

OpenScape Business V2R4 Highlights



Michael Trotz,
Product Manager@UNIFY



Disclaimer: Please note, the Slides and its content are confidential and subject to change until the official release of V2R4.

In case of any question please contact: michael.trotz@unify.com



Agenda

- Highlights V2R4
- UC Suite
- Management Applications
- Improvements
- ITSP & Service
- Good to know



Award Winning Solutions: OpenScape und Cloud

OpenScape Business - Product of the year

1. Place for:

SMB: OpenScape Business

Large Enterprise: OpenScape Enterprise

Contact Center: OpenScape Contact Center

TOP 3:

Cloud Telephony – OpenScape Cloud

UCC Solution – Circuit



Agenda

- Highlights V2R4
- UC Suite
- Management Applications
- Improvements
- ITSP & Service
- Good to know



Highlights at a Glance

OpenScape Business V2R4

UC Suite

- MS Contact Card **Integration** (CTI, Presence, Chat)
- **Support** High Res Monitors myPortal for Outlook
- **Security:** Enhanced Password Policy for Client Login, etc.
- **myAttendant:** Edit option within external Directory search results



Michael Trotz
Verfügbar
PH HQ PM 4, PH HQ OB 1



Management

- **Accounting + Hospitality + Hotel/Guest + Management** Solution in a single Application
- Based on OpenScape Accounting **V3** + “**Welcome**”
- **Optimized** to SMB needs (features & Pricing)



Improvements

- **New CP205 Device** (incl. Gigabit Switch)
- **Unified Directory:** External Directory (csv Import) for non UC Suite Users
- **Enhanced LDAP fields** for OpenDirectory Service



ITSP & Service

- ITSP: B-Channel “release” Call Forwarding (Call Deflection)
- ITSP: Line configuration (in/out/bidirectional)
- **User Search Option** in UC Suite Administration
- Support of **new Operating Systems** (WS 2016, Apple High Sierra)



Continuous release of new Feature Values and Software Updates

What's in it for the Channel?



Microsoft Contact Card Integration

Increase UC Sales by offering new Customer Values: Click to Dial, Chat and Presence Mapping directly via MS Contact Card

Guest/Hotel + Accounting Management

Increase Application sales by offering a Guest + Hospitality + Hotel + Management app in a single solution on top of a powerful accounting Tool (OS Accounting) optimized for SMB needs

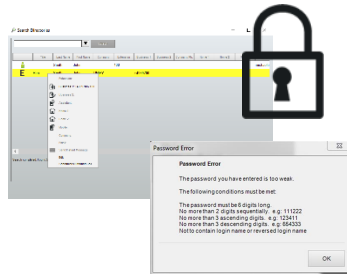
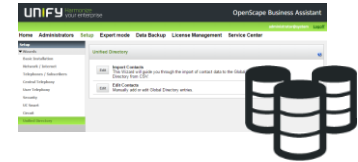


What's in it for the Channel?

Improvements & new device

*New Sales Opportunities: Customers requesting Gigabit switch, now fulfilled with CP205 Phone, **OSBiz**: new extended directory available for all Telephony, UC Smart and myPortal to go Users*

CP205
Now Gigabit
included



Service & Security & ITSP

Increased Customers & Partner Acceptance by providing additional Security and Serviceability Features (Password Policy, User Search, new edit options) Features, ITSP: Optimized Line/Channel Handling

Agenda

- Highlights V2R4
- UC Suite
- Management Applications
- Improvements
- ITSP & Service
- Good to know



UC Suite MS Contact Card Integration

Deeper Integration into Microsoft environments

From the MS Contact Card* you can manage your OS Business communications in Microsoft Outlook

- **Initiate calls** or start a chat directly from your MS Contact Card
- **OS Business presence** visible in eMails and Contact Card

OpenScape Business	Microsoft
Office	available
Meeting	off work
Sick	busy
Break	off work
Out of Office	off work
Holiday	busy
Lunch	off work
Home	busy
DND	busy
Out of Service	offline

