



RAINBOW HUB

ED06

PARTICIPANT'S GUIDE



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Maintenance - eBook

The eBook is available on the Knowledge Hub training platform. Internet access is required to download the eBook.

Participants should be informed that they must bring their laptop for the classroom or virtual session.

In case of issue for downloading the eBook, the user can open a ticket with the ALE Welcome Center for assistance.

ALE technical support will be provided on an "AS IS" and "AS AVAILABLE" basis without warranty of any kind.



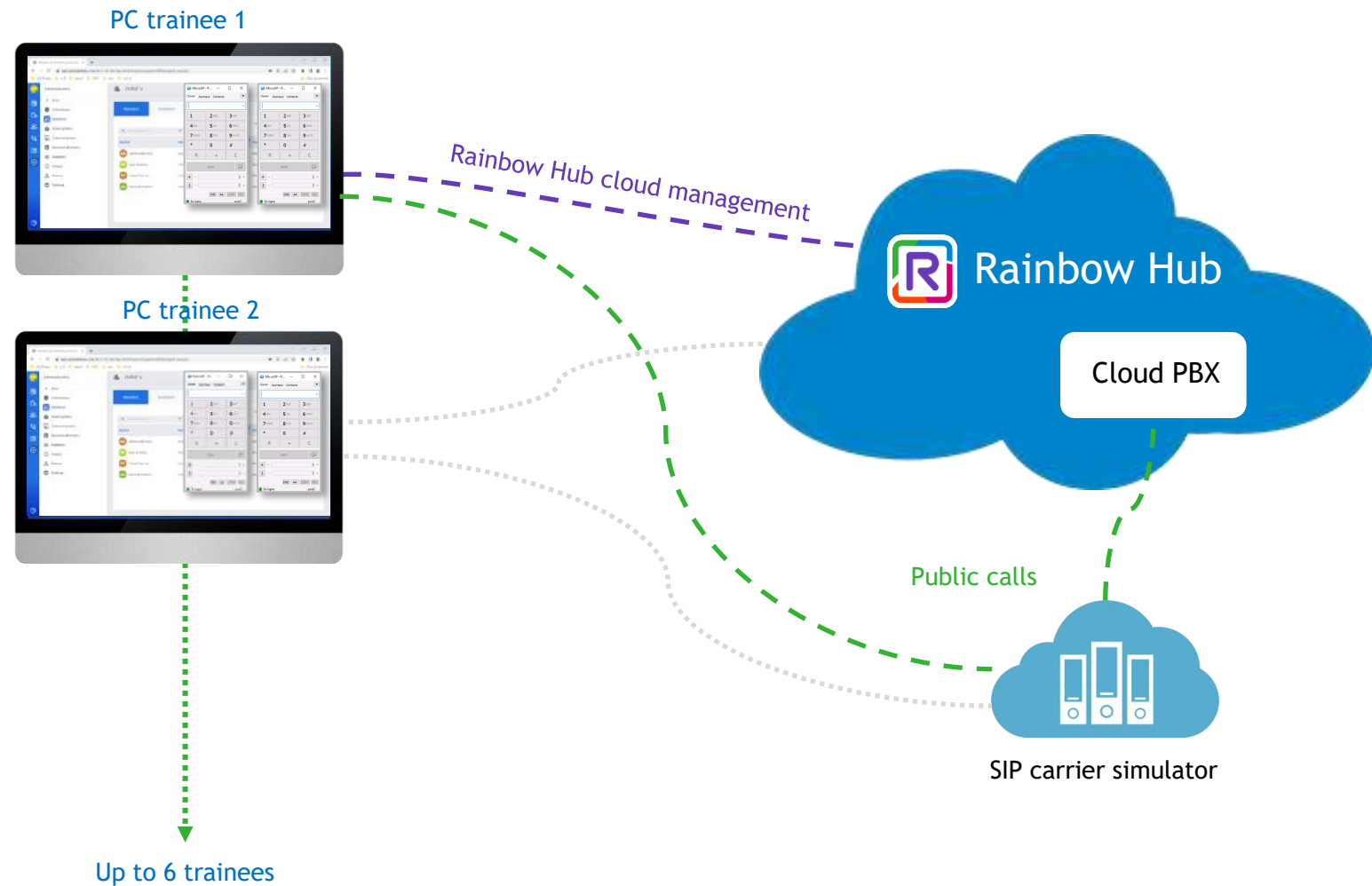
Rainbow Hub

Training Lab environment



Lab topology

- Each trainee uses his own PC
- A POD number is assigned to each trainee
 - POD: Training Environment Number
- The management of Rainbow Hub companies is done via:
 - web.openrainbow.com
- Incoming or outgoing public calls are made via:
 - A SIP carrier simulator*
 - 2 preconfigured MicroSIP softphones to be deployed on your PC
 - To **DELETE** at the end of the training



*The public SIP simulator used for training does not allow us to call members of our own company by their public number, hence the use of the MicroSIP softphone.

RAINBOW HUB ENVIRONMENT

The trainer **assigns** to each trainee:

A POD number

- Lab environment number from 1 to 6

A Rainbow Hub company name

A Rainbow Hub reseller administrator account and password

4 user accounts

A range of 10 public numbers

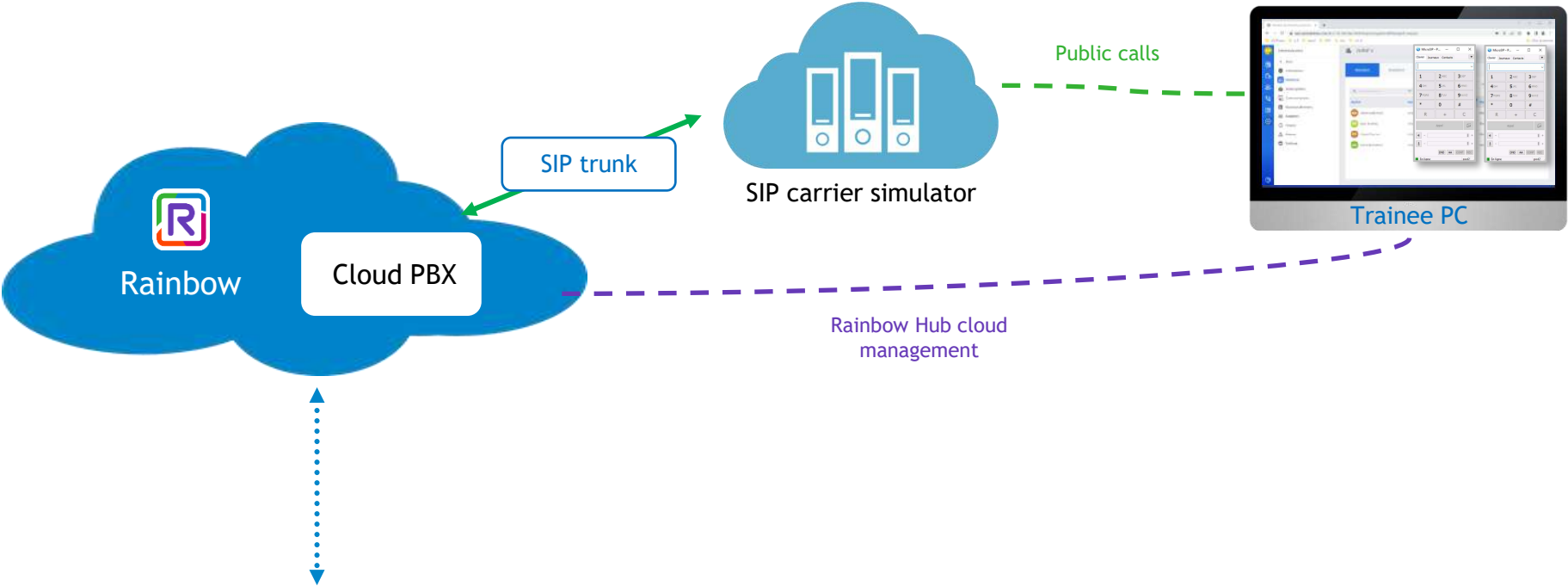
- To assign to Rainbow Hub members and services

Each learner will have to **create** and **manage** his **own company** using the **information provided** by the trainer

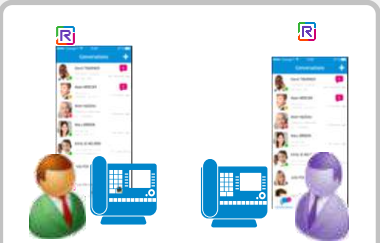
Topology

Note: in virtual classroom,
there is no deskphones.

Only softphone configuration.



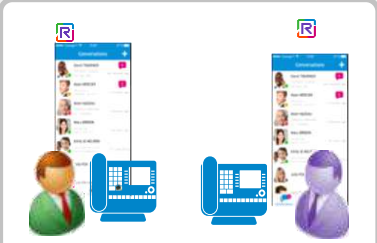
Public numbers
0298296710 to 0298296719



Company: Client-P1

4 Members

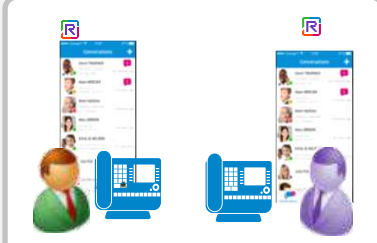
Public numbers
0298296720 to 0298296729



Company: Client-P2

4 Members

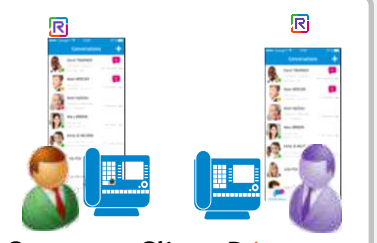
Public numbers
0298296730 to 0298296739



Company: Client-P3

4 Members

Public numbers
0298296740 to 0298296749



Company: Client-P4

4 Members

Public numbers
0298296750 to 0298296759



Company: Client-P5

4 Members

Public numbers
0298296760 to 0298296769



Company: Client-P6

4 Members

Rainbow Hub client companies

Rainbow Hub administrator accounts and company names

Existing RESELLER administrator accounts, used for configuration

	Accounts	Password	Firstname	Name
POD1	bp1.rv1@ale-training.com	Ask to Trainer	Trainee	1-BP
POD2	bp2.rv1@ale-training.com	Ask to Trainer	Trainee	2-BP
POD3	bp3.rv1@ale-training.com	Ask to Trainer	Trainee	3-BP
POD4	bp4.rv1@ale-training.com	Ask to Trainer	Trainee	4-BP
POD5	bp5.rv1@ale-training.com	Ask to Trainer	Trainee	5-BP
POD6	bp6.rv1@ale-training.com	Ask to Trainer	Trainee	6-BP

Use ONLY 4 Voice Enterprise
MONTHLY subscriptions per
company.

DO NOT USE YEAR PREPAID !!!

Client companies to be created

	Companies	Public numbers range	Main company number
POD1	Client-P1	0298296710 to 0298296719	0298296710
POD2	Client-P2	0298296720 to 0298296729	0298296720
POD3	Client-P3	0298296730 to 0298296739	0298296730
POD4	Client-P4	0298296740 to 0298296749	0298296740
POD5	Client-P5	0298296750 to 0298296759	0298296750
POD6	Client-P6	0298296760 to 0298296769	0298296760

Company Members

4 members will be created for each company

	Accounts	Password	Firstname	Name	Internal number	Public number	Client Administrator
PODP	aliceP.rv1@ale-training.com	***	Alice	AndersonP	101	02982967P1	X
	bobP.rv1@ale-training.com	***	Bob	BarkleyP	102	02982967P2	
	carolP.rv1@ale-training.com	***	Carol	ConnorP	103	02982967P3	
	daveP.rv1@ale-training.com	***	Dave	DavidsonP	104	02982967P4	

POD1 example

	Accounts	Password	Firstname	Name	Internal number	Public number	Client Administrator
POD1	alice1.rv1@ale-training.com	Ask to Trainer	Alice	Anderson1	101	0298296711	X
	bob1.rv1@ale-training.com	Ask to Trainer	Bob	Barkley1	102	0298296712	
	carol1.rv1@ale-training.com	Ask to Trainer	Carol	Connor1	103	0298296713	
	dave1.rv1@ale-training.com	Ask to Trainer	Dave	Davidson1	104	0298296714	

POD2 example

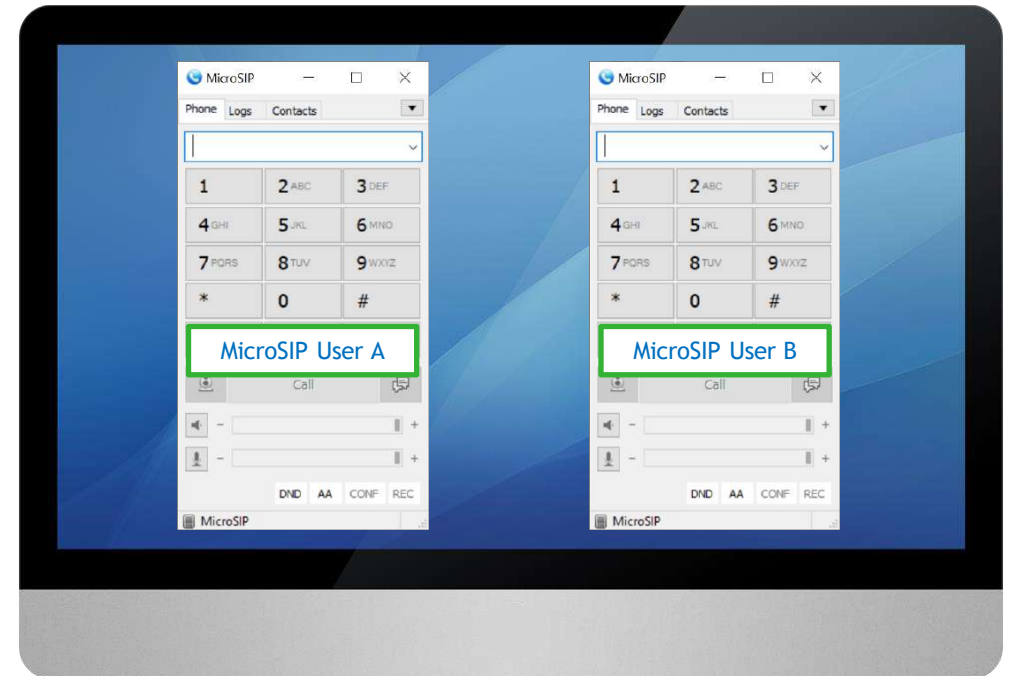
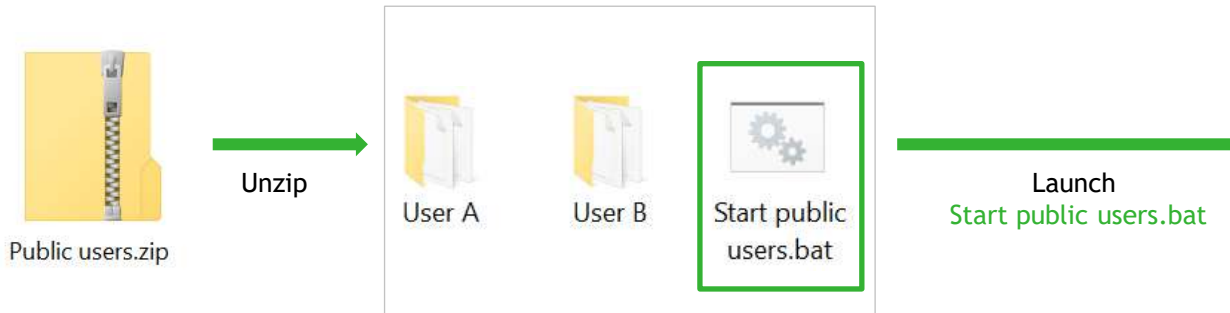
	Accounts	Password	Firstname	Name	Internal number	Public number	Client Administrator
POD2	alice2.rv1@ale-training.com	Ask to Trainer	Alice	Anderson2	101	0298296721	X
	bob2.rv1@ale-training.com	Ask to Trainer	Bob	Barkley2	102	0298296722	
	carol2.rv1@ale-training.com	Ask to Trainer	Carol	Connor2	103	0298296723	
	dave2.rv1@ale-training.com	Ask to Trainer	Dave	Davidson2	104	0298296724	



PUBLIC CALLS

Rainbow Hub public calls in our training environment*

- To **make** and **receive** public calls **from/to** Rainbow Hub members and services:
 - 2 preconfigured MicroSIP softphones will be provided by the trainer (**.zip file**)
 - Unzip it
 - Launch **.bat** file: « **Start public users.bat** »
 - There is no installation

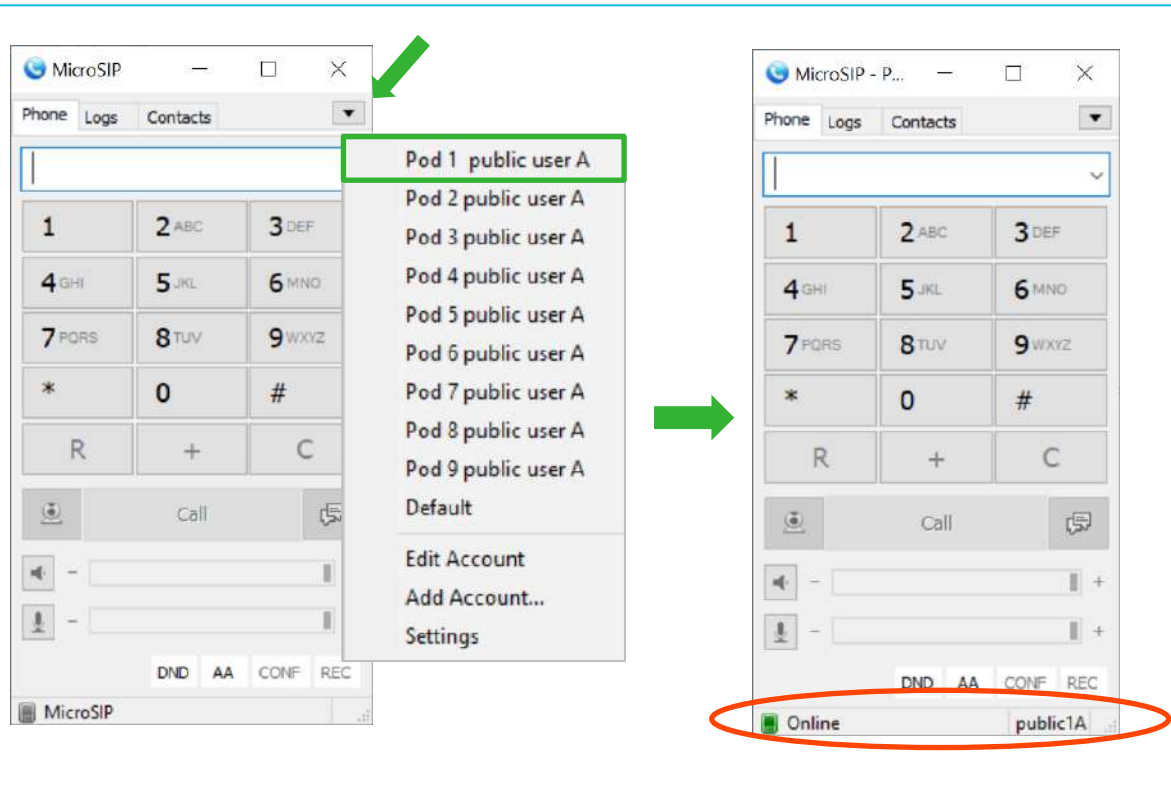


At the end of the training, you will have to close and delete the MicroSIPs from your PC in order to guarantee the completion of future trainings

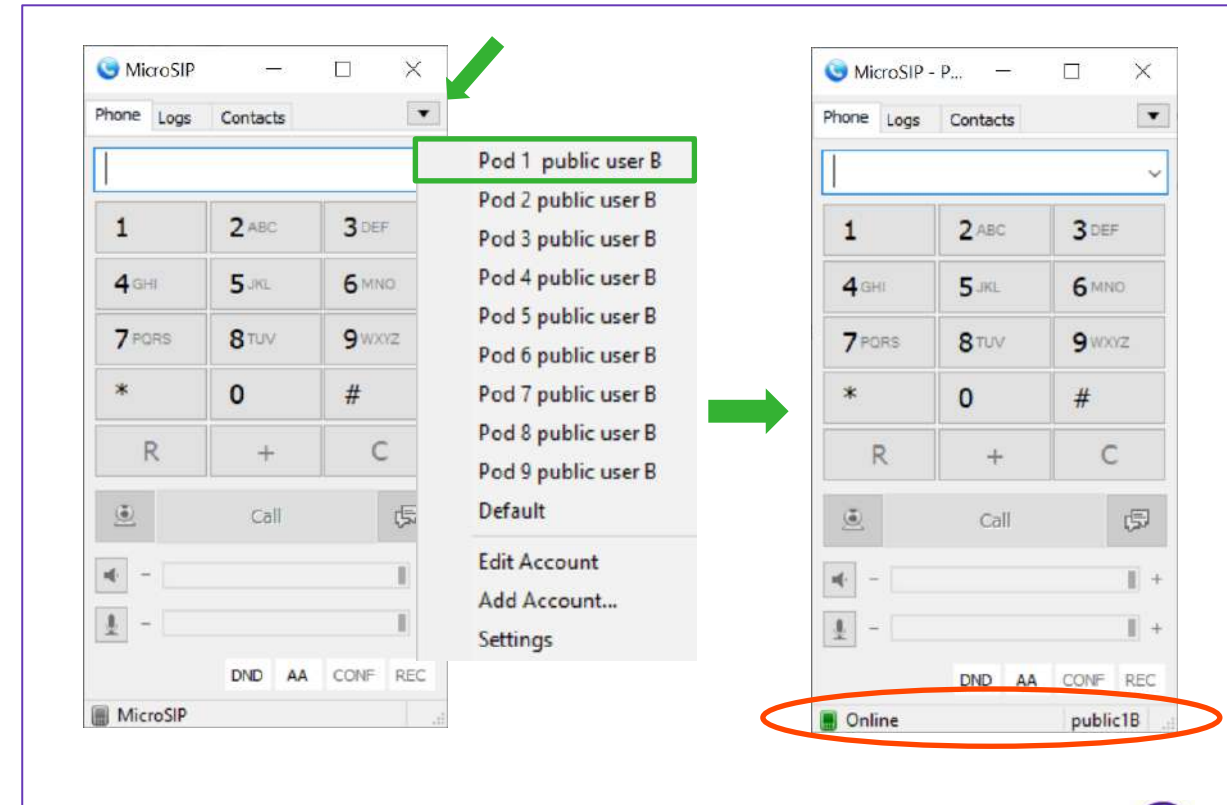
MicroSIP softphones startup

- Choose **existing SIP accounts** based on your **POD number**
 - Status should change to: “**Online**”
- Example for **POD1**

User A



User B



Public numbers

- **Multiple public numbers** are managed on the MicroSIP softphones
 - ❑ Members of your Rainbow Hub company can call them via the associated numbers
 - ❑ MicroSIP softphones will allow you to call members or services of your Rainbow Hub company via their public number
- The public numbers assigned to the **MicroSIPs** will make it possible to test the **call barring** on the Rainbow Hub side
 - ❑ Local calls
 - ❑ National calls
 - ❑ Mobiles
 - ❑ International calls

Trainee PC

	Public numbers
Local (Principal)	332982900P1
National	331409500P1
Mobiles	336050400P1
International	442056700P1

	Public numbers
Local (Principal)	332982900P2
National	331409500P2
Mobiles	336050400P2
International	442056700P2

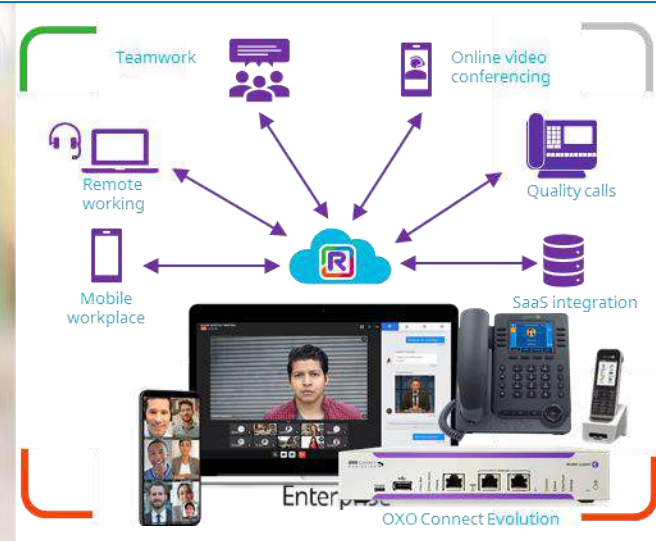
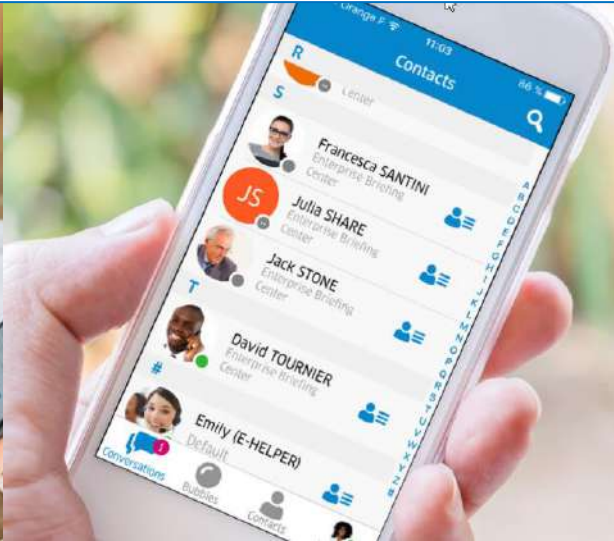
P: POD number given by the trainer



Rainbow Hub Overview

Foreword - What is Rainbow?

- Rainbow is a **Cloud-based collaboration application** (UCaaS) offering chat services, audio / video calls, screen and file sharing, contact management, phone presence...etc.
- **Hybrid cloud** approach, integration with **OXO Connect** and **OmniPCX Enterprise**, as well as **third-party PBXs**.
- It is also a **CPaaS** open communication platform with a set of APIs that allows Rainbow collaboration tools to be integrated into existing applications and business processes.





Rainbow Hub integrates telephony services hosted on a **Cloud PBX**

FULL CLOUD
topology

Rainbow Hub is a continuation of Rainbow Hybrid, with the addition of a Cloud PBX

- Move from a hybrid communications topology to a "full cloud" topology.
- All telephony services are hosted in the Cloud, eliminating the need for an on-site PBX.
- Rainbow Softphone and connection of physical SIP extensions directly to the Rainbow Hub Cloud infrastructure.

Easy deployment

- Rainbow Hub facilitates and accelerates the deployment of the customer's communications solution
- Single platform to manage all collaboration and telephony services

Rainbow/Rainbow Hub are provided in a full OPEX business model

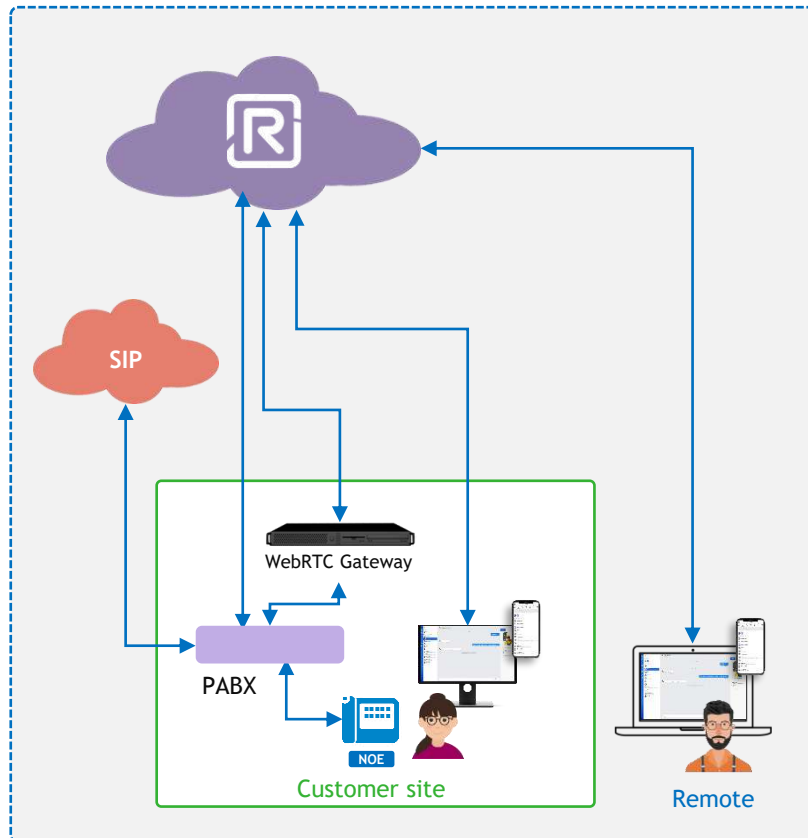
- Subscription per user
- Thanks to its open-source architecture, it can be integrated into existing systems

Solutions Rainbow

Rainbow hybrid cloud

BUSINESS, ENTERPRISE & ATTENDANT subscriptions

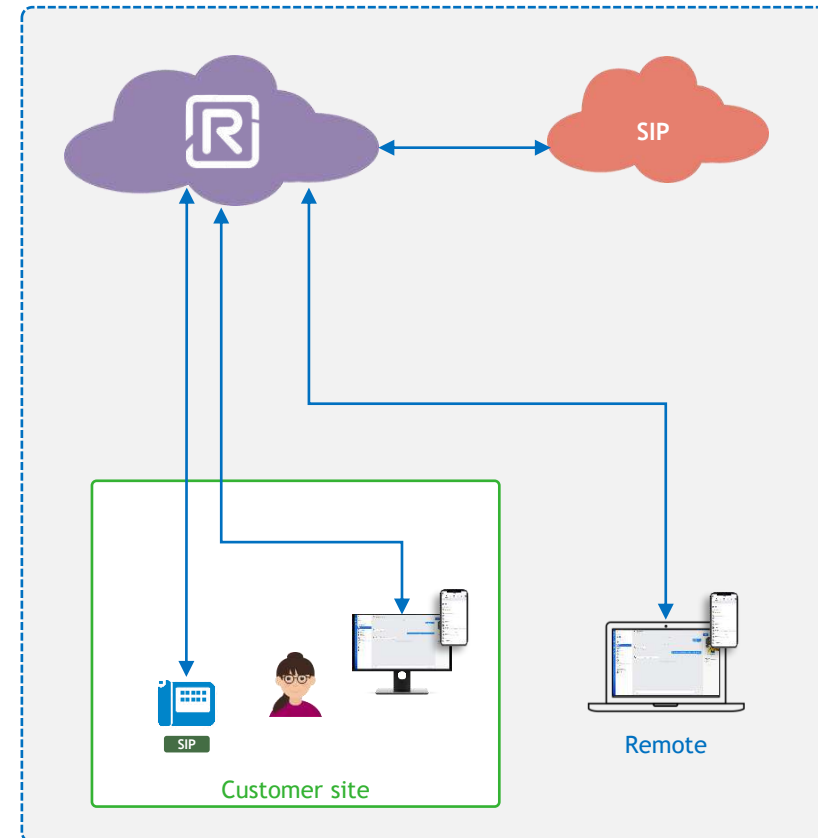
Connects existing **enterprise telephony systems** to the **Cloud**



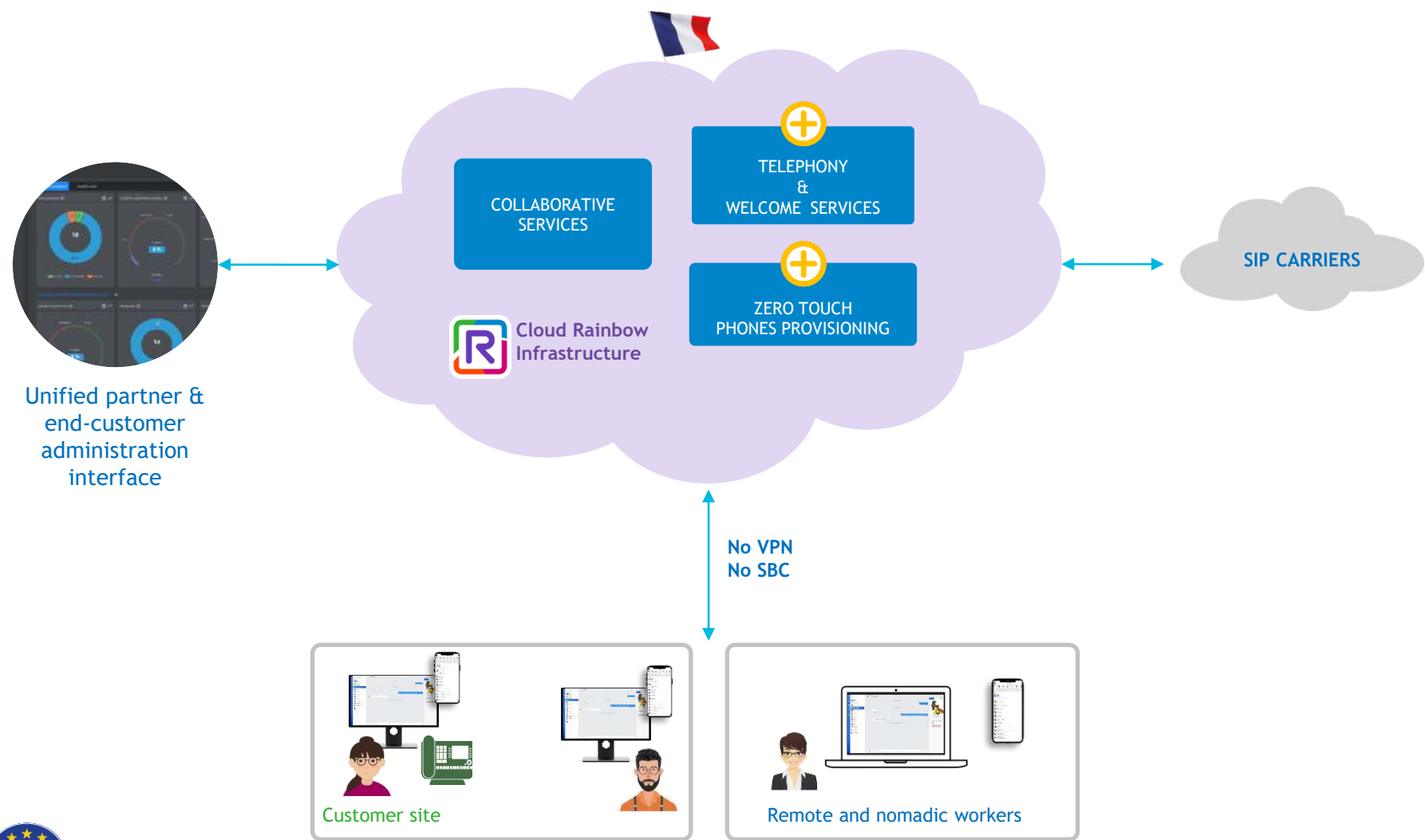
Rainbow Hub

With Voice BUSINESS, Voice ENTERPRISE & Voice ATTENDANT subscriptions

Host all **communication** and **telephony services** in the **Cloud**



Global view



Data security and integrity

Rainbow Hub features

CALL MANAGEMENT & VOICEMAIL

- Essential telephone features + Conf à 10
- Supervision-Interception
- Voicemail, e-mail notification, streaming

HUNT GROUPS (Max 50 users/group)

- Sequential, Circular, Parallel - Queuing Possible
- Voicemail & group call log
- Group Stats
- 'Administrator' role, 'Agent' role

PERSONAL ROUTINES

- At Work - Do Not Disturb - On Break - Out of office
- Personal Routines
- Away or status message
-

MANAGER / ASSISTANT

- 1 Manager - 1 to N assistants

WELCOME SERVICES

- Calendars, in unlimited number
- Customizable Voice Guides
- Automated attendant (3 levels max), unlimited number

ATTENDANT CONSOLE



- 10 simultaneous calls - Full softphone
- Supervision / Interception / Users routines modification

COMMUNICATIONS RECORDINGS

- Line, Group
- Unlimited cloud storage, 2 months






On the [Rainbow Help Center](#) website, in the [New & Updates / More info](#) section, you can find the [Rainbow feature list](#)

Rainbow Hub User Subscriptions

	Voice Phone	Voice Business	Voice Enterprise	Voice Attendant
Collaboration Services	None	Basic	Evolved	
Telephony Services	<div></div> <div>Deskphone use only</div> <div>Service Level: SIP Extension</div>	All telephone services offered by the platform, except supervision-interception		
			+ Supervision-interception *	
		Compatible Teams 		+ Attendant console (10-call queue)

* Supervision-interception on a Myriad deskphone is available regardless of the type of license

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-  youtube.com/user/enterpriseALU



Rainbow Hub

Rainbow Hub companies

What is a **company**?

