

Scriptal

Scriptal BlueConnect certified with Alcatel-Lucent Enterprise OmniPCX Enterprise



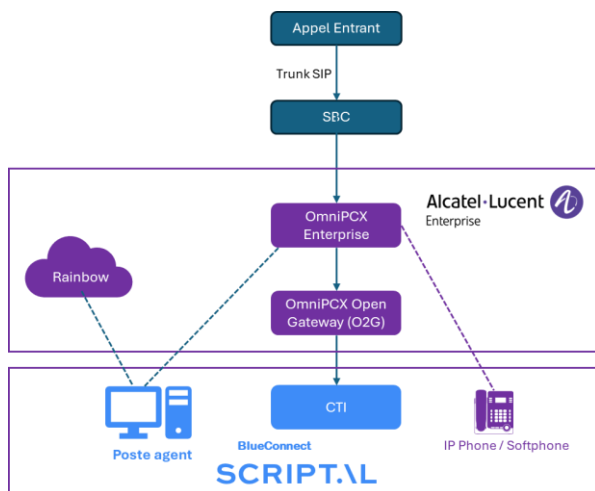
SOLUTION OVERVIEW

BlueConnect is an innovative solution designed to optimize emergency call management within SAMU services. Incoming calls are automatically routed to the appropriate regulation units or agents based on predefined business rules.

BlueConnect est une solution innovante conçue pour optimiser la gestion des appels d'urgence au sein des services SAMU. Les appels entrants sont automatiquement acheminés vers les unités de régulation ou les agents appropriés, selon des règles métier prédéfinies.

INTEGRATION OVERVIEW

ARM (Medical Regulator Agent) and doctors use a desktop application to monitor and route emergency calls, leveraging a tight integration of the BlueConnect solution with the Alcatel-Lucent Enterprise OmniPCX Enterprise (OXE) communication server via the OmniPCX Open Gateway (O2G) API.



Les ARM (Agents de Régulation Médicale) et les médecins utilisent une application de bureau pour surveiller et acheminer les appels d'urgence, grâce à une intégration étroite de la solution BlueConnect avec le serveur de communication Alcatel-Lucent Enterprise OmniPCX Enterprise (OXE), via l'API OmniPCX Open Gateway (O2G).

INTEGRATION DETAILS

OXE/O2G REST API.

- **Advanced Telephony Call Control Services**
- **Advanced Routing Services**
- **Redundancy support**
- **Fallback mode support**
- **DTMF and Voice Guides support**

- Services avancés de contrôle des appels
- Services avancés de routage des appels
- Prise en charge de la redondance
- Prise en charge du mode de secours
- Prise en charge de guides vocaux et DTMF

TECHNICAL DETAILS

For technical support, contact

+33 9 72 16 66 35
support@scriptal.fr

ENVIRONMENT

Partner

- Scriptal BlueConnect 3.0

Alcatel-Lucent Enterprise

- OXE R100.1- N2.534.11
- O2G 14.7.002.007

SUPPORTED API

- O2G REST API

COMPANY OVERVIEW

SCRIPTAL

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With over 25 years of expertise in the market, **Scriptal** develops innovative software solutions dedicated to emergency call regulation, enabling fast and efficient patient care. Our reliable solutions, tailored to the needs of SAMU services, hospitals, out-of-hours medical centers, and Health Access Services, optimize call management to enhance the quality of emergency response. Thanks to our expertise and personalized support, we help our clients improve their responsiveness and overall performance.

*Avec plus de 25 ans d'expertise sur le marché, **Scriptal** développe des solutions logicielles innovantes dédiées à la régulation des appels d'urgence, permettant une prise en charge rapide et efficace des patients. Nos solutions fiables, adaptées aux besoins des services SAMU, des hôpitaux, des centres médicaux de garde et des Services d'Accès aux Soins (SAS), optimisent la gestion des appels afin d'améliorer la qualité de la réponse d'urgence. Grâce à notre expertise et à un accompagnement personnalisé, nous aidons nos clients à améliorer leur réactivité et leurs performances globales.*

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.

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