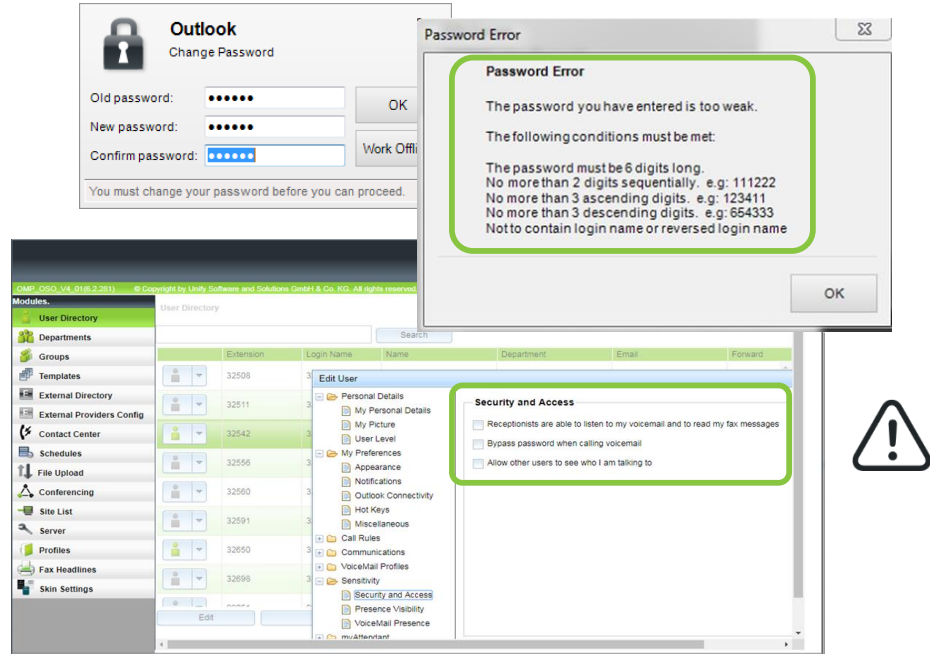
Presence Mapping Table

Display presence status next to email address

UC Suite Security Enhancements

Keep UC Suite on a high security level

- **Enhanced Password Policy** for UC Suite Client login. Password must conform to more secure policies
- **New System Policy** for Administrators, requires Password entry when calling voicemail



UC Suite: myAttendant enhancements

Edit option for external directory within search results

From now on myAttendant Search does contain an edit option for External Directory Users:

- **Ensure high customer acceptance:** Contacts within the external directory can now be easily modified/changed
- **Convenient:** Perfect for those customers with a huge External Directory to edit contacts quickly

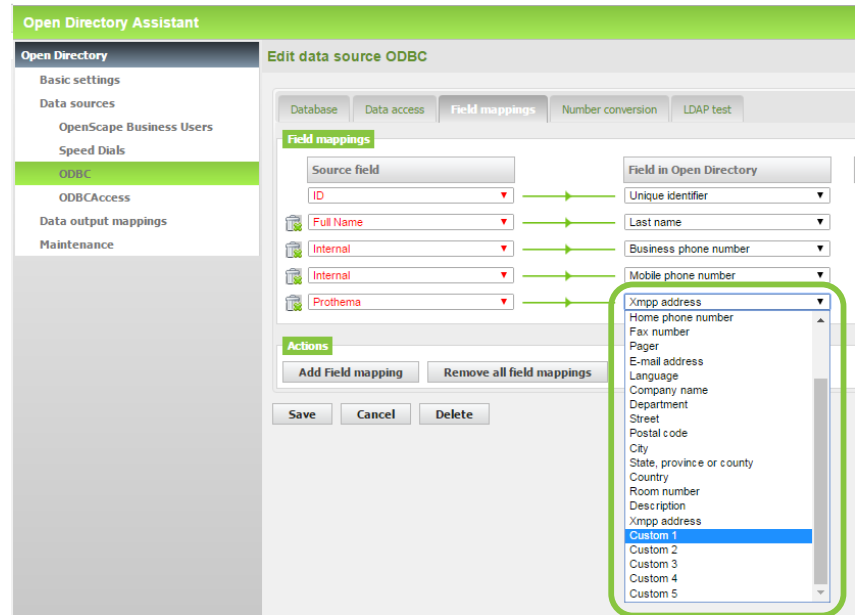
The screenshot displays the myAttendant software interface. On the left, a sidebar shows user information for 'Janet'. The main area is titled 'Search Directories' and shows a search result for 'Herr, John'. A green box highlights the 'Edit' option in the search results. A modal window titled 'E External Directory' is open, showing a form for editing contact information. The form includes fields for First Name (John), Last Name (Smith), Title (Herr), Company (UNIFY), Business 1 (+49897007100), Business 2, Mobile, Home 1, Home 2, Fax, XMPP ID, Email, and Postal Address. A green box highlights the 'Edit' option in the modal window. A green text overlay reads: 'New option to edit contacts within the external directory'. The bottom of the interface shows a toolbar with various function keys (F1-F12) and a status bar indicating 'Status: Connected' and the date '21/09/2017 12:55:26'.

