS PROFILES

PIMphony Basic: (free of charge) integrates basic phone tasks management in PC environment.

PIMphony Pro: ready for daily important volume of calls and advanced computer integration.

PIMphony Team : for users that often deal with workgroups or manage multiple lines.

PIMphony Attendant: complete solution for operator or assistant. It is a cost-efficient solution for a PC based operator console.

Basic Features

BASIC	PRO	TEAM	ATTENDANT
✓	✓	✓	✓

PIMphony provides a complete set of **phone services** (dial by name, transfer, conference...) permanently available from the user's PC.

Call log: keep track of all users' calls (contact identification, date, time, duration etc.).

Collaborative Features

Supervision Functions

PIMphony makes teamwork easier thanks to a supervision window that permits to define workgroups or services in the company (get a call or forward status of each person in the workgroup).

Assistant Mode

Associated with the supervision feature, the assistant window optimizes your call reception. One-step transfer is possible with supervised people, preferred correspondents of the caller... An alarm can be tagged on waiting calls.

Busy Lamp Field (BLF)

It enables to display and monitor the phone sets of one OmniPCX Office RCE system

BASIC	PRO	TEAM	ATTENDANT
			✓

Multisite Busy Lamp Field (BLF)

It enables to display and monitor the phone sets of several OmniPCX Office systems (Multisite topology) on the operator's PC screen.

Sets programming

The authorized operator(s) can manage the parameters and configuration of other employees' phone sets: to lock/unlock access, to reset password, forward state etc.

Centralized directory on a Multisite topology

PIMphony attendant can manage and synchronize a centralized phone book on a Multisite topology.

Enhanced Features

Contact Manager Integration:

PIMphony integrates with Contact Manager software such as Lotus Note™, Microsoft® Outlook™, Microsoft® Business Contact Manager™, Microsoft® Access™, Act!®, GoldMine®. It can synchronize with their databases in order to provide services such as the automatic screen pop of contact cards for detailed information on the caller or the called person.

Visual Mailbox

To manage voice messages from your PC, with functions like: listen, delete, forward (with voice comment, save a distribution list…)

Unified Messaging

Automatic transfer of voice messages into the user email inbox.
Conversation recording
On the associated phone set, archived on the PC.

IP Telephony

PIMphony can even function without a phone set: if PIMphony is run on IP mode, it turns a multimedia PC equipped with handset or headset into an IP terminal. It is a cost-efficient option for users based on remote site, and also for mobile workers over a secure private connection (such as IP VPN tunnel).

2.2.4   Desktop Communication

2.2.4.1 Alcatel-Lucent 8082 My IC Phone

The **Alcatel-Lucent OmniTouch 8082 My IC Phone** is a desk phone with a seven inch graphical touch-screen. Its high-quality wideband audio capacity and its always-on availability offer an unprecedented level of comfort at the desk. Using its capacitive touch screen with rich contextual menus brings to the desk the intuitive interface of a smart-phone offering access to rich collaborative conversation features that deliver significantly more than the traditional desk-phone communications functions.

The 8082 My IC Phone is a full-featured SIP device, supplied with a wire-free Bluetooth handset and an integrated adjustable stand.

Contextual Sensitive
Touch Screen

Bluetooth handset

Quick access pad

Loudspeaker

The 8082 My IC Phone set provides the benefits of advanced communications to all businesses. Industries, such as hospitality, finance, healthcare and retail, can bring new experiences to their employees and customers

The 8082 My IC Phone set operates fully as an advanced business set.

It encompasses:

- SIP telephony

- Local applications with a focus on communication

- Openness to other applications (SDK)

User will find communication applications such as:

- Communication log: display and monitors current calls and provides access to the communications history

- Contacts can be managed from the set. Generally speaking, 8082 My IC Phone sets make all the advanced features offered by OmniPCX Office RCE systems easy to access and implement.

