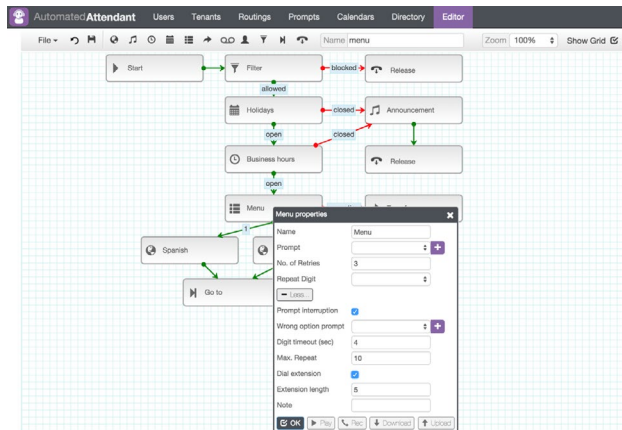


Alcatel-Lucent Visual Automated Attendant

In business, a telephone call is often the first point of contact. Visual Automated Attendant provides a professional image with a virtual receptionist available 24/7, delivering a quality response to your customers.

Provide your callers a great service experience by starting off with a courteous greeting and routing them directly to employees, departments or voicemail. The programming interface is intuitive with prompts that can be easily customized plus routing rules that instantly adapt to new business needs.



Transform your incoming telephone calls into a sustainable and recurring business relationship. Visual Automated Attendant advanced capabilities offer endless opportunities for a personalized routing and greeting experience for your customers.

Benefits	Features
Present a professional image and response to your customers with automated 24/7 call routing and greeting	<ul style="list-style-type: none"> • Easy management of routing script: Simply drag and drop building blocks to create call routing based on business hours and calendars • Prompt upload and recording anytime and wherever you are. Use a web interface or any phone. • Direct dial and filtering based on caller and called number providing instant and accurate routing. • Web interface offering performance indicators and export to spreadsheets. Analyze the script performance and optimize the experience of your customers
Build a recurring business relationship by offering personalized call routing and greeting including integration with the businesses' database or contact center	<ul style="list-style-type: none"> • Zero downtime operations. Update prompts and routing on the go. • Interactive Voice Response (IVR) option with SQL connector. Route calls based on information in your database or suggest satisfaction surveys. • IVR integration with Alcatel-Lucent OmniTouch Contact Center Standard Edition: Qualify calls and collect information to provide a personalized service.
Control and reduce operation costs: The solution offers an intuitive programming interface that anybody can use. The solution is scalable, multi-tenant and SIP-based to offer expert call routing and greeting for small to very large multi-site organizations	<ul style="list-style-type: none"> • Intuitive graphical interface: Minimize training time and required IT skills • Scalable software offering SIP-based connectivity to communication servers. Unify welcome and reduce operation costs with a centralized routing and greeting solution. • High-availability: Load balancing can be provided with the VAA • Multi-tenant: Usable by multiple customers each with their own isolated view. • Delegation: Different levels of management can be assigned to users.

Figure 1: Example of a routing script configuration via a simple drag and drop of building blocks