To ease **collaboration** between colleagues in the same company, users are gathered within the same Company.

- Main features are only available to users who are members of a Company, and it is therefore a key concept in Rainbow.
- Many tools are available for Company administrators and standard users to manage these groupings

Reseller Companies have special rights.

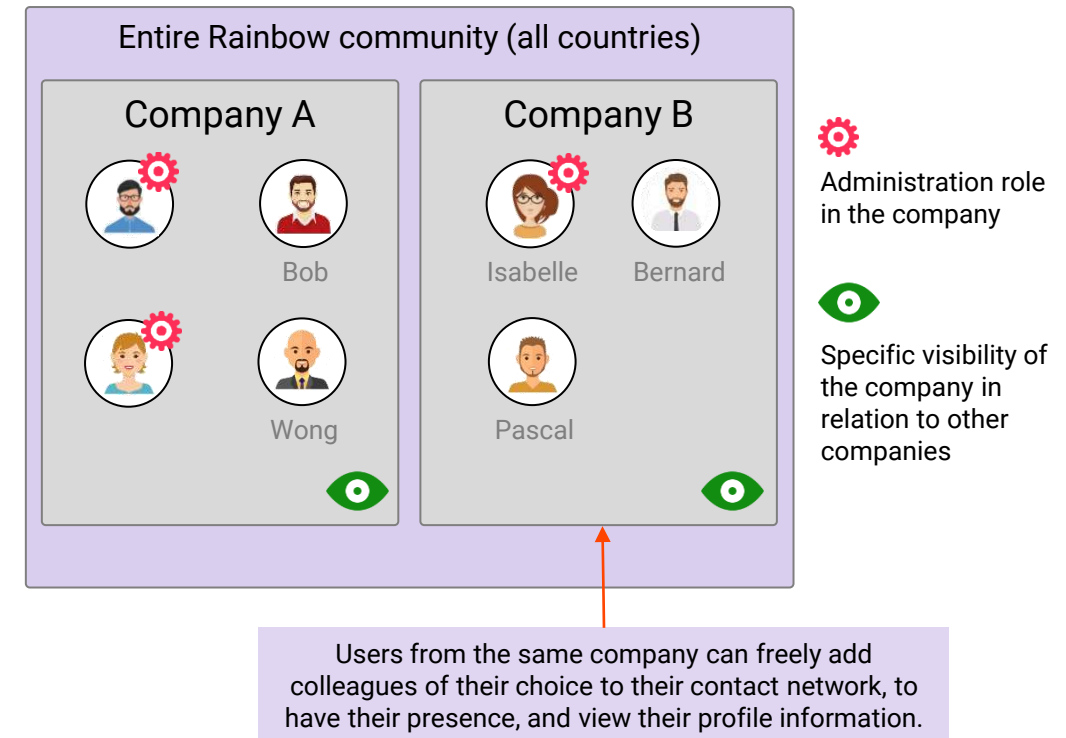
- End customer companies are created by a Reseller

Subscriptions are required to access services

- Subscriptions are assigned to company members

Before you start a company:

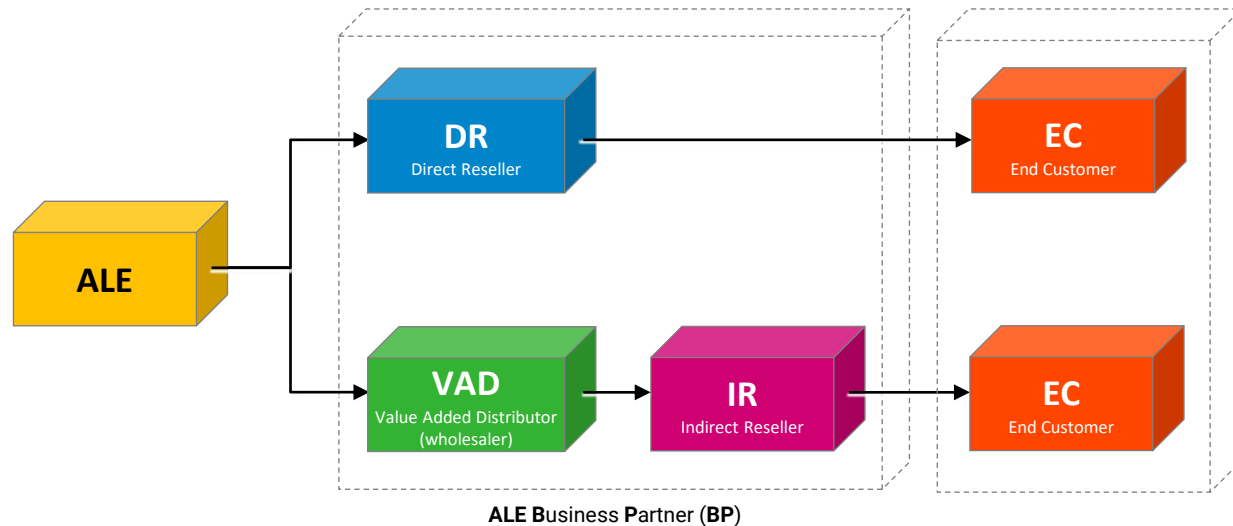
- Check that the target company does not exist in Rainbow.
 - To avoid possible duplicates, enter the name of the future company in the search bar
- A user cannot be part of 2 different companies



2 types of companies

Reseller/BP Companies

End-customer Companies



i To be managed by a BP, an "EC" company must be attached to the company of this BP (one and only one attachment).

- Most administration operations can be performed by both the **Business Partner** and the **customer administrator**.
- However, the **following actions can only be performed by the BP**:
 - ❑ Declaration & activation of a Cloud PBX (or traditional PBX)
 - ❑ Opening of paid subscriptions
 - ❑ Declaration of terminals (Deskphones or DECT)
 - ❑ Addition or portability of telephone lines
- The **customer's integration partner** must be either a "DR" or an "IR".
 - ❑ Its name appears in the "My company / Dashboard" screen.

Key elements of a company

● Informations

- Address
- Logo, banner
- Time zone
- ...

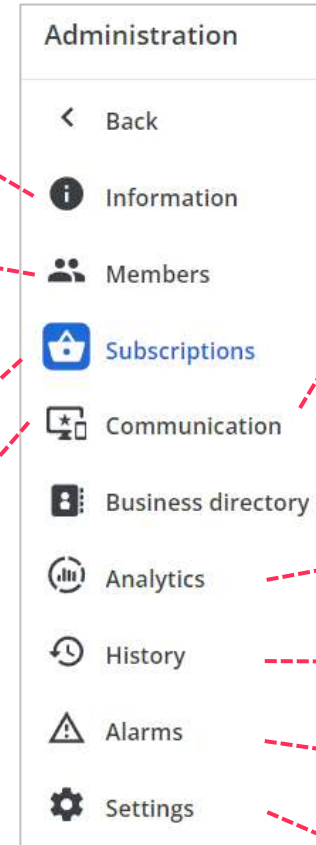
● Members

- Personal routines
- Telephony
- Subscriptions
- Rights
- Tags
- ...

● Subscriptions

● Cloud PBX

- Public numbers
- Devices
 - Associated with members
- Welcome services
- calendars



● ...Cloud PBX

- Voice prompts
- Automated attendants
- Groups
 - Extensions (members)
 - DECT SIP
 - Manager/assistant
 - Supervision
 - Emergency
 - Attendant

● Business Directory

● Analytics

● History

● Alarms

● Settings

- Visibility
- Authentication
- Support

Main steps in company setup

1



Creation of the company

2



Assigning Subscriptions

Subscribe to offers **Voice Phone**, **Voice Business**, **Voice Enterprise**, **Voice Attendant** for a given number of users

3



Creation of the Cloud PBX

4



Assigning Public Numbers

5



Creation of physical SIP stations

6



Creation of company members

Assign

- A login
- A phone number
- A subscription

7



Features management

- Hunt groups, emergency, manager/assistant, supervision, attendant
- Welcome services
- Calendars
- Voice prompts
- Music on hold
- Automated Attendants
- ... etc

A company is mainly defined by its information

When creating a company, essential information must be filled in

- Name, country, time zone, postal address, e-mail, website, Visibility (privacy), ...

The screenshot shows the 'CLIENT A' company information form. On the left is a navigation menu with icons for Administration, Information, Members, Subscriptions, Communication, Business directory, Analytics, History, Alarms, and Settings. The main content area is titled 'CLIENT A' and has two tabs: 'Information' (selected) and 'Themes'. Under 'Information', there are two sections: 'ACCOUNT INFORMATION' and 'COMPANY CONTACT'. The 'ACCOUNT INFORMATION' section contains fields for Company name (Client A), Email (company@isp.com), Website, Postal address, Street (18 rue dupont), City (Brest), Postal code / ZIP (29200), Country / Region (France), and Time zone (Europe/Paris). To the right of these fields is a 'Company logo & banner' section showing a blue circular logo with a white 'C' and a small banner below it. The 'COMPANY CONTACT' section has a text input field with the placeholder 'Choose a contact user for your company'.

Confidentialité/visibilité

- A company's visibility status has an impact on how its users are viewed by the outside Rainbow world, as well as their ability to make business contacts outside of their company.

- **Public**

- Members of a public company are referenced in the Rainbow search engine (search bar at the top left of your screen)

- **Private**

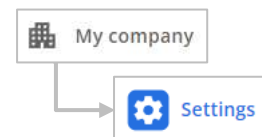
- Rainbow search engine will not provide information on the members of this company to users who are not members of the latter

- **Closed**

- Members of a "closed" company can send out an invitation by email address outside of their company.

- **Isolated**

- Members of an "isolated" company cannot be invited to join a network and can not send invitation outside their company



i Visibility can be modified in company settings

SSO* & authentication method

To simplify access to Rainbow for your users, you can enable single sign-on (SSO) with your Azure Active Directory, or with your corporate AD (ADFS).

SSO can be enabled for your entire company, or only for certain users


The administrator must have an "Enterprise" service level

To set up SSO, please use the technical manuals available on our support site:

Azure AD - SAML

Azure AD - OIDC

ADFS - SAML

 You can set up several authentication methods within your company, and decide which users need to use which method.

If you prefer to use Rainbow's native authentication, two modes are available:

Traditional authentication with complex password (min 12 characters).

Authentication with TOTP (Time-based One Time Password)
Users need a third-party authentication application (Google Authenticator, Microsoft Authenticator, Authy).

This method applies to all types of users but is particularly recommended for the administrators

The reference articles for setting up the MFA TOTP can be found here:

Administrator

User

Company creation

Reseller Company

Global information related to all companies

End customer companies

AB

Administration

MY COMPANY

Dashboard

My company

GENERAL VIEW

Subscriptions

Consumption

Equipments

History

White label

Notifications

Public numbers

MY CUSTOMERS

Dashboard

Customer companies

Reports

CUSTOMER COMPANIES

ACTIS

Create

Invite

Export

Search by name or reference

All except Invited






13

Customer companies	Reference	Status	Plan	Visibility
<div>C</div> Client A		Initializing	premium	Private
<div>C</div> Custo1		Activated	premium	Private
<div>O</div> OLDcompany		Activated	premium	Private

List of End customer companies

Create a client company

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-  twitter.com/ALUEnterprise
-  youtube.com/user/enterpriseALU



Rainbow Hub

Administrator roles



Administrator roles

Management done by Reseller administrator

- End Customer company **creation**
- Assign **subscriptions** to the company
- **Communication** settings configuration
 - **Cloud PBX** creation
 - Voice prompt language
 - External trunk group
 - **Public numbers** management
 - **Device** creation (MAC addresses)
- Depending on the needs, the BP administrator can configure all the settings: users, voice prompts, auto. attendant... etc

Management performed by Customer administrator (or BP)

- Fill in Company **information**
- Company **members** creation
 - Members creation
 - Device association
- **Groups** management
 - Hunting groups
 - Manager/Assistant groups
 - Supervision groups
 - Attendant
 - ...
- Welcome services
- Customization of **welcome guides** and music
 - Attendant console
 - Automated attendant
 - ...etc

Administrative Rights - Customer Administrator

The "Roles" tab allows you to give the administrative rights of the client company

- if needed, it is possible to manage several administrators

Information Alice anderson

Information

Permissions

Telephony

Prog. keys

Services

Roles

Security

Roles

☒ Administration

Business directory access rights

☒ Modify the professional directory

Channels access rights

☐ Create public channels

i

☐ Create channels with some members of your company

i

☐ Create channels with all Rainbow members of your company

i

Business Directory

In addition to a *Microsoft Azure Active Directory* , you can create a "Business Directory" containing the contacts of external companies or organizations that are useful to all your users, along with their phone numbers.

- The quality of reception will be improved thanks to the caller identification during the call presentation

1 Enable right

Information Alice anderson

Information Permissions Telephony Prog. keys Services Roles Security

Roles

☒ Administration

Business directory access rights

☒ Modify the professional directory

Channels access rights

☐ Create

☐ Create

☐ Create

By default, a customer administrator can manage the directory.

You can delegate the management to other Rainbow users, who are not necessarily administrators of the company.

2 Manage the directory

Back

Information

Members

Subscriptions

Communication

Business directory

Analytics

Contacts

Tags

Search for contacts

8

Import

Export

Add

Last name	First name	Company	Job title	
Dickinson	Ava	TT Head	Marketing	
Doe	John	A Data	designer	

Manual creation or by bulk import via a CSV file (Sample file available).

A report is generated after import.

Information channels

Similar to news feeds, they allow to to distribute information to a range of users

- users can create, search and join a specific channel, allowing them to follow the news on a dedicated topic

1

Make sure you have given the appropriate rights to the users who will have to create chains, by checking the options described in the window opposite.

- Roles tab

InformationPermissionsTelephonyProg. keysServicesRolesSecurity

Roles

☒ Administration

Business directory access rights

☒ Modify the professional directory

Channels access rights

☒ Create public channels

☒ Create channels with some members of your company

☒ Create channels with all Rainbow members of your company

Create chains with all Rainbow users (members of my company and other companies)

The members you choose in your company will automatically be subscribed to these channels. Members will not be able to unsubscribe.

All Rainbow members in your company will automatically subscribe to these channels. Members will not be able to unsubscribe.

2

Create the channels

AP

Personnes, bulles...

CONVERSATIONS RÉCENTES

Elearning Rainbow voice: Echa

Training Rainbow ...

Découvrez de nouvelles chaînes

Filtrer

Créer

Rainbow Customer Care Channel

21 nov. 2023 10:42 - Nathalie KAYSER-MARCHAL

Hello everyone






Please find the latest news of Rainbow:

Rainbow Customer Care Cha...

4341 abonnés

Only users with an "Enterprise" service level can create Information Channels.

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Rainbow Hub Subscriptions

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Subscribe to Rainbow Hub services

	Information
	Members
	Subscriptions
	Communication

First, the BP administrator must subscribe to the Voice services whether for his own company or those of his end customers

Then subscriptions will be assigned to companies members

For labs:
Use ONLY 4 Voice Enterprise
MONTHLY subscriptions per company.
DO NOT USE YEAR PREPAID !!!

Service	Purchase Order Number	Plan	Expiration date	Licenses	Allocated	Status
★  Essential				Unlimited	0	Free
☆  Business						Not subscribed 
☆  Enterprise						Not subscribed 
☆  Enterprise Dial-in pack						Not subscribed 
☆  Attendant						Not subscribed 
☆  Voice Phone						Not subscribed 
☆  Voice Business						Not subscribed 
☆  Voice Enterprise		Monthly		4	2	Subscribed 
☆  Voice Enterprise Dial-in pack						Not subscribed 
☆  Voice Attendant						Nc

Assign subscriptions to a company

Subscriptions

1

Subscriptions are first assigned to the client company.

2

Then, these subscriptions are assigned to company members by the BP administrator or local administrator

Each member must have a **Voice** subscription to use telephony services


- Voice Phone
- Voice Business
- Voice Enterprise
- Voice Attendant

Voice Phone	(Cloud)-Telephony on deskphone only	All telephony features from a deskphone without access to Rainbow application
Voice Business	(Cloud)-Telephony Collaboration	All business collaboration functions plus telephony from the cloud.
Voice Enterprise	(Cloud)-Telephony- Collaboration-Video conferencing	All Enterprise collaboration and video conferencing features plus cloud telephony
Voice Attendant	(Cloud)-Telephony- Collaboration-Video conferencing + voice attendant	All Enterprise collaboration and video conferencing features plus cloud telephony and voice attendant

Assign a subscription to a Company

Invoice

Subscription of Client A

VOICE BUSINESS

Please select an offer from the list below.









☒ Voice Business Monthly

☐ Voice Business 1-Year prepaid

☐ Voice Business 3-Year prepaid

☐ Voice Business 5-Year prepaid


Administration	CLIENT A
Back	
Information	
Members	
Subscriptions	
Communication	
Business directory	

☆  Voice Business				Not subscribed	
☆  Voice Enterprise	Monthly	5	3	Subscribed	
☆  Voice Enterprise Dial-in pack				Not subscribed	
☆  Voice Attendant	Monthly	2	1	Subscribed	

Subscribe to offers

Choose the number of Licenses and subscribe

Subscription of Client A



VOICE BUSINESS MONTHLY

Licenses Volume

Licenses billed0

Licenses allocated0

Adjust number of licenses

 2 


Option


Purchase Order Number


Cancel


Subscribe

Assign a subscription to a member

 Information

 Members

 Subscriptions

 Communication

Information Bob Barkley

Information

Permissions

Telephony

Prog. keys

Services

Roles

Security

Subscription

☐ Essential

☐ Enterprise Monthly

☒ Voice Enterprise Monthly

☐ Voice Attendant Monthly

Options

☐ Alert Monthly

Close

Apply

Features at a glance

<https://www.openrainbow.com/cloud-pbx-plans/>

VOICE BUSINESS	VOICE ENTERPRISE	VOICE ATTENDANT
<p>Designed for teleworkers in companies of all sizes looking to introduce cloud telephony</p>	<p>For real-time collaboration and conferencing including all cloud telephony capabilities</p>	<p>A combination of Voice Business and Voice Enterprise features including the powerful attendant console</p>
<ul style="list-style-type: none">• All telephony features; available on PC, smartphone, and desktop• Second call, back and forth, attended, and blind transfer, 3rd-party calls, call forward• Monitoring and pickup of calls to other user(s)• Calls to manager can be monitored and picked-up by assistants• Sequential, cyclic, parallel and call overflow on busy, or no response• Voicemail with visual notification of new voicemail in user interface• Record all calls• Desktop phones supported: Cloud Edition phone range determined by ALE	<ul style="list-style-type: none">• All cloud telephony and features• Team collaboration: Up to 300 participants in group chat• File sharing and storage up to 20GB• Up to 120 participants for conferencing (voice and video, screen/app sharing, remote control)• Following, creating, and managing information channels• Microsoft® Office 365 Exchange Online and Google calendar integration• Microsoft Outlook plug-in and Active Directory contact search	<ul style="list-style-type: none">• Combines all features from the other two Rainbow Hub subscriptions• Hold up to 10 calls simultaneously• Blind or announced call transfers• Supervision of multiple user groups
LEARN MORE	LEARN MORE	LEARN MORE



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Rainbow Hub

Create a Rainbow Hub company

How to

- ✓ Create a Rainbow Hub company

Contents

1	Company creation.....	2
1.1.	Customer company creation	2
1.2.	Company information	3
1.3.	Subscriptions management.....	4

Implementation

1 Company creation

1.1. Customer company creation



Using BP administrator account: bpX.rv1@ale-training.com

Create a new customer companies with following settings:

- Names: Client-PX (X: POD number)
- Country: France
- Visibility: Private
- Define the customer administrator: aliceX.rv1@ale-training.com (X: POD number)
- Name: AndersonX, First name: Alice

Access to web.openrainbow.com website and logon with the “BP administrator” account: BP « bpX.rv1@ale-training.com »

Administration/My Customers /Customer companies

Click on “Create” button

Complete the required fields

Create a new customer company

Company information

Company name: Client-P1

Country: France

Visibility: Private

Customer reference:

Additional reference:

Support email address: bp1.rv1@ale-training.com

Cancel Create

Company name	Enter the company name: Client-PX
Country	Specify the country. E.g. France
Visibility	Specify the visibility. Here Private .
Customer reference	Enter a customer reference (optional)
Additional reference	Optional
Support e-mail address	Specify the email address for support. By default, it is the address of the actual used account

**Notes**

The user specified will received an e-mail with a link in order to activate his account.

1.2. Company information



Complete companies' information as: size, postal address, time zone activity domain, ...
- Time zone: Europe/Paris

**Warning**

It is **MANDATORY** to [define](#) the time zone of the company because the voicemail and the calendars of the welcome services are based on it.

Administration/My Customers/Customer companies/ <New company>

« Information » section

Enter the information as:

- Size
- Activity
- Web site
- **Time zone: MANDATORY**
- ...

Back
 Information
 Members
 Subscriptions
 Communication
 Analytics
 Activity
 History
 Settings

Information Themes

ACCOUNT INFORMATION

Company name

Client-X

Email

contact.rv@ale-training.com

Website

demo.rv.ale-training.com

Postal address

Street

City

Brest

Postal code / ZIP

29200

Country / Region

France

Time zone

Europe/Paris

**Tips**

This information can be also completed/updated later by the administrator of this company himself.

1.3. Subscriptions management



Assign 4 “Voice Enterprise MONTHLY” subscriptions to the customer company.

DO NOT USE “YEAR PREPAID” SUBSCRIPTIONS

Administration/My Customers /Customer companies/ <New company>
“Subscriptions” section

Subscribe to “Voice Enterprise”

Free offers	Licenses	Allocated
Essential		1

Paid offers	Duration	Renewal	Billed	Allocated	Status
Business					Not subscribed
Enterprise					Not subscribed
Voice Business					Not subscribed
Voice Enterprise Monthly					Not subscribed
Room					Subscribe to offer
Connect					Not subscribed
Enterprise Conference 1-Year prepaid	12 months				Not subscribed

Select the type of offer
Monthly.

Manage subscription for Client-A


Please select an offer from the list below.

- ☒ Voice Enterprise Monthly
- ☐ Voice Enterprise 1-Year prepaid
- ☐ Voice Enterprise 3-Year prepaid
- ☐ Voice Enterprise 5-Year prepaid

Cancel Continue

Specify the number of subscriptions: 4

Manage subscription for Client-A

 VOICE ENTERPRISE MONTHLY

Licenses billed

2

Available licenses

25

Adjust number of licenses

-

2

+

Cancel

Update

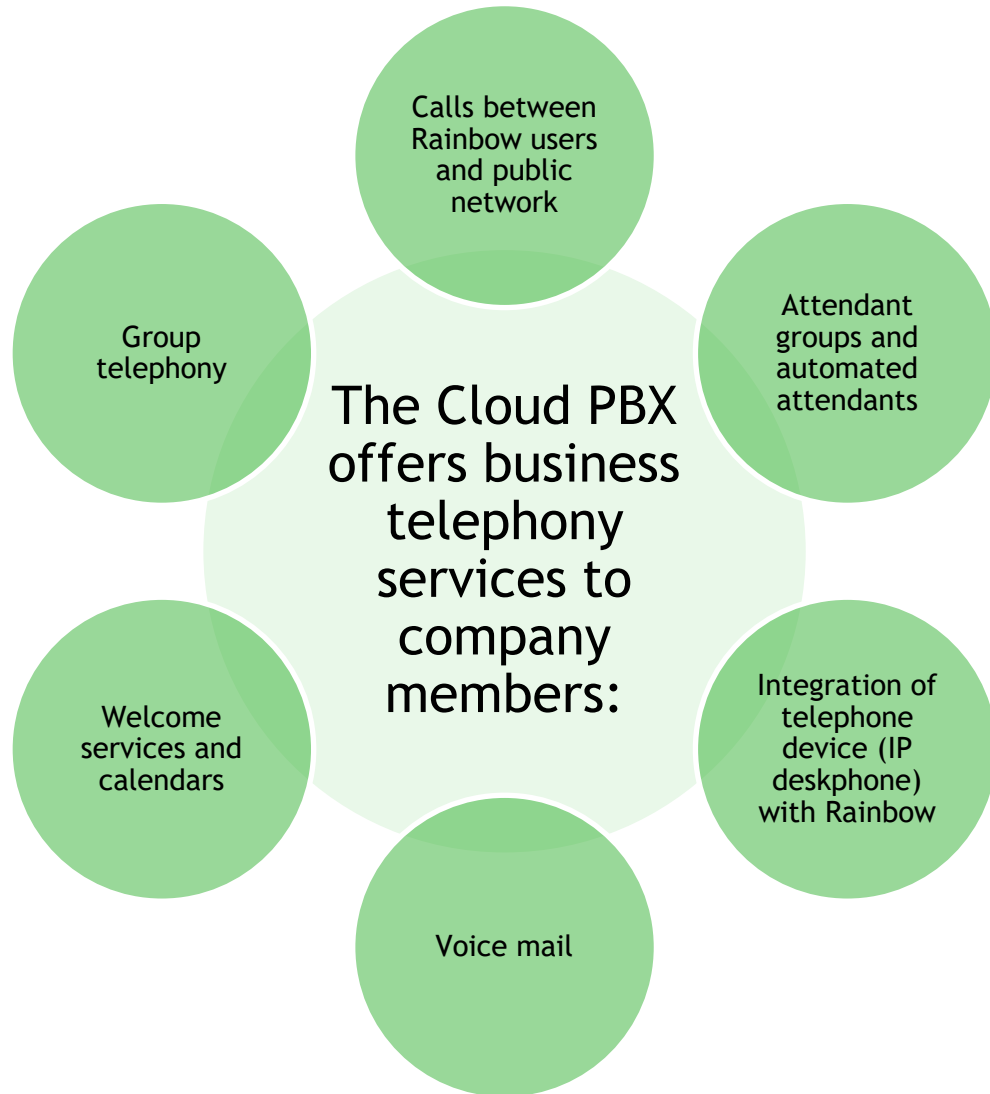
**Warning**

IN ORDER TO BE ABLE TO DECLARE A CLOUD PBX FOR THE COMPANY, AT LEAST ONE VOICE SUBSCRIPTION IS REQUIRED (VOICE BUSINESS OR VOICE ENTERPRISE).



Rainbow Hub Cloud PBX

Cloud PBX



It is a soft SIP PBX used to

- Connect **ALE** and Generic SIP devices
- Provides a public SIP trunk group to make external calls.

Main settings to define:

- Voice prompts language
- Internal numbering plans from 2 to 9 digits
- Public numbers for members, groups, welcome...
- External Call barring
- Call recording
- Call overflow
- Email notification
- The Calling Line Identity (CLI) for outgoing calls
- External call forwarding
- External forwarding
- ...etc

List of SIP carriers available on support web site

- Support.openrainbow.com
- Path: **Rainbow Hub/ What is Rainbow Hub?**

Communication server

Cloud PBX general settings

- **Voice prompts language**
 - French, English, ...
- **Outbound prefix**
 - Example: 0 or 9
- **SIP External trunk**
- **Main company phone number**
 - Remark: To choose after public numbers creation
- **Internal dialing plans**
 - Number of digits (Length of internal numbers) : 2, 3, 4... 9 digits
 - Prefix: 1, 2, ...
 - Example:
Number of digits: 3
Prefix: 1



Dialing plan with
1xx: 100,101,102,...

Communication

Equipment information

General
Call settings
External trunk

Server name: C-PBX

Server type: Cloud PBX

Voice prompts: French

Country: France

Domain: 2057.eu1.sip.openrainbow.com

Audio codecs activation
☐ Opus codec

Dialing information

External trunk: ALE Training Carrier

Company phone number: +33298291010

Numbering plan

Outbound prefix: 0

Prefix	Number of digits	Type	Internal number
1	3		X
7	3		X

Add

Dialing plan
100 - 199, 700 - 799

Cloud PBX - Call settings

- [Overflow](#)
 - Voicemail by default, overflow timeout, Activate/deactivate call overflow
 - Email notification with or without wav attachment
- [Barring](#)
 - **Allowed calls:** Intra-PBX calls only, National and intra-PBX calls International, national and intra-PBX calls or customized list
 - **Blocked calls:** None, surcharged numbers or Customized lists in “Traffic control” menu
- [Caller ID policy](#)
 - Transmission of the caller's public number
 - User or company number
 - Selection allowed or not
- [Emergency calls](#)
 - Available from softphones
 - Activate emergency group if created
- [Authorization to forward on external numbers](#)
- [Route internal calls through external trunk](#)
 - Internal call rerouting
- [Call distribution](#)
 - Members monoline or multilines
- [Play a voice prompt on call recording](#)
 - None, internal, external or all types of call

Equipment information

General

Call settings

External trunk

Overflow

Busy / no reply call overflow

Voicemail (default)

No reply call overflow timeout

20

seconds

Unavailable call overflow

Same as No reply (default)

Activate email sending

No email notification

Outbound call barring

Allowed calls

International, national and intra PBX calls

Blocked calls

None

Caller ID for outbound calls

Caller ID policy

User public number

☐ Allow the selection of the outbound caller ID

☒ Allow the selection of the company phone number as outbound caller ID

Emergency number calls

☒ Emergency calls allowed on softphones

☐ Activate emergency group

Call forwarding

☒ Allow call forward to external destination

Internal calls

☐ Route internal calls through the external trunk

Call distribution mode for members

☐ Restricted to one call (monoline)

Call recording

Announcement profile

All calls

Public numbers

DDI numbers/range of numbers assigned to the company

- Public numbers are affected to
 - Company members
 - Hunting groups and attendant groups
 - Welcome services (Preannouncement)
 - Automated attendants
- One of these number must be assigned as the company number

Public number	Destination type	Destination information	Company phone number
+33298296700	Automated attendant	General AA	Yes
+33298296701	Member	Alice Anderson	
+33298296702	Welcome	Console op	
+33298296704	Member	Dave Davidson	
+33298296705	Welcome	OP	

In this example, the company phone number is linked to an automated attendant

Equipment information

General

Call settings

SIP trunk

Server name

Server type

Voice prompts

Domain

Dialing information

Outbound prefix

External trunk

Company phone number

Mon PBX

Cloud PBX

French

89.eu1.sip.openrainbow.com

0

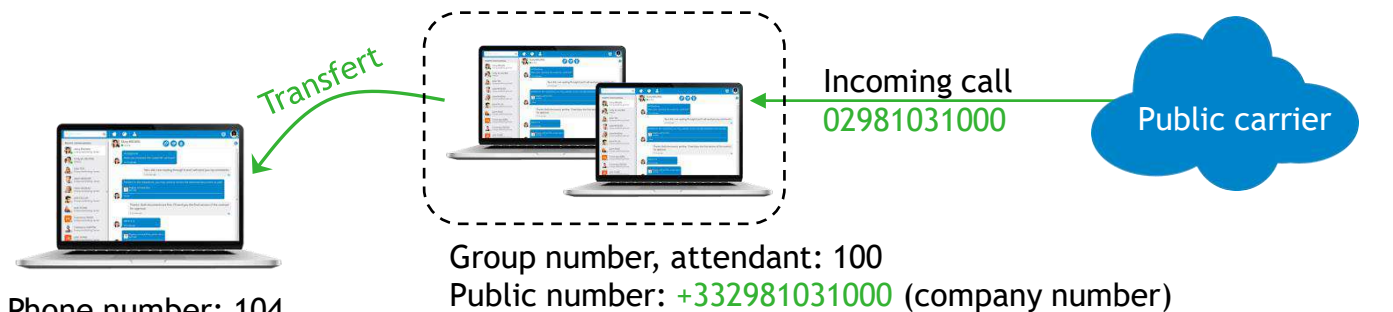
ALE Training Carrier

+33298131000

Close

Apply

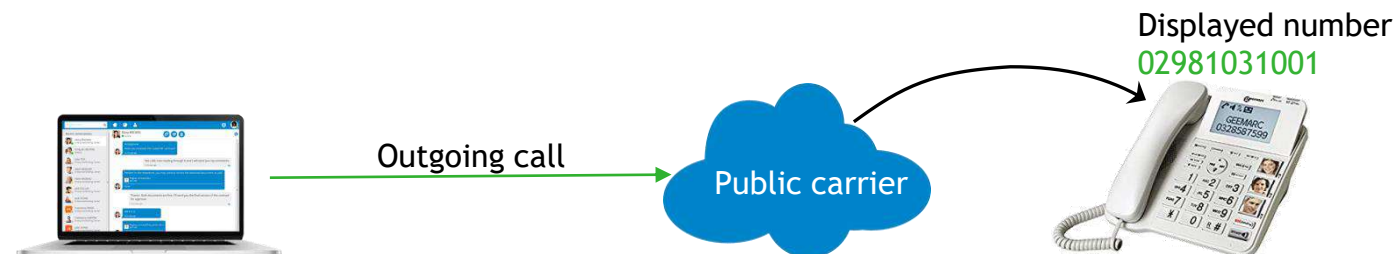
Public numbers



Phone number: 104

Public number: ...