Features	Benefits
■ Seven-inch screen graphical display ■ Capacitive touch-screen technology ■ Colour display, Backlight, Non reflective ■ Smart menus with ergonomic design ■ SIP telephony services ■ Communications platforms offer ■ Web-services-based rich communications ■ Customization interface for users ■ Wide-band audio quality ■ Bluetooth handset	■ Offers robustness: always-on, secure endpoint ■ Reinforces your brand image through award-winning design ■ Delivers streamlined interactions with contextual information ■ Provides quick access to relevant functions through intuitive and easy-to-use menus ■ Open to external applications ■ Offers enriched communications for better employee productivity ■ Delivers eco-friendly deployment (Class 3 maximum)
Specifications: 190 mm x 64 mm x 252 mm, 1300 g	

PC Sync

The 8082 My IC Phone contacts repository can be synchronized with a Microsoft Outlook contact folder using the new Alcatel-Lucent PC Sync windows application.

- runs on 32 bits and 64 bits version of Windows XP SP2 and higher, Windows Vista and Windows 7.

- Compatible with Outlook 32 bits 2000, 2002, 2003, 2007 & 2010

2.2.4.2   Alcatel-Lucent 8 and 9 Series Phones

ALCATEL-LUCENT 9 SERIES

Alcatel-Lucent has designed a comprehensive range of professional phones to make you feel completely comfortable, and offer you optimum access to all services your Office Communication Solutions can deliver. You can even take your phone with you when moving offices: functions and recorded data are retained, and your phone number remains the same.

Alcatel-Lucent offers you the Alcatel-Lucent 9 Series: A range of phones that takes you to a new dimension in experience, aesthetics, communications productivity and customer care.

Features	Benefits

Alcatel-Lucent 4039 digital phones

- Adjustable graphical 4-grey level display
- •100 x 160 Pixels
- •78 X 51 mm
- 10 soft keys and 4-way navigator
- Alphabetic keyboard
- Best quality loudspeakers and microphones
- Hands Free
- Headset jack
- Comfort handset with soft grip and hearing aid
- Software downloadable

- Enjoy the comfort and ergonomics of a large screen and easy-to-use navigation keys
- New design, including all necessary keys: mail, mute, redial…
- Reach people rapidly by "call by name"
- Use the handset, a headset or hands-free, with the same outstanding audio quality
- Aimed at intensive desktop phone users, working alone or in a team
- Easy-to-install, easy-to-manage

Specifications : 240x180x133 mm, 1020 grams

Alcatel-Lucent 4029 digital phones

- Adjustable graphical B&W display
- •64 x 128 Pixels
- •70 X 38 mm
- 6 soft keys and 4-way navigator
- Alphabetic keyboard
- Hands Free
- Headset jack
- Software downloadable

- New design and ease of use with its comfortable graphical display, navigation keys and all necessary keys: voice mail, mute, redial…
- Reach people rapidly by "call by name"
- Use the handset, a headset or handsfree, with the same outstanding audio quality
- Easy to install, easy to manage

Specifications : 240x175x133 mm, 1015 grams

Alcatel-Lucent 4019 digital phones

- 1x20 character display
- 6 programmable keys with LED and bi-directional navigator
- External loudspeaker
- Software downloadable

- Compact phone combining ease of use with a simple, effective navigation
- New design, including all necessary direct access keys: mail, directory, mute, redial and 6 programmable keys
- Easy-to-install, easy-to-manage

Specifications : 220x175x133 mm, 790 grams

ALCATEL-LUCENT IP TOUCH 8 SERIES

As part of the Alcatel-Lucent professional line, these state-of-the-art IP phones bring you the converged power of data and voice over IP. They are always on, ready to provide the best communication services whenever you need it, and to connect other devices and applications in real-time.

Alcatel-Lucent offers you the Alcatel-Lucent IP Touch phones: a range of full-featured sets with integrated IP connectivity and telephony

Alcatel-Lucent 4068EE IP Touch phone

Features	Benefits
■ Adjustable graphical colour display (4096 colours) ■ •240 x 320 pixels (¼ VGA) ■ •73,5 X 55,6 mm ■ 10 soft keys and 4-way navigator ■ Alphabetic keyboard ■ Bluetooth 1.2 connectivity ■ Hands Free ■ Best quality loudspeaker and microphones ■ Comfort handset with soft grip and hearing aid ■ Headset jack ■ Application openness ■ 2 Ethernet ports 10/100/1000 ■ Software downloadable	■ Enjoy the comfort and ergonomics of the large color screen and easy-to-use navigation keys, contextual keys ■ New design, including all direct access necessary keys: mail, mute, redial... ■ Reach people rapidly by call by name ■ Go wireless with Bluetooth ! Ideal for your headset or a conferencing station ■ Outstanding audio quality, with the handset and on the loudspeaker ■ Aimed at intensive phone users, senior executives ■ Customize the application that suits your business, it's accessible from your set! ■ Easy-to-install, easy-to-move

