

ALCATEL-LUCENT IP DESKTOP SOFTPHONE OMNIPCX ENTERPRISE/OPENTOUCH

Alcatel-Lucent IP Desktop Softphone is an application installed on a user's desktop (PC or MAC), tablet (Apple iPad and Samsung Galaxy Tab) or smartphone (Apple iPhone). This multimedia, fully-integrated telephony solution completely replaces physical phones, when desktop connection is the preferred communication mode. The IP Desktop Softphone emulates a 4068, 4038, 4028 IP Touch set (4068 only on the iPad, iPhone and Galaxy Tab). The application is quick and easy to install. User-friendly, it accommodates customizations to suit user preferences. This application makes it transparent for remote workers to phone and to be called as long as they are connected to their network using a VPN over the internet.



CUSTOMER BENEFITS

- Fully-integrated telephony solution
- 8082 My IC Phone user experience for fast adoption
- Help businesses optimize their employee's productivity
- Easy integration of remote and home workers, especially when desktop connection is the preferred communication mode
- Communications, connectivity and hardware costs control

KEY FEATURES

- VoIP protocol provides voice communications on the computer, tablet or iPhone
- The IP Desktop Softphone is suitable in both Business and Contact Center environment
- Available on-site on wired Ethernet connection or WiFi
- Available off-site anywhere the user is able to connect the customer IP network via a company VPN (works on Ethernet, WiFi, 3G/4G cellular)

- G.711, G.723.1, and G.729 codecs are supported on Windows, iPad and iPhone; G711 and G729 on Android tablet
- QoS Level 3 IP TOS / DSCP
- Similar display and keys to the 8082 My IC Phone sets
- User interface can be personalized
- Telephony is supported on any CTI environment (ex: Genesys Interaction Workspace, Desktop Application, TSAPI or specific CTI Toolbar)
- Runs under four environments: MS Windows, Apple MAC, iOS and Android
- The IP Desktop Softphone for iPad and iPhone is available on the Apple Store, and for Android on the Google play*
- Multi-language: English, French, German, Italian, Spanish, Portuguese, Chinese, Dutch, Russian, Finnish, Korean, Norwegian (English, French, Spanish, Italian, German and Arabic for iPad/iPhone/Android)

* from Q1/2014

USER OPERATION

- The user initiates an outgoing call through the VoIP connection on his PC, MAC, iPad, iPhone or tablet by directly entering a telephone number in the number field or by using a dialing feature such as Redial, Dial by Name, etc. The user controls the call by clicking on the key layout on the screen.
- Incoming calls ring through the computer loudspeakers and automatically switch the voice connection to a USB headset. Incoming calls are also controlled by clicking on the screen key layout.
- The Alcatel-Lucent IP Desktop Softphone application can be used anywhere it is possible to connect to the customer IP network.

Figure 1. IP Desktop Softphone on various user devices



EXAMPLES

IP Desktop Softphone for desktops

The IP Desktop Softphone skin is exactly the image of the real Alcatel-Lucent 8082 My IC Phone set (including the extra key box). Dialing is made on the numbering pad buttons and/or PC or MAC keyboard.

Figure 2. IP Desktop Softphone for desktops



Figure 3. IP Desktop Softphone for iPad and iPhone

