

Alcatel-Lucent OmniTouch My Teamwork Office Edition Conferencing and Collaboration

OmniTouch My Teamwork is a software-based multimedia, multiparty business communications solution running on commonly available computer hardware. Use OmniTouch My Teamwork from any telephone, any location, and any browser for secure conferencing with anyone inside or outside the company — no specialized software or virtual private network (VPN) required. The presence-aware, easy-to-use interface supports a full feature set including meet-me, ad-hoc, and scheduled events with click-to-conference, IM chat, application and desktop sharing, document management, and more.



A Measurable Return on Investment

Hold as many meetings as needed for any length of time and never pay an extra seat or overage charge again. Premises-based deployments of OmniTouch My Teamwork offer a measurable ROI when compared with service provider offerings, and because it is software-based adding users and features is easy — no cumbersome and expensive proprietary hardware to purchase and install. High user adoption rates accelerate the return on investment because the plug and play interface requires minimal training with all conference controls visible and accessible in a single click.

Presence-based collaboration eliminates the delays associated with email and voice mail, encouraging real-time, results-driven communication for faster response times.

OmniTouch My Teamwork Highlights

- Full-featured multimedia, multiparty conferencing and collaboration solution running on a single computer
- Software-based with no proprietary hardware for low cost deployment and maintenance
- Works with Alcatel-Lucent OmniPCX Office, including business telephony and connects directly to public TDM and IP networks (SIP)
- Secure and accessible via any telephone, any PC, any browser, and any location
- Browser-based — no client downloads for a plug and play end-user experience
- Standards-based SIP and XML APIs for fast and efficient integration with existing business applications

For Small and Medium Businesses

OmniTouch My Teamwork grows with the small business owner, easily scaling via software-based licensing. For businesses with high monthly audio or web conferencing usage, OmniTouch My Teamwork can provide a quick ROI. OmniTouch My Teamwork streamlines communication with presence-based IM for ad-hoc chat to minimize delays associated with asynchronous communication tools like voice mail and email. For small businesses, this means doing more with less and the added support for a low cost single processor hardware platform makes the solution ideal for smaller businesses. All companies benefit from adopting green technologies. Reducing travel costs and supporting telecommuters saves many workers significant commuting time, which could be spent on the job or enjoying a higher quality of life.

For End Users

The single-click interface is easy to use with multiple ways to initiate actions so that end users are up and running in minutes. With no large software client to download and maintain, common use barriers are removed and workers quickly appreciate the anywhere, any-time access from the home or office. The presence-driven ad hoc communication and click-to-conference capability with both internal and external contacts saves valuable time by minimizing voice mail and email. All of these factors lead to high user adoption rates with additional savings benefits for companies.

For System Administrators

For system administrators, the intuitive user interface and thin client reduces help desk calls and IT overhead. Equipped with easy-to-use management tools like auto provisioning with Microsoft® Active Directory and secure LDAP authentication, OmniTouch My Teamwork is simple to administer. The browser-based administrative interface provides feature configuration, software and licensing upgrades, call detail reports (CDR), language and brand customization, remote SNMP and SMTP monitoring for alerts and alarms, and IM logging with SMTP retrieval

Advanced Features

- Single click audio conference recording with on demand playback
- Event management features including Webinar and lecture mode options for larger events
- Scheduling with Outlook® and Lotus® Notes email invitations and calendar appointments
- All sessions are encrypted, archived, and logged

OmniTouch My Teamwork Solutions

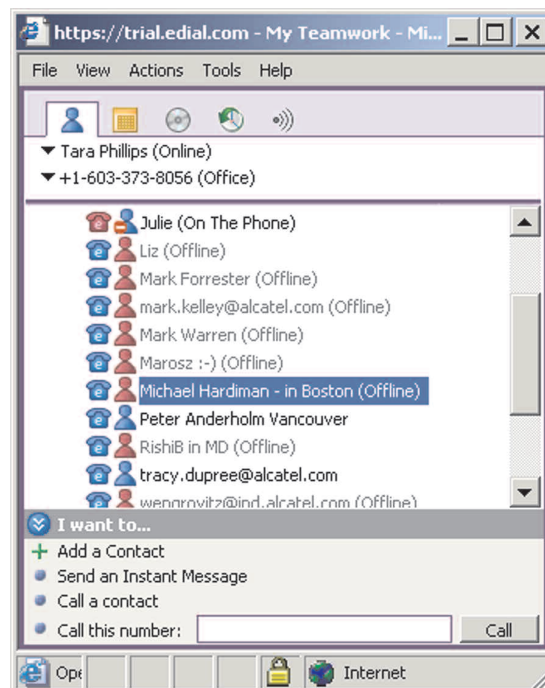
OmniTouch My Teamwork Office Edition

Packaged and priced for the small business with ad hoc and scheduled audio conferencing; application and desktop sharing; file sharing; and Windows Mobile 5 Pocket PC client access. Bundles include both audio and data ports with the IP trunk software licensing required for OmniPCX Office.

