My eBook Training

RAINBOW HUB

ED06

PARTICIPANT'S GUIDE

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

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Rainbow Hub

Training Lab environment

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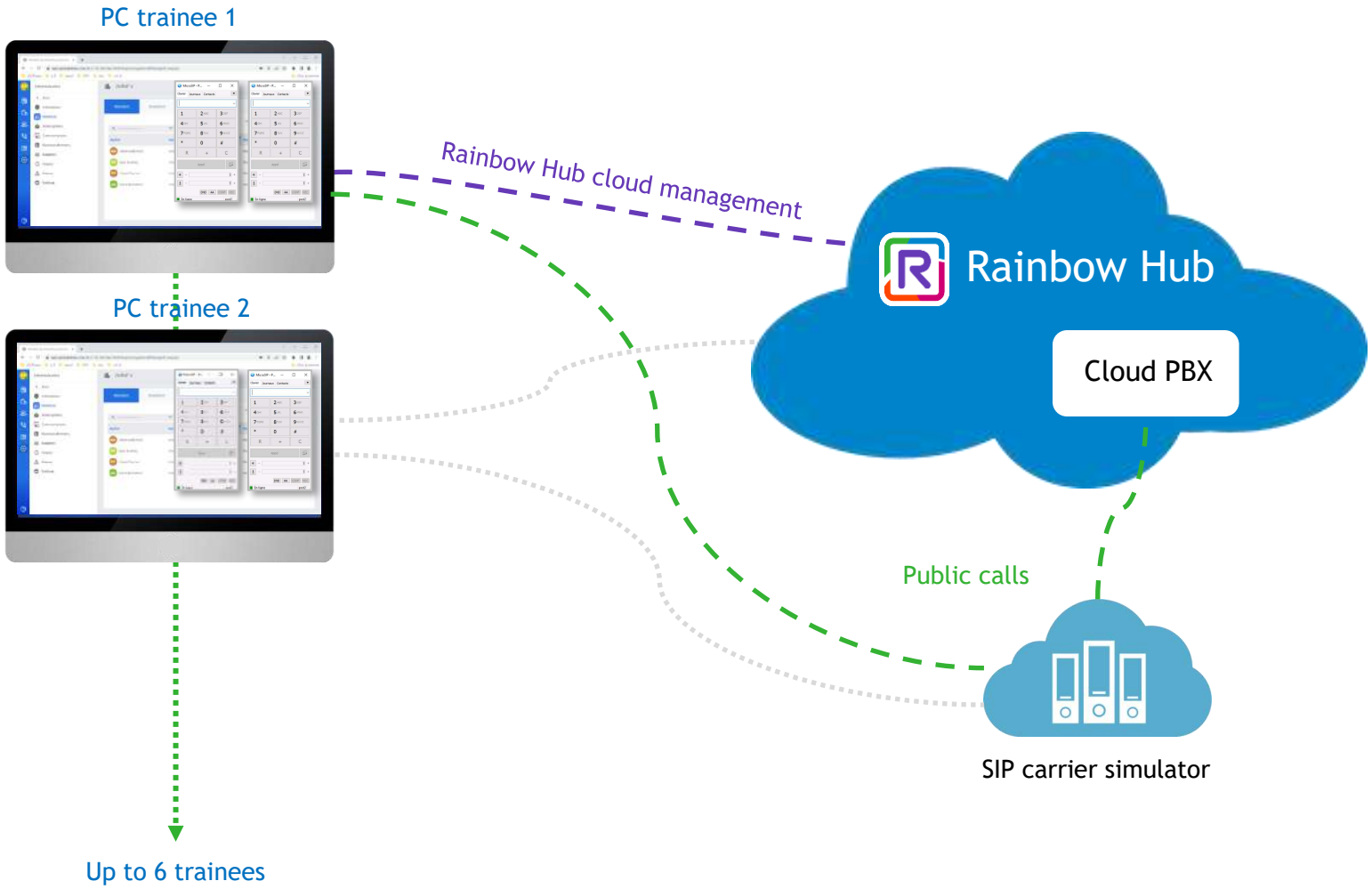
Lab topology

- 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

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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

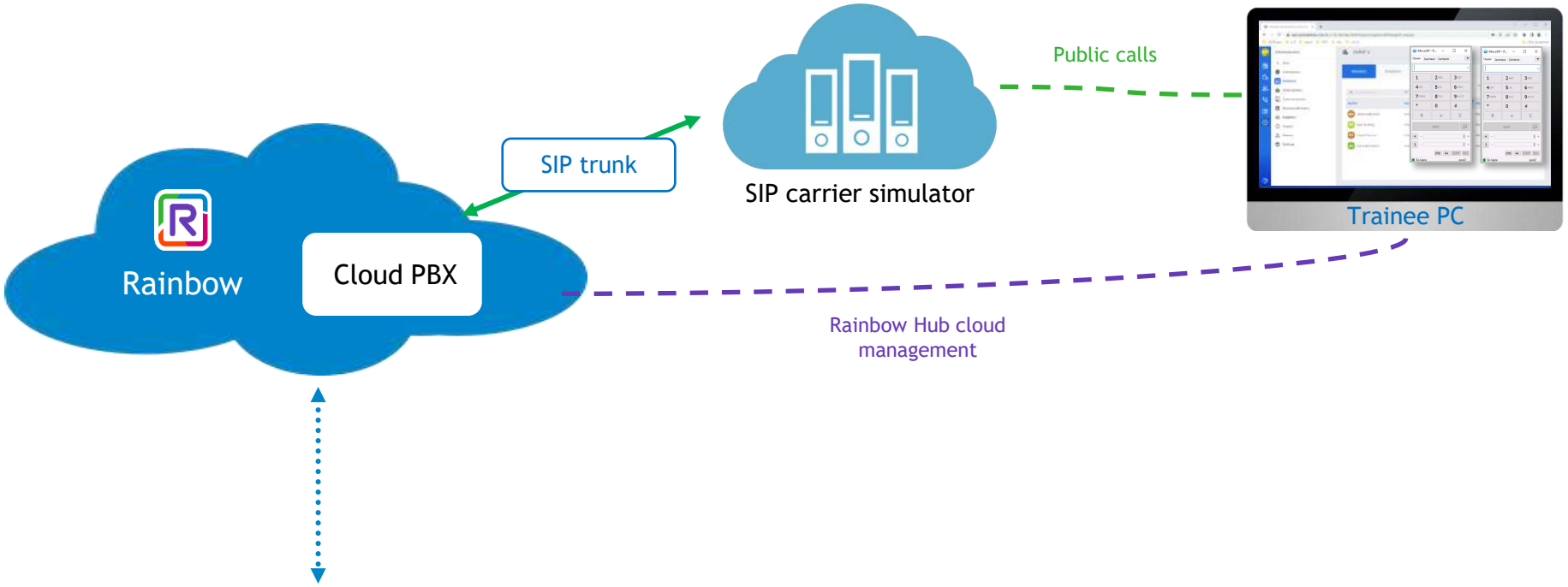
- To assign to Rainbow Hub members and services

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

4 Members

Public numbers 0298296720 to 0298296729

4 Members

Public numbers 0298296730 to 0298296739

4 Members

Public numbers 0298296740 to 0298296749

4 Members

Public numbers 0298296750 to 0298296759

4 Members

Public numbers 0298296760 to 0298296769

4 Members

Rainbow Hub client companies

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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 Entreprise **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

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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

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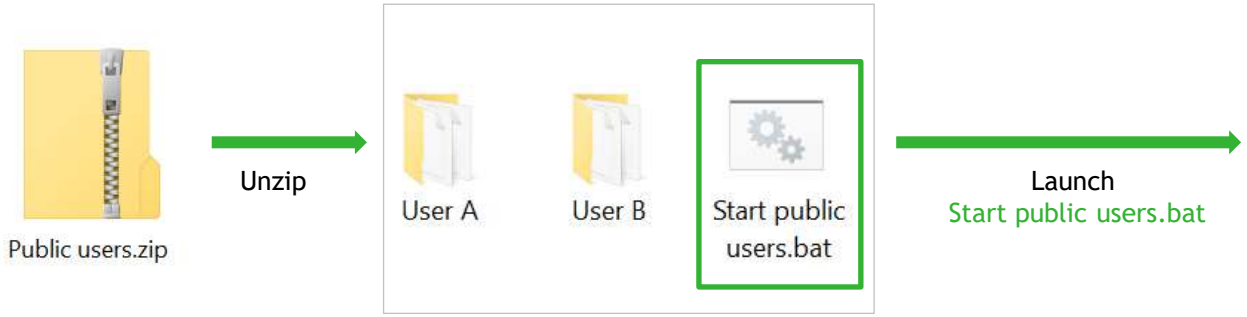
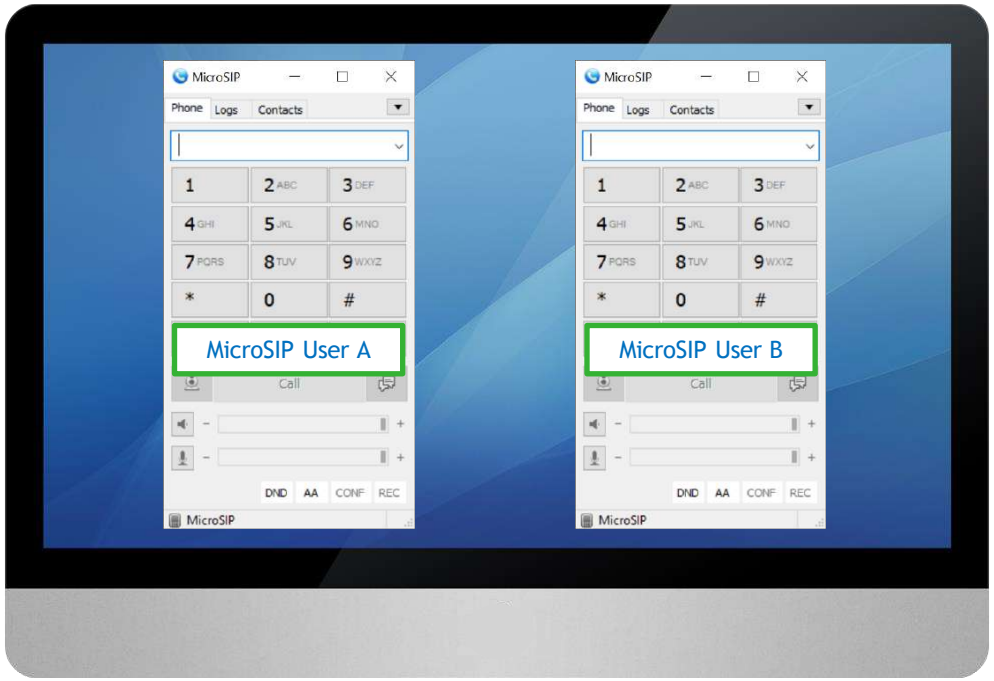
Rainbow Hub public calls in our training environment*

- 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

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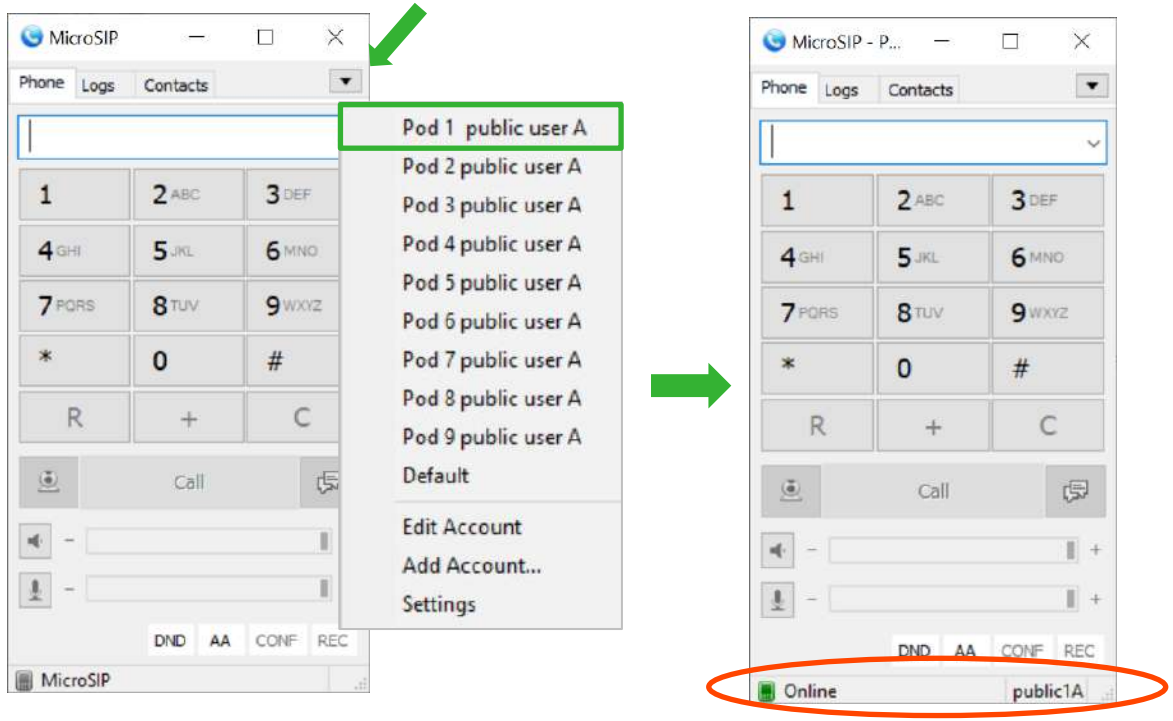
* The SIP simulator used for the training does not allow us to call members of our own company by their public number, so we must use MicroSIP softphones.

