ALCATEL-LUCENT OPENTOUCH CONVERSATION FOR PC

The Alcatel-Lucent OpenTouch® Communications Suite transforms enterprise communications into collaborative conversations and business services. OpenTouch Conversation® brings the essential elements of the OpenTouch Communications Suite to life, supporting seamless interaction across multiple media, devices, and participants, all within the same conversation.
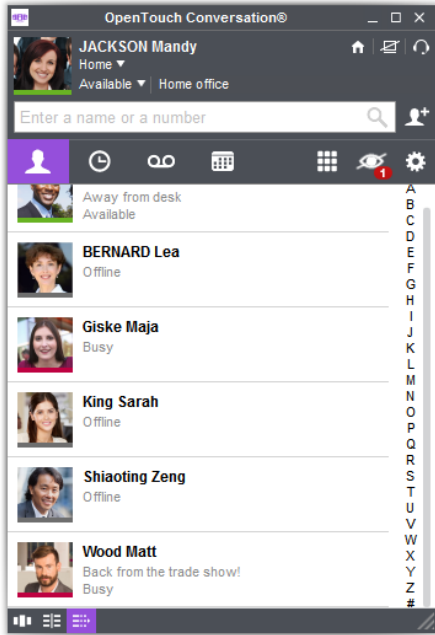

Figure 1: OpenTouch Conversation for PC

OPENTOUCH CONVERSATION APPLICATIONS

OpenTouch Conversation applications enable users to move from a phone call to a conference call simply by adding people to the conversation. The users can add video or instant messaging, share presentations or monitors, annotate documents, and exchange files. Employees can optimize their time usage by transferring, for example, conversations to their smartphone or computer without interruption. OpenTouch Conversation adapts to the way that users work, fostering conversations that enrich their business.

The OpenTouch Conversation applications support native operating systems for Microsoft® Windows®, Apple® Mac® OS X®, Apple® iPad®, Apple® iPhone®, and Android™ devices. OpenTouch Conversation web clients support Google® Chrome™, Mozilla® Firefox®, Microsoft® Internet Explorer® and Apple® Safari® web browsers. Regardless of the device or platform, OpenTouch Conversation supports business communications needs.

OPENTOUCH CONVERSATION FOR PC

OpenTouch Conversation for PC (available for "Connection" and "Conversation" system profiles) enhances collaboration and communication within the enterprise: users benefit from multimedia conversations with high-quality voice and video, instant messaging, presence, seamless session shifts and embedded collaborative sessions. OpenTouch Conversation allows employees to find the right people, see if and how they are available, and collaborate using their preferred method.

Available on the latest Microsoft® Windows® and Apple® Mac® OS X® platforms, OpenTouch Conversation for PC works in any location (on company premises or off-site) with industry-standard security mechanisms, ensuring clear and reliable communications. OpenTouch Conversation also seamlessly integrates with:

- Microsoft® Office applications for click-to-call, click-to-video, click-to-chat and presence services. From Microsoft® Outlook®, users can easily schedule and manage OpenTouch conferences, and use voice messaging services.

- Microsoft® Lync®/Skype for Business application for enterprise telephony, messaging services, and phone presence using an external control pane.

- IBM® Notes® application for click-to-call, click-to-video, click-to-play voice messages, click-to-record and click-to-send voice messages.

- IBM® Sametime® application for click-to-call/video/share services from contacts list and phone presence.

- Google® for click-to-call services from Google® Gmail™, Google® contacts and Google® Chrome™ web pages. Google® Gmail™ can also be used as an enterprise-class platform for e-mail, as well as an integrated platform for voice messaging.

