

# Information

## **OpenScape Office MX**

**The Unified Communications solution for small and medium-sized enterprises**

OpenScape Office MX is a user-friendly Unified Communications solution that offers the integrated voice and conference services, voice mail, messaging, mobility, a Multimedia Contact Center and presence status functions for companies with 20 to 150 users.

Open up your office to a new way of working.

**Communication for the open minded**

Siemens Enterprise Communications  
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**SIEMENS**

# Unified Communications

Consolidates your communication to make your business more efficient.

Information technology has revolutionized the exchange of information and ideas between companies. A deluge of calls, e-mails, voice messages and faxes arrive each day, reducing your productivity. Although you spend most of your working day on the phone trying to contact other people, you miss the really important calls. Now there is a solution that offers a radical change: The OpenScape Office MX communication system. OpenScape Office MX puts you back in control of the important communication services that promote your business and ensure the future success of your company.

## OpenScape Office – the heart of the OpenScape Office MX communication system

OpenScape Office offers the following applications integrated in OpenScape Office MX:

- myPortal
- myPortal for Outlook
- myAttendant
- myAgent
- myReports

Users can access intuitive user interfaces over the user portal of the same name.

### myPortal

myPortal enables access to the Unified Communication functions of OpenScape Office MX. As well as the comfortable dialing aid, a user can use the following functions and adapt them to his individual needs:

- Directories (telephone books)
- Favorites List
- Presence
- Status-based AutoAttendant

- Status-based call forwarding
- Journal
- Voice messages
- Fax messages
- Notification service
- Screen pop
- Instant Messaging
- Conferencing

The special feature of myPortal is that subscribers entered in the internal directory are displayed together with their presence status. For instance, a user can see whether other subscribers are in the office, in a meeting or on vacation at any time. The link to the Outlook calendar means the presence status is automatically set when certain keywords are entered in the Outlook calendar.

### myPortal for Outlook

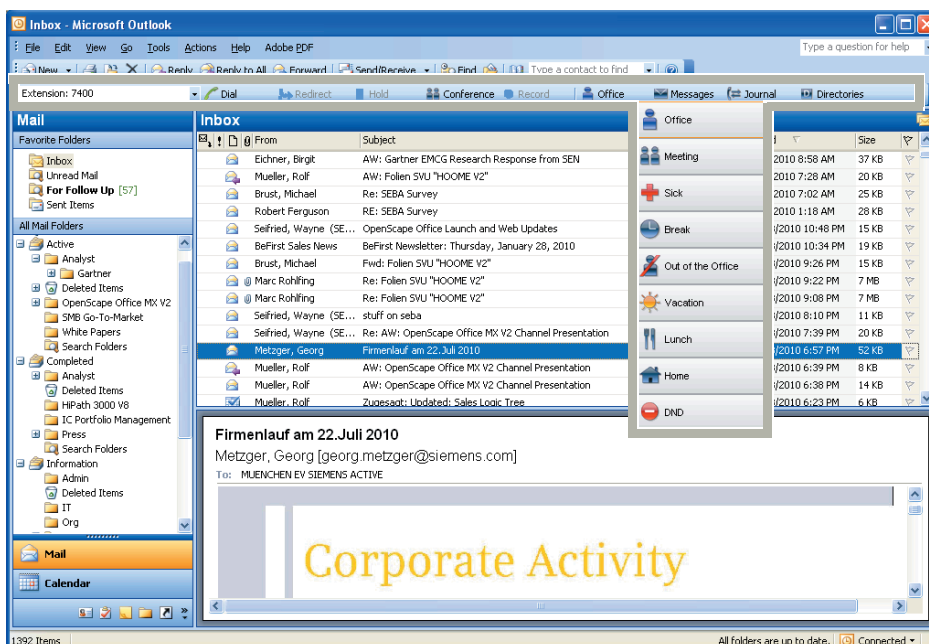
The myPortal functions can be integrated seamlessly in Microsoft Office Outlook. Every user has access to the entire range of communication resources via a single screen. E-mail, voicemail, fax and instant messages can be viewed, managed and answered from the application they're most familiar with – the Outlook screen they use everyday.

What's more, presence status and status-based voice mailbox announcements will change dynamically based on events in the Outlook calendar. Therefore, callers will always get the latest information on the availability of the caller they want to contact.

A user can choose whether the Outlook contact window, a screen pop or both should open when he receives an incoming call.

myPortal for Outlook allows a user to dial directly from his list of contacts, receive e-mails in his mailbox and record calls without having to start any other applications.

