

Successfully transition to the “new normal” of work

6 solutions to ensure business continuity and enable employees to securely work from home or at the office.

As the world begins to find its footing again, **one of the top challenges will be to find ways to deliver the new experiences that customers and employees expect** in “the new normal”. **The following solutions provide enterprises with the solutions they need to ensure business continuity and enable employees to securely work from home or at the office.**

1 Higher employee engagement and greater customers satisfaction with Alcatel-Lucent Rainbow™



- **Chat, audio and video calls, file and screen sharing**
- **Conference** with up to 120 participants and leverage video for more interaction
- Integration into your **CRM application** for increased collaboration between employees
- Integration into your **office environment** (Microsoft, Google) to ease user adoption

2 High quality interactions from the desk with the Premium DeskPhones



- Employee sign-in and automatically retrieval of settings including contacts, call log, call routing rules, and agent features
- **Easy to clean** and “desk sharing” feature
- **Excellent audio quality** for all customer's inquiries
- Built-in VPN client, so users can securely use their device from home

3 Stay connected to your customers wherever you are with IP Desktop Softphone



Access all of business desk-phone features, on a computer or on a laptop and :

- Leverage all 8068s Premium DeskPhone features
- Access your **corporate directory**
- Log in and out of your agent profile

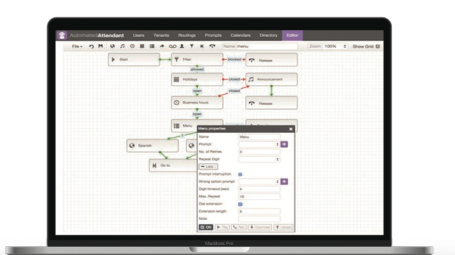
4 Always reachable at the office with the DECT and WLAN handsets



8232 DECT 8168s WLAN

- **Excellent audio quality** for on-premises business calls
- **Long call time** before recharge is required
- Integration into **alarm** and **geolocation** systems for lone worker protection
- **Antibacterial** devices

5 Automate customer welcome and never lose a call with the Automated Attendant



- Inform customers with **recorded prompts, speech recognition** and **text to speech**
- **Route calls** to the most relevant department with superior flexibility
- Employees can **easily update prompts** and routing rules

6 Secure and automatic connection to your corporate network with OmniAccess Stellar AP1201H



- **Plug-and-play:** Securely extend your company network to the home
- Connect to non-cloud-based enterprise applications and databases
- Connect an IP business phone at home via a PoE port
- Centralized management with Alcatel-Lucent OmniVista Cirrus Network Management as a Service

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