

Alcatel OmniTouch *Unified Communication* My Assistant

Do you really want to risk missing that major contract because you are in an internal meeting?

Do you really want to be inundated with calls while you are in serious negotiations with a prospect?

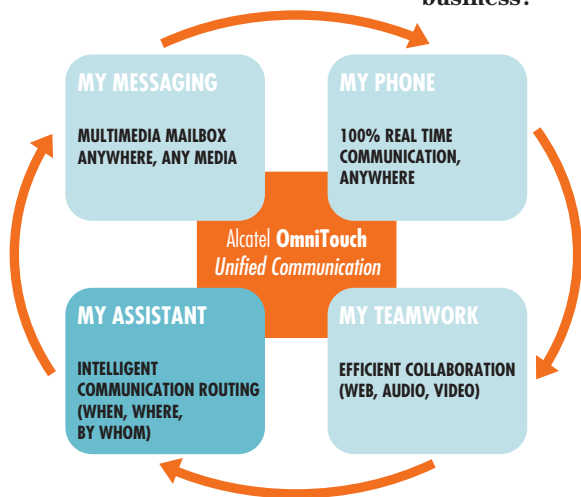
Do you really want your personal assistant spending time routing calls instead of helping to drive the business?

These are constant concerns for business people with busy schedules. To resolve them, what you really need is a versatile communications tool - one that keeps you in touch when it suits you and filters your calls according to your needs. And one that lets you communicate using the device you feel most comfortable with, be it laptop, cell phone, or pager.

Your productivity – and ultimately your enterprise competitiveness – depends on it.

Because a dynamic enterprise is driven by dynamic people, wheeling and dealing, moving and shaking, signing on the dotted line. Your 'go-getters' need to be able to communicate fast, with ease, and when it suits them. In short, they need the My Assistant application.

My Assistant has the added advantage of being an integral part of the Alcatel **OmniTouch** *Unified Communication* application suite, interacting with the other key products, including My Messaging, My Phone, My Teamwork, to deliver a powerful solution.



UNIVERSAL
DIRECTORY
ACCESS



PIM



EVENT
NOTIFICATION



PRESENCE



WEB SERVICES



VOICE ACCESS
(Voice XML)



SECURITY

Two into one

My Assistant is a vital tool for mobile employees and performs two essential functions:

- Screening calls to ensure the important ones reach you while diverting the less important ones to your messaging system (see My Messaging datasheet) or to colleagues.
- Routing key calls to you – regardless of your location.

My Assistant has another significant virtue. It is a 'One Number' solution. That means you define your preferred device. All your calls go to that device. So no more business cards encumbered with multiple numbers.



In touch when it counts

The best of individual call routing services to keep your communications going. My Assistant streamlines your operations and saves everyone time, thanks to its powerful and flexible routing and screening capabilities.

My Assistant knows that you are not always available for everyone. It knows how to deal with different callers and different call status (regular, urgent) according to rules you define. It separates callers into two categories:

- Standard callers.
- VIPs.

You set up and activate call screening and routing rules based on caller identification and/or time of day. For example, you can establish a rule to forward an important customer call between 9am and 11am to your cell phone and send all other incoming calls to your voice mail.

But you are not stuck with a static definition of a VIP. You can give callers VIP status either permanently or for a limited period and easily change the names in your VIP list.

For example, a sales executive is waiting for a call from a prospect regarding a contract, which is about to materialize. He promotes this prospect to VIP status and giving them preferred access to him until the deal is closed.

Senior management asks a project team leader to resolve a particularly delicate customer issue. The project leader adds all of his team members to his VIP and they do the same to enable collaboration until the customer is satisfied.

My Assistant provides you flexibility in addition to functionality. For example, a business traveler's flight is delayed. While she waits in the airport lounge, she can re-route all calls to her cell phone, modify VIP status of callers, or change the time window for urgent calls based for VIPs. To do so, she uses a self-service workstation or simply calls the system with her cellular phone.



Voice access

The voice interface, for any type of internal or external phone set, complies with the VoiceXML standard. Voice access is performed using an optional Alcatel VoiceXML browser interacting with a text-to-speech (TTS) engine. Navigation of the voice menus, Web scripts with VoiceXML tags, is done using DTMF or using the speech recognition engine (a forthcoming option).

Voice access allows:

- Routing state selection, all callers, VIP callers only, or do not disturb.
- Other number assignment.
- VIP caller creation.

The number of voice access services allows an easy-to-learn and easy-to-remind interface. Voice access is especially suitable for highly mobile users. You simply toggle from desk set to mobile set or from all callers to VIP callers only.

Designed for the long run **System requirements**

Alcatel's My Assistant application and the rest of the Alcatel **OmniTouch** *Unified Communication* suite is open and standards-based. It makes extensive use of IP, SIP, XML, and VoiceXML technologies. And it has been designed to run with the most popular client systems on the market and to interact with the other major enterprise solutions such as the leading customer relationship management and enterprise resource planning offerings from SAP, Siebel, Oracle, and PeopleSoft.

My Assistant provides significant value as do all the Alcatel **OmniTouch** *Unified Communication* components. As your needs evolve, My Assistant is capable of evolving as well, adapting to the demands of a dynamic market with new services and new access devices as they emerge.

Alcatel My Assistant is certainly the application you'll deploy throughout your Enterprise.

No matter which workstations are your choice, which OSes have your preference, My Assistant simply needs a telephone or a web browser. And all your workforce using a Pocket PC with Windows CE and Pocket IE browser is candidate to use the service.