In addition to the functions of myPortal, myPortal for Outlook enables "Dial from any Desktop Application". Which means a user can call from any 32-bit desktop application.



myPortal for Outlook

## myAttendant

myAttendant is a comfortable call attendant with telephone function that shows active calls, suspended calls, calls on hold and transferred calls as well as the presence data of all workers in your organization. If the presence status is "Office", the telephone status is also shown. The presence status of every user can be changed in myAttendant.

Voice, fax and instant messages are logged and administered in the Message Center. Users can manage the messages of co-workers provided they have their permission.

## Features

OpenScape Office provides the following basic features:

### Presence

The presence status of other users is shown by various symbols that indicate whether the user is in a meeting or on vacation. At the same time, users can announce their own status by choosing from the following options:

- Office
- Meeting
- Sick
- Break
- Out of the Office
- Vacation
- Lunch
- Home
- DND (Do Not Disturb)

A user can change his current presence status via the user portal of an integrated application or with his telephone. He can decide which contacts in the internal directory can view his presence status and receive status-based voice mailbox messages and which contact details are visible to other users. Only "Office" or "Out of the Office" is shown as the presence status to all other users. In addition, a user can allow certain external subscribers to receive information about his presence status. In this case, an external caller receives the status-based voice mailbox announcement.

The link with the Outlook calendar automatically sets the presence status if certain keywords have been entered in the Outlook calendar such as "Meeting" or "Vacation", for instance. The Outlook calendar is searched for new entries at regular intervals and the presence status updated accordingly.

Text modules for communication with users can be predefined (for example, "Call from ..." or "Call waiting from ...") and sent as instant messages.

Function keys allow the user to decide whether to initiate a call, for example, or take a call and whether to suspend a call or to put it on hold.

The user can organize other users into groups to recreate departments such as Development, Marketing, Sales or Service, for instance.

### Conferencing

An integrated conference server can be used to convene conferences with up to 16 participants. The conference server provides administration, conference features, control and realtime monitoring. The conference manager can use the conference management of myPortal and myPortal for Outlook to initiate and steer a spontaneous or a scheduled telephone conference. He can select the conference participants manually or from the available directories. All conference participants are displayed in the conference room. The conference room is a pictorial illustration of all participants with their presence status. Other participants can be added during a conference.

Scheduled telephone conferences (Meet-Me conferences) take place on agreed dates and with defined duration. These can be regularly held conferences, for example. Scheduled conferences start automatically. The conference manager can choose whether the conference participants are called by the communication system or whether the conference participants have to dial into the conference themselves. He can also secure access to a conference with a PIN.

If the conference manager uses myPortal for Outlook, all conference participants can be automatically sent an e-mail with date, time and access data.

### Favorites List

A user can create a favorites list of his preferential contacts from the available directories and administer them in groups and subgroups. Contacts from the internal directory are shown with their presence status.

### Connection of external databases (LDAP)

User information (e.g. name, call number) can be administered on a separate LDAP (Lightweight Directory Access Protocol) server. OpenScape Office MX can query this information.

myAttendant provides night, day and emergency services.

### Journal

All calls are saved and divided according to the following criteria in the user journal:

- All calls
- Open calls
- Missed calls
- Received calls
- Internal calls
- External calls
- Inbound calls
- Outbound calls
- Scheduled calls

Each call is shown with date, time, call number, last name, first name, company, route (inbound or outbound) and call duration. The calls can be sorted according to these details.

Important calls can be scheduled by specifying the call number, the date and the time in advance. Before a scheduled call is actually carried out, the user must confirm this.

### **Personal AutoAttendant**

A user can configure his voice mailbox so that a caller can leave a message or the call can be forwarded. The configuration can be carried out in such a way that the current presence status of the user is taken into account.

The personal AutoAttendant provides a voice recording function that can be used to change announcements in a straightforward way.

### **Central AutoAttendant**

By using schedules and the rules (CCVs = Call Control Vectors) defined in them, the administrator can control how AutoAttendant calls are handled at specific times or on specific days, e.g. which announcement is played or the number to which the call is forwarded. He is able to create schedules for day and night, weekends and for public holidays himself. Existing announcement texts or individually generated announcements can be imported in WAV format.

### **Status-based call forwarding**

A user can redirect callers to his additional call numbers or to the voice mailbox on the basis of his presence status (Out of the Office, CallMe and DND). If his presence status changes, the communications system activates the forwarding of the call to the specified destination. For the "Out of the Office" presence status the call forwarding can be set to a cell phone, for instance.

