

# Nokia Intellisync Call Connect 2.0 for Alcatel-Lucent

NOKIA

Nokia for Business

Put the Power of Desk Phones in the Hands of your Mobile Workforce.

Nokia Intellisync Call Connect for Alcatel-Lucent integrates Nokia Eseries devices with Alcatel-Lucent's communication infrastructure, resulting in an unprecedented ability to extend the advanced voice features of your Alcatel-Lucent OmniPCX Enterprise over the cellular and IP networks. This can improve customer satisfaction, increase employee efficiency, and control communication costs.

## Increase Customer Satisfaction

With Nokia Intellisync Call Connect for Alcatel-Lucent, your customers can more easily reach your employees because one business number reaches your employees, whether they are in the office at their desk phone or on the road with a mobile phone. And desk phone functionality—including transferring to or conferencing in the person able to address a question—is available on their device, no matter where they are, and this significantly increases the opportunity to achieve first call resolution.

## Improve Employee Efficiency

Nokia Intellisync Call Connect for Alcatel-Lucent can improve the efficiency of your on-the-go personnel with mobile access to productivity-enhancing desk phone capabilities, and push-button switching between business and personal profiles. Communications are greatly simplified—users only manage one business phone number and one business voice mailbox for one or multiple devices. And the large color screen on Nokia Eseries devices showcases the intuitive user interface for easy access to advanced voice commands via simple menus, icons and buttons.

## Key Features Include:

**Integrated user interface** – Nokia Intellisync Call Connect for Alcatel-Lucent seamlessly integrates with the S60 platform and user interface to leverage popular business voice features. For example, an employee can initiate a business call directly from an S60 application, including contacts database, call log or messaging. And, when you add Nokia Intellisync Mobile Suite, your employees can access the corporate directory to make calls and even dial a phone number embedded in an email.

**Business and personal modes** – With Nokia Intellisync Call Connect for Alcatel-Lucent, users can toggle between business and

personal modes to help manage their time—all with one mobile phone. In business mode, all outbound calls are routed as business calls and the mobile phone receives calls placed to the office phone number. In personal mode, the mobile phone receives only calls placed directly to the mobile number—business calls are routed directly into the business voice mailbox for retrieval during working hours—all under the user's control.

**One business number** – One-number simplicity enables customers and associates to reach your employees, whether in or out of the office, without compromising personal mobile number privacy. When in business mode, calls placed from the mobile phone appear to originate from the office phone number. And if an employee should leave, your company keeps the business number so customers have access continuity.

**Mobile-to-desk phone roaming** – When in the office, your employees have the flexibility to take calls wherever most convenient—incoming calls ring both at the desk phone and mobile phone, and can be easily transferred between the two. Nokia Intellisync Call Connect for Alcatel-Lucent also delivers convenient one-click call transfer between mobile and desk phones.

**Mobile access to business telephony services** – Mobile employees can enjoy the same collaborative and productivity-enhancing calling features on their mobile phone as on the desk phone. Nokia Intellisync Call Connect for Alcatel-Lucent enables mobile access to an array of popular Alcatel-Lucent OmniPCX Enterprise services including mute, hold, transfer, consultation call, switch, three-party conference, call park, call pickup, callback request, call reverse, switch to desk phone, call forward, and do-not-disturb.

**One business voice mailbox** – Nokia Intellisync Call Connect for Alcatel-Lucent unifies the employee's office and mobile business voice mailboxes into one. They can now stay on top of messages simply by checking just one voice mailbox, whether in the office or on the road.

**Context-sensitive service menus during business calls** – Nokia Intellisync Call Connect for Alcatel-Lucent has context-sensitive in-call service menus during business calls. The in-call context service menus that are displayed to the user have content in the following contexts:

- One call—answer call, new call, transfer call, transfer to desk phone, leave message, park call, request callback, reverse call, call attendant.
- Two calls—answer call, end call, new call, transfer call, transfer to desk phone, swap calls, start conference, leave message, park call, request callback, reverse call, call attendant.
- Conference call or two incoming business calls—answer call, end call, new call, transfer call, transfer to desk phone, swap calls, start conference, end conference, leave message, park call, request call back, reverse call, call attendant

**VoIP calls in corporate WLAN** – Nokia Intellisync Call Connect for Alcatel-Lucent implements both cellular and WLAN access where WLAN is always the preferred route. From the employee point of view, the usage of mobile phone is similar regardless of access route.

**Automatic registration** – When user enters the office and the device detects the business WLAN network, Nokia Intellisync Call Connect will automatically register to the IP PBX. After successful registration, the device will appear as a native end point on the corporate voice infrastructure and all inbound and outbound calls will be routed using the IP PBX.

