# ALCATEL-LUCENT OPENTOUCH CONVERSATION FOR IPHONE AND ANDROID SMARTPHONE

The Alcatel-Lucent OpenTouch® Communications Suite transforms enterprise communications into collaborative conversations and business services. OpenTouch Conversation® brings the essence of the OpenTouch Communications Suite to life, supporting seamless interaction across multiple media, devices and participants, all within the same conversation.
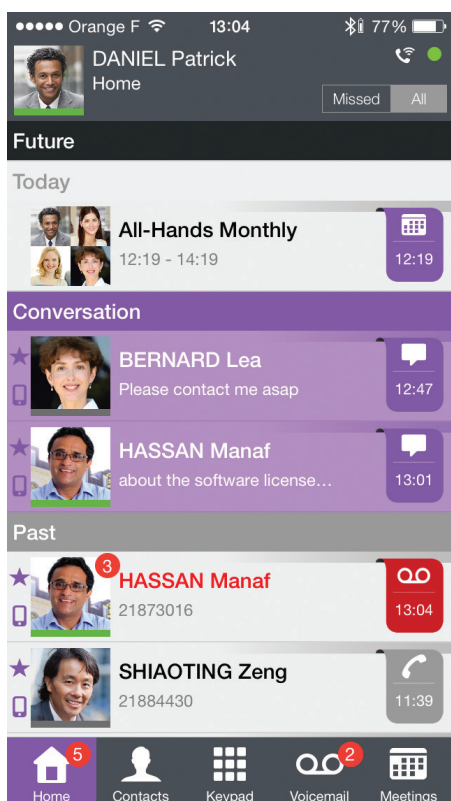
Users can move from a phone call to a conference call simply by adding people to the conversation. Employees can optimize their time by transferring calls to their smartphone, tablet, videoconferencing endpoint, or computer without interruption. OpenTouch Conversation adapts to the way that users work, fostering conversations that enrich their business.

The OpenTouch Conversation application supports native operating systems for Apple® iPad™, Apple iPhone™, Microsoft® Windows™, and Android™ devices. The OpenTouch Conversation web client supports Google® Chrome™, Mozilla® Firefox™, Microsoft Internet Explorer™, and Apple Safari™ web browsers. No matter the device or platform, OpenTouch Conversation supports business communications needs.

OpenTouch Conversation for smartphone leverages what users love most – their own devices. OpenTouch Conversation gives users choice and control over how they communicate, in whatever media, from any location or device. OpenTouch Conversation for smartphone sets a new standard when it comes to user experience, with:

- Richness (all-in-one, fully featured)
- Elegance (consumer-grade ergonomics)
- Immediacy (instant, full control)

OpenTouch Conversation for smartphone exposes the features and flexibility of the OpenTouch Suite through these popular smartphones. Use gestures to place calls, retrieve messages and move easily from a phone call or chat to a multi-party conversation. Join conferences in one click, enjoy visual voicemail ergonomics, and define and select your call-routing profiles to meet current location and availability.

OpenTouch Conversation allows enterprises to address the mobility and bring-your-own-device (BYOD) trends by bringing advanced, yet controlled, Unified Communications (UC) services to Apple and Android smartphones.

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FEATURES

The OpenTouch Conversation application is linked to either the Conversation or Connection profile, depending on the end-user provisioning defined at the IT Manager level. The level of services is directly based on this provisioning.
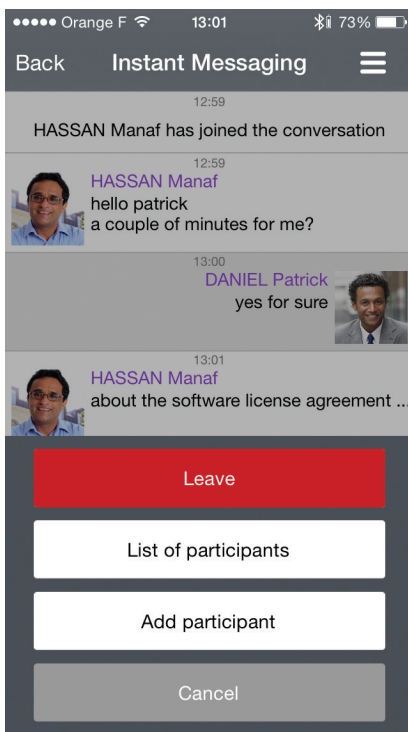
Figure 1: Chat