UC Suite ODS enhancements

OpenDirectory Service Enhanced LDAP fields

Enhanced LDAP fields now available providing flexible mapping options

- Many customers want to map **additional data** of their external database to LDAP fields
- **5 new** LDAP fields
- **Perfect to use** with Database Routing (since V2R2), e.g Service Level depending response times



Agenda

- Highlights V2R4
- UC Suite
- **Management Applications**
- Improvements
- ITSP & Service
- Good to know



OpenScope Accounting + Welcome

Management Application optimized for SMB needs

OpenScope Accounting V3 is a powerful **Accounting + Guest / Hospitality Management Software** in a single solution design:

1. **Powerful Accounting Software** optimized to SMB needs (**User based pricing + Features**)
2. **Management Reporting:** Call Statistics and Reporting, e.g. Trunk Traffic, Fraud Detection
3. **“Welcome Module”** providing Hospitality / Guest Features like Check IN / OUT

1.



Call Direct	Trunk	Date	Time	Duration	Extension	Transferring Ex	Enabled Number	Call
OUTNET		09.08.2013	3:39:17 PM	0:00:00	4802295428817		0489188441	
OUTNET		09.08.2013	3:42:37 PM	0:00:41	4802295428996		0489999524	
OUTSING		09.08.2013	3:45:17 PM	0:00:31	4802295429102		0736448832	
OUTSING		09.08.2013	3:48:01 PM	0:00:00	4802295429104		0736303480	
INTERNAL		09.08.2013	3:51:18 PM	0:00:00	4802295429149		0742971863	074275
OUTNET		09.08.2013	3:55:09 PM	0:51:40	4802295429179		0742971863	
INTERNAL		09.08.2013	3:57:27 PM	0:01:08	4802295429100			
INTERNAL		09.08.2013	3:59:38 PM	0:00:00	4802295429217			03974
INTERNAL		09.08.2013	4:00:32 PM	0:00:00	4802295429286			

2.



Category	Value
17111111111111111111	100
17111111111111111111	200
17111111111111111111	300
17111111111111111111	400
17111111111111111111	500
17111111111111111111	600
17111111111111111111	700
17111111111111111111	800
17111111111111111111	900
17111111111111111111	1000

3.



UNIFY Q1 Accounting ETB Administration

Check In

Solution: [dropdown]
Title: [dropdown]
First name: Martin
Last name: Wilde
Address: TCC Research & Development GmbH, Berghofstr. 89-101, D-51469 Bergisch Gladbach
Language: English
Note: [text area]

Room: [dropdown] PIN: 68783
Room: - [OSBIZ_30]
Payment Type: Prepaid
Daily rate: Breakfast - [10.00000 €]
State: Unknown
COB-Profile: [dropdown]
Access code type: [dropdown]

Save Clear dates

OS Accounting can be installed on a single Server / Client

Further information can be found within [OpenScope Accounting V3 Sales Information](#)

OpenScape Accounting + Welcome

Management Application optimized for SMB needs

OpenScape Accounting V3 includes the “Welcome Module” providing Hospitality / Guest / Hotel Services

- **Solution is designed** for smaller hotels / hospitals, for companies managing or offer guest / conference / hospitality services
- **Complementing** OpenScape Business in providing additional Application to Customers
- **For Partners:** Generate more revenue by offering additional Services to your customers

The screenshot displays the UNIFY software interface. At the top, there are navigation tabs for 'Accounting', 'ETB', 'Welcome', and 'Administration'. The 'Bookings' section is active, showing a table with columns: Guest, Credit Balance, Booking Timestamp, Value, Comment, and Cashier. Below the table, a 'Check Out Receipt' is displayed for 'St. Marien Hospital'. The receipt includes 'Guest info' (Name: Müller, Room: 4412, Extension: 30), 'Check In' (08.10.17 2:21:24 PM), and 'Check Out' (08.10.17 3:45:58 PM). It also shows 'Your telephone Pk': 80000, 'Your payment type': Prepaid, and 'Your daily rate in': 10.00000 €. A 'Booking Overview' table at the bottom shows a 'Check Out Receipt' for 10.00000 € on 08.10.17 at 2:22:44 PM.