### **CallMe**

The CallMe service allows every user to use any telephone as his office phone and hence telephone at the same tariff as in the office. The call number of the office phone is always displayed for outbound calls. CallMe gives the teleworker a convenient option for controlling his accessibility.

### **Dial from any Desktop Application**

A myPortal-for-Outlook user can select and call a number from a 32-bit desktop application (standard Microsoft Windows application). The call number can be in an e-mail, Word file or Excel file, for example.

### **Voice Message Box**

The function of the voice message box is comparable to that of an answering machine where not every user needs to have his own device. The functionality is provided centrally by OpenScape Office MX.

Voice messages can be accessed via myPortal, myPortal for Outlook or (internal and external) telephone. With myAttendant the call attendant can also access voice messages of other subscribers, assuming this is permitted.

### **Fax Message Box**

The fax message box can receive fax messages directly via myPortal or myPortal for Outlook without a fax machine. The functionality is provided centrally by OpenScape Office MX.

With myAttendant the call attendant can also access fax messages of other subscribers, assuming this is permitted.

### **Notification service**

A user can be notified of new messages by e-mail, by SMS or by telephone. The type of notification can be activated or deactivated separately for each presence status.

Example of notification of a new voice message per e-mail: The user receives an e-mail with the voice message attached as a WAV file (depending of the size of the WAV file). The e-mail also includes the date and time of receipt, the length of the message and, where available, the call number and name of the sender.

### **Screen pops**

Screen pops provide the user with a convenient way of responding to incoming calls or new voice messages, for example, with one click. Other possibilities include call pick-up, explicit call transfer, putting calls on hold, as well as the recording and ending of calls.

During a call, the user can send e-mails and instant messages and plan his next call in the screen pop.

### **Instant Messaging**

Instant messaging allows a user to exchange text as instant messages with an internal subscriber (chat). Instant messages are displayed as a dialog in a separate window.

### **Voice recording**

A user can record calls and, as a conference manager, also conferences. The recordings are indicated by a red dot in the voice mailbox and where available, show the call number of the call partner or the first conference participant.

The recording of calls and conferences can be permitted or prevented across the system.

# Multimedia Contact Center

Independent of the communications medium, optimum accessibility is the basis for excellent customer service and a decisive competitive advantage in the market.

The multimedia OpenScape Office Contact Center is a powerful solution for optimum allocation and processing of calls, e-mails and faxes. Intelligent, "skill-based" routing ensures that customers are connected to the best qualified person, regardless of the contact medium. By combining different media in a customer interaction, the Contact Center reduces follow-up calls and e-mails. This increases the customer satisfaction and reduces the number of inbound calls.

## Contact Center features

### Intelligent routing

Inbound calls, faxes and e-mails are automatically and optimally assigned to the next available agent based on the longest idle time and the highest skill level. Only the agent with the corresponding authorization receives faxes and e-mails.

- Skill-based routing: Each agent can be assigned a skill level on a scale of 1 to 100. The Contact Center then uses these ratings to intelligently route calls to the most skilled agent available, ensuring that customers always receive the best support available.
- Group-based routing: If all agents of a queue are assigned the same skill level, the Contact Center carries out group-based routing.

### Multiple Group Agent

An agent can be assigned several queues (groups) with different skills. Whether the agent is to act as a main agent or an overflow agent must be defined.

### Preferred Agent

This function means a customer can always be assigned the same contact partner (agent) in the Contact Center.

### VIP support

For each queue it is possible to individually define whether specific customers are to be given preference and, hence, should reach a free agent faster.

### Wrap-up

"Wrap-up" refers to all the typical activities that need to be performed by agents after they have completed a call. The wrap-up time available for this can be defined. Whether an agent can – or must – enter one or more wrap-up codes can also be defined. Inbound calls for specific subjects (ordering, complaint, service, etc.) can be assigned by wrap-up codes. Wrap-up codes can be evaluated using a report to gain an overview of the calls in the Contact Center on a specific subject, for instance.

### Queues

Queues are the basis of every Contact Center. When all agents are busy, calls, faxes and e-mails can be dealt with depending on the skills level, the priority and the wait time. Callers on hold can be played announcements.

### Callback

The caller can leave a callback request if the wait time in the queue is too long for him. This callback request includes the position of the original caller in the queue and the agent is notified in the form of a voice message.

### Position announcements

Callers can be informed of their current waiting position by an announcement.