MicroSIP softphones startup

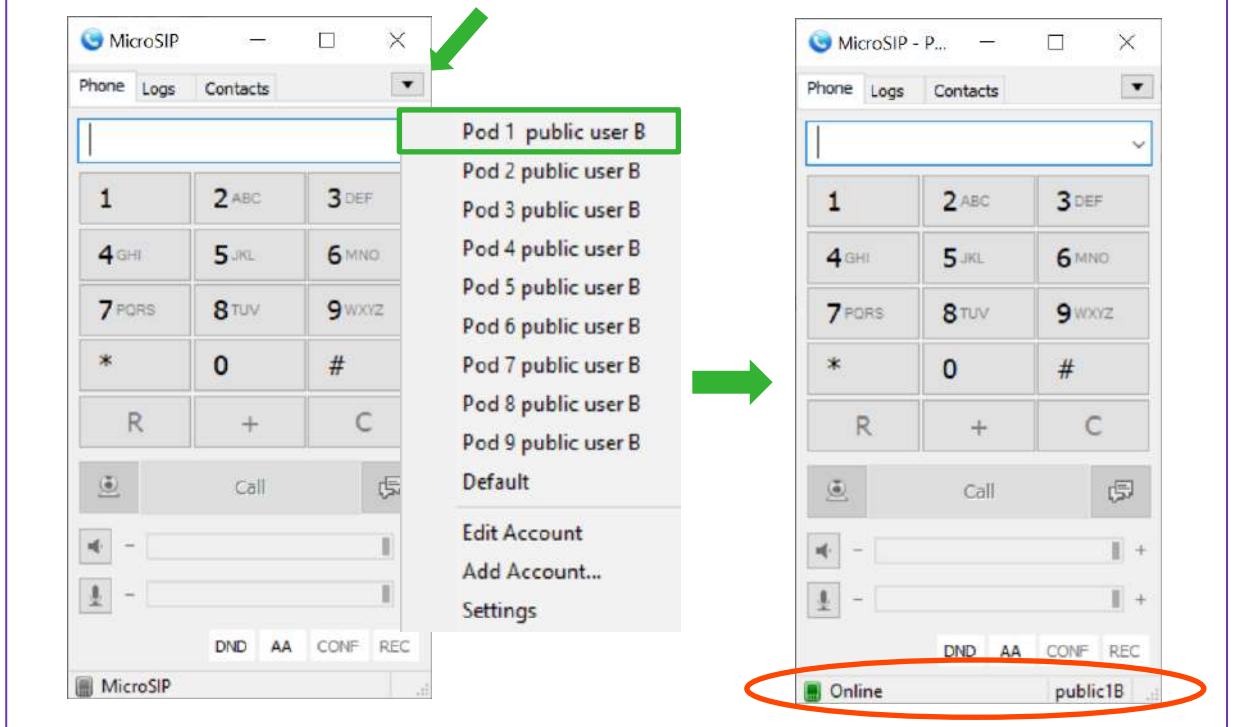
- Choose existing SIP accounts based on your POD number
  - Status should change to: “Online"

- Example for POD1

User A



User B



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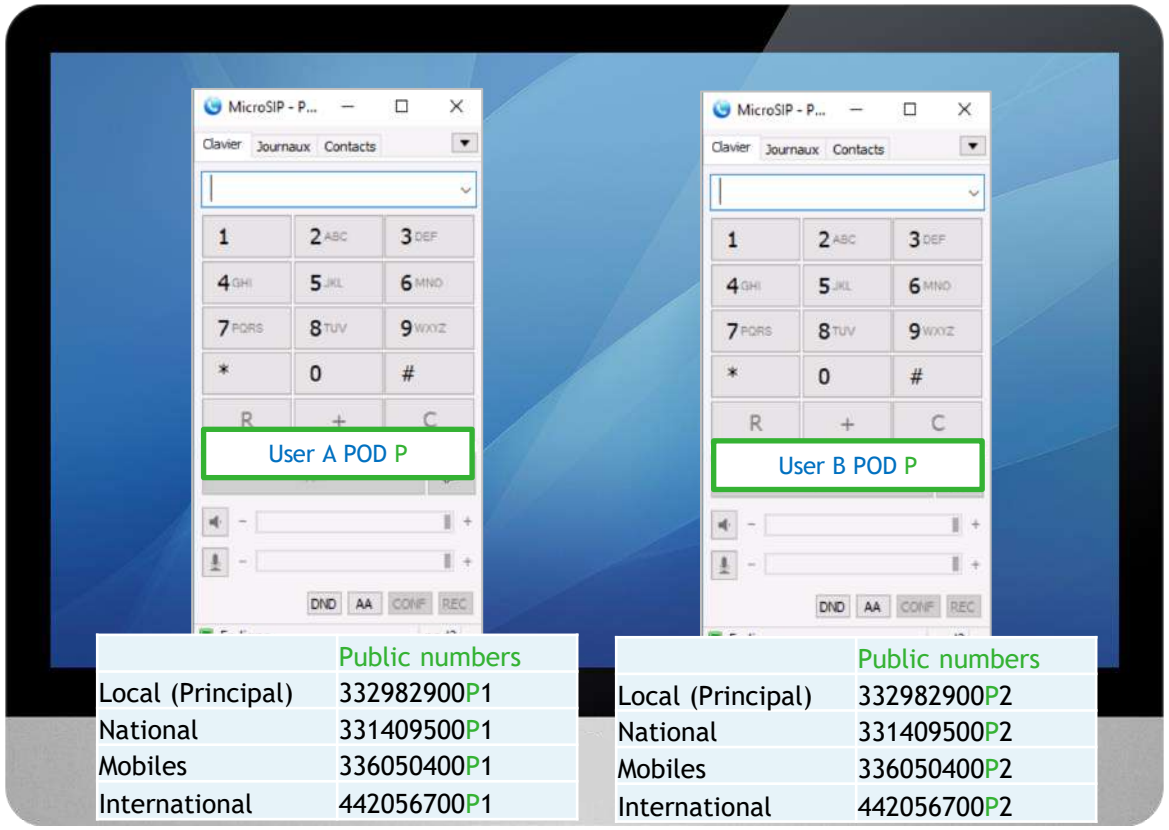
Public numbers

- 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

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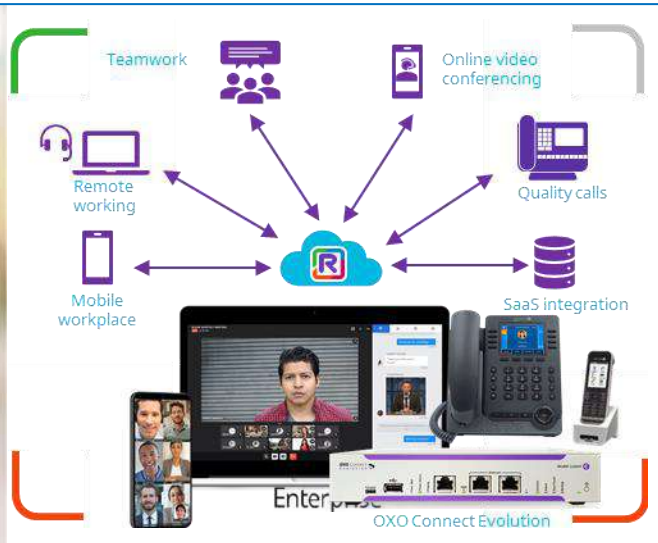
Foreword - What is Rainbow?

- 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

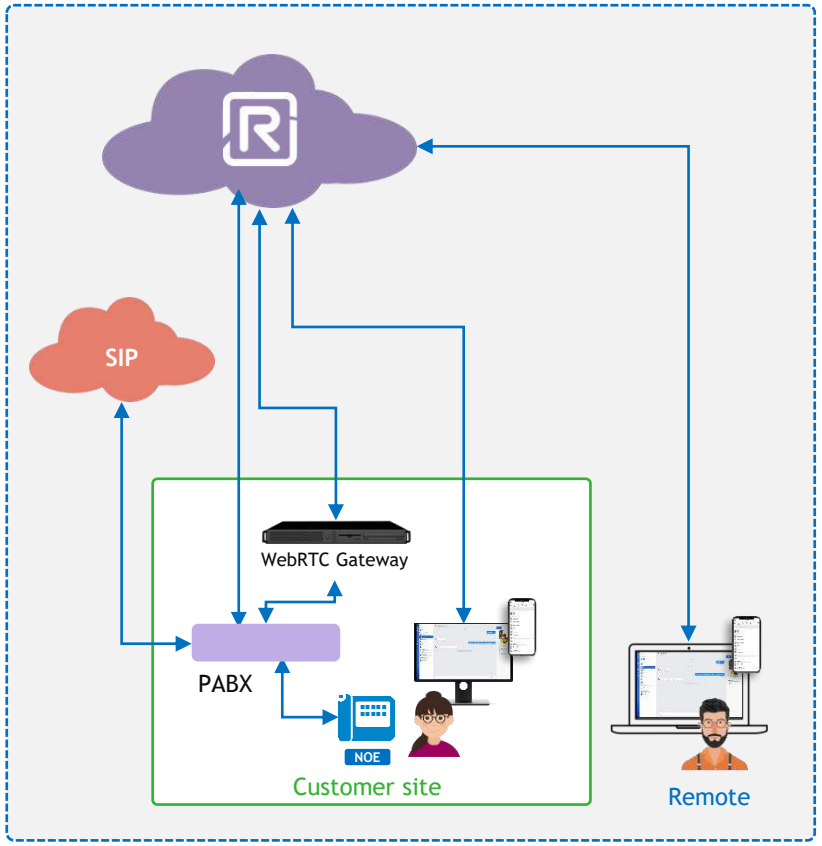
- Subscription per user
- Thanks to its open-source architecture, it can be integrated into existing systems

Solutions Rainbow

Rainbow hybrid cloud

BUSINESS, ENTERPRISE & ATTENDANT subscriptions

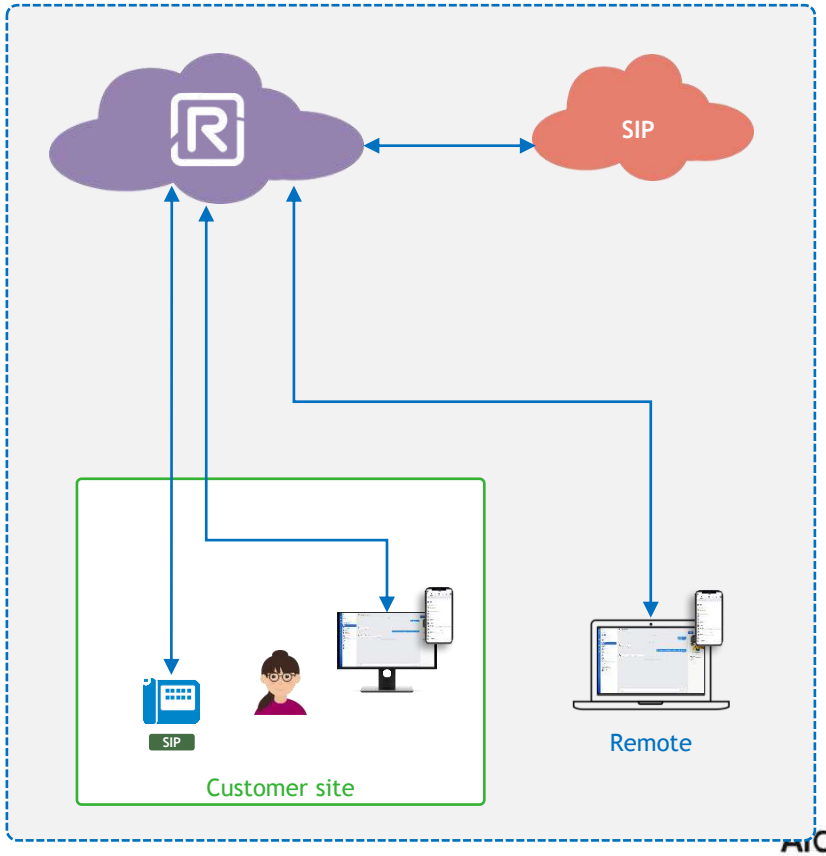
Connects existing enterprise telephony systems to the Cloud



Rainbow Hub

With Voice BUSINESS, Voice ENTERPRISE & Voice ATTENDANT subscriptions

Host all communication and telephony services in the Cloud



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Global view

Unified partner & end-customer administration interface

COLLABORATIVE SERVICES

TELEPHONY & WELCOME SERVICES

ZERO TOUCH PHONES PROVISIONING

Cloud Rainbow Infrastructure

SIP CARRIERS

No VPN
No SBC

Customer site

Remote and nomadic workers

ISO 27001

RGPD

Data security and integrity

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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

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Rainbow Hub User Subscriptions

<table>
<tr><th></th><th>Voice Phone</th><th>Voice Business</th><th>Voice Enterprise</th><th>Voice Attendant</th></tr>
<tr><td>Collaboration Services</td><td>None</td><td>Basic</td><td colspan="2">Evolved</td></tr>
<tr><td rowspan="3">Telephony Services</td><td rowspan="3">Deskphone use only

Service Level:
SIP Extension</td><td colspan="3">All telephone services offered by the platform, except supervision-interception</td></tr>
<tr><td></td><td colspan="2">+ Supervision-interception *</td></tr>
<tr><td colspan="2">Compatible Teams</td><td>+ Attendant console (10-call queue)</td></tr>
</table>

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

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Rainbow Hub

Rainbow Hub companies

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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.