Guest	Credit Balance	Booking Timestamp	Value	Comment	Cashier
Müller	9.00000	02.10.2017 4:04:23 PM	10.00000		Administrator
Müller	9.00000	02.10.2017 3:53:22 PM	0.00000		Administrator
Wilde	15.00000	06.10.2017 10:00:00			
Wilde	0.00000	06.10.2017 10:00:00			
Müller	11.98300	04.10.2017 10:00:00			
Müller	0.00000	04.10.2017 10:00:00			
Müller	7.98300	03.10.2017 10:00:00			
Wilde	10.00000	06.10.2017 10:00:00			
Wilde	0.00000	06.10.2017 10:00:00			
Müller	-1.00000	02.10.2017 10:00:00			
Müller	6.98300	04.10.2017 10:00:00			
Wilde	5.00000	06.10.2017 10:00:00			
Müller	8.99456	02.10.2017 10:00:00			
Müller	8.98300	02.10.2017 10:00:00			

St. Marien Hospital

Check Out Receipt

Guest info
Name Müller
Room 4412
Extension 30

Check In 08.10.17 2:21:24 PM
Check Out 08.10.17 3:45:58 PM

Your telephone Pk: 80000
Your payment type: Prepaid
Your daily rate in: 10.00000 €

Booking Overview
During your stay the following bookings have been made:

Type	Date	Time	Amount	Note
Checked in	08.10.17	2:22:12 PM	10.00000 €	
Paying out	08.10.17	2:22:44 PM	-10.00000 €	Check Out Receipt
			10.00000 €	

You were served by:
Administrator

Further information can be found within [OpenScape Accounting V3 Sales Information](#)

OpenScape Accounting + Welcome

Solution in more detail - let's have a closer look to the values

- **Check In / Out incl. Groups**
- Personal Data, incl. edit options
- Define individual **“Daily Rates”** (1)
- Room Selection
- Booking Journal / Reservation
- **Payment Type** (prepaid/postpaid) (2)
- Un/Lock Guest / Display Change (3)
- Class of Service Selection
- **Receipt** incl. automated printout
- **Customized** bill (incl. language)

The screenshot displays the 'UNIFY' software interface for editing a guest group. The main form is titled 'Edit Guest Group' and contains the following fields:

- Name: TCC R&D
- Arrival Time: September 16, 2017 2:24:00 PM
- Departure time: September 17, 2017 2:24:00 PM
- Contact: [Searchable]
- COS-Profile: COS 2-International
- Daily rate: Daily Rate - [1.00000 €] (highlighted with a green box and labeled '1.')
- Access code type: Privat
- Note: Very important Guests
- Naming rule: :groupname: - :guestname:

Buttons at the bottom include 'Check In Guest Group' and 'Save'.

On the right, a 'Guests' panel is visible, showing a search bar and a list of guest details. The 'Payment Type' dropdown is highlighted with a green box and labeled '2.'. The 'Access code type' dropdown is highlighted with a green box and labeled '3.'. The 'Guests' panel also includes a 'Print voucher' checkbox and a 'Save' button.

Further information can be found within [OpenScape Accounting V3 Sales Information](#)

OpenScape Accounting + Welcome

Prerequisites: User based licensing, less hardware requirements


A User based license structure guarantees the right pricing for SMB customers regardless of their size:

- **L30250-U622-B729** OpenScape Business Accounting Port License / **per User**
- **L30250-U622-B730** OpenScape Business Accounting Welcome License / **per User (or Room)**



OpenScape Accounting + Welcome are provided within a single application and can be installed on a single PC / Server

