

# Alcatel-Lucent Smart Call

Application that allows the set up of a call by a simple and quick action from any Windows desktop environment

## Service Description



Alcatel-Lucent Smart Call simplifies call initiation. Imagine being able to make a call directly from your PC screen by simply selecting a telephone number with your mouse. This application is an extremely cost effective way of increasing user efficiency. Compatibility with the most popular desktop applications ensures easy integration and continued ease of use in simple or complex environments.

## FEATURES

With the new version of SmartCall, users can set up a call by selecting the called number, pressing Ctrl and right-clicking the mouse or by a pre-configured shortcut key. The number copying can be automatic or manual, as the user chooses to configure it.

### Features:

- Call set up by a simple and quick action without any specific integration in the End User architecture:
  - Call set up is possible within MS PowerPoint, Word, Excel or Internet Explorer only by **selecting the number to dial and right click on the Alcatel-Lucent Smart Call function**
  - Call set up is also possible by directly using Ctrl (or Shift - the choice between the two is configurable) + **mouse right-click** and then clicking the Smart Call icon.
  - The former number selection and copy to clipboard, then clicking the Alcatel-Lucent Smart Call icon in the Tray Bar is still available.
  - A TAPI connector is provided for PC (Not TSE), so it is possible to use the “PhoneSet button” in Outlook contacts to make the call.

- A popup window appears to display different call status icons

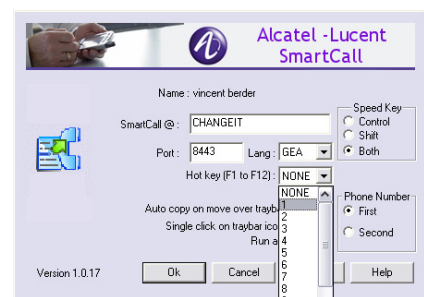
- when the selected number is set up by the Alcatel-Lucent Smart Call application



- when the selected number is sent out by the Alcatel-Lucent OmniPCX Enterprise

- Smart Call OXE R 8.01 upgrades:

- **Auto Copy:** if Auto Copy option is checked in the Options Menu of the Alcatel-Lucent SmartCall application, copying to the clipboard is no longer necessary.
- **Hot Key:** one of the Function keys (F1- F12) can be configured as a shortcut key to the SmartCall function. The key is to be selected from the Options Menu from one of the Function keys (1 to 12). When the called number is selected, pressing the hot key automatically activates the SmartCall function.
- Run at startup option.
- **Easy deployment:** The setup client “.msi” file is now built with preconfigured corporate customer data.
- **Easy initialization:** At first users logon the preconfigured data are used as initial configuration.
- User’s personal configuration is stored in MS-Windows registry in HKCU, and the administrative configuration is stored in HKLM. So administrator can put HKLM data read only to avoid user’s mistake.



## REQUIREMENTS OR CONDITIONS

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### Solution requirements:

- An Alcatel-Lucent XML Framework dedicated server including Alcatel-Lucent OmniTouch My Phone Web Services set of licences per user.
- A dedicated LDAP server. Alcatel-Lucent Professional Services can configure a LDAP directory if the End User environment does not include any LDAP directory.

## OPTIONS

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- The Called Party identification can be made within the Customer company via the e-mail address using a request to the LDAP company directory to retrieve the corresponding phone number.
- The Alcatel-Lucent Smart Call application is developed upon the Alcatel-Lucent XML API Framework however Alcatel-Lucent Professional Services will study any request for development upon another CTI middleware such as TAPI or Alcatel-Lucent OmniGenesys.
- All the descriptions included in this document refer to a thick client architecture as a piece of software must be installed on each client desktop.

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