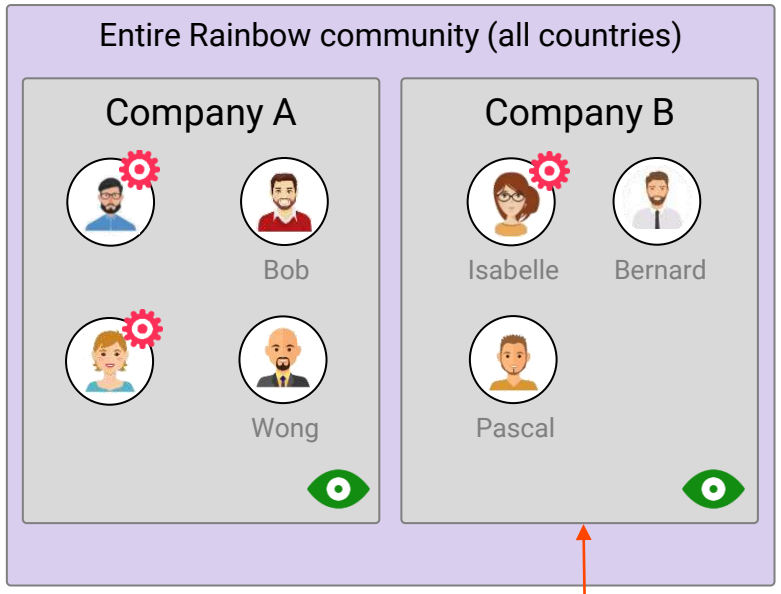
- End customer companies are created by a Reseller

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



Administration role in the company

Specific visibility of the company in relation to other companies

Users from the same company can freely add colleagues of their choice to their contact network, to have their presence, and view their profile information.

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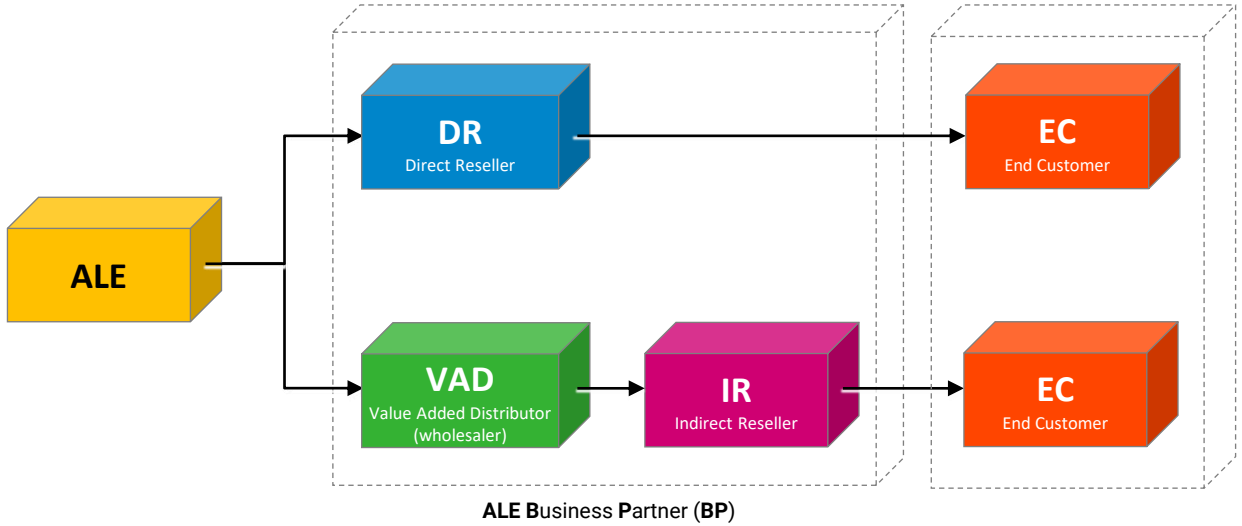
2 types of companies

Reseller/BP Companies

End-customer Companies



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.

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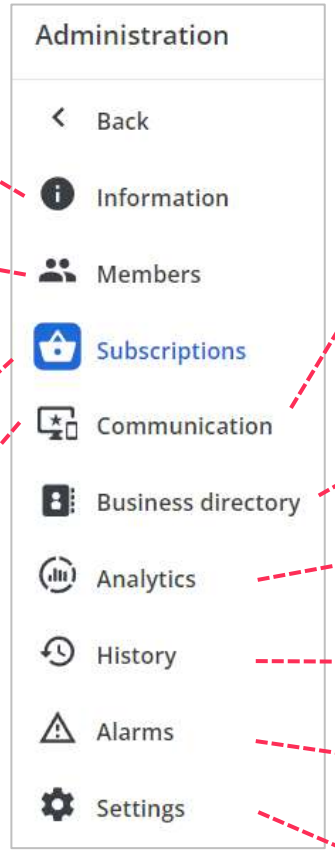
Key elements of a company

- 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

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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

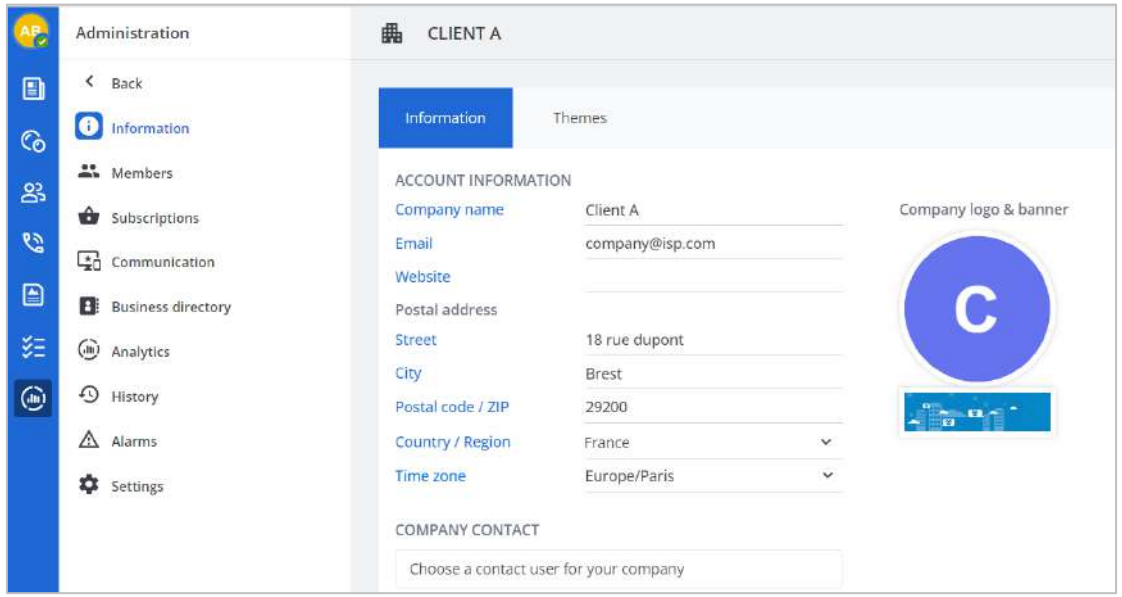
Features management

- 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

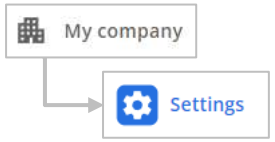
- Name, country, time zone, postal address, e-mail, website, Visibility (privacy), ...



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



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

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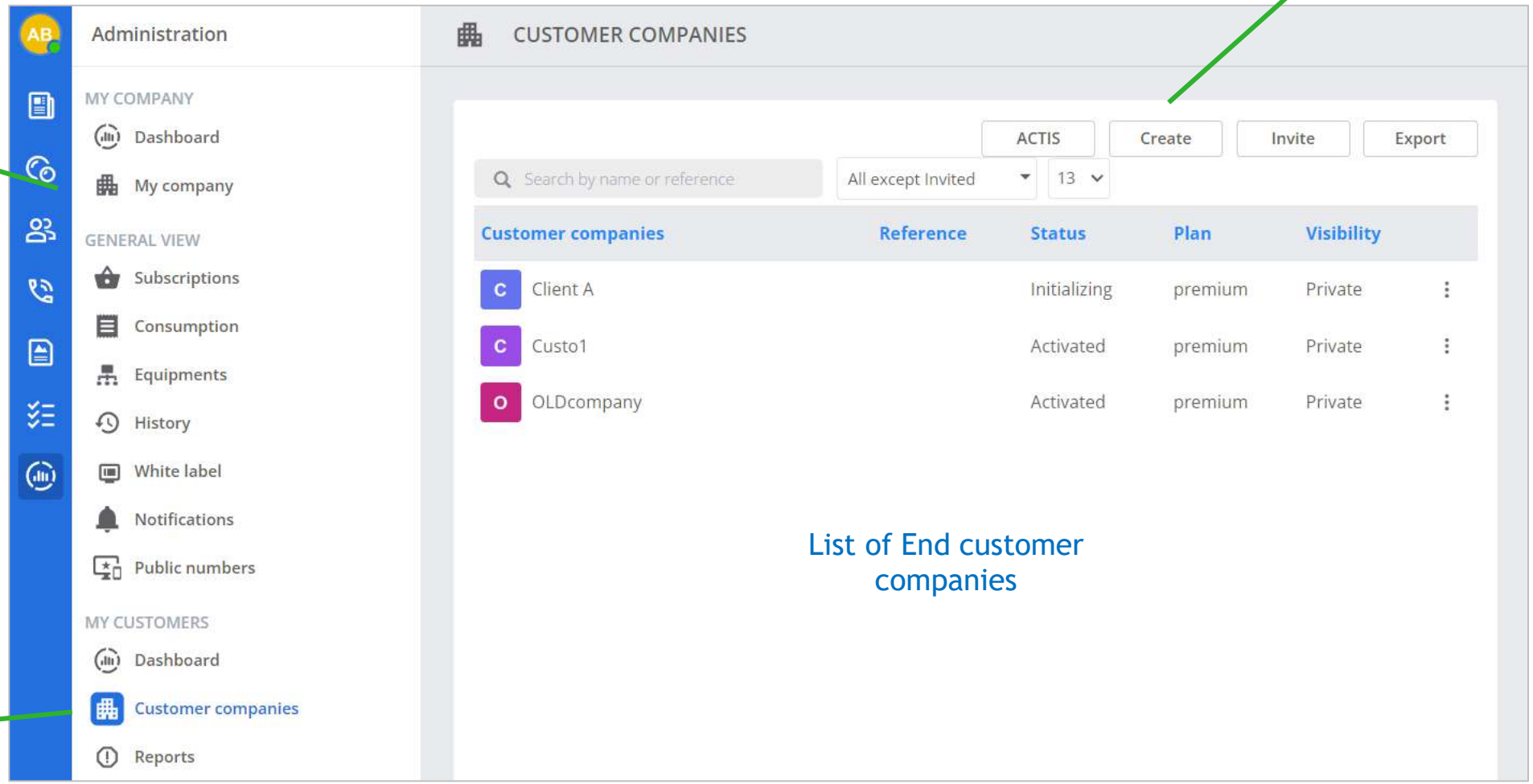
Company creation

Create a client company

Reseller Company

Global information related to all companies

End customer companies



List of End customer companies

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Rainbow Hub

Administrator roles

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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