OmniTouch My Teamwork for Window Mobile 5® Pocket PC

Allows OmniTouch My Teamwork customers with Windows Mobile 5® devices to access conferencing and collaboration features including contacts' presence with click-to-conference; view and join conferences; view and control Web presentations; conference call control; and dialing contacts from Windows Mobile 5® Outlook contacts list.

OmniTouch My Teamwork Contacts Window



OmniTouch My Teamwork Features

Presence and Instant Messaging

- Presence and IM access from any location, PC, and browser
- Customized and pre-configured presence settings (Away, Busy, Offline, Online, Out to Lunch,)
- Configure presence status when inactive
- Open standards-based instant messaging with encryption
- Multiparty chat and multiple concurrent IM sessions per user
- Add contacts to existing chat sessions
- Choose to block or receive IM when “busy”
- Personal, annotated, and time stamped IM logs
- Create and manage multiple contacts groups per user
- Database directory lookup for contacts search from LDAP or server
- Block select contacts and manage block lists
- Add external contacts as speed dial numbers for click-to-conference

Voice Conferencing

- Ad hoc, scheduled and meet me modes
- Click-to-conference and group call
- Dial out to add participants
- System call back feature to join conferences
- Call control via interface and IVR prompts
- Conference locking and hold
- Mute/unmute all participants
- Active talker indication
- Recording via interface and IVR with on demand playback
- Confirm call back number and dial out with prompt settings prevent misdials and voice mail pick ups from joining the call
- Multiple language voice prompts

Web Conferencing

- Ad hoc, scheduled, and meet me modes
- Multiple ways to schedule and start sessions
- Join via Web conferencing login page
- Application and/or desktop sharing
- Co-browsing and collaborative document editing with remote control sharing
- Document storage and sharing (upload/download attachments)
- Invite/add a contact(s) to a session
- Public and private IM chat sessions

Conference Scheduling

- Scheduling interface for scheduled and reservationless events
- Outlook® and Lotus® Notes email invites and calendar appointments with embedded URLs to join events
- Pre-upload presentations and attachments
- Voice port reservations
- Lecture and Web conferencing mode settings
- Customize conference access codes
- Auto extend sessions and conference ending reminders

Event Management

- Leader and participant rights
- Non-provisioned user access to events
- Upload materials in advance or on the fly
- Supports multiple attachments and presentations
- Host leader-required or leaderless events
- Call control via interface or IVR (mute, add, drop, hold callers)
- Mute/unmute all participants
- Roll call/number of participants
- Conference locking and hold
- Click to add contacts/media
- Dial out/invite a contact to add participants

- Single-click recording
- Confirm call back and dial out with prompt settings prevents misdials and voicemail pick ups from joining the call
- Participants may mute/unmute their lines
- Hide inactive participants
- Call detail reports for every event
- Conversation history with complete event record — IM log, media used, participants, and more
- Multiple language options for voice prompts and user interface

Recording

- Single click audio recording with on demand playback
- Email playback instructions with recording links
- Non-provisioned users can access recordings via URL
- Stored securely on server or download locally
- Play recordings into conferences or listen over the telephone
- Password protection option for recording

Customization

- Full rebranding for service provider deployments
- XML APIs for presence and audio integration into portals and legacy business applications
- Multiple languages including Chinese, French, German, Italian, Japanese, Korean, Portuguese, and Spanish
- User-specific and configurable interface language

OmniTouch My Teamwork Specifications

Capacity

- Maximum users/server: 3000
- Maximum audio conferencing ports/server: 96
- Maximum data conferencing ports/server 120

Computer Requirements

- Intel-based computer that supports Red Hat Enterprise Server Release 4.0

Interfaces and Protocols

- DTMF, HTTP, HTTPS, MGCP, SDP, SIP, SMTP, SNMP, XML
- SIP Standards: RFCs 2327, 2833, 2848, 2976, 3261, 3263, 3265, 3428, 3515, 3891, and 3892
- VoIP Transport: RTP
- Audio codec: G.711 a-law and mu-law, G.729A, and G.726-32
- Supported browsers: Internet Explorer, Firefox, Mozilla, Netscape, and Safari