Specifications : 240x188x133 mm, 1070 grams

Alcatel-Lucent 4038EE IP Touch phone

Features	Benefits
■ Adjustable graphical 4-grey level display ■ •100 x 160 pixels ■ •78 X 51 mm ■ 10 soft keys and 4-way navigator ■ Alphabetic keyboard ■ Hands Free ■ Best quality loudspeaker and microphones ■ Comfort handset with soft grip and hearing aid ■ Headset jack ■ Application openness ■ 2 Ethernet ports 10/100/1000 ■ Software downloadable	■ Enjoy the comfort and ergonomics of a large screen and easy to use navigation keys ■ New design, including all direct access necessary keys: mail, mute, redial... ■ Reach people rapidly by call by name ■ Use the handset, a headset or hands-free, with the same outstanding audio quality ■ Aimed at intensive desktop phone users, working alone or in a team ■ Customize the application that suits your business, it's accessible from your set! ■ Easy-to-install, easy-to-move

Specifications : 240x180x133 mm, 1020 grams

Alcatel-Lucent 4028EE IP Touch phone

- Adjustable graphical B&W display
- •64 x 128 pixels
- •70 X 38 mm
- 6 softkeys and 4-way navigator
- Alphabetic keyboard
- Hands Free
- Best quality loudspeaker and microphones
- Comfort handset with soft grip and hearing aid
- Headset jack
- Application openness
- 2 Ethernet ports 10/100/1000
- Software downloadable

- New design and ease of use with its comfortable graphical display, navigation keys and all necessary keys: voice mail, directory, mute, redial…
- Reach people rapidly by call by name
- Use the handset, a headset or hands free, with the same outstanding audio quality
- Customize the application that suits your business, it's accessible from your set!
- Easy-to-install, easy-to-move

Specifications : 240x175x133 mm, 1015 grams

Alcatel-Lucent 4018EE IP Touch phone

- 1x20 character display
- 6 programmable keys and Bi-directional
- External loudspeaker
- Hands Free
- Best quality loudspeaker and microphones
- Comfort handset with soft grip and hearing aid
- 2 Ethernet ports 10/100
- Software downloadable

- Compact phone combining ease of use with a simple, effective navigation in all offered functions
- New design, including all necessary direct access keys: voice mail, directory, mute, redial and 6 programmable keys
- Outstanding audio quality, with handset and on the external loudspeaker
- Easy-to-install, easy-to-move

Specifications : 220x175x133 mm, 790 grams

Alcatel-Lucent 4008EE IP Touch phone

- 1x20 character display
- 6 programmable keys and Bi-directional
- External loudspeaker
- Hands Free
- Standard handset
- 1 Ethernet port 10/100
- Software downloadable

- First entry level IP phone combining ease of use with a simple, effective navigation in all offered functions
- New design, including all necessary direct access keys: voice mail, directory, mute, redial and 6 programmable keys
- Easy-to-install, easy-to-move

Specifications : 220x175x133 mm, 790 grams

XML APPLICATION OPENNESS

The IP Touch phones (**except the 4018 and the 4008**) are open to XML Business and Communication applications Customized applications can be developed to fit the unique demands of your business.

POWER OVER ETHERNET (PoE)

The IP Touch phones are compatible with the international 802.3af standard for Ethernet powering in order to deliver electricity and data through the same cable.

Phone accessories

The ranges of Alcatel-Lucent fixed-desktop phones are completed by a series of value-added accessories.
Alcatel-Lucent offers you various phone accessories designed to enhance use of Alcatel-Lucent phones in specific operational environments.

BLUETOOTH 1.2 WIRELESS TECHNOLOGY*

Enjoy cordless freedom at your desktop with an Alcatel-Lucent Bluetooth handset designed for your IP Touch 4068EE phone!
Liberty of move in your desktop proximity (10 meters coverage)
Superlative sound quality
Key for picking up/hanging up, Volume settings, Ringing and Battery on the handset

* On IP Touch 4068EE phone only.