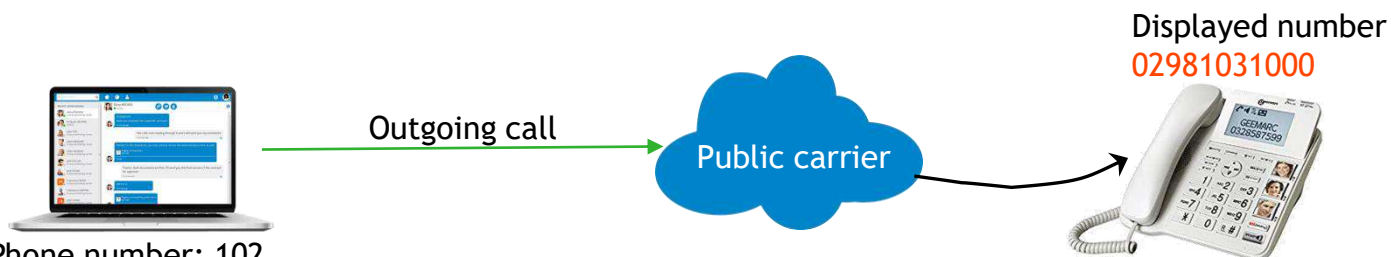
Caller ID policy: Company phone number



Phone number: 101

Public number: +332981031001

Caller ID policy: User public number



Phone number: 102

Public number: +332981031002

Caller ID policy: Company phone number

Possibility to choose the caller ID for outbound calls

- User public number
- Company public number

Information Alice Anderson

Information	Permissions	Phone	Services	Roles	Security
Equipment			C-PBX		
Extension number			101		
Public number			+33291031001		
Device			48:7a:55:06:5f:04 - 8058S - Poste Alice		
Rainbow number			10850813217614369		
Remove phone information			Remove		
Voicemail overflow					
Busy / no reply call overflow			Same as company		
Outbound call barring					
Allowed calls			Same as company		
Blocked calls			Same as company		
Caller ID for outbound calls					
Caller ID policy			<div> Same as company User public number Company phone number Other public number </div>		

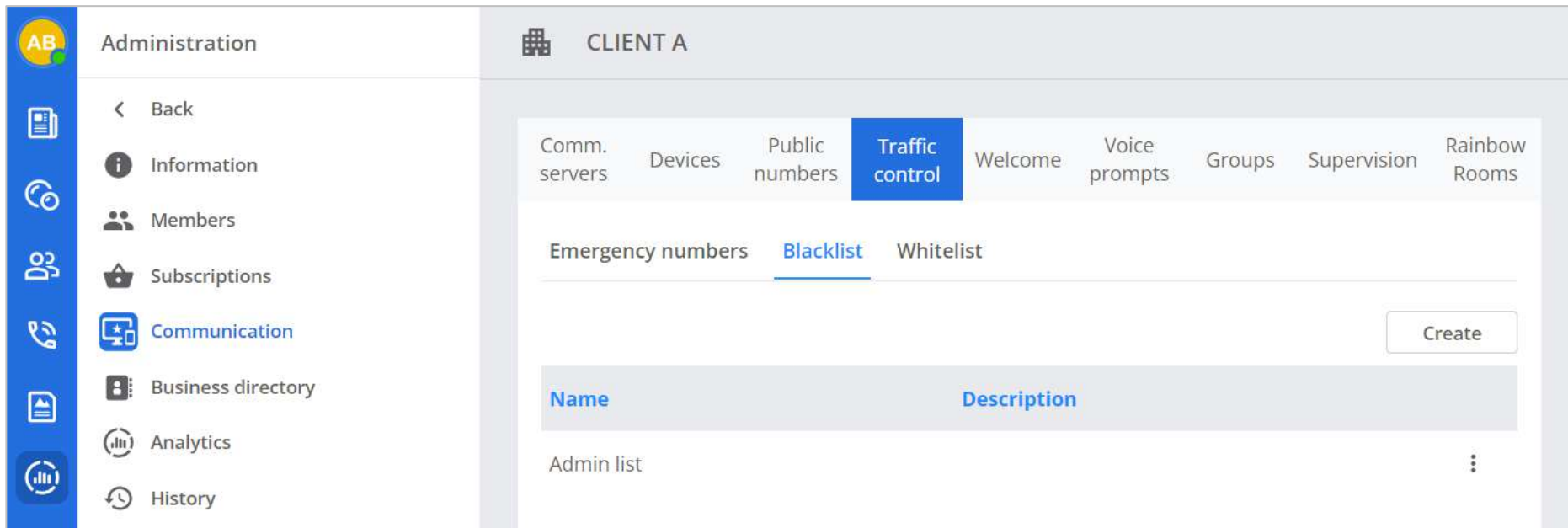
Apply

Traffic control

In addition to the existing traffic barring mechanisms, the admin is able to manage his own lists.

- Each list contains a list of prefixes:
 - **Whitelist**: only dialed number starting with these prefixes are authorized for outbound calls
 - **Blacklist**: all dialed number starting with these prefixes are forbidden for outbound calls

These lists apply either to the entire company, or to specific users.



Traffic control

Black list

Declare a new prefix

Name

Admin list

Description

Control

Blacklist

Prefix ⓘ

Prefix ⓘ

116546

Format

International

International

National

Short

Description

Remove

Close

Create

White list

Edit

Name

Autorisés

Description

Control

Whitelist

Prefix ⓘ

Format : Short

Format : International

Prefix ⓘ

Format

International

International

Description

Close

Modify

i Create the prefixes in international format, without "+" or "00" in front. For example, to ban all French premium rate numbers starting with 0825, enter "33825".

Alcatel-Lucent
Enterprise

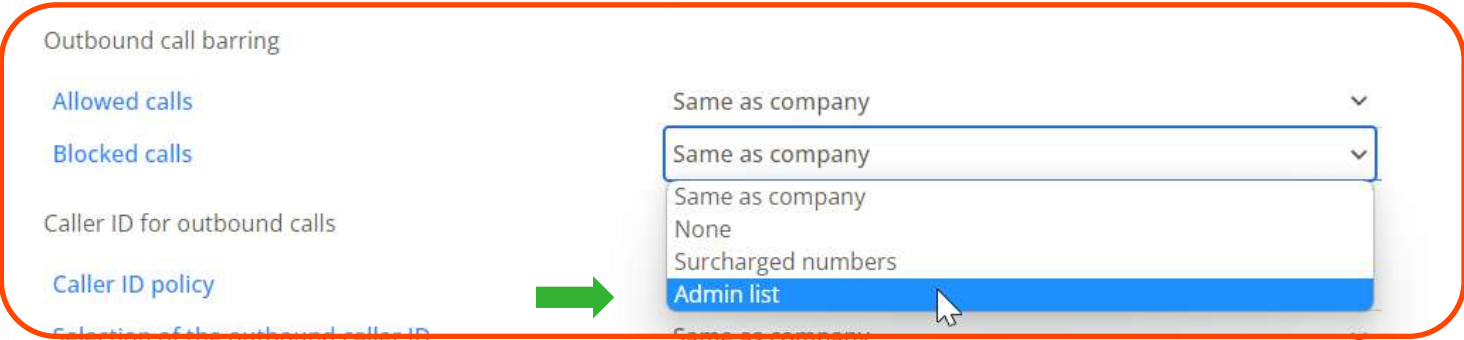
Traffic control - Member view

Outbound call barring

- Telephony tab

Information Alice Anderson

Information	Permissions	Telephony	Prog. keys	Services	Roles	Security
Active routine			At work			▼
Voicemail						
Busy / no reply call overflow			Same as company			▼
Unavailable call overflow			Same as company			▼
Activate email sending			Same as company			▼
Outbound call barring						
Allowed calls			Same as company			▼
Blocked calls			Same as company			▼
Caller ID for outbound calls			Same as company			▼
Caller ID policy			None			▼
			Surcharged numbers			▼
			Admin list			▼
Selection of the outbound caller ID			Same as company			▼
Selection of the company phone number			Same as company			▼



Trunk SIP

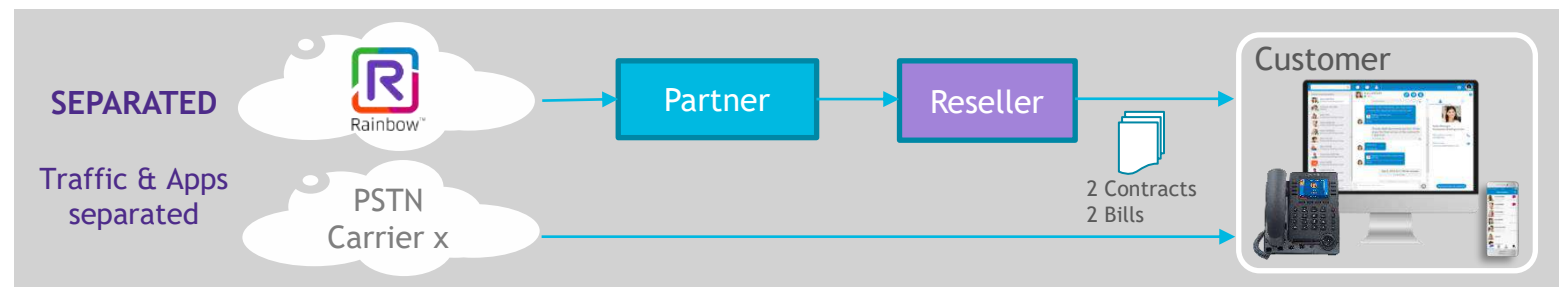
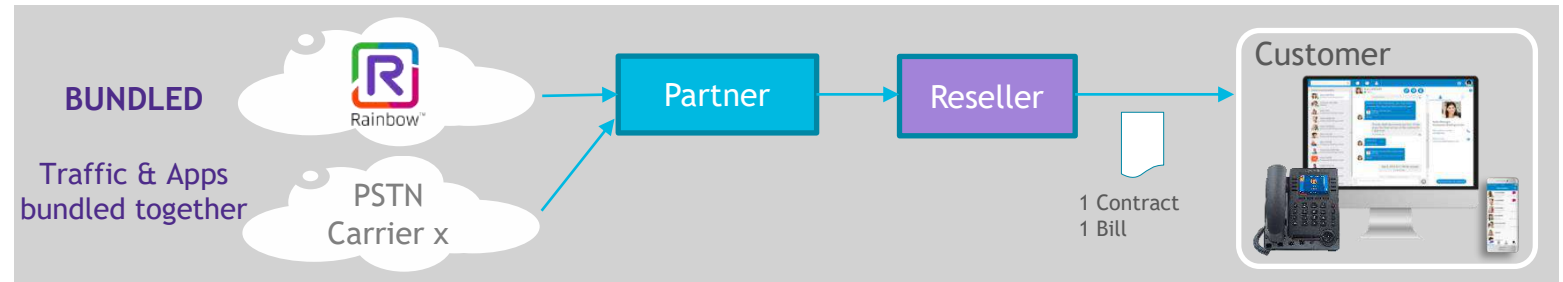
External calls are managed by the Cloud PBX in connection with a SIP carrier

Rainbow Hub offer is built jointly with a Business Partner/Traffic provider who is in charge to provide the voice traffic and manage the customer






PSTN service is not ordered nor managed by ALE Rainbow team

Depending on the capability of the Business Partner to provide the voice traffic (or on the preference of the customer), the commercial offer will be different

- A **bundled offer** where the customer:
 - Signs a single contract including the “Rainbow Hub” and the “Voice traffic” with his partner and receives a single invoice.
- A **separated offer** where the customer:
 - Signs two contracts, one for the “Rainbow Hub” with his partner and one contract directly with his carrier for the “Voice traffic”. Consequently, he receives two invoices.



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Rainbow Hub

Create and manage the Cloud PBX

How to

- ✓ Configure the Cloud PBX

Contents

1	Manage the Cloud PBX management	2
1.1.	“Cloud PBX” declaration	2
1.2.	Public numbers management	6

Implementation

1 Manage the Cloud PBX management

1.1. “Cloud PBX” declaration



Associate a “Cloud PBX” to your company.

Manage the settings:

Voice guide language: Select your language

Outbound prefix: 0 or 9 (country dependent)

SIP Trunk Group: ALE Training Carrier

Barring: No restriction



Notes

Only one Cloud PBX can be declared per customer company.

Administration/My Customers /Customer companies/ <New company>

“Communication” section / “Comm. Servers” tab

Click on “Create” button

The screenshot shows the Alcatel-Lucent Enterprise management interface. On the left is a navigation menu with icons for Administration, Information, Members, Subscriptions, Communication, Business directory, Analytics, History, Alarms, and Settings. The main area is titled 'CLIENT A' and contains several tabs: Comm. servers, Devices, Public numbers, Traffic control, Welcome services, Voice prompts, Groups, Supervision, and Rainbow Rooms. The 'Comm. servers' tab is active, displaying a table with columns: Equipment, Server type, Shared, WebRTC gateway, and Status. A 'Create' button is visible in the top right corner of the table area, highlighted with a red box. The table contains one entry: C-PBX, Cloud PBX, Running, Running, and a menu icon.

Equipment	Server type	Shared	WebRTC gateway	Status
C-PBX	Cloud PBX	Running	Running	Running

Enter the required information

Declare a new equipment
✕

Server name

C-PBX

Server type

Cloud PBX ▼

Voice prompts

French ▼

Dialing information

External trunk

ALE Training Carrier ▼

Public number

Numbering plan

Outbound prefix

0

Prefix

Number of digits

Type

1

3 ▼

Internal number

Add

Dialing plan

100 - 199

By continuing, you indicate that you accept the [terms and conditions](#) and that you have informed the end user of its content.

Cancel

Create

Server name	Enter the name of the “PBX”
Server type	Select “Cloud PBX”
Voice prompts	Select the language. E.g. French
Dialing information	
External trunk	Select a trunk group for public calls in the list of available possibilities. Only one trunk group can be associated to the Cloud PBX.
Public number	Define the main public number of the company, example the head number of the DDI list. By default, it will be automatically specified during DDI range creation in the next step.
Numbering plan	
Outbound prefix	Outbound prefix for external calls. Example: 0 or 9
Prefixes	Define the first digit of the members phone numbers prefix (first digit of directory numbers). Example: 1 for 1xx phone numbers
Number of digits	Number of digits of the numbering plan. Keep here the default value: 3
Type	Internal number
Dialing plan	For consultation: gives the numbering plan according to the 2 previous fields (number of digits & prefix) You can mix several dialing plans if required: 1xx, 3xx, 4xxxx, 6xxxxx...etc

Tips

After creation, edit Cloud PBX settings to manage the additional settings.

Alcatel-Lucent
Enterprise

Administration/My Customers /Customer companies/ <New company>

“Communication” section / “Comm. Servers” tab / <Cloud PBX> « Call settings » section

“Call settings”, define the default rules and behavior for the company.

Equipment information	
General	Overflow
Call settings	<div> <div>Busy / no reply call overflow</div> <div>No reply call overflow timeout: 20 seconds</div> <div>Voicemail (default)</div> </div>
External trunk	<div> <div>Unavailable call overflow</div> <div>Activate email sending</div> <div>Outbound call barring</div> <div>Allowed calls</div> <div>Blocked calls</div> <div>Caller ID for outbound calls</div> <div>Caller ID policy</div> <div>Emergency number calls</div> <div>Call forwarding</div> <div>Internal calls</div> <div>Call distribution mode for members</div> <div>Call recording</div> <div>Announcement profile</div> </div>

Voice mail overflow

Busy/no reply call overflow	Validate to overflow on the voicemail in case of no answer or choose no overflow
No reply call overflow timeout	Define the timeout value (in seconds) or use the default value
Unavailable call overflow	Check to forbid call overflow
Activate email sending	<ul style="list-style-type: none"> - No email notification (By default) - Email notification with voice message (attachment) - Email notification only (no attachments)

Outbound call barring

Allowed calls	Choose between: <ul style="list-style-type: none"> - Intra-PBX calls only - National and intra-PBX calls - International, national and intra-PBX calls.
Blocked calls	<ul style="list-style-type: none"> - None - Surcharged numbers - Customized lists created by the admin (Traffic control tab in Communications menu)

Caller ID for outbound calls

Caller ID policy	Choose between: <ul style="list-style-type: none"> - User public number - Company phone number
Allow the selection of the outbound caller ID	Select to authorize company members to select the CLI for outgoing calls
Allow the selection of the company phone number as outbound Caller ID	Checked (by default)

Emergency number calls

<i>Emergency calls allowed on softphones</i>	Checked (by default)
<i>Activate emergency group</i>	Note: Only displayed if the emergency group is already created (see later)
Call forwarding	
<i>Allow call forward to external destination</i>	Check to allow forwarding to external numbers (Deactivated by default)
Internal calls	
<i>Route internal calls through the external trunk</i>	Deactivated by default
Call distribution mode for members	
<i>Restricted to one call(monoline)</i>	Check to switch to monoline instead of multiline (multiline by default)
Call Recording	
<i>Announcement profile</i>	select the calls for which the voice prompt for call recording will be played: <ul style="list-style-type: none"> - None (by default) - All calls - Internal calls only - External calls only.

1.2. Public numbers management

Public number(s) or range(s) of public numbers must be assigned to the company.



Manage the ranges of DDI numbers assigned to companies (ask confirmation to the trainer):

- Client-PX: 02982967X0-02982967X9
- Range size: 10

Administration/My Customers /Customer companies/ <New company>

“Communication” section / “Public numbers” tab

<p>Click on Create button</p>	
<p>Complete the following settings</p>	<div> <p>Declare new public number(s)</p> <p>Server name: C-PBX</p> <p>Public number: 0298296710</p> <p><input type="checkbox"/> Set as company phone number</p> <p><input checked="" type="checkbox"/> Create a range of public numbers</p> <p>Range size: 10</p> <p>Range: 0298296710 - 0298296719</p> </div>
<p>Server name</p>	<p>Cloud PBX name set automatically.</p>
<p>Public number</p>	<p>Enter the DDI number (the first of the range in case of range) to assign 02982967X0</p>
<p>Set as company phone number</p>	<p>To define this number as company main public number</p>
<p>Create a range of public numbers</p>	<p>Check this box if you have a suite of numbers to create (instead to create number by number)</p>
<p>Range size</p>	<p>If “Create a range of public numbers” checked, define the size of the range: 10</p>
<p>Range</p>	<p>Consultation only: 02982967X0-02982967X9</p>

**Tips**

By default, the first number (or first number of the first range) will be affected as the main public number for the company. If you come back to consult the settings of the Cloud PBX declared for this company:

Dialing information

External trunk ALE Training Carrier

Company phone number +33298296710

This number can be modified, it is possible to select another one from this range or from another range in case of multi-ranges.

**Notes**

In case of creation of another number (or range of numbers) for this company, an option is available to change automatically the main public phone number of this company:

Declare new public number(s)

Server name

Mon PBX

Public number

0298131700

☒ Set as company phone number

☒ Create a range of public numbers

Range size

3

Range

0298131700 - 0298131702

Cancel

Apply



Rainbow Hub

Rainbow Hub devices range

Summary

RAINBOW HUB DEVICES

- DEVICES RANGE
- TYPES OF DEVICES
- CREATION & DEPLOYMENT
- ZERO TOUCH

Rainbow Hub devices range

Myriad M5, Myriad M7

- Stylish business phones with a large colour display, excellent 360° HD audio quality and options for intuitive call management

Myriad M3, ALE-2, 8008 CE

- compact business phones with specialized features and excellent HD audio quality

Other devices

- Third party Generic SIP phones
- Support of ALE SIP/DECT mono/dual-cell/multi-cell solutions
 - DECT base station 8328 Mono/Dual cell
 - One or two base stations max
 - DECT base station 8368 Multi cell
 - Up to 254 base stations

Color display



Myriad M7



Myriad M5



EM200 pour postes Myriad

Monochrome display



Myriad M3



ALE-2



8008 Cloud Edition

Meeting rooms



Rainbow Room



Konftel 800

Mobility

8214 handset



8328 Dual cell



8368 Multi cell



Rainbow Hub devices range



		Myriad M7	Myriad M5	Myriad M3	ALE-2	8008G CE/8008 CE	Konftel 800
Location		Welcome desk, open plan office, personal office, meeting room	Welcome desk, open plan office, personal office, meeting room	Welcome desk, open plan office, personal office, meeting room	Open plan office, corridor, lobby	Open plan office, corridor, lobby	Meeting room
Audio	Superwideband quality	■*	■*	■*			
	Wideband quality	■	■	■	■	■	■
	Bluetooth 4.1 headset connectivity	■					
	Bluetooth handset	no Bluetooth handset	no Bluetooth handset	no Bluetooth handset			
	Speakerphone for 10+ people						■
Screen	Color screen	■	■				■
	Large screen (> 3.5 inch)	■					■
Ecosystem	Key modules (USB-A)	Option	Option	Option			
	Headset port				RJ9	RJ9	
	USB-A port / USB-C port	1/1	1/1	1/1			1/Micro-B
	Bluetooth pairing	■					■
	Gigabit Ethernet PC port	■	■	■	■	■	■

* only in speakerphone mode

Types of devices for a user

Softphone (Rainbow Client)

- PC and/or Smartphone



Desk phone (optional)

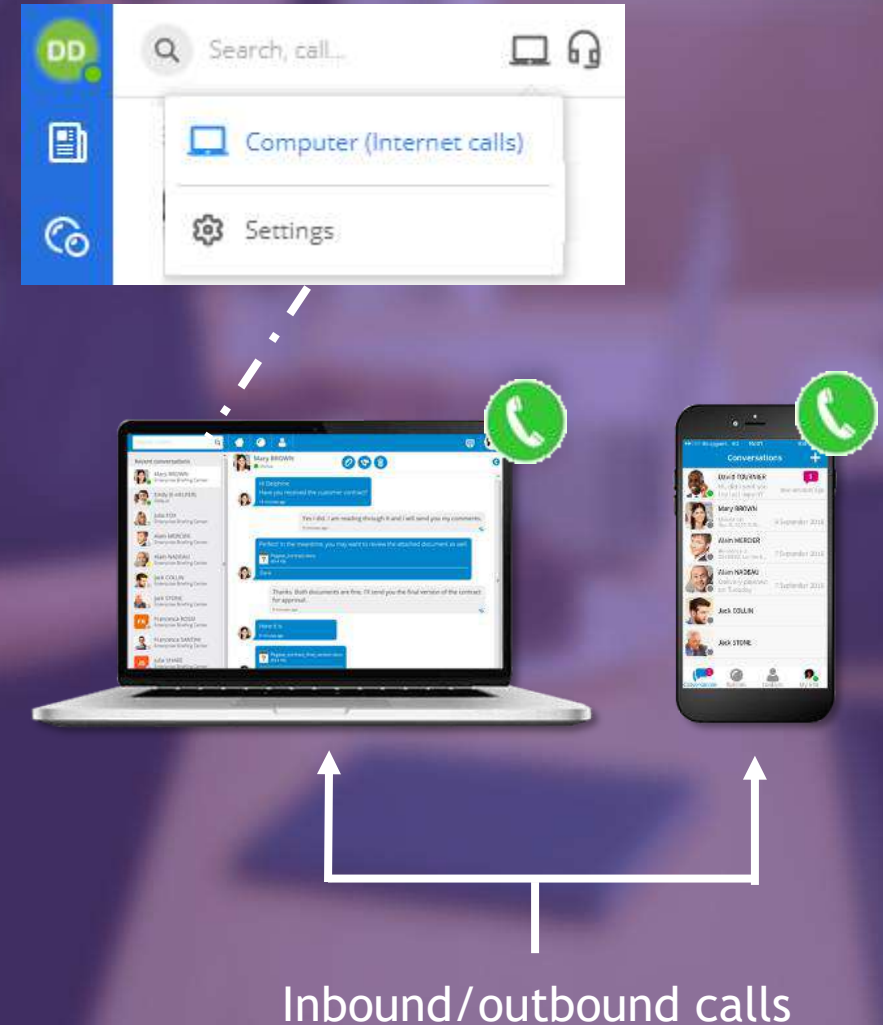


Types of devices

**Softphone
only**

Only one mode:
**Computer
(internet calls)**

Calls are received on Rainbow clients,
PC and mobile



Types of devices: **softphone** and **desk phone**

Desk phone

Or

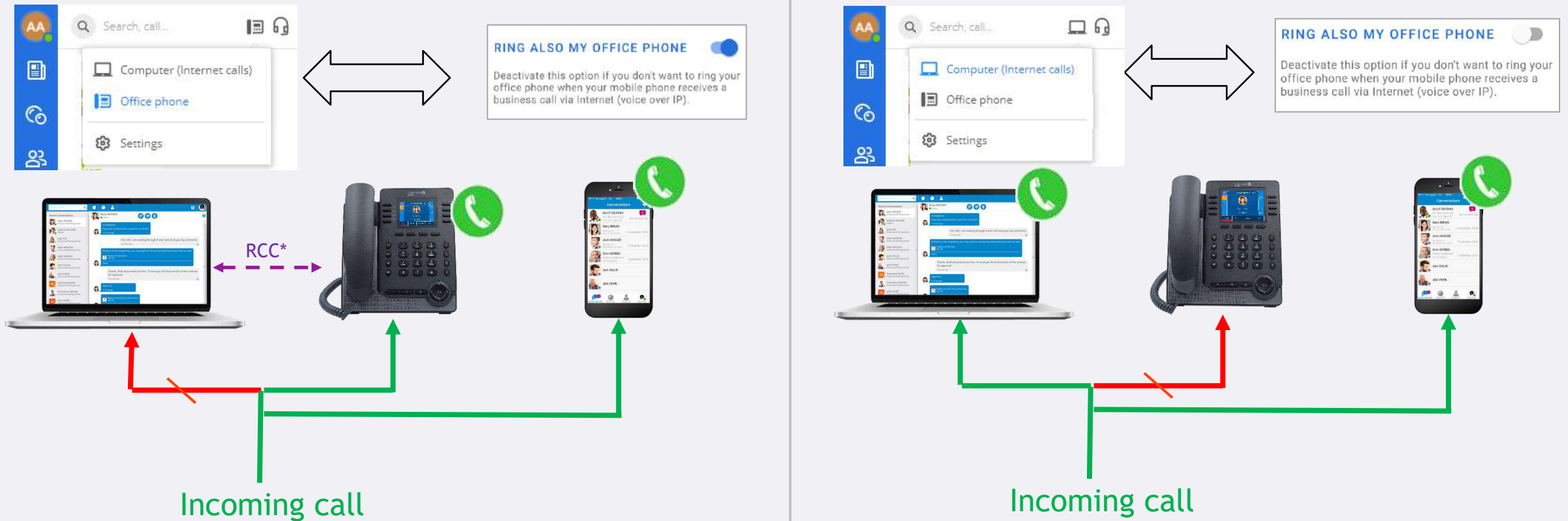
Softphone: Computer (Internet calls)

Selection from computer

Selection from mobile

Selection from computer

Selection from mobile



Outgoing calls from the desk phone, softphone or mobile

*RCC: Remote Call Control, supervision and control of the desk phone from the application

Types of devices: **softphone** and **SIP generic desk phone**

Office phone mode not available:
No RCC on generic desk phone from
computer

Computer mode (Internet calls)
always validated: all devices are rung
on incoming calls



Creation and deployment

Devices registration is on based their MAC addresses:

- MAC address configured by the administrator

Declare a new device

InformationMember

Server

CLOUD PBX CLIENT P4

Device type

M5

MAC address

48:7a:55:06:60:01

Description

Connection information

This device is currently not associated to any member.

Cancel

Apply

Manual
declaration
of MAC
addresses

or

Bulk
import
via csv
file

	A	B	C	D	E	F
1	__action__	macAddress	deviceType	description		
2	create	487a55065e4	ALE/8008	SIP phone for Alice		
3	delete	487a55065b35				
4	% Use this CSV template (UTF-8 encoded) to create/delete sip-devices					
5	% To use the comment character ('%' by default) in a field value, surround this va					
6	%					
7	% Field	Optionality	Format	Description		
8	%					
9	% __action__	Mandatory	<create upd	Action to perform		
10	% macAddre	Mandatory	mac address	The sip device mac-address		
11	% deviceType	Optional	device type	The sip device type (one among: ALE/800		
12	% descriptor	Optional	text	A description		

Each devices created must be associated with a member

- At the creation of the device
- Or at the creation of the member

MAC address/IPEI	Type	Description	Member	Phone
48:7a:55:06:60:01	M5		alice4 Anderson4	101
48:7a:55:06:60:10	M3		bob4 barkley4	102

ALE PHONES

Design for a zero-touch deployment

Configured and managed centrally through the Rainbow administrator user interface

Configuration updates are pushed from Rainbow cloud databases to devices each hours.

- Firmware updates are also taken into account.

Only one physical SIP device per user account

G711 is the supported codec in a Rainbow Voice context for legs with a SIP device.

Generic SIP phones

Third-party SIP equipment are supported.

- Generic SIP Phones
- Generic SIP Fax (G3)
- Analog phones behind an analog/VoIP gateway
- Analog fax behind an analog/VoIP gateway
- Support of ALE SIP/DECT mono/dual-cell/multicell solution

Integration is limited to the SIP protocol only:

- The configuration of the third-party SIP phones is done manually.
- No centralized device configuration
- No automatic firmware upgrades
- No Remote Call Control (RCC)
- Basic SIP telephony services






Devices deployment

Zero touch deployment

- To auto configure ALE SIP devices based on a default behavior at the terminal initialization:
- The terminal checks in a predefined order where it can find its configuration:
 - First, it **looks locally** if it has configuration data already
 - Secondly, if no configuration data found locally, it looks for a **DHCP server** in case of an affection to a legacy PBX
 - Thirdly, if not affected to a legacy PBX, it consults the **Rainbow device management** (RDDS)
 - Finally, if Rainbow RDDS doesn't provide configuration data, it consults **the ALE Redirection Provisioning Server** (RDS)



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Rainbow Hub

Create the devices

How to

- ✓ Create the devices

Contents

1	Devices creation.....	2
1.1.	Manual creation.....	2
1.2.	Import in bulk.....	4

Implementation

1 Devices creation

1.1. Manual creation



Declare phone devices with the mandatory information:

- Type
- MAC address

In virtual class, no devices available but you can create some to practice.

Companies/Customer companies/ <company to manage>

“Communication” tab/ “Devices” tab

Click on “Create” button

Enter the required information

CLIENT A

Comm. servers **Devices** Public numbers Traffic control Welcome services Voice prompts Groups Supervision Rainbow Rooms

Assignment All Import Export **Create**

MAC address/IMEI	Type	Description	Member	Phone	Status
3c28:a6:20:31:25	M7		Dave Davidson	104	Running

Declare a new device

Information Member

Server C-PBX

Device type M5

MAC address 00:80:9F:E5:63:80

Description

Connection information

This device is currently not associated to any member.

Device type	Select a device
Mac address	Enter mac address of the extension
Phone type	Select the type corresponding to the device to add
Description	Optional

**Notes**

Member tab is used to directly assign the device to a member of the company.

Declare a new device

Information

Member

This device is currently not associated to any member.
Select the member and the phone extension number to associate with this device.

Phone information

Server name	C-PBX
Member	<div>AA Alice Anderson x</div>
Extension number	111

In our case, for this lab, the assignation will be done later (in a next step) because members are not yet created.

1.2. Import in bulk



Create the phone devices using import in bulk (mass provisioning):

Delete some of your existing devices to perform this exercise.

- Download devices file template
- Update the file providing mac addresses and device types
- Upload the modified file

In virtual class, no devices available but you can create some to practice.

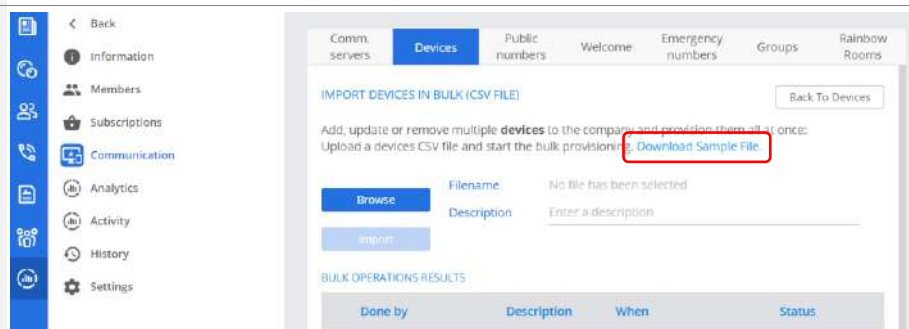
Companies/Customer companies/ <company to manage>

“Communication” tab/ “Devices” tab

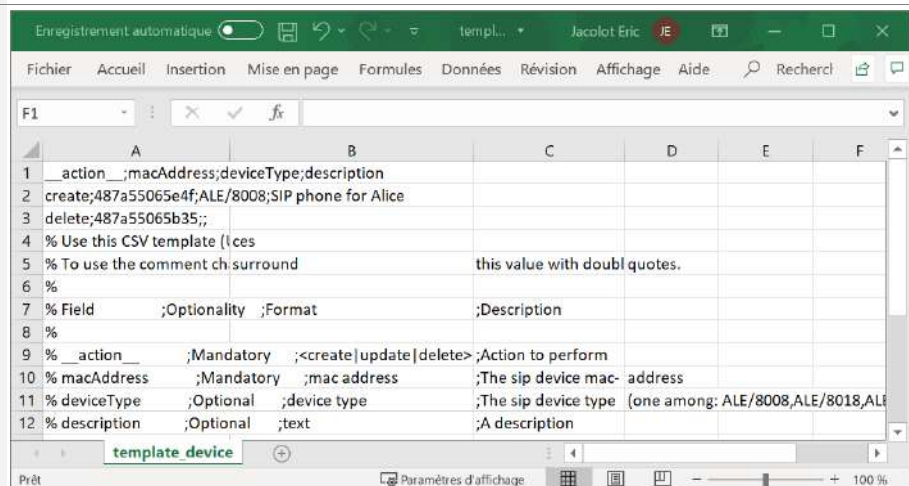
Click on “Import” button



Click on “Download Sample File”



Modify the csv file and save it (you can give a new name)



action Action to realize for this device : create, delete, modify,... Here create

macAddress define the mac addresses

deviceType define devices type. E.g. Myriad M7 ...

