

OMNIPCX OPEN GATEWAY (O2G)

BUSINESSES NEEDS FOR PERSONALIZATION

I want to manage phone calls from our own customized interface and application.



I need analytics to improve quality of my telephone system.



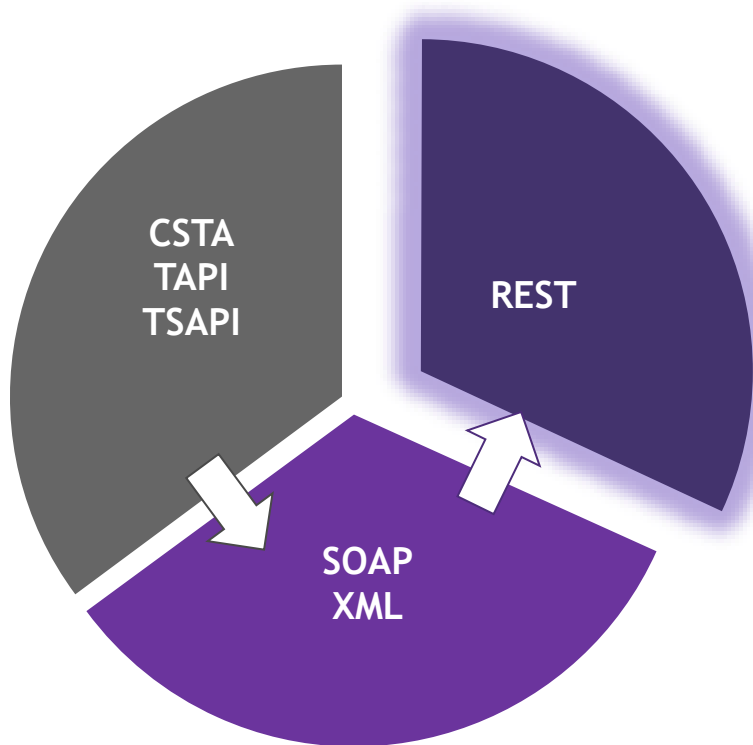
I need to easily assign new people to their telephone extension.



I want modern APIs, well documented and easy to develop for my IT team.



API EVOLUTION TOWARD REST TECHNOLOGY



REST API

Application Programming Interface using HTTP request to build application software, known as Web Services.