You can also connect other types of Bluetooth equipments** on your IP Touch 4068EE phones :
Bluetooth headsets
Bluetooth conferencing station

**On IP Touch 4068EE phones only. Not provided by Alcatel-Lucent

INTERFACE MODULES*

Alcatel-Lucent interface modules offer you additional flexibility and openness.
They allow you to add peripheral equipment to your system while enabling great cost savings on cabling.

>>AP Interface Module
To connect an **analog** device (such as fax, POTs etc.) using just one line

>> S0 Interface Module
To add S0 devices to your system and take advantage of **ISDN** services.

>> V24/CTI Interface Module
To connect your phone to a computer, a Braille console or any other V24 device and transmit/receive **data** via your telephone line.

*Interface modules work on 9 Series digital phones only.

EXTENSION MODULES*

>> Smart Display module
A smart display module with 14 self-labeling keys is available. Its large LCD display allows quick and easy identification of associated keys on Alcatel-Lucent 8 and 9 series phones. There can be up to 3 smart display modules on one phone.

>> Paper labeled modules
They are available in 10-key and 40-key modules. There can be up to 120 additional keys on one phone.

*Available only on Alcatel-Lucent 4068EE, 4029/4028EE and 4039/4038EE phones.

FOOT-STAND and WALL-MOUNTED KIT

All IP Touch and Digital phones are compatible with a 60-degree foot-stand. It minimizes the footprint on your employees' desk and optimizes the display angle for comfortable viewing. All IP Touch and Digital phones can be wall -mounted thanks to a specific kit.

CORDED HEADSETS

>> **Monaural headsets** are intended for office users, and can be mounted as an ear-hook or headband.

>> **Binaural headsets** are aimed at active users that want a securely fixed headset while communicating on the move or in noisy, telephone intensive environments (warehouse operators, shop floor supervisors, etc.).

COMFORT HANDSET

All sets except 4019 and 4008 phones are compatible and delivered with a comfort wide band handset with soft grip.

SPECIFIC ALPHABETS STICKERS

In some countries, the phones (except 4019/4018/4008) can enter specific characters Cyrillic, Pin Yin, Zhuyin and Stroke an required stickers

2.2.4.3 Alcatel-Lucent IP Conference Phone

Key Features

- Four simultaneous connections can be linked to create a five-way call

- Up to four user profiles can be saved with settings and contact details (Local Phone Book, up to 1000 entries per profile)

- LDAP client with direct access to directory

- Call recording function on SD memory card enables meetings and file notes to be saved and transferred to a computer

- Conference guide enables group calls – All participants in a group can be contacted at the same time with one button access. Up to 20 groups can be stored per profile.

Features	Keyboard for
▪ Five ways conference call ▪ three-way speakers ▪ centralized microphone ▪ Display screen ▪ Two additional microphones support ▪ An SD memory card port for firmware upgrading and recording the meetings	▪ Sound volume: Increase, Decrease ▪ Mute, for the microphone and speakers, or microphone only: ▪ A flashing red LED for a microphone muting ▪ A constant red LED for microphone and speakers muting ▪ Hold ▪ Recording: A short sound indicating the call is recorded. ▪ Answer ▪ Hang up ▪ Conference button for automatic calling ▪ Contacts button: display the contact
Number of 4135 IP conference phone is limited by OmniPCX Office RCE	

2.2.5 Off-Site mobility

2.2.5.1 My IC Mobile

My IC mobile for iPhone is an application specifically developed for users who have an Apple^{TM} iPhone and would like to use it as their preferred or unique business phone. My IC Mobile for iPhone is deployed through Apple Store and it takes advantage of the powerful Apple Store service ability to download, install, and update the application.

Home Layout

The My IC Mobile home screen layout displays four main areas: The user profile settings, the user routing preferences, the application content area and the control tab bar.

