

# Datasheet

OpenScape UC Application

OpenScape UC Application Enterprise V3

Streamlined business processes through unified communication

Communication for the open minded

Siemens Enterprise Communications  
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# OpenScape Enterprise V3.0

*OpenScape Enterprise eliminates time-consuming communication detours by enabling companies to streamline workflows and thus significantly improve important business processes.*

OpenScape is a unified application package for communication, teamwork and personal productivity that enables seamless, intuitive and efficient communications to increase the productivity of individual employees, workgroups and the entire company.

OpenScape helps companies to streamline communications with the following features:

Faster access to the right individuals and information.

A quick look at the Contact list enables users to see the status of their colleagues in real time and thus determine the optimum method by which they can be reached: by phone, Instant Messaging or e-mail.

Integrated presence-based teamwork  
Users can initiate a voice conference with team colleagues with a single mouse click.

## Unified Communication

Users can always be reached via a single phone number. OpenScape Enterprise routes calls based on the status and device preferences of the user (One Number Service).

## Increased productivity through support for mobile employees

Users can retrieve messages and manage their device preferences by phone from anywhere using voice commands.

## OpenScape Enterprise is open

### SIP and Presence-Based Communication

OpenScape Enterprise implements powerful multimedia communication functions via the media-independent Session Initiation Protocol (SIP).

SIP offers stability, speed and high scalability.

Open interfaces allow an easy integration into heterogeneous networks and IT environments.

## OpenScape Enterprise is comprehensive

### Presence

Presence-based unified communication solutions are beneficial to users when they include all communication methods.

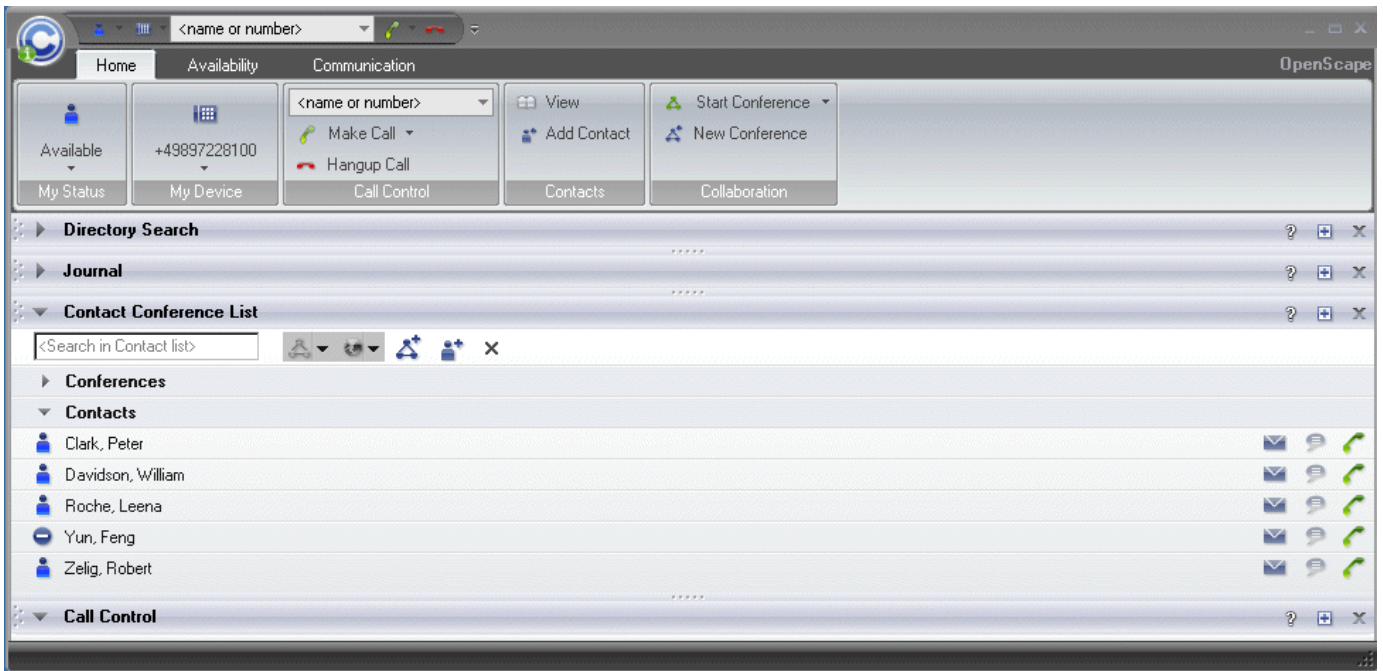
OpenScape meets these requirements of corporate users by offering the following features:

- Defining the user's presence status (e.g., "Available", "Do Not Disturb", "In a Meeting", etc.)
- Availability is shown for voice as well as Instant Messaging.

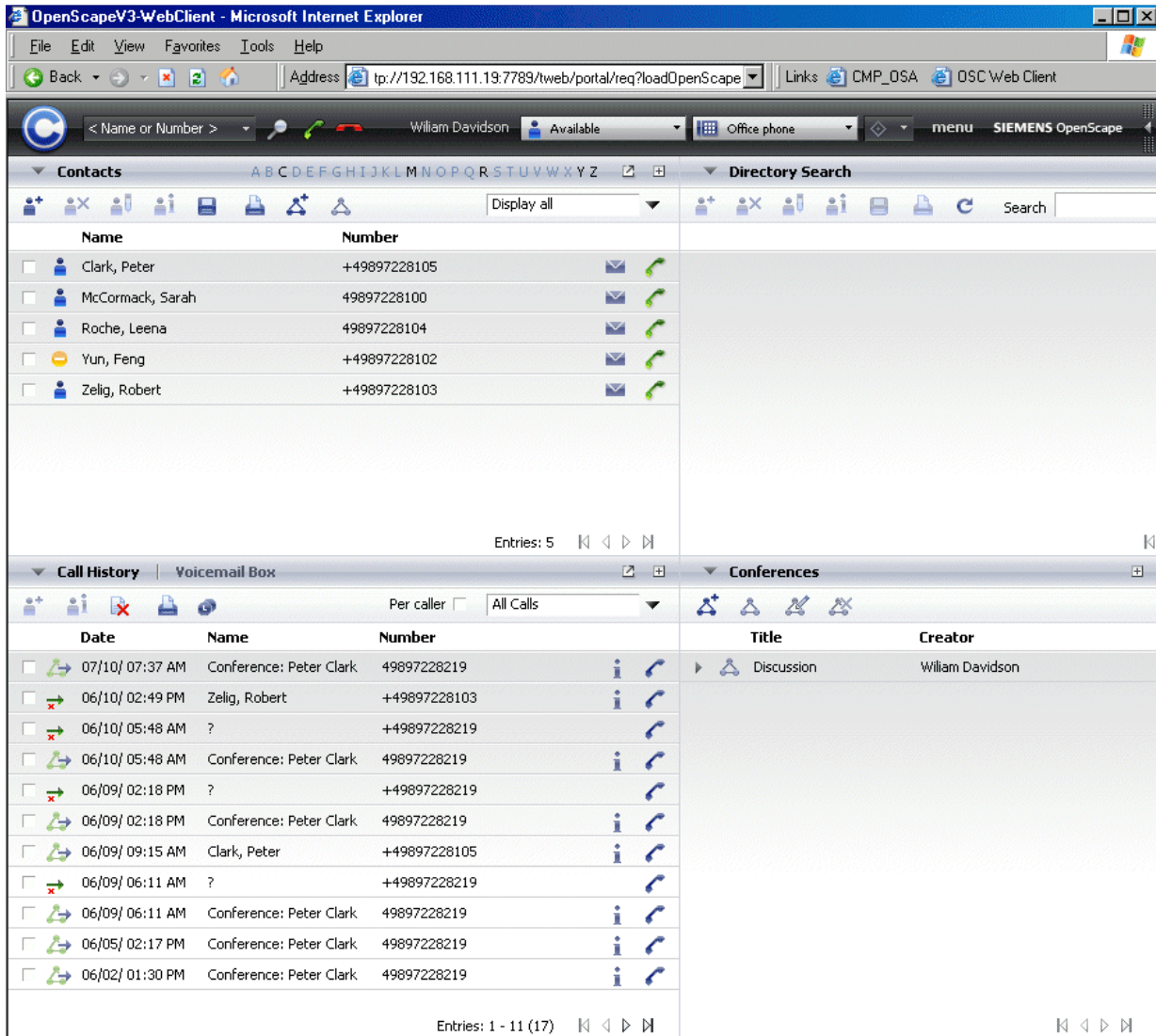
- Presence-based routing list and Rules wizard for processing inbound and outbound communication links
- Voice Portal with MFC for controlling presence status and device preferences.