OS Accounting + Welcome can be installed on a single Server / Client



Operating System Name	Operating System Version
Server	
Windows Server 2008 32/64 Bit, Windows Server 2012, Windows Server 2016	2008, 2008 R2, 2012, 2012 R2, 2016 Essentials and 2016 Standard
Windows 7 (32 and 64 bit version)	Professional or Enterprise
Windows 8 (32 and 64 bit version)	
Windows 10	Pro or Enterprise
Clients	
Windows 7 (32 and 64 bit version) professional or Enterprise	Service Pack: all SP Hot fixes: all available Security- & Update Patches
Windows 8 (32 and 64 bit versions)	Service Pack: all SP Hot fixes: all available Security- & Update Patches
Windows 10	Service Pack: all SP Hot fixes: all available Security- & Update Patches
Oracle 32 bit Client libraries	

Minimal Server Hardware Requirements: 2GHz Processor, 2 GB RAM, 30 GB Hardisk

Further information can be found within **OpenScape Accounting V3 Sales Information**

Agenda

- Highlights V2R4
- UC Suite
- Management Applications
- **Improvements**
- ITSP & Service
- Good to know



Unified Directory enhancements

New Global Directory for all Telephony and UC Smart Users

The Unified Directory offers a **common view** onto OSBiz directories with the goal:

- Common Phonebooks / Directories
- Common Call Number Resolution for Phones and UC Clients

New with V2R4:

- Global Directory for Telephony Users (non UC) and UC Smart Users
- Accessible via UC Smart, CP400/600 HFA and myPortal to go
- Import via CSV, editable via WBM

Global Directory: Extended name fields, phone numbers, email, company name, etc.

First Name	Last Name	Company	Business Phone	Mobile Phone	Email	Title	Department	Street	Postal Code	Postal Address	City
John	Smith	UNIFY	+45697007100		johnsmith@openac.				33007		
Janet	Jones	UNIFY	+45697007101		janetjones@unfy.com		Product Management		80807		Munch

Unified Directory contains:
Internal Users(networkwide), System Directory, UC Suite External Directory, UC Personal Directory and **the new GLOBAL Directory**

New OpenScape DeskPhone CP205

Now with Gigabit included - completing the DeskPhone Family

Evolution of the entry level desk top device with a feature rich, cost effective, end point

- with superior audio quality
- ideal for many users with UC / CTI support

New with CP205:

- **Gigabit** Ethernet Ports (10/100M/1000Mbit/s)
- **Energy Efficient Ethernet (IEEE 802.3az)**

Single HFA / SIP Image within OpenScape Business for CP200/CP205



Green IT



Further Information about CP205 can be found:
http://wiki.unify.com/wiki/OpenScape_Desk_Phone_CP

Application Launcher Optimization

Disable „outgoing“ requests / optimized license handling

1. Disable “outgoing” requests:

User Action / Trigger can be configured now (selectable: All Calls / Incoming / Outgoing)

2. License need has been **reduced** in combination with myAgent: only myAgent + AppLauncher required. **Save costs** for customers.

Avoid unnecessary „Action“ / Pop Ups during „outgoing“ calls

UNIFY Harmonize your enterprise

Application Launcher
Connection Settings
PopUp Settings
General Settings

Name	Visible	Auto	Enable To	Edit
Telefonbuch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All Calls	Edit
			All Calls	Edit

Action Definition

Action Type: URL

Name: Telefonbuch

Name	Visible	Auto	Enable To	Edit
Telefonbuch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Incoming Calls	Edit
Pag.Bianche	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Outgoing Calls	Edit

Action Definition

Action Type: URL

Name: Telefonbuch

Visible in Popup:

Start this action automatical:

Inbound Call

Smith, John

2221095344

6985412975

London

Worcester, MA 01610

Google Maps

Directory

CRM

ERP

Stock Market

Agenda

- Highlights V2R4
- UC Suite
- Management Applications
- Improvements
- **ITSP & Service**
- Good to know
- Q & A



ITSP Improvement: Call Deflection

Optimized B-Channel Handling for Call Forwarding Scenarios

Save B-Channel resources with Call Deflection in Call Forwarding Scenarios

- If Call Forwarding* to an external User is active, trunks will be released
- Also valid for OSBiz Call Management Rules with external Targets
- Call Deflection needs to be supported by SIP Provider as well