User profile settings
 provides the user options and settings

User routing options
provides the user telephony preferences

Body content
provides the application contents

Tab Bar
provides the application main services

Call History Panel and Visual Voice Mail

The "Call History" panel provides the conversation logs;
In the "Voice mail" panel, the user can perform the following actions :

- Call back the caller
- Delete the message

- Add caller to contacts
- Listen to the voice mail

Contact Search

The contact search engine searches contacts from the OmniPCX Office RCE directory or from any external LDAP server thanks to the UDA (Universal Directory Access). The search engine looks also in the iPhone local directory. The final query result is a mix of local iPhone contacts and remote company directory contacts:
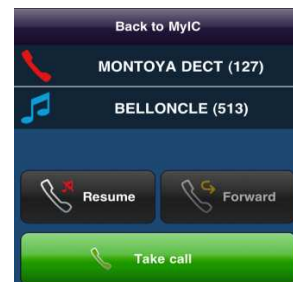
Call Control

- Call on hold
- Enquiry call

- Broker call
- Call transfer

- Release call

2.2.5.2 Alcatel-Lucent My IC Mobile for Android

The Alcatel-Lucent My IC mobile for Android is a powerful application developed for users who have an Android^{TM} SmartPhone and would like to use it as their preferred or unique business phone. My IC Mobile for Android is deployed through Google Play application store and it takes advantage of this Google service ability to download, install, and update the application.

The My IC Mobile for Android home screen contains a user profile settings area and three tabs for Favorites, Communications and Events access.

Events : Call History Panel, Missed calls and Visual Voice Mail

From each conversation logs, the user can perform :

- Call back the caller
- Send an email
- Delete the message
- Open/add the contact

For each Voice mail, in addition, the user can perform :

- Listen the message
- Pause

Favorites : Contact Search

The contact search engine searches contacts from the OmniPCX Office RCE directory or from any external LDAP server thanks to the UDA (Universal Directory Access). The search engine looks also in the Android local directory. The final query result is a mix of local contacts and remote company directory contacts.
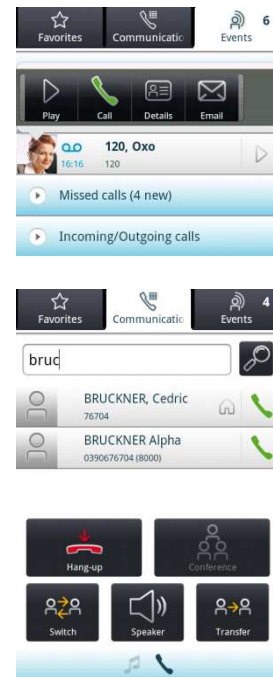
Conversation : Call Control

- Call on hold
- Enquiry call
- Broker call
- Call transfer
- Release call

Feature	Benefits
Enhanced user experience	Using a tab based presentation in idle mode and one screen per active communication, the user profits of a cross device user experience (8082 My IC Phone & smart-phone) and a rapid adaptation from one to the other
Support of Android 2.2, 2.3 and 4.0	This lets a large choice of smart-phones or devices to the end user from least cost one to more sophisticated one.
Corporate features set	Company members can share their business number, enterprise grade voice services and call routing profiles among their business devices.

2.2.5.3 Remote worker

Alcatel-Lucent provides SMBs with state-of-the-art and easily deployable solutions for remote workers based on its **OmniAccess wireless** IP infrastructure. These solutions, whether deployed via Remote Access Points for home office, branch office and telecommuters or via Virtual Intranet Access (VIA) software for hot-spot Wi-Fi areas, are both centrally managed from an Alcatel-Lucent OmniAccess wireless switch.

Remote Access Point

The Alcatel-Lucent **OmniAccess Remote Access Points** (RAP2WG: single radio 802.11b/g)(RAP-5WN 4x10/100 LAN port + radio 802.11 a,b,g,n + 3G WAN backup) , are enterprise-class indoor remote APs, capable of supporting multiple functions including wired and wireless access, air monitoring/wireless intrusion

detection and prevention across the 2.4 GHz spectrum. These remote access points deliver secure user-centric network services and applications to remote branch offices, home office workers and telecommuters.

Centrally managed from an OmniAccess wireless switch, these access points support authenticated wired and wireless access, and policy-based forwarding mechanisms to allow access to centralized and local resources.

