Alcatel-Lucent OmniTouch 8670 AMDS
AUTOMATED MESSAGE DELIVERY SYSTEM

The Alcatel-Lucent OmniTouch™ 8670 Automated Message Delivery System (AMDS) provides an alternative to expensive, proprietary, hardware-based products and costly outbound dialer services which typically provide more features than needed resulting in added purchasing price and maintenance expenses. OmniTouch 8670 AMDS provides a cost-effective, easy to use broadcast messaging tool for school districts and federal, state, and local governments to deploy that provides staff, students, and citizens with critical information alerts and event notifications. And for enterprises, OmniTouch 8670 AMDS, as a stand alone client or integrated with CRM, SFA, and other applications, delivers news, information, and marketing messages to new and existing customers.

Manage recordings, schedule broadcasts, and review reports all from a standard Web browser using any PC. OmniTouch 8670 AMDS runs on common Intel-based computers enabling low entry cost and total cost of ownership with easy maintenance. Additionally, OmniTouch 8670 AMDS offers carrier-grade availability and scalability from several to thousands of ports. Maintenance costs are minimized because additional users and upgrades are managed via software licensing with no additional hardware required.

OmniTouch 8670 AMDS highlights

- Software-based solution scales easily for organizations of all sizes
- Anywhere, anytime access — requires only a browser and phone to manage broadcasts
- Reach targets without using costly third-party services
- Deliver broadcasts to land mobile radios, overhead paging systems, PBX speaker phones, base station radios, surveillance cameras, and push-to-talk devices

- Works with existing voice networks using SIP or TDM connections
- Deploy using VoIP services from telephone providers and ISPs
- Standards-based APIs support custom integration with existing applications

OmniTouch 8670 AMDS features

User interface

- Standalone or accessible via the Alcatel-Lucent OmniTouch 8660 My Teamwork™ interface
- Record outgoing messages using any telephone or upload recordings from outside OmniTouch 8670 AMDS platform
- Schedule and manage broadcasts via multiple supported browsers
- Upload call lists locally or from CRM, ERP, and SFA applications
- Create and edit call groups and review recordings using playback options

Message delivery

- User specifies start and stop times and sets priority level-emergency, urgent, normal (default), low
- Choose delivery to live person or live person/voice mail
- Request message receipt confirmation and option to join conference
- Call retries on delivery failure

Reporting

- User accessible and administrator call logs
- Date/time, number, result, group, duration, and recording

Application development

- Runs on the SIP to-the-core Alcatel-Lucent OmniTouch 8460 Advanced Communications Server (ACS) with SIP-based and XML APIs (REST Web services) to support custom applications
- Integrate with ERP, CRM, and SFA systems and email applications

Use Case Environments

Financial services	• Investment bulletins • Stock quotes • Business news
Healthcare providers	• Appointment reminders • Health tips • Event announcements – wellness seminars, blood drives etc.
K-12 education	• School closings/delays • Parent-school communication • Event and activity reminders
Local Government and Public safety	• Weather updates • Emergency alerts • Evacuation plans and updates
Professional services	• Customer support bulletins • Warm calling to customer base • Service reminders
Sporting and entertainment	• Game cancellations and delays • Availability of season and playoff tickets and other special events • Value-added service to sponsors for marketing activities

Technical specifications

Capacity

- Calls per hour SIP: 5k/ TDM: 4k
- Maximum ports per server
  - ¬ SIP: 300
  - ¬ PBX gateway or PSTN:
    - T1: CAS 192, CCS 184
    - E1(Euro-ISDN): 240
- Stack servers for scalability and redundancy
- Geographic server distribution for toll calling arbitrage

Computer requirements

- Deployed standalone or on same server as OmniTouch 8660 My Teamwork
- Intel-based computer that supports Red Hat Enterprise Linux R5.0

Interfaces and protocols

- DTMF, HTTP, HTTPS, SDP, SIP, SMTP, SNMP, XML
- SIP Standards: RFCs 2327, 2833, 2848, 2976, 3261, 3263, 3265, 3428, 3515, 3891, and 3892
- VoIP Transport: RTP
- Audio codec: G.711 a-law and mu-law
- Supported browsers: Internet Explorer, Firefox, Mozilla, Netscape, and Safari

Network infrastructure

Alcatel-Lucent product support

- OmniPCX™ Enterprise and OmniPCX Office
- OmniTouch 8660 My Teamwork
- OmniTouch 8460 Advanced Communications Server

- Interoperability with leading PBX vendors (Cisco Call Manager, Avaya SES etc.), PSTN gateways, softswitches, and soft phones
- Any network (PSTN and IP) or phone (PBX, softphone, mobile)
- Accessible from any desktop – PC or MAC and most browsers
- Supports geographically distributed topologies

System administration

- Browser-based administration console
- Broadcast reports with date/time, number, result, group, duration, and recording
- Multiple success/failure codes for troubleshooting/ list management
- Archive and restore recordings

- Flexibly allocate ports per user
- Disk quota management
- Authenticated SSL/HTTPS interface
- Flexible user provisioning (locally or via LDAP and LDAPS)
- Bulk provisioning of users, groups, and tenants via URL

Security

- Secure account authentication (locally, via LDAP, LDAPS, NTLM v1, v2 or third party single-sign-on system)
- End-to-end security using TLS (Transport Layer Security) and SSL (Secure Sockets Layer) protocols
- Password policy management with mandatory change intervals
- Inter-organization access may be open or limited

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