The Alcatel-Lucent OpenTouch® Multimedia Services (OTMS) application delivers a range of unified communication services on a scalable platform that enables employees to work together from any place, and on any device.

OTMS offers teams a fast business response by delivering unified messaging, visual automated attendant, fax services, enterprise instant messaging, click-to-call, conferencing and visual collaboration to all employees in a unified user interface.


It addresses the communication requirements of enterprises up to 20,000 employees by providing a wide range of enterprise-grade unified communication services.

<table>
<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
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<tbody>
<tr>
<td>Unified messaging integration with leading enterprise email solutions.</td>
<td>Provides an additional way to receive voice messages from important calls by being informed by through emails.</td>
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<tr>
<td>OpenTouch Conversation: Software clients on PC, Mac, tablet (Microsoft) and smartphones (Android and iOS) with call services, contact management, instant messaging, screen sharing and more etc.</td>
<td>Multi-platform availability allows users to stay in touch with business from any device on. It reduces call expenses by using VoIP and increases interactions between teams and customers.</td>
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<tr>
<td>Software-based conferencing with VoIP, video and document sharing.</td>
<td>Interact with customers and colleagues inside and outside the company firewall.</td>
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<tr>
<td>Deploy as a software-only version running on VMware®.</td>
<td>Integrate UC services to in your current infrastructure. It’s adapted to what you already have.</td>
</tr>
<tr>
<td>Can serve up to 5,000 users per virtual machine. It’s possible to stack additional OpenTouch servers for more capacity of up to 20,000 users.</td>
<td>Adjustable to fit your business needs and adapt to your platform to offer UC to all employees.</td>
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Datasheet
Alcatel-Lucent OpenTouch Multimedia Services

**Technical specifications**

**User experience**
Office workers at the desk and on the go

**Common application services**
- Software client with intuitive graphical user interface (GUI)
  - Background mode notifications
- Initiate and answer voice and IM sessions, manage conferences
- Add participants to chat and call
- Business caller ID and picture presentation
- On-call services: deflect, inquiry, hold/retrieve, broker, transfer, conference, record, callback request, dual-tone multifrequency (DTMF) signaling
- Single identity across devices
  - Select user-defined routing rules
- Shift communications between devices in one click
- See the real-time availability of colleagues within and outside the enterprise network, control and publish the presence status
- Contact management
  - Search for local or corporate contacts
  - View the picture and availability of a contact
  - Start a conversation in one click
  - Add a contact to a unified favorite list across devices
- View past conversations (IM and calls), check missed events and see visual voicemail
- View and join scheduled OpenTouch meetings
- Unified messaging:
  - Microsoft Exchange Server 2010/2013/2016/2019/Office 365, Google Gmail
- Use a VPN-less connectivity (via network border elements: Reverse Proxy and OpenTouch Session Border Controller)

**Alcatel-Lucent OpenTouch Conversation for PC (Windows OS, Mac OS X)**
Common application services and:
- Desk phone control, phone control
- Softphone mode
  - Secure SIP, secure RTP and web services
  - HD video meetings (Windows OS)
- Start with a simple one-to-one chat and add voice and content sharing
- Groupware: Supervise and intercept calls
  - CCD services integration
  - Hunting group support
  - Customized tones for supervision notifications
- Schedule and manage OpenTouch meetings using predefined meeting profiles
  - View, deliver and annotate presentations
  - View and share (Windows OS) screens
  - Grant sharing and annotation privileges to guests
- Desktop integrations
  - Google: Unified messaging (Gmail), click-to-call (Windows OS) for Gmail, Google contacts and Chrome web pages
- Citrix 7.6 to 7.16/XenApp/Desktop publication and Application publication
- Citrix 7.6 to 7.16/XenDesktop/Desktop publication
- Microsoft Remote Desktop Services 2016: Virtual Machine based deployment/Desktop publication
- MS RDS 2012/2012R2 & 2016: Session based deployment/Desktop publication and Application publication
- Apple OS: Mac OS X 10.10 (Yosemite), 10.11 (El Capitan), 10.12 (Sierra), 10.13 (High Sierra), 10.14 (Mojave)
- Microsoft Surface Pro tablet