CONNECT THE TELEPHONE SYSTEM TO YOUR APPLICATIONS

OmniPCX Enterprise
standalone or network



Your Applications



OmniPCX



On top of
OmniPCX Enterprise
Communication Server

OPEN



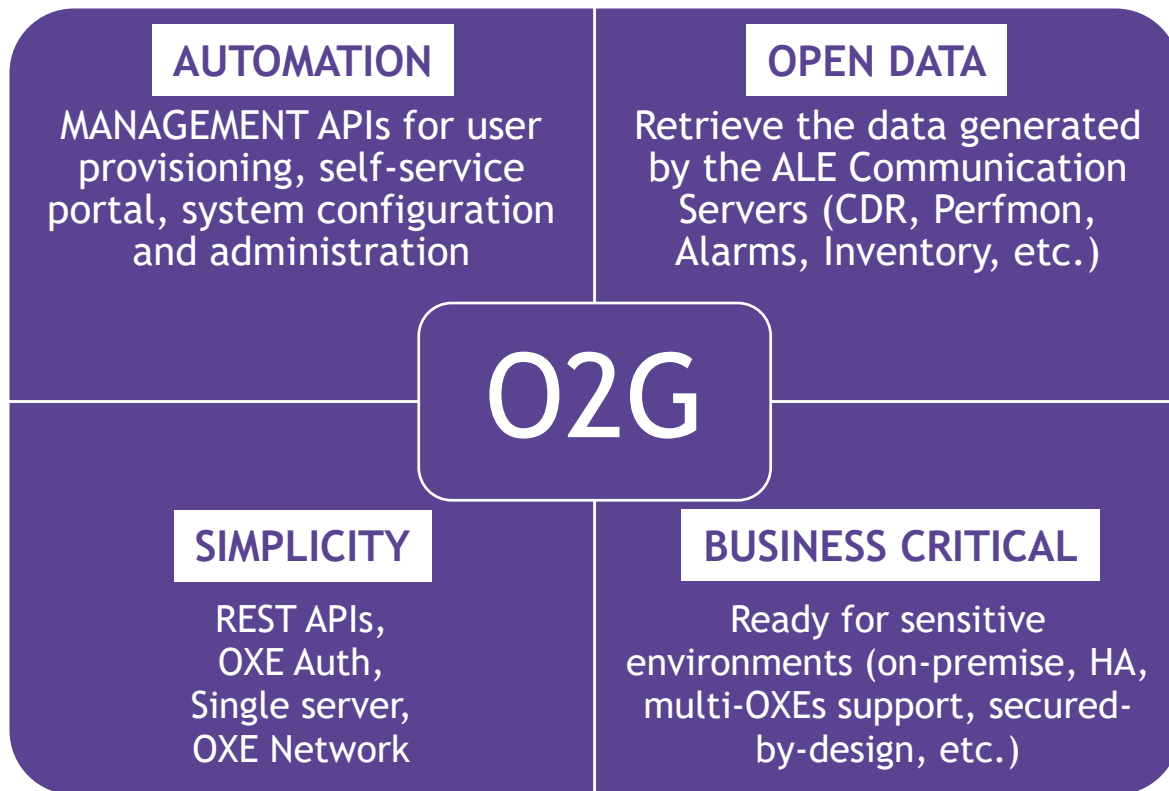
With a full set of
REST APIs

GATEWAY



To connect the
telephone system to
your applications

VALUE PROPOSITION



APIs AVAILABLE WITH O2G



TELEPHONY

*Call control & routing
Voice Messaging
Directory
Recording*



CONTACT CENTER

*CC Agent services
CC Pilot Management*



MANAGEMENT

*PBX management (devices, etc.)
PBX commands
System status*



ANALYTICS

*API usages
Charging
Incidents*

Disclaimer:

Information provided in this document is being shared in order to outline some of ALE International current product plans for **informational purpose only**, and **not as a binding commitment**. Development, release, and timing of any products, features or functionality remains at the sole discretion of ALE International and is subject to change.

BUSINESS MODELS

LICENSING MODEL

- As part of the **ALE Communications Suite for Mid and Large Enterprises Offer**
- Access to the O2G APIs is based on the purchasing of *licenses*
- **CAPEX** business model

SUBSCRIPTION MODEL

- As part of the **ALE Purple on Demand Offer**
- Access to the O2G APIs is *subscriptions-based*
- **OPEX** business model

USE CASES

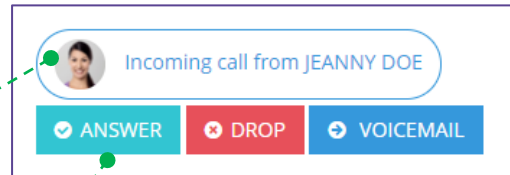


Manage your call and voicemail from your own applications



Incoming call notification

Personalize your call notifications to allow user control their deskphone from their computer

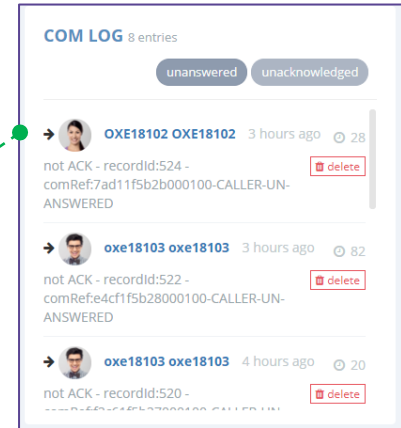


Answer from call notification

Answer call coming on your desk phone, drop it or send caller to the voicemail

Access and manage your voicemail

Have an easy interface access to your voicemail from a internal website, application



Create a new user and manage his phone set

Personalized desk phone

New employee can benefit from their deskphone with a personalized experience



User creation

Create your own interface for user creation on OXE comms server.

USER CREATION

Create now | Cancel

PBX Name:

First Name:

Last Name:

Directory Number: Auto Free range

DOI Number: Auto Free range

Main device Type:

Profile:

Class of Service:

Cost-center:

Password:

VIP:

Program your phone set

Use APIs to develop an end-user portal allowing them to assign specific functions to their phone set keys

PHONE SET PROG. Refresh

Save | Cancel

KEY 1	<input type="text" value="Tandem on/off"/>	<input type="text" value="shot-code=3002"/>
KEY 2	<input type="text" value="Call mum"/>	<input type="text" value="shot-code=3911"/>
KEY 3	<input type="text" value="Forward VoiceMail"/>	<input type="text" value="shot-code=3003"/>
KEY 4	<input type="text" value="Call 1122334455"/>	<input type="text" value="shot-code=3002"/>