### Authorization level

A differentiation is made between the roles of Agent, Supervisor and Administrator in the Contact Center by the use of authorizations. Depending on the assigned role (authorization level), a user can access all or only limited functions in the myAgent user portal.

### User portal

The myAgent user portal provides agents with convenient functions for processing and wrapping up calls, faxes and e-mails. Depending on the assigned role (authorization level), the user has other options such as assigning agents to queues, for example.

### Administration tool

Depending on the assigned role (authorization level), the user has the option of configuring the Contact Center using the OpenScape Office administration tool.

- Queues  
Queues and the rules for call handling in a queue can be designed on an easy-to-use graphical user interface using Drag & Drop.
- Schedules  
Schedules are used to define which queues are to be used on which days and at which times. Vacation plans can be integrated in each schedule.
- Break  
Any number of break types can be defined for the Contact Center that can then be selected and activated by the agent.
- Wrap-up codes  
Wrap-up codes, used to assign inbound calls to specific subjects (ordering, complaint, service, etc.), can be defined for each queue. The agent applies the assignment after finishing a call (in the wrap-up time) by entering the relevant wrap-up code.
- Announcements  
The OpenScape Office administration tool supports the convenient recording or importing of announcements and their flexible assignment to queues, etc.

## myAgent features

The myAgent user portal provides agents with convenient functions for processing and wrapping up calls, faxes and e-mails. Depending on the assigned role (authorization level "Agent", "Supervisor" and "Administrator"), further functions can be used. This means all Contact Center workers have a standardized and intuitive-to-use GUI.

### "Agent" authorization level

- Logon via any myAgent user portal on the communications system
- Individual language setting during login
- Free choice of telephone at the workstation
- Display of the agent status of the agents in the calls in queue and of the presence status of the internal subscriber
- Display of the connection status of the agents in the calls in queue and of the internal subscribers
- Display of the features of all agents (agent assignments) in the assigned queues
- Call and contact handling via screen pops and telephone bar
- Selection of defined pauses

- Entry of wrap-up codes for defined subjects and wrap-up times
- Caller list with details of all contacts for the assigned queues over a selectable time period
- Recording of calls for documentation and training purposes
- Access to internal (internal subscribers, including their current presence status) and external directory (contacts from an offline company phonebook)
- Editing of contact data (first name, last name, company and call number) in the external directory
- Exchange of text with internal subscribers as instant messages (chatting)
- Request for support by the supervisor during a call
- Individual assignment of the phone keys to internal subscribers
- Display of queue details (spreadsheet with statistical information in real-time) for the assigned queues such as the average time of a call in a queue and the average speaking time, for example

### "Supervisor" authorization level

The "Supervisor" authorization level offers the following functions that go beyond the scope of services of the "Agent" authorization level:

- Display of the features of all agents (agent allocations) of all queues
- Display of the queue details of all calls in queues
- Editing of contact data (except customer ID) in the external directory
- Responding to a request for support
- Activation of an alarm if the number of waiting calls or the wait times of a call in a queue are exceeded
- Override of the call of an agent
- Call-up of the OpenScope Office administration tool for the configuration of the Contact Center

### "Administrator" authorization level

The "Administrator" authorization level offers the following functions that go beyond the scope of services of the "Supervisor" authorization level:

- Assigning agents to calls in queue
- Removing agents from calls in queue

### Reports

Depending on the assigned role (authorization level), more than 20 predefined reports on calls, calls in queues, agents, service levels and wrap-up codes can be created. The reports are displayed in the web browser as a PDF file and can be saved and printed out.

