Alcatel-Lucent Visual Automated Attendant

In business, a telephone call is often the first point of contact. Visual Automated Attendant provides a professional image with a virtual receptionist available 24/7, delivering a quality response to your customers.

Provide your callers a great service experience by starting off with a courteous greeting and routing them directly to employees, departments or voicemail. The programming interface is intuitive with prompts that can be easily customized plus routing rules that instantly adapt to new business needs.

Transform your incoming telephone calls into a sustainable and recurring business relationship. Visual Automated Attendant advanced capabilities offer endless opportunities for a personalized routing and greeting experience for your customers.

Features	Benefits
Present a professional image and response to your customers with automated 24/7 call routing and greeting	• **Easy management of routing script:** Drag and drop building blocks to create call routing based on business hours and calendars • **Prompt upload and recording** anytime and wherever you are. Use a web interface or any phone. • **Direct dial** and **filtering** based on caller and called number providing instant and accurate routing. • **Web interface offering dashboard**, **reporting** and **export** capabilities. • **Text To Speech** (TTS) and **Automatic Speech Recognition** (ASR) for easier customer experience.
Build a recurring business relationship by offering personalized call routing and greeting including integration with the businesses' database or contact center	• **Zero downtime operations**. Update prompts and routing on the go. • Interactive Voice Response (**IVR**) option with **SQL and HTTP connector**. Route calls based on information in your database or suggest satisfaction surveys. • Call Center **integration with Alcatel-Lucent OmniTouch Contact Center Standard Edition**: Qualify calls and collect information to provide a personalized service.
Control and reduce operation costs: The solution offers an intuitive programming interface that anybody can use. The solution is scalable, multi-tenant and SIP-based to offer expert call routing and greeting for small to very large multi-site organizations	• **Intuitive graphical interface**: Minimize training time and required IT skills • **Scalable software** offering **SIP-based connectivity** to communication servers. Unify welcome and reduce operation costs with a centralized routing and greeting solution. • **High-availability**: Load balancing can be provided with the VAA • **Multi-tenant**: Usable by multiple customers each with their own isolated view. • **Delegation**: Different levels of management can be assigned to users.

Figure 1: Example of a routing script configuration via a simple drag and drop of building blocks
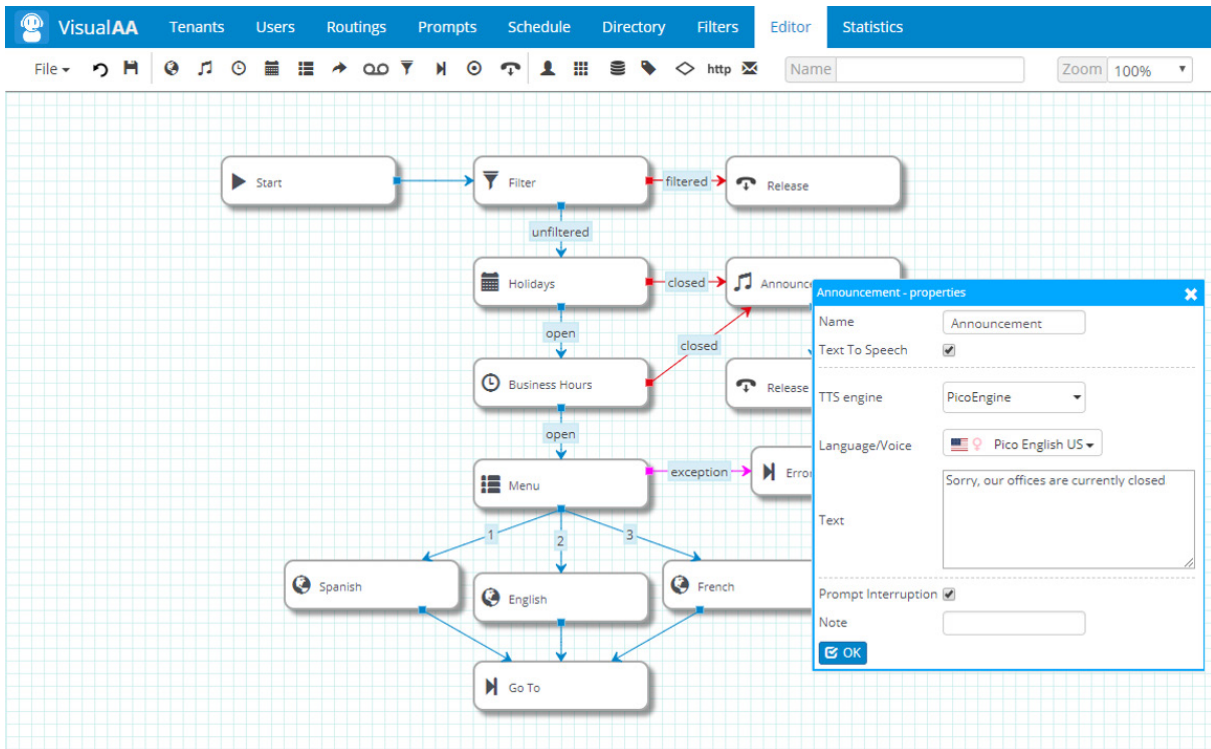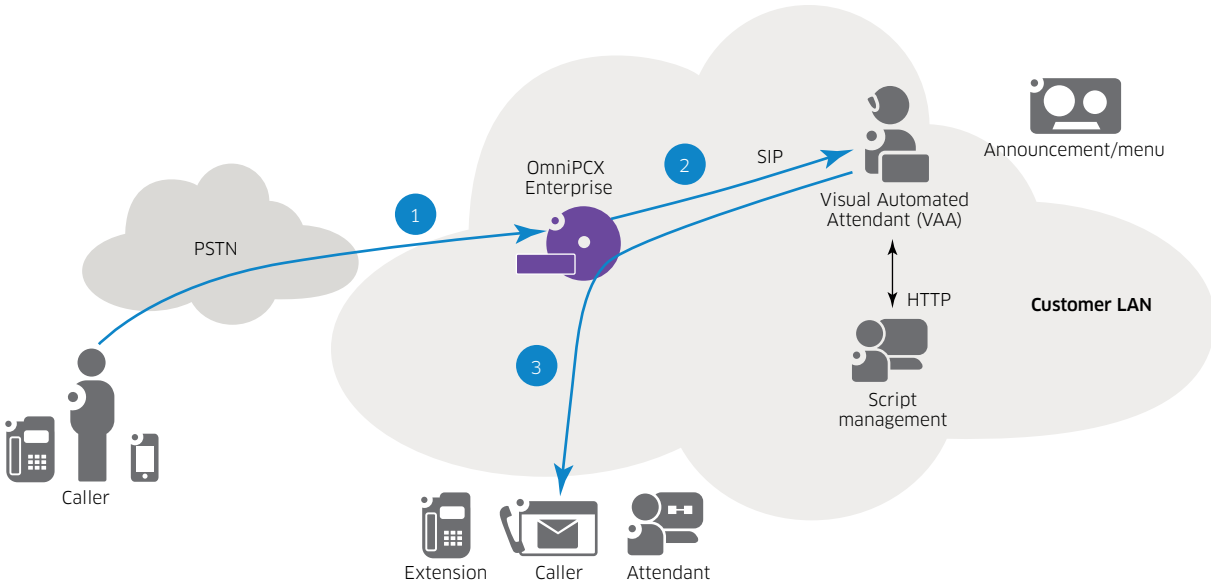

