

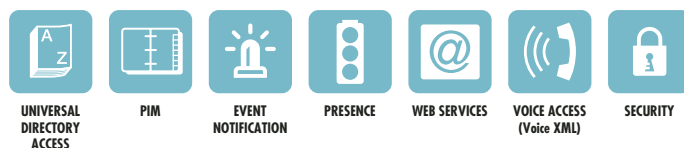
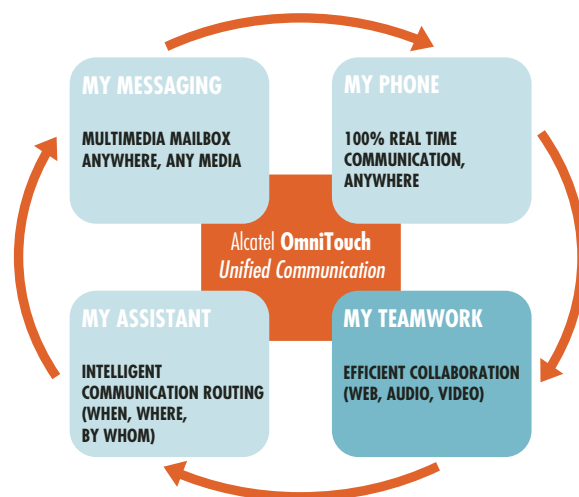
# Alcatel OmniTouch *Unified Communication* My Teamwork

## Highlights

- Service providers and enterprises can deliver cost-effective, easy-to-use collaboration capabilities across disparate networks, thereby accelerating innovation and enhancing productivity.
- Offers feature-rich, presence-aware conferencing, instant messaging, application sharing and interactive presentations.
- Users securely access collaboration via any type of telephone and an array of browsers, from any location worldwide.
- Intuitive buddy-style window makes My Teamwork easy to use and thus reduces training requirements and help desk calls.
- Zero-footprint, browser-based solution eliminates cumbersome downloads and compatibility issues.
- Standards-based SIP and XML APIs enable collaboration to be easily integrated into portals and metier applications.
- SIP software-based platform offers low cost of entry and ownership, scalability up or down, and carrier-grade performance and availability.

Telephone, voice mail, e-mail, desktop applications. These ubiquitous tools have made people more productive, mobile and self-sufficient than ever. Yet the inherent limits of today's communication "silos" have also undermined something essential: the vibrant, spontaneous give-and-take of human collaboration.

When inspiration strikes, we may leave a message on a colleague's voicemail — and not hear back for days. When a decision needs to be finalized, we solicit team feedback by e-mail only to be confronted with a dozen competing viewpoints. Unable to bring people together when the moment demands, we spend countless hours in scheduled meetings yet still see projects founder and goals go unfulfilled.



## Offer A Better Way To Work

Now there's a better way to work, with Alcatel's My Teamwork. My Teamwork is a deployment-ready application that enables enterprises and service providers to immediately deliver rich yet cost-effective collaboration capabilities across disparate networks. Based on its unique and powerful SIP-*software architecture*, My Teamwork enables multimedia, group-oriented collaboration to be embedded into the very fabric of daily communication and work routines.

My Teamwork empowers individuals and groups to communicate and collaborate far more spontaneously, flexibly and efficiently than is possible with traditional tools. For enterprises, the benefits include enhanced innovation, increased productivity and accelerated business results. Service providers can drive new revenue streams by offering differentiated services.

## Deliver Compelling Collaboration Capabilities

With My Teamwork, a complete set of collaboration capabilities can be deployed right out of the box, including presence, conferencing, instant messaging, application sharing and interactive presentations. All that's required to access these resources is a phone (PSTN or IP) and a standard browser. As a result, users can securely collaborate across business and network boundaries, without the need for software downloads or a virtual private network (VPN).

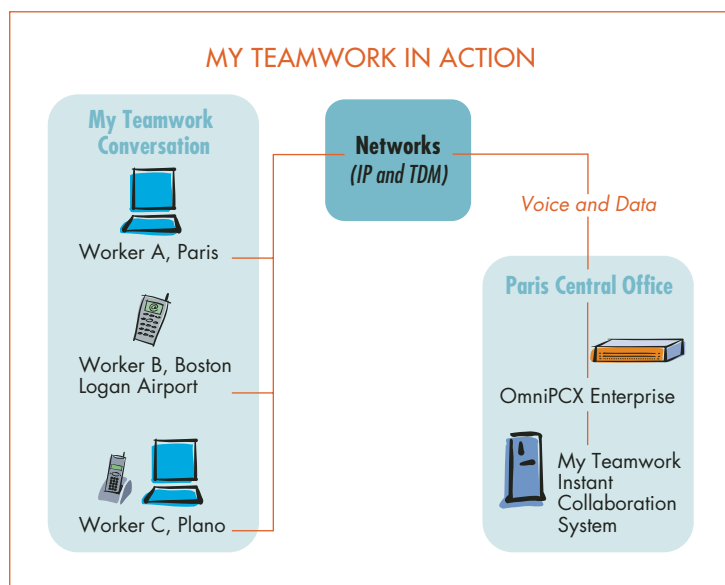
My Teamwork offers the following collaboration capabilities, which can be deployed as stand-alone capabilities or seamlessly integrated and branded into applications and portals.