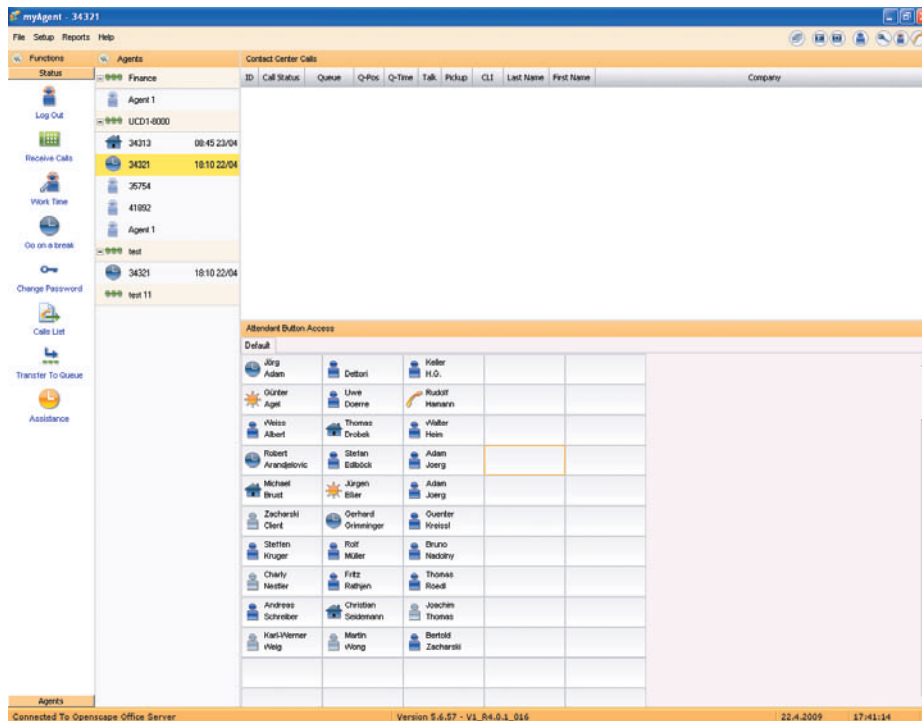
### Wallboard

The queue details can be displayed on a large screen monitor or projector as a wallboard for the information of the workers when necessary.

### Missed calls list

Detailed information on all calls made until now, faxes and e-mail for the assigned queues for a selectable time period can be found in the caller list of the Contact Center.

Depending on the "Agent", "Supervisor" or "Administrator" authorization, the user is given the information intended for him.



myAgent

## Mobility solutions

Why put up with the limitations of your existing communications system? OpenScape Office MX opens up your office to all options of a new way of working. You'll be able to do more by making decisions faster, know more about where your colleagues are and how to contact them, and be a more responsive organization than you ever thought possible.

Mobile subscribers (cell phones, teleworkers and WLAN) are integrated in OpenScape Office MX:

- **Onsite Mobility**  
Onsite Mobility is used when your workers often travel, cannot be tied to any one office or only work from home. And with negotiated call rates and call packages, they could save you money, too.

- WLAN: Ideal for employees that can't be tied to their desks. Works for data and voice.  
Connection of WL2 phones via AP 2630 or AP 2640
- DECT over IP: Connection of DECT phones over cordless IP
- Hot desking

- **Mobile Working**
  - **Cell Phone Integration:** Take advantage of OpenScape Office MX feature rich functionality (e.g. transfer calls, toggle between two calls, or set-up an internal conference call from your mobile phone)
  - One mailbox – not two
  - Remote access for status request over TUI (Telephony User Interface)

- **Home Working**  
**One Number Services** for your mobile phone. Give out only one number to all your contacts. Eliminate contacts having to remember multiple numbers to reach you.
- **Dual Mode Telephony**  
Dual mode cell phones support both GSM/UMTS networks and WLAN networks.  
If the dual mode cell phone is in the WLAN range, it is automatically called as an Internet telephony station (SIP features). Outside of the WLAN range, the dual mode mobile phone is called via GSM/UMTS (Mobility client provides a scope of features).  
For a list of which mobile phones are certified, please refer to the release information.

## System technology

Time-based, intelligent carrier selection and break-out functions by means of Least Cost Routing are available for reducing communication costs. The call-by-call method of the respective optimum carrier can be selected in standalone systems.

### Interfaces

The following connection types can be configured on the network side for the connection of OpenScape Office MX to the network of the service provider:

- S<sub>0</sub> (base connection)
- S<sub>2M</sub> (primary rate interface)
- Internet connections from Internet service providers (ITSP)

All essential features and functions of the DSS1 protocol or of the Session Initiation Protocol (SIP) are supported. The system can be upgraded with newly adopted protocol policies as required.

Up to 250 lines (IP, ISDN and analog lines), a maximum of 90 of which are IP lines, are possible.

### Internet access

The Internet is accessed via a broadband connection. The broadband connection can be implemented over the DSL connection or via the coaxial cable connection which means fast data transfer and also IP telephony are possible. The NAT, DynDNS, DHCP methods are used.

### IP telephony (Voice over IP)

OpenScape Office MX enables telephony in IP-based infrastructures. The signals necessary for the call are sent over the IP networks used for data transfer with the aid of IP protocols. PCs and IP telephones can be used.

To ensure loss-free transfer and good voice quality, the voice signals are compressed with the aid of audio codecs and marked (Quality of Service) in such a way that voice transmission is given priority over data transfer.