Create the devices

Upload the modified file

The screenshot shows the 'Devices' tab in the Alcatel-Lucent Enterprise interface. The left sidebar contains navigation links: Back, Information, Members, Subscriptions, Communication, Analytics, Activity, History, and Settings. The main content area is titled 'IMPORT DEVICES IN BULK (CSV FILE)' and includes a 'Back To Devices' button. Below this, instructions state: 'Add, update or remove multiple **devices** to the company and provision them all at once. Upload a devices CSV file and start the bulk provisioning. [Download Sample File.](#)'

Red annotations highlight the following elements:

- 1**: Points to the 'Browse' button.
- 2**: Points to the 'Filename' and 'Description' input fields.
- 3**: Points to the 'Import' button.

Below the input fields is a table titled 'BULK OPERATIONS RESULTS' with columns: Done by, Description, When, and Status.



Rainbow Hub

Company members



Introduction

Members are company employees with a Rainbow Hub account

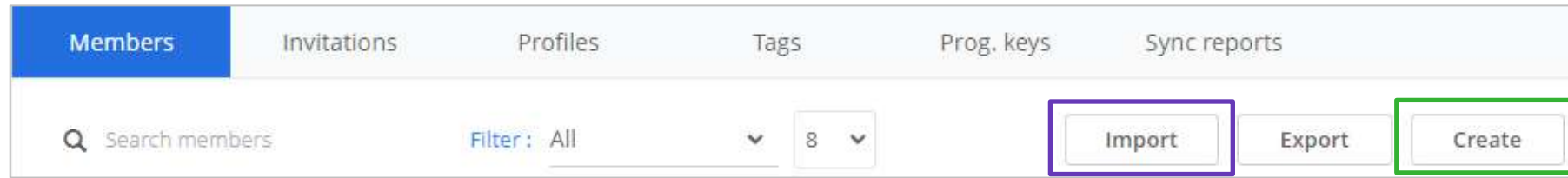
A Rainbow account is identified by an email address

To each new member of a company is assigned a **subscription**, a **phone number**, and some **rights** that can be customized according to the company's needs.

Members						
Invitations						
Profiles						
Tags						
Prog. keys						
Sync reports						
<div><div><div><div></div><div>Search members</div></div><div>Filter : All</div><div>8</div><div>Import</div><div>Export</div><div>Create</div></div></div>						
Name						
Services						
Phone						
Device type						
Roles						
Last seen						
AA Alice Anderson						
Voice Enterprise Monthly, Alert Monthly						
101						
Admin						
Jun 28, 2022 10:38 AM						
BB Bob Barkley						
Voice Enterprise Monthly						
102						
Member						
Jun 28, 2022 10:38 AM						
CC Carol Connor						
Voice Enterprise Monthly						
103						
8008						
Member						
Jul 5, 2022 10:52 AM						



Members creation



Members can be created:

Manually

- Creation one by one
- By invitation
 - Via email address
 - In this case, it will be necessary to customize the account settings once it is created.

By bulk import

- From .CSV file(UTF-8)
- Microsoft Azure Active Directory
 - Also allows contact search
- Synchronization Active Directory (LDAP)



Import via Azure Active Directory is reserved for administrators with "Voice Enterprise" service level

Manual creation of members

Creation one by one

The screenshot shows a user creation form with the following sections and fields:

- Account details:**
 - Login: `alice.anderson@ale-training.com`
 - Password: (empty field)
 - Sign-in method: Same as company (Rainbow password)
 - Visibility: Same as company
- Personal details:**
 - Last name: Anderson
 - First name: Alice
 - Title: (empty field)
 - Job title: (empty field)
 - Department: (empty field)
 - Time zone: Europe/Paris
 - Other information 1: (empty field)
 - Other information 2: (empty field)
- Services:**
 - Subscription: Voice Enterprise Monthly
 - Permissions: Same as company
- Footer:**
 - Users have the functions defined at the company level.
 - ☒ Send enrollment email to new users

Red arrows point to the Login, Last name, First name, Time zone, Subscription, and the Send enrollment email checkbox.

After creation, edit the members in order to:

- Assign a phone number and manage phone settings
- Manage visibility
- Manage tags
- Permissions
- Rainbow Hub Admin and Channel Creation Roles
- Or change the password, change the member's ID and login method: SSO... etc

Or by invitation

- Invite users to create their account
 - View pending invitations
- Suitable for a small number of users
- An invitation email from « noreply@openrainbow ».

The dialog box titled "Invite people to join your company" contains the following elements:

- A search prompt: "Search for Rainbow users or invite users by email address (addresses are comma separated)."
- Two email addresses entered in the search field: `bob.barkley@ale-training.com` and `dave.davidson.barkley@ale-training.com`.
- An "Invite members" link below the search field.
- "Cancel" and "Continue" buttons at the bottom right.



Via the email received, users will customize their password. (At least 12 characters and contain at least 1 uppercase, 1 number, and 1 special character)



If you want the user (and his internal number) to be excluded from directory searches, you can change his visibility.

Bulk import - Automatic user creation

To create, modify and delete users

Assign their devices
(By MAC@)
previously created

To define users
global settings

ImportExportCreate

Members

Invitations

Profiles

Tags

IMPORT USERS IN BULK (CSV FILE)

Add, update or remove multiple **users** to the company and provision them all at once:
You may associate to each user a phone number, a device or a public number.
Upload a CSV file and start the bulk provisioning. [Download Sample File.](#)

Browse

Import

Filename

No file has been selected

Description

Enter a description

Click "Download Sample File" to get a template.

This template provides all the mandatory or optional information that should be included in your CSV file, with the expected formats.

A synchronization report shows you the errors during the import.

template_user_voice.csv

action	loginEmail	shortNumbe	macAddress	ddiE164Num	customSipHe	customSipHe	password	title	firstName	lastNan
upsert	alice.johns@	81092	aa:bb:cc:dd:ee:04	3,3298E+10	UK	London	AzertY10*	Mrs	Alice	Johns
upsert	lupin06@ejo	81096					AzertY10*	Mr	Arsene	Lupin06
upsert	june.johns@	81094	aa:bb:cc:dd:ee:04	3,3298E+10	UK	EMPTY_VAL	fdsdffsdfs*	Mrs	June	Johns
detach	lupin01@ejo	81001	aa:bb:cc:dd:ee:04	3,3298E+10						
detach	lupin02@ejo	81002								
detach	lupin03@ejo.company.com		aa:bb:cc:dd:ee:04	3,3298E+10						
detach	lupin04@ejo.company.com		aa:bb:cc:dd:ee:04							
detach	lupin05@ejo.company.com			3,3298E+10						
delete	carol.jenkins@company.com									

Enterprise

Microsoft Azure Active Directory



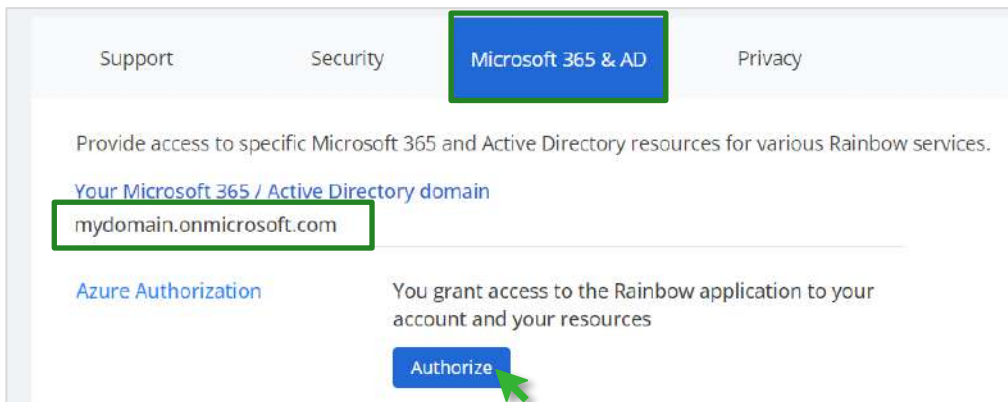
Contact search

- Allows company members to search for their colleagues in Azure AD via the search bar

Bulk Import

- Synchronization with AD for creating, editing, or deleting members

- You need to associate your Azure Active Directory with your Rainbow company
 - My Company/ Settings

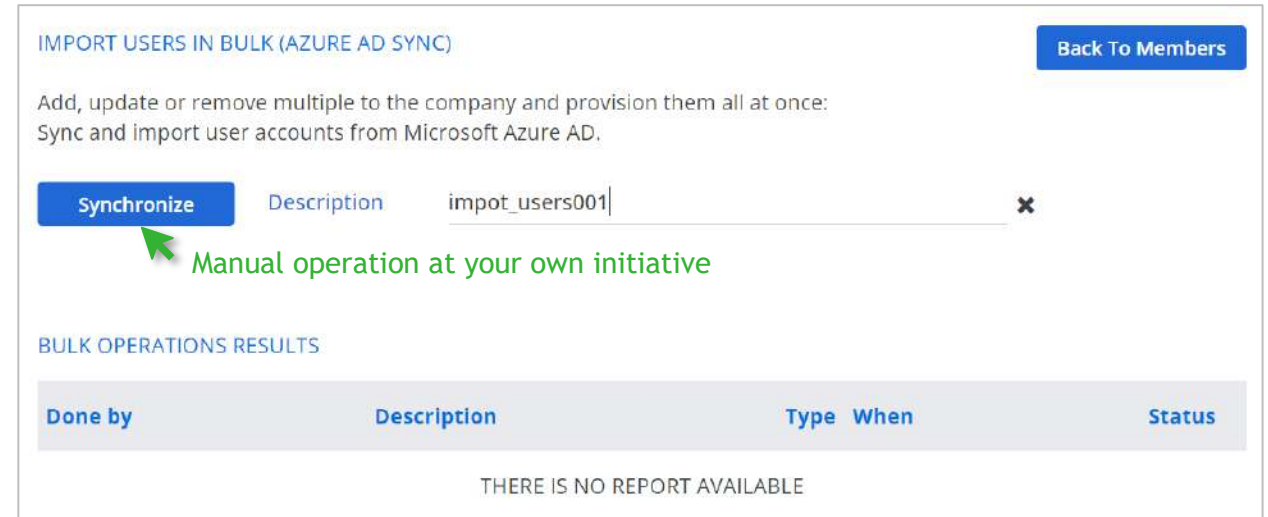


Support Security **Microsoft 365 & AD** Privacy

Provide access to specific Microsoft 365 and Active Directory resources for various Rainbow services.

Your Microsoft 365 / Active Directory domain
mydomain.onmicrosoft.com

Azure Authorization
You grant access to the Rainbow application to your account and your resources
Authorize



IMPORT USERS IN BULK (AZURE AD SYNC) [Back To Members](#)

Add, update or remove multiple to the company and provision them all at once: Sync and import user accounts from Microsoft Azure AD.

Synchronize Description ✕

Manual operation at your own initiative

BULK OPERATIONS RESULTS

Done by	Description	Type	When	Status
THERE IS NO REPORT AVAILABLE				

Member settings

Information

- Identifier, last name, first name
- Timezone: voicemail timestamp
- Visibility
 - Same as company, none, public, private...etc
- Tags: associated with members to facilitate their search in the Rainbow directory (department, location, etc.).
-

Permissions

- To grant the right to Rainbow features

Phone

- Equipment: Cloud PBX of the company
- Extension number and public number
- Physical device associated
- Telephony features and rights

Programmable keys

- In Rainbow application
- On the user's physical device

Services (subscription)

- Voice Business, Voice Enterprise, Voice attendant, Voice phone

Roles

- Administration: Yes/No

Security

- Password, identifier, authentication management

Information Bob Barkley

Information

Permissions

Telephony

Prog. keys

Services

Roles

Security



Identifier

bob.barkley@ale-training.com

Last name

Barkley

First name

Bob

Presence

● Offline

Last authentication: Never

Title

Job title

Department

Time zone

Europe/Paris

Visibility

Same as company

Other information 1

Other information 2

Tags ⓘ

RH ✕

Brest ✕

France ✕

Add tags

Press Enter or Comma key to add a new tag, Backspace to remove the last one. The number of tags is limited to 5.

Information

Members

Subscriptions

Communication



User telephony settings

Add, edit,
view
information:

- Internal & public number
- Device association
- View Member Status
- Call Forwarding
- Manage call distribution
- Manage Call Forwarding
- Manage call distribution
- Personal Routines
- Voicemail overflows
- Barring
- Member Identification for Outbound Calls
- Enable Call Recording

i A voicemail box is assigned to the member as soon as a telephone number is assigned to him.
30min storage capacity

Information Alice Anderson

InformationPermissionsTelephonyProg. keysServicesRolesSecurity

Phone information

Equipment

PBXclient A

Extension number

101

Public number

+33269454675

Device

33:43:e5:a5:73:89 - M5

Rainbow number

10015584995275597

Status

Remove phone information

Call forwarding

Without condition

No forward

When your line is busy

Voicemail

When you don't answer

Voicemail

Call distribution for members

Distribution mode

Same as company

Personal routines

Active routine

At work

Voicemail

Busy / no reply call overflow

Same as company

Unavailable call overflow

Same as company

Activate email sending

Same as company

Voicemail prompts

Outbound call barring

Allowed calls

Same as company

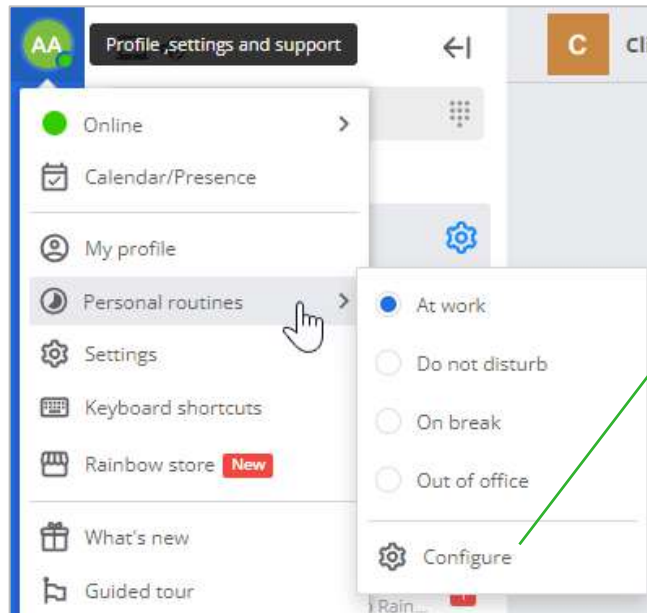
Blocked calls

Same as company

Personal routines

Members can set personal routines

- Predefined and customizable scenarios allowing to modify simultaneously your presence, caller ID and forwarding status.

A screenshot of the 'Personal routines - Out of office' configuration window. The window title is 'Personal routines - Out of office' with a close button (X) in the top right. Below the title, it says 'Select one of the personal routines, define your triggers for filtering out notifications, phone calls and more possibilities.' There is a dropdown menu showing 'Out of office' and an 'Add' button. The main content area lists several settings, each with a toggle switch: 'Presence' (set to 'Do not disturb'), 'Outbound Caller Id' (set to 'Default for your company (+33298296741)'), 'Calling mode' (set to 'Computer'), 'Unconditional call forwarding' (set to 'Do not forward'), 'Call forwarding on busy' (set to 'Do not forward'), 'Call forwarding on no answer' (set to 'Do not forward'), and 'Withdrawal from all call groups' (set to 'Remove me from all call groups'). A dropdown menu is open for 'Unconditional call forwarding', showing options: 'Do not forward', 'Voicemail', 'Work mobile' (highlighted with a hand cursor), 'Internal destination', and 'External destination'. A 'Close' button is at the bottom right.

[Add/modify personal routine](#)

Each choice can be enabled or disabled

- Change your status
- Your caller ID
- Device to make calls
- Call forwarding and destination
- Withdrawal from groups

Personal routines

Scenarios

- If your personal routine « **Out of office** » is enabled, all incoming calls are forwarded to your mobile phone and the presence is set to « **away** »

Personal routines - Out of office

Select one of the personal routines, define your triggers for filtering out notifications, phone calls and more possibilities.

Out of office Add

Presence Away ✓

Outbound Caller Id Default for your company (+33298296741) ✓

Calling mode Computer ✗

Unconditional call forwarding Voicemail ✓

Call forwarding on busy Do not forward ✗

Call forwarding on no answer Work mobile ✗

Withdrawal from all call groups Remove me from all call groups ✓

Close

- Set your personal routine as « **Do not disturb** » to forward all incoming calls to **your assistant**.

Personal routines - Do not disturb

Select one of the personal routines, define your triggers for filtering out notifications, phone calls and more possibilities.

Do not disturb Add

Presence Do not disturb ✓

Outbound Caller Id Default for your company (+33298296741) ✗

Calling mode Computer ✗

Unconditional call forwarding Internal destination (bob4 barkley4) ✓

Call forwarding on busy Do not forward ✗

Call forwarding on no answer Do not forward ✗

Withdrawal from all call groups Remove me from all call groups ✓

Close

Tags

Assign tags to users to optimize Rainbow searches

- By bulk import or manually

Information Alice Anderson

Information Permissions Telephony Prog. keys Services Roles Security

AA

Identifier: alice.rv1@ale-training.com

Last name: Anderson

First name: Alice

Presence: Offline Last authentication: Never

Title: _____

Job title: _____

Department: _____

Time zone: Europe/Paris

Visibility: Same as company

Other information 1: _____

Other information 2: _____

Tags ⓘ

RH × BAT A × BREST × FRANCE × Add tags

Press Enter or Comma key to add a new tag. Backspace to remove the last one. The number of tags is limited to 5.

User Profiles

Allows you to restrict user functionality

- A profile is managed at the company level, but can be customized for each user
- Use an existing one or create a new one

Information Alice Anderson

Information Permissions Telephony Prog. keys Services Roles

Control which features members can or can't use.

Select the profile to restrict or grant services: Same as company

Users have the functions defined at: Same as company

Default profile of the company: Collaboration, full-featured

Collaboration, without video

Telephony

Telephony and Rainbow audio

Messaging

Edit and send messages in conversations: Allowed

Use animated GIFs in conversations: Allowed

Send read receipts in individual conversations: Allowed

Calling

Use IP audio (Rainbow call) in individual or multi-party conversations: Allowed

Use IP video in individual or multi-party conversations: Allowed

Screen and application sharing

Use screen and application sharing in individual or multi-party conversations: Allowed

Sharing

Access and use Rainbow personal storage space: Allowed

Share or transfer files: Allowed

Members deletion

When you delete a user, his or her status becomes "Suspended" for a period of 10 days (called the "grace period")

During this period, it is possible to:

- Restore user if delete operation was an error
- Permanently delete the user if you're sure. This is what happens once the 10 days are up

The screenshot shows the 'Members' tab in the Alcatel-Lucent Enterprise management console. At the top, there are navigation tabs: Members, Invitations, Profiles, Tags, Prog. keys, and Sync reports. A yellow banner at the top of the main area states: 'These user accounts will be permanently deleted 10 days after their date of suspension. Until then, they can be restored.' Below this, there is a search bar with the text 'Search members' and a filter dropdown menu set to 'Filter: Suspended'. To the right of the filter is a dropdown showing '15'. Further right are buttons for 'Import', 'Export', and 'Create'. Below these elements is a table with the following columns: Name, Services, Phone, Device type, Roles, and Last authentication. The table contains one entry for 'Carol Connors', whose status is 'Suspended since Nov 21, 2023'. To the right of the table, there is a context menu with two options: 'Restore account' (highlighted with a green border) and 'Delete account'.






Name	Services	Phone	Device type	Roles	Last authentication
CC Carol Connors	Suspended since Nov 21, 2023			Member	Never



When deleted, the user's subscription was automatically removed. If you restore it, it will default to "Essential" (free) mode, so you'll need to reallocate the appropriate license to restore the user's service level. It will also be necessary to reassign the user's telephone line.



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Rainbow Hub

Manage company members

How to

- ✓ Manage company members

Contents

1	Members administration.....	2
1.1.	New member by invitation	2
1.2.	Direct creation of a new member	4
1.2.1.	Telephony settings	6
2	Import users in bulk.....	8
3	Tags configuration	11
4	Profiles configuration.....	13
5	Programmable keys configuration	15
5.1.	Create a direct call button in the Rainbow application.....	15
5.2.	Create a programmable key on a physical extension associated with a member	16
6	Manage Personal routine	18

Implementation

1 Members administration

There are 3 possibilities to declare a new member:

- **BY INVITATION:** An invitation is sent by the administrator to the person who must accept and finalize the registration. Then the user will appear in the members list and the administrator will be able to finalize the user's configuration (subscription, device association, ...)
- **DIRECT CREATION:** The account is directly created by the administrator
- **IMPORT IN BULK:** Mass creation of user accounts, association of devices and directory numbers

1.1. New member by invitation



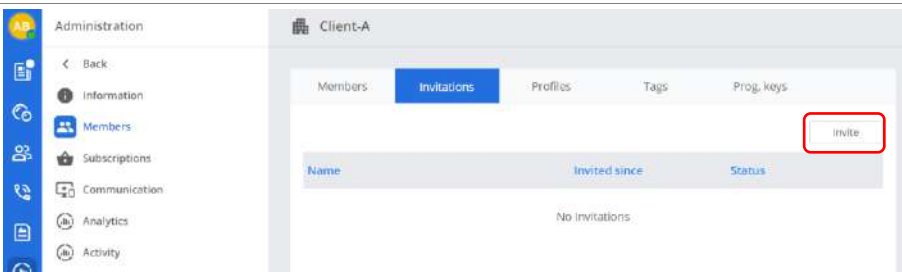
Invite a new user to create his own account:

- bobP.rv1@ale-training.com (P: POD number)
- First name: Bob, Name: BarkleyP
- Password: Superuser-P*
- Subscription: Voice enterprise


Companies/Customer companies/ <company to manage>

"Members" section / "Invitation" tab

Click on "Invite" button



Enter the e-mail address of the person to add and click on "Continue"



Invite members

e-mail address of the person to invite



Warning

THE USER WILL APPEAR IN THE MEMBER LIST ONLY IF HE CREATES HIS ACCOUNT. AND THE ADMINISTRATOR WILL BE ABLE TO FINALIZE THE CREATION OF THE USER ACCOUNT.



Tips

To directly configure the members without waiting for the validation of inscriptions (acceptation of the invitation), members can be created using **create** button or **"import in bulk"**.
See following point.



Notes

Access to the user mailbox to create the account

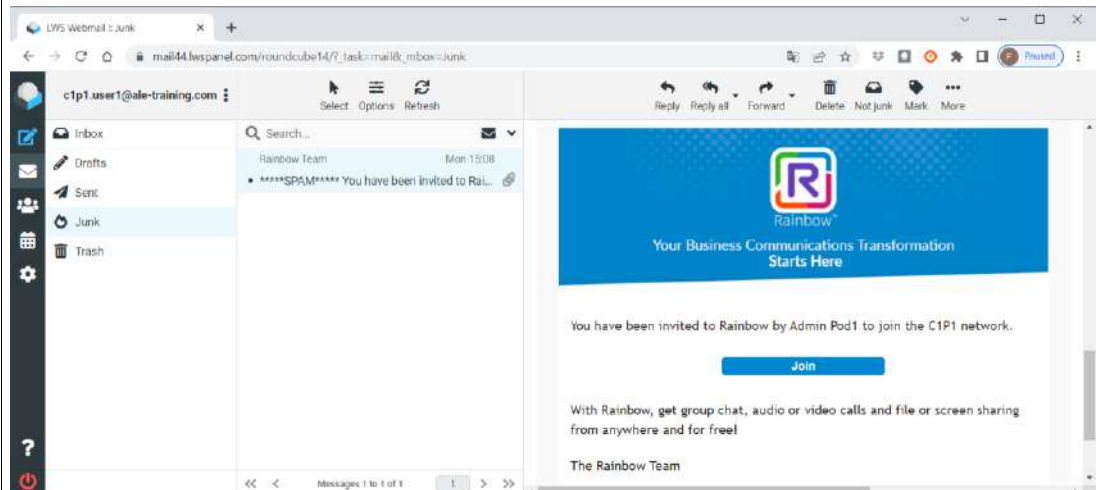
E-mail boxes of users as well as customer admin are accessible using a webmail interface:

- <https://mail44.lwspanel.com/>
- Login: **userP**.rv1@ale-training.com
- Password: Password**P***
- Example:
 - Login: **alice2**.rv1@ale-training.com
 - Password**2***



Warning

THE EMAIL COMING FROM RAINBOW PLATFORM COULD BE CONSIDERED AS SPAM:



1.2. Direct creation of a new member



Create new members:

- carolP.rv1@ale-training.com (P: POD number)
- First name: Carol, Name: ConnorP
- Password: Superuser-P*
- Subscription: Voice enterprise

Companies/Customer companies/ <company to manage>

“Members” section / “Members” tab

Click on “Create” button

The screenshot shows the 'Members' tab for 'Client-A'. The interface includes a sidebar with navigation options like Administration, Back, Information, Members, Subscriptions, Communication, Analytics, and Activity. The main content area displays a table of members with columns for Name, Services, Phone, Device type, Roles, and Last seen. Two members are listed: Alice Anderson and Bob Barkley. The 'Create' button is highlighted with a red box.

Name	Services	Phone	Device type	Roles	Last seen
AA Alice Anderson	Voice Enterprise Monthly	101	80585	Admin	Jul 23, 2021 5:12 PM
BB Bob Barkley	Voice Enterprise Monthly	102	80685	Member	Apr 30, 2021 5:20 PM

Complete the information and click on “Create”

Create user

Account details

Login	carol4.rv1@ale-training.com
Password	*****
Sign-in method	Default (Rainbow) ▼
Visibility	Same as company ▼

Personal details

Last name	Connor4
First name	Carol
Title	
Job title	
Department	
Time zone	Europe/Paris ▼
Other information 1	
Other information 2	

Services

Subscription	Voice Enterprise Monthly ▼
Permissions	Same as company ▼

Users have the functions defined at the company level.

☒ Send enrollment email to new users

Login	e-mail address of the person
Password	Define a password
Sign-in method	Default or Rainbow credentials
Visibility	Same as company (default value), public or private
Last name	Enter the last name of the person
First name	Enter the first name of the person
Title	Specify the title (e.g. Mr, Mrs). Optional.
Job title	Enter the job title of the person. Optional.
Department	Enter the department of the person. Optional.
Time zone	To match with the timestamp of Rainbow Hub apps such as voicemail
Other information 1 & 2	Additional information
Subscription	Assign the subscription
Send enrollment email to new users	Checked by default, to send an email to the new member with a link to connect to the “Rainbow” web client.

1.2.1. Telephony settings



Associate a “phone number” to the company A members:

- Alice: device-> 101, public number-> 02982967P1
 - Bob: device-> 102, public number-> 02982967P2
 - Carol: device-> 103, public number-> 02982967P3
- (P: POD number)

**Warning**

A MEMBER MUST HAVE A VOICE SUBSCRIPTION (VOICE BUSINESS, VOICE ENTERPRISE OR VOICE ATTENDANT) TO ASSIGN A PHONE NUMBER.

**Notes**

A member can have a phone number (internal and public) even if he doesn't have a physical deskphone. In this case, the person is a pure softphone user who will use his rainbow client(s) (pc and/or mobile) to make and receive phone calls.

Companies/Customer companies/ <company to manage>

“Members” section / “Members” tab / <user to manage>

In “Phone” tab:

Complete the information

Information Alice Anderson

Information	Permissions	Telephony	Prog. keys	Services	Roles	Security
Phone information						
Equipment		cloudPBX clientA				
Extension number		101				
Public number		Choose public phone number				
Device		Choose PBX device				
Rainbow number		10593765255793282				
Status		Running				
Remove phone information		Remove				
Call forwarding						
Without condition		No forward				
When your line is busy		Voicemail				
When you don't answer		Voicemail				

Phone information

<i>Equipment</i>	The “Cloud PBX”
<i>Extension number</i>	Select an extension number from the list
<i>Public number</i>	Select a free number from the list of numbers assigned to the company
<i>Device</i>	Select a phone from the list if the user has a physical office phone
<i>Rainbow number</i>	Only for consultation

Call forwarding

<i>Without condition</i>	Select the behavior: No call forwarding / Voicemail / Internal number / Public number
<i>When your line is busy</i>	Select the behavior: Voicemail / Internal number / Public number
<i>When you don't answer</i>	Select the behavior: Voicemail / Internal number / Public number

	Information	Permissions	Telephony	Prog. keys	Services	Roles	Security
	Distribution mode			Same as company			▼
	Personal routines						
	Active routine			At work			▼
	Voicemail						
	Busy / no reply call overflow			Same as company			▼
	Unavailable call overflow			Same as company			▼
	Activate email sending			Same as company			▼
	Outbound call barring						
	Allowed calls			Same as company			▼
	Blocked calls			Same as company			▼
	Caller ID for outbound calls						
	Caller ID policy			Same as company			▼
	Selection of the outbound caller ID			Same as company			▼
	Selection of the company phone number			Same as company			▼
	Call recording						
	Activate call recording			None			▼
	Custom SIP headers						
	Custom SIP header			Identical to SIP Trunk			
	Additional custom SIP header			Identical to SIP Trunk			
Call distribution for members	Monoline or multiline						
Personal routines	At work by default						
Voicemail overflow							
Busy / no reply call overflow	Select among: <ul style="list-style-type: none">- Same as company- Yes- No						
Unavailable call overflow	Select among: <ul style="list-style-type: none">- Same as company- Yes- No						
Activate email sending	Select among: <ul style="list-style-type: none">- Same as company- Email notification only (no attachment)- Email notification with voice message (Attachment)- No email notification (by default)						
Outbound call barring							
Allowed calls	Select among: <ul style="list-style-type: none">- Same as company- Intra PBX calls only- National and intra PBX calls- International, national and intra PBX calls- Custom list created in the "Traffic Control" menu						
Blocked calls	Select among <ul style="list-style-type: none">- Same as company- None- Surcharged numbers- Custom list created in the "Traffic Control" menu						
Caller ID for outbound calls							
Caller ID policy	Choose among: <ul style="list-style-type: none">- Same as company						

	<ul style="list-style-type: none"> - User public number - Company phone number - Other public number (number to send must be set in additional field)
Selection of the outbound caller ID	Choose among: <ul style="list-style-type: none"> - Same as company - Allowed - Not allowed
Selection of the company phone number	Choose among: <ul style="list-style-type: none"> - Same as company - Allowed - Not allowed
Call recording	
Call recording	<ul style="list-style-type: none"> - None - All calls - External calls only - Internal calls only
Custom SIP Headers	
Custom SIP Headers	Identical to SIP trunk
Additional Custom SIP Headers	Identical to SIP trunk

2 Import users in bulk

Add, update or remove multiple users to the company and provision them all at once.
You may associate to each user general settings, a phone number, a device or a public number



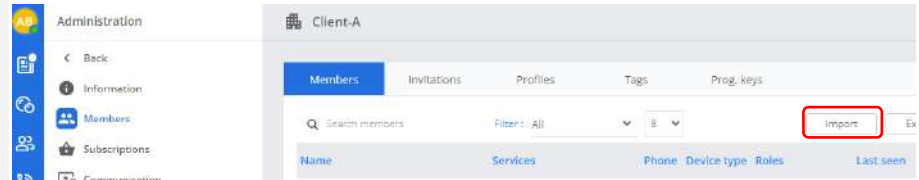
Create a new member using bulk import:

- Download the template file for users
 - Copy / paste an example user and modify only the necessary parameters
 - daveP.rv1@ale-training.com
- Name: DavidsonP, First name: Dave (P: POD number)
- Password: Superuser-P*
 - Subscription: voice Enterprise
 - Numéro: 104
 - Public number: 02982967P4
 - MAC Address (device): if you use a deskphone
 - Import the modified file

Companies/Customer companies/ <company to manage>

"Members" section / "Members" tab

Click on the "Import" button

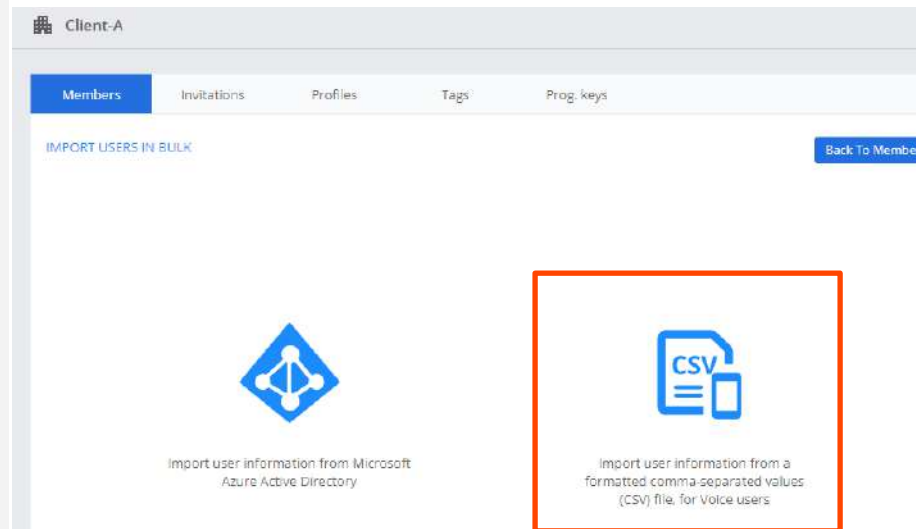


2 possibilities to import users in bulk

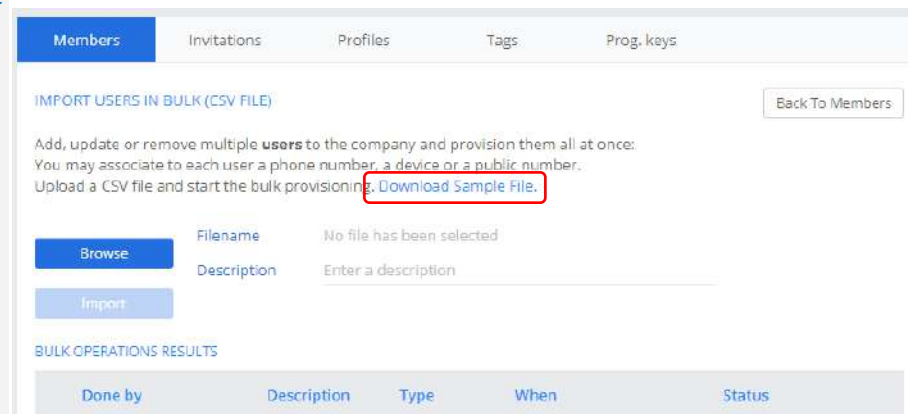
- Import from Microsoft Azure Active Directory server
- Import from a .CSV

Here we will use the CSV file.