**Alcatel-Lucent OpenTouch Conversation for Web**
Common application services and:
- Cellular or VoIP smartphone
  - Place audio calls via a desk phone or a phone
  - Start a chat
  - Share a document, annotate
- Use favorite contacts
- Search for corporate contacts
- Publish and see presence information
- Maintain a single business identity
- See past conversations and check new voice messages
- VPN-less connectivity
- Derived from OTC PC (Windows and Mac support)
- Seamless upgrade from freemium to full version
- Web conferencing with customers, partners and peers

**Alcatel-Lucent OpenTouch Conversation for iPhone and Android Smartphone**
Common application services and:
- Start with a one-to-one chat
  - Add participants to chat and call
  - Download from the Apple App Store, Google Play Store
- Recommended iOS: 11+ (OTC+ app)
  - CallKit support
  - Android 5.0+

**Alcatel-Lucent OpenTouch Conversation for PC One**
- Freemium application for all subscribers
- Engage peer-to-peer conversations
  - Place audio calls via a desk phone or a phone
  - Start a chat
  - Share a document, annotate
- Use favorite contacts
  - Search for corporate contacts
- Publish and see presence information
- Maintain a single business identity
- See past conversations and check new voice messages
- VPN-less connectivity
- Derived from OTC PC (Windows and Mac support)
- Seamless upgrade from freemium to full version
- Web conferencing with customers, partners and peers

**Alcatel-Lucent OpenTouch Conversation for Web**
- Web conferencing user interface
  - Secure access for guests outside the enterprise firewall
  - Dial-in or dial-out to any phone
  - WebRTC voice from compatible web browsers
  - See who is talking
  - Mute/Unmute, add/drop participant
  - View, present and annotate documents
  - View and share screens
  - Exchange instant messages
- Multi-platform technology (Microsoft Windows, Mac OS X, Google Chrome OS, Linux)
- Web-based application, zero-touch deployment (except for screen sharing)
  - Microsoft Internet Explorer browser
  - Google Chrome browser
  - Mozilla Firefox browser
  - Apple Safari browser
Messaging

Messaging services
• Integrated or unified messaging
  ~ Local storage with Internet Message Access Protocol (IMAP) access
  ~ Unified storage based on Microsoft Exchange, or Google Gmail
• Microsoft integration (Outlook)
• Extended recording and playback control
• Message waiting indication and visual voicemail
• Record online
• Shared mailbox

Operations

Serviceability toolkit
• Virtual machine silent installation tool
• Maintenance portal

Infrastructure

Architecture
• Can be deployed either as a software-only version or as a virtual machine:
  ~ in case of software-only version, the OpenTouch Capacity Planning tool must be used in the design phase for the sizing of the physical appliance server.
  ~ Hypervisors:
    ~ VMware ESXi 6.0 and above
    ~ Microsoft Hyper-V 2016
• Open SIP communications
• G.711, G722, G.729
• H.264
• Stackable servers of virtual machines
• Recommended Communication server: OmniPCX Enterprise Communication Server R12.2 MD1 and above
• Recommended management application: Alcatel-Lucent OmniVista® 8770 Network Management System 4.0
• Off-site and guest access:
  ~ Web and smartphone apps: Third-party reverse proxy
  ~ VoIP and video: recommended OpenTouch Session Border Controller 2.3.x
• Full Visual AA (VAA) as virtual machine

Security and high availability
• Compatible with OmniPCX Enterprise CS:
  ~ Spatial redundancy
  ~ Remote site survivability with passive communication server (PCS)
• Compatible with VMware H.A.
• Dual HDD (RAID1)
• Encryption on messaging and conferencing

Complete openness
• Web Services: REST APIs

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<thead>
<tr>
<th>Capability</th>
<th>System Limit</th>
<th>OTMS</th>
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<tbody>
<tr>
<td>Telephony, IM, presence and access to conferences</td>
<td>Users (single OpenTouch MS instance)</td>
<td>5000</td>
</tr>
<tr>
<td></td>
<td>Users (OpenTouch MS networking)</td>
<td>20000</td>
</tr>
<tr>
<td></td>
<td>Devices (desk phone, computer, smartphone) per OpenTouch MS instance</td>
<td>10000</td>
</tr>
<tr>
<td></td>
<td>Maximum number of participants in conferences with audio, IM and content sharing</td>
<td>1000</td>
</tr>
<tr>
<td></td>
<td>Maximum number of participants in conferences with audio, video, IM and content sharing</td>
<td>500</td>
</tr>
<tr>
<td>Architecture</td>
<td>Maximum number of OmniPCX Enterprise CS per OpenTouch network</td>
<td>20</td>
</tr>
</tbody>
</table>