## Client Access Methods

OpenScape users can choose between several different clients: a Microsoft Windows-based Desktop Client, a Web Client for use with browsers and the Mobile Client for Symbian (e.g.: Nokia), RIM (Blackberry) and Windows Mobile. These clients offer a uniform user experience and are optimized for their respective purposes. The Desktop Client also includes SIP Softphone functionality based on the SIP protocol.



Desktop Client



Web Client

## Conferencing and Teamwork

OpenScope offers intuitively operated conferencing tools with all the monitoring, status and control functions needed by conference organizers and participants for productive and successful conferences and meetings.

The offered features include:

- Integrated voice conferencing service
- Setting up user-defined permanent conferences
- Ad-hoc conferences
- "Meet-Me" conferences with dial-in access for guests using a PIN.
- Adding/removing participants with a mouse click
- Display of speaking participant (Web Client only)
- Muting of individual participants or all participants in a conference

## Rules and Routing

Thanks to the OpenScope concept of customizable rules, the routing for communication links can be defined and prioritized by a variety of factors such as caller priority levels, current presence status and time of day / weekday, for example.

- The rules can be activated from all the different clients and the voice portal.

## Call Journal

- Incoming and outgoing calls are logged in a personal call journal
- The calls can be sorted using selectable filters

## Directory Search

- Multiple directories can be searched simultaneously
- Search in Microsoft Outlook contacts
- Different directories can be selected for the search

## Voice Portal

The Voice Portal provides phone access (via MFC) for the following functions:

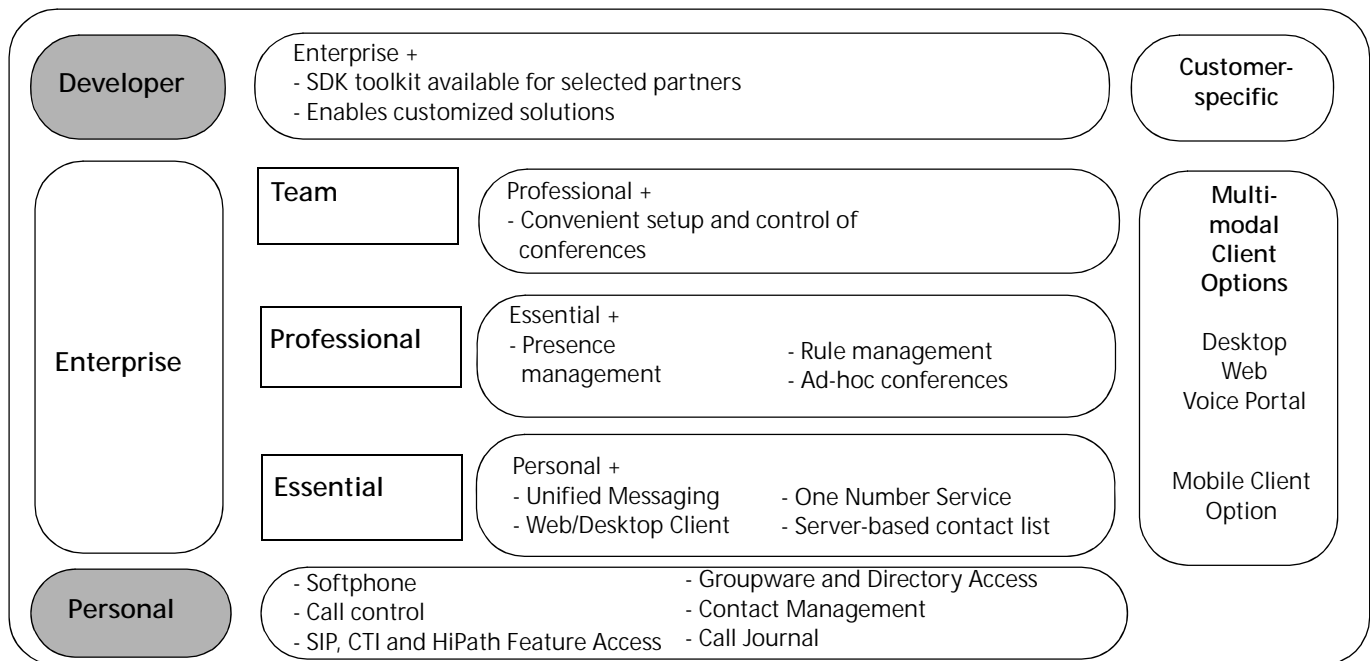
- Setting the presence status and the preferred device
- Initiating or participating in scheduled and ad-hoc voice conference calls with predefined workgroups