These OmniAccess RAPs are the ideal complement of the Alcatel-Lucent IP Touch™ phones for building an easy-to-set-up, easy-to-manage and secure remote worker or branch office environment. All Alcatel-Lucent communication applications extend to the home and increase remote worker productivity.
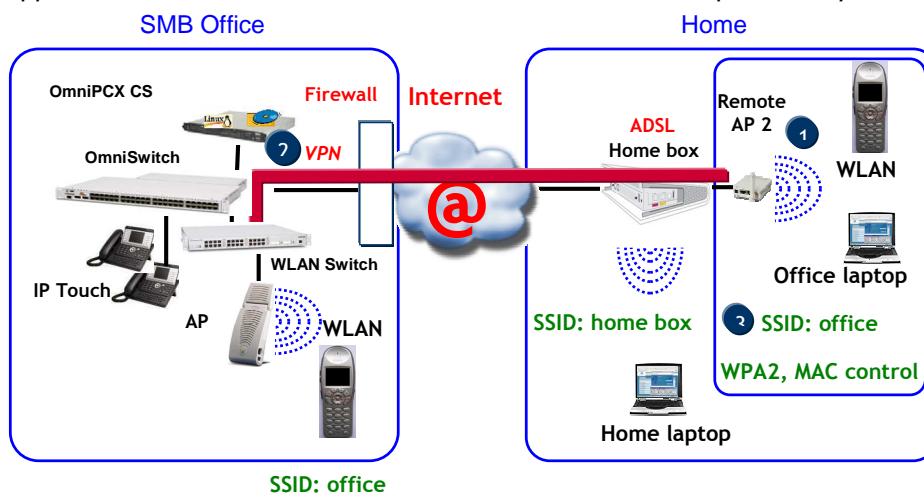
2.2.6 Hotel/hospital management

The Alcatel-Lucent Office Communication Solutions integrate a hospitality solution dedicated to your specific needs –hotels of course but also clinics, retirement homes, student resident halls, and so on.

Alcatel-Lucent offers you:
Hotel/Hospitality solution for higher revenue opportunities
> Greater **staff** productivity, optimized daily task and professional welcome for guests.
> High quality of service and therefore higher spending per **customer** and/or more bookings.
> More efficient hotel **management.**

This complete solution specifically designed for Hotel/Hospitality relies on the Office Link Driver (OLD). Thanks to OLD, the communication system is fully integrated within your hotel applications. All operations (check in, room number, guest set language, room status, room problem, guest name, speaking language…) are handled directly from the front office and signalled on the operator set. Furthermore, the information such as the room status is synchronized between the hotel applications and Alcatel-Lucent phones and vice-versa.

STAFF EFFICIENCY

Manage your rooms and your calls from your front desk. An Alcatel-Lucent desktop phone is purpose-designed for reception use. A friendly display on the phone using straightforward icons guides you through the various functions. It simply tells you everything you need to know about room status (free, occupied, done, anomaly), and simplifies every check-in and check-out.

At check-in, guests receive a printed slip noting their direct line phone number, the code to lock and unlock their phone, and the requested wake-up time.

	Hotel Miraplaya
	Thursday June 16th 2005, 18:17
Name	**Smith**
Room	**214**
Language	**English**
Personal Login	**1619**
Direct Number	**038647525**
Outgoing Calls	**No Restriction**
Pre-payment	**20£**
Used	**20£**
Including VAT (20,6%):3,42£	
Do not disturb	**Inactive**
Message	**None**

CUSTOMER SATISFACTION

OmniPCX Office hospitality solution will also change life for your guests. For example, wake-up calls are failsafe. They can be programmed from the front desk or from the guest's room. If there is a problem, a beep and an icon alert you. With OHL and hotel applications, you can also program the wake up call from the front office.

In addition to their direct line, guests are easily equipped with voice mails (automatically) and DECT or WiFi handsets: a great service for business customers on seminars.

You can also provide a phone booth, in the lobby for example, with calls charged to the guest's room, for the convenience of guests.

COMMUNICATION COST MASTERING

The hotel can set its own unit charges for guests' phone calls, a sliding rate if you like, according to the length of the call. On check-out, your front desktop terminal prints out the guest's phone bill with detailed information.

With OHL and hotel applications, the check out can be done from the front office and signalized on the operator set, meaning only one total bill for the customer, which includes the phone bill.

On demand you can activate or de-activate direct dial line for local, long distance and international calls; you can also program the system to cut off the direct line after a pre-determined credit limit has been reached.

For all these reasons, you can transform your room phones from a basic service into a profit center generating significant revenue for your business.

www.alcatel-lucent.com/enterprise

twitter.com/ALUEnterprise
facebook.com/ALUEnterprise
youtube.com/user/AlcatelLucentCorp