Figure 2: VoIP conversation

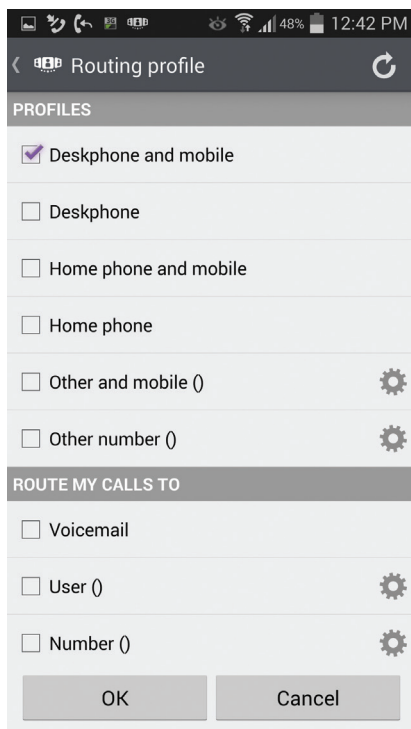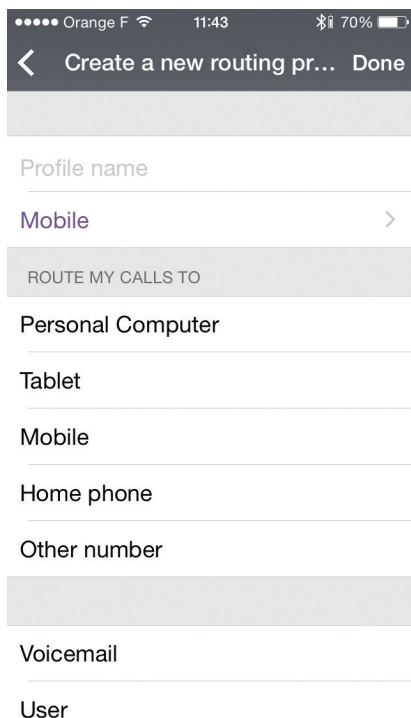|	CONVERSATION PROFILE	CONNECTION PROFILE
USER EXPERIENCE		
	OpenTouch look and feel	
ONE BUSINESS NUMBER		
	Yes	
CONVERSATION HISTORY		
Voice call (past and ongoing)	Yes	
Instant message (past and ongoing)	Yes	
Scheduled conference (past, ongoing and future)	Yes	
NOTIFICATIONS AT A GLANCE		
New voicemail		
New callback request	No	Yes
New missed call	Yes	
New instant message	Yes	
New scheduled conference	Yes	
PROFILE MANAGEMENT		
Photo/avatar change	Yes	
Editing of user profile to modify private phone numbers	Yes	
CALL ROUTING PROFILE		
Consuming a call routing profile predefined by the IT Manager	Yes	
Creating/deleting a call routing profile	Yes	System-driven
Immediate forwarding to voicemail	Yes	
Immediate forwarding to a user	Yes	
DIRECTORY LOOKUP		
Local contact on the device, or corporate or OpenTouch user	Yes	
VOICE OVER IP EVERYWHERE (*)		
Voice over IP over home/hotspot WLAN through WAN Session Border Controller (SBC)	Yes	No
Voice over IP over 3G+ through WAN SBC	Yes	No
VISUAL VOICEMAIL		
With file download	Yes	
MAKING A CALL		
From a directory lookup	Yes	
From the enterprise dialing plan	Yes	
From the conversation history	Yes	
From the voicemail interface	Yes	
From a scheduled conference	Yes	
Calling line identification restriction (CLIR) activation/deactivation	Yes	No