## Presence

Presence awareness is one of the foundations of My Teamwork collaboration. It enables a user to determine, in real time, whether other users are currently available — either online, via the telephone, or both. Conversely, presence allows a user to be easily located by others, for example by specifying the phone number where the individual is most easily reached. (This is often referred to as “find me, follow me.”) To protect users' privacy, My Teamwork provides user-settable, presence-based conversation blocking.

Presence is the network equivalent of running into a colleague in the hallway, creating the opportunity for spontaneous, one-click communication via IM, phone or audio conferencing.



## Integrated Conferencing

The conferencing features of My Teamwork support diverse and dynamic ways of working together. Audio conferences can be scheduled, recurring or ad hoc; involve two users, several or many; and be leaderless or leader-required. Users can easily move back and forth between and among tools, on a moment's notice. They can invite any individual to join a conversation, whether or not that user is provisioned to My Teamwork. They can start a private sidebar conversation or send an e-mail, without leaving the session.

This rich, fluid environment not only sparks creativity and innovation, it also enables the kind of mundane, daily dialogue that is required to keep projects moving ahead. Additionally, conferences can be recorded and saved to a URL link so they can be easily accessed for purposes of training and knowledge sharing. Presentations shared during the meeting will be replayed in synchrony with the audio.



## Instant Messaging

My Teamwork offers fully featured instant messaging with an intuitive, buddy-like user interface. Presence indications are instantaneous, giving users up-to-the-minute knowledge of others' availability, even displaying when a user is typing a new IM. Session logs, which capture the full content of IM conversations, are integrated directly into My Teamwork, not buried away in the administration interface. As a result, users can easily retrieve information from a previous IM.

## Data Collaboration

For most users, true data collaboration involves an expensive, pay-per-minute service and is therefore out of reach. While individuals may send edited files back and forth via e-mail or view static web presentations on an intranet, they have no way to dynamically share control of an application with other users or to work collaboratively, in real time, on the same document.

Addressing this shortcoming, My Teamwork offers flexible options for real-time data collaboration. Application and desktop-sharing capabilities include co-browsing, remote control of applications and the ability to collaboratively edit "live" documents. Web presentation allows Microsoft Office documents to be presented through a browser. Additionally, any file can be attached to a conferencing session so it is available for download, without leaving the session.

With My Teamwork, service providers can offer true data collaboration to their subscribers without incurring ongoing license fees.

## My Teamwork supports many environments

My Teamwork open architecture fits into almost any customer's environment. The application integrates easily into heterogeneous network environments. It supports TDM or IP calling, a variety of vendors' PBXs and gateways, and Microsoft Windows, Unix/Linux, and Macintosh desktop environments. Additionally, extensive ease-of-use characteristics reduce training requirements and help desk calls. It features an easy-to-use web Administration UI as well as bulk provisioning of users and groups.

My Teamwork can be deployed using industry-standard platforms, from commodity servers to carrier-grade equipment. Based on the stackable platform, My Teamwork provides scalability to thousands of users, in redundant configurations that automatically failover in the event of server failure. Because My Teamwork is a software product, new features and increased scalability, such as increased call density, can be delivered via easily installed software upgrades. My Teamwork can be deployed on a variety of commercially available hardware servers. It is fully brandable and easily integrated into portals.

## Instant Collaboration System Features

### Integrated Calling and Conferencing

#### Audio Conferencing Features

- Telephone presence on web interface
- Scheduled and Recurring conferences
- Meet-Me and Instant (Ad-hoc) conferences
- Leader-required and Leaderless conferences
- Mixtures of dial-in and dial-out calling
- Dial-out via browser or touchtone
- Per-participant call control (Add, Drop, Mute, Hold) using browser; Add and Mute using touchtone
- Roll call
- E-mail and Outlook(tm) notifications: click-in via URLs
- Lecture mode
- Conferences cascade transparently across servers for scalability

#### Conference Scheduling and Management

- Schedule conferences using web interface or Microsoft Outlook
- Browser-based scheduling, monitoring and management requires no software downloads
- Assignable delegates may schedule and manage conferences
- Automatic or manually assigned access codes
- Reserved "executive" ports

#### Record and Playback Conferences

- Record conferences
- Audio playback through PC or telephone

- Synchronized playback of audio and web presentation
- Play recordings into conferences

#### Instant Messaging, Presence

- Instant messaging and presence in a browser
- User contacts (buddy) lists stored on the server, accessible from any location
- IM presence (Away, Online, Offline) indicated separately from phone presence (On the Phone)
- Multiple concurrent IM/calling sessions
- Full IM session logs with calls annotated
- Open standards-based messaging
- Blocking, configurable and presence-based

#### Web Conferencing

##### Application Sharing

- Share individual windows or full desktop (remote control)
- Participant control
- Co-browsing and collaborative editing

#### Web Presentations

- Upload Microsoft Office documents for presentation through browser
- Password and SSL protection
- File attachments, any format, for participant download

#### Reporting

- Pre-defined end-user and administrative reports available via browser
- End users can assign department or project codes to conferences
- Full call detail reports (CSV or XML file output)
- Traffic and network statistics
- Alarm and event logs

#### Security/Fraud Prevention

- Optional HTTPS transport
- Multiple levels of authentication
- Authenticate to local database, to remote LDAP database, or to 3rd party single sign-on system
- SEC compliance; IM audit trail logged to trusted SMTP account (e.g., Zantaz)
- Individual user privileges