IP telephony can be carried out over the LAN and over the Internet (for standardized SIP features).

The following audio codecs are used:

- G.729A and G.729AB: voice codec with 8 kbit/s
- G.711 (a-law and  $\mu$ -law): voice codec with 56 or 64 kbit/s

### Connection of applications

Applications can be connected via TAPI 170/120. The CSTA protocol is used for the connection. An integrated accounting solution or Teledata V4 is available for the evaluation of call data.

### Voice

The following voice features can be used on OpenScape Office MX:

- Professional voice features in clear and distinct voice quality
- Voice conferencing (Meet me and ad-hoc)
- SIP for end-user devices and internet telephony
- Team work

### Data

#### Network security

- Stateful Inspection Firewall with selective port release, URL blocker, web blocker and Intrusion Detection System (IDS), NAT, STUN
- VPN-IPSec, functionality for VPN teleworker support

#### LAN

- Gigabit Uplink Port
- Virtual LAN support (VLAN)
- Layer 3 Routing
- 802.1p L2 QoS

#### WAN

- Internet access with up to 50 Mbit/s
- Embedded router
- Demilitarized Zone (DMZ), secure integration of mail and web servers in a customer network.

## High reliability, maintenance, administration





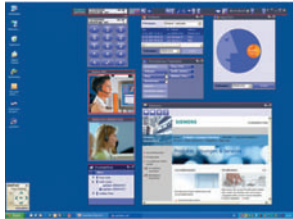
For the administration of OpenScape Office MX web-based administration tools are available for the management functions of the system. The access to the management functions is user-friendly. This makes the administration straightforward without any special knowledge of the system.

The system includes fault management. Autonomous test and diagnostic programs can be used to monitor and test both the system components and the peripheral interface modules. If faults occur, the system can diagnose malfunctions, remedy

them itself and generate system messages that are transferred locally and also to a remote service center.

The administration tools enable remote service and software downloads over the Internet.

## Telephones

<p><b>IP telephones</b></p> <ul style="list-style-type: none"> <li>System telephones (HFA): OpenStage 15, OpenStage 20, OpenStage 40, OpenStage 60, OpenStage 80 The following system telephones are also supported: optiPoint 410 entry, optiPoint 410 economy, optiPoint 410 economy plus, optiPoint 410 standard, optiPoint 410 advanced, optiPoint 420 economy, optiPoint 420 economy plus, optiPoint 420 standard, optiPoint 420 advanced</li> <li>Optional add-on devices: OpenStage key module, OpenStage BLF, optiPoint key module, optiPoint BLF, optiPoint self labeling key module, optiPoint application module.</li> </ul>	
<p><b>WLAN telephone</b></p> <p>optiPoint WL2 professional can only be connected via Access Point AP 2630 (cordless with internal antenna) or AP 2640 (cordless with external antenna). Per Access Point (AP) it is possible to connect six WL2 professional; a maximum of 10 Access Points can be operated.</p>	
<p><b>DECT telephones</b></p> <p>With the HiPath cordless IP solution, the established DECT standard is also available in Voice over IP infrastructures. The connection is set up via SIP. This enables DECT cells to optimally complete SIP-enabled Voice over IP systems as the basis for mobile communication solutions. The Gigaset S4, SL3 and M2 professional handsets are ideally suited for wireless accessibility.</p>	
<p><b>SIP telephone</b></p> <p>optiPoint 150 S</p>	
<p><b>PC Client (optiClient 130 and OpenScape Personal Edition)</b></p> <p>The PC with headset or handset becomes the communications center for voice, data, e-mail and Internet. A soft client installed on the desktop computer or notebook provides all telephone functions via WLAN – and offers the same familiar interface at the office and on the move.</p>	
<p><b>Also supported</b> are analog phones and fax machines, ISDN phones and fax machines as well as accessories, such as entrance telephones, using TFE-S adapters.</p>	