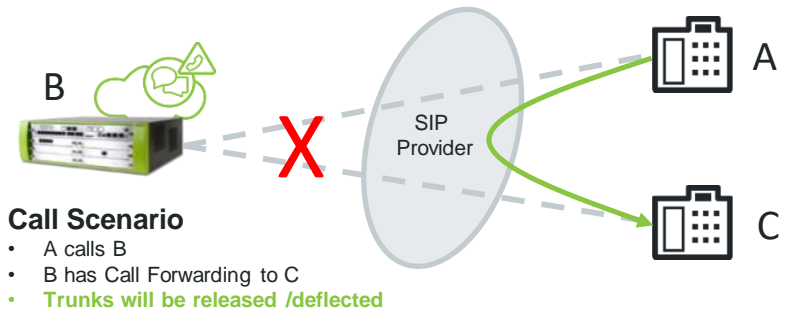
SIPconnect
SIP FORUM

Editors: A. Hutton (Unify),
Gonzalo Salgueiro (Cisco)

11 Call Forwarding

The ability for the Enterprise to forward calls through the SIP Connect interface is considered a basic requirement. In order to forward a call the SIP-PBX can do either of the two alternatives:

- Forwarding by initial INVITE Available already for all ITSPs since V1
- Forwarding by Call deflection New with V2R4

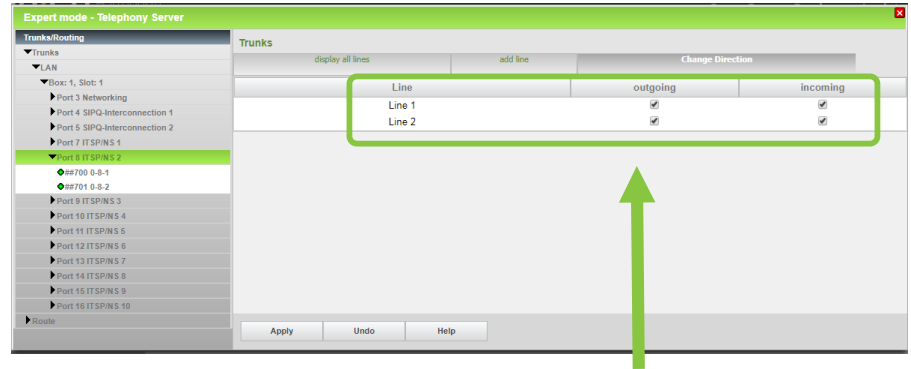


ITSP Improvement: Line Configuration

ITSP Lines/trunks can be configured in different directions

Increase customers reachability by reserve certain ITSP trunks just for incoming calls

- ITSP trunks can be **configured in different directions**: incoming / outgoing / bidirectional
- Configuration known from ISDN, **now available** as well for ITSP trunks
- Requested by Customers



ITSP Line Configuration: Each line can be configured in a specific direction, either incoming, outgoing or in both directions

Serviceability

Search Option within the UC Suite User Administration

New Search Function within UC Suite User Directory

- **Allows quick search** and edit of existing UC Suite Users
- Useful for larger OSBiz and UC Suite environments
- Request from Customers

The top screenshot shows the UC Suite User Administration interface with a search bar containing 'jones' and a 'Search' button. The search results table is as follows:

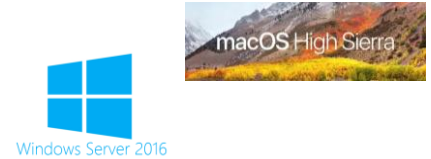
Extension	Login Name	Name	Department	Email
100	100	John Smith		michaeltroz@openscape.de
101	101	Janet Jones		janetjones@openscape.de
102	102	Buddy Miller		buddymiller@openscape.de
103	103	Natalie Dubois		

The bottom screenshot shows the same interface with a search bar containing 'jones' and a 'Search' button. The search results table is as follows:

Extension	Login Name	Name	Department	Email	Forward
101	101	Janet Jones		janetjones@openscape.de	171

Further V2R4 Enhancements

- **Supporting current Operating Systems:** Windows Terminal Server 2016, Apple MAC OS 10.13 High Sierra
- **Skip Greeting Option:** In case of a configured personal attendant the default message “Please leave a message after the tone” can be disabled
- Supporting HD Monitors and Multiple Screen Resolutions for **myPortal for Outlook** incl. allow elastic resizing when DPI changes are performed



