

CONVIVANCE

ALiS certified with

Alcatel-Lucent Enterprise OmniPCX Enterprise and OXO Connect

SOLUTION OVERVIEW



ALiS is the ideal solution for those looking to improve and streamline the management of incoming calls, ensuring that calls are always handled even during absences or periods of unavailability. With ALiS, no more wasted time searching for phone numbers: instantly connect with your contacts, whether they are service providers, suppliers, or others. ALiS is a virtual personal assistant that uses voice recognition, speech synthesis, and artificial intelligence to support the handling of complex requests. It connects to business data through APIs and integrates quickly and seamlessly with your IT and telecom systems.

ALiS est la solution idéale pour ceux qui souhaitent améliorer et rationaliser la gestion des appels entrants, en garantissant que les appels soient toujours pris en charge, même en cas d'absence ou de période d'indisponibilité. Avec ALiS, fini le temps perdu à chercher des numéros de téléphone : connectez-vous instantanément à vos contacts, qu'il s'agisse de prestataires de services, de fournisseurs ou autres. ALiS est un assistant personnel virtuel qui utilise la reconnaissance vocale, la synthèse vocale et l'intelligence artificielle pour assister la prise en charge des demandes complexes. Il se connecte aux données métiers via API et s'intègre rapidement et de manière transparente à vos systèmes informatiques et télécoms

INTEGRATION OVERVIEW

ALiS interoperates with OmniPCX Enterprise (OXE) and OXO Connect implementing:

- 100% of calls handled 24/7 thanks to natural language voice recognition
- Intelligent call management scenarios
- Multilingual support
- Call routing to the requested person or department
- AI-assisted response support
- Integrated phone directory for internal and external contacts
- Call traffic analysis to optimize communication flows

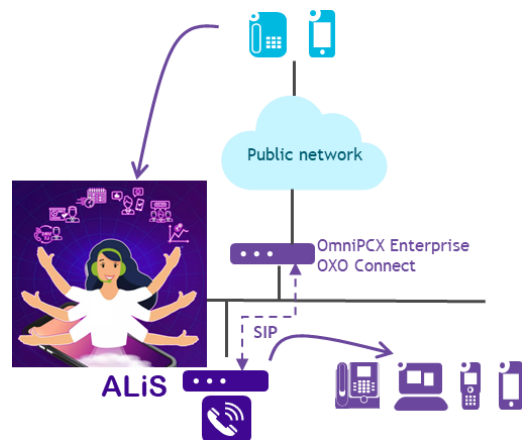
ALiS interagit avec OmniPCX Enterprise (OXE) et OXO Connect et fournit les fonctionnalités suivantes:

- 100 % des appels pris en charge 24/7 grâce à la reconnaissance vocale en langage naturel
 - Scénarios intelligents de gestion des appels
 - Support multilingue
 - Routage des appels vers la personne ou le service demandé
 - Aide à la réponse assistée par l'IA
 - Annuaire téléphonique intégré des contacts internes et externes
- Analyse du trafic d'appels pour optimiser les flux de communication*

INTEGRATION DETAILS



Seamless integration with OXE and OXO Connect systems via SIP (Session Initiation Protocol), including support for:

- SIP trunk w/o Authent. or with Authent. (OXE only)
- Communication over UDP
- Voice over IP and RTP codec support
- Incoming Call to Application
- Call Transfer by Application
- SIP Extension registration non-authenticated & authenticated (OXE only)



TECHNICAL DETAILS

For technical support, contact

- +33 1 41 06 40 40
-  support@conviviance.fr
-  <https://support.conviviance.fr>

ENVIRONMENT

Partner

- ALiS© Intelligent Voice server v 1.0.0

Alcatel-Lucent Enterprise

- OXE R101.0 - N3.521.10a
- OXO Connect Power CPU EE Software R6.2_030_001
- OXO Connect Evolution R6.2_030_001 R6.2_030_001

SUPPORTED API

- SIP Trunk & SIP Extension

COMPANY OVERVIEW

Conviviance

- +33 1 41 06 40 40
-  contact@conviviance.fr
-  <https://www.conviviance.fr>

Conviviance is a French software publisher specialized in telephony and a pioneer in voice-based connection through speech recognition and synthesis. We design and deploy innovative solutions to enhance interactions between organizations and their clients, patients, or citizens. Leveraging our expertise in conversational AI, we simplify communications, support the handling of complex requests, and improve operational efficiency.

Conviviance est un éditeur français de logiciels spécialisé dans la téléphonie, et pionnier de la mise en relation par reconnaissance vocale et synthèse de la voix. Nous concevons et déployons des solutions innovantes pour améliorer les interactions entre les organisations et leurs clients, patients ou citoyens. Grâce à notre expertise en IA conversationnelle, nous simplifions les communications, assistons la gestion des demandes complexes et améliorons l'efficacité opérationnelle au quotidien.

DISCLAIMER: This certification provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

However, be aware, this document is associated with an InterWorking Report (IWR) available on [MyPortal - Alcatel-Lucent Enterprise](#) which provides possible restrictions and limits.

The Alcatel-Lucent name and logo are trademarks of Nokia used under license by ALE. To view other trademarks used by affiliated companies of ALE Holding, visit: www.al-enterprise.com/en/legal/trademarks-copyright. All other trademarks are the property of their respective owners.

The information presented is subject to change without notice. Neither ALE Holding nor any of its affiliates assumes any responsibility for inaccuracies contained herein.

© 2025 ALE International. All rights reserved. <http://www.al-enterprise.com>