## Technical Data

### OpenScope Office MX

<b>Telephones</b>	<ul style="list-style-type: none"> <li>Up to 150 telephones</li> </ul>
<b>Installing options</b>	<ul style="list-style-type: none"> <li>Desktop and 19" models, space required in 19" rack = 1.5 height unit</li> <li>Stand-alone communication system with max. 3 system boxes (multiple-box system) <ul style="list-style-type: none"> <li>Maximum 50 stations per system box</li> <li>One motherboard per system box with powerful AMD Sempron CPU and 1 GB RAM</li> <li>3 slots per system box for gateway modules</li> </ul> </li> <li>Standard interfaces (motherboard): <ul style="list-style-type: none"> <li>4x LAN</li> <li>1x DMZ</li> <li>1x WAN</li> <li>1x USB control</li> <li>1x USB server</li> </ul> </li> <li>Optional gateway modules: <ul style="list-style-type: none"> <li>GMS (not for USA, Canada) = gateway module with four S<sub>0</sub> interfaces for ISDN trunk or ISDN subscriber lines</li> <li>GMSA (not for USA, Canada) = gateway module with four S<sub>0</sub> interfaces for ISDN trunk or ISDN subscriber lines and four a/b interfaces for analog subscriber lines</li> <li>GME (not for USA, Canada) = gateway module with one S<sub>2M</sub> interface for ISDN primary multiplexer</li> <li>GMT (only for USA, Canada) = gateway module with one T1 interface for ISDN primary multiplexer</li> <li>GMAA (not for New Zealand) = gateway module with four a/b interfaces for the analog trunk and two a/b interfaces for analog subscriber lines</li> <li>GMAL = gateway module with eight a/b interfaces for analog subscriber lines</li> </ul> </li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>Width = 440 mm</li> <li>Height = 66.5 mm</li> <li>Depth = 350 mm</li> </ul>
<b>Power supply</b>	<p>The communication system, by default, is designed for mains operation:</p> <ul style="list-style-type: none"> <li>Rated input voltage (AC): 99 to 384 V</li> <li>Rated frequency: 50/60 Hz</li> </ul>
<b>Power consumption</b>	<ul style="list-style-type: none"> <li>80 W to maximum 250 W per OpenScope Office MX system box</li> </ul>
<b>Environmental/operating conditions</b>	<ul style="list-style-type: none"> <li>Ambient temperature: + 5 °C to + 40 °C (41 °F to 104 °F)</li> <li>Relative humidity: 5 % to 85 %</li> </ul>
<b>Color</b>	<ul style="list-style-type: none"> <li>Steel blue / front silver</li> </ul>

### OpenScope Office Clients and functions

<b>myPortal</b>	Each HFA station incl. voice mailbox feature
<b>myPortal for Outlook</b>	Each HFA station
<b>myAttendant</b>	<ul style="list-style-type: none"> <li>Up to 20 attendant workstations</li> <li>70 subscriber buttons per tab</li> </ul>
<b>myAgent</b>	Max. 64 active myAgent users (agents, supervisors)
<b>myReports</b>	Approx. 80 predefined historical reports
<b>Voicemail feature</b>	Each HFA station
<b>Personal AutoAttendant</b>	Each HFA station
<b>Personal faxbox</b>	Each HFA station
<b>Multimedia Contact Center</b>	<ul style="list-style-type: none"> <li>Max. 10 active myAgent users – agents or supervisors – with a one-box system (50 stations), up to 200 calls per hour to the contact center</li> <li>Max. 64 active myAgent users – agents or supervisors – from a two-box system (51 to 150 stations), up to 500 calls per hour to the contact center</li> <li>Max. 50 groups</li> <li>Max. 50 queues</li> <li>Faxbox or mailbox can be set up for the myAgent users/groups</li> <li>All external connections to the contact center are made via ISDN trunk lines (not via SIP providers or analog trunk lines).</li> </ul>

## Supported operating systems

### Integration in Microsoft environments

The Clients of OpenScape Office myPortal, myPortal for Outlook, myAttendant and myAgent can be easily integrated in Microsoft environments.

### Minimum hardware requirements (Clients)

- 2 GHz CPU
- Main memory:
  - 512 MB RAM for Microsoft Windows XP SP3 (32-bit)
  - 1 GB RAM for Microsoft Windows Vista SP2 (32-bit)
  - 1 GB RAM for Microsoft Windows 7 (32-bit, 64-bit)
- 100 Mbit/s LAN
- Screen resolutions:
  - General: SVGA (800 x 600)
  - For myAttendant: XGA (1024 x 768)

### OpenScape Office Clients

- Microsoft Windows XP SP3 (32-bit)
- Microsoft Windows Vista SP2 (32-bit)
- Microsoft Windows 7 (32-bit, 64-bit)