Network Infrastructure

- Any desktop — PC, Mac, Unix
- Any network (PSTN and IP) or phone (PBX, softphone, mobile)

Reporting

- All reports available via browser, XML or comma delimited format
- Pre-defined administrative reports
- Call detail reports (CDR) by user, tenant, or server for billing
- Real-time monitoring via browser or SNMP
- Traffic and network statistics
- Alarm and event logs

Security

- Secure account authentication (locally, via LDAP, LDAPS, or third party single-sign-on system)
- End-to-end security using TLS (Transport Layer Security) and SSL (Secure Sockets Layer) protocols
- Separate leader and participant access codes
- Ability to lock conference and drop callers from session

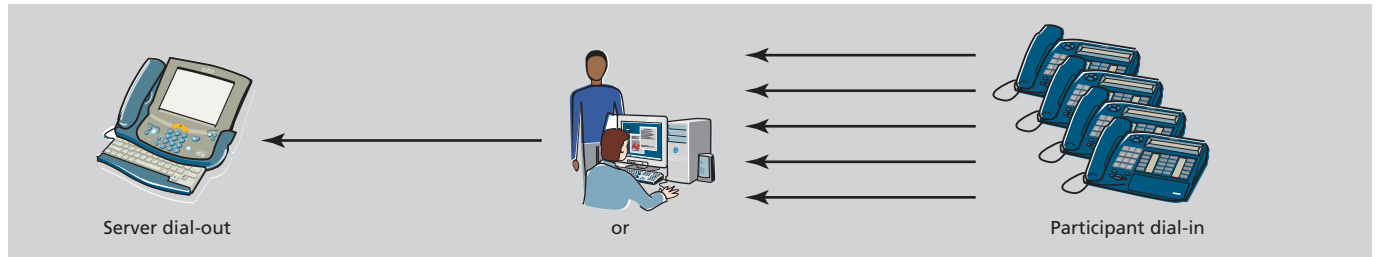
- IM auditing and archiving to email format
- Password policy management with mandatory change intervals
- Inter-organization access may be open or limited for security

System Administration

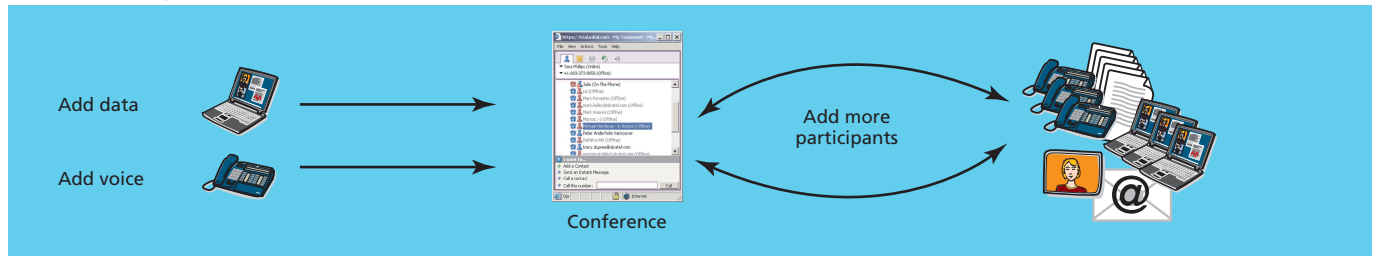
- Browser-based administration interface
- Multi-tenanted administration views and provisioning domains
- Flexible allotment of scheduled and ad hoc ports
- Disk quota allotment and management
- Authenticated SSL/HTTPS interface
- Flexible user provisioning (locally or via LDAP and LDAPS)
- Bulk provisioning of users, groups, and tenants via URL
- Real-time SNMP and web monitoring of system status and conference activity
- Alerts/alarms — SNMP v2 & v3 and SMTP (email)
- Configurable nightly system backups and fast cold-spares restore
- Global date and time zone support
- Network protocol segmentation
- Licensable features by server, by user or organization
- Up to 16 phone numbers per tenanted organization each with its own language prompt set
- Toll free phone number support

OmniTouch My Teamwork Office Edition

Audio Conferencing



Data Conferencing



www.alcatel-lucent.com Alcatel, Lucent, Alcatel-Lucent and the Alcatel-Lucent logo are trademarks of Alcatel-Lucent. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Alcatel-Lucent assumes no responsibility for inaccuracies contained herein. © 2008 Alcatel-Lucent. All rights reserved. ENT2913080110 (02) 8AL020043465ZZUSA ed1