**Over-the-air installation and configuration** – Nokia Intellisync Device Management is a multi-platform mobile device management solution designed from the ground-up to comprehensively and cost-effectively manage multiple aspects of your mobile deployment. The solution is fully compatible with Nokia Intellisync Call Connect for Alcatel-Lucent, and can be used to install, configure, update and wipe the solution over-the-air.

**License management** – License key will be delivered with the Nokia Intellisync Call Connect for Alcatel-Lucent client. License key entry can be done either manually or automatically using Nokia Intellisync Device Management. After first activation no further connection is required to re-activate the client. Changing the license from one device to another is possible with limitations.

#### **Key Benefits Include:**

**Improving productivity** – Ways to increase employee productivity and job satisfaction:

- One business number for improved reachability by customers and other stakeholders
- Enable access to basic call handling features: call forward, hold, mute, conferencing, etc.
- Reduce missed calls by allowing all of the employee's phones to ring at the same time
- Decrease missed calls through personal call routing based on the user's availability (i.e., route calls to voice mail when unavailable)
- Single voice mail
- Improve work/life balance: Enable employees to switch phone between business and private mode

**Increased return on investment** – The ability to leverage your fixed back-office voice investments—your Alcatel-Lucent communication solutions with telephony, voice mail system, billing and call accounting systems, conference bridges, call recording systems and more—into a mobile voice solution, can increase your return on investment.

**Opportunities to manage costs** – Your Alcatel-Lucent infrastructure enables you to bill mobile calls to the user's desk phone,

reducing the time and costs of managing mobile phone expenses—for your employees, managers, and accounting department. In addition, call reverse and least cost routing on the Alcatel-Lucent OmniPCX Enterprise can deliver savings on international and long distance calls by using the most cost-effective networks. And for truly mobile and telecommuting personnel, you can opt to issue just a mobile phone.

Seamless usage of both cellular and WLAN access, where WLAN is the preferred method for IP communications offers the ability to reduce mobile service fees and improve control over telecommunications costs by allowing employees to utilize private WLAN networks instead of cellular networks in the corporate office.

#### **Nokia and Alcatel-Lucent Together**

Nokia and Alcatel-Lucent are working together to deliver more value from your existing fixed voice investments. Integrating Nokia Eseries devices with your Alcatel-Lucent OmniPCX Enterprise system provides a mobile voice solution that makes smart investment sense.

#### **Nokia Eseries Advantage**

Nokia Eseries devices are designed to put popular business tools at the fingertips of your employees—from business voice calls and email to Internet and intranet access—all on a single, easy-to-use device.

Nokia Eseries devices offer:

- Business-class mobile email: compatible with Nokia Intellisync Mobile Suite, BlackBerry Connect and other popular 3rd party corporate email solutions
- Advanced business voice functionality: via Alcatel-Lucent OmniPCX Enterprise integration solutions
- Connectivity: supports multiple connectivity options
- Security and device controls: compatible with 3rd party security and Nokia Intellisync Device Management solutions
- Common architecture: built on the world's most popular S60 smartphone platform
- Business-tuned performance: extended battery life, quality speakerphone, popular business accessories
- Nokia for Business Services: support backed by dedicated Professional Services resources

#### **Solution Requirements**

- Alcatel-Lucent OmniPCX Enterprise 6.1 or newer for cellular mode
  - ACE (Alcatel-Lucent Cellular Extension)
  - Nokia Intellisync Call Connect 2.0 cellular mode
- Alcatel-Lucent OmniPCX Enterprise 8.0 for dual-mode
  - ACE
  - OXE SIP
  - ICC 2.0 dual-mode
- Dual-mode: Verified for Cisco WLAN infrastructure

Supported devices:

- Cellular mode only: Nokia E50, Nokia E51, Nokia E61, Nokia E61i, Nokia E65
- Cellular mode only: Nokia E60 and Nokia E70, no action dialogue
- Dual-mode: Nokia E51, Nokia E61i, Nokia E65

#### **Features for Mobile Employees**

Some of the many key features you can extend from your Alcatel-Lucent OmniPCX Enterprise to your mobile employees:

- User interface extensions for business users
- User authentication
- Basic call handling
- One business number / one voice mailbox
- Mobile least cost routing
- Business and personal modes, do-not-disturb
- Alcatel-Lucent OmniPCX Enterprise enabled supplementary services including:
  - Transfer call
  - Transfer call to business voice mail
  - Switch to desk phone
  - Consultation call
  - Swap calls
  - Start/end three-party conference
  - Update call forwarding setting
  - Set callback request
  - Reverse active call
  - Park active call
  - Pick up parked call
  - Call attendant
  - Deposit message
  - Check current availability status

## **Work together. Smarter.**

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