### Outlook (for myPortal for Outlook)

- Microsoft Outlook 2003 SP3
- Microsoft Outlook 2007 SP2

### Supported web browsers

- Microsoft Internet Explorer V7, V8
- Mozilla Firefox V3

### Exchange server environments

- Microsoft Exchange 2003 SP2
- Microsoft Exchange 2007

### Additional software

- Java 1.6

### Deployment in terminal server environments

- Software requirements:
  - Microsoft Windows Server 2008 R2 with terminal server (64-bit)
  - Citrix XenApp 5.0 on Microsoft Windows Server 2008 R2 (64-bit)
  - Microsoft Windows Server 2008 with terminal server (32-bit)
  - Microsoft Windows Server 2003 with terminal server SP2 (32-bit)
  - Microsoft Windows Server 2003 SP2 with Citrix Presentation Server 4.5 (32-bit)
- Hardware requirements:

The number of installed OpenScape Office Clients depends on the terminal server performance and the amount of main memory available. If other applications are used on the terminal server, their main memory requirements must also be taken into account.

**Please observe the release information for use in terminal server environments!**

## Supported standards

### Ethernet

- RFC 894 Ethernet II Encapsulation
- IEEE 802.1Q Virtual LANs
- IEEE 802.2 Logical Link Control
- IEEE 802.3u 100BASE-T
- IEEE 802.3X Full Duplex Operation

### IP / Routing

- RFC 768 UDP
- RFC 791 IP
- RFC 792 ICMP
- RFC 793 TCP
- RFC 2822 Internet Message Format
- RFC 826 ARP
- RFC 2131 DHCP
- RFC 1918 IP Addressing
- RFC 1332 The PPP Internet Protocol Control Protocol (IPCP)
- RFC 1334 PPP Authentication Protocols
- RFC 1618 PPP over ISDN
- RFC 1661 The Point-to-Point Protocol (PPP)
- RFC 1877 PPP Internet Protocol Control Protocol
- RFC 1990 The PPP Multilink Protocol (MP)
- RFC 1994 PPP Challenge Handshake Authentication Protocol (CHAP)
- RFC 2516 A Method for Transmitting PPP Over Ethernet (PPPoE)
- RFC 3544 IP Header Compression over PPP

### NAT

- RFC 2663 NAT

### IPSec

- RFC 2401 Security Architecture for IP
- RFC 2402 AH - IP Authentication Header
- RFC 2403 IPsec Authentication - MD5
- RFC 2404 IPsec Authentication - SHA-1
- RFC 2405 IPsec Encryption - DES
- RFC 2406 ESP - IPsec encryption
- RFC 2407 IPsec DOI
- RFC 2408 ISAKMP
- RFC 2409 IKE
- RFC 2410 IPsec encryption - NULL
- RFC 2411 IP Security Document Roadmap
- RFC 2412 OAKLEY

### SNMP

- RFC 1213 MIB-II

### QoS

- IEEE 802.1p Priority Tagging
- RFC 1349 Type of Service in the IP Suite
- RFC 2475 An Architecture for Differentiated Services
- RFC 2597 Assured Forwarding PHB Group
- RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior)

### Codecs

- G.711; G.729

### VoIP over SIP

- RFC 2198 RTP Payload for Redundant Audio Data
- RFC 2327 SDP Session Description Protocol
- RFC 2617 HTTP Authentication: Basic and Digest Access Authentication

- RFC 2782 DNS RR for specifying the location of services (DNS SRV)
- RFC 2833 RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals
- RFC 3261 SIP Session Initiation Protocol
- RFC 3262 Provisional Response Acknowledgement (PRACK) Early Media
- RFC 3263 SIP Locating Servers
- RFC 3264 An Offer/Answer Model with the Session Description Protocol
- RFC 3310 HTTP Digest Authentication
- RFC 3311 Session Initiation Protocol (SIP)UPDATE Method
- RFC 3323 A Privacy Mechanism for the Session Initiation Protocol (SIP)
- RFC 3325 Private Extensions to the Session Initiation Protocol (SIP) for Asserted Identity within Trusted Networks
- RFC 3326 The Reason Header Field for the Session Initiation Protocol (SIP)
- RFC 3489 STUN - Simple Traversal of User Datagram Protocol (UDP) Through Network Address Translators (NATs)
- RFC 3515 The Session Initiation Protocol (SIP) Refer Method
- RFC 3550 RTP: Transport Protocol for Real-Time Applications
- RFC 3551 RTP Profile for Audio and Video Conferences with Minimal Control
- RFC 3581 An Extension to the Session Initiation Protocol (SIP) for Symmetric Response Routing
- RFC 3891 The Session Initiation Protocol (SIP) Replaces Header

### Other

- RFC 959 FTP
- RFC 1305 NTPv3
- RFC 1951 DEFLAT

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