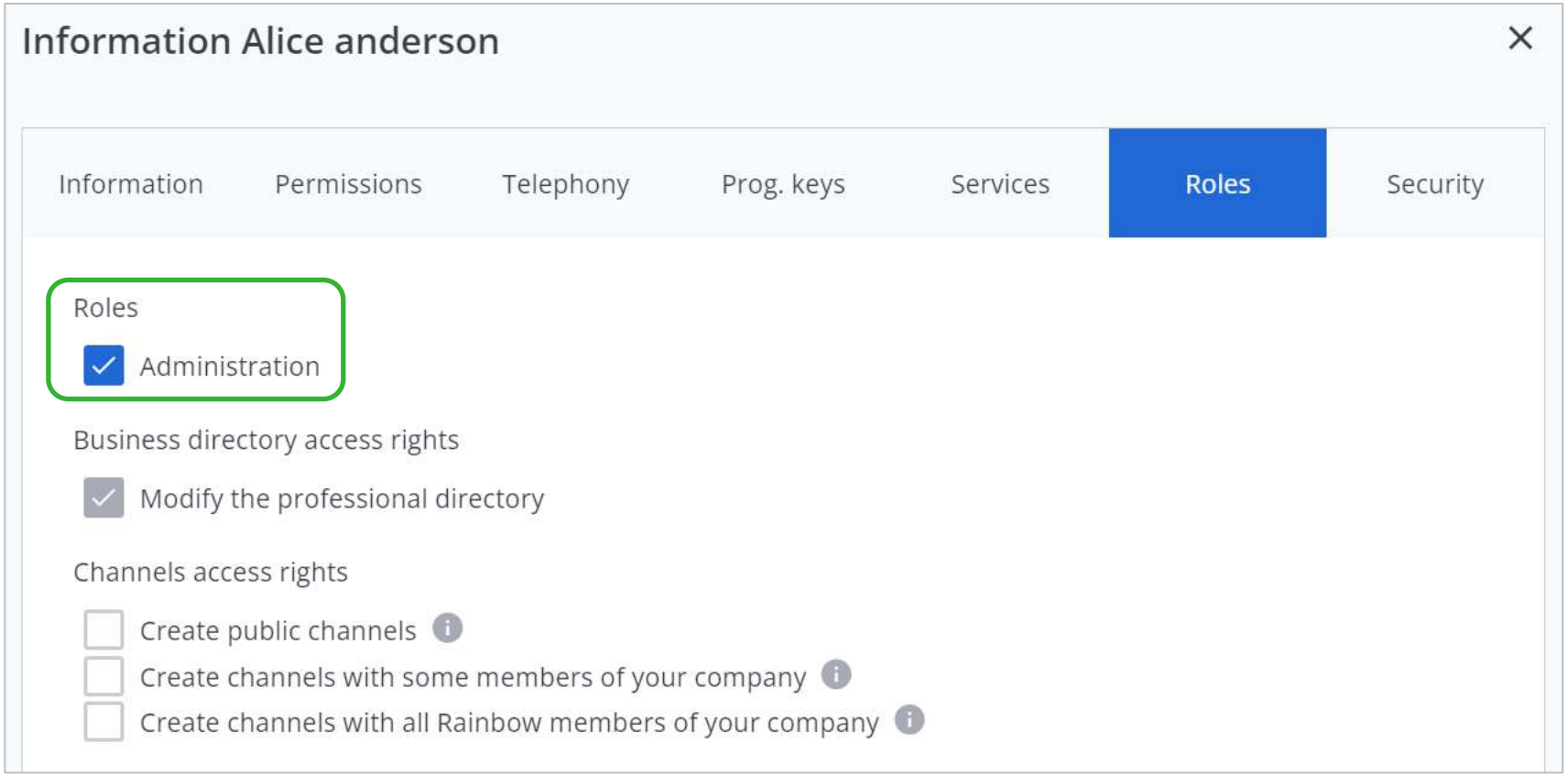
Management performed by **Customer** administrator (or BP)

- 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



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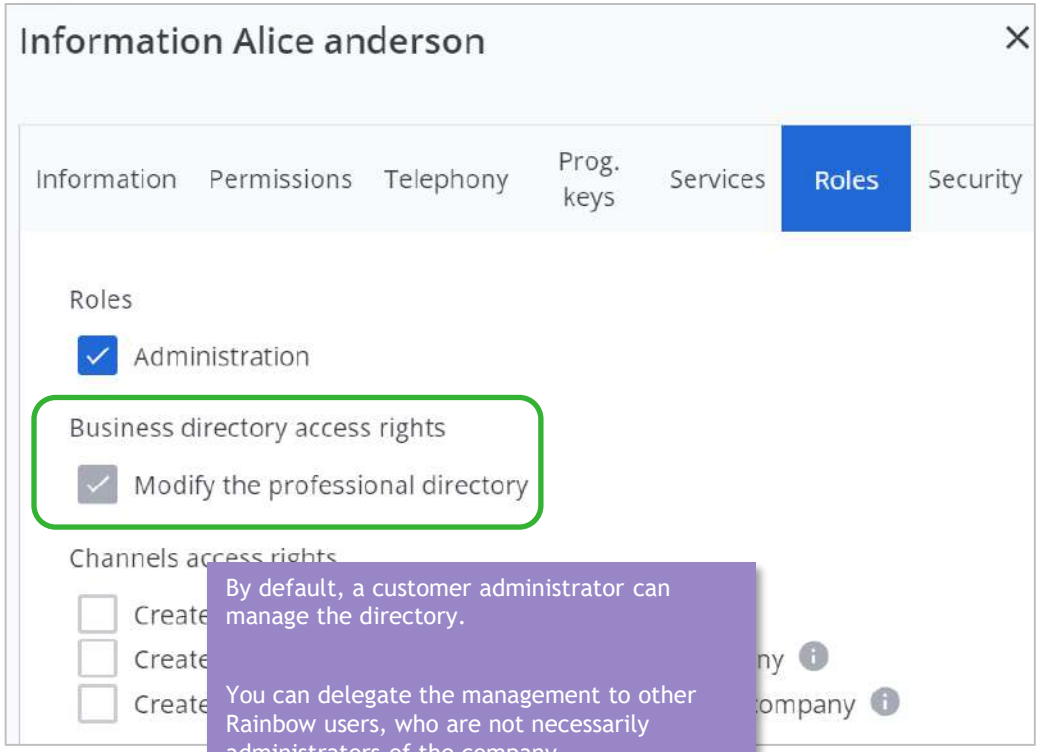
Business Directory

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

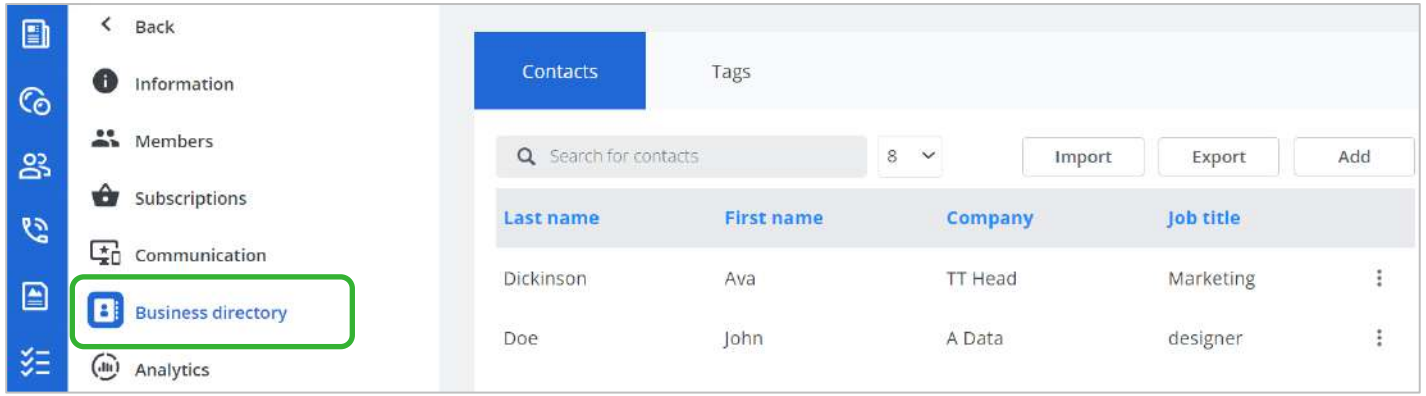
1 Enable right



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



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

A report is generated after import.

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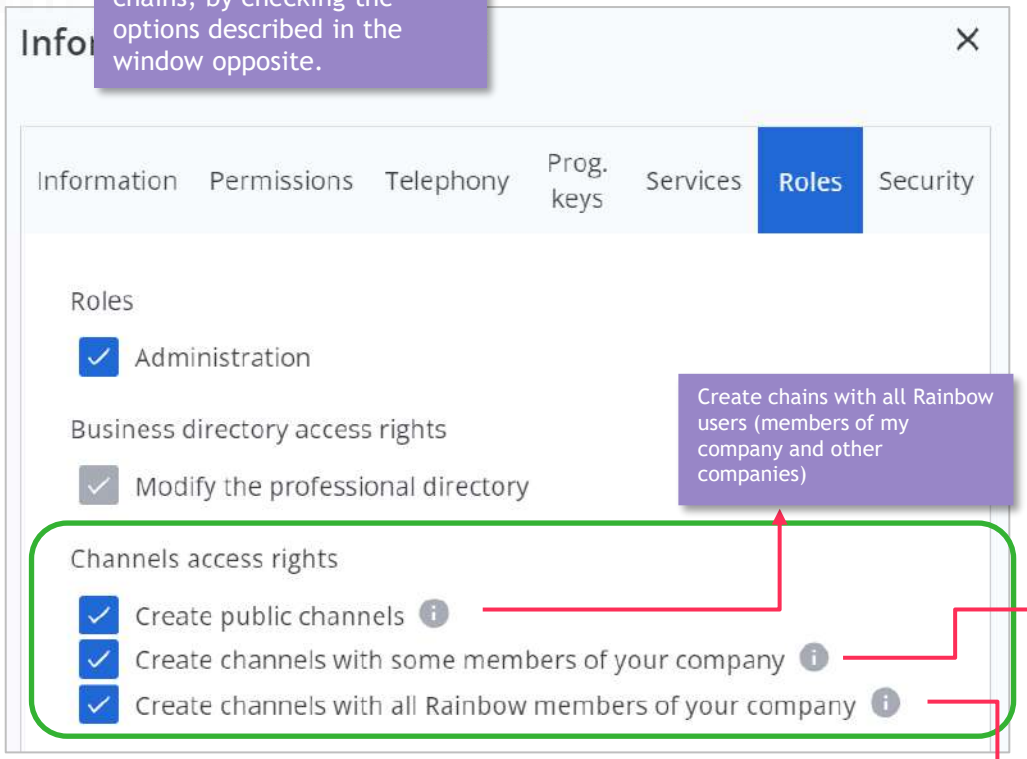
Information channels

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 – Roles tab

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.

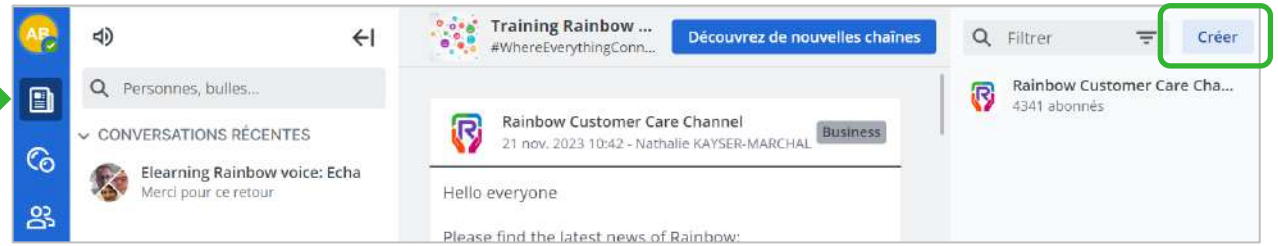


Create chains with all Rainbow users (members of my company and other companies)

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



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

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Rainbow Hub

Subscriptions

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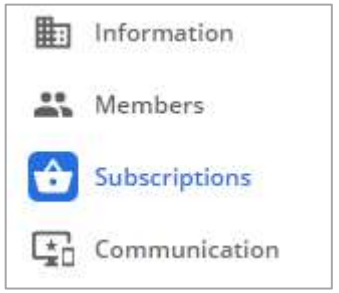
Subscribe to Rainbow Hub services



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 Entreprise **MONTHLY** subscriptions per company.

DO NOT USE **YEAR PREPAID** !!!

Assign subscriptions to a company

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

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

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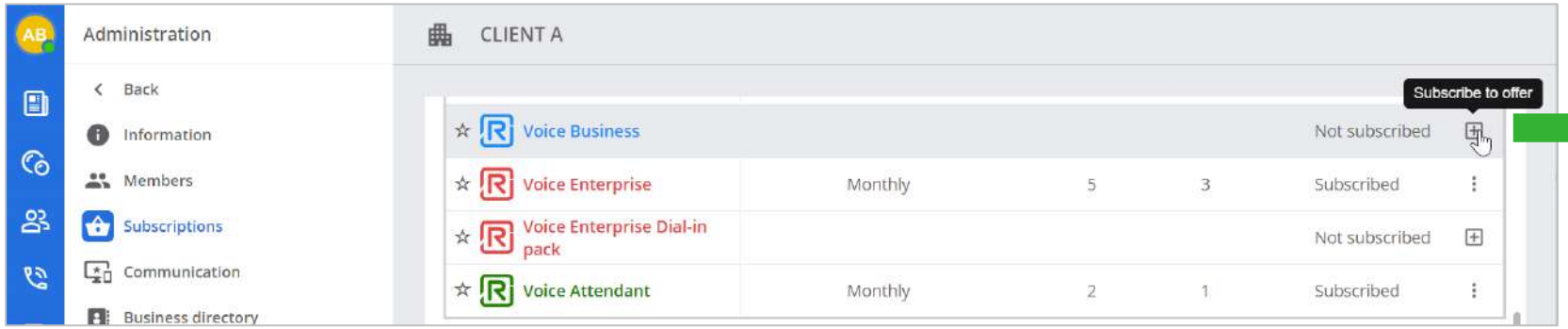
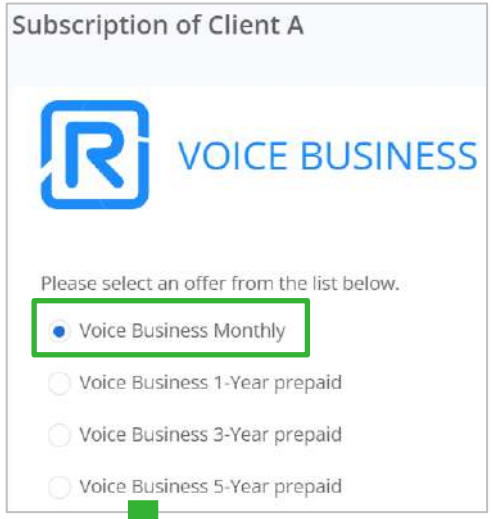
Assign a subscription to a Company