Click on the CSV icon



Click on "Download the sample file"



Manage company members

Fill in essential information about users:

- Upsert : creation
- Login
- Password
- Firstname & Lastname
- Internal number

Additional information

- DID number
- Device MAC@ to associate
- Subscription
- ...

and save the file

Upload the updated file

	A	B	C	D	E	F	G	H	I	J
	action	loginEmail	shortNumbe	macAddress	ddiE164Num	password	title	firstName	lastName	nickNa
2	upsert	alice1.rv1@a	101	48:7a:55:06:!	291031001	Password1*	Mrs	Alice	Anderson	
3	% Use this CS and attach/detach to these users some Rainbow Voice data (subscriber/DDI/Sip Device)									
4	% Caution: you will have to select 'text' format for all E.164 columns to be able to enter a leading '+' (or add a single quote ' in									
5	% To use the comment character ('%' by default) in a field value, surround this value with double quotes.									
6	%									
7	% Field	Optionality	Format	Description						

Members | Invitations | Profiles | Tags

[IMPORT USERS IN BULK \(CSV FILE\)](#) [Back To Members](#)

Add, update or remove multiple **users** to the company and provision them all at once:
 You may associate to each user a phone number, a device or a public number.
 Upload a CSV file and start the bulk provisioning. [Download Sample File.](#)

1 **Browse** 2 **Filename** Users_import.csv **Description** User import step 1 3 **Import**

BULK OPERATIONS RESULTS

Done by	Description	Type	When	Status
---------	-------------	------	------	--------

A pop-up is displays possible errors before import

Click on “[Send enrollment email to new users](#)”

Import users in bulk [X]

You have selected CSV file "Users_import.csv".

Following operations will be performed:

2	0	0
Added / modified	Detached	Deleted

The following points deserve your attention:

Enterprise : Not subscribed / Unknown

☒ Send enrollment email to new users

Do you want to start the import process?
 (This CSV file was already imported: the previous import will be deleted)

Cancel **Import**

Import result

A report is generated each time you use the bulk import function

Click on the green/red icons to have the detail of the report

Client-A

Members Invitations Profiles Tags Prog. keys

IMPORT USERS IN BULK (CSV FILE) [Back To Members](#)

Add, update or remove multiple **users** to the company and provision them all at once:
You may associate to each user a phone number, a device or a public number.
Upload a CSV file and start the bulk provisioning. [Download Sample File](#).

[Browse](#) **Filename** No file has been selected
Description Enter a description
[Import](#)

BULK OPERATIONS RESULTS

Done by	Description	Type	When	Status
Admin BP	Import Dave	Voice	Jul 19, 2021 5:02 PM	Completed

3 Tags configuration

Tags can be created and assigned to members. It can be linked for example to departments of the company, building names, ...



Notes

Several people can have the same tag.
A person can have several tags.



Create the tag “HR” and assign it to Alice.
Create the tag “Building A” and assign it to Alice and Bob

Companies/Customer companies/ <company to manage>

“Members” section / “Tags” tab

Click on “Create”

Client-A

Members Invitations Profiles **Tags** Prog. keys

[Create](#)

Tag name Members

Complete the fields

And click on “Create”

Tag name

Enter the name of the tag. Example here: HR

Add tag HR to members

Select the members to assign to them this tag



Once tags are managed, test the “search on tag” feature.

Companies/Customer companies/ <company to manage>

“Members” section / “Members” tab

Search members filtering by tag

4 Profiles configuration

Profiles are assigned to members to control features they can use.



Notes

4 default profiles are available, but it is possible to create new customized profiles if required.




Create a new profile called “Restricted collaboration” with these features unchecked:

- Use animated GIFs in conversations
- Access and use Rainbow personal storage space

Companies/Customer companies/ <company to manage>

“Members” section / “Profiles” tab

Select “+ Create a profile” in the drop-down menu

Manage the new profile and validate clicking on  icon.

Profile name

Enter the name of the profile

**Warning**

WHEN VALIDATING A NEW PROFILE, THE SYSTEM WILL ASK IF THIS ONE MUST BECOME THE NEW DEFAULT PROFILE FOR THE COMPANY:

Profile created

Do you want to make profile "Restricted collaboration" the default profile of the company?

Yes No



Assign this new profile to Carol

Companies/Customer companies/ <company to manage>

"Members" section / "Members" tab / <user to manage>

Select **Carol Connor** and then
"Permission"

Select the required profile
and click on apply

Information Carol Connor

Information Permissions Phone Services Roles Security

Control which features members can or can't use.

Select the profile to restrict or grant services: Restricted collaboration

Users with this profile have customized functions other than the predefined profiles.

Messaging

Edit and send messages in conversations: Allowed

Use animated GIFs in conversations: Not allowed

Calling

Use IP audio (Rainbow call) in individual or multi-party conversations: Allowed

Use IP video in individual or multi-party conversations: Allowed

Sharing

Access and use Rainbow personal storage space: Not allowed

Close Apply

5 Programmable keys configuration

Create speed dial keys available in the left panel of the application.

You can also define keys directly on the physical extension associated with the member.

5.1. Create a **direct call** button in the Rainbow application



Create a direct call key to call Carol (103) and assign it her to Alice.

Companies/Customer companies/ <company to manage>

“Members” section / Alice Anderson/ “Prog keys” tab

Select “Speed dial” and click on Create

Alice Anderson

Permissions Telephony **Prog. keys** Services Roles Security

Speed dial Device

Create speed dial keys (these keys will be available in the left panel of the application).

Create

Shared

Fill in the label and key.

Information Alice Anderson

Click on Create

Information Permissions Telephony **Prog. keys** Services

Speed dial Device

Create a new speed dial key.

LABEL

Carol

KEY

103

Back

Create

Label

Enter a name. Carol for instance

Key

Define a phone number

5.2. Create a programmable key on a physical extension associated with a member



Create a programmable key on Alice Anderson's extension to call Carol (103).

Companies/Customer companies/ <company to manage>

"Members" section / Alice Anderson / "Prog keys" tab /

Select "Device" and select a key.

Information Alice Anderson

Information	Permissions	Telephony	Prog. keys	Services	Roles	Security						
<div>Speed dial <u>Device</u></div> <table border="1"> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> </table>												

Once the key is selected,
You can define a speed dial or
supervision key.

Information Alice Anderson

Information	Permissions	Telephony	Prog. keys	Services	Roles	Security														
<div>Speed dial <u>Device</u></div> <table border="1"> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> </table> <div>PROGRAMMABLE KEY EDITION</div> <table> <tr> <td>Key</td> <td>1</td> </tr> <tr> <td>Type</td> <td> <div>Not assigned</div> <div>Not assigned</div> <div>Speed dial</div> <div>Supervision</div> </td> </tr> </table> <div>Cancel</div>																	Key	1	Type	<div>Not assigned</div> <div>Not assigned</div> <div>Speed dial</div> <div>Supervision</div>
Key	1																			
Type	<div>Not assigned</div> <div>Not assigned</div> <div>Speed dial</div> <div>Supervision</div>																			

Select "speed dial" and choose Carol

Information Alice Anderson

Information	Permissions	Telephony	Prog. keys	Services	Roles	Security										
<div>Speed dial <u>Device</u></div> <table border="1"> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> </table> <div>PROGRAMMABLE KEY EDITION</div> <div> <div>Key</div> <div>1</div> </div> <div> <div>Type</div> <div>Speed dial</div> </div> <div> <div>Destination type</div> <div>Member</div> </div> <div> <div>Member</div> <div> <div>Carol Connor</div> <div>×</div> </div> </div> <div> <div>Cancel</div> <div>Update</div> </div>																

Type Speed dial or supervision

Type de destination Member or group

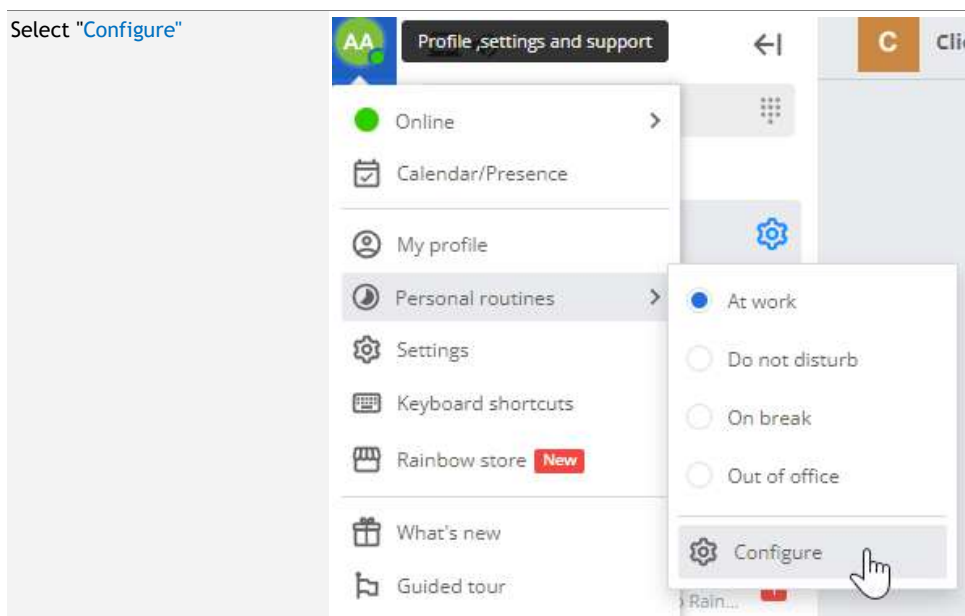
6 Manage Personal routine



Log in with a member profile, for example Alice.

Change the personal routine "Do Not Disturb" to forward calls to Bob Barkley

Click on the avatar/ Personal routines/ Configure



Modify to forward calls to Bob Barkley.

Personal routines - Do not disturb

Select one of the personal routines, define your triggers for filtering out notifications, phone calls and more possibilities.

Do not disturb

Add

 Presence

 Do not disturb



 Outbound Caller Id

Default for your company
(+33298291013)



 Absence message

Out of office



 Calling mode

Select the device to use to make my phone calls

Computer




 Unconditional call forwarding

 Internal destination (Bob Barkley)



 Call forwarding on busy


 Do not forward



 Call forwarding on no answer

 Do not forward



 Withdrawal from all call groups
Remove me from all call groups



Close



Rainbow Hub Groups



Summary

GROUPS

- HUNTING GROUPS
- GROUPES MANAGERS/ASSISTANTS
- EMERGENCY GROUP & EMERGENCY NUMBERS
- SUPERVISION GROUPS

HUNT GROUPS

Hunting groups

A group allows to reach several phones (users) calling a single number

Incoming calls are routed according to the distribution type

Serial

Calls are routed on the first member of the list if free...
if no answer the next member will be called.

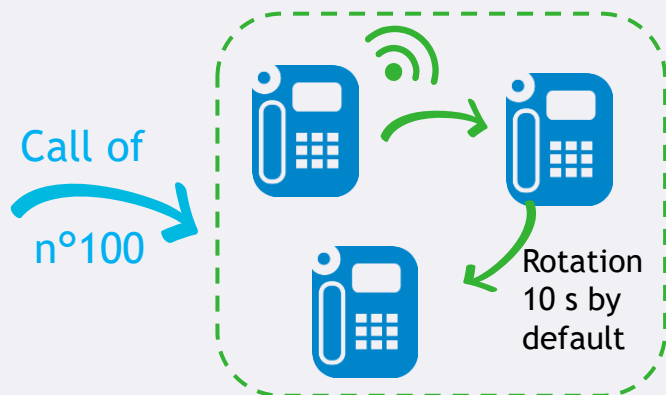
Circular

Users are ringed each in turn

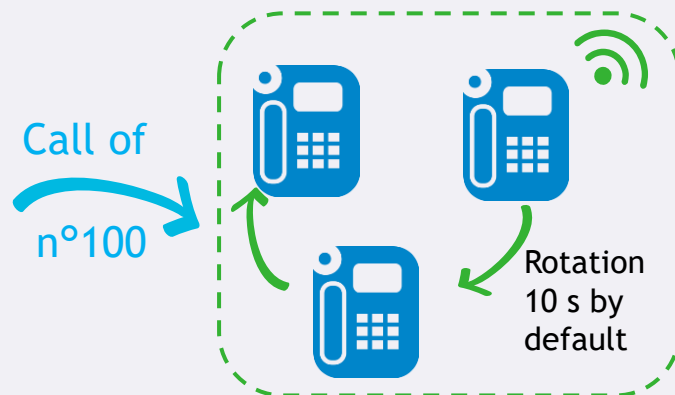
Parallel

All members are called simultaneously

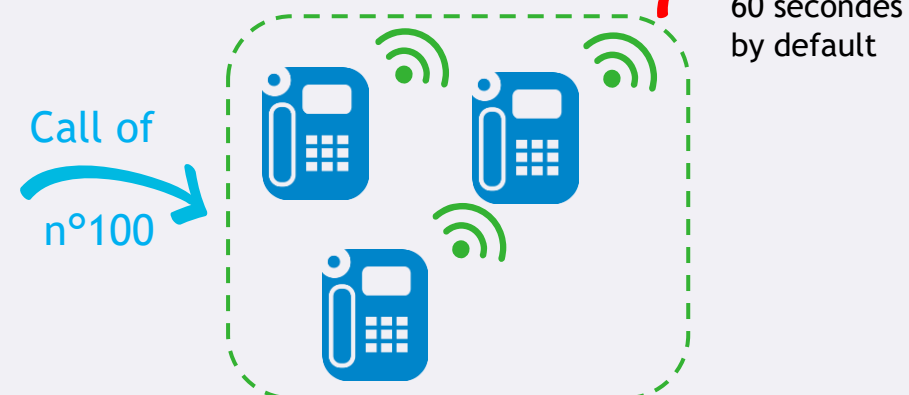
N° 100
Serial distribution



N° 100
Circular distribution



N° 100
Parallel distribution



Services

The same user/agent can be affected to several Hunting Groups

One Internal number (mandatory) and one DDI number (facultative) can be define per group

The call distribution is done on softphone and/or phone

A member/agent can step withdraw. The administrator can forbid the last member from withdrawing

Each member of a hunting group is also member of bubble to enable collaboration inside the group

50 users per group

Forbid the last member from withdrawing

Automatic call recording

If allowed, the group administrator can change the public number

Forwarding

Requested settings

Hunt groups settings

- Name
- Choose distribution type:
 - Parallel
 - Serial, overflow after 10s
 - Circular, overflow after 10s
- Numbers
 - Internal: Example: 105
 - Public: Example: +33298131000
 - Forbid to leave the group
 - Allow the manager to modify group DDI
- Call recording
- Call overflow
- Members
 - Limit: 50 members
 - A member can belong to several groups at a time
 - Group exit from all clients
- Analytics
 - Calls statistics
- Define voice prompts for unavailable & busy status

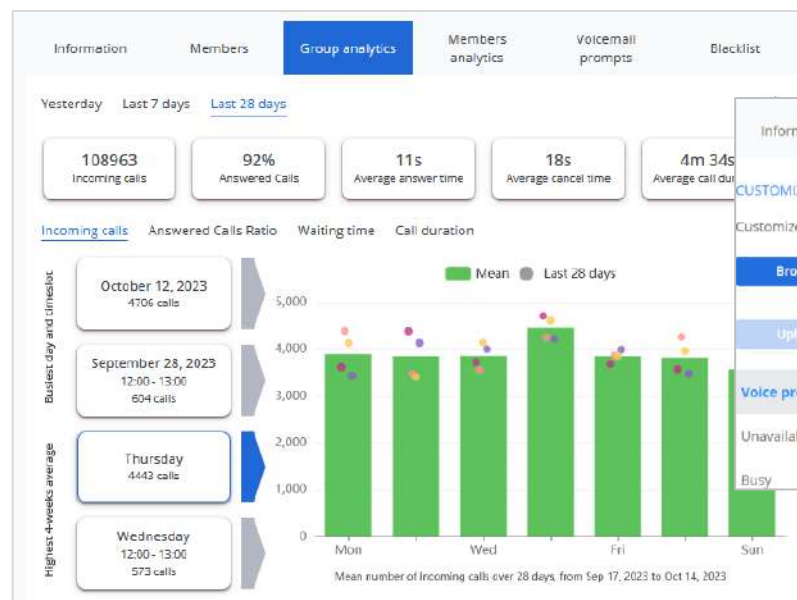
The 'Information' tab shows the following settings:

- Name:** G1
- Type:** Hunt group
- Subtype:** Regular
- Distribution:** Serial (dropdown)
- Send call to the next member in the group after:** 10 seconds
- Internal number:** 105
- Public number:** +33298291015 (dropdown)
- ☐ Lock the last member (no empty group)
- ☒ Allow the group manager to modify the DDI
- Call recording:**
 - Activate call recording:** Internal calls only (dropdown)
- Call overflow:**
 - Destination type:** Voice prompt (dropdown)
 - Voice prompt:** Default (dropdown)
 - [Customize the voice prompt](#)

The 'Members' tab shows a table of group members:

Member	Phone	Roles	Status
Alice Anderson		Agent	Active
Bob Barkley		Agent	Active

There is an input field above the table labeled 'Add member (name or email address)'.



The 'Voicemail prompts' tab shows the 'CUSTOMIZATION OF VOICEMAIL PROMPTS' section:

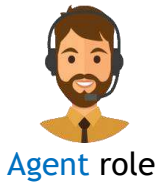
Customize your voicemail prompts by uploading audio files.

Buttons: Browse, Upload

Fields: Filename (No file has been selected), Voice prompt (Unavailable dropdown)

Voice prompt	Type	Status
Unavailable	Default	✓
Busy	Default	✓

Roles in a group



Agent role

- Receiving group calls
- Being part of the group bubble
- View voice messages for the group
- Withdrawal, get active
- See who is on the sidelines, who is active



Administrator role

- View the call statistics of the group (number of calls received, distribution of missed calls).
- See the status of agents (active, withdrawn)
- Putting an agent on withdraw, in activity
- Add or remove an agent
- Change the public number of the group *
- Change the overflow mode, time delay

* If this has been authorized by the company administrator

Hunt group information

Information Members Analytics Members analytics Voicemail prompts Blacklist

Add member (name or email address)

Member	Phone	Roles	Status		
AA Alice Anderson	101	Administrator & Agent	Active	↓	🗑️
BB Bob Barkley	103	Agent	Active	↑	🗑️

Note that it is possible to give an « administrator » role to someone who does not take calls, only the « agent » role involves receiving group calls. For group members who are « agent », the non-agent administrator is seen as being permanently withdrawn.

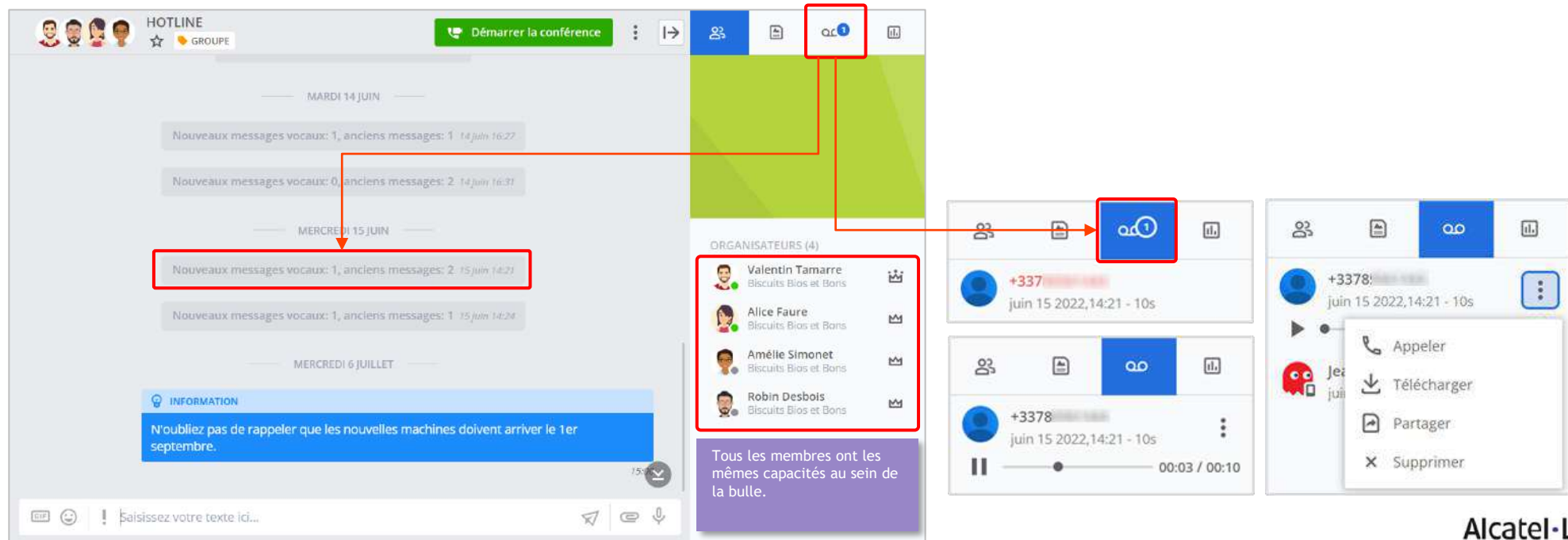


Call overflow on non-answered call

À la création d'un groupe, une bulle d'échange est automatiquement créée. Elle comprend tous les membres du groupe, de façon à permettre :

- Les échanges de messagerie instantanée, de fichiers
- Les conférences entre les membres du groupe
- Consulter, supprimer les messages vocaux

Un message vocal est automatiquement transféré dans la bulle correspondante sous forme de fichier audio.



MANAGERS/ASSISTANTS GROUPS

Overview

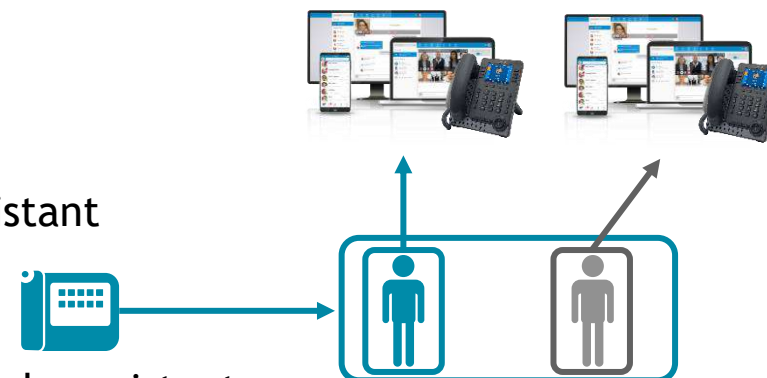
Allow to an assistant to filter and take Manager's calls.

Any member with an internal extension number and a device can be Manager or Assistant.

A Manager/Assistant group can be a destination of a Welcome, an AA, or overflow of another Group.

multi-secretary and multi-managers

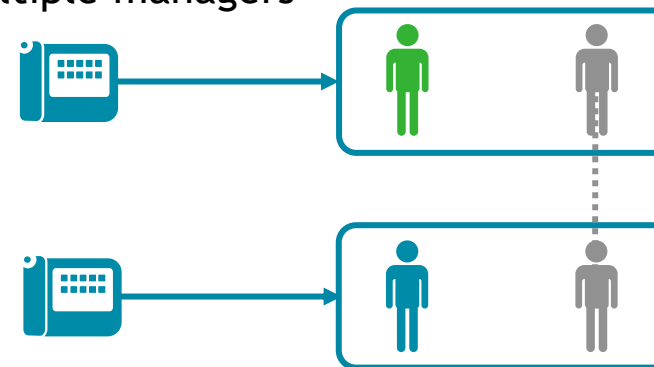
- 1 manager - 1 assistant



- 1 manager - multiple assistants



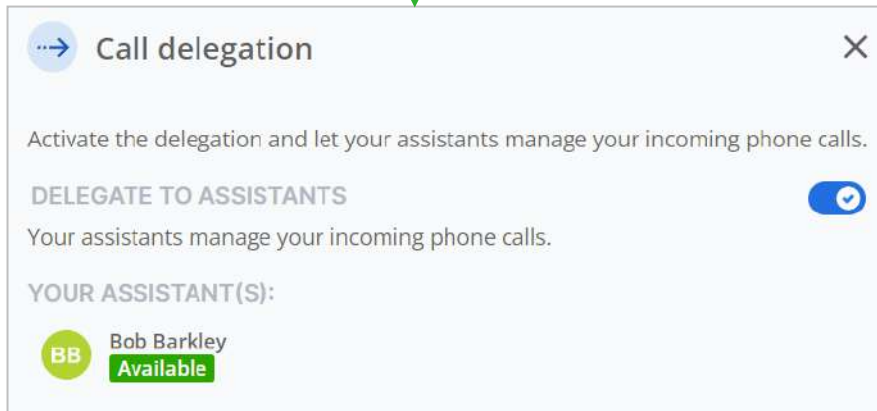
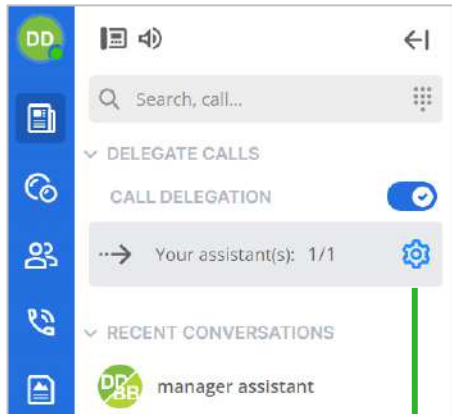
- 1 assistant for multiple managers



Manager/Assistant application

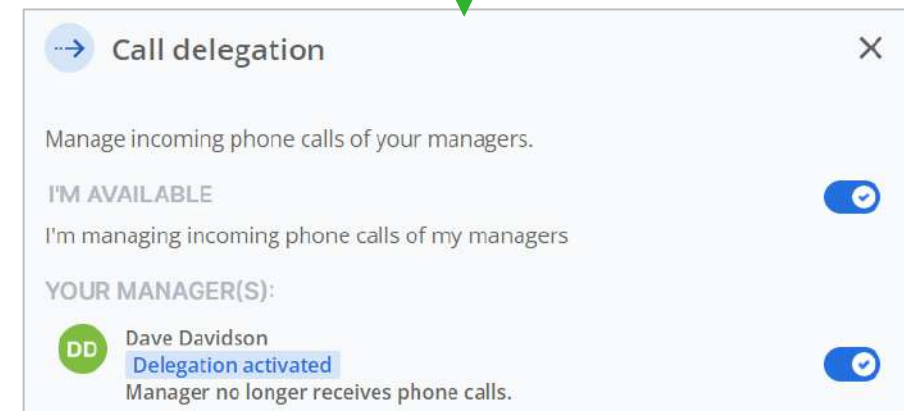
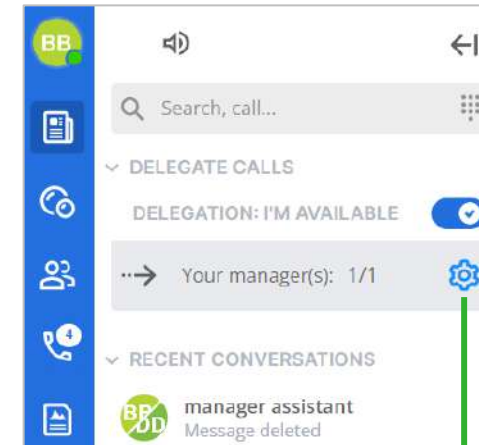
The Manager can:

- Receive calls
- Be notified only
- Activate/deactivate screening



The Assistant can:

- Activate/deactivate call filtering of the manager
- Pickup manager calls
- Manage multiple managers



Settings

A Manager/Assistant group is managed like a hunt group:

- Internal number
- Public number
- Call recording
- Call overflow
- Members
 - A Manager and multiple assistants
- Voice prompts on busy or unavailable



The DID of the Manager who wants to be able to screen his calls must be assigned to the group level, and not to the manager.

Information

Members

Analytics

Members analytics

Voicemail prompts

Blacklist

Name

Manager Assistant

Type

Hunt group

Subtype

Manager / Assistant

Distribution

Serial

Send call to the next member in the group after 10 seconds

Internal number

104

Public number

+33269454676

☐

Lock the last member (no empty group)

Call recording

Activate call recording

None

Call overflow

Destination type

Voice prompt

Voice prompt

default

Customize the voice prompt

Information

Members

Analytics

Members analytics

Voicemail prompts

Blacklist

Add member as assistant (name or email address)

Member	Phone	Roles	Status
AA Alice Anderson	101	Manager	Active
BB Bob Barkley	103	Assistant	Active

Assistant

Assistant

Assistant & Administrator

Easily find out who is in which group...

The screenshot shows the 'Groups' section of the Alcatel-Lucent Enterprise management interface. The 'Members' tab is selected. A search bar is present with the text 'Search members'. Below the search bar is a table with columns 'Name', 'Internal number', and 'Groups'. The table lists three members: Alain Paquet (Internal number 122), Alice Faure (Internal number 110), and Amélie Simonet (Internal number 116). The 'Groups' column for Alice Faure is expanded, showing a list of groups: HOTLINE, Comptabilite, Commercial, and Debord Standard. Annotations include a green box around the 'Members' tab, a purple box pointing to the search bar with the text 'Search by name or internal number.', a red circle around the dropdown arrow for Alice Faure with the text 'Expand here to view the groups in which this user is present.', and a green arrow pointing to the group list for Alice Faure with the text 'Go directly to one of this user's groups.'

Comm. servers Devices Public numbers Traffic control Welcome services Voice prompts **Groups** Supervision Recordings Rainbow Rooms

Groups **Members**

Search members

Search by name or internal number.

Name	Internal number	Groups
Alain Paquet	122	>
Alice Faure	110	▼
<ul style="list-style-type: none">HOTLINEComptabiliteCommercialDebord Standard		
Amélie Simonet	116	>

Expand here to view the groups in which this user is present.

Go directly to one of this user's groups.

SUPERVISION GROUPS

Supervision/Interception Groups

To supervise company member

- Members and supervisors are divided into groups
- Supervisors and supervisees can be part of more than one group.

Each supervision group includes

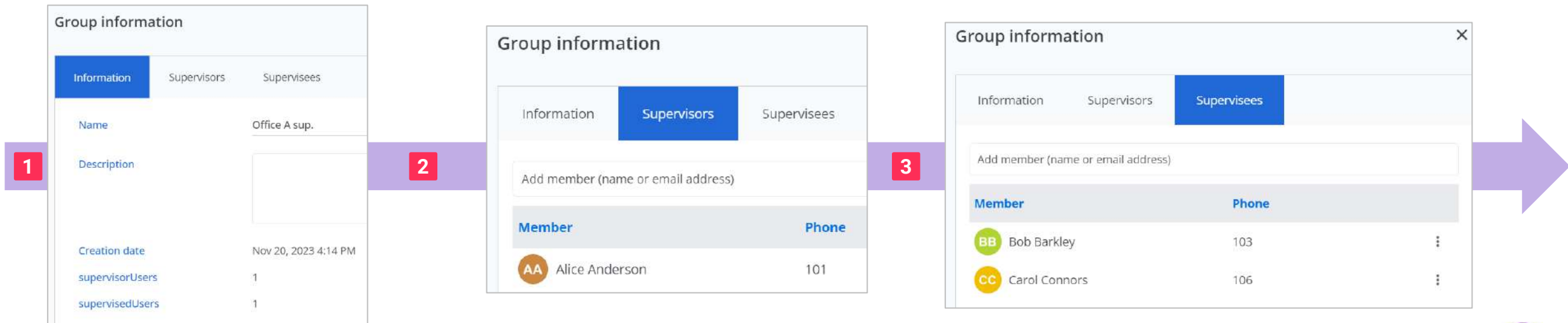
- One or several supervisors :
- Members to be supervised

A supervisor must have one of the following levels of service :

- **Voice Attendant** : Supervision-Interception-Transfer & 10 Calls in queue
- **Voice Enterprise** : supervision-interception-transfer

Limits:

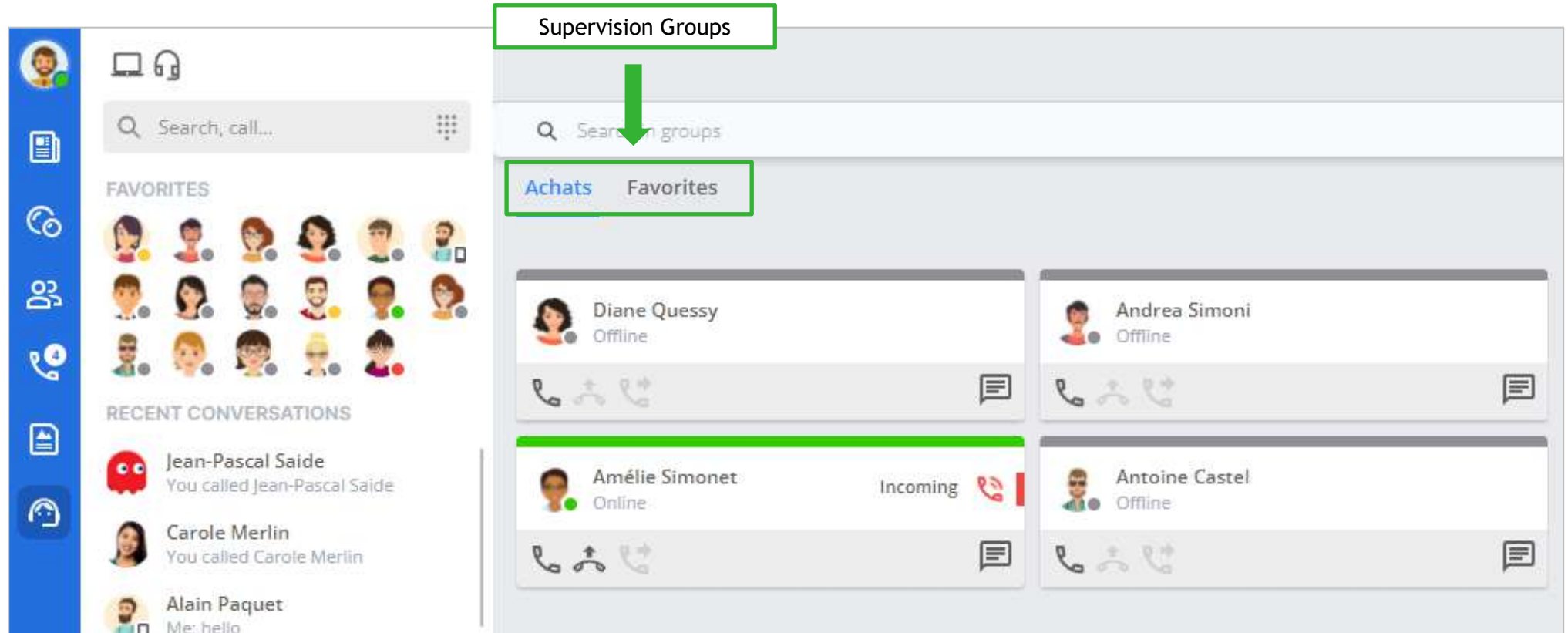
- **5 supervision tabs for one user**
- **30 members in a group (Supervisors + Supervisees)**



Supervisor App

- Supervision, call interception, chat...