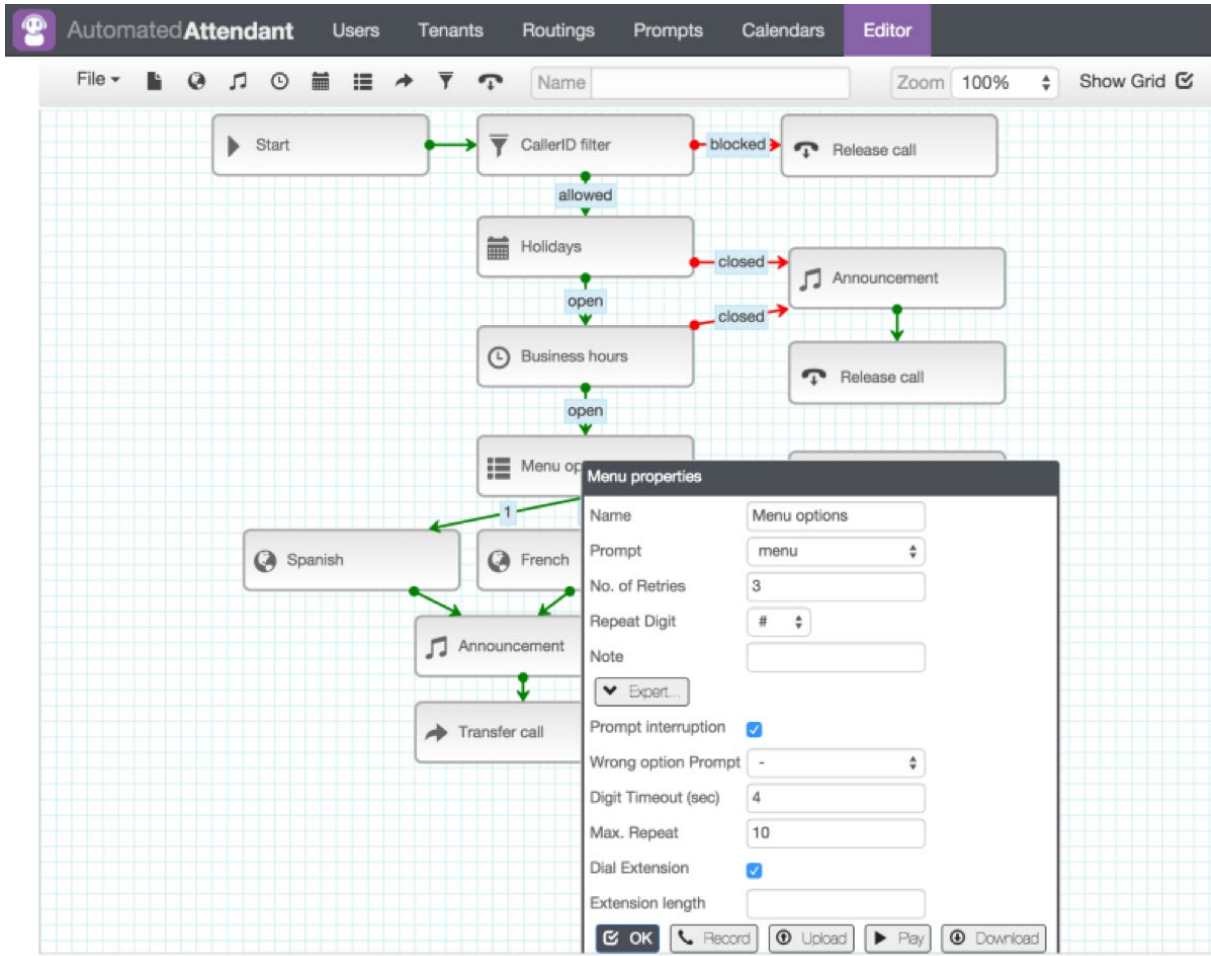
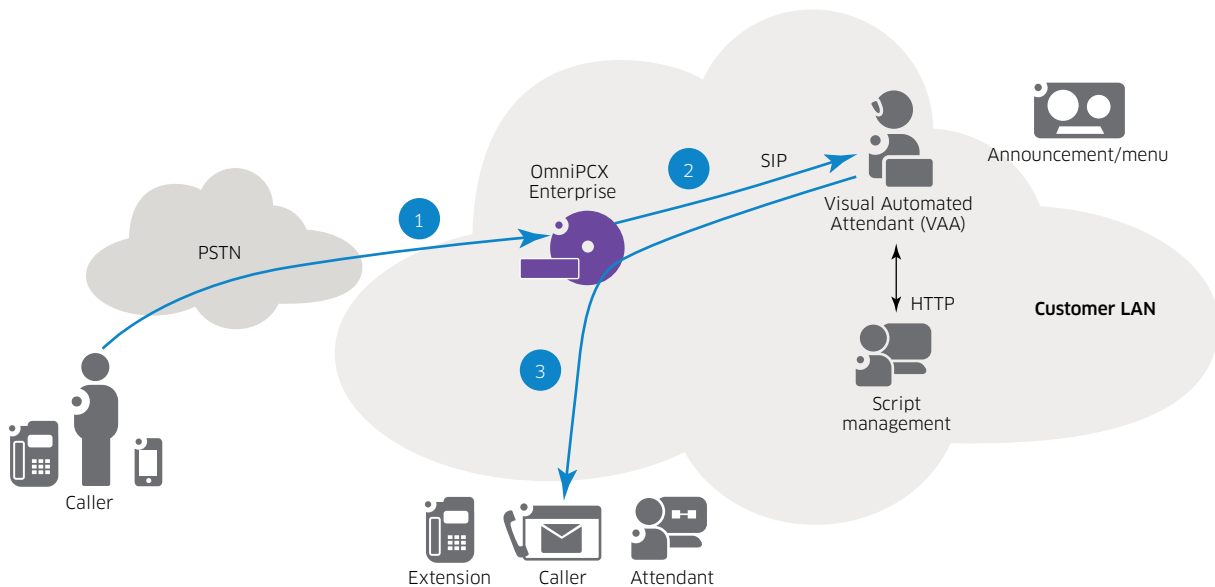