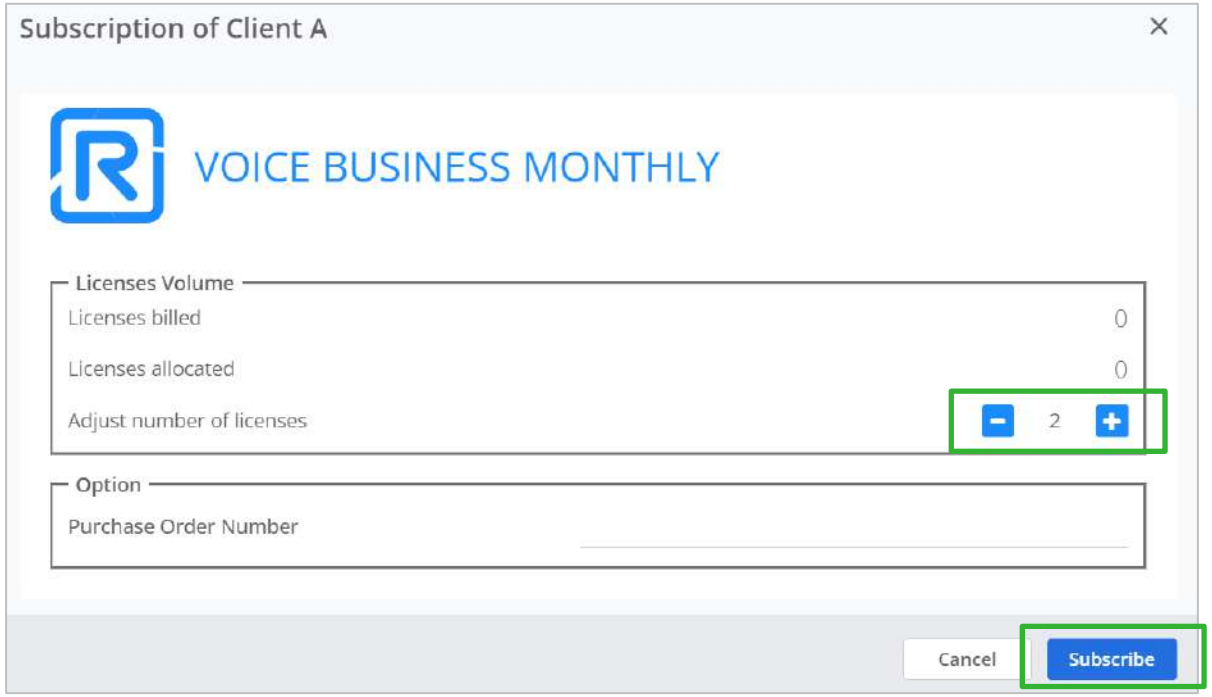


Subscribe to offers

Invoice



Choose the number of Licenses and subscribe



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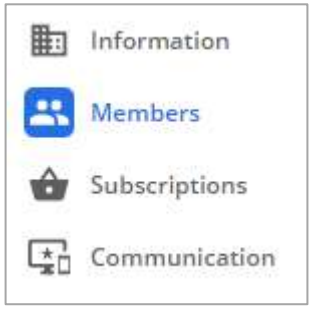
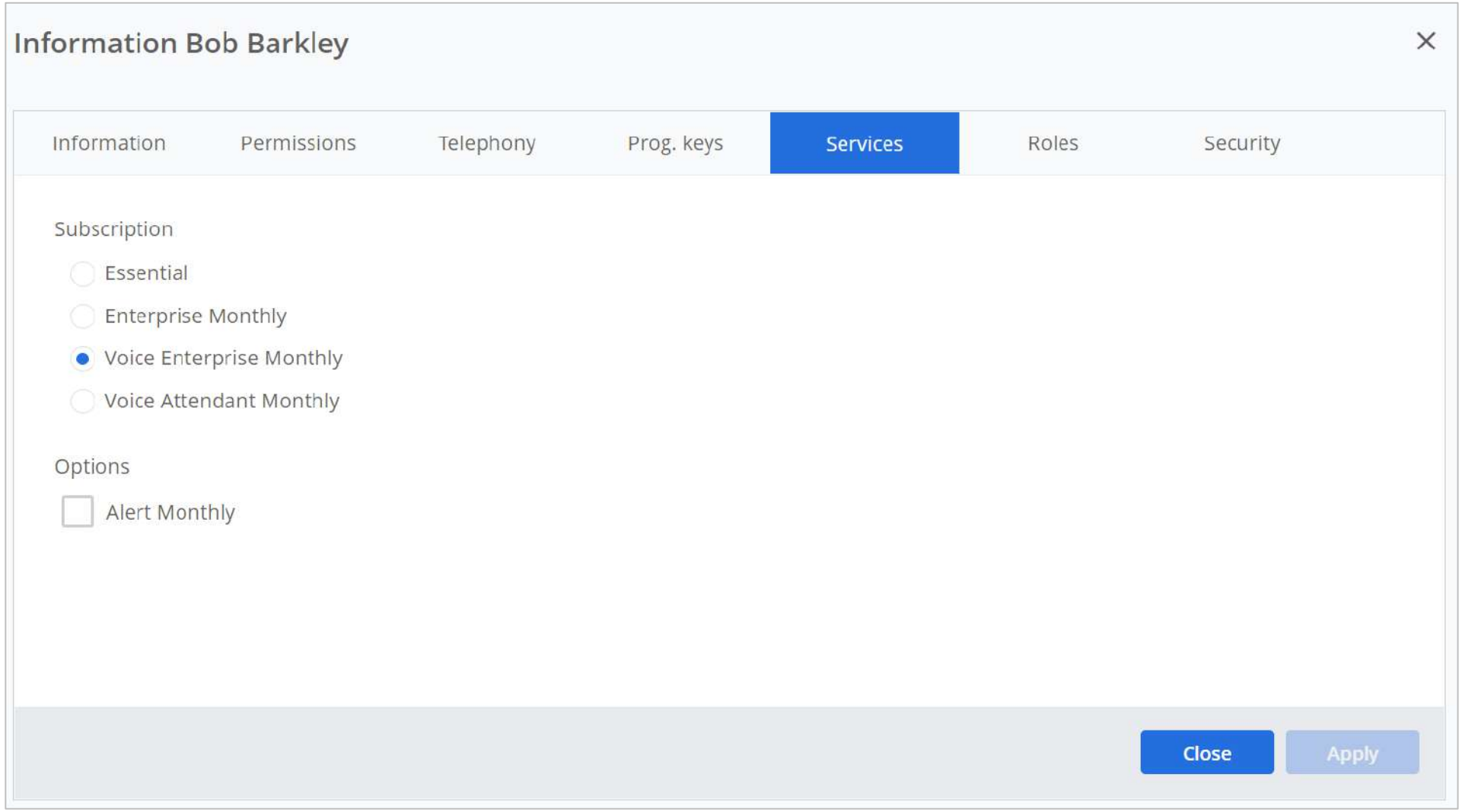
Assign a subscription to a member





Alcatel·Lucent Enterprise

Features at a glance

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

VOICE BUSINESS

Designed for teleworkers in companies of all sizes looking to introduce cloud telephony

- 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

LEARN MORE

VOICE ENTERPRISE

For real-time collaboration and conferencing including all cloud telephony capabilities

- 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

LEARN MORE

VOICE ATTENDANT

A combination of Voice Business and Voice Enterprise features including the powerful attendant console

- 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

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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

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Implementation

1 Company creation

1.1. Customer company creation

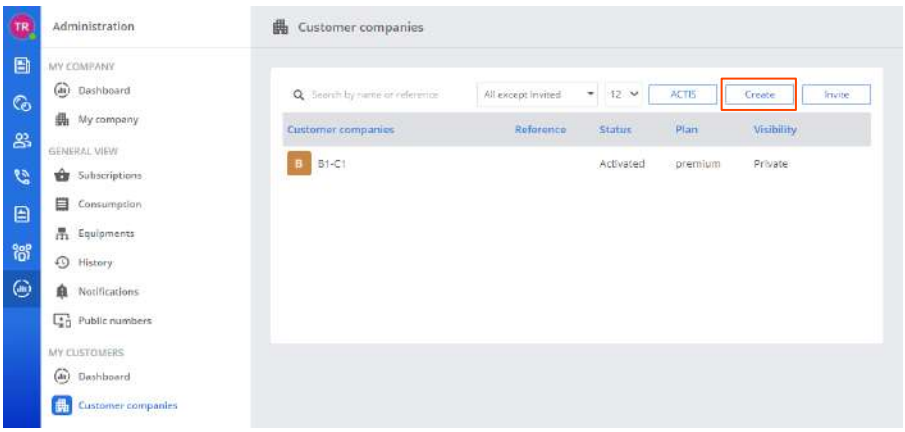
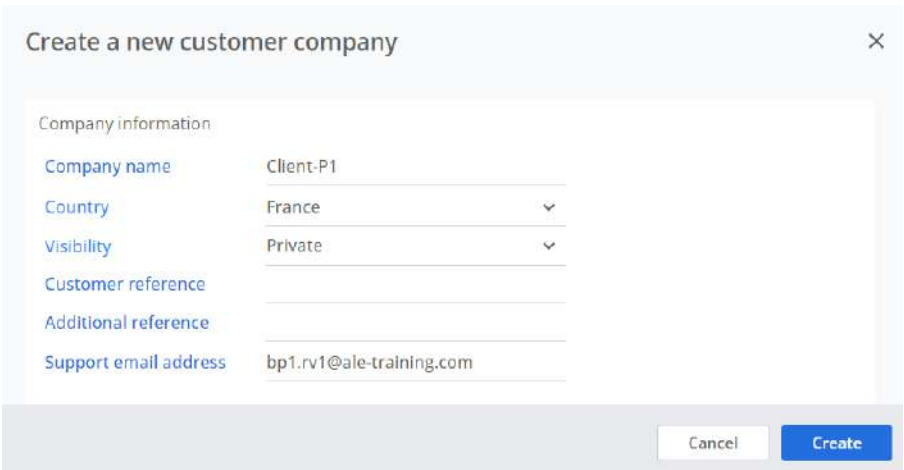
Using BP administrator account: **bpX.rv1@ale-training.com**

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	

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

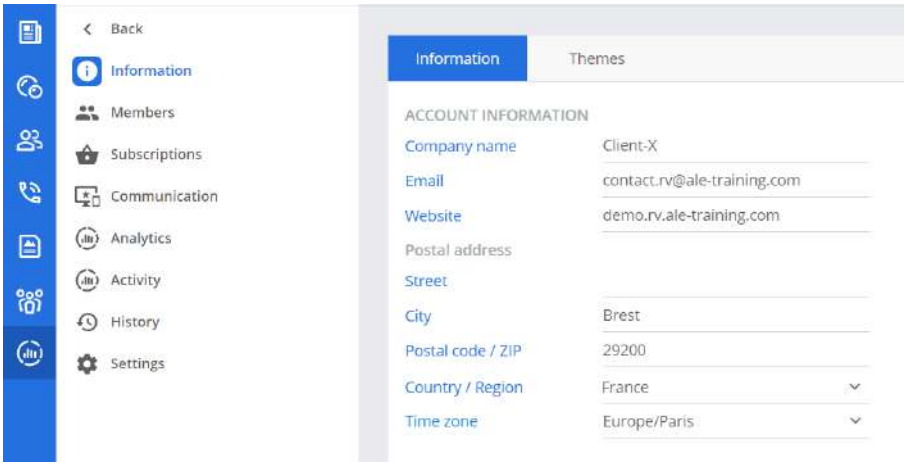
Warning
It is **MANDATORY** to define the time zone of the company because the voicemail and the calendars of the welcome services are based on it.

