

Alcatel-Lucent IP DESKTOP SOFTPHONE

A multimedia application which can replace IP
telephone terminals completely

Service Description

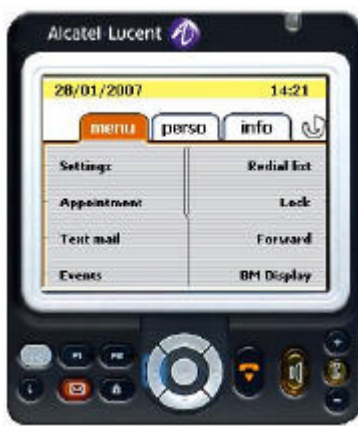


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Alcatel-Lucent Professional Services IP Desktop Softphone is a windows application installed on an agent's PC replacing the Alcatel-Lucent Advanced eReflexes phone. This fully-integrated telephony solution provides PC users with a quicker and more user-friendly access to telephone facilities, and thus helps businesses optimize their agents' productivity.

IP Desktop Softphone 4068 is a desktop application that turns on a computer emulating a 4068 IP Touch Phone.

FEATURES



- VoIP Protocol provides voice communications on a PC
- Available anywhere the user is able to connect to the Customer IP network
- User interface can be personalized
- Keys follow the Alcatel-Lucent Advanced eReflexes telephone set layout
- Identical display as the Alcatel-Lucent Advanced eReflexes telephones
- Up to 15 different ring tones
- Telephony is supported on any CTI environment (ex: Alcatel-Lucent OmniGenesys GCN, Alcatel-Lucent GCN Web, Desktop Application, TSAPI or specific CTI Toolbar)
- G.711, G.723.1, and G.729 codecs are supported
- QoS compatibility

OPERATION

The user initiates an outgoing call through the VoIP connection on his or her PC 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 client IP network.

REQUIREMENTS OR CONDITIONS

- USB headset: Ring tone is sent by the computer loudspeakers and voice communications are performed with a USB headset.
- Multimedia PC (minimum Pentium III 800 MHz with Windows 2000 or XP, 512 MB RAM, 25 MB free disk space), full duplex sound card, and an available USB port. When Windows XP is used, the Service Pack 1 and a USB 2.0 port are required.

OPTIONS

- The Alcatel-Lucent IP Touch 4068 skin is available for the Alcatel-Lucent IP Desktop Softphone. Customized skins can also be created to meet specific client needs on demand.
- It is also possible to adapt the application on demand to meet specific needs.



www.alcatel-lucent.com