OpenScape Business V2R4 Highlights

Michael Trotz,
Product Manager@UNIFY

UNIFY
atos collaboration solutions

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

unify
atos collaboration solutions

Agenda

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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

Dr. Bernd Wagner von Unify nimmt den Pokal für das Siegerprodukt "OpenScape Business" in der Kategorie "TK-Anlagen für KMU" entgegen.

Copyright © Unify Software and Solutions GmbH & Co. KG 2017. All rights reserved.

Agenda

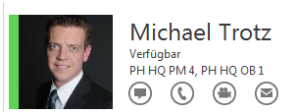
- Highlights V2R4
- UC Suite
- Management Applications
- Improvements
- ITSP & Service
- Good to know

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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



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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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***

Hotel & Accounting

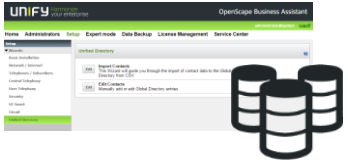
Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

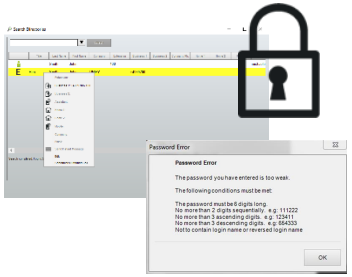
What´s in it for the Channel?

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*

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

Agenda

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

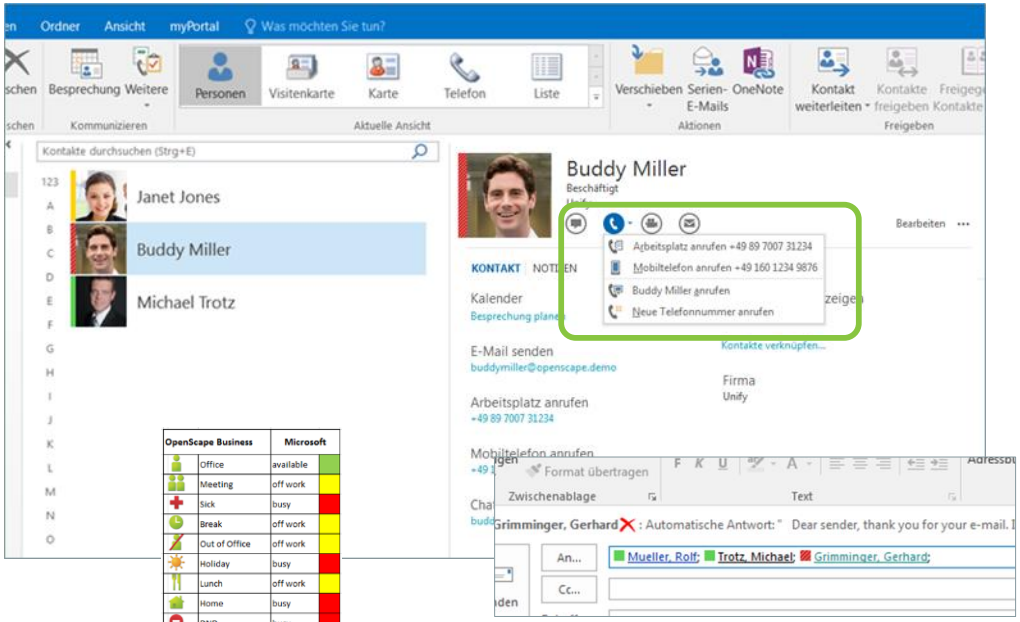
Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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 adress

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

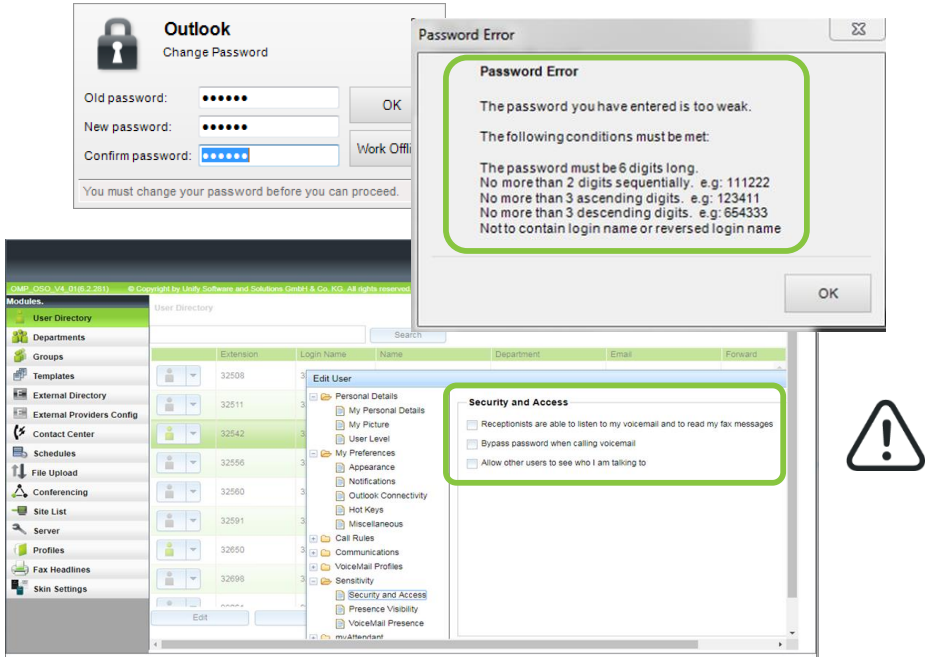
* MS Contact Card Integration available first with MS Office 2013

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



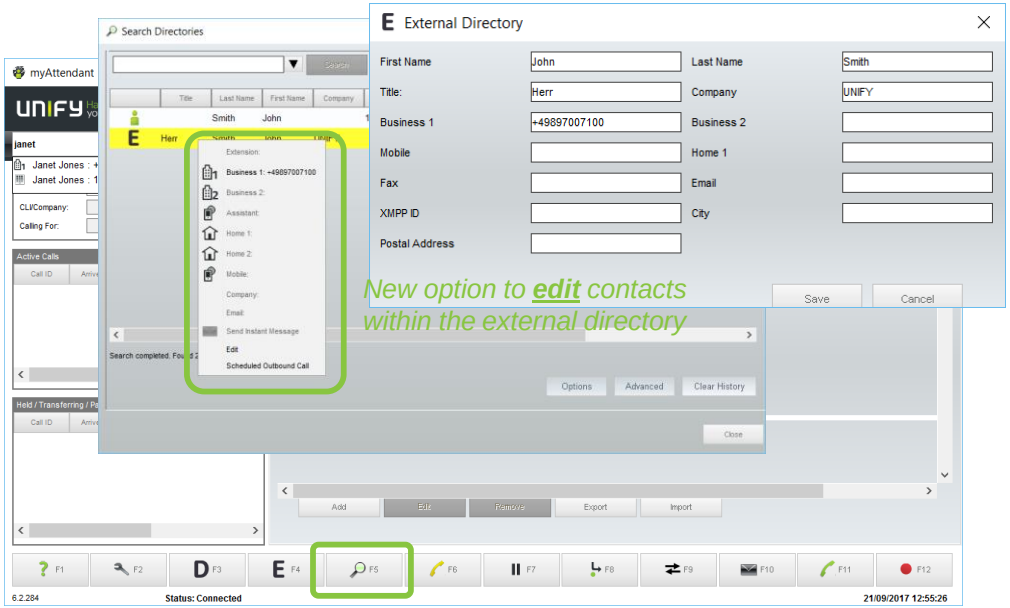
Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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



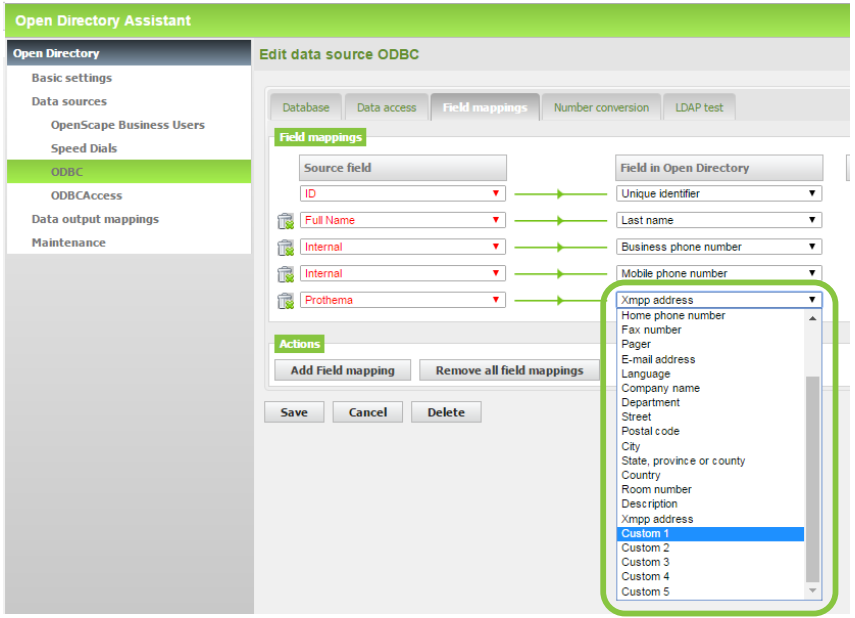
Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

UC Suite ODS enhancements

Open**D**irectory **S**ervice 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



Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

Agenda

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

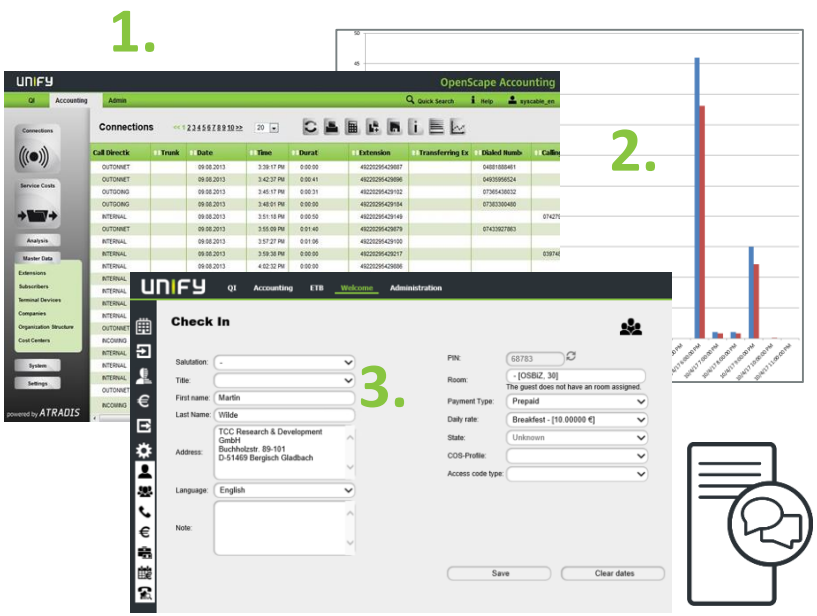
Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

OpenScape Accounting + Welcome

Management Application optimized for SMB needs

OpenScape 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



OS Accounting can be installed on a single Server / Client

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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

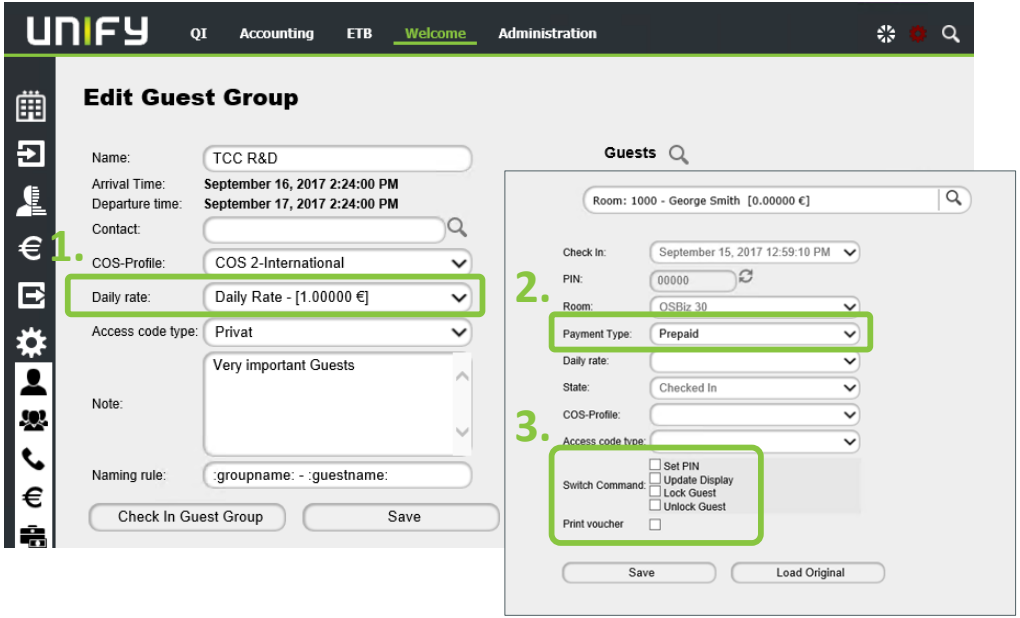
Further information can be found within **OpenScape Accounting V3 Sales Information**

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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)



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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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**

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

Agenda

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

Unified Directory enhancements

New Global Directory for all Telephony and UC Smart Users

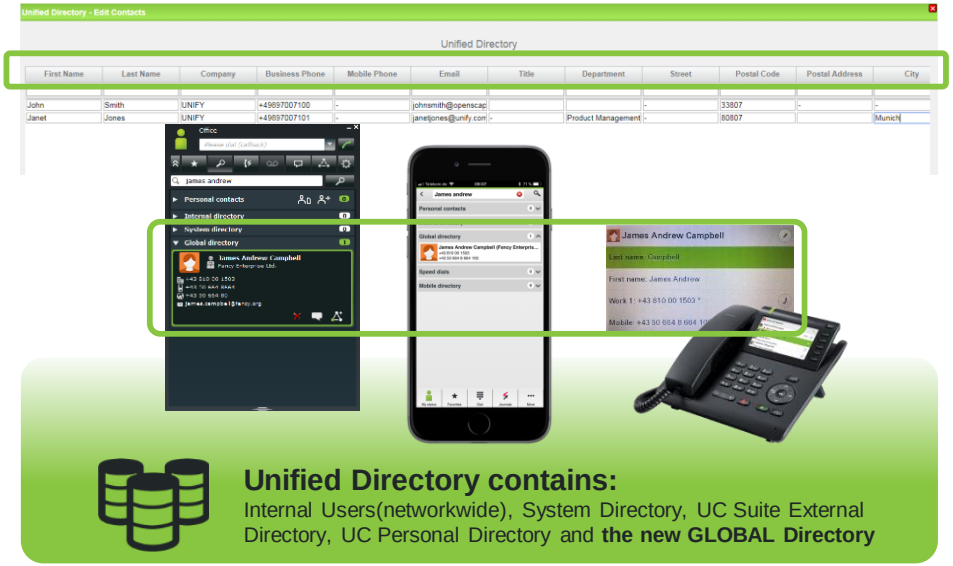
The Unified Directory offers a **common view** onto OSBiz directories with the goal:

- 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.*



Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

* up to 100.000 entries , 30.000 for Mainboard „only“ Systems

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

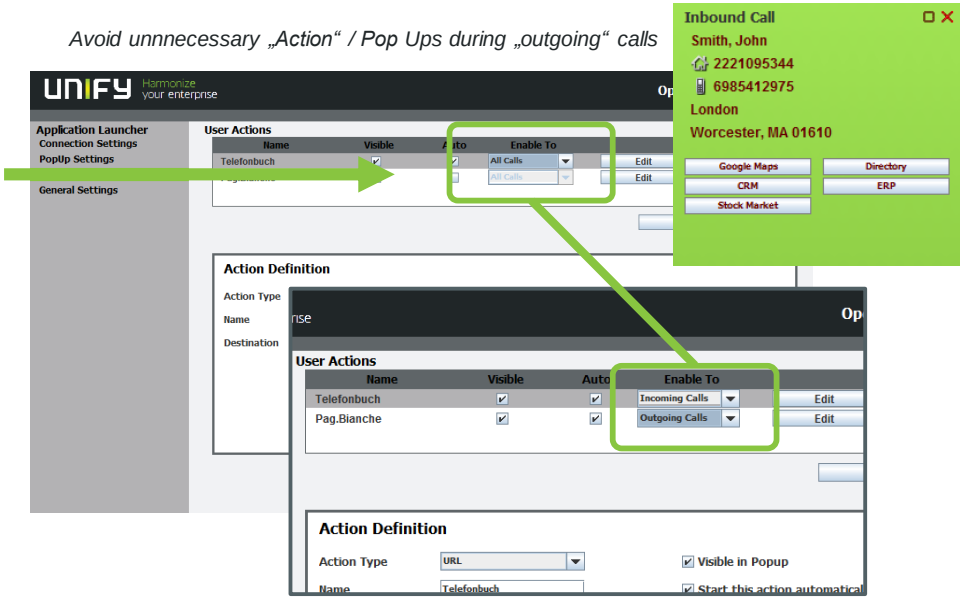
Application Launcher Optimization

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 unnnecessary „Action“ / Pop Ups during „outgoing“ calls



Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

Agenda

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

ITSP Improvement: Call Deflection

Optimized B-Channel Handling for Call Forwarding Scenarios

Save B-Channel ressources 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

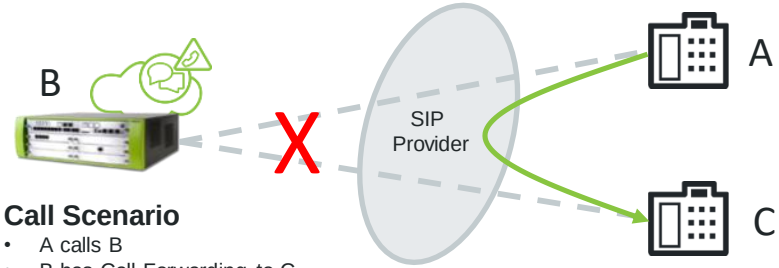
SIPconnect SIP FORUM

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***



Call Scenario

- A calls B
- B has Call Forwarding to C
- **Trunks will be released /deflected**

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

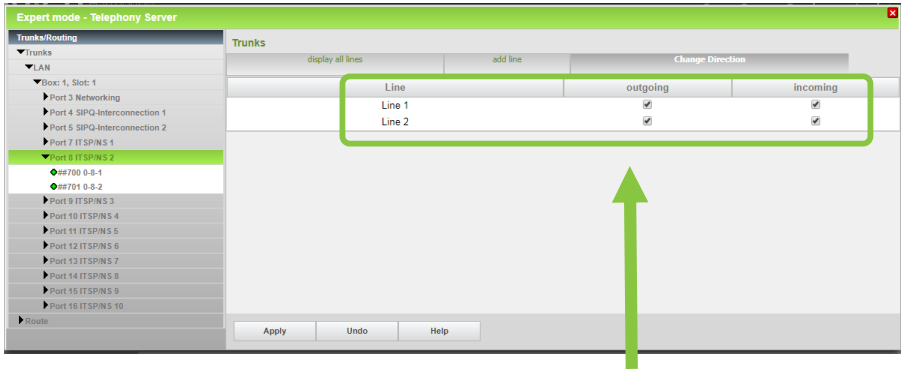
* Valid for CFU(unconditional), CFB(busy), CFNR(no reply)

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*

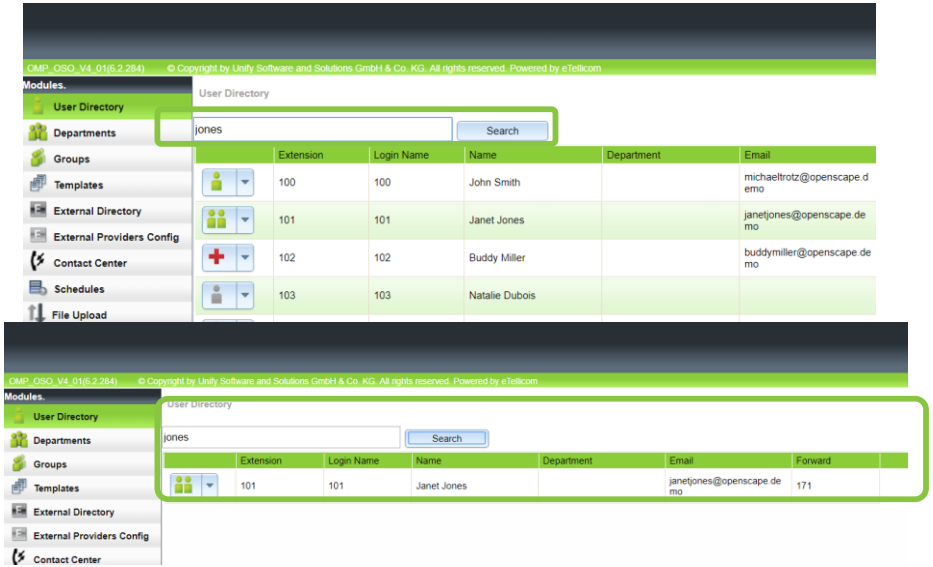
Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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



Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

Agenda

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

* „Skype for Business Cloud Connector Edition “ is provided by Microsoft and ist Partners

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…

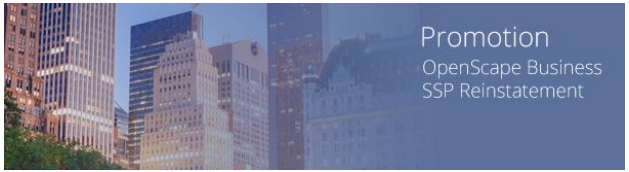
Can be found within Unify Partner Portal SWS Server

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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**

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

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**

Copyright © Unify Software & Solutions GmbH & Co. KG 2017. All rights reserved.

Let´s GO FOR IT!

OpenScape Business –

and you can even make calls with it!

Thank You!

unify
atos collaboration solutions