Supervision Menu



EMERGENCY NUMBERS AND GROUP

Emergency group

Standard group of members tagged "emergency group"

Only one emergency group

Active or not

- Activation made by the administrator (BP / customer)

Emergency group

SST

Status

Active

Deactivate

- Active group -> Direct calls (without outbound prefix) to emergency numbers are routed to the group and not to the outside

Comm. servers Devices Public numbers **Traffic control** Welcome Voice prompts Groups

[Emergency numbers](#) Blacklist Whitelist

Emergency group None

Create emergency group

Information
Members
Subscriptions
Communication

Name	Type		Internal number	Public number	Distribution	Members
G1	Hunt group		100		Parallel	2
MA1	Manager / Assistant					2
SST	Hunt group		118		Parallel	2

Emergency group

SST

Status

Active

Deactivate

Emergency calls localization

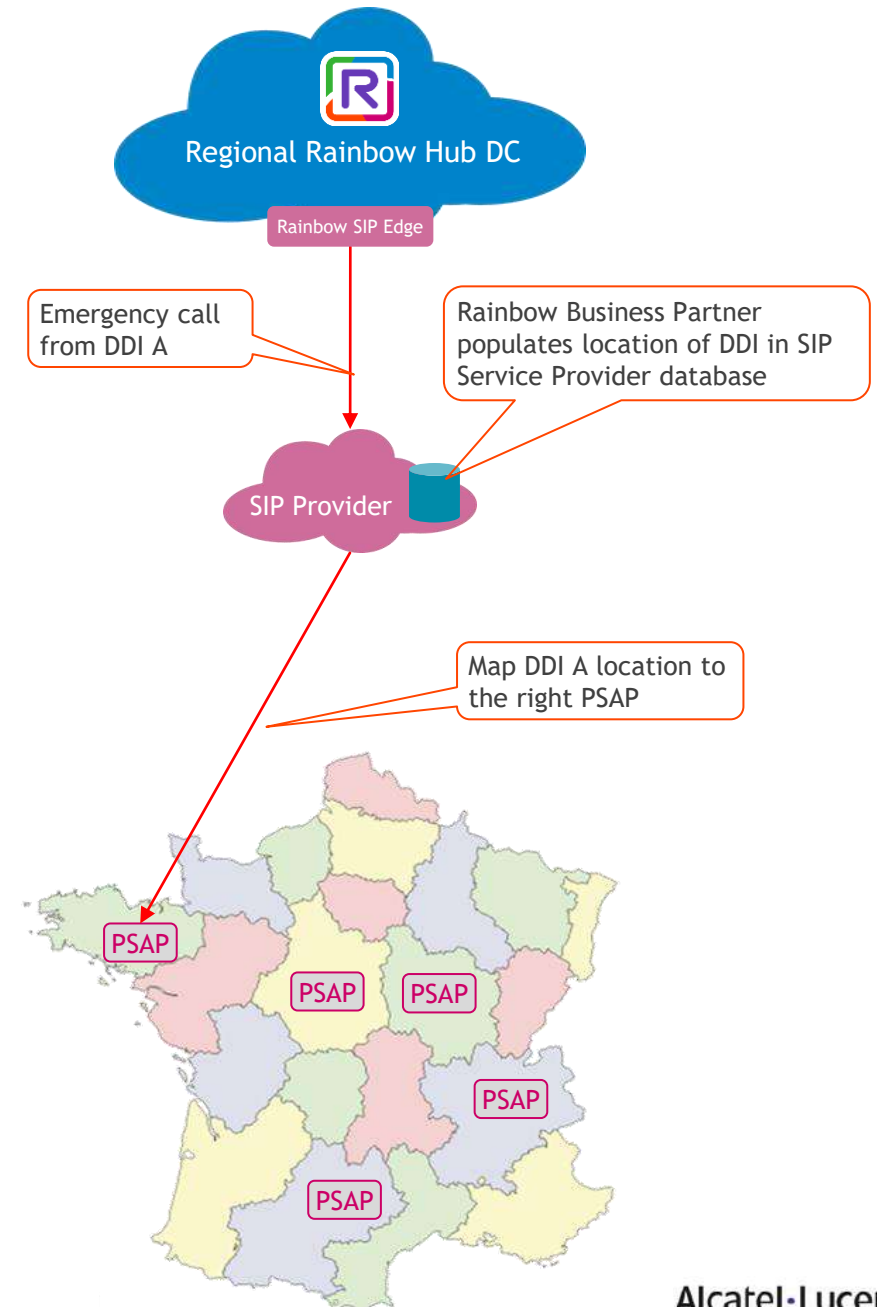
Depending on the country regulation, the origin of emergency calls must be geographically localized.

Rainbow doesn't manage DDI location in this model where DDIs are managed by the Business Partner.






Business Partners have to declare DDI addresses into the SIP provider database when purchasing DDIs for his Rainbow end customers.

Identification of the relevant *Public-Safety Answering Point* (PSAP) is under the responsibility of the SIP provider.

- The SIP Provider must therefore route emergency calls to the right PSAP by fetching location info from his own database.



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-  linkedin.com/company/alcatellucententerprise
-  twitter.com/ALUEnterprise
-  youtube.com/user/enterpriseALU



Rainbow Hub

Create members groups

How to

- ✓ Create user groups & Manager/Assistant groups

Contents

1	Hunting group.....	2
2	Manager/Assistant group.....	5

Implementation

1 Hunting group



Create the following hunting group:

Directory number 100

Public number: Assign a public number

Distribution: serial

Members: 101 and 102

Companies/Customer companies/ <company to manage>

“Communication” section / “Groups” tab

Click on “Create”

The screenshot shows the 'Groups' tab in the 'Communication' section. The 'Create' button is highlighted with a red box. The interface includes a sidebar with navigation options like Administration, Information, Members, Subscriptions, Communication, Business directory, Analytics, History, and Alarms. The main content area shows a table with columns for Name, Type, Internal number, Public number, Distribution, and Members. A 'Create' button is visible in the top right corner of the table area.

Complete the fields

And click on Next

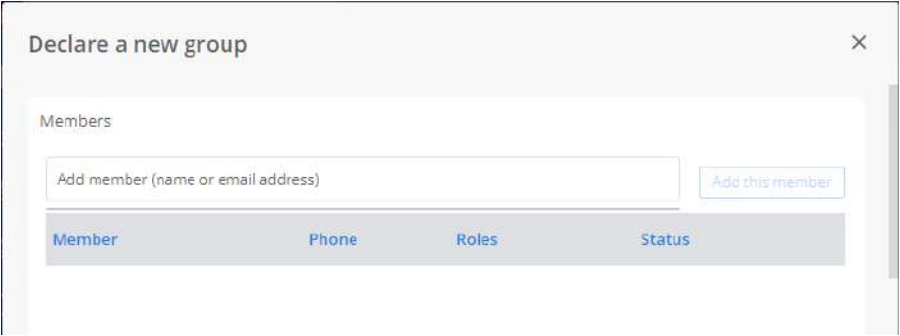
Declare a new group

Group information

Name	G1
Type	Hunt group
Subtype	Regular
Distribution	Serial
Send call to the next member in the group after 10 seconds	
Internal number	105
Public number	+33298296715
<input type="checkbox"/> Emergency group <input type="checkbox"/> Lock the last member (no empty group) <input checked="" type="checkbox"/> Allow the group manager to modify the DDI	

Name	Specify a name for the group
Type	Hunt group
subtype	Regular or attendant
Distribution	Select the type of distribution: parallel, serial(sequential) or circular (cyclic)
Send call to next member ...	Timer only available for serial and circular groups. 10 seconds by default

Create members groups

Internal number	Enter the internal phone number assigned to the group
Public number	Enter the public phone number of ther group
Emergency group	This group will be defined as the group receiving emergency calls for this company.
Lock the last member (no empty group)	Yes or no
Allow the group manager to modify the DDI	Ye or no
Select the group members. The search id done using the name or email address of the person. Then click on “Apply”	



Notes

After group creation, it is possible to add or remove members.



Tips

Edit the group again if you want to activate call overflow

Companies/Customer companies/ <company to manage>

“Communication” section / “Groups” tab

Edit the required group

Hunt group information

Information

Members

Analytics

Voicemail prompts

Type

Hunt group

Subtype

Regular

Distribution

Serial

Send call to the next member in the group after

10

seconds

Internal number

105

Public number

+33298291015

☐ Lock the last member (no empty group)
 ☒ Allow the group manager to modify the DDI

Call recording

Activate call recording

Internal calls only

Call overflow

Destination type

Voice prompt

Voice prompt

Member

Hunt group

Internal number

Public number

Automated attendant

Voicemail

Cancel

Apply

Call recording	Activate call recording for group calls
Activate group overflow on busy and no answer	Check to activate overflow on another element if nobody answers
Destination type	Select the destination type: member, group, internal number, public number or automated attendant
Member (e.g. if type member selected)	Select the member

2 Manager/Assistant group



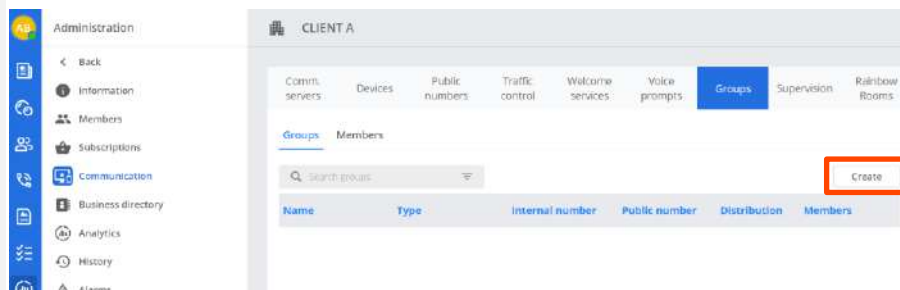
Manage the manager/assistant group:

- The group number is: 106
- Assign a public number, the public number is assigned to the group, not to Dave.
- Manager : Dave
- Assistant : Carol

Companies/Customer companies/ <company to manage>

“Communication” section / “Groups” tab

Click on “Create”



Complete the fields

And click on Next

Declare a new group

Group information

Name	Manager/Assistant
Type	Hunt group
Subtype	Manager / Assistant
Distribution	Serial
	Send call to the next member in the group after 10 seconds
Internal number	106
Public number	Choose public phone number
<input type="checkbox"/> Lock the last member (no empty group)	

Name	Enter the name of the manager/assistant group
Type	Hunt Group
Subtype	Manager/Assistant
Internal number	Internal number of the manager/assistant group
Public number	Public number of the manager/assistant group
Lock the last...	To prevent removal of the last member in the group



Create members groups



Select the manager and the assistant(s)

And then click on “Apply”

Declare a new group

Members

Add member as assistant (name or email address)

Member	Phone	Roles	Status
 Carol Connor	103	Manager & Administrator	▼
 Bob Barkley	102	Assistant	▼

Previous

Apply



Notes

A Manager/Assistant set can have multiple assistants.
An assistant can be part of several manager/assistant groups.



Rainbow Hub

Emergency numbers and emergency group

How to

- ✓ Configure emergency numbers

Contents

1	Emergency numbers	2
1.1.	Emergency number consultation	2
1.2.	Emergency group configuration	3
1.2.1.	Emergency group creation	3
1.2.2.	Emergency group activation	5

Implementation

1 Emergency numbers

1.1. Emergency number consultation



Consult the emergency numbers

Companies/Customer companies/ <company to manage>

“Communication” section / “Traffic control” tab / Emergency numbers

Emergency numbers are automatically configured according to the country and the trunk group assigned to the customer company.

Emergency numbers	Description
112	General
15	samu
17	Police
18	Pompier

1.2. Emergency group configuration

1.2.1. Emergency group creation



Create the emergency group with following settings

- Name: WFA
- Distribution: parallel
- Internal number: 110
- Members: Alice and Carol

Method 1: From “Emergency numbers” menu

Companies/Customer companies/ <company to manage>

“Communication” section / “Traffic control” tab / Emergency numbers

Click on “Create emergency group”

Comm. servers

Devices

Public numbers

Traffic control

Welcome

Voice prompts

Groups

Emergency numbers

Blacklist

Whitelist

Emergency group

None

Create emergency group

Emergency numbers	Description
112	General
15	samu

Complete the information of the group - same as a hunt group

Emergency group is selected by default

Declare a new group

Group information

Name

Type

Subtype

Distribution

Internal number

Public number

Hunt group

Regular

Parallel

110

Choose public phone number

☒ Emergency group

☐ Lock the last member (no empty group)

☒ Allow the group manager to modify the DDI

Add [members](#)

Declare a new group

Members

Add member (name or email address)

Member	Phone	Roles	Status
AA Alice Anderson	101	Agent	▼
CC Carol Connor	103	Agent	▼

**Notes**

Using this path, “Emergency group” flag is validated by default.

OR

Method 2: From “Groups” tab

Companies/Customer companies/ <company to manage>

“Communication” section / “Groups” tab

In “Groups” tab,

Click on “Create”

Administration

- Back
- Information
- Members
- Subscriptions
- Communication
- Activity
- History
- Settings

Client-A

Comm. Servers | Devices | Public numbers | **Groups** | Rainbow Rooms

Create

Name	Type	Internal number	Public number	Distribution	Members
------	------	-----------------	---------------	--------------	---------

Check [Emergency group](#) box

And

Complete the information of the group - same as a hunt group

Declare a new group

Group information

Name	WFA
Type	Hunt group ▼
Subtype	Regular ▼
Distribution	Parallel ▼
Internal number	110 ▼
Public number	Choose public phone number ▼
<input checked="" type="checkbox"/> Emergency group	
<input type="checkbox"/> Lock the last member (no empty group)	
<input checked="" type="checkbox"/> Allow the group manager to modify the DDI	

Add members

Declare a new group

Members

Add member (name or email address)

Member	Phone	Roles	Status
AA Alice Anderson	101	Agent	▼
CC Carol Connor	103	Agent	▼

**Warning**

BY DEFAULT, USING WITH WAY, “EMERGENCY GROUP” IS NOT VALIDATED BY DEFAULT. DON’T FORGET TO DO IT.

1.2.2. Emergency group activation



Activate the emergency group just created.

Companies/Customer companies/ <company to manage>

“Communication” section / “Traffic control” tab / Emergency numbers

Click on “Activate”

Comm. servers

Devices

Public numbers

Traffic control

Welcome

Emergency numbers

Blacklist

Whitelist

Emergency group

WFA

Status

Inactive

Activate

Emergency numbers

112

15

17

18

Or, other way:

Administration/My Customers /Customer companies/ <New company>

“Communication” section / “Comm. Servers” tab / <Cloud PBX>

« Call settings » section

Select the Cloud PBX just created and in “Call settings” section:
Check “Activate emergency group”

The screenshot shows the 'Equipment information' dialog box with the 'Call settings' tab selected. The 'Emergency number calls' section contains the following settings:

- ☒ Emergency calls allowed on softphones
- ☐ Activate emergency group (highlighted with a red rectangle)

At the bottom of the dialog, there are 'Close' and 'Apply' buttons.



Rainbow Hub

Welcome services



Summary

WELCOME SERVICES

- ATTENDANT CONSOLE & SUPERVISION GROUPS
- ATTENDANT GROUPS
- ITEMS OF THE WELCOME SERVICES
- CALENDARS
- WELCOME SERVICES
- VOICE PROMPTS
- AUTOMATED ATTENDANT

ATTENDANT CONSOLE AND SUPERVISION GROUPS

Attendant console

Attendant Console allows to

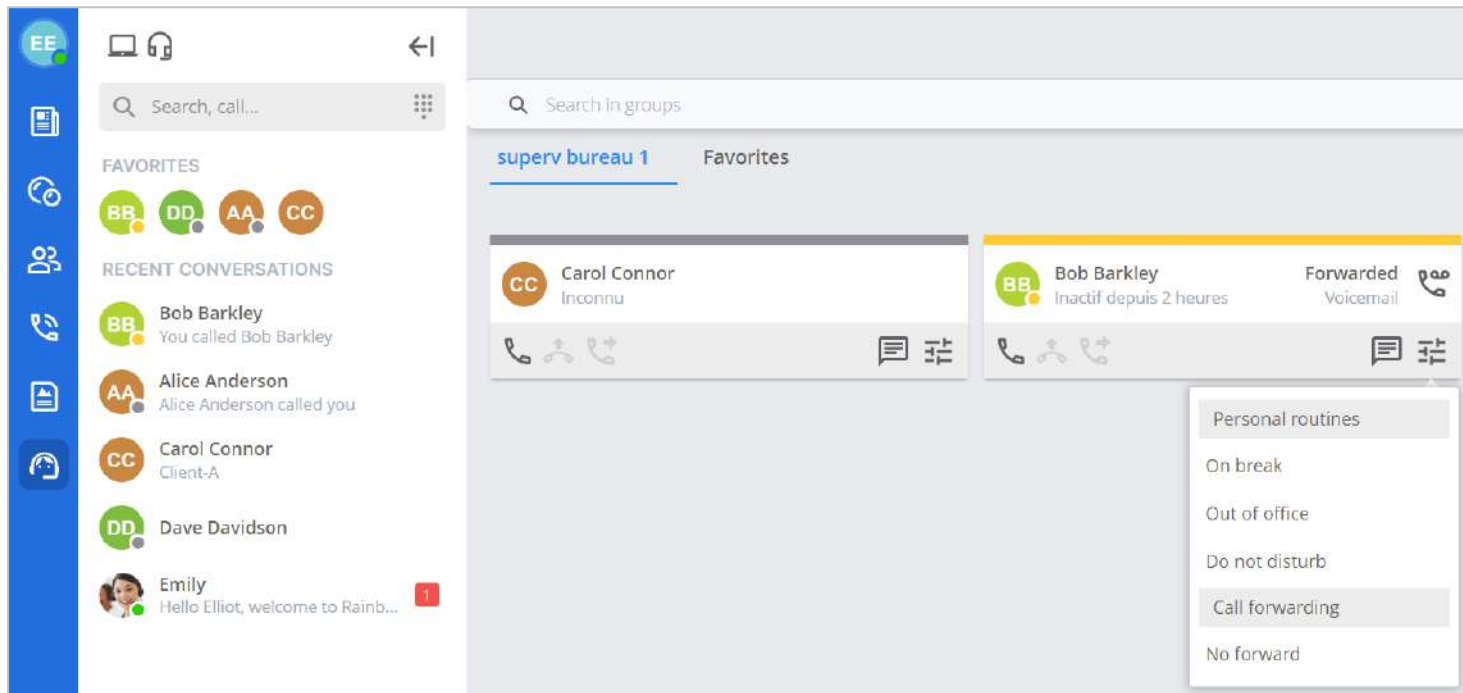
- Monitor the state of supervised members (presence and phone activity)
- Manage calls for supervised members (call pickup and call transfer)
 - Up to 10 calls on hold
- Manage members personal routines

A Voice Attendant subscription is required for each member using this feature

Warning: Company members, with attendant license, cannot use anymore:

- Rainbow application on mobile
- Telephone device

If configured, the telephone device association is deleted after enabling attendant console



Subscription

Information elliot Evans	
Information	Permissions
Subscription	
<input type="radio"/> Essential	
<input type="radio"/> Voice Enterprise Monthly	
<input checked="" type="radio"/> Voice Attendant Monthly	

Supervision group

In order to supervise the members of a company, users with the **Voice attendant** subscription, and the supervised members must belong to a supervision group

Each supervision group includes

- One or several supervisors: they must be granted a **Voice Attendant** license to use the attendant console
- The company members to supervise

Group information

Information

Supervisors

Supervisees

Name

superv bureau 1

Description

Creation date

Jun 22, 2022 3:22 PM

Supervisor users

1

Supervised users

2

Group information

Information

Supervisors

Supervisees

Add member (name or email address)

Member

Phone

EE

Elliot Evans

110

Group information

Information

Supervisors

Supervisees

Add member (name or email address)

Member

Phone

CC

Carol Connor

103

BB

Bob Barkley

102

ATTENDANT GROUP

Attendant group

The attendant group gathers several members under the same number in order to manage call distribution in the company.

- Members in this group Must Have a [Voice Attendant](#) subscription. They will answer company calls and supervise members belonging to supervision groups.
- A pre-announcement prompt can be broadcasted before the call distribution via the welcome service and associated calendar.

×

Declare a new group

Group information

Name

attendant group

Type

Hunt group

▼

Subtype

Attendant

▼

Distribution

Parallel

Internal number

100

▼

Public number

Choose public phone number

▼

☐ Lock the last member (no empty group)

Cancel

Next

×

Declare a new group

Members

Add attendant (name or email address)

Member	Phone	Roles	Status
<div>EE</div> Elliot Evans	110	Agent	⋮

ITEMS OF THE WELCOMES SERVICES

Welcome services **items**

CALENDARS



A calendar makes it possible to define opening and closing days and hours which will be applicable upstream of a welcome service or an automated attendant

VOICE PROMPTS



Voice prompts that will be played to your callers depending on the way you want to welcome them. These voice prompts will be used at the general level in a welcome service, in an auto attendant or by the attendant console

WELCOME SERVICES



Combination of a calendar and voice prompts to welcome your callers, to inform them of the closing of your offices or of a service

AUTO ATTENDANT

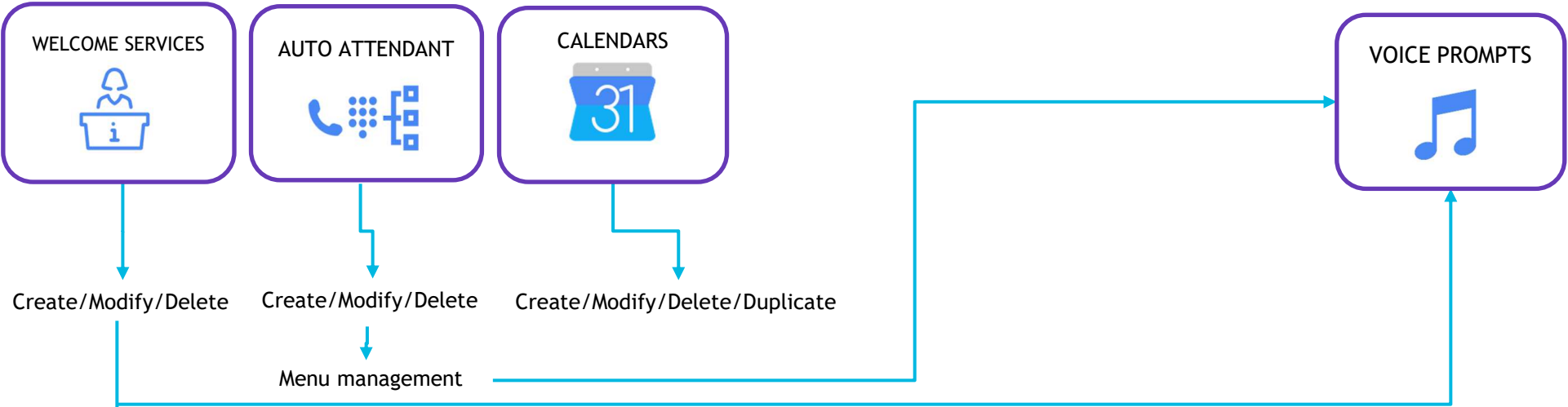


Automated welcome of your callers and offer them DTMF choices to route them within your organization (to a group, an internal number, attendant, AA...)

Welcome services items

Comm. servers	Devices	Public numbers	Traffic control	Welcome services	Voice prompts
Welcome	Automated attendant	Calendar			

Comm. servers	Devices	Public numbers	Traffic control	Welcome services	Voice prompts
General	Welcome	Automated attendant	Hunt group		



CALENDARS

Calendars

A welcome service is based on a calendar which manages the opening and closing hours for each day of the week and the specific days of opening or closing.

You can set

- As many calendars as you need
- One or more opening time slots
- Open 24/24
- Closed 24/24
- Duplicate days
- Duplicate calendars
- Define as many specific days as needed

Calendar & open hours refer to the company timezone

The screenshot shows a configuration interface for a calendar named 'company opening hours'. It includes a 'Time zone' dropdown set to 'Europe/Paris'. The 'Open hours' tab is active, showing a table of opening hours for each day of the week. The table has columns for 'Week day', 'Open' (checkbox), 'From' (time), 'To' (time), and 'Open 24/24' (checkbox). The days Monday through Friday are highlighted in green, indicating they are open. Saturday and Sunday are highlighted in pink, indicating they are closed. The 'Open' column has checkboxes for each day, all of which are checked. The 'From' and 'To' columns show the opening and closing times for each day. The 'Open 24/24' column has checkboxes for each day, all of which are unchecked.

Week day	Open	From	To	Open 24/24
Monday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	08:00	12:00	<input type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Saturday	<input type="checkbox"/>			<input type="checkbox"/>
Sunday	<input type="checkbox"/>			<input type="checkbox"/>

WARNING !

- Voice prompts used by a welcome service (Welcome prompt/closing) are linked to the calendar associated with it, and not to the welcome service directly.
- You must therefore associate the voice prompts with the calendar used by the welcome service!

WELCOME SERVICES

Welcome service

One or several welcome services can be configured

Each of them is associated with a **public number** and has its own **calendar** to manage **opening and closing days & hours**.

During opening hours, a welcome guide (pre-announcement) is played to the caller before routing him to the destination which may be

- A member
- A group of members, an attendant group
- An automated attendant

During closing hours, incoming calls are routed to

- A closing voice prompt
- A Member
- A group of members, an attendant group
- An external number

Welcome service

+ Declare a new Welcome service

Service information

Service: Welcome

Calendar: company opening hours

Name: Company welcome

Public number: +33298291016

Open hours

Destination type: Hunt group

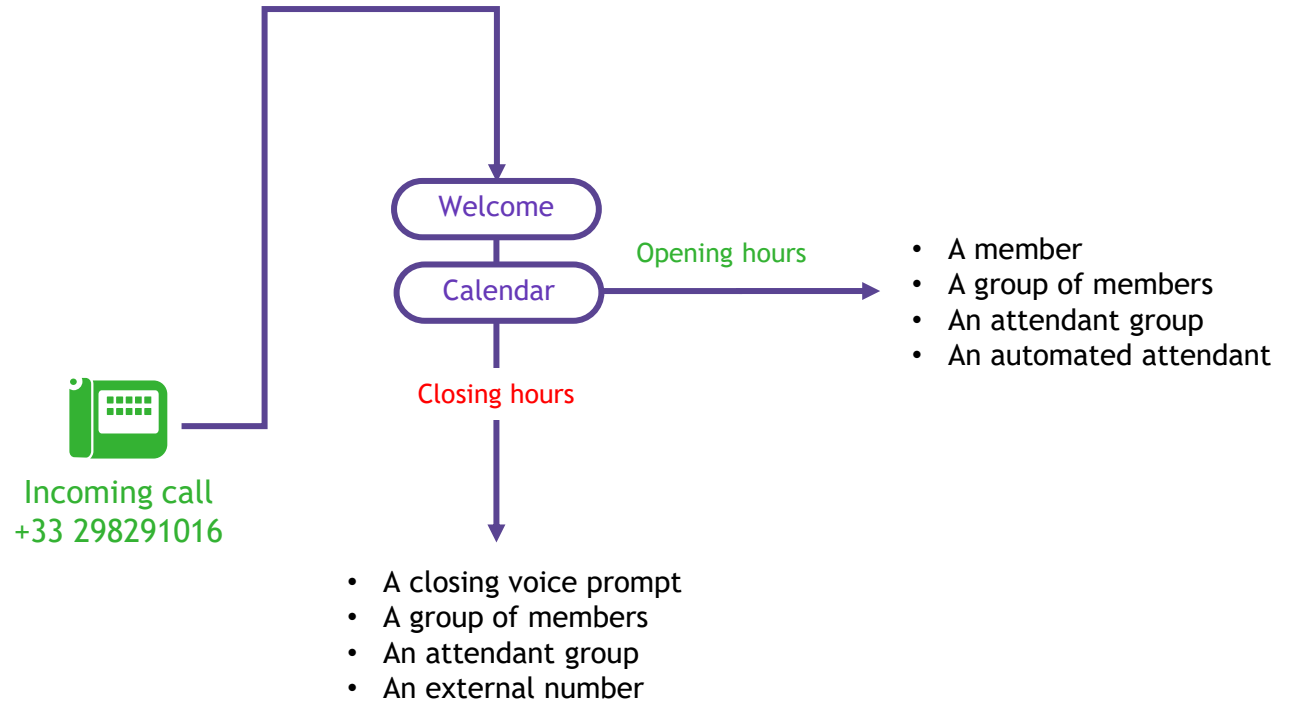
Group: G1

Extension number: 105

Closed hours

Destination type: Voice prompt

Voice prompts are managed in the "Voice prompts" menu and will be associated with the "Company opening hours" calendar in this example



The calendar of opening and closing hours must be created before the management of the welcome service

Calendar-related voice prompts

Associate the voice prompts linked to the welcome service: **Company welcome**

- To the calendar used by it: **company opening hours**

Comm. servers

Devices

Public numbers

Traffic control

Welcome services

Voice prompts

Groups

Supervision

Rainbow Rooms

General

Welcome

Automated attendant

Hunt group

Welcome :

company opening hours

Add

Service name	Usage	Filename	Description	Size (bytes)	Type	Status
company opening hours	Welcome	▶ Welcome service.mp3.wav	Voice prompt played as a welcome pre-announcement	209742	Customized	✓
company opening hours	Closed hours	▶ Closinghours.mp3.wav	Voice prompt played when the welcome service is closed	199374	Customized	✓
company opening hours	Welcome		Voice prompt played as a welcome pre-announcement	0	default	
company opening hours	Closed hours	▶ office_hours.wav	Voice prompt played when the welcome service is closed	82580	default	

Customized voice prompts

VOICE PROMPTS

Voice prompts

To manage all the voice prompts in one place

Predefined voice prompts (by language and country) are available for music on hold, call recording, possible states of destination for call handling, calendars, attendant console, automated attendant, hunt groups...

They can be replaced by customized voice prompts in wav format.
.mp3 are converted in .wav

It is possible to switch back to the default voice prompts.

Audio file must not exceed 4MB. greeting file must not exceed 120 seconds

Voice prompts

1

Sélectionner le service principal

2

Use the filter to select the voice prompts to modify according to the feature

The screenshot shows the 'Voice prompts' configuration page. At the top, there are tabs: Comm. servers, Devices, Public numbers, Traffic control, Welcome services, **Voice prompts**, Groups, Supervision, and Rainbow Rooms. Below these are sub-tabs: **General**, Welcome, Automated attendant, and Hunt group. A green box highlights the sub-tabs. A 'Filter:' dropdown menu is open, showing 'General' (selected), 'General', and 'Attendant console'. A table lists voice prompts with columns: Service name, Filename, Description, Size (bytes), Type, and Status. The table contains five rows. A green arrow points from the 'Listen to the voice prompt' text to the 'music_on_hold.wav' file. On the right, there are 'Download' and 'Restore default' buttons.

Service name	Filename	Description	Size (bytes)	Type	Status
General Music on hold	New_MOH.wav	Voice prompt played when the call is placed on hold	217438	Customized	✓
General Recording prompt	announce_before_recording.wav	Voice prompt played to announce the call will be recorded	38874	default	✓
General Destination busy	callee_busy.wav	Voice prompt played when the destination is busy	91002	default	✓
General Destination unavailable	callee_tmp_unavailable.wav	Voice prompt played when the destination is unavailable	96760	default	✓
General Music on hold	music_on_hold.wav	Voice prompt played when the call is placed on hold	1169586	default	✓

Listen to the voice prompt

AUTOMATED ATTENDANT

Automated attendant

An automated attendant is reachable through a dedicated public number or through a welcome service

It provides options for call handling:

- The root AA menu contains 10 configurable entries.
- Each entry is associated to a telephone key (digits from 0 to 9) and a destination for the call.
- The destination can be either a hunt group, a member, Other attendant's level (menu) or other AA
- Sub-menus are also available

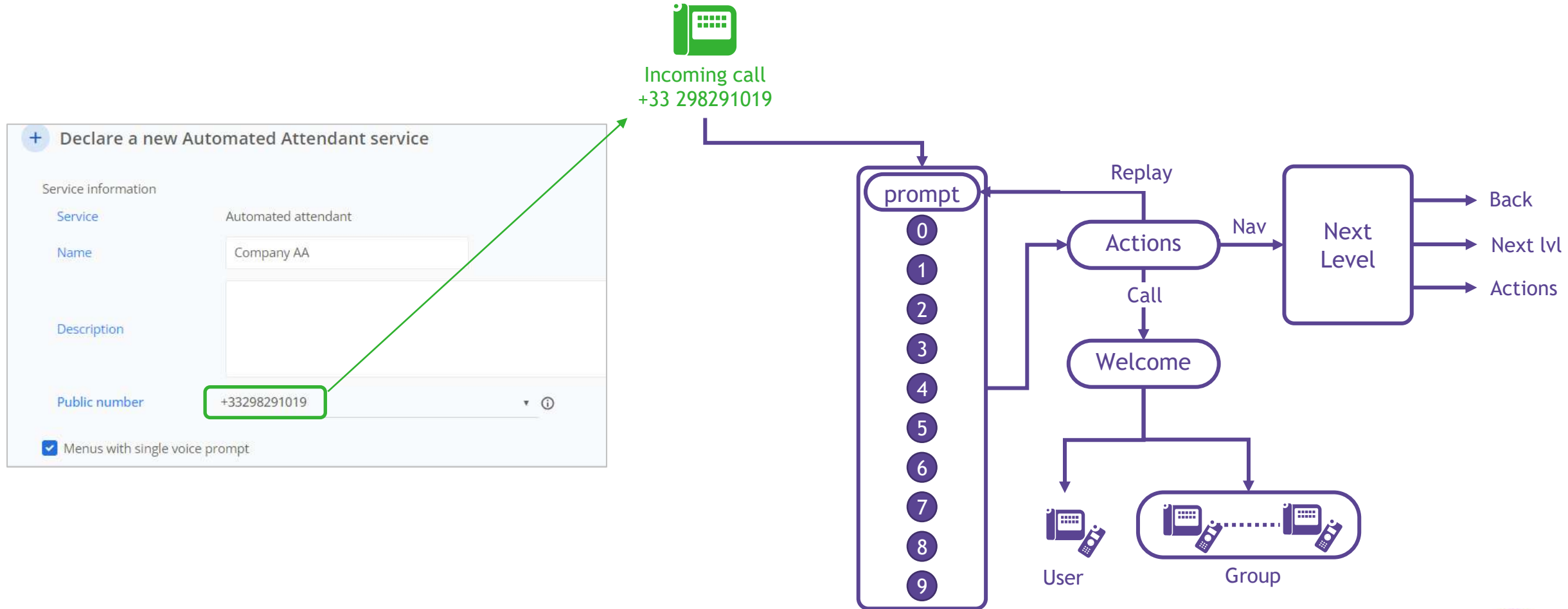
Default voice prompts are available for the Automated Attendant.