## Architecture

OpenScope is a software solution and is based on the OpenSOA architecture, which follows the principles of the Service Oriented Architecture (SOA), while taking open and future standards into account. The architecture of the OpenScope UC Application has been closely coordinated with OpenScope Voice.

## Licensing/Editions

Modular setup of licensing structure with different versions based on scope of functionality



## Languages

- German
- English (United Kingdom) (GUI in international English; announcements in British English)
- English (United States) (GUI in international English; announcements in American English)
- Chinese (not Mobile Client)

## System Capacity

- Single Server Simplex : OpenScope Voice and UC Application on one server: 300 users (IBM 3650T) or 500 users (FSC TX 150)
- Standard Duplex: Two OpenScope Voice Servers and one OpenScope UC Application Server: 1000 users

- Standard Duplex: Two OpenScope Voice servers and one OpenScope UC Application Server and a separate Media Server: 2500 users. When using Xpressions as an external Messaging System: 5000 users

## Software Platform:

Web Client:

- Microsoft Internet Explorer 6.5 or later
- Mozilla Firefox 2.0 or later

#### Desktop Client:

- Windows XP (as of SP 2)
- Windows Vista (SP1 in a later version)

#### Mobile Client:

- Blackberry: RIM OS 4
- Symbian: Symbian OS Series 60
- Windows Mobile 2003 SE, 5.0, 6.0

#### Server:

- SUSE Linux Enterprise Server

## Hardware Platforms

#### Desktop Client:

- At least 512 MB RAM with 200 MB memory for OpenScape
- Ethernet network card for Quality of Service (QoS) function with 802.1p support
- USB support to connect a headset or handset (for use as a Softphone)
- Switched network, where all components are IEEE 802.1p/q-capable
- Processor: 1 GHz or higher

#### Mobile Client:

- Selected devices from Nokia, RIM, HP and QTEK (list on request)
- Additional facade server needed

#### Servers:

- Single Server Deployment: Server specifications as per OpenScape Voice requirements
- UC Application Server: Operation on a standard industry server in combination with an OpenScape Voice Duplex scenario.  
Minimum requirements: 2\*300 GB (RAID 1), 8 GB RAM, Dual Xeon Quad-Core X 5355 (2.66) QC

## Supported Communication Platforms

- HiPath 8000 V3.1 R2 / OpenScape Voice
- HiPath 4000 V 3
- HiPath 4000 V 4

Not all features of the named platforms are supported.

## Standard Interfaces

- Instant Messaging: XMPP
- Directory Access: LDAP
- Connection to Exchange: Outlook Web Access (OWA)

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