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, 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>
</tr>
<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>
</tr>
<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>
</tr>
</tbody>
</table>

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
  - Multi-criteria directory search
  - 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
  - Group Supervision and Call Pickup
  - Manager/Assistant 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 Virtual Apps and Desktops 7.9 to 7.19
  - Microsoft Remote Desktop Services 2016/2019: Virtual Machine based deployment/Desktop publication
  - MS RDS 2012/2012R2/2016 & 2019: Session based deployment/ Desktop publication and Application publication
  - VDI (Virtual Desktop Infrastructure) supported with RealTime optimization.
  - VMWare Horizon 7.0 to 7.9
  - Apple OS: 10.13 (High Sierra), 10.14 (Mojave), 10.15 (Catalina)
  - Microsoft Surface Pro tablet

**Alcatel-Lucent OpenTouch Conversation for iPhone and Android Smartphone**
Common application services and:
- Cellular or VoIP calls
- Hunting group log in/log out
- Group supervision log in/log out
- Manager/Assistant
- Schedule and manage OpenTouch meetings
- Start with a one-to-one chat
- Add participants to chat and call
- Download from the Apple App Store, Google Play Store
- Recommended iOS: 12+ (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
  ~ Microsoft Edge - Chromium
  based

**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 2016/2019
    ~ Hyper-V HA(high Availability)
  support
• Open SIP communications
• G.711, G.729
• H.264
• Stackable servers of virtual
  machines

**Recommended Communication
  server: OmniPCX Enterprise
  Communication Server R12.4**
**Recommended management
  application: Alcatel-Lucent
  OmniVista® 8770 Network
  Management System 4.2**

**Off-site and guest access:**
• Web and smartphone apps:
  Third-party reverse proxy
• VoIP and video: recommended
  OpenTouch Session Border
  Controller 2.3.x

**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
• Transport Layer Security (TLS) 1.2+

**Complete openness**
• Web Services: REST APIs

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**System limits**

<table>
<thead>
<tr>
<th>Capability</th>
<th>System Limit</th>
<th>OTMS</th>
</tr>
</thead>
<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>