Alcatel·Lucent
Enterprise

SYNTEL
S m a r t T e l e r e t u r n s
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OXO Connect
Small and medium businesses

Rainbow™
Rainbow Ready

To compete and succeed in today's marketplace, small- and medium-sized businesses (SMBs) need enterprise-class products. With increased simplicity, confirmed robustness and being connected,-all at a lower cost- the Alcatel-Lucent OpenTouch® Suite for SMB helps businesses grow.

Alcatel-Lucent OpenTouch Suite for SMB offering is based on the new generation of communication server called OXO Connect. This robust communication server for small and medium companies is ready to connect and deliver cloud services with an extended capacity of up to 300. OXO Connect is the new generation of OmniPCX® Office RCE with a clear, future-proof direction for connecting to cloud services and delivering advanced services to SMBs. Moreover, OXO Connect has a simplified licensing built on a single Universal Telephony License and a new service offer that guaranties three years of free software upgrades. With this new offer, Alcatel-Lucent Enterprise starts a new era for SMB and confirms its leading position in this market.

Benefits

- To deliver advanced cloud services: Rainbow, UC cloud based services and new remote management operation
- Modularity, flexibility and scalability to meet the needs of SMBs from 4 to 300 people in size
- Offer next-generation enterprise communication experience
- Provides full-featured access to enterprise communications services across devices while on site or off
- Increased communication efficiency for employees with new opportunities to reach contacts
- Increase customer satisfaction by improving call resolution
- Reduces communication costs and enables the choice of network configurations and IP, IP/TDM or TDM endpoints, minimizing additional investment and enabling a smooth migration
- Reduces total costs of ownership for business communication and conversation services
- Easy installation in full voice environment and/or converged voice/data environment at reduced cost
- Optimized installation ready for next generation of communications

Features

- Teamwork and collaboration to help teams work together
- Enhanced off-site mobility to keep users connected to their business anytime, anywhere
- Wireline/wireless phones and efficient desktops to increase productivity
- Customer welcome to provide a professional greeting and increase customer satisfaction
- Network infrastructure that reduces costs by using a single infrastructure for voice and data services

Technical Specifications

Communication services

Conversation services
- Wideband VoIP, HD video
- Enterprise presence, including conversation status
- Desktop phone and mobile phone control from PC
- Universal directory access
- Single-identity: routing profiles
  - User-defined routing rules
  - Route to one or several devices
- Visual mailbox access
- Hotdesking

Rainbow services
- Cloud Hybrid connection with Rainbow Agent
- Rainbow PBX services

Business communications services
- Unified Directory access, call by name
- Unified call log / Unified Instant messaging
- Multiline telephony
- Call options, speed dial
- Audio conferencing
- Personal and enterprise call routing and forwarding
- Call-back features
- Multiline
- Call queuing / Call pickup / Call recording
- Automatic route selection (ARS)
- Direct inward station access (DISA), substitution
- Paging
- Intrusion
- Call deflection
- Divert / Joining / Barring / Paging

Desktop Communications

Premium DeskPhones
- Business communication services
- Embedded alpha-numeric keyboard
- Back light
- Display of participant name and contextual feature keys
- Hands-free, loudspeaker announcement
- Headset capability, such as Bluetooth and USB
- Alcatel-Lucent NOE protocol
- Add-on supervision & smart display modules
- Remote worker: Embedded VPN client
- Predefined and custom Skins

Third-party SIP Phones
- Third-party SIP
  - Open SIP / Basic SIP

Alcatel-Lucent IP Desktop Softphone
- Softphone for business communication services
- Supported platforms - PC / MAC / Android™ / iOS

PIMphony
- Maximum capacity: 200
- Microsoft Windows (desktop mode)
- Conversation services on PC desktop
- Click-to-call
- Visual mail box, call log
- Supervision (single/multi site)
- Assistant mode (operator)
- PIM/directory
  - Microsoft Outlook / Act! / GoldMine / Microsoft Access / IBM Lotus Notes

Mobility services
- One number service: up to three devices per user
- OpenTouch Conversation (iOS, Android, and Windows Phone), DECT & WLAN
- Unified access (from any devices)
- Nomadic to any phone
- Multiple/single call presentation
- Get call feature

On-site mobility
Alcatel-Lucent OmniTouch 8118/8128 WLAN and 8212/8232s/8242s/8262/8262Ex / DECT Handset

Hospitality
- Max room (guest rooms and administrative sets) 300
- Integrated application (up to 120 rooms)
- Alcatel-Lucent OXO Connect Hospitality link (OHL) (Up to 300 rooms)
- Room management
- Wake up
- Multiset support
- Phone booth

Attendant Services
- Call queuing / Call overflow
- Alarm indication
- Attendant group features
- Busy lamp field
- Trunk and charging features
- User management features
- Add-on module
- Headset capability
- Attendant position (e.g., PC, Phone)
- Automatic attendant

- Visitor registration
- Normal/restricted mode control

Directory services
- UDA services
- Dial by name
- Abbreviated numbers: 2200
- Connection to external LDAP server
- Up to 5000 names
- CRM integration

Messaging services
- Voice mail
- Mailbox: 500 / Max storage: 200 Hours
- IM
  - Unified IM among user's devices and Applications
  - Instant notification, Conversation,read status
  - System storage: Up to 5000, Up to 30 days
  - Up to 100 characters per IM
- Unified messaging
  - Voice mail in e-mail / Call log in e-mail

Customer services

Architecture
- All-in-one, fully integrated solution
- Phone (Analog, Smart DeskPhones, DeskPhones, Premium DeskPhones, SIP, OTCV, Alcatel-Lucent IP Desktop Softphone, DECT, WLAN)
- Mixed configuration: ACD, MLAA, SCR and communication services
- ACD/MLAA/SCR ports: up to 16
- Group (broadcast, parallel, cyclical,sequential)

Agents features

Supervision

Statistic

Welcome greeting
- Personal assistant
- Automated attendant
- Attendant group
- Attendant console
- Multiple automated attendant (MLAA)

External Applications
- Video
- Fax services

Operations management

Serviceability

Terminals

| 8088 | 8068s | 8058s | 8039s | 8232 | 8128 (Wi-Fi) |