Figure 3: Call routing for Connection profile

Figure 4: Call routing for Conversation profile

	CONVERSATION PROFILE	CONNECTION PROFILE
MID-CALL SERVICES SINGLE CALL		
Muting/unmuting microphone (**), loudspeaker on/off (**), call recording, hold, new call, starting chat session (escalation)	Yes	
Add participant	Yes	No
Handover from Wi-Fi® to cellular	Yes	No
Pushing a call from mobile to another device including via QR Code or NFC tag	Yes	
Transferring a call (from idle mode, active call on another device)	Yes	Yes
Transferring a call from my deskphone to my smartphone via NFC (****)	Yes	
MID-CALL SERVICES CALL1 & CALL2		
Muting/unmuting microphone (**), loudspeaker on/off (**), second call presentation, back & forth, attended call transfer, 3-party ad-hoc conference, leaving a conference, ending a conference	Yes	
n-party ad-hoc conference	Yes	No
RECEIVING A CALL		
Caller identification (when local or OpenTouch contact identified)	Yes	
Diverting to voicemail or number or chat	Yes	
AUTOMATIC FALLBACK MODE		
Maintaining main voice services when data channel is lost (making a call, receiving a call, voicemail through telephone user interface)	Yes	
Maintaining main voice services when data channel is lost (call routing profile through telephone user interface)	Yes	No
GROUPWARE SERVICES		
Manager/Assistant call delegation on/off	Yes	No
Supervision call pick-up on/off	Yes	No
INSTANT MESSAGING		
One-to-one chat, escalation to group chat, removing a participant	Yes	
Past chat contents consultation, also when offline	Yes	
MEDIA BLENDING		
Incoming chat-to-audio answer, incoming audio-to-chat answer	Yes	
COLLABORATION		
Favorite list management	Yes	
Access from conversation history to an incoming scheduled conference	Yes	
Access from conversation history to the details of a past scheduled conference	Yes	
Access from conversation history to the details of a past chat session with export capability	Yes	
Create/edit a scheduled or reservationless conference	Yes	
MAKING A PRIVATE CALL		
Private call allowed when our application is running	Yes	

BENEFITS

- Compelling and thoughtful user experience that encourages employee communications and rich and frequent conversations.
- Reduced enterprise communications expenses through the use of Wi-Fi or 4G/3G data connectivity for telephone calls and conference calls (VoIP).
- Improved collaboration and increased efficiency with streamlined evolution of business conversations to include multiple parties, persistent conversations and conferencing on the move.
- Boosted productivity and reduced costs with quick access to business communication features anywhere.
- Faster and more efficient communication between employees with a single business identity across multiple devices.
- Guaranteed employee efficiency with a full set of notifications (voice message, missed call, scheduled conference alert, chat).
- Optimized time management with a presence information that indicates clearly when a favorite contact is available and shows the best ways to communicate.
- Secure access to the enterprise with Reverse Proxy HTTPS and Session Border Controller support.

ORDERING INFORMATION

- OpenTouch Business Edition / OpenTouch Multimedia Services
  - ¬ Conversation user profile "OpenTouch Conversation universal client user option license" Part number 3BA09662JA
  - ¬ Connection user profile "OpenTouch Connection universal client user option license" Part number 3BA09664JA
- OpenTouch Enterprise Cloud
  - ¬ "Universal desktop/mobile option RTU" Part number 3JE31066AA
- Bluetooth accessories
  - ¬ Bluetooth Headset Part number 3BN67215WW
  - ¬ 8125 Audioffice Conference Module Part number 3MG08002AA

TECHNICAL SPECIFICATIONS

	CONVERSATION PROFILE	CONNECTION PROFILE
APPLICATION MANAGEMENT		
Application download from an application store (Apple Store, Google Play)	Yes	
Remote configuration and provisioning	Yes	
EDGE CONNECTIVITY		
Reverse Proxy	Yes	
Session Border Controller	Yes	No
OT PLATFORMS		
OpenTouch Business Edition	OT 2.2.x to fully benefit from new features	
OpenTouch Multimedia Services		
OpenTouch Enterprise Cloud		
SECURITY		
Client authentication through login / password	Yes	
Certificate-based client authentication	Yes	
Certificate-based server authentication	Yes	
HTTPS	Yes	
SIP TLS, SRTP	Yes	No
NETWORK CONNECTIVITY		
Corporate WLAN	Yes	
Non-corporate Wi-Fi (home/hotspot)	Yes	
Cellular network 3G, 4G	Yes	
Capability to operate without SIM card presence	Yes (***)	No
ECOSYSTEM		
Android Wear watch support (****)		
OS SUPPORT		
Android	>= 4.1	
iOS	>= 8.x	
Refer to the Device White List document available on the Alcatel-Lucent Enterprise Business Portal (under Technical Documentation Library) for the supported devices (reference 8AL90822AAAA).		
LANGUAGE		
Brazilian, Chinese Simplified, Chinese Traditional, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Turkish	Yes	

(*) The voice quality of calls varies depending on the corporate WLAN or Wi-Fi or cellular data network connection.
(**) Available service for iPhone only in VoIP mode.
(***) Available service for Android only in VoIP mode.
(****) Available service for Android only.

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