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BENEFITS

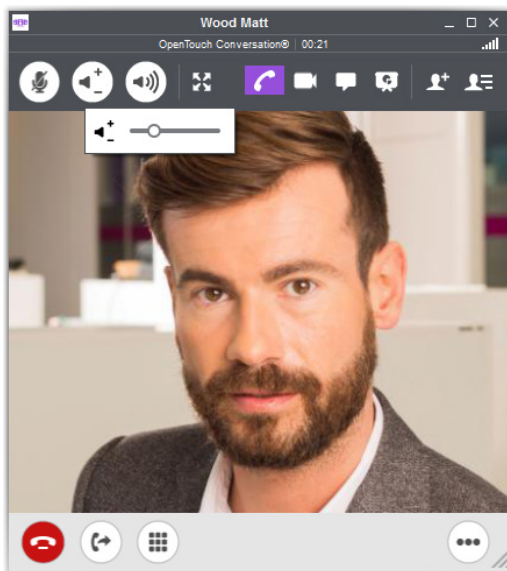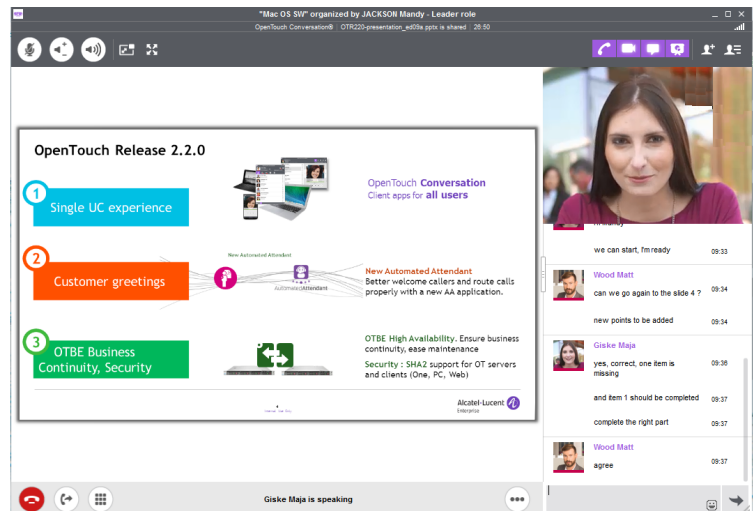|	
Learn and use easily on multiple devices	Benefit from a familiar and consistent user experience across a variety of devices, enabling users to transition between PC, smartphone and deskphone applications with ease.
Improve collaboration	Improve collaboration and increase efficiency with advanced, streamlined business conversations that can include multiple parties, persistent conversations, content sharing, annotation and high-quality video conferencing.
Work from anywhere	Boost productivity and reduce expenses with quick access to business communication features from any location. Regardless of where they are, users can receive business notification events and access enterprise-grade services, including corporate directory, telephony, conferencing, instant messaging and communication history.
Maintain a single identity	Use a single business identity across multiple devices (such as a deskphone, computer, mobile phone, and home phone) to contact employees more efficiently.
Stay connected	Enable employees to view their colleagues' availability and select the best way to communicate by initiating a phone call, video call, instant message or e-mail.
Collaborate directly from Microsoft®, IBM® and Google® business applications	Access OpenTouch capabilities from common Microsoft®, IBM® and Google® desktop applications, including the ability to: • Click-to-initiate voice calls and click-to-play voice messages from contact cards and e-mail when using Microsoft® Outlook® or IBM® Notes® • Schedule and manage OpenTouch conferences from Microsoft® Outlook® • Complement Microsoft® Lync®/Skype for Business and IBM® Sametime® collaborative workspaces with enterprise telephony, messaging services and phone presence • Communicate with users from organizations using Microsoft® Lync® 2013 • Click-to-initiate voice calls from Google® Gmail™, Google® contacts and Google® Chrome™ web pages
Communicate securely	Enable secure communications with colleagues and customers from any location (at the company premises or off-site).

Figure 2: Control your conversation

Figure 3: Use voice, video, chat and content sharing in a conversation

FEATURES

OpenTouch Conversation for PC application is linked to either the Conversation or Connection system profile, depending on the end-user provisioning defined at the IT Manager level.

FEATURES	CONVERSATION PROFILE	CONNECTION PROFILE
Multimedia conversations		
Seamlessly add people, voice, video and content to a chat session	✓	✓ (no video in ad-hoc conversations)
Seamlessly shift a multimedia session between business devices	✓	
Single identity		
Maintain a single business identity, with one phone number, across multiple devices	✓	✓
Contacts		
Search for local (Microsoft® Outlook®, IBM® Notes®) and corporate contacts	✓	✓
Instantly access favorite contacts with a single click-to-call/-video/-chat/-share content	✓	✓ (no video)
Instant messaging and presence		
Chat securely with colleagues and corporate contacts, or supported federated contacts (Microsoft® Lync® 2013)	✓	✓
See the real-time availability of colleagues within (OpenTouch users) and outside (Microsoft® Lync® 2013 users) the enterprise network, and identify what type of communication is most appropriate	✓	✓
See calendar presence information (free/busy) of colleagues, based on Microsoft® Exchange calendar information	✓	✓
Meetings		
Schedule meetings on-the-go using predefined meeting profiles that allow OpenTouch conferencing capabilities to match the type of meeting or event (such as business meeting, webinar, training or conference call)	✓	✓
Use audio, video, chat, and share content	✓	✓
See who is talking	✓	✓
Add, drop, promote or mute participants	✓	✓
View, conduct and annotate presentations (Microsoft® Office documents, PDFs and bitmap images)	✓	✓
View and share monitors	✓	✓
Download documents	✓	✓
Conversation Wall		
See past conversations, active conversations and future meetings in a single view	✓	✓
Notifications		
Check new voice messages, missed calls, callback requests and instant messages	✓ (no callback requests)	✓
Voice and video capabilities		
Give the deskphone/phone control over the phone functionality, or use the softphone mode to manage calls	✓	✓
Use high-quality communications (HD voice, HD video) to improve personal connections	✓	✓ (no video in ad-hoc conversations)
Support multiple devices and multiple call routing	✓ (up to 5)	✓ (up to 2)