Figure 2: Example of incoming call processing and architecture



1. Incoming call to the welcome number
2. OmniPCX Enterprise CS routes the call to the Visual Automated Attendant using SIP
3. Visual Automated Attendant plays prompts and routes the call back to OmniPCX Enterprise CS.

Technical specifications

Software release

- Visual Automated Attendant release 2.x or higher
- Alcatel-Lucent OmniPCX Enterprise Communication Server: Current supported releases
- Alcatel-Lucent OpenTouch Business Edition: Current supported releases
- Alcatel-Lucent OpenTouch Enterprise Cloud: Current supported releases

Server requirements

- Software delivery on any appliance server:
 - Suse Linux Enterprise Server
 - Hardware requirements: Table 1
- Software delivery on VMware vSphere 6.x or above
 - VMware vSphere delivery and support not included

Visual script editor

- Web based graphical interface
- Trees: unlimited
- Building blocks (nodes):
 - Simple drag and drop
 - Start
 - Select language
 - Announcement
 - Business hours
 - Calendar
 - Menu: Up to 12 choices (0-9, #,*)
 - Transfer: Blind, supervised, dial by name, extension number, prompt interruption, no answer, busy, network error, wrong number conditions

- Transfer to voicemail
- Filter: On called number, on calling number, regular expression, CSV file import
- Go To Tree
- Record prompt
- Release
- Delegation: Role-based management:
 - User
 - Routing
 - Prompt
 - Directory
 - Filter
 - Calendar
- Multi-tenant management:
 - Unlimited number of tenants
 - Isolated view
 - Script management
 - Performance reports
- Direct Dial
 - Prompt interruption and direct key in

Prompt management

- Upload files: WAV format
- Record from phone: Call or call-back

Interactive Voice Response

- Digit collection
- Correlator data exchange with Alcatel-Lucent OmniTouch Contact Center Standard Edition
- Database read and write
 - SQL requests
- Test on condition
- Display name customization

Analytics reports

- Web-based interface
 - Performance pie chart
 - Statistics per period
- Export capabilities:
 - Export data to CSV
- Platform indicators:
 - VAA ports usage
 - Number of calls received
 - Number of transferred or released calls
 - Number of calls released by the caller
 - Number of calls lost due to insufficient license port
- Tenant reports
 - Tree activity
 - Node activity
 - Location of released calls

Connectivity

- SIP

High availability

- Visual Automated Attendant redundancy
- Support of OmniPCX Enterprise CS:
 - Geographic redundancy
 - Passive Communication Server redundancy

Capacity

- 300 ports by media server
- Stackable media servers for capacity above 300 ports

Ordering information

- See Table 2

Table 1. Dedicated appliance-type physical server

	Minimum	Recommended	Over 100 ports
Processor	1.7 GHz	Dual Core processor 2.4 GHz	Quad-core 2.4 GHz
Memory	2 GB RAM	4 GB	8 GB
Network	100 Mb/s	1 Gb/s	1 Gb/s
Hard disk	20 GB	80 GB minimum	160 GB

Table 2. Ordering information

	VAA licenses	Installation and coaching services	Support (A Specific Application Support [SAS] contract is mandatory)
Per port	3JE11459AA	Optional assistance for first deals – 3JE11650AA	3JE11648AA
Per HA port	3JE11460AA	Optional assistance for first deals – 3JE11650AA	3JE11649AA
Per IVR port	3JE11463AA	Optional assistance for first deals – 3JE11650AA	3JE11653AA