

# VURELLA

## vSUITE certified with OXO Connect™



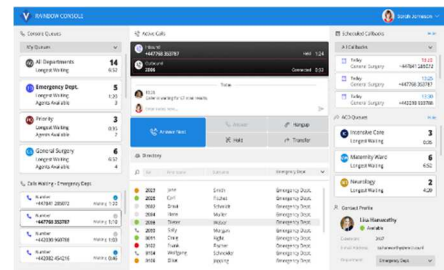
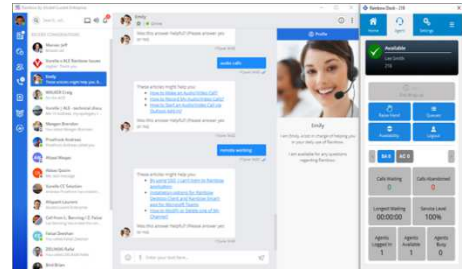
vSUITE provides a host of professional telephony features that are designed to enhance and complement Alcatel-Lucent's OXO Connect PBXs.

### Integration Overview:

Vurella's vSUITE can be deployed in a secure cloud datacentre or at your client's site and can be installed on either a virtual or physical server.

### Keys Features:

- Call Centre (ACD)**  
 Intelligently deliver calls to local or remote agents (No VPN Required) using sequential, longest waiting or skill-based routing. Agents can accept calls using ALE's Rainbow or via Vurella's vSUITE Desktop client.
- Wallboard**  
 See Call/Agent statistics in real-time and receive visual alerts for drops in performance.
- Call Centre Supervisor**  
 Access/Schedule emailed reports to show historical agent/call statistics in both PDF & Excel Format. Monitor the real-time status of ACD agents. Force agent login/availability.
- Agent Outbound Dialler**  
 Schedule call backs for abandoned calls, in-queue requests or from a contact list
- Console Operator** Provides call handling with integrated directory of Rainbow members, company extensions and other operators. Retain caller notes, schedule call backs and transfer directly to ACD queues using a keyboard or drag & drop.
- Call Recording & Monitoring**



PCI & GDPR compliant call recording for ACD agents and other extensions.

- **Call Logging**  
Log inbound & outbound call statistics for all office extensions, both agents and non-agents.
- **CRM Integration & Click to Dial**  
Automated contact popping from your clients chosen CRM when a call arrives

For technical support, contact:  
Email: [support@vurella.com](mailto:support@vurella.com)  
Tel: +44(0) 230 0960788

### Technical Details:

Environment	
Partner	ALE
<ul style="list-style-type: none"> <li>• vSUITE v3.1</li> </ul>	<ul style="list-style-type: none"> <li>• OXO Connect R5.2™</li> </ul>
Supported APIs/Protocols	
<ul style="list-style-type: none"> <li>• Open SIP &amp; CSTA &amp; Rainbow CPaaS</li> </ul>	

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### Company Overview:

Vurella is a UK company, the partners of whom have worked closely with Alcatel-Lucent Enterprise for over 20 years. Vurella focuses solely on solutions for the OmniPCX Office and Enterprise platforms, resulting in seamless solutions that offer everything out of one box. Vurella has partnered with distributors and ALE business partners throughout the world and has active client solutions in Europe, Asia, Australia and the Americas



**CAUTION:** This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises 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 the ALE Business Portal which give all possible restrictions and limits.

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