

ALCATEL-LUCENT MY IC PLUGIN FOR OUTLOOK®

RELEASE 3.3

Alcatel-Lucent My IC Plugin for Outlook® is an application that integrates Microsoft® Outlook®, Skype™ and Yahoo! with the Alcatel-Lucent OmniPCX® Office Rich Communication Edition (RCE). It enables users to optimize communications by providing consolidated presence information and by presenting a variety of communication options – voice, email, Short Message Service (SMS) and Instant Messaging (IM) – all through existing social media.

My IC Plugin for Outlook® was designed to address the need for small and medium businesses (SMBs) to deliver enhanced unified communications and to improve productivity. Most users have Microsoft Outlook, and this simple Outlook plug-in enables them to communicate with all their contacts from within Outlook. There's no need to open separate applications.



FEATURES

- Directory federation of local contacts, internal corporate contacts and external social media contacts
- Presence federation of telephony status, social media presence and calendar availability provided to internal contacts and propagated to external contacts
- One communications interface for telephony control, contact management, social media integration and presence federation

BENEFITS

- Provides a variety of communication options
- Makes it easier to reach someone when they are available, thanks to presence information
- Shortens communication setup times, for greater productivity

Detailed features

Intelligent Quickdial and Callback

Intelligent Quickdial (IQ) allows you to select and dial, send SMS text or schedule a call to any number displayed on your PC screen – in a web page, a Microsoft Office document, a PDF, an image, an email signature, and so on – through a combination of a button press and a

mouse click. The Callback feature allows you to easily schedule a callback directly from the call screen popup. The callback is automatically added to your Outlook Calendar to remind you.

SMS from the desktop

My IC Plugin for Outlook® allows users to simply click on a contact entry to send an SMS. Users can also choose to receive the reply SMS as an email.

Pounce

Pounce allows users to right-click on a contact they want to communicate with at the next available opportunity. When the contact next comes online, the Pounce user receives a “now available” notification in the form of a call screen popup.

Call History

Lets the users view the full communication history with the outgoing, incoming and missed called. The Missed Calls button is highlighted in orange, and the number of missed calls is displayed on the Outlook panel. The call history list displays each contact's name, and current presence status, to indicate whether the person is available.

My IC Plugin for Outlook® toolbar and context menu

When a user highlights an email, the My IC Plugin for Outlook® toolbar displays the sender's current telephony, Skype, and Yahoo! presence status. If the user right-clicks on a contact, a context menu displays all the communication methods available to make contact with the person:

- Click to call
- Click to IM
- Click to email

This allows the user to select the preferred form of communication.

Call Dialog Window

For both incoming and outgoing calls, the Call Dialog window pops up and displays:

- The contact's name and number
- The call services including transfer call and conference, call duration
- Social medial services when available

IM through, Skype, or Yahoo during the call

If a user cannot answer an incoming call, he/she can schedule a callback by pushing a button in the popup. This action opens a new event in the Outlook Calendar. The user schedules a time to call back. Outlook alerts the user when the time to call back arrives. Then, the user can simply press a Call button to initiate the call.

TECHNICAL SPECIFICATIONS

System requirements

Software

- Alcatel-Lucent OmniPCX Office RCE, Release 9.0 or later
- Microsoft .NET Framework Release 3.5 Service Pack 1 (available from the Microsoft website)
- Microsoft Outlook 2003, 2007, 2010 or 2013 (32-bit)
- Microsoft Telephony Application Programming Interface (TAPI) driver, Release 6.4.2710.001 or later
- Microsoft Windows® 7 Professional, Ultimate or Enterprise (32- or 64-bit)
- Microsoft Windows Vista® SP2 Business, Ultimate or Enterprise (32- or 64-bit)
- Microsoft Windows XP Professional, Service Pack 3
- Microsoft Windows 10 Professional (32/64 bits)
- Skype, Release 3.8.0.188 or later
- Yahoo!, Release 10.0 or later

Hardware (recommended)

- 32-bit (x86) or 64-bit (x64) GHz processor
- 1 GB of system memory
- Minimum 30 MB of available hard drive
- Minimum 10-Mb/s network connection

Connectivity

- TAPI client: Release 2.0; direct connections to OmniPCX Office RCE for up to 25 users
- TAPI server: Release 2.1; direct connections to OmniPCX Office RCE for more than 25 users

Contact sources

- Corporate contacts: Active Directory, LDAP
- Local contacts: Microsoft Outlook contacts
- PBX Phonebook
- Social networks contacts: Skype, Yahoo Messenger

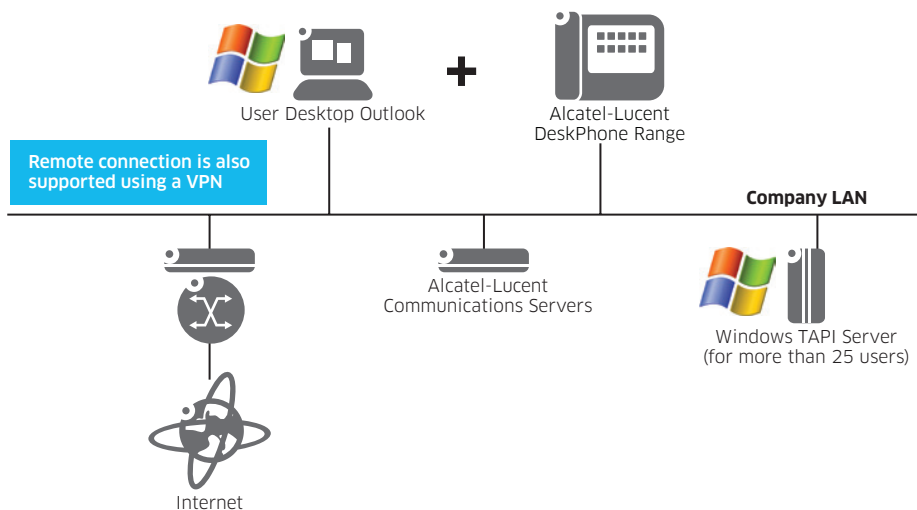
Languages

- Chinese
- Dutch
- English
- French
- German
- Italian
- Portuguese
- Russian
- Spanish

Management

- License management through OmniPCX Office RCE
- User settings available from the Outlook plug-ins menu

Figure 1.



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