



Solution sheet

Mobile and connected employees respond in all situations

Sales professionals, executives and technicians on the move or at the office: Quality business communications with customers, partners and employees

Increased responsiveness both at the office and in the field

Alcatel-Lucent Enterprise solutions provide increased responsiveness and business communications on a smartphone in the office or on the move.

Why are productive, business communications important on a mobile device?

60%

OF EMPLOYEES USE MOBILE APPLICATIONS IN THEIR DAILY ACTIVITIES⁽¹⁾

89%

OF COMPANIES WANT TO INCREASE EMPLOYEE MOBILITY WITHIN TWO YEARS⁽²⁾

50%

INCREASE IN MOBILE EMPLOYEES PLANNED BY 2020⁽³⁾

(1) <http://fliplet.com/blog/enterprise-mobile-apps-statistics/>

(2) <http://www.relocatemagazine.com/articles/talent-management-survey-of-surveys-reveals-the-future-of-talent-mobility-fiona-murchie>, Juin 2016

(3) <https://www.pwc.com/gx/en/managing-tomorrows-people/future-of-work/pdf/pwc-talent-mobility-2020.pdf>

How can you make all employees, equipped with a mobile phone, more reactive and more flexible?

OmniPCX® Enterprise lets employee seamlessly align their business telephony and mobility.

One number service: When employee receives a business call, both the desk phone and the cell phone ring, eliminating the loss of important calls, even when traveling. Employees always use their business number when answering calls or when calling from the cell phone. An application is not required.

OpenTouch provides greater **responsiveness** and **flexibility** for all business users with a mobile phone.

Unified Messaging: An important external caller leaves a voice message on a business line. Employee receives an email with the voice message: this message can be checked from the smartphone, or it can be transferred to a team member for immediate action.

Seamless transfer between desk phone and mobile phone: An employee may transfer an important call with one click or one key, at any time, either to a mobile phone for additional privacy, or to the office phone for better audio quality. A contactless transfer can take place if the mobile phone and the desk phone are equipped with an NFC chip and a sensor.

OpenTouch Conversation application for smartphone

Do you need information urgently? Employee can quickly consult their contact list or corporate directory from their smartphone, and immediately see which colleagues are busy or available. The employee can either start a call, or exchange secure **instant messages** with an available colleague

One-click conference access is made easy by viewing the conference in the log of current and future conversations.



NFC seamless transfer



OpenTouch Conversation for Smartphone

Mobile employees, reachable and responsive everywhere



Any mobile user becomes easy to reach on their business number



Accelerated decision-making and problem-solving



Fast response with instant messaging or voice message transfer