

# Alcatel-Lucent OpenTouch Multimedia Services

## Release 2.6

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.



OpenTouch Multimedia Services complements the Alcatel-Lucent OmniPCX® Enterprise Communication Server for business communications.

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

Features	Benefits
Unified messaging integration with leading enterprise email solutions.	Provides an additional way to receive voice messages from important calls by being informed through emails.
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.	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.
Software-based conferencing with VoIP, video and document sharing.	Interact with customers and colleagues inside and outside the company firewall.
Deploy as a software-only version running on VMware®.	Integrate UC services to in your current infrastructure. It's adapted to what you already have.
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.	Adjustable to fit your business needs and adapt to your platform to offer UC to all employees.

## 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
  - Microsoft (Windows OS): Office 2010/2013/2016/2019, Lync 2013, Skype for Business 2015/2016, Office 365 (Exchange Online, Microsoft Teams/Skype for Business Online)
  - 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
- Microsoft OS: Windows 7, Windows 8/8.1, Windows 10
- 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

## System limits

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