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

« Information » section

Enter the information as:

- Size
- Activity
- Web site
- Time zone: MANDATORY
- …



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

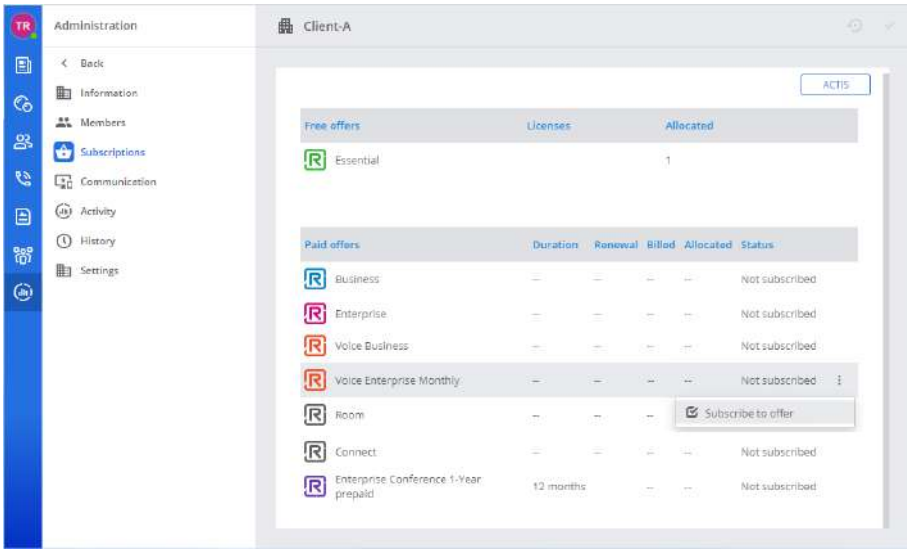
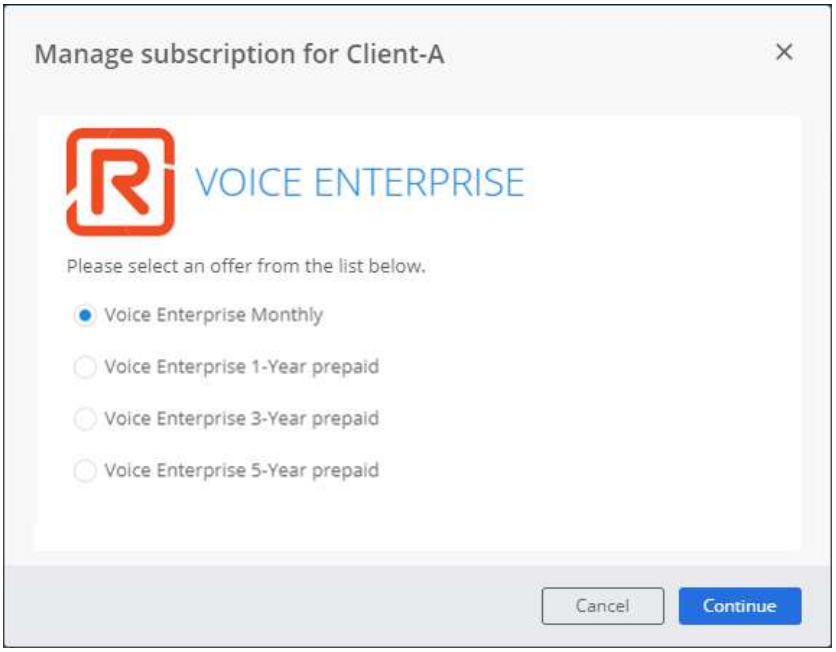
1.3. Subscriptions management

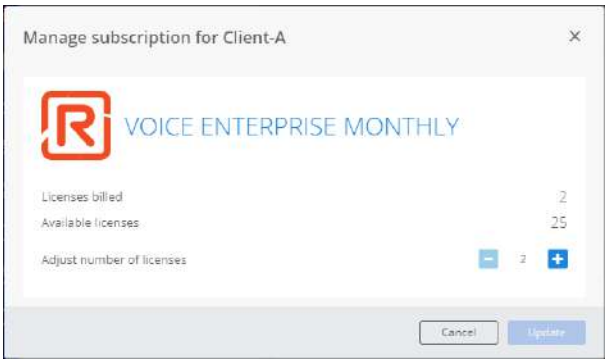
Assign **4 "Voice Enterprise MONTHLY"** subscriptions to the customer company.

DO NOT USE "YEAR PREPAID" SUBSCRIPTIONS

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

"Subscriptions" section

Subscribe to "Voice Enterprise"	
Select the type of offer Monthly.	

Specify the number of subscriptions: 4	

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

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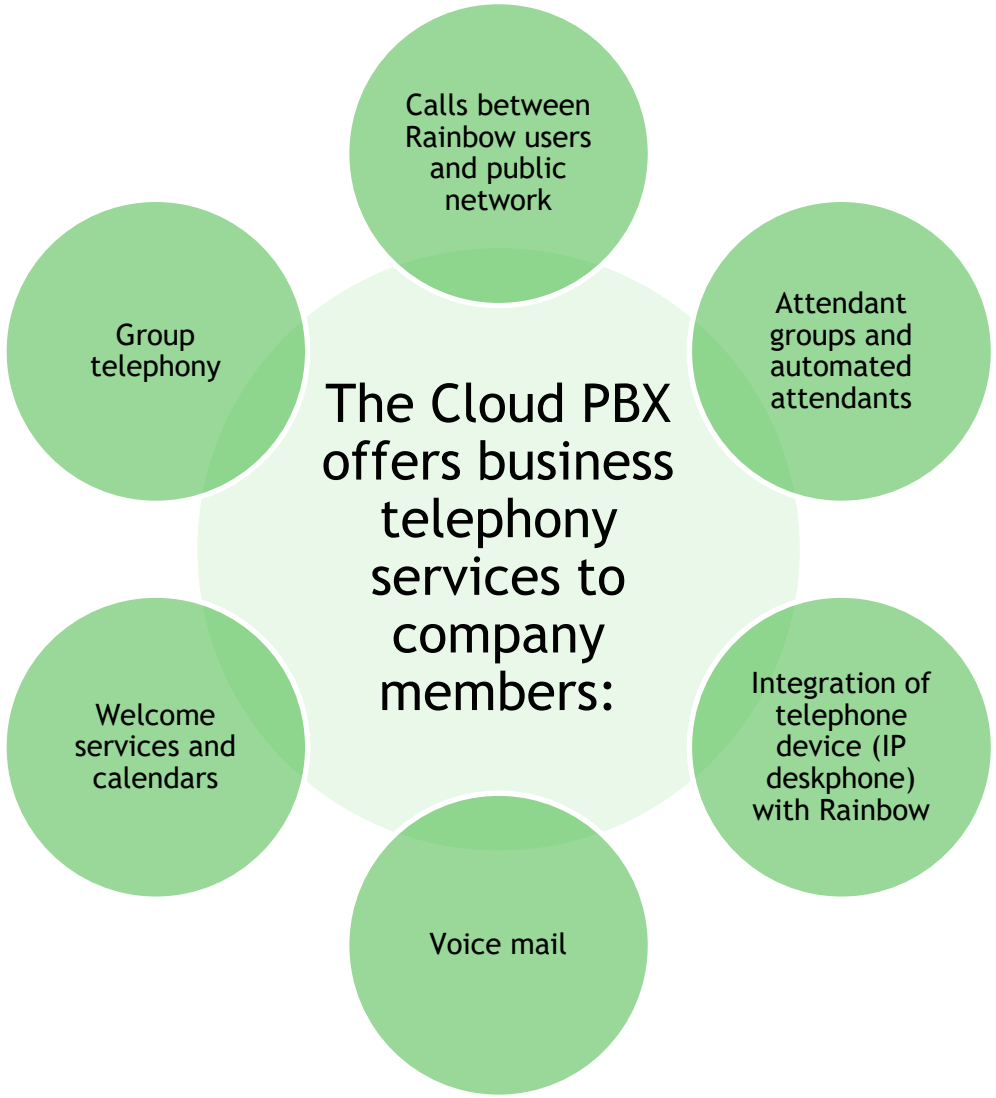
Cloud PBX



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?

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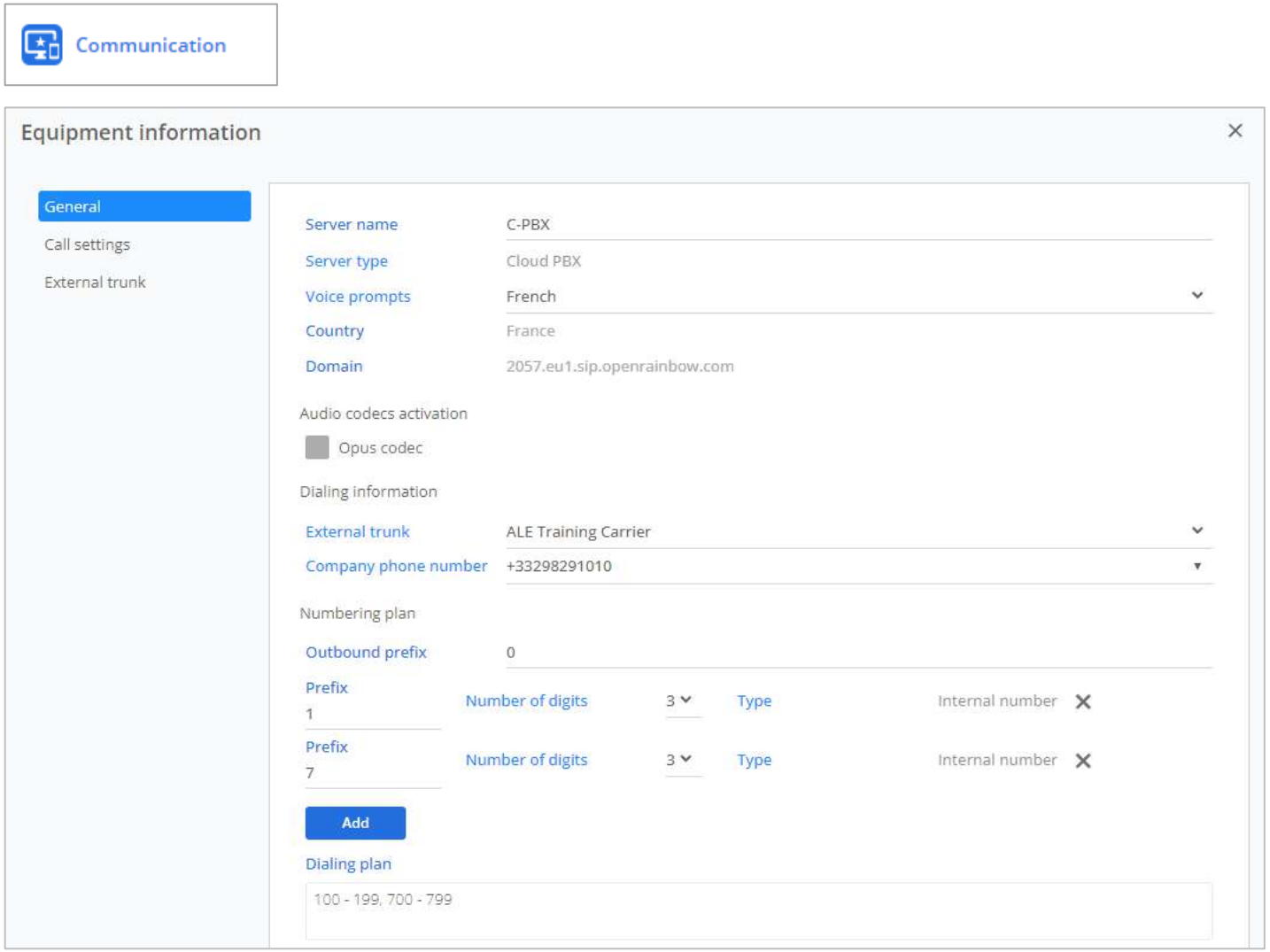
Communication server

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,…



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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

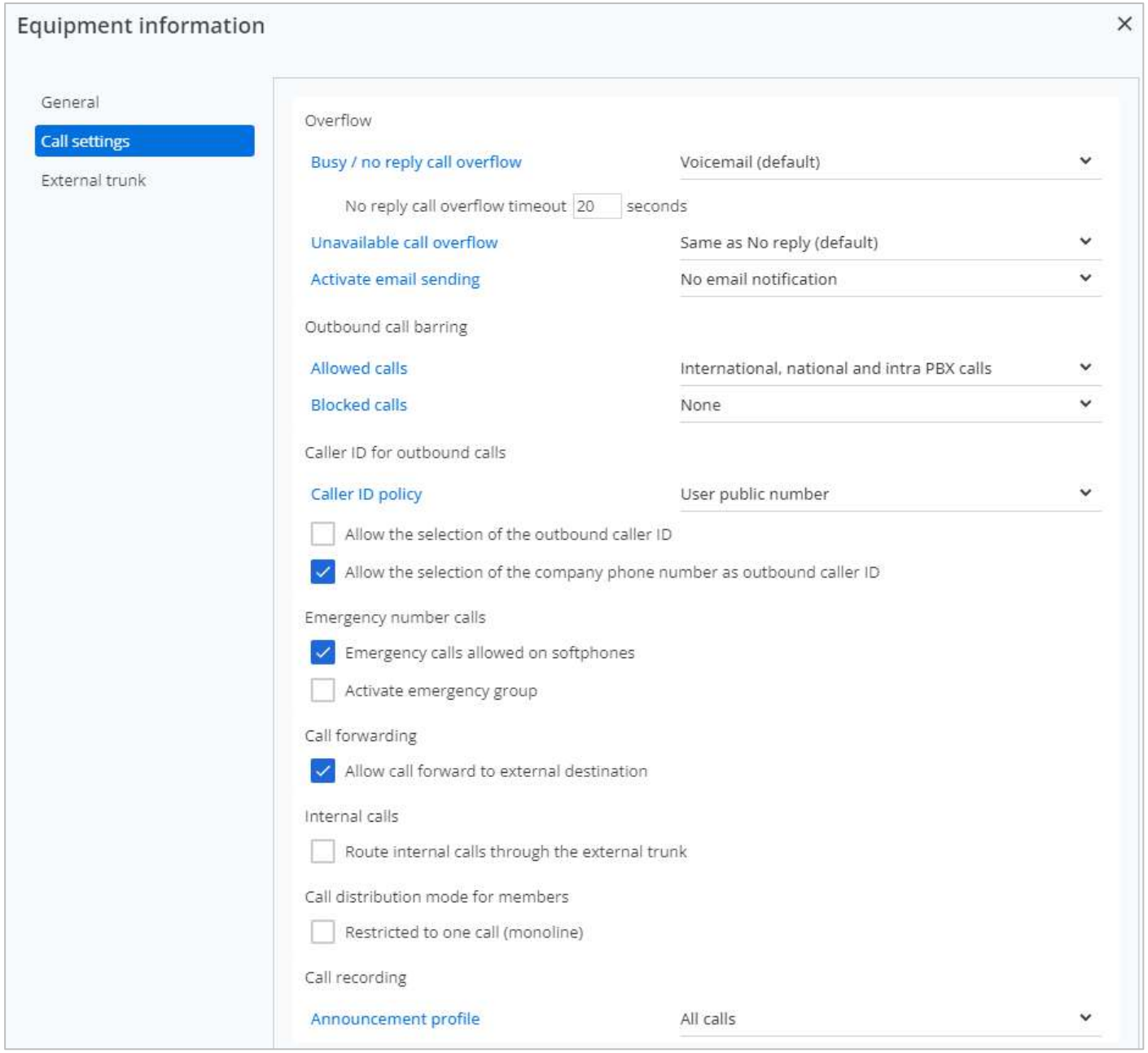
- Emergency calls
  - Available from softphones
  - Activate emergency group if created