- Each AA menu has its own set of predefined voice prompts. They are played to callers when they access the Automated Attendant.
- Customized voice prompts in wav or mp3 formats can also be uploaded to replace default ones

Direct access to the auto attendant

A public number can be directly assigned to the automated attendant

- No Welcome service used

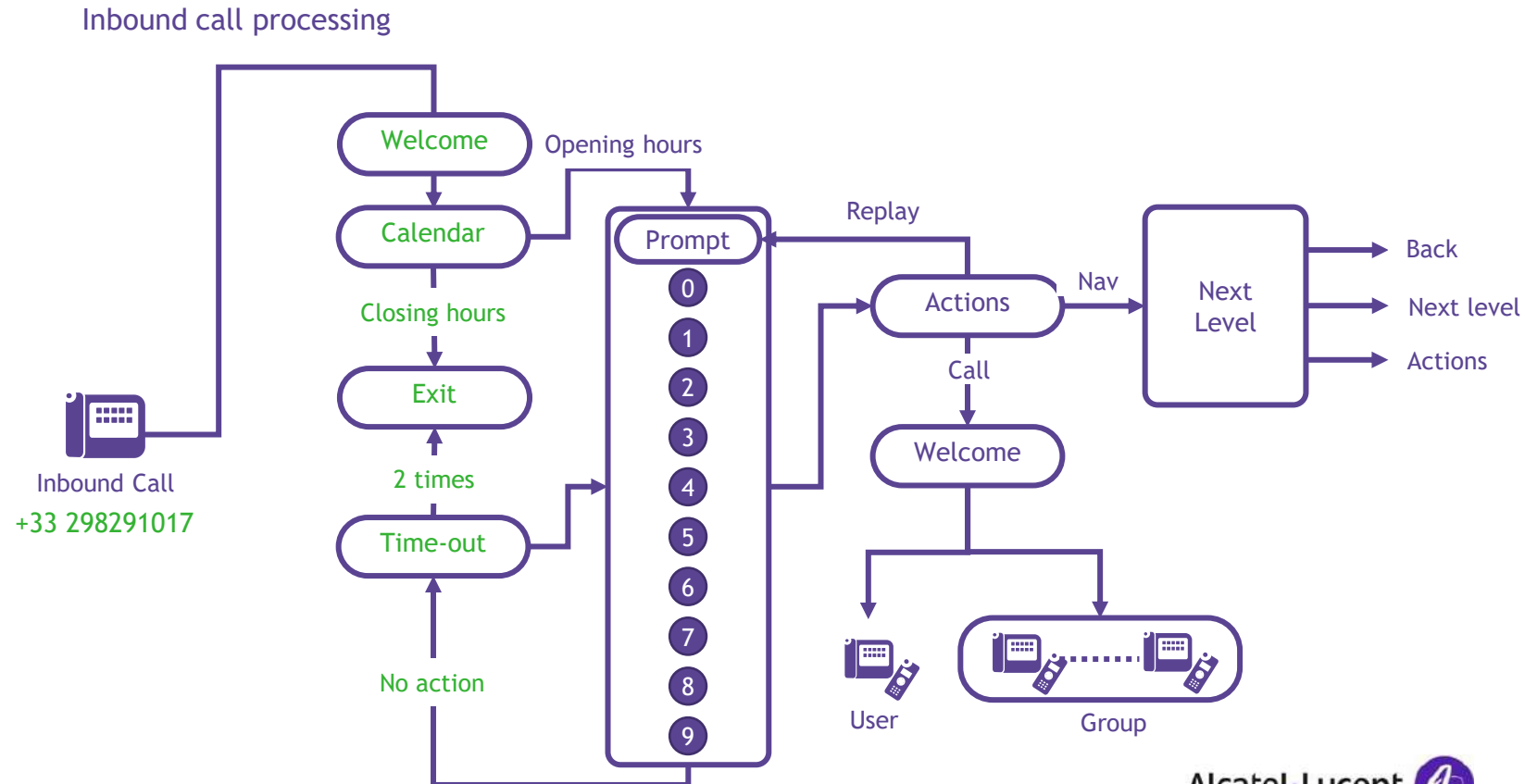


A Welcome service can be the entry-point

Here, access is done via the public number of the Welcome service in order to have

- A personalized welcome prompt for the company (reminder: linked to calendar used)
- Opening hours with routing to the automated attendant
- Closing hours with routing to different destinations

Service information	
Service	Welcome
Calendar	<input type="text" value="company opening hours"/>
Name	<input type="text" value="welcome AA"/>
Public number	+33298291017
Open hours	
Destination type	Automated attendant
Automated attendant	Company AA
Closed hours	
Destination type	<input type="text" value="Voice prompt"/>



Automated attendant

Features

- Several AA can be configured
- Multi-levels per attendant
- Selection using by dialing:
 - 0,1,2...
 - *
 - #
- Voice prompts management

Column: "Destination Information"

- For confidentiality reasons, on incoming call, a default name is displayed instead of the technical number of a Welcome service

Comm. servers	Devices	Public numbers	Traffic control	Welcome services	Voice prompts	Groups	Supervision	Rainbow Rooms
Welcome	Automated attendant	Calendar						
<div>Create</div>								
Name	Mode	Public number	Destination type	Destination information	Description	Welcome service	Calendar	
Company AA	Simplified		AA menu	Main Menu		Accueil OP auto	calendrier 1	⋮

Company AA

Main Menu

Menu voice prompts

Create menu

Menu

Main Menu

Name

Main Menu

Description

Enter a description

Depth

1

MENU ENTRIES

	Digit	Destination type	Destination information	Phone	
<input type="checkbox"/>	0				⋮
<input checked="" type="checkbox"/>	1	Member	Alice Anderson	111	⋮
<input checked="" type="checkbox"/>	2	Member	Bob Barkley	102	⋮
<input checked="" type="checkbox"/>	3	AA menu	Marketing		⋮
<input type="checkbox"/>	4				⋮



AA voice prompts

When creating the AA, you have 2 choices to manage voice prompts:

Unique voice prompts for each one of the main menu and sub menus

- That means, the choices from 0 to 9 are listed in a unique wav file for each menu.

Or voice prompts to play each choice and other ones to play the action in progress

i.e.

- Key 1 press: “Press 1 to be transferred to the technical support”
- Key 1 action: “Your call is transferred to the technical support”
- Same principle for other choices

Service information

Service

Automated attendant

Name

Company AA

Description

Public number

Choose public phone number

☒ Menu with single voice prompt

+ Declare a new Automated Attendant service

Service Information

Service

Automated attendant

Name

Description

Public number

Choose public phone number

☐ Menu with single voice prompt

Voice prompt	Filename	Description
Menu welcome	aa_welcome.wav	Voice prompt played when entering auto attendant menu
Key 1 press	aa_1_for.wav	Voice prompt played for key 1
Key 1 action	aa_1_option.wav	Voice prompt played for key 1 destination
Key 2 press	aa_2_for.wav	Voice prompt played for key 2
Key 2 action	aa_2_option.wav	Voice prompt played for key 2 destination

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Rainbow Hub

Welcome service & Music on hold

How to

- ✓ Configure the welcome service & the music on hold

Contents

1	Create calendars - opening / closing hours of the welcome service	2
2	Import of customized voice prompts - Open/close.....	4
3	Welcome service creation	6
4	Make a Test	7
5	Customize the Music on hold	8

Implementation

1 Create calendars - opening / closing hours of the welcome service

Create calendars to define the opening and closing hours of welcome services.
The same calendar can be used by several welcome services.



Create a calendar with opening/closing hours that will be associated with a company welcome service:

- Open from Monday to Friday
- Open from 8 am to 6 pm
- Manage Christmas as a bank holiday



Tips

A calendar can be duplicated.

Companies/Customer companies/ <company to manage>

“Communication” section / “Welcome services” tab

Select the **Calendar** menu

Then click **Create**

Define a **name**

The screenshot shows the configuration interface for 'CLIENT A'. The 'Welcome services' tab is selected. Under the 'Calendar' sub-tab, there is a 'Create' button highlighted with a red box. Below this, a modal dialog titled 'Create a calendar' is open. It has a 'Name' field containing 'Main Company calendar' and 'Cancel' and 'Create' buttons at the bottom.

Edit the calendar and manage the opening hours ranges for the different days of the week.

Note: The time zone shown is the one defined at the company level (information)

+ Edit calendar

Name
Main Company calendar

Open hours
Specific days

Time zone
Europe/Paris

Week day	Open	From	To	Open 24/24
Monday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	08:00	18:00	<input type="checkbox"/>
Saturday	<input type="checkbox"/>			<input type="checkbox"/>
Sunday	<input type="checkbox"/>			<input type="checkbox"/>

Cancel
Apply

Click on “Specific days” tab.

Click on “Add date” button to create in the calendar a new specific day.

+ Edit calendar

Name
Main Company calendar

Open hours
Specific days

Time zone
Europe/Paris

Add date

Date	Open	From	To	Open 24/24
NO SPECIFIC DAYS				

Modify the existing entry

Red = closed

Then, click on Apply

+ Edit calendar

Time zone
Europe/Paris

Add date

Date	Open	From	To	Open 24/24
25/12/2023	<input type="checkbox"/>			<input type="checkbox"/>

2 Import of customized voice prompts - Open/close



Import the 2 new following audio files: (Provided by the trainer)

- Welcome: welcome.service.mp3
- Closing hours: Closinghours.mp3

THE VOICE PROMPTS ARE ASSOCIATED TO CALENDARS **NOT** TO THE WELCOME SERVICES

Companies/Customer companies/ <company to manage>

“Communication” section / “Voice prompts” tab

Warning:

Associate the voice prompts with the right Calendar!

Click on the **Welcome** tab

Set the filter to “Main Company Calendar”

and click on **Add**

Existing default messages are displayed.

Select the customized audio file to import

Define its use (In which context it will be played).

Enter a description

Click in “**Upload**” to transfer it.

CLIENT A

Comm. servers | Devices | Public numbers | Traffic control | Welcome services | **Voice prompts** | Groups | Supervision | Rainbow Rooms

General | **Welcome** | Automated attendant | Hunt group

Welcome : Main Company calendar **Add**

Service name	Usage	Filename	Description	Size (bytes)	Type	Status
Main Company calendar	Welcome		Voice prompt played as a welcome pre-announcement	0	default	✓
Main Company calendar	Closed hours	office_hours.wav	Voice prompt played when the welcome service is closed	82580	default	✓

Add new audio file

CUSTOMIZATION OF VOICE PROMPTS

Customize your voice prompts by uploading audio files

Browse | Filename: Welcome.service.mp3 x

Usage: Welcome v

Description: Welcome message linked to the Main company calendar x

Cancel | **Upload**

Filename	Name of the selected file
Usage	Select in the list (Welcome, closed hours) the context to listen this message
Description	Enter an description

Perform the same operation for the **closed hours** voice prompt.

The welcome voice prompts list is updated.

Green: customized voice prompts

It is possible to go back to the default voice prompts

Comm. servers	Devices	Public numbers	Traffic control	Welcome services	Voice prompts	Groups	Supervision	Rainbow Rooms
General Welcome Automated attendant Hunt group								
Welcome: company opening hours						Add		
Service name	Usage	Filename	Description	Size (bytes)	Type	Status		
Main Company calendar	Welcome	▶ Welcome service.mp3.wav	Welcome message linked to the Main company calendar	209742	Customized	✓		
Main Company calendar	Closed hours	▶ Closinghours.mp3.wav	Closing message linked to Main company calendar	199374	Customized	✓		
Main Company calendar	Welcome		Voice prompt played as a welcome pre-announcement	0	default			
Main Company calendar	Closed hours	▶ office_hours.wav	Voice prompt played when the welcome service is closed	82580	default			

3 Welcome service creation



Create a welcome service

- Name: Company Welcome
- Calendar: Main company Calendar
The choice of calendar allows the welcome voice prompt to be broadcast during opening hours and the closing voice prompt during the closing hours.
- Define a public number
- Destination: Hunt group (Select an existing group)
- Closing destination: Closing voice prompt

Companies/Customer companies/ <company to manage>

“Communication” section / “Welcome services” tab

Click on **Welcome** tab

Click on “Create”

CLIENT A

Comm. servers | Devices | Public numbers | Traffic control | **Welcome services** | Voice prompts | Groups | Supervision | Rainbow Rooms

Welcome | Automated attendant | Calendar

Create

Name	Public number	Destination type	Destination information	Calendar	Hours	Mode
------	---------------	------------------	-------------------------	----------	-------	------

Complete the information

And click on **Apply**

Declare a new Welcome service

Service information

Service: Welcome

Calendar: Main Company calendar

Name: Company Welcome

Public number: +33298291011

Open hours

Destination type: Hunt group

Group: G1

Extension number: 105

Closed hours

Destination type: Voice prompt

Cancel Apply

Service

Here "Welcome" for greetings

Select the calendar created previously

Name	Define a name.
Public number	Select a public number in the list of free numbers
Open hours - Destination type	Specify the type: member, group or AA
Open hours - Member/Group/AA	Select the destination
Closed hours	Voice prompt, external number, AA, member or group

4 Make a Test



Call the welcome service to check opening and closing hours voice prompts are broadcasted



Tips

Modify the open and closed hours of the company in order to check the voice prompts

5 Customize the Music on hold



Import a new music on hold file:

– New_MOH.wav

Companies/Customer companies/ <company to manage> “Communication” section / “Voice prompts” tab

Select **General** tab

Check that the filter is set to “General”.

Click on **Add**

Existing default messages are displayed.

Service name	Usage	Filename	Description	Size (bytes)	Type	Status
General	Music on hold	music_on_hold.wav	Voice prompt played when the call is placed on hold	1169586	default	✓
General	Recording prompt	announce_before_recording.wav	Voice prompt played to announce the call will be recorded	38874	default	✓
General	Destination busy	callee_busy.wav	Voice prompt played when the destination is busy	91002	default	✓
General	Destination unavailable	callee_tmp_unavailable.wav	Voice prompt played when the destination is unavailable	96760	default	✓

Select the custom audio file and define its use (Context).

Click on “**Upload**” to perform the import.

Add new audio file

CUSTOMIZATION OF VOICE PROMPTS

Customize your voice prompts by uploading audio files

Browse Filename: New_MOH.wav ×

Usage: Music on hold

Description: Enter a description

Cancel **Upload**

filename	Select the audio file
Usage	Music on hold
Description	Enter a description

Voice prompts list is updated.

The music on hold has been uploaded and activated

Service name	Usage	Filename	Description	Size (bytes)	Type	Status
General	Music on hold.	New_MOH.wav	Voice prompt played when the call is placed on hold.	217438	Customized	✓
General	Recording prompt	announce_before_recording.wav	Voice prompt played to announce the call will be recorded	38874	default	✓
General	Destination busy	callee_busy.wav	Voice prompt played when the destination is busy	91002	default	✓
General	Destination unavailable	callee_tmp_unavailable.wav	Voice prompt played when the destination is unavailable	96760	default	✓
General	Music on hold	music_on_hold.wav	Voice prompt played when the call is placed on hold	1169586	default	✓



Rainbow Hub

Attendant console, supervision group and attendant group

How to

- ✓ Assign Attendant console right to a member, manage a supervision group and an attendant group

Contents

1	Subscribe to Voice attendant subscription	2
2	Assign the subscription to a member.....	3
3	Supervision group	4
4	Console attendant view	5
5	Create an attendant group	6

Implementation

1 Subscribe to Voice attendant subscription



- Subscribe to the service “VOICE ATTENDANT”

Companies/Customer companies/ <company to manage> “Subscriptions” section /

Service : VOICE ATTENDANT

Click

“Subscribe to offer”

Administration						
CLIENT-A						
<input type="checkbox"/> Admin has the right to update subscriptions ACTIS						
Service	Purchase Order Number	Plan	Expiration date	Licenses	Allocated	Status
★ Essential				Unlimited	0	Free
★ Business						Not subscribed
★ Enterprise		Monthly		4	0	Subscribed
★ Enterprise Conference						Not subscribed
★ Voice Business						Not subscribed
★ Voice Enterprise		Monthly		8	5	Subscribed
★ Voice Attendant						Not subscribed
Purchase						Subscribe to offer

Choose the subscription offer

Subscription of Client-A



Please select an offer from the list below.

- ☒ Voice Attendant Monthly
- ☐ Voice Attendant 1-Year prepaid
- ☐ Voice Attendant 3-Year prepaid
- ☐ Voice Attendant 5-Year prepaid

Set the [number of licenses](#) and click on [subscribe](#)

Subscription of Client-A



VOICE ATTENDANT MONTHLY

Licenses billed 0

Licenses allocated 0

Adjust number of licenses - 1 +

OPTIONS

Purchase Order Number

Cancel

Subscribe

2 Assign the subscription to a member



Associate the subscription to a member of your company

- Example: elliotX.rv1@ale-training.com or another user

“Members” section / Edit the user/ “Services” tab

Select subscription “[Voice Attendant Monthly](#)”

Information Elliot Evans

Information Permissions Telephony **Services** Roles Security

Subscription

☐ Essential

☐ Enterprise Monthly

☐ Voice Enterprise Monthly

☒ Voice Attendant Monthly

Options

☐ Alert Monthly

Close

Apply



3 Supervision group



Create a supervision group

- Supervisor: for example, Elliot Evans (with the subscription VOICE ATTENDANT)
 - Members to supervise: Carol Connor and Bob Barkley
- Log in with Elliot Evans' account to supervise members

Companies/Customer companies/ <company to manage>

“Communication” section / “Supervision” tab

Click on “Create”

CLIENT A

Comm. servers Devices Public numbers Traffic control Welcome services Voice prompts Groups Supervision Rainbow Rooms

Create

Group name Description Supervisors Supervisees

Complete the fields

And click on “Create”

Group information

Information Supervisors Supervisees

Name superv bureau 1

Description

Creation date Jun 22, 2022 3:22 PM

Name

Define a group name

Description

Enter a description

Select the supervisor with a subscription **VOICE ATTENDANT**

Group information

Information Supervisors Supervisees

EE Elliot Evans × Add member (name or email address)

Member Phone



No member

Select the **members** who will be **supervised**

Group information

Information Supervisors **Supervisees**

Add member (name or email address)


Member	Phone
 Carol Connor	103
 Bob Barkley	102

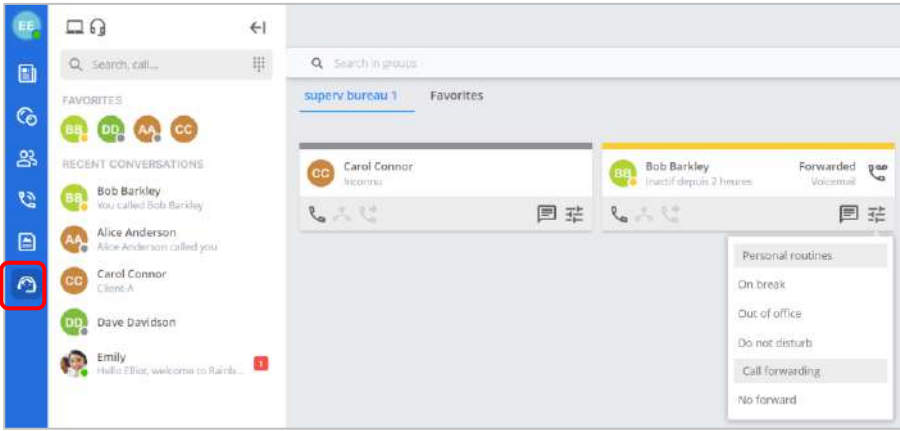
4 Console attendant view



- Connect the supervisor member account (Elliot)

web.openrainbow.com or application

Click on  to access Attendant console



5 Create an attendant group



Create an attendant group

- Assign internal and DDI numbers
- Members : For example, Elliot Evans or a member with the subscription VOICE ATTENDANT

Administration/Customer companies/

« Communication » / « Groups »

Click on "Create"

CLIENT A

Comm. servers Devices Public numbers Traffic control Welcome services Voice prompts **Groups** Supervision Rainbow Rooms

Groups Members

Search groups

Create

Name	Type	Internal number	Public number	Distribution	Members
------	------	-----------------	---------------	--------------	---------

Complete the information

Declare a new group

Group information

Name	Attendant group
Type	Hunt group
Subtype	Attendant
Distribution	Parallel
Internal number	110
Public number	+33298291016

- ☐ Lock the last member (no empty group)
- ☒ Allow the group manager to modify the DDI

Add members

Declare a new group

Members

Add attendant (name or email address)

Member	Phone	Roles
EE elliot Evans	106	Agent

Perform the test



Rainbow Hub

Automated attendant

How to

- ✓ Configure the Automated attendant

Contents

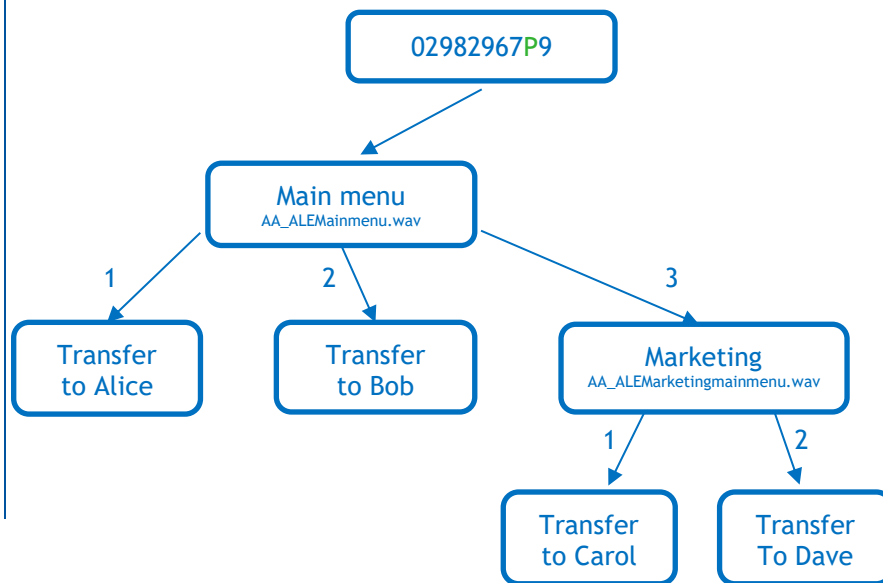
1	Automated attendant configuration.....	2
1.1.	Automated attendant creation	2
1.2.	Menus Creation	3
1.3.	Tree structure configuration.....	6
1.3.1.	Main menu management	6
1.3.2.	Marketing menu management	7
1.4.	Voice prompts configuration.....	8
1.4.1.	Configuration of the voice prompts for the Main menu	8
1.4.2.	Configuration of the voice prompts for Marketing menu	9

Implementation

1 Automated attendant configuration



Manage the following automated attendant:
Voice prompts are available, ask to the trainer



1.1. Automated attendant creation



Create a new automated attendant

- Name: company AA
- Choose a free public number in the list assigned to your pod: i.e. 02982967P9
- Choose unique voice prompts for main and submenus: Menus with single voice prompts

Companies/Customer companies/ <company to manage>

“Communication” section / “Welcome services” tab

Select **Automated attendant** tab

Click on “**Create**”

Name	Mode	Public number	Destination type	Destination information	Description	Welcome service	Calendar
NO PUBLIC NUMBERS ASSIGNED TO WELCOME OR AUTOMATED ATTENDANT SERVICE							

Complete the fields

+ Declare a new Automated Attendant service

Service information

Service: Automated attendant

Name:

Description:

Public number:

☒ Menus with single voice prompt

Cancel Apply

Service	Automated attendant
Name	Define the name: Company AA
Description	Enter a description (optional)
Public number	Select a number, from the list of free public numbers, to be assigned to the Example : 02982967P9
Menus with single voice prompt	To get unique voice prompts instead of several ones for each action

1.2. Menu Creation



Create & manage following menus:

- Rename the default menu created with the AA (Menu 1) to « Main menu »
- Create 1 sub menu:
 - o Marketing

“Communication” section / “Welcome services” tab

Automated attendant tab

Edit the new automated attendant

CLIENT A

Comm. servers Devices Public numbers Traffic control **Welcome services** Voice prompts Groups Supervision Rainbow Rooms

Welcome Automated attendant Calendar

Create

Name	Mode	Public number	Destination type	Destination information	Description	Welcome service	Calendar
Company AA	Simplified	+33298291019	AA menu	Menu 1			

Edit menu Service information Remove service

Automated attendant

Modify the name: *Main menu*
(Menu 1 by default)

Click on *Apply*

+ Edit menus ×

Company AA **Main menu**

Menu *Menu 1*

Name **Main menu**

Description *Enter a description*

Depth 1

Menu voice prompts Create menu

Create the *Marketing* menu

Click on «*Create menu*» button

+ Edit menus ×

Company AA **Main menu**

Menu *Main menu*

Name *Main menu*

Description *Enter a description*

Menu voice prompts **Create menu**

Name : *marketing*

Click on *Create*

+ Create menu ×

Company AA **Marketing**

Name *Marketing*

Description *Enter a description*

Menu voice prompts Create menu

Close **Create**

Name Define the menu name.

Description Enter a description (optional)

Result: Marketing menu is created but not linked to the main menu

 [Company AA](#)

[Menu voice prompts](#) [Create menu](#)

AUTOMATED ATTENDANT MENUS

Menu	Depth	Parent menu	Description
Main Menu	1	/	⋮
Marketing	Orphan	/	⋮

1.3. Tree structure configuration



Manage the :

- Main menu
- Marketing sub menu

1.3.1. Main menu management



Manage the following choices:

- 1 -> Transfer to Alice
- 2 -> Transfer to Bob
- 3 -> Transfer to Marketing dpt

<Automated attendant to configure> / <Menu to configure>

Manage choices
Result expected:

Company AA
Main Menu
Menu voice prompts
Create menu

Menu
Main Menu

Name
Main Menu

Description
Enter a description

Depth
1

MENU ENTRIES

Digit	Destination type	Destination information	Phone
<input type="checkbox"/> 0			...
<input checked="" type="checkbox"/> 1	Member	Alice Anderson	111
<input checked="" type="checkbox"/> 2	Member	Bob Barkley	102
<input checked="" type="checkbox"/> 3	AA menu	Marketing	...
<input type="checkbox"/> 4			...

1.3.2. Marketing menu management



Manage the Marketing menu:

- 1 -> Transfer to Carol
- 2 -> Transfer to Dave

<Automated attendant to configure> / <Marketing Menu >

Select the Marketing menu

+ Edit menus

Company AA

Main Menu

Menu voice prompts

Create menu

Menu

Main Menu

Name

Marketing

Description

Depth

1

Manage choices

Company AA

Main Menu

Marketing

Menu voice prompts

Create menu

Menu

Marketing

Name

Marketing

Description

Enter a description

Depth

2

MENU ENTRIES

Digit	Destination type	Destination information	Phone
<input type="checkbox"/> 0			:
<input checked="" type="checkbox"/> 1	Member	Carol Connor	103
<input checked="" type="checkbox"/> 2	Member	Dave Davidson	104
<input type="checkbox"/> 3			:

Result expected

1.4. Voice prompts configuration



Configure the voice prompts used to guide the callers in the menus:

- Main menu
- Marketing

1.4.1. Configuration of the voice prompts for the Main menu



Import the audio file provided for the main menu
Ask to the trainer if needed

<Automated attendant to configure> / <Main Menu>

Click on the **Main menu** and click on « **Menu voice prompts** »

To access directly to voice prompt menu without leaving the AA menu

Make sure you've selected the correct AA and the main menu

Click **Add** to upload a new voice prompt

Usage	Filename	Description	Size (bytes)	Type	Status
Menu welcome	aa_welcome.wav	Voice prompt played when entering auto attendant menu	62610	default	✓
Exit		Voice prompt played before exiting auto attendant menu	0	default	✓

Click on « **Browse** » to select the prompt file to use.

Select in **which context** this prompt must be broadcast.

Click on « **Upload** ».

Add new audio file

CUSTOMIZATION OF VOICE PROMPTS

Customize your voice prompts by uploading audio files

Browse Filename: AAALMainmenu.mp3 x

Usage: Menu welcome

Description: Enter a description

Cancel Upload

Filename

Automatically set according to the file selected using "Browse" button

Usage	Menu welcome or Exit
Description	Enter a description (optional)

1.4.2. Configuration of the voice prompts for Marketing menu



Import the audio file providing information about the choices available for Marketing menu.

“Communication” section / “Voice prompts” tab

<Automated attendant to configure> / <Marketing Menu>

Click on [Marketing](#) menu in the drop-down menu

Click on [Add](#)

Usage	Filename	Description	Size (bytes)	Type	Status
Menu welcome	aa_welcome.wav	Voice prompt played when entering auto attendant menu	62610	default	✓
Exit	aa_exit.wav	Voice prompt played before exiting auto attendant menu	0	default	✓

Click on « [Browse](#) » to select the prompt file to use.

Select in which context this prompt must be broadcast.

Click on « [Upload](#) ».

Add new audio file

CUSTOMIZATION OF VOICE PROMPTS

Customize your voice prompts by uploading audio files

[Browse](#) Filename: AAALEMarketingmenu.mp3

Usage: Menu welcome

Description: Enter a description

[Cancel](#) [Upload](#)

Filename	Automatically set according to the file selected using “Browse” button
Usage	Menu welcome or Exit
Description	Enter a description (optional)



Notes

It is possible to go further in the customization of voice prompts. Instead of using a unique voice prompt to play the choices to the caller, it is possible to record a voice prompt for each action

Guide vocal	Nom de fichier	Description	Taille (octets)	Type	État
Accueil du menu	aa_welcome.wav	Voice prompt played when entering auto attendant menu	62610	Défaut	✓
Appui touche 0	aa_0_for.wav	Voice prompt played for key 0	33026	Défaut	✓
Action touche 0	aa_0_option.wav	Voice prompt played for key 0 destination	44028	Défaut	✓
Appui touche 1	aa_1_for.wav	Voice prompt played for key 1	32716	Défaut	✓
Action touche 1	aa_1_option.wav	Voice prompt played for key 1 destination	16188	Défaut	✓
Appui touche *	aa_star_for.wav	Voice prompt played for key star	32812	Défaut	✓
Action touche *	aa_star_option.wav	Voice prompt played for key star destination	30712	Défaut	✓
Entrée de numéro de poste	aa_enter_extension.wav	Voice prompt played when entering extension number	50122	Défaut	✓
Numéro de poste invalide	aa_invalid_extension.wav	Voice prompt played when entered extension is invalid	45544	Défaut	✓
Sortie		Voice prompt played before exiting auto attendant menu	0	Défaut	✓



Rainbow Hub Analytics

Call Detail Record (CDR)

ALE doesn't calculate the cost or invoice the public telephonic consumption.

- This is ensured by the Business Partner providing the SIP trunk connectivity to the public network
- However, the voice services provide the needed Call Detail Records (CDR) permitting this calculation.

They are generated (.csv) for all calls going through the Cloud PBX

- Incoming, outgoing and internal calls are taken into account.
- Pure VoIP Rainbow audio/video call doesn't generate CDR

Each month, the first, ALE provides Call Details Records in a file.