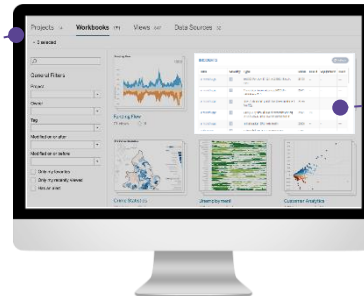
Supervision and control center

11



Control center

Manage and control your infrastructure from your own single interface. Integrate analytics



INCIDENTS							Refresh
Date	Severity	Type	Value	Board	Equipment	Rack	
a month ago	4	A4400 Version: R12.1-m2.300-18-e-fr-c0s1	2199	--	-	---	
a month ago	2	Translator inconsistency, MCDU = DDBB685 st=1	2671	--	-	---	
a month ago	2	002=A dynamic patch has been installed for TEL	2176	--	-	---	
a month ago	4	GPAI(2,27) virtual board commissioning of the associated board GD/GD3(2,0)	2491	27	-	002	
a month ago	5	Initialisation CPU role MAIN	2009	--	-	---	

Supervise incidents

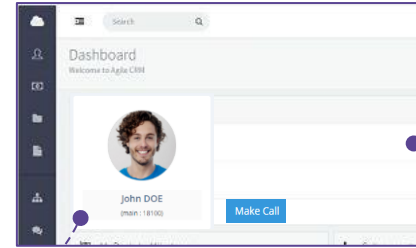
Access to all incidents on your OXE thanks to O2G APIs



CRM Integration

Click-to-call from CRM interface

Start a call to your customer from your CRM interface



Instantly join your customer

Join your contact using your deskphone for high quality audio and efficient conversation



Answer customers' calls

Get instant customer's information on incoming call

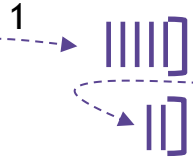


Contact Center Services

Incoming customer call
Incoming call is received and queued in OXE Contact Center

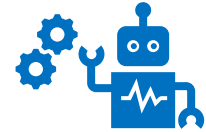


OmniPCX Enterprise
Contact Center Queues (pilots)



2 AI Virtual Agent Application
Caller is directed to Conversational Artificial Intelligence application trying to solve to case

Virtual Agent



3 Monitoring & Re-Distribution
If the call can't be closed by virtual agent the application re-routes the call to the most appropriate OmniPCX Enterprise queue of real agents providing information about the customer's interaction



Conversation
The caller and the agent are connected

4 Agent answers call
Agent answers and gets instant customer and interaction information



KEY TAKEAWAYS

Standardized development with a full set of REST APIs ready-to-use

Integrate communication and management services of the OXE platform into your business applications

Choose the appropriate business model to answer your financial needs

MORE INFORMATION

Alcatel-Lucent
OmnipCX Open Gateway
Open Platform and Interfaces for developers

Easily integrate business communications into your applications or processes with Alcatel-Lucent OmnipCX® Open Gateway (O2G). Developers access OmnipCX Enterprise Communication Server (ECS) capabilities, including call control, management, call center and analytics using industry standard REST APIs.



OmnipCX® Open Gateway is a scalable, robust and secure Application Programming Interface (API) Gateway allowing applications and business processes to be integrated with OmnipCX Enterprise Communication Server to deliver added-value and mission-critical services tailored to enterprise needs.

Developers who are members of the Alcatel-Lucent Enterprise Developer and Solution Partner Program (DSPP), benefit from O2G documentation, how-to guides, sandboxes, access to technical support and can certify their applications.



YOUR BUSINESS PROCESSES

OmnipCX Open Gateway

- Telephony APIs
- Management APIs
- Call Center APIs
- Analytics APIs

Your PBX or 2BX network

Alcatel-Lucent Enterprise

The product datasheet and additional information related to the OmnipCX Open Gateway are available on the internet:

<https://www.al-enterprise.com/en/products/platforms/omnipcx-open-gateway>

Web site for developers:

<https://api.dspp.al-enterprise.com/omnipcx-open-gateway-02g/>

DEVELOPER JOURNEY WITH O2G BY ALE

Start now !



Documentation,
examples, etc. are
available

Test services



O2G Sandbox
(send an email to
dssp@al-enterprise.com)

Your environment



Install your own
platform if needed

Advanced
development



Ask for advanced
support and
dedicated platform
access via DSPP (fee)

Validate your
solution



Validate your solution
via DSPP (fee)

C O N T A C T U S



WEBSITE

www.al-enterprise.com

Follow us on:

