

UNIFY
atos collaboration solutions

The values and Highlights of OpenScape Business V2R5



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Disclaimer:

All slides & its content are confidential & subject to change until the official release of V2R5.

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

Agenda

- Highlights V2R5
- UC Suite
- New UC Client
- Improvements
- Serviceability
- Good to know



OpenScape Business in a nutshell

Well positioned and successful in the market



4.8 Million Users +



700.000 UC Users+



140.000+
worldwide

Atos

2024
Support Commitment



Roadmap 2018+



Growth+
in 2017



1000+
Channel Partners



Award-Winning



70+ countries



Customers+



Certified
(environmental label)



180+
SIP Provider certified

Formerly
Siemens Enterprise Communications

More than 4.8 Million Users...

across various industries benefit from OpenScape Business

Industry (e.g. Automotive)

Public Sector (Governments,
Communities)

Finance / Banking Sector

Hotel / Hospitality

Marketing Agencies

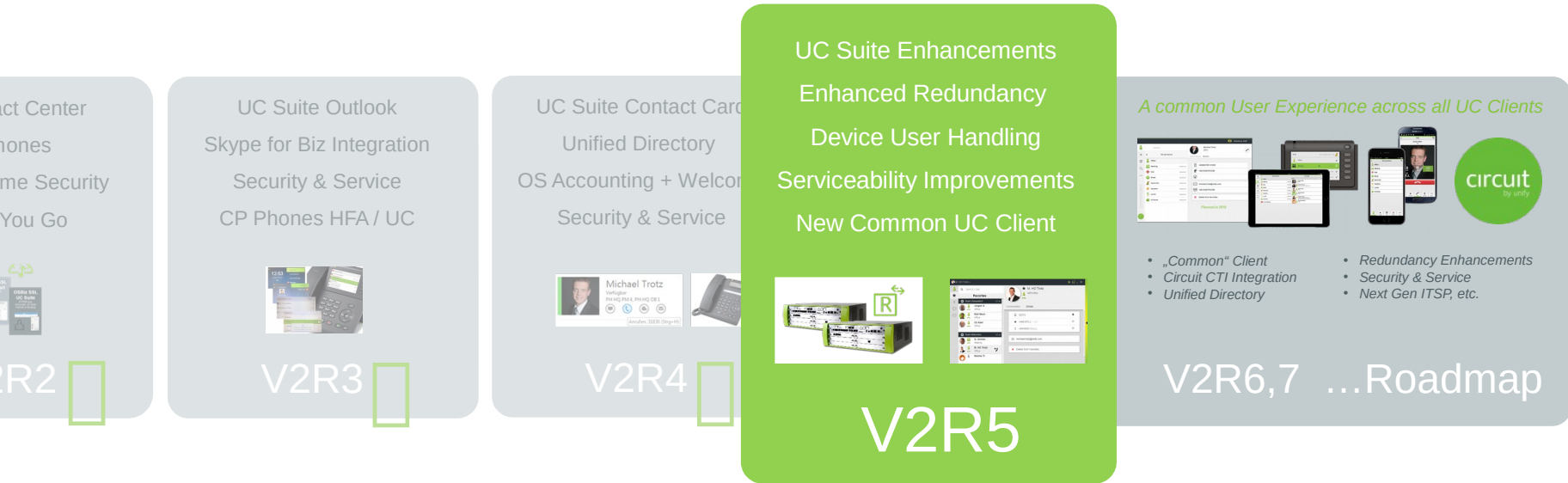
Branch Concepts (Retail)

Small and mid-sized Customers



OpenScape Business Roadmap

Customers under valid SSP benefit from continuous software updates



UNIFY / ATOS Commitment: Product Support at least until 2024

OpenScape Business V2R5... Growth opportunities generate more business ... **100% Channel focused**

New! UC Suite enhancements makes life easier for customers and will accelerate their daily communication



New! myPortal @work UC Client: Outstanding user experience with our new fresh look & feel based on latest technology



New! Redundancy Options: Offering additional deployment options for redundancy on top of an optimized pricing model



New! Further improvements: Working in Teams, serviceability enhancements and so much more



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Market Introduction Activities

- ✓ **UNIFY Partners are involved in Field Trial: 20+ Partner, 40+ Systems, 3500+ active Users**
- ✓ **Features are 100% Channel focused** based on customer and partner requirements
- ✓ **Updated Marketing Collaterals available** latest until planned global release may 2018
- ✓ **Unify Partner Newsletter / Latest UNIFY Blog about V2R5 read more**



Highlights at a Glance

OpenScape Business V2R5

Planned Release
May 2018

UC Suite

- **Change Presence** for PC Shutdown, Logout, etc.
- **Generate** "Callback required" email from call journal
- **Hotkey "F8"** Dialing Option
- **myAttendant:** Generate external Directory entry
- **Contact Center:** individual eMail subjects for myReports

New UC Client

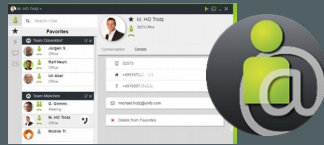
- **New myPortal @work UC Client**
- **Consolidate** and **streamline** our OSBiz UC Client Landscape
- **New** look & feel, flexible and scalable design (GUI)
- **Development to continue in 2018**
 - **BETA Release : UC Smart** Feature set / **UC Suite:** myPortal to go Feature set

Improvements

- **Redundancy** between X/X, S/S, X/S variants for IP Telephony
- **Optimized** failover license handling for Redundancy
- UC Suite: **Export** of External Directory
- **Device User Handling** in Teams (MULAP in groups)

Serviceability

- **DLI SW update remote** for device@home HFA Users
- **Additional Information** and Handling of SDHC Cards
- **WSI Improvement** guarantees business continuity
- Windows Server 2016 **Support** for Citrix 7.17 environments
- **PRI:** TS2N /TCAS now with X3R/W



*** Customers under valid SSP benefit from continuous software updates***

Formerly
Siemens Enterprise Communications

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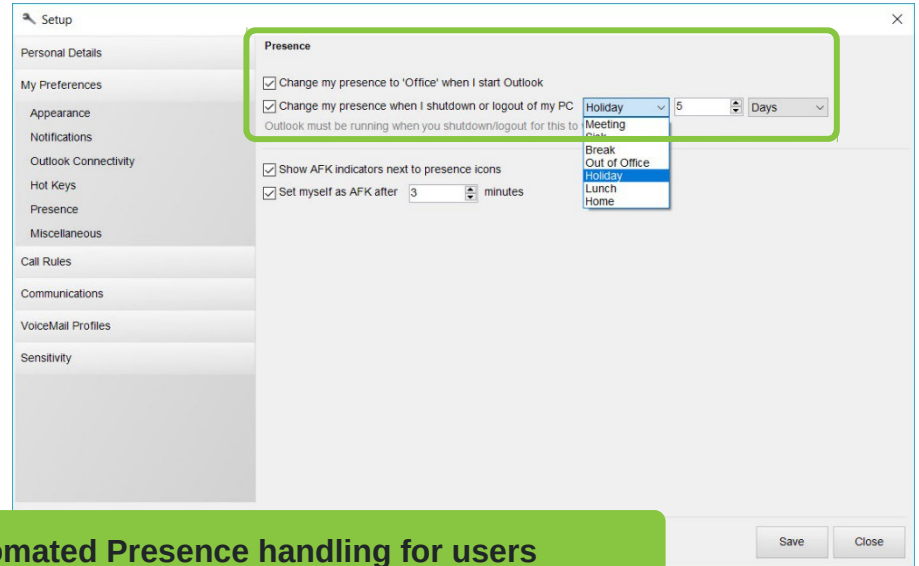


Formerly
Siemens Enterprise Communications

UC Suite: Change UC Presence automatically

myPortal for Outlook* provides new option to change UC presence status automatically:

- **Change Presence** to “Office” when starting Outlook
- **Change Presence** for e.g. when shutdown or logout PC incl. a timing option



Simplified and automated Presence handling for users
Never miss to update your presence status again

UC Suite: „Away from Keyboard“ Indication

UC Suite* provides an “away from keyboard” info whether Users are at their desk

- Set „Away from Keyboard“, indicating **who is available at his desk**
- **Activity Trigger:** Keyboard or mouse
- **Individual setting for each user** to activate „AFK“ Feature after a certain time (Indicator can be switched on/off)

The screenshot shows the 'Setup' window with the 'Presence' tab selected. The 'Personal Details' section on the left lists various settings categories. The 'Presence' section on the right includes the following options:

- Change my presence to 'Office' when I start Outlook
- Change my presence when I shutdown or logout of my PC
- Outlook must be running when you shutdown/logout for this to
- Show AFK indicators next to presence icons
- Set myself as AFK after 3 minutes

A dropdown menu is open, showing options: Holiday, Meeting, Sick, Break, Out of Office, **AFK**, Lunch, Home. The 'AFK' option is highlighted.

Below the settings, a list of users is displayed:

- Team Duesseldorf
 - Mueller, Rolf 109
 - Mueller, Susanne 108
 - Rossi, Giovanni 106
 - Sanchez, Maria 107
 - Smith, John 100**
 - Trotz, Michael 105
- Team Munich
 - Dubois, Natalie 103

A green box highlights the 'Show AFK indicators next to presence icons' checkbox and the 'AFK' option in the dropdown menu. A green text annotation points to the 'AFK' option: "Indication next to presence symbol: yellow square".

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Improves Teamwork and better reachability , who is available, who´s not.

UC Suite: „F8“ Hot Key functional improvement

UC Suite* now supports Desktop Dialing with a single Hot Key:

- **Select and mark** a number from **anywhere** (Website, documents)
- **Press** the F8** Hot Key or a combination of other keys to initiate calls quickly
- **Requested** by many Partners/Customers used to press a single key only

Speed up dialing – now reduced to a single Hot Key

The image shows a 'Hot Keys' configuration window for Unify. The window title is 'Hot Keys'. Below the title, there is a note: 'To allocate a hot key, hold down CTRL+SHIFT or CTRL+ALT or SHIFT+ALT or ALT and press another key e.g. CTRL+F12. Please note that some shortcut keys may not be available due other applications taking priority. If so, please try another combination.' Below this note, there are several rows of configuration options, each with a text input field and a checkbox labeled 'Hot Key Enabled':

- Answer / Release call: [input field] Hot Key Enabled
- Redirect / Transfer call: [input field] Hot Key Enabled
- Display Call Traypop: [input field] Hot Key Enabled
- Display / Hide favorites: [input field] Hot Key Enabled
- Quick Search: [input field] Hot Key Enabled

Below these options, there is a note: 'Note: Desktop Dialing is not supported by all applications.' Then, there are two more rows of configuration options:

- Via Clipboard: [input field containing 'F8'] Hot Key Enabled
- Via Desktop: [input field containing 'CTRL + Right Click'] Hot Key Enabled

At the bottom of the configuration window, there is a 'Desktop Dial Timeout(seconds):' field with the value '3'.

Overlaid on the bottom right of the configuration window is a call window for 'John Smith'. The call window has a title bar with 'John Smith' and window control buttons. Below the title bar, there is a profile picture of John Smith and a green progress bar. At the bottom of the call window, there is a 'Desktop Dialing' button with a green checkmark and a red X icon.

UC Suite: New Quick Search Option (Hot Key)

myPortal for Outlook provides a new Hot Key quick search option:

- **Select and mark** a name or number from **anywhere** (Website, documents)
- **Define a hot key** and get a **choice of located contacts**
- **Initiate dialing** by pressing right mouse click or press return– that's it

The screenshot illustrates the 'Hot Keys' configuration window in Outlook. The 'Quick Search' field is set to 'F8' and is checked for 'Hot Key Enabled'. Below this, a search results window for 'Janet' is shown, displaying contact information for Janet Jones, including her extension, mobile number, and email address. The 'Janet' name in the search results is highlighted with a green box. The background shows an Outlook message from Michael Trotz with a 'Meeting 3pm' subject, and the 'Janet' name is also highlighted in the message body.

Find the right contact person even quicker – accelerate dialing

UC Suite: „Callback required“ eMail from Journal

“Callback Required”* eMail can now be generated directly from the UC Suite Call Journal:

- Visit the **Call or Voicemail Journal** and select a specific call entry (1)
- Select “Callback required” and a **pre-filled email window pops up** (2)
- Now **possible even if the call has ended** (so far only within Pop Up Window)

The screenshot displays the UC Suite Call Journal interface. A call entry for '100_Smith_1001' is selected, and a context menu is open with 'Callback Required...' highlighted. A pre-filled email window is also visible, containing the following information:

- Contact Name: Janet Jones
- Calling Number: 101
- Date: 20/02/2018
- Time: 12:26
- Email: Janet Jones (janetjones@openscape.demo)

Numbered callouts '1.' and '2.' indicate the steps in the process.

**Send incoming caller information quickly to dedicated users
Improves first time resolution rate and customer satisfaction**

myAttendant: Generate external directory entry

Generate an external directory entry directly from the Call Journal within myAttendant

- **Generate a directory entry quickly with pre-filled caller informations (1)**
- Type in additional contact information on demand (2)
- External Directory information are available for any UC Suite Users

The screenshot shows the myAttendant interface with a call journal table. A context menu is open over a call entry, and an 'External Directory' dialog box is displayed. The dialog box contains fields for contact information, with some fields pre-filled from the call entry.

Time	CLI	Last Name	First Name	Company	Direction	Duration	Call Complete	Do
18:12:26:39	101	Jones	Janet		>>>		Missed	
18:16:58:44	101	Jones	Janet		>>>		Missed	
18:10:27:44	101	Jones	Janet		>>>		Missed	
18:14:05:19	100	Smith	John		>>>		Missed	
18:14:07:30	100	Smith	John		>>>		Missed	

External Directory dialog box fields:

- First Name: Janet
- Last Name: Jones
- Title: Business 1
- Company: Business 2
- Business 1: 101
- Business 2: [empty]
- Mobile: +1 555 1234 5678
- Home 1: [empty]
- Fax: [empty]
- Email: janetjones@openscape.demo
- XMPP ID: [empty]
- City: [empty]
- Postal Address: [empty]

Setup a new directory entry quickly – available to any UC Suite User

myAgent: Pop-Up Window appears after call ends

To remind an Agent the Pop-Up windows appear again after the call has ended:

- After the call the CRM Pop Up window comes back into foreground (1)
- Reminds the agent to add additional information about the call/caller
- Feature Set per User (2) , Customer request

1.

2.

Never forget to fill in caller information
Improves Call handling and Agent usability

myAgent

Logout Receive Calls Work Time Break Assistance Search Internal Directory Calls List Reports Setup Admin Help

Agents

ContactCenter

Sales

100

Service

Contact Center Calls

Call ID	Call Status	Queue	Q-Pas	Q-Time
90	Talking - 100	Sales	1	6

Inbound Call (89)

Extension: 101

Queue: Sales Call ID: 89

Phone Number: 101 Callback Number:

Caller Information History

Customer ID:

Title:

First Name: Janet

Last Name: Jones

Company:

Type	Date / Time	Agent	Message
?	01.09.2017 10:58:29	100	Needs more information about OpenScape Business
!	26.02.2018 10:30:31	100	Reminder Pop up after Call Termination

Add Edit Remove

Close

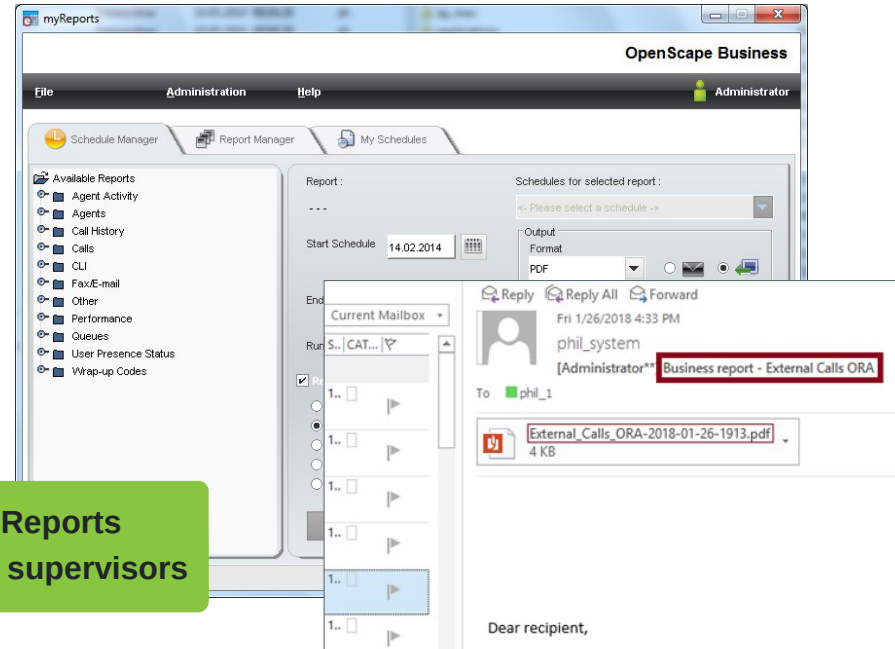
17:04
08.03.2018

myReports: Improved Report Handling for Users

myReports now creates individual eMail subjects and file names for generated reports:

- Subject for eMails and Report Names can be individually changed to customer needs
- Can be set for each individual report

**Helps to allocate and archiving Reports
Makes life easier and saves time for supervisors**



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Welcome
myPortal @work

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myPortal @work interface screenshot showing Favorites list and Conversation details for Janet Jones.

Conversation	Details
Call not answered	2018-03-13 16:09
Call ended after 01:02	2018-03-13 16:37
Call not answered	2018-03-13 16:40
Call not answered	2018-03-13 16:40
Call not answered	2018-03-14 11:03
Call ended after 00:40	2018-03-14 12:16
Call not answered	2018-03-14 16:16
Call ended after 00:29	2018-03-14 16:16
Call not answered	2018-03-14 16:16
Call not answered	2018-03-14 16:16
John, please give me a callback asap	2018-03-15 16:16
voice message	
02:02	2018-03-15 16:18
play via 100	
Call ended after 02:11	2018-03-15 20:37

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New UC Client: myPortal @work

Coming soon and BETA Version already available



A new **UC Client** for UC Smart and UC Suite environments*

A **single User Interface and User Experience** for the customer

Focused on SMB Customer needs: Intuitive, scalable, flexible, highest usability, small footprint, etc.

Continuous developments throughout 2018 (incl. VoIP) and beyond

Seamless move: Try the new Client by using your existing UC Smart or UC Suite User License !!!



New UC Client: myPortal @work



Smooth migration path for UC Smart / Suite customers

UC Suite: myPortal @work can be used in combination with myPortal for Outlook/Desktop

Release for Windows and Apple MAC OS (planned*)

Single Installation File with no additional framework

Advantage myPortal @work

Highlights summarized compared to current UC Clients

- ✓ **Single Installation** – no need of an additional Framework
- ✓ **Desktop Dialing now included** – no need for a separate application
- ✓ **Easy migration path** from myPortal Smart (taking over user data and configuration)
- ✓ **New Conversations view!**
- ✓ **Flexible/scalable GUI** - different scaled views (hidden – menu view – list view – details view)
- ✓ **Tray pop up** on incoming / outgoing calls
- ✓ **Minimize to tray**
- ✓ **Easier conference** management
- ✓ **One unique search/dial field**
- ✓ **Left or Right docking** –fitted to customer needs
- ✓ **Change window size** enabled (zoom scale STRG +/-)
- ✓ **No applications restarts** required (change language)
- ✓ **Setting changes take immediate effect** (no ok button required).



Let's have a closer look...

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Microsoft Teams interface showing a list of favorites and a conversation with Janet Jones. The conversation includes several missed calls and a voice message.

Message Type	Time
Call not answered	2018-03-13 16:09
Call ended after DT 02	2018-03-13 16:37
Call not answered	2018-03-13 16:40
Call not answered	2018-03-13 16:40
Call not answered	2018-03-14 11:03
Call ended after 00:40	2018-03-14 12:16
Call not answered	2018-03-14 12:16
Call ended after 00:29	2018-03-14 16:16
Call not answered	2018-03-14 16:16
Call not answered	2018-03-14 16:16
Hi John, please give me a callback asap	2018-03-15 16:16
Voice message (01)	
Length: 00:02	2018-03-15 16:18
play via 100	
Call ended after 02:11	2018-03-15 20:37

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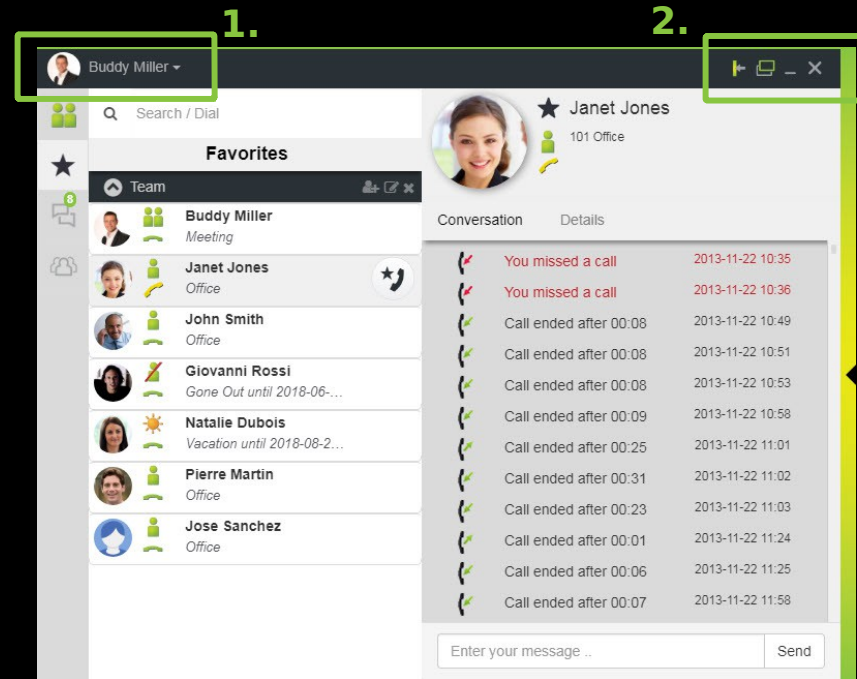
Scalable, flexible GUI

Client can be **positioned anywhere** on the Desktop

New menu bar contains user login information (1)

Different options: Always “set on top” or hide in background or close to taskbar (2)

Scale client to **customer needs** with just a mouse click



Set always on top, close to taskbar or change to docking mode



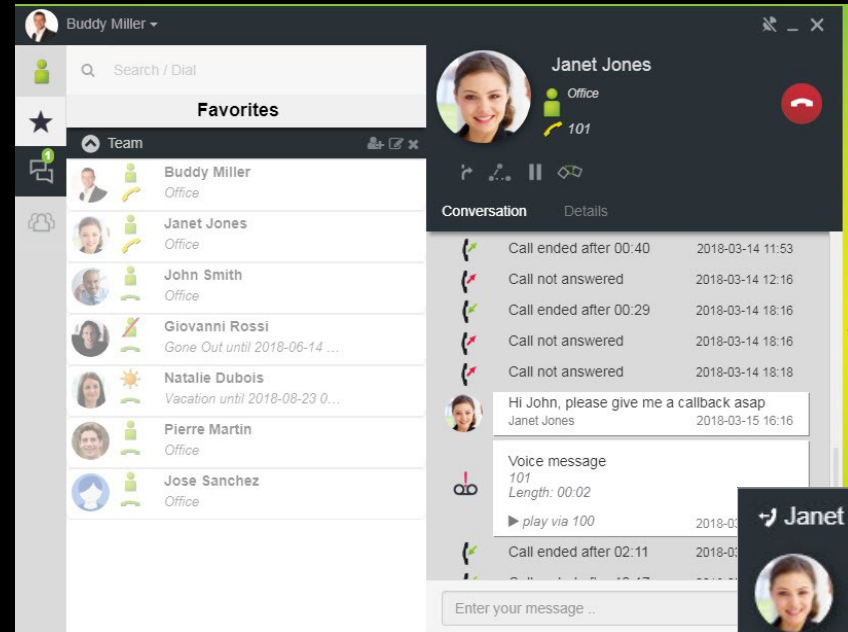
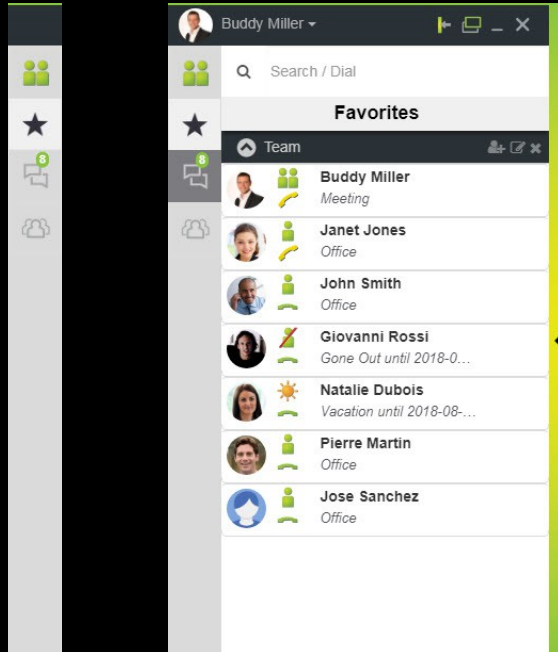
Scalable, flexible GUI

menu view

list view

detailed view

minimized view



Scalable, flexible GUI

The screenshot displays the myPortal@work interface. At the top left, the user's name 'Buddy Miller' is shown. Below it is a search bar labeled 'Search / Dial'. A 'Favorites' section lists several contacts: Buddy Miller (Office), Janet Jones (Office), John Smith (Office), Giovanni Rossi (Gone Out until 2018-06-14 11...), Natalie Dubois (Vacation until 2018-08-23 08...), Pierre Martin (Office), and Jose Sanchez (Office). On the right, a conversation window is open for Janet Jones (101 Office). The conversation history includes: 'Call not answered' (2018-03-14 18:16), 'Call not answered' (2018-03-14 18:18), a text message 'Hi John, please give me a callback asap' (2018-03-15 16:16), a voice message (2018-03-15 16:18), and two 'Call ended after' messages (2018-03-15 20:37 and 2018-03-20 14:30). At the bottom of the conversation window is a text input field 'Enter your message ...' and a 'Send' button.

*myPortal@work
can be docked on
the left*



Scalable, flexible GUI

*...or docked on
the right*

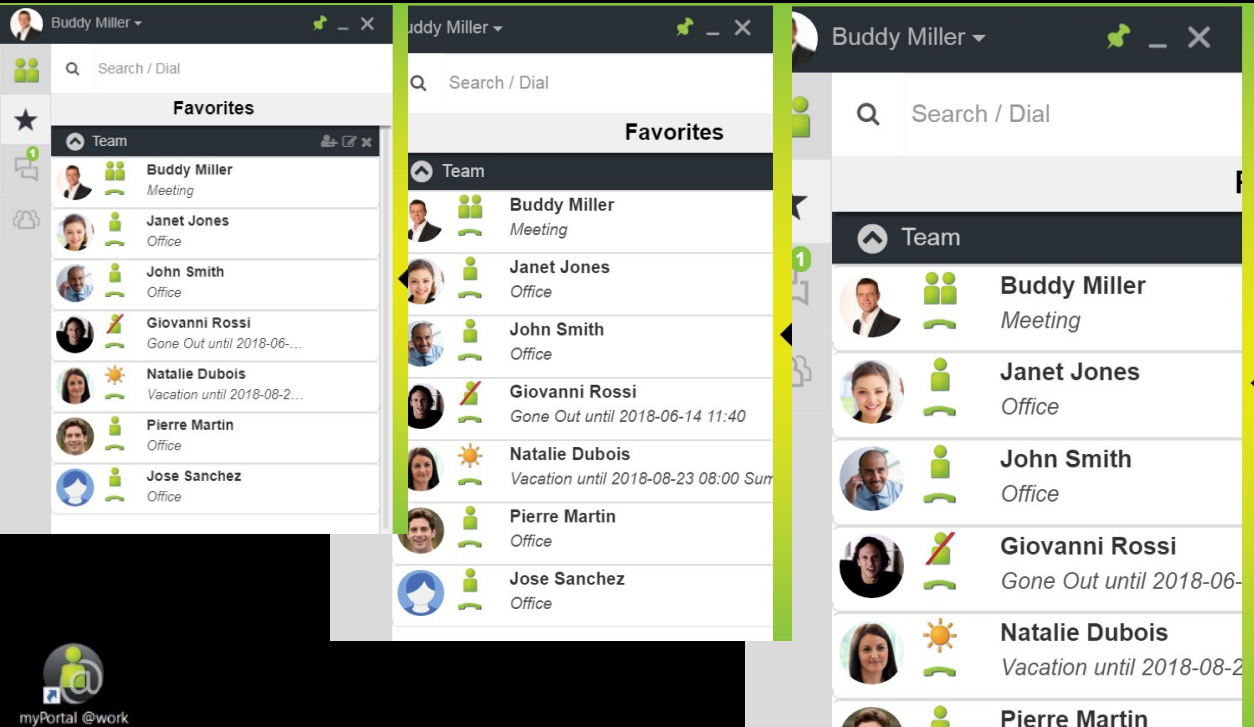
The screenshot displays the Unify user interface. At the top, the user 'Buddy Miller' is identified. The main area shows a conversation with 'Janet Jones' (101 Office). The conversation history includes:

- Call not answered (2018-03-14 18:16)
- Call not answered (2018-03-14 18:18)
- Text message: 'Hi John, please give me a callback asap' (2018-03-15 16:16)
- Voice message (101, Length: 00:02) with a play button and 'play via 100' (2018-03-15 16:18)
- Call ended after 02:11 (2018-03-15 20:37)
- Call ended after 12:17 (2018-03-20 14:30)

At the bottom of the conversation is a text input field 'Enter your message ...' and a 'Send' button. On the right side, there is a 'Search / Dial' bar and a 'Favorites' list under a 'Team' header:

- Buddy Miller (Office)
- Janet Jones (Office)
- John Smith (Office)
- Giovanni Rossi (Gone Out until 2018-06-14 11...)
- Natalie Dubois (Vacation until 2018-08-23 08:...
- Pierre Martin (Office)
- Jose Sanchez (Office)

Scalable, flexible GUI



Zoom scale
Zoom scale
Zoom scale
(STRG +/-)



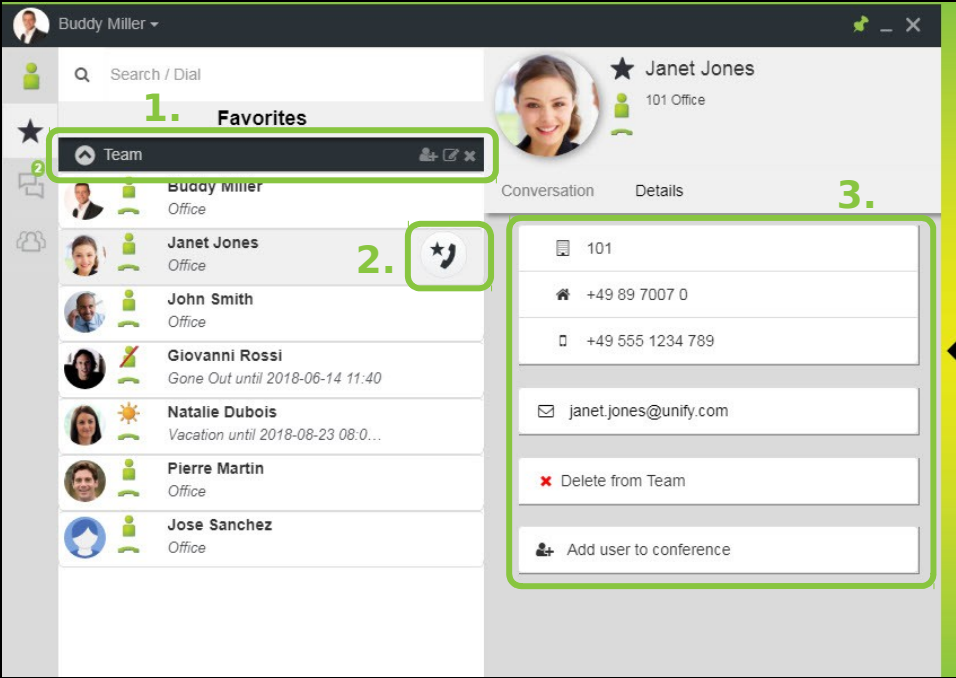
Favorites View

Favorites can be organized in different groups (1)

Call Status and Presence visibility within a single view

Just “click to call” with a single button (2)

Details View showing contact details or conversations (3)



Conversations View

All required user information well organized and structured in a single place incl. Call Journal, Voicemail, Chat

Notification about new messages, calls in absence, etc. (1)

Details View showing contact details or conversations (2)

The screenshot displays the Unify Conversations View interface. At the top, the user's name 'Buddy Miller' is visible. Below it is a search bar labeled 'Search / Dial'. The main area is divided into two sections: a list of conversations on the left and a detailed view of a selected conversation on the right.

Conversations List:

Contact	Date
Pierre Martin (107)	2018-03-15
Janet Jones (101)	2018-03-15
John Smith (102)	2018-03-14
Buddy Miller (100)	2018-03-13
108	2018-03-12
743	2018-03-11
103	2018-03-11
00897007100	2017-10-05
745	2017-05-13
0089700731830	2017-05-12
0089700721256	2017-05-11

Details View (Selected Conversation with Janet Jones):

Call not answered 2018-03-13 16:40

Call not answered 2018-03-13 16:40

Call ended after 00:40 2018-03-14 11:53

Call not answered 2018-03-14 12:16

Call ended after 00:29 2018-03-14 18:16

Call not answered 2018-03-14 18:16

Call not answered 2018-03-14 18:18

Hi John, please give me a callback asap
101 2018-03-15 16:16

Voice message
101
Length: 00:02
▶ play via 100 2018-03-15 16:18

Enter your message .. Send

Search and Dial

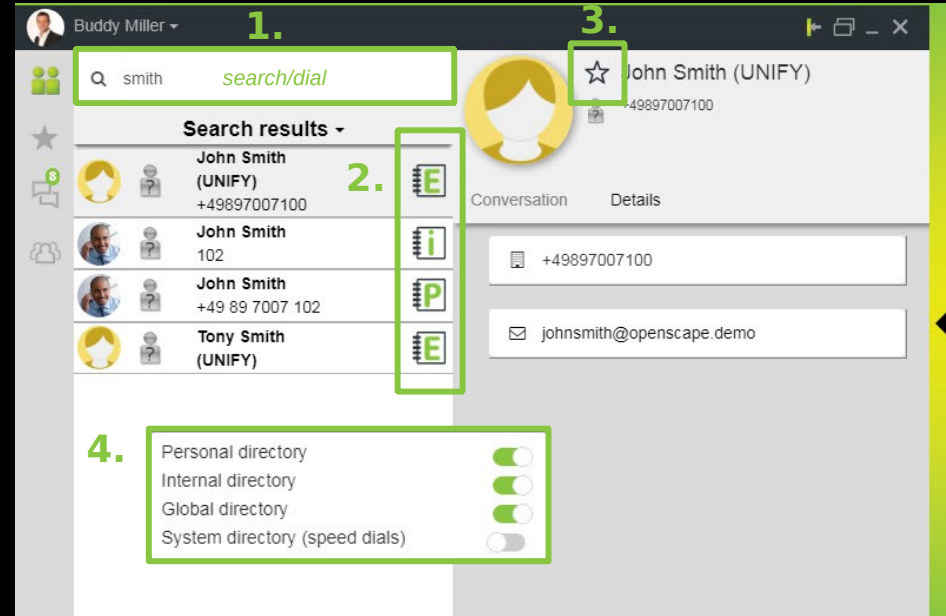
Just one field for dial and search operations (1)

Clear indication about the source of the contact information (2)

Easily add contacts to your favorite list (3), just click the star symbol

Select lookup directories (4)

Outlook



Presence

Presence can be **changed with a single click (1)**

Select the right Call Forwarding Target for each presence status (2)

Define an individual info text to keep your team members informed (3)

The screenshot displays the Unify Presence interface for user Buddy Miller. The main list shows various presence statuses. The 'Meeting' status is selected, and its settings are shown in a modal window. The settings include call forwarding options, return date and time, and a text field for sharing information with colleagues. The 'Apply' button is visible at the bottom of the settings modal.

Managed Conferences

Initiate a new conference by just clicking on the + button

Conference details at a customer glance (2)

Add participants, either via search function or manually (3)

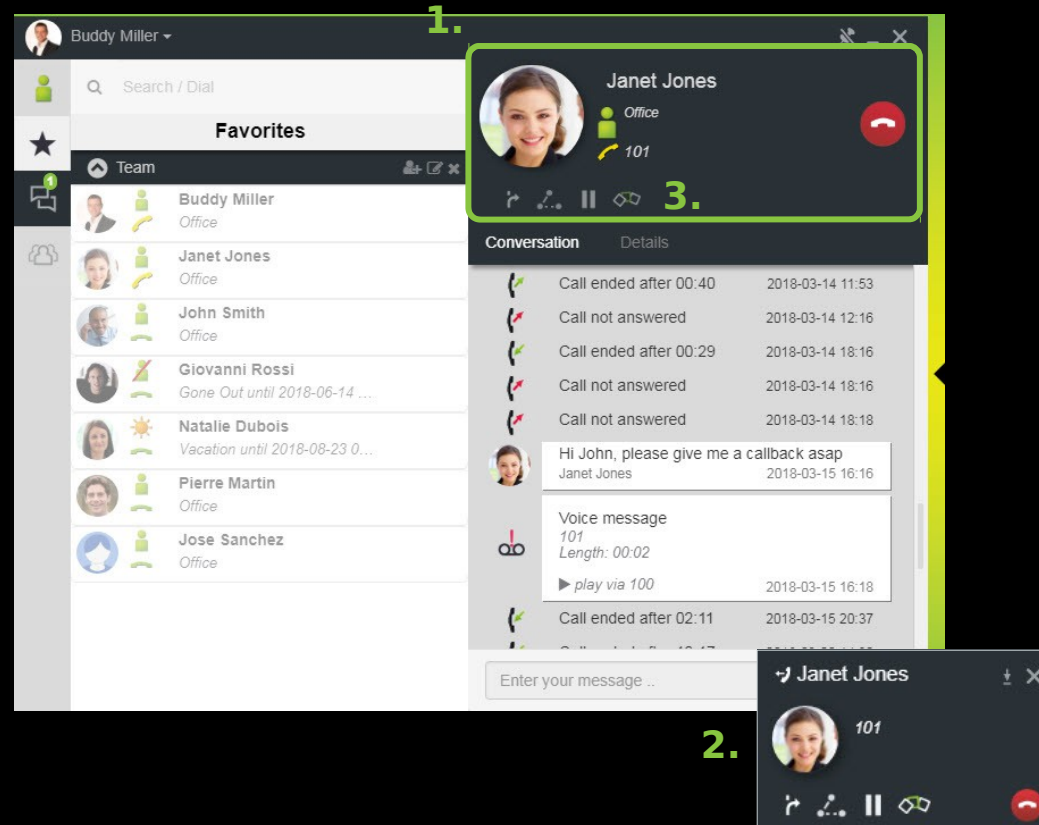
The screenshot displays the Unify Managed Conferences interface. At the top, the user 'Buddy Miller' is logged in. A search bar labeled 'Search / Dial' is present. Below it, a 'Conference' list shows three items: 'Sales Review', 'Customer ABC Confe...', and 'Team Meeting', each with a star icon. A green box labeled '1.' highlights a '+' button in a circle at the bottom of the list. To the right, the 'Team Meeting' conference details are shown, including a search bar with 'Team Meeting' entered, a toggle for 'Allow dial in with guest PIN' (labeled '2.'), and a box containing 'India No.: 354', 'Moderator PIN: 064888', and 'Guest PIN: 753691'. Below this, a 'Participants (6)' list includes 'Martin, Pierre' (PIN: 853687), 'Natalie Dubois' (PIN: 133098), and 'Giovanni Rossi' (PIN: 727029), with a green box labeled '3.' highlighting the list. An 'Add participant' dialog box is open in the foreground, showing fields for 'First name: Jim', 'Last name: Martin', 'Phone number: +155512345678', and 'E-mail:'. 'Add' and 'Close' buttons are at the bottom of the dialog.

Call Handling

Incoming Calls are shown within the Client (detailed view) (1)

Additional Tray Pop Up (2) when Client is in list view

Easily use call Control Features during active call (3)



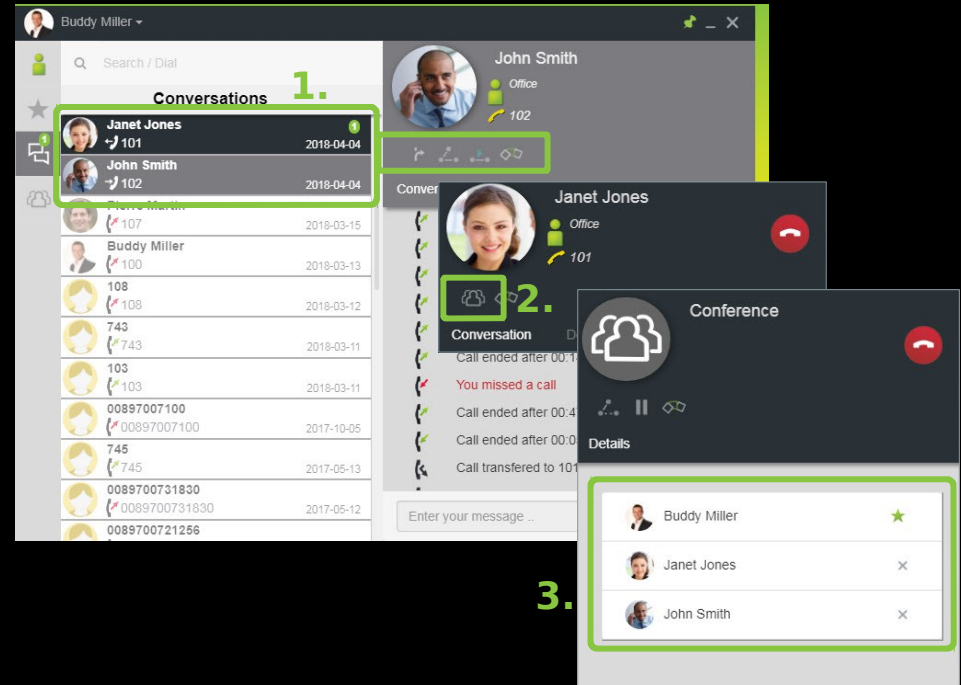
Call Transfer / Conference

Overview of active calls, easily toggle between the calls (1)

Transfer, hold or consult a call by just pressing the right button

Initiate a Conference with your active parties (2)

Show the list of participants, remove users if appropriate (3)



Settings

User can easily change his personal settings (1)

Hotkey Dialing “integrated” with a single key option (2)

Import a personal directory or add contacts manually

Import Outlook Contacts via myContacts (like today)

1. Settings

2. Debug settings

3. Personal contacts

Appearance

Language: English

Automatic login:

Menu Alignment: Left

Dialing Hotkey: F8

Mobile Phone Number: +49 160 555 444 333

Home/ext phone number: +49 89 7007 100

My Email Address: buddy.miller@unify.com

Send voicemail to e-mail:

Presence visibility: internally and externally

Date Format: yyyy-mm-dd (2018-03-22)

My phone: Key Programming

Migration / Upgrade

Smooth migration path for current myPortal Smart / Desktop customers

Import of user settings, for e.g. Favorites from myPortal Smart / Desktop (2,3)

Allows a quick and seamless move from myPortal Smart / Desktop to myPortal @work

myPortal Smart / Desktop / Outlook license can also be used for myPortal @work

3. **myPortal @work** 1.

Please enter your configuration data

User Name: 107

Password:

WAN Server address: WAN server address

LAN Server address:Port: 192.168.1.2:8002

Login Cancel

Import server settings from myPortal Smart

Would you like to import server settings from myPortal Smart?

Ja Nein

2.

3.

Seamless adoption of the favorites



„How to sell“ myPortal @work ?



- 1** A **New UC Client approach** to streamline our OpenScape Business client landscape, results in **just one interface for the customer**
- 2** A **new fresh, scalable and flexible Client GUI** provides joy and ease of use for customers supporting and fulfilling their daily communication needs
- 3** myPortal @work **relies on a rock-solid and future-proof** framework (same as used for CIRCUIT) ready to adapt to latest technologies
- 4** **Migrate current myPortal Smart customers to myPortal @work. Customers can easily move** as the existing myPortal Smart license can still be used
- 5** **Also inviting UC Suite customers** using myPortal @work in combination with their current myPortal for Desktop/Outlook Client (CTI, Favorites and Conversations)
- 6** **Continuous and exciting developments in 2018 and beyond** (includes VoIP Client Integration, further UC Suite features, innovations)

Agenda

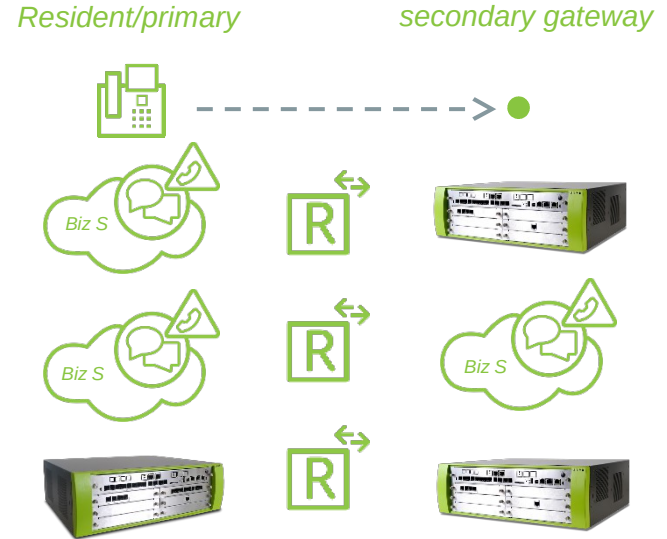
- Highlights V2R5
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Enhanced Redundancy for IP Telephony

Keep business communication alive in case of an outage:

- **Redundancy now possible** between all model variants (X/X, S/S, S/X, X/S)
- IP Phones (HFA) **can register** to a **secondary gateway** in case of an outage (system or network related)
- **New OpenScape Business Redundancy User license** option meets customer needs
- **Based on the current reliable concept** between OSBiz S and X (Gateway)



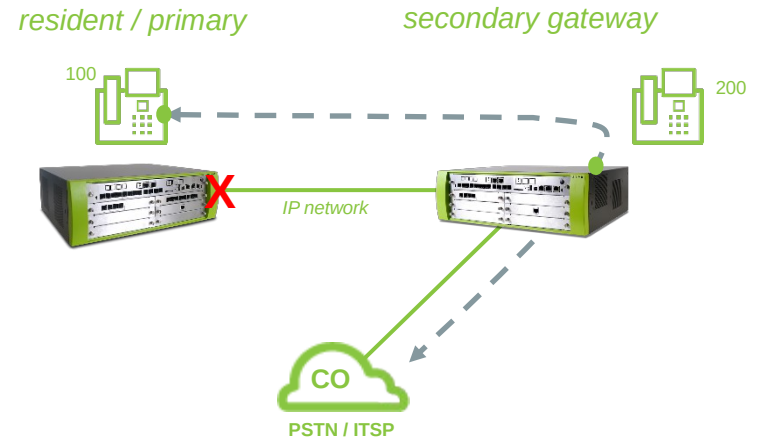
Provides even more survivability options for customers to keep customer interaction alive

Enhanced Redundancy Scenario 1

Redundancy between 2 OpenScape Business systems

Scenario 1: Resident OSBiz X or S system is down / network failure (X), Provider connection only available on the secondary gateway:

- Ext. 100 will be registered to the secondary gateway with the same number (●)
- **Incoming / outgoing (PSTN/ITSP) calls** are possible via the secondary gateway
- Secondary Gateway **needs to have Redundancy or IP User license** (in the amount of redundant users)
- Secondary Gateway **can also be used as a regular / full featured networked system** (only local licensing support)



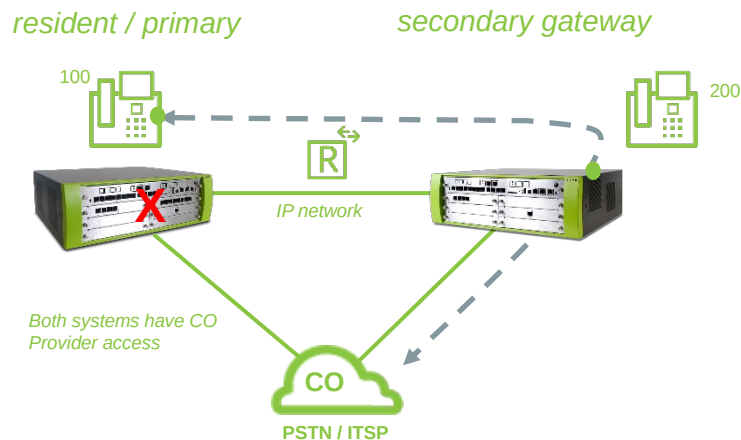
Ensure that customer is reachable during an outage of the resident system

Enhanced Redundancy Scenario 2

Resident or secondary gateway can „host“ redundancy users

Scenario 2: Both systems have CO Provider access with same credentials*. Resident system now has an outage.

- Ext. 100 register to the secondary gateway with the same number (●)
- **Incoming / outgoing (PSTN/ITSP) calls** for ext. 100 are possible via the secondary gateway
- In this scenario also the **resident system can be used as a redundant system** in case secondary gateway is down (ext. 200 register on resident system)
- **Both systems can act as the failover system** and vice versa (Redundancy/IP User license required)



Provides even more redundant options between primary and secondary gateway or the vice versa

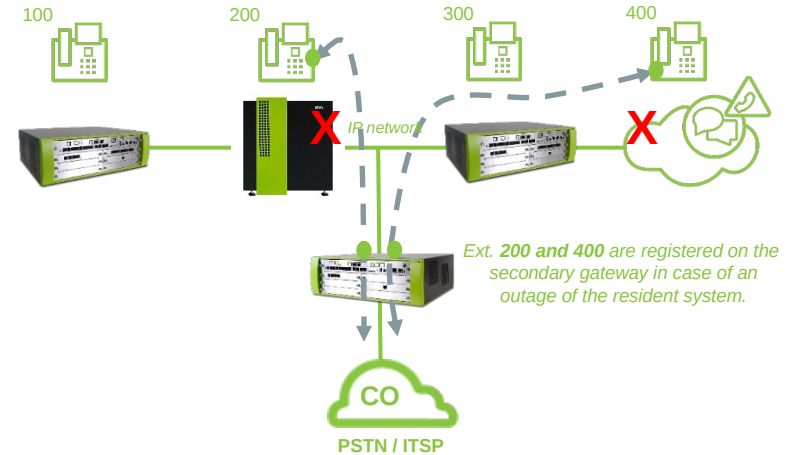
* Provider needs to deliver Dual Mode capabilities like route incoming calls and accept outgoing calls

Enhanced Redundancy Scenario 3

Redundancy in OpenScape Business Networks

Scenario 3: OpenScape Business Network with multiple OSBiz X or S Systems and a secondary gateway with CO provider access

- In case of an outage (X) of one of the OSBiz systems, for e.g. ext. 200 and 400, users can register on the secondary gateway (●)
- **Incoming / outgoing (PSTN/ITSP) calls** for ext. 200 and 400 are possible via the secondary gateway
- Each OpenScape Business System can have a local CO provider access as well
- Any OSBiz system (X1, X3,X5, X8 or BizS) can be used for redundancy and act as a network node or secondary gateway



Users of any OSBiz System can register to a dedicated redundancy gateway offers flexibility choices for the customer

Redundancy Marketing Options



Redundancy is a recognizable value for customers to keep business communication alive. OpenScape Business offers **redundancy on a per user base** to keep it suitable for all business sizes with the following options:

- 1** **New! OpenScape Business Redundancy license (L30250-U622-B735)* for Redundancy usage only** provides a 3 day period of redundancy operation for each failover
- 2** **For unlimited redundancy please use OpenScape Business IP User license**
- !** Amount of Redundancy/IP User licenses depends on how many Users should get registered on the “redundant” secondary gateway in case of an outage of the resident node

* Unify keeps the right to evaluate usage reports to avoid any misuse and get in contact with Partners

Redundancy Prerequisites



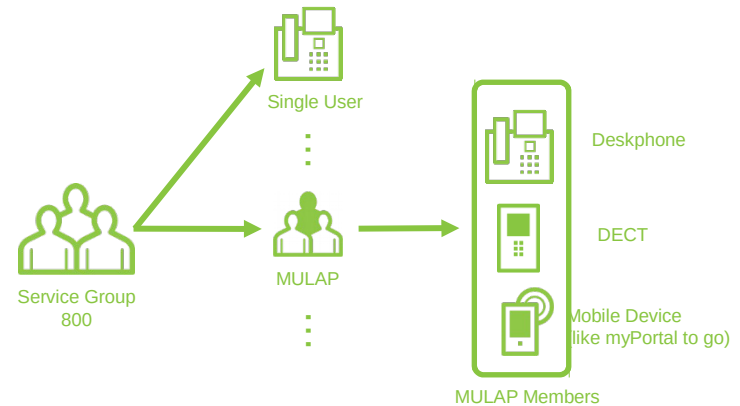
- For redundancy operation/configuration, either IP User or the new OpenScape Business Redundancy User can be used. A mix of both license types for redundancy operation is not possible.
- In case of an OpenScape Business Network and a secondary gateway equipped with OpenScape Business Redundancy licenses only local licensing is possible
- Redundancy only available for IP Telephony (HFA), no Voicemail, UC, Deskshare or device@home Users, etc. options during failover
- Redundancy based on the current reliable concept with a failover time of about 10-20 minutes
- OpenScape Business Redundancy license is allowed for **Redundancy usage only*** and provides a 3 day period of redundancy operation for each failover (**requires Internet connection to CLS**)
- OSBiz system with Redundancy Users only need at least one IP/TDM User license to activate SW Support. **Redundancy System do always requires active Software Support.**
- Redundancy User with the new license type do not need additional Software Support licenses
- CO (ITSP/PSTN) redundancy depends on the capabilities of each provider. There is no standardized solution available. Please get in contact with customers preferred Provider and offered redundancy options.

Improved Device and Team User handling

Be more flexible and support Teamwork with **MULAP** in groups

With “MULAP in groups” teams can now work more efficient and flexible:

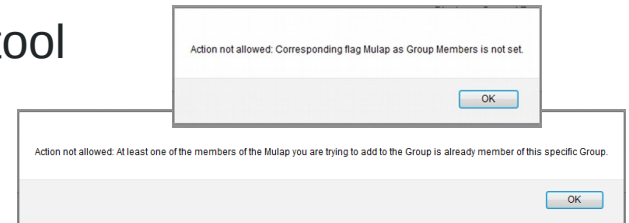
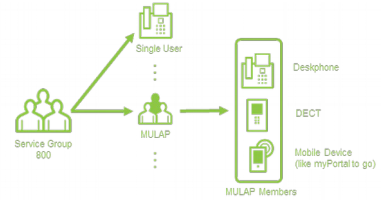
- „MULAP“ is the technical term to have more than one device (for e.g. fixed phone and a mobile device/DECT) handled like one (One Number Service)
- These so called MULAPs can now be add to a regular group of users
- Addressing the needs of customers with more than device, feature has been requested very often by Partners
- Valid for regular Basic/Team MULAPs with the overall amount of 20 users for each group
- Feature already available for hunt groups (cyclic/linear)



People become more and more mobile with multiple devices but also want to be part of Hotline, Sales/Service groups etc.

MULAP in groups – prerequisites and limits

- MULAP members **are only allowed to be in one group**
 - **Example:** User cannot be included in a group and be part of a MULAP
- All members of a MULAP **must be set as MRA** (technical setting)
- All MULAP members count as members of the regular Group AB
 - **Example:** Group with 18 members
 - A MULAP of 3 members cannot be added to this Group (max. of 20 users allowed)
- Meaningful pop up's within the administration tool



Agenda

- Highlights V2R5
- UC Suite
- New UC Client
- Improvements
- Serviceability
- Good to know



UC Suite: Export of the external Directory

In addition to import function UC Suite external Directory can now also be exported:

- **Export** to a local file
- **Export** to a public windows folder
- **Completing the external directory** : Import / Export / Edit

Perfect for those Customers maintain the directory via myAttendant, backup can be easily be done via Export Directory

The screenshot shows the OpenScope Business interface. The 'Export External Directory' dialog box is open, showing options to export to a local file or a public windows folder. The 'Public Windows Folder' section is selected, with fields for Filename, Domain, Username, and Password. A 'Start' button is visible at the bottom of the dialog.

Below the dialog, a screenshot of an Excel spreadsheet is shown, displaying the exported data. The spreadsheet has columns for customer_id, customer_business, customer_bus, customer_hoi, customer_mo, customer_titl, customer_firs, customer_sur, and customer. The data is as follows:

customer_id	customer_business	customer_bus	customer_hoi	customer_mo	customer_titl	customer_firs	customer_sur	customer
1	49897007100			Herr	John	Smith	UNIFY	
2	+1 555 1234			Ms.	Janet	Jones		
3	+1 555 6789				Flor	Peeters		
4	+49 89 7007 101				Buddy	Miller		
5	+1 555 98765				Susanne	Mueller		
6	6 101			+1 555 1234 5678	Janet	Jones		

Serviceability: SW Updates for device@home user

Device@home (HFA) Phones can now be updated remotely

- No manual phone update or on-site visit required anymore
- Software Version check is initiated for after phone restart, any phone config change, or log on/off mobile user, etc.
- **Secured download via https / TLS**

Keep device@home users up-to-date and secure with latest software updates
Save maintenance efforts for Administrators

The screenshot shows the 'Phone Parameter Deployment' web interface. A green box highlights the 'activate Phone Parameter Deployment' and 'Deploy SW to @Home devices' checkboxes, both of which are checked. Below this, there are sections for 'Phone Parameter Settings' and 'Apply Phone Parameter Settings'. A red warning message states: 'After the feature is enabled, the configured phone settings are sent to all phones. The feature can not be deactivated.' The diagram on the right illustrates a network topology where a central server (OSBiz) is connected to the Internet. Three phones are shown: one at a home location (@home), one at a branch location (@branches), and one at a location location (@locations). A green padlock icon is positioned above the diagram, indicating that the download is secured via TLS.

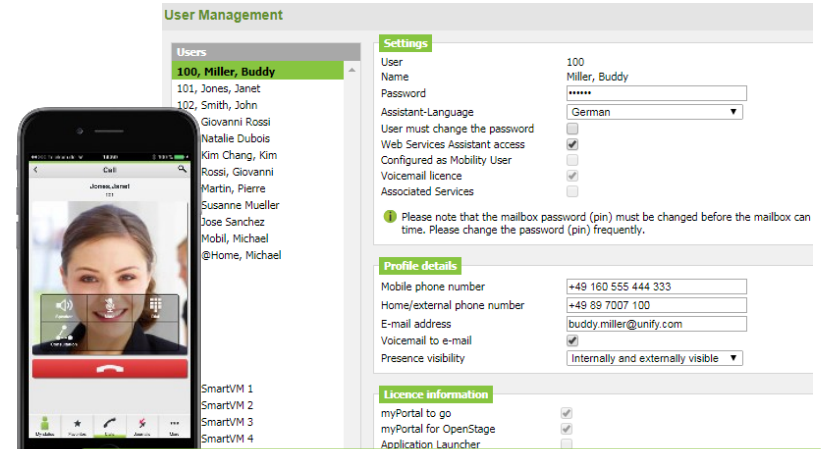
TLS encrypted download from OSBiz

Serviceability: Avoid Restart after WSI changes

WSI Improvement guarantees continuous business communication:

- Configuration changes of WSI Interface can now be done **without business interruption**
- **No restart required anymore** to activate configuration changes of WSI (like name, user settings, etc.)
- Valid for all applications using WSI, like CP Phones with UC, myPortal to go, UC Smart, Web Client, etc.

Avoid WSI restart in case of config changes like name, etc.



Serviceability: Enhanced SDHC Card measures

Since V2R4 FR1: Enhanced SDHC card information are visible in WBM

- ✓ **Automatic Health Check** every night
- ✓ **Detailed Information** of SDHC Card Status
- ✓ **SNMP / or eMail notification** when status change to yellow or red
- ✓ **New threshold settings** (50 errors)
- ✓ **Manual reset of “health status”** from RED to GREEN/YELLOW
- ✓ **Optimized calculation table** considering Manufacturing and file system creation date

Automatic Actions

SDHC Health Check

SDHC Health Check

Start Health Check Immediately

Start Health Check on Day Month Year

Day: 12, Month: 03, Year: 2018

Local System Time: 12/03/18 18:11

Last Health Check: 08/03/18 20:12

STATUS:	YELLOW
OEM_ID:	Toshiba (0x544d)
MANUFACTURING DATE:	4/2013
FILE SYSTEM DATE:	5/2013
TIME SINCE SDHC CREATION:	4 years and 11 months
TIME SINCE FILE SYSTEM CREATION:	4 years and 10 months
SDHC CARD SIZE:	7235M

Status / Recommended action

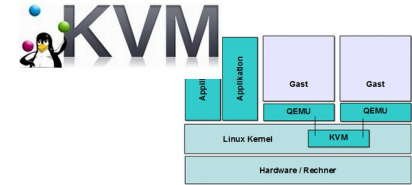
- No action required
- The estimated lifetime of the SDHC card has been reached. Backup your data to an external storage media and perform the SDHC card Health check. In case of no errors, schedule SDHC card replacement.
- The system has determined SDHC card errors during normal system operation. Backup your data to an external storage and replace SDHC card immediately
- Card not supported or not possible to retrieve card information. Replace SDHC card by a supported type

Note:
In case that the file system is not supported on the new SDHC card, the system will be in a state of error.

Gives valuable and useful information about actions might need to take

Further Improvements

- Microsoft Windows Server 2016 for Citrix XenApp/Desktop 7.6 (7.17) environments
- KVM Virtualization Support (Linux Kernel based Virtualization) on a project-specific base
- If not yet done: Linux Update to SLES 11 SP4 required for UC Booster Server and Business S
- OSBiz X3 (L30251-U600-G653/656) can now be equipped with PRI Trunk (TS2N / TCAS2) Interface



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EU-GDPR May, 25th 2018

What does it mean for OpenScape Business ?

Please ensure to be **always on SSP and latest Software level** to follow product audits to keep GDPR conformity

Find further information within Unify Partner Portal – OpenScape Business Whitepaper GDPR

Phased Out products like **OpenScape Office and HiPath 3000** are **not considered** as part of our portfolio audits.

To become and stay GDPR compliant please use our flexible upgrade programs to OpenScape Business



Our Commitment to the General Data Protection Regulation (GDPR)

The most significant change to data protection laws for over 20 years comes into force on 25 May 2018. The GDPR regulates the handling of personal data of European Citizens and residents irrespective of their location and therefore has implications for the handling of personal data globally.

Unify has always been committed to protection of personal data, with accreditations such as ISO 27001, and now as the Unified Communication and Collaboration specialist within Atos, we are fully committed to compliance with both the spirit and detail of The GDPR.

Since we act as both a Data Controller and a Data Processor as defined by The Regulation, we are undertaking a number of activities in preparation of its enactment including:

- auditing all of our processes and systems that handle personal data to ensure compliance;
- engaging with partner technology organizations and application providers to ensure that the appropriate data processing agreements exist between us;
- contacting customers, partners and other parties as necessary to reconfirm their permissions to handle their personal data;
- updating web & marketing assets, partner and customer tools, to ensure that the capture of personal data captured is explicitly permitted;
- auditing our product portfolio to ensure that the functionality and license terms are compliant and also supportive of GDPR compliance among customers, partners and users;
- fully leveraging the benefits of cloud to minimize application risk for our customers and partners.

As a product developer, we want our users, customers and partners to be completely satisfied and to be confident that our products, services and business tools will support their own compliance with GDPR both by design and by default. Additionally, as a division within Atos, we can offer services and expert support in achieving your own GDPR goals.

Atos prides itself as being a trusted partner to its clients, and Unify as part of Atos is fully committed to earning and deserving your trust for years to come.

If you have any queries about our GDPR activities, then please contact us on askGDPR@atos.net

Jon Pritchard, CEO
Unify, Atos Collaboration Solutions

[Link to UNIFY information](#)

Unify Now! SME – Promotion

for Competitive Displacement with OpenScape Business



OSBiz X1 Package Base + 2 Trunk + 8 IP	OSBiz X1 Package TDM Base + 2 Trunk + 8 TDM	OSBiz Package 16 user IP Base + 4 Trunk + 16 IP	OSBiz Package 32 user IP Base + 6 Trunk + 32 IP
L30250-U622-B731	L30250-U622-B732	L30250-U622-B733	L30250-U622-B734
1 OSBiz X1 Base Incl. 2 Trunk Lic 8 OSBiz IP User 3y \$SP 1 OSBiz UC Smart Evaluation 1 OSBiz Attendat Evaluation	1 OSBiz X1 Base Incl. 2 Trunk Lic 8 OSBiz TDM User 3y \$SP 1 OSBiz UC Smart Evaluation 1 OSBiz Attendat Evaluation	1 OSBiz Base Incl. 2 Trunk Lic. 2 OSBiz Trunk Lic. 16 OSBiz IP User 3y \$SP 1 OSBiz UC Smart Evaluation 1 OSBiz Attendat Evaluation	1 OSBiz Base Incl. 2 Trunk Lic. 4 OSBiz Trunk Lic. 32 OSBiz IP User 3y \$SP 1 OSBiz UC Smart Evaluation 1 OSBiz Attendat Evaluation

Unify Now! SME will be available **until September 21st, 2018**. Relevant is the shipping / invoice date from the Distributor to the Reseller.

*Pricing is solely at the discretion of your preferred Distributor. Please contact you Distributor for more details.

#OSBiz OpenScape Business V2R5

Turn opportunities provided into success :

New UC Suite enhancements **makes life easier for customers and accelerate** their daily communication



Outstanding User experience with our new myPortal @work UC Client, new fresh look & feel based on latest technology



Creating new business opportunities by using our new redundancy options, flexible deployments and optimized pricing



Overall Improvements for Teamwork, Serviceability, etc. guarantees a happy customer and a happy administrator



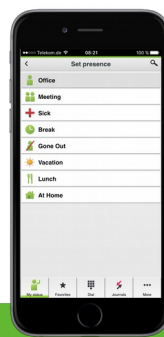
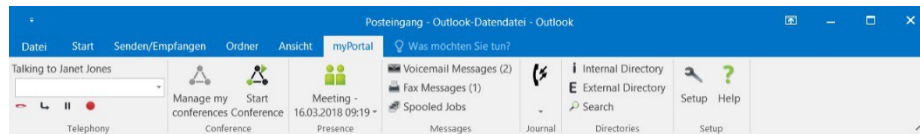
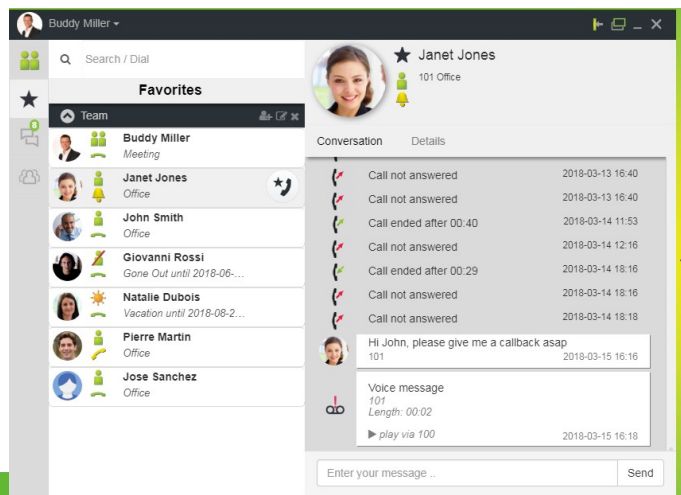
Key takeaways for Partners and Customers

- **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 to integrate further into their IT environments
- With our OpenScape Business customers can add more applications and capabilities quick and easy
- 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 **4.8 million users worldwide**



OpenScope Business - a common user experience across all Clients



OpenScope Business S
For hosted / Cloud / Datacenter



Pure Software Solution, on a standard Server or fully virtualized

OpenScope Business X Models
For on-premise / Appliance based



Solutions for any infrastructure: on-premise, hosted, Cloud, pure IP, hybrid or digital
Investment Protection: Support Commitment at least until 2024

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Any Questions?

We're here to help and support



Q & A

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Thank You!



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atos collaboration solutions