- 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



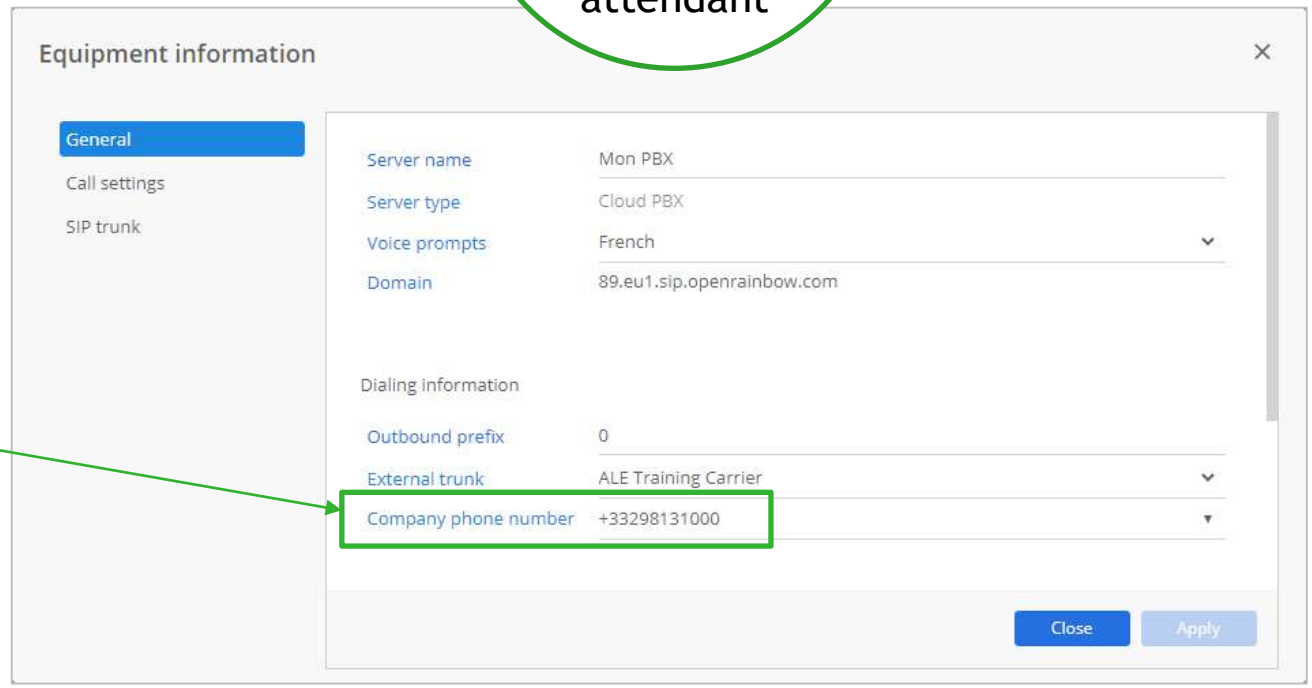
Public numbers

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



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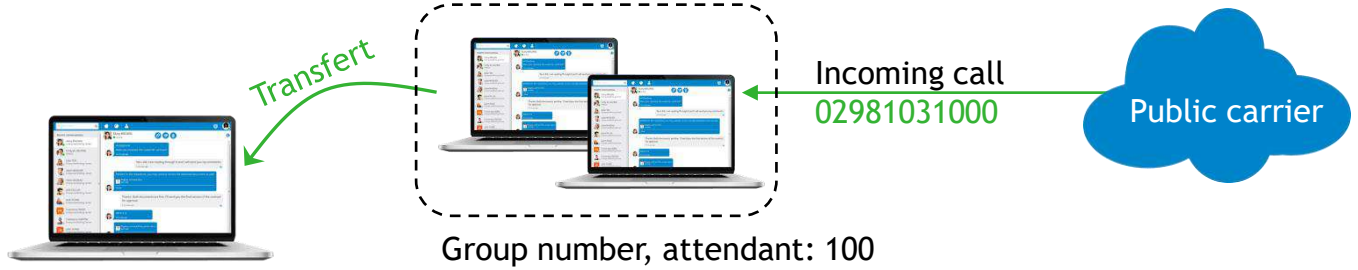
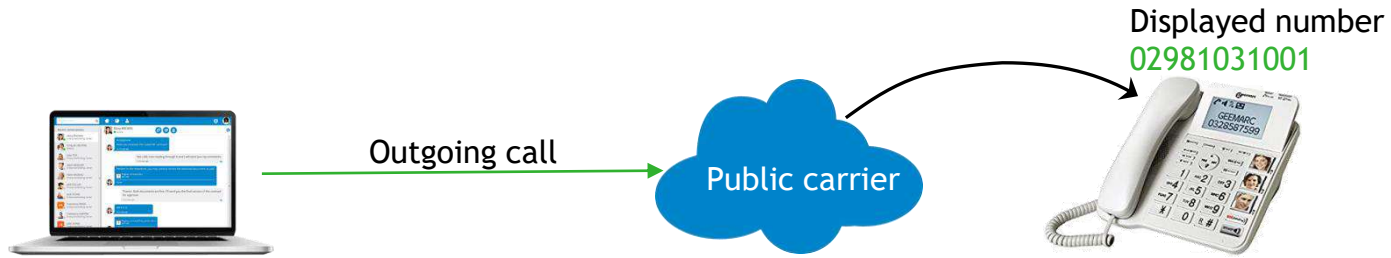
Public numbers

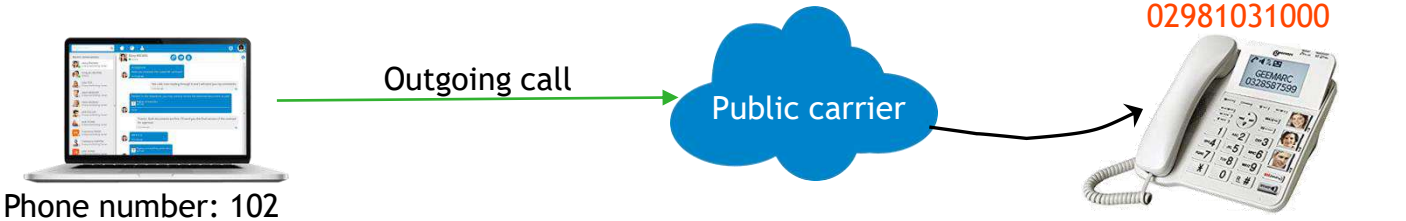


Group number, attendant: 100
Public number: +332981031000 (company number)

Phone number: 104
Public number: …
Caller ID policy: Company phone number



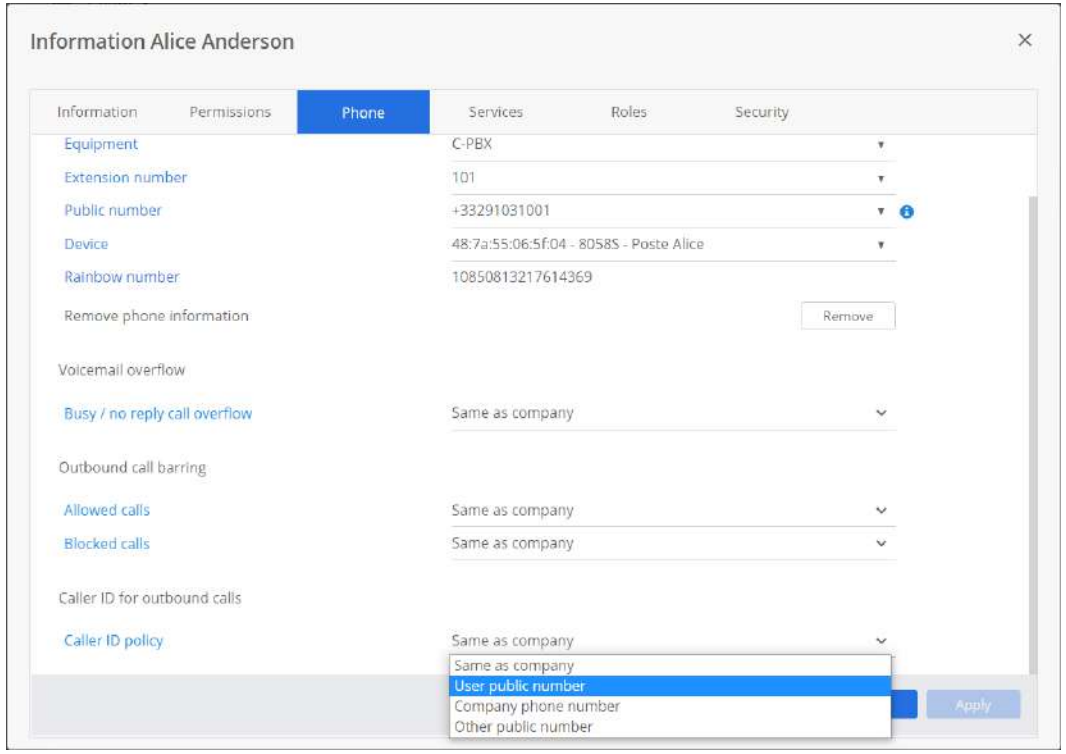
Phone number: 101
Public number: +332981031001
Caller ID policy: User public number



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



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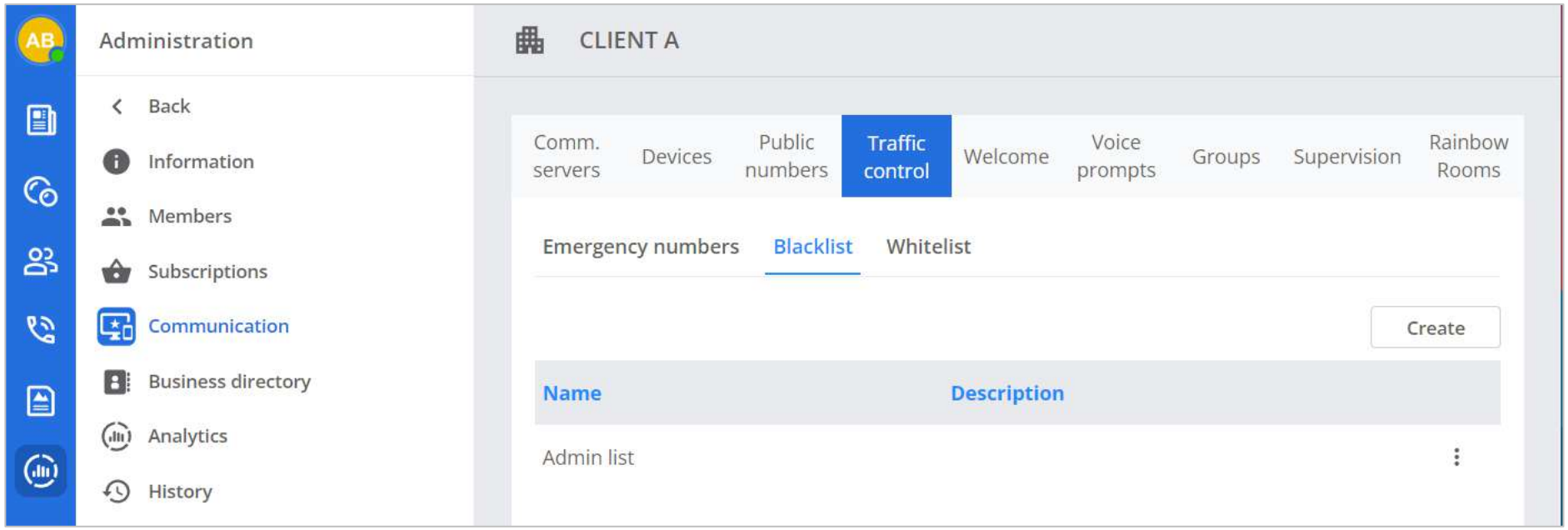
Traffic control

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.