FEATURES	CONVERSATION PROFILE	CONNECTION PROFILE
Voice and video capabilities		
Place audio calls, manage (answer, divert) incoming calls, add and drop participants, and use other traditional telephony features (call transfer, call merge, DTMF, call forwarding, call recording, mute on/ mute off, call voicemail system, hold call, retrieve call, leave a voice message)	✓	✓
Place peer-to-peer video calls	✓	
Manage ad-hoc conversations with an unlimited number of participants (audio and video)	✓	3-party conference call, no video
Delegate calls (Manager/Assistant service)	✓	
Supervise users of a group and pick up calls	✓	
Seamlessly move conversations between devices with a single click	✓	✓
Manage communications preferences and reachability using call routing profiles effortlessly and while on the move	✓	✓
Use integrated call control features for Plantronics® and Jabra® audio devices, including call answer/end, volume control and synchronized mute	✓	✓
Visual voicemail		
Display and manage voice messages as easily as e-mail using a visual voicemail interface that allows messages to be selected, played or deleted in any order	✓	✓
Microsoft® integration		
Click-to-initiate voice calls, video calls and instant messages, and display presence information when using Microsoft® Office applications	✓	✓ (no video)
Use Outlook® for scheduling conferences (invitees receive an e-mail invitation or Outlook® appointment that includes a link to the conference), playing and recording voice messages	✓	✓
Complement Lync®/Skype for Business with enterprise telephony, video, content sharing, messaging services and phone presence	✓	✓ (no video)
Communicate with users from organizations using Microsoft® Lync® 2013 thanks to the OpenTouch federation	✓	✓
IBM® integration		
Use Notes® for initiating voice and video calls, as well as for playing and recording voice messages	✓	✓ (no video)
Complement the Sametime® collaborative workspace with enterprise telephony, video, content sharing, messaging services and phone presence	✓	✓ (no video)
Google® integration		
Click-to-initiate voice calls from Google® Gmail™, Google® contacts and Google® Chrome™ web pages	✓	✓
Use Google® Gmail™ as an enterprise class platform for e-mail, as well as an integrated platform for voice messaging	✓	✓
Secure access to corporate infrastructure		
Reverse proxy support	✓	✓
Session border controller (SBC) support	✓	✓
Virtual private network (VPN) support	✓	✓
High availability support		
For OpenTouch Business Edition and OpenTouch Multimedia Services		✓

TECHNICAL SPECIFICATIONS

HARDWARE AND SOFTWARE SPECIFICATIONS	CONVERSATION PROFILE	CONNECTION PROFILE
Alcatel-Lucent OpenTouch platform		
Version 2.2 or later	✓	✓
Microsoft® Windows® OS		
Windows® 7 (32- and 64-bit) Windows® 8/8.1 (32- and 64-bit) Windows® 10 (32- and 64-bit)	✓	✓
Apple® Mac OS®		
Mac OS® X 10.10 (Yosemite) Mac OS® X 10.11 (El Capitan)	✓	✓
Microsoft® integration		
Office 2010, 2013 and 2016 applications (32- and 64-bit)	✓	✓
Lync® 2013 and Skype for Business 2015/2016 (32- and 64-bit)	✓	✓
Lync® 2013 (32- and 64-bit), for federated contacts	✓	✓
Office 365	✓	✓
IBM® integration		
Notes® 8.5.x and 9	✓	✓
Sametime® 9	✓	✓
Virtual environments		
Citrix® XenDesktop® 7.6	✓	✓
Audio		
Wideband (G.722) and narrowband (G.711 A-law/u-law, G.729 Annex A) codecs	✓	✓
Echo cancellation (for narrowband codecs), Packet Loss Concealment (PLC), voice quality indicator	✓	✓
Video		
H.264/AVC codec profile 3.1 HD video 1280x720 at 30 fps	✓	✓
Voice-activated video switching mode	✓	✓
LifeSize® as an integrated user device	✓	
Integration of third-party video devices (for example, Cisco®, Polycom®)	✓	
Security		
HTTPS	✓	✓
SIP over TLS, Secure RTP	✓	✓
Support for reverse proxy and SBC network elements	✓	✓
LDAP/LDAPS and RADIUS authentications	✓	✓
Single sign-on (SSO) through Kerberos™	✓	✓
Available languages		
Brazilian Portuguese, Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, French, Finnish, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Turkish	✓	✓

Ordering information
The following license is required:
- "OpenTouch Conversation universal client user option license", part number 3BA09662JA

Options are as follows:
- Conferencing (for managing scheduled conferences with more than 3 participants): "Conferencing user option license", part number 3BA09423JA
- Voicemail (to benefit from voicemail and unified messaging services): "OpenTouch Business Edition messaging user option license", part number 3BA09698JA, or "OpenTouch Multimedia Services messaging user option license", part number 3BA09697JA

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