Agenda

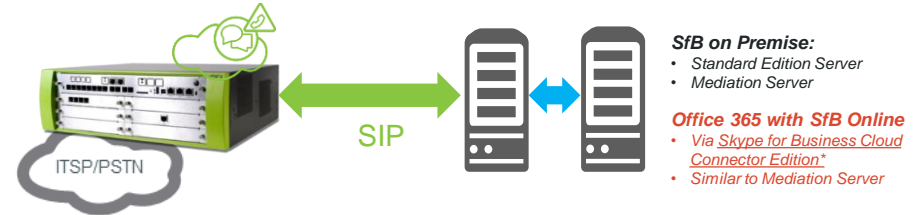
- Highlights V2R4
- UC Suite
- Management Applications
- Improvements
- ITSP & Service
- Good to know



Interworking with Skype for Business

Providing Telephony Connectivity from OSBiz to SfB

- **Voice Interworking** with existing Skype for Business environments
 - OSBiz „networked“ with SfB „on-premise“
 - Now supporting Office 365 with Skype for Business Online (via SfB Cloud Connector*)
- **Adding important and powerful Telephony Features** to a pure „Collaboration“ focused Skype for Business Solution
- SfB Client is connected like a Mobility Extension



For Multilocation environments and/or customers just want to „close“ their telephony gaps

Updated OpenScape Business S Demo

Based on current V2R3.1 incl. CP400/600 HFA SW and UC

Show the Highlights in
LIVE to **YOUR** customers

- 3 unlimited Users
- UC Smart/Suite Clients
- CP400/600 HFA SW incl. UC
- Attendant Console
- Mobile Client: myPortal to go
- Contact Center incl. myReports
- Web Collaboration
- and more...



Can be found within Unify Partner Portal SWS Server

OpenScape Business Promotions



OpenScape Business-Upgrade license for HiPath 3000 V9 at a purchase price of **899 € (GLP)**, became a **regular offer**



Unify is offering its accredited Resellers an **additional promotional discount up to 20%** for the purchase of OpenScape Business SW Licenses via Distribution.



Act Now and bring expired OpenScape Business systems back under Software Support. **Save up to 68%**(until december 2017)

Detailed informations about the Terms and Conditions can be found within **UNIFY Partner Portal**

SME Software Support Campaign

Enables **YOU** to engage with customers on this topic



Partner Marketing Kit contains:

- **Inside Sales Support Kit** includes a brochure, simplified sales renewal/reinstatement guide and two telemarketing support guides to help you approach the subject of SSP renewal/reinstatement
- **Digital Awareness Kit** include a customer email campaign, e-book and web banners to raise awareness of the security risks associated with being out of support, and promote the benefits of getting current and staying current.

Why Customers should renew **Software Support** ?

- **Always current** – immediate access to new features of OpenScape Business as soon as they become available
- **Added confidence** that Partner is fully backed by Unify
- Safeguards the **high availability & reliability & security** of their OpenScape Business system
- **Easy to budget** and easy to plan

Detailed informations can be found within **Unify Partner Portal:**

[Sell > Promotions & Campaigns > Campaigns > Software Support Campaign](#)

Call to Action – V2R4 Summary

Make Noise and bring the benefits of new V2R4 Values and **additional Business Opportunities** to the Market



Great new Business Opportunities by selling the new UC Suite Enhancements incl. Contact Card Integration + the new CP205



Expand Market Reach and **target new customer segments** with the new Accounting + Guest/Hotel + Hospitality Application



Continuous **Security, Serviceability & Reliability Improvements** guarantees a Happy Customer and a Happy Service Engineer



Key takeaways for Partners and Customers

- **Customers continue to benefit from Unify Software Support** with access to regular updates to their OpenScape Business systems
- OpenScape Business **continues to grow and develop to meet customers requirements** and integrate into their IT environments
- With OpenScape Business customers can add more applications and capabilities easily and quickly
- Unify **provides incentives and promotions** to allow partners to sell more value to their customers
- Unify **continues to invest in OpenScape Business** with a strong roadmap for future development in 2018 and beyond

OpenScape Business, the Award Winning business solution with more than **4 million users worldwide**





Let's GO FOR IT!

OpenScape Business –
and you can even make calls with it!

Thank You!