Three ways for the partner to obtain these files

- ALE pushes monthly mails with attached files
- The BP retrieve manually the files using his account through Rainbow web interface
- The BP retrieve automatically the files using REST APIs

For details refer to the document [TBE099_Rainbow Hub - Voice services](#)

Administration

MY COMPANY

- Dashboard
- My company

GENERAL VIEW

- Subscriptions
- Invoices**
- Equipments
- History 43
- Notifications

MY CUSTOMERS

- Dashboard
- Customer companies

Invoices

☒ Receive my invoices by e-mail ([manage recipients](#))

Purchase Order Number PO number 2020/07/265

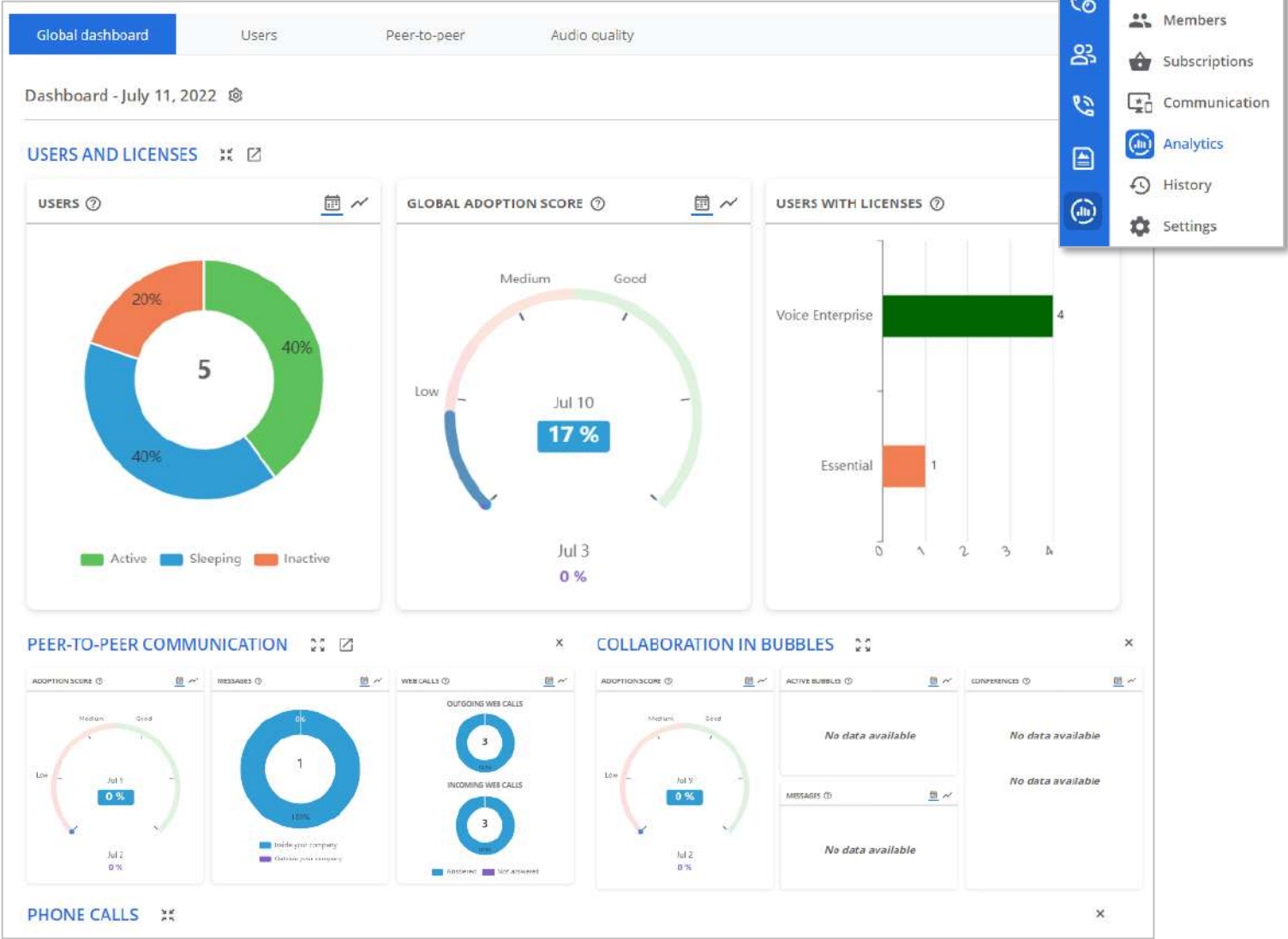
Year 2020

Invoice date	Invoice number	Due date	Invoice
Oct 1, 2020	INV00003920	Oct 31, 2020	Download
Sep 1, 2020	INV00003728	Oct 1, 2020	Download
Aug 1, 2020	INV00003635	Aug 31, 2020	Download
Jul 1, 2020	INV00003497	Jul 31, 2020	Download
Jun 1, 2020	INV00003361	Jul 1, 2020	Download

Click on the file to download it

Global dashboard

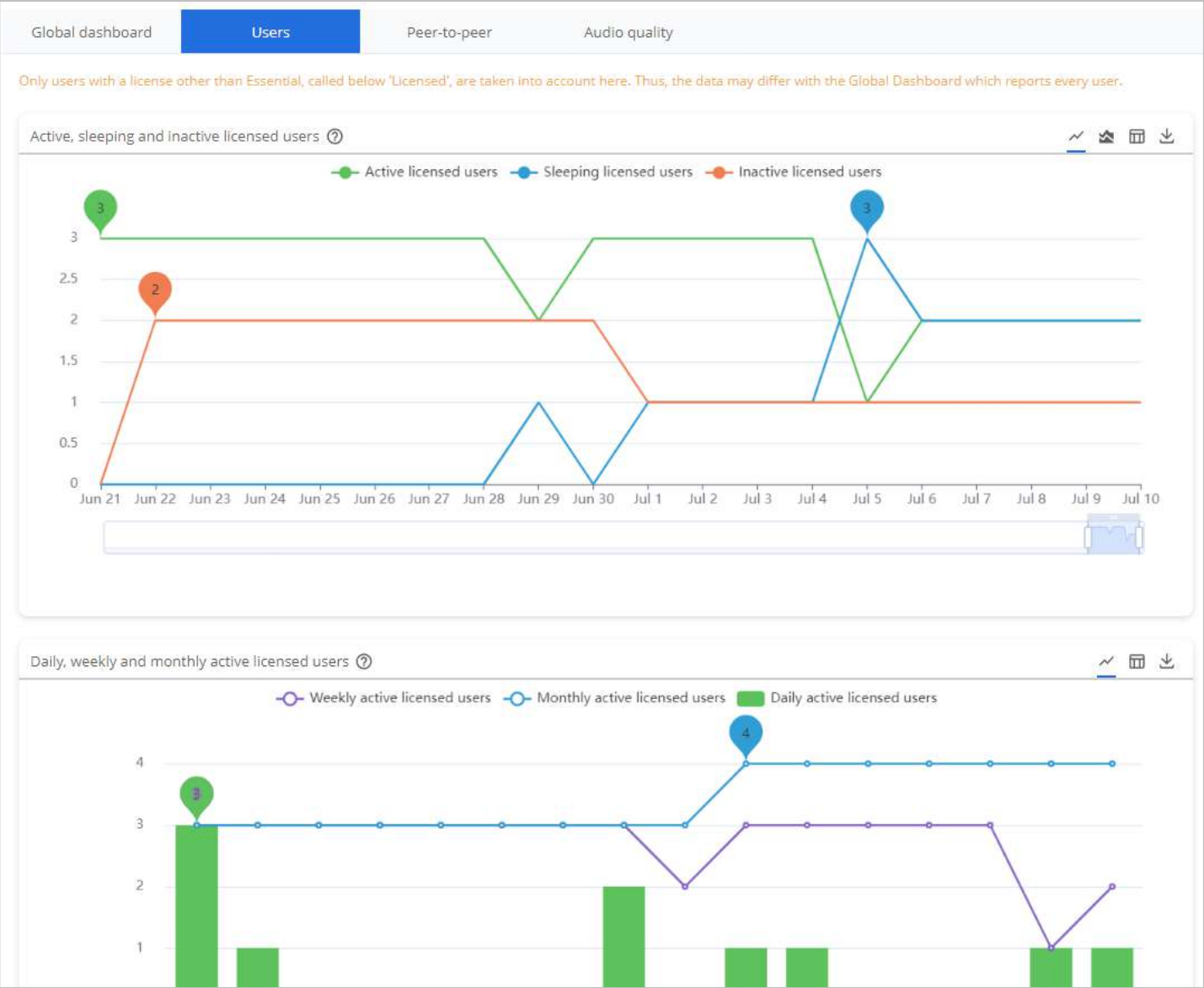
Active, sleeping, inactive users	Adoption Score
Licenses used	Types of calls
Messages	Collaboration in bubble
Softphone calls, Internal, external calls...	Rainbow hub calls
Quality	...



Users

Active,
sleeping,
inactive users

Daily, weekly,
monthly
tables



Peer to peer

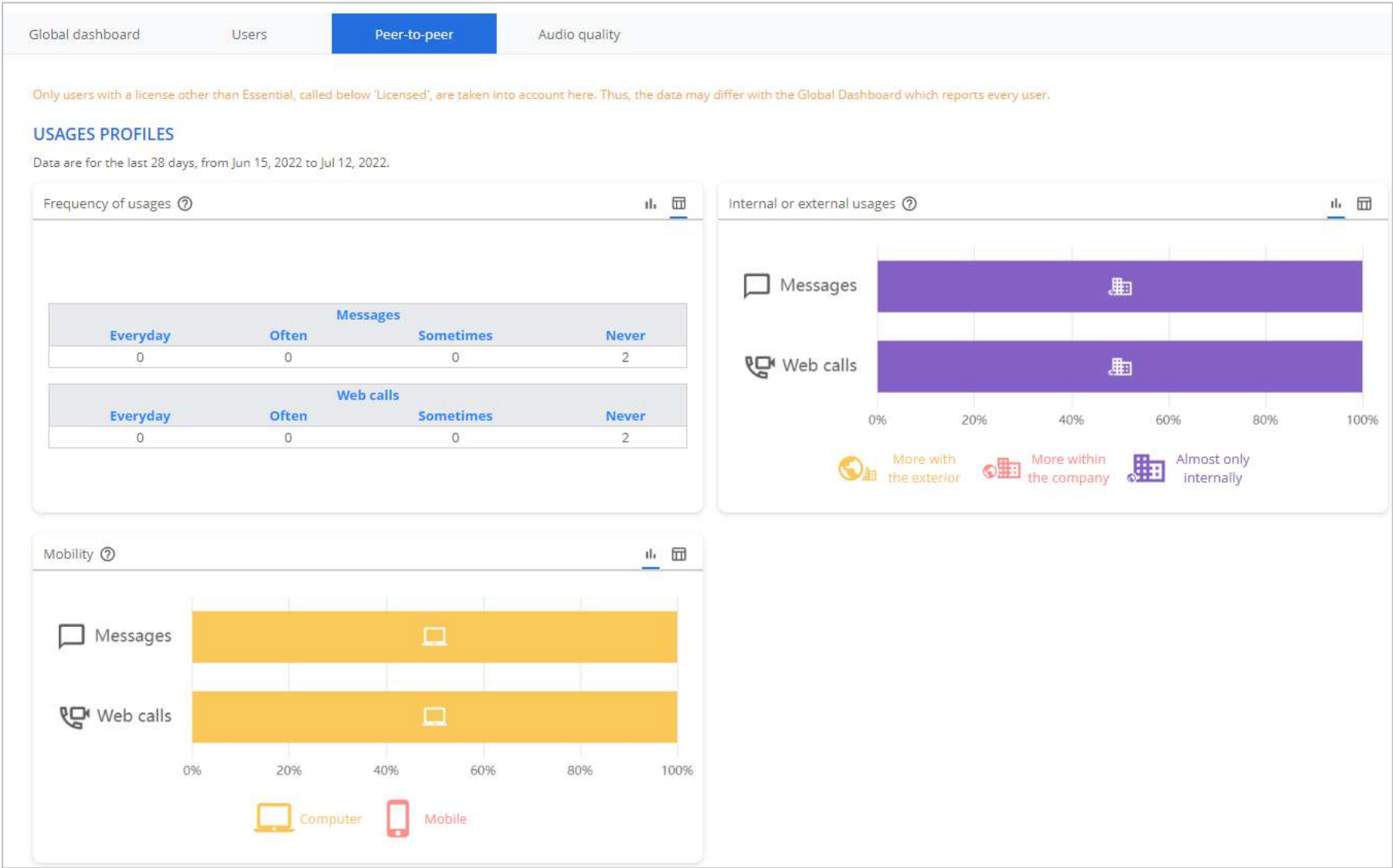
Usage profiles

- Every day
- Often
- Sometimes
- ...

Internal or external usages

Mobility

Messages sent



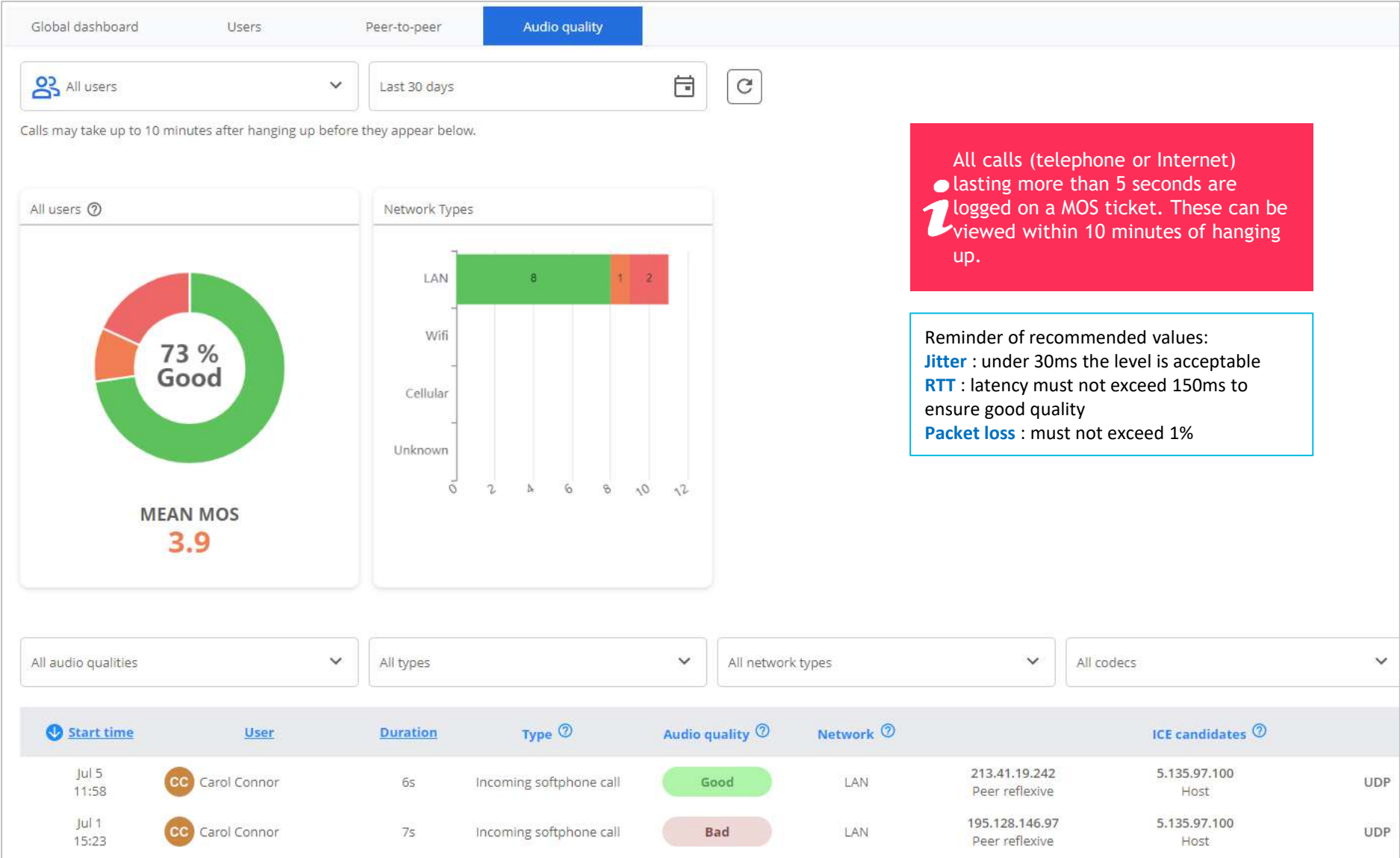
Audio quality

View of all users
or individual
choice

Type of network
used

Time, duration,
type of call

Audio quality



All calls (telephone or Internet) lasting more than 5 seconds are logged on a MOS ticket. These can be viewed within 10 minutes of hanging up.

Reminder of recommended values:
Jitter : under 30ms the level is acceptable
RTT : latency must not exceed 150ms to ensure good quality
Packet loss : must not exceed 1%

Voice

Summary on 1 year

Internal, inbound, outbound calls & To any destination

- Answered
- Canceled by caller
- Fwd to voicemail

Duration of calls to users & groups

- Internal
- Inbound
- Outbound

Analytics on Groups

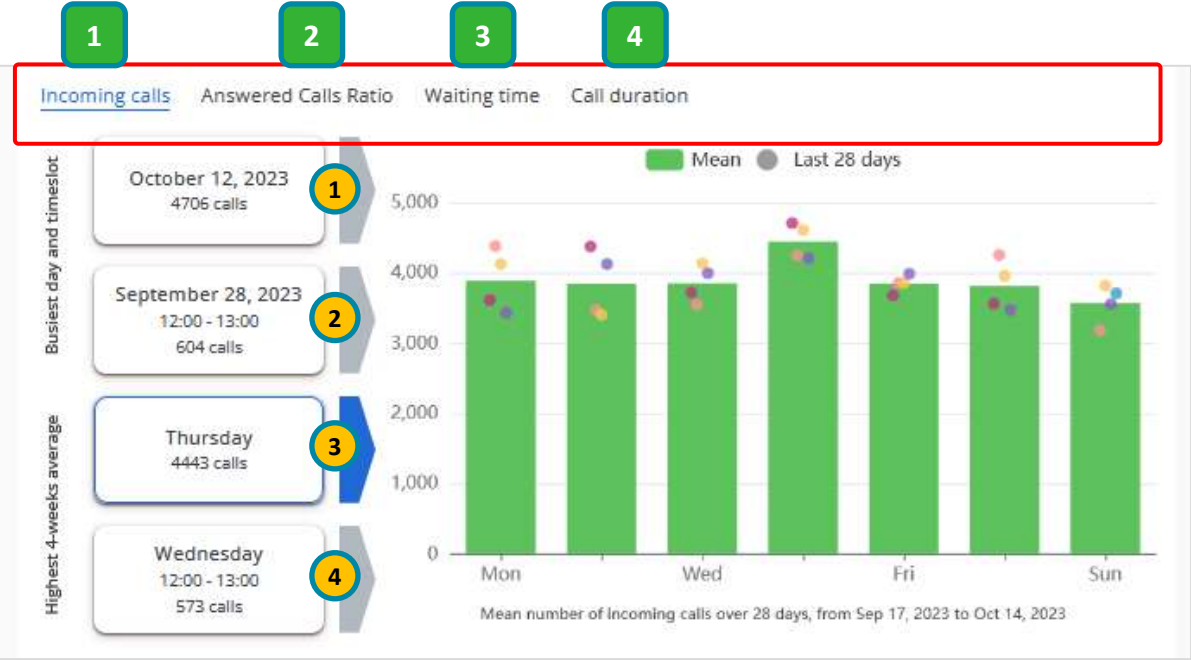
- Number of incoming calls
- Percentage of answered calls



Groups - Global



Key indicators for the period under review



4 charts are proposed for each category

	1 Incoming calls	2 Answered calls	3 Waiting time	4 Call duration
1	Busiest day	Per day	Answered time per day	Per day
2	Busiest time slot	Per day of the week	Answered time per day and time slot	Per day and time slot
3	Highest 4-week averages (day of the week)	Per day of the week and time slot	Answered time per day of the week	Highest 4-week averages (day of the week)
4	Highest 4-week averages (time slot)	Reasons for missed calls	Answered time and cancel time vs Volume	Highest 4-week averages (time slot)

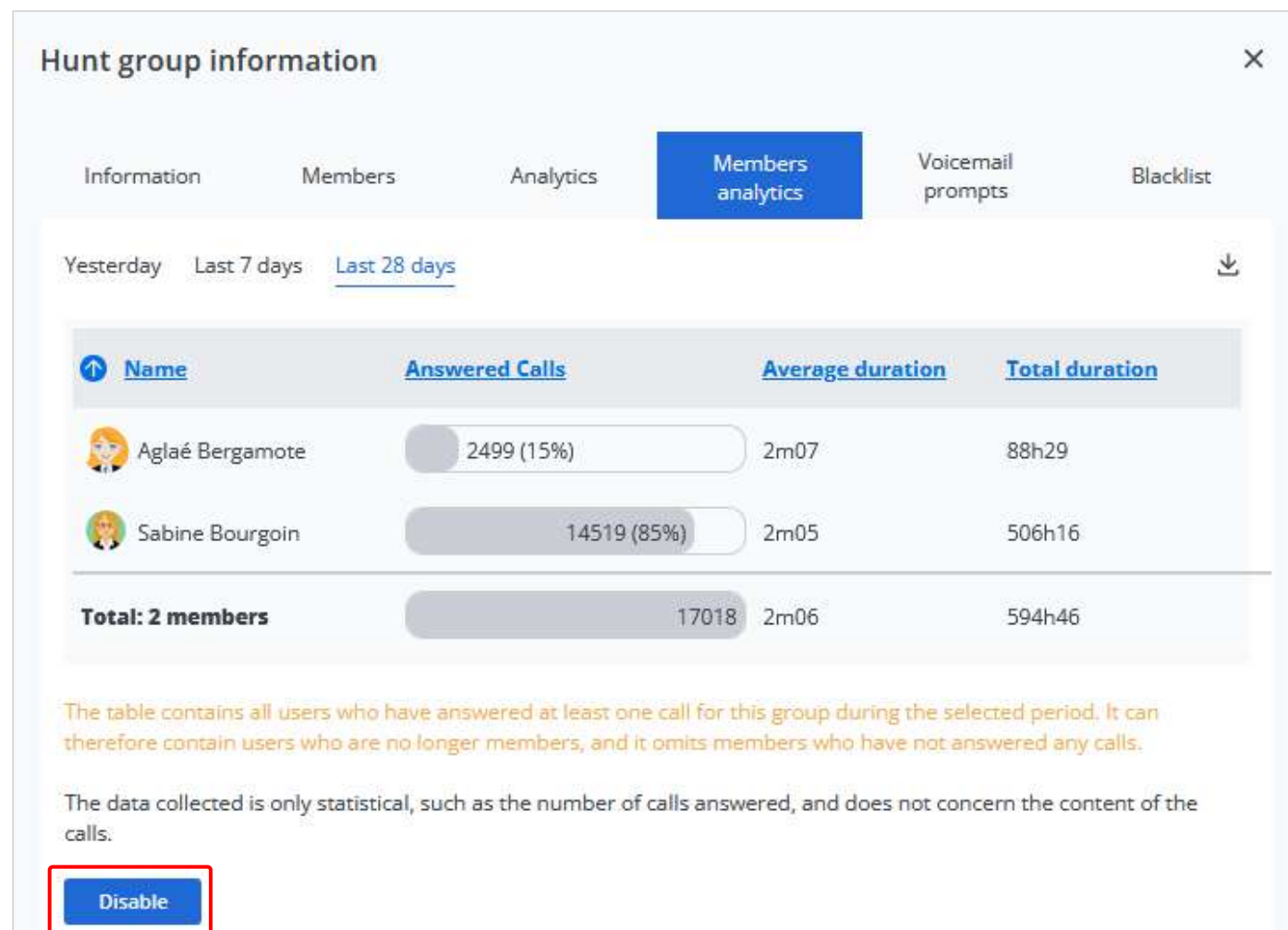
Groups - Agents

Visualize the performance of individual group members:

- Number and proportion of answered calls
- Average call duration
- Total call duration

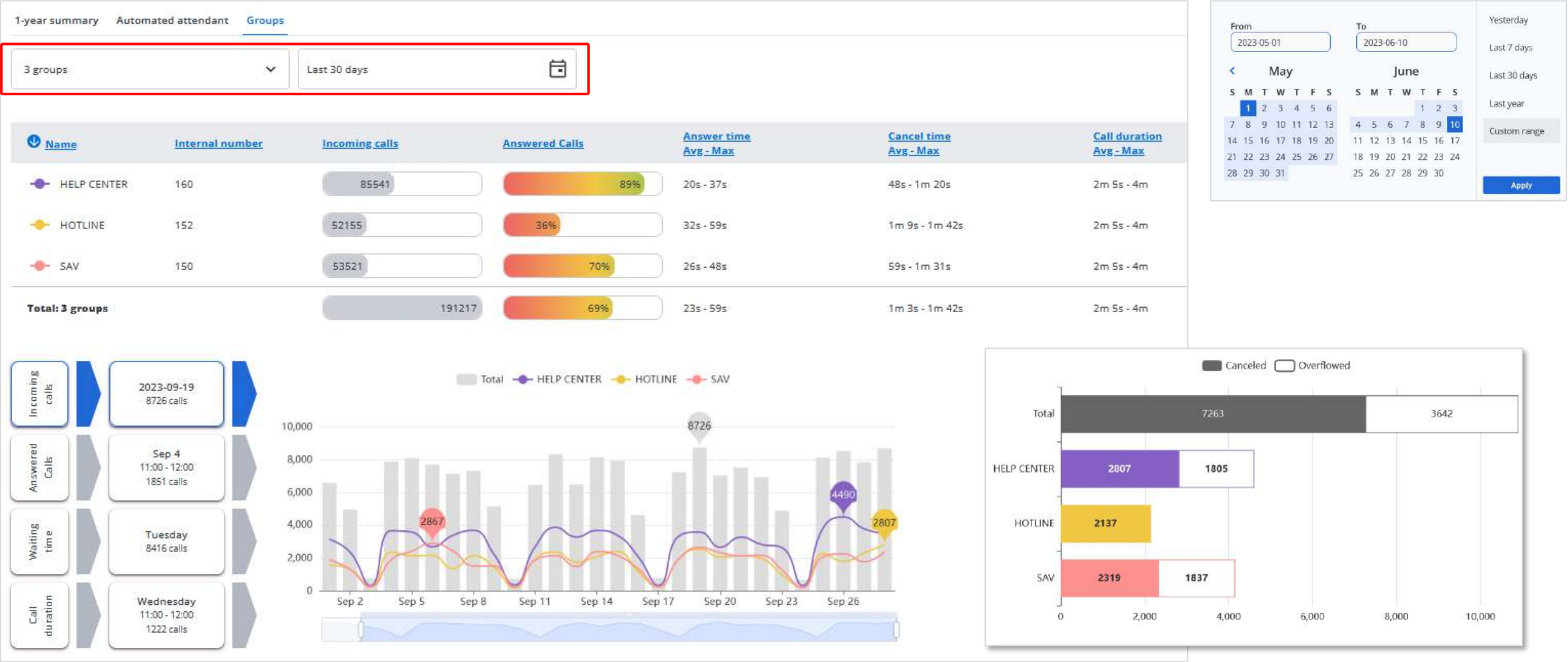
For reasons of sensitivity specific to each country and/or customer, a company administrator may disable individual statistics for a specific group.

When disabled, data is still collected at server level, but group administrators have no access to it.








Analyze up to 5 groups

- Voice tab/ Groups



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-  twitter.com/ALUEnterprise
-  youtube.com/user/enterpriseALU

END OF TRAINING EVALUATIONS

CLASSROOM SESSION OR VIRTUAL CLASS SESSION

YOUR FEEDBACKS ARE IMPORTANT!

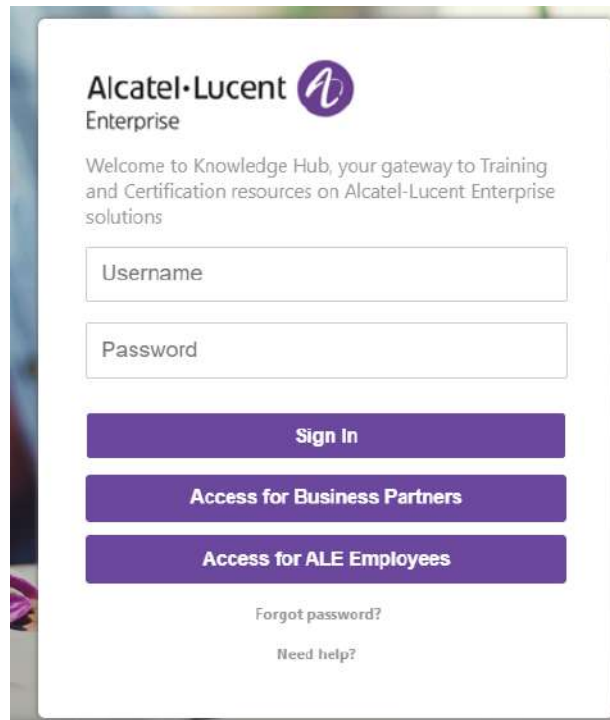
Thank you to complete the training evaluation online survey before leaving your session. This will take you 2 minutes!

You must complete the end of training evaluation to be able to download your training certificate of attendance.



LOGIN TO ALE KNOWLEDGE HUB

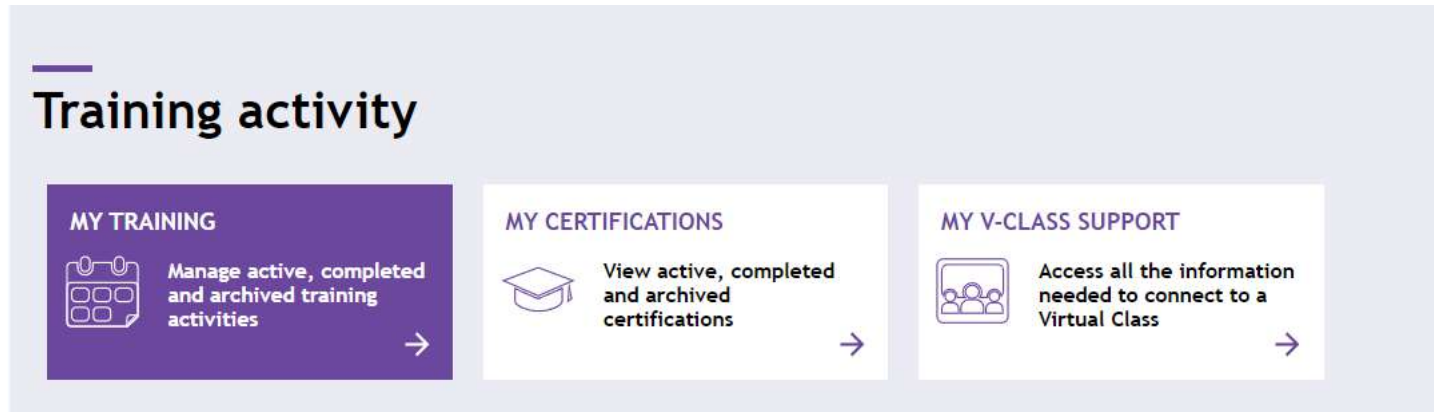
- Connect to ALE Knowledge Hub (<https://enterprise-education.csod.com>) with your usual credentials



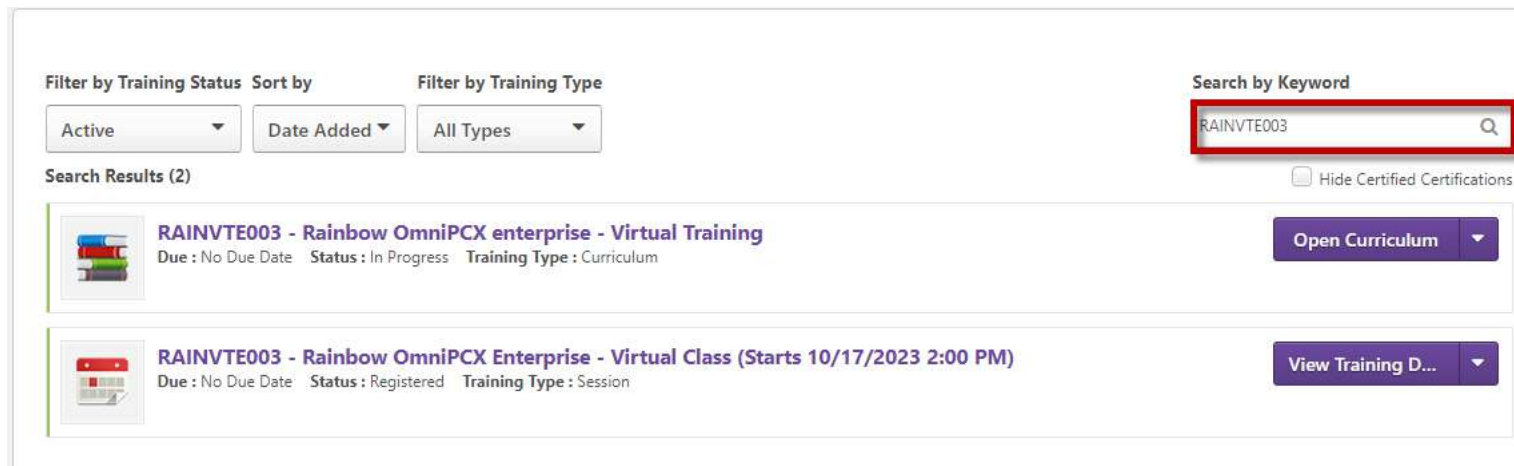
The screenshot shows the login interface for the Alcatel-Lucent Enterprise Knowledge Hub. At the top left is the Alcatel-Lucent logo, consisting of the text 'Alcatel-Lucent' followed by a stylized 'A' icon, and the word 'Enterprise' below it. Below the logo is a welcome message: 'Welcome to Knowledge Hub, your gateway to Training and Certification resources on Alcatel-Lucent Enterprise solutions'. Underneath the message are two input fields: 'Username' and 'Password'. Below these fields are three purple buttons with white text: 'Sign In', 'Access for Business Partners', and 'Access for ALE Employees'. At the bottom of the form are two links: 'Forgot password?' and 'Need help?'.

ACCESS TO THE ONLINE EVALUATION SURVEY (1/2)

- Click on **My Training** on the home page



- Search for the training course by the reference provided by your instructor



ACCESS TO THE ONLINE EVALUATION SURVEY (2/2)

- From the session, select **Evaluate** in the dropdown menu and follow the instructions



RAINVTE003 - Rainbow OmniPCX Enterprise - Virtual Class (Starts 10/17/2023 2:00 PM)
Due : No Due Date Status : Registered Training Type : Session

View Training D...
Evaluate
View Training Details

OR

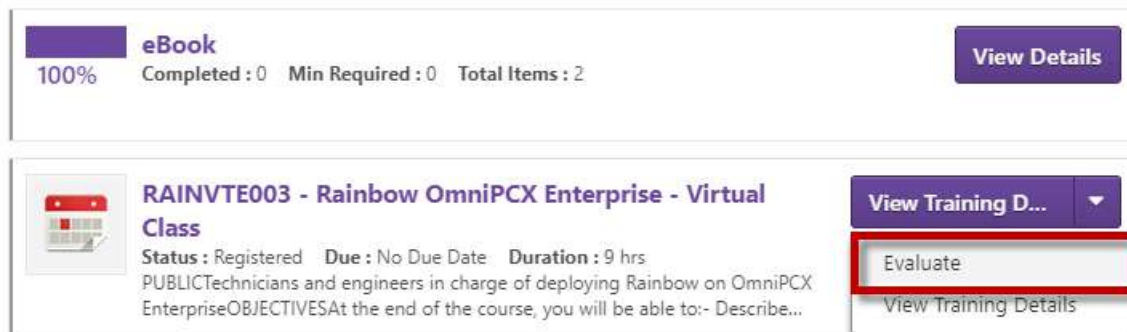
- From the curriculum, select **Open Curriculum**



RAINVTE003 - Rainbow OmniPCX enterprise - Virtual Training
Due : No Due Date Status : In Progress Training Type : Curriculum

Open Curriculum
View Training Details

- Then select **Evaluate** in the dropdown menu associated to the session and follow the instructions



eBook
100% Completed : 0 Min Required : 0 Total Items : 2
View Details

RAINVTE003 - Rainbow OmniPCX Enterprise - Virtual Class
Status : Registered Due : No Due Date Duration : 9 hrs
PUBLICTechnicians and engineers in charge of deploying Rainbow on OmniPCX EnterpriseOBJECTIVESAt the end of the course, you will be able to:- Describe...

View Training D...
Evaluate
View Training Details

THANK YOU

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Find a Course

Browse our catalog available on <https://enterprise-education.csod.com/> to find your training path and course detail.

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