Figure 2: Example of incoming call processing and architecture

1. Incoming call to the welcome number
2. OmniPCX Enterprise CS routes the call to the Visual Automated Attendant using SIP
3. Visual Automated Attendant plays prompts and routes the call back to OmniPCX Enterprise CS.

Technical specifications

Software release
- Alcatel-Lucent OmniPCX Enterprise Communication Server: Current supported releases
- Alcatel-Lucent OpenTouch Enterprise Cloud: Current supported releases

Server requirements
- Software delivery on any appliance server:
  - ¬ Suse Linux Enterprise Server
  - ¬ Hardware requirements: Table 1
- Software delivery on VMware vSphere 6.x and 7.x
  - ¬ VMware vSphere delivery and support not included
- Software delivery on HyperV
  - ¬ HyperV on Windows Server 2016
  - ¬ HyperV tools mandatory

Visual script editor
- Web based graphical interface
- Trees: unlimited
- Building blocks (nodes):
  - ¬ Simple drag and drop
  - ¬ Start
  - ¬ Select language
  - ¬ Announcement
  - ¬ Business hours
  - ¬ Calendar
  - ¬ Menu: Up to 12 choices (0-9, #,*)
  - ¬ TTS embedded or connector to cloud provider (Google, IBM Watson)
  - ¬ Transfer: Blind, supervised, dial by name, extension number, prompt interruption, no answer, busy, network error, wrong number conditions
  - ¬ ASR connector to Google
  - ¬ Transfer to voicemail
  - ¬ Filter: On called number, on calling number, regular expression, CSV file import
  - ¬ Go To Tree
  - ¬ Record prompt
  - ¬ Release
- Delegation: Role-based management:
  - ¬ User
  - ¬ Routing
  - ¬ Prompt
  - ¬ Directory
  - ¬ Filter
  - ¬ Calendar
- Multi-tenant management:
  - ¬ Unlimited number of tenants
  - ¬ Isolated view
  - ¬ Script management
  - ¬ Performance reports
- Direct Dial
  - ¬ Prompt interruption and direct key in
  - ¬ Directory assistance using speech-to-text Google connector

Prompt management
- Upload files: WAV format
- Record from phone: Call or call-back

Interactive Voice Response
- Digit collection
- Correlator data exchange with Alcatel-Lucent OmniTouch Contact Center Standard Edition
- Database read and write
  - ¬ SQL requests
- Test on condition
- Display name customization
- HTTP request
- Email block

Analytics reports
- Web-based interface
  - ¬ Performance pie chart
  - ¬ Statistics per period
  - ¬ Full call log export
- Export capabilities:
  - ¬ Export data to CSV
- Platform or per tenant indicators:
  - ¬ VAA ports usage
  - ¬ Number of calls received
  - ¬ Number of transferred or released calls
  - ¬ Number of calls released by the caller
  - ¬ Number of calls lost due to insufficient license port

Connectivity
- SIP

High availability
- Visual Automated Attendant redundancy
- Support of OmniPCX Enterprise CS:
  - ¬ Geographic redundancy
  - ¬ Passive Communication Server redundancy

Capacity
- Up to 120 ports per server

Support
- SPS

Table 1. Dedicated appliance-type physical server

	Minimum (up to 8 ports)	Recommended (up to 50 ports)	Maximum (up to 120 ports)
Processor	Dual-Core 2.4 GHz	Quad-Core 2.4 GHz	Octo-core 2.4 GHz
Memory	8 GB RAM	16 GB	32 GB
Network	100 Mb/s	1 Gb/s	1 Gb/s
Hard disk	80 GB	80 GB minimum	160 GB

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