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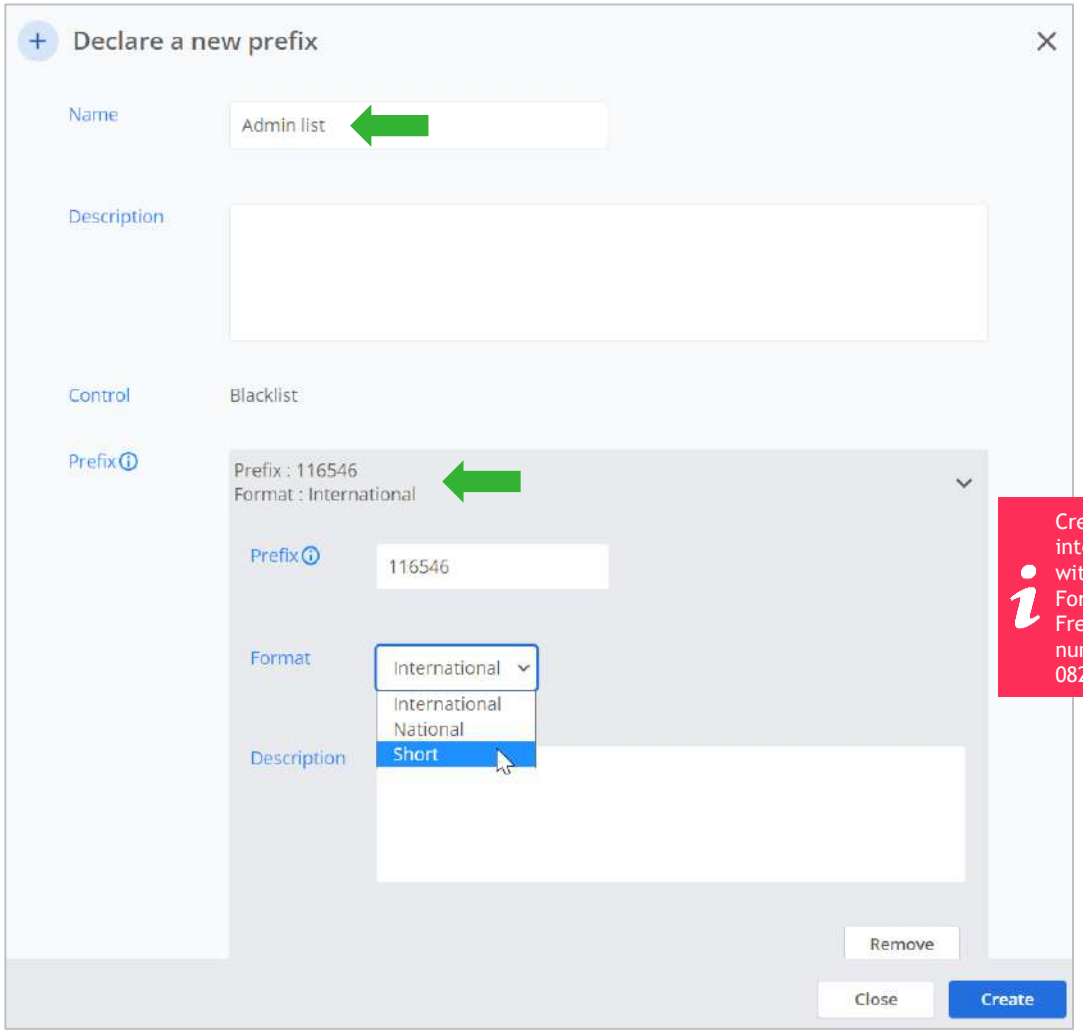
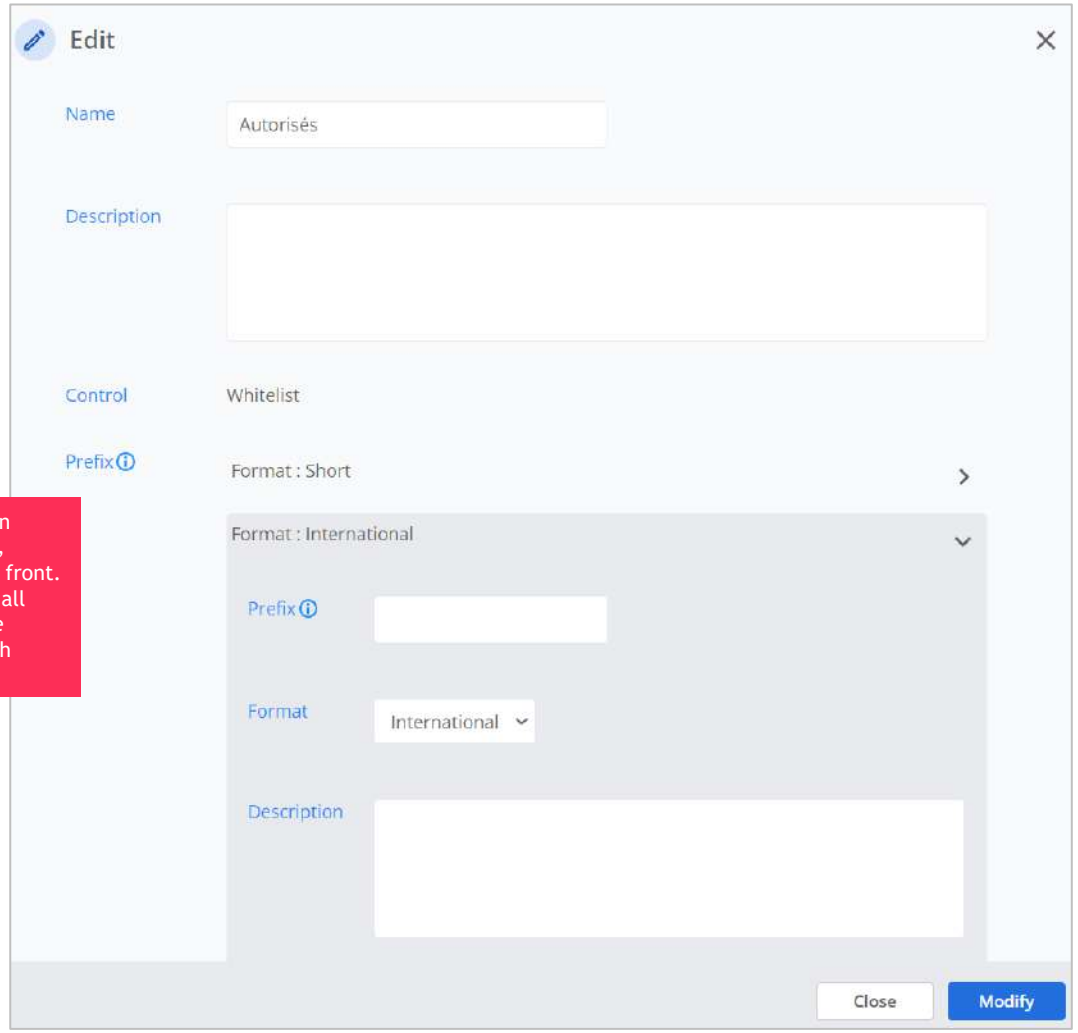
Traffic control

Black list



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".

White list



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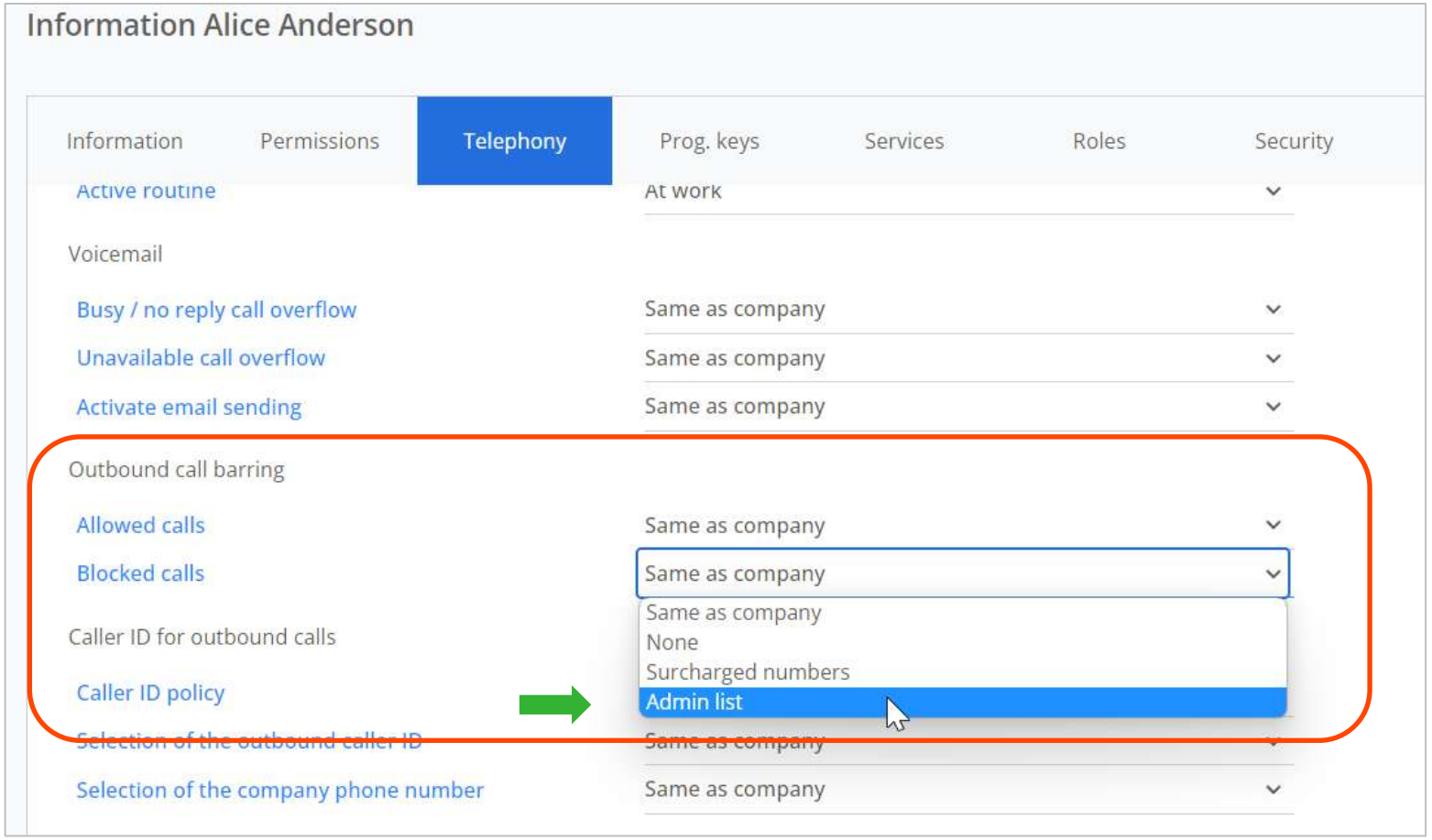
Traffic control – Member view

Outbound call barring

- Telephony tab



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Trunk SIP

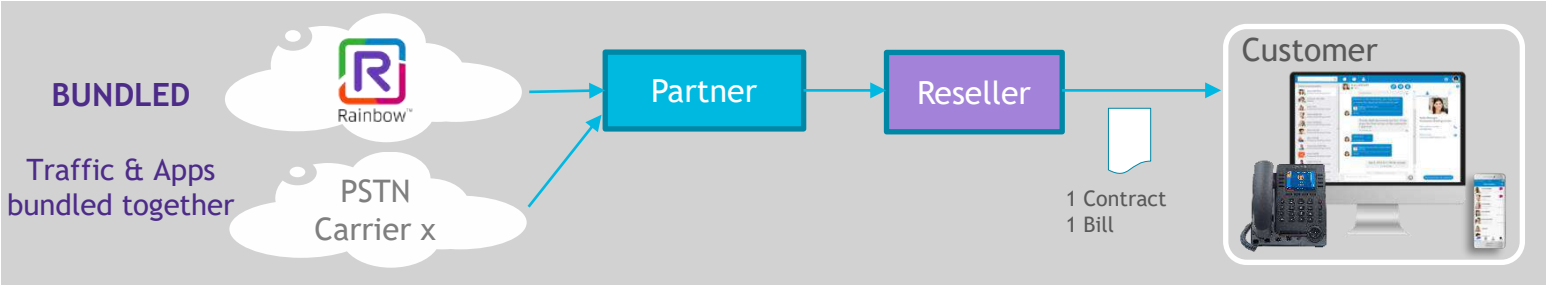
External calls are managed by the Cloud PBX in connection with a SIP carrier

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

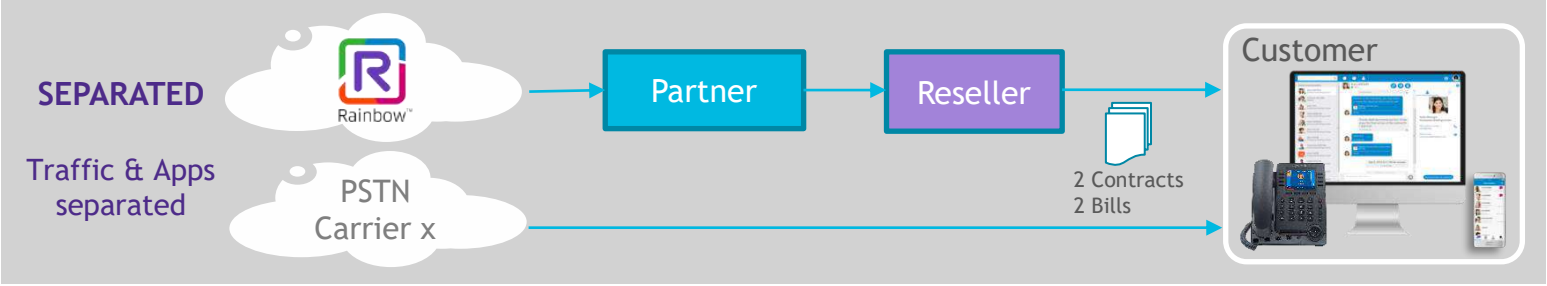
PSTN service is not ordered nor managed by ALE Rainbow team

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.



Certified partners: https://www.openrainbow.com/cloud-telephony/

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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

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Implementation

1 Manage the Cloud PBX management

1.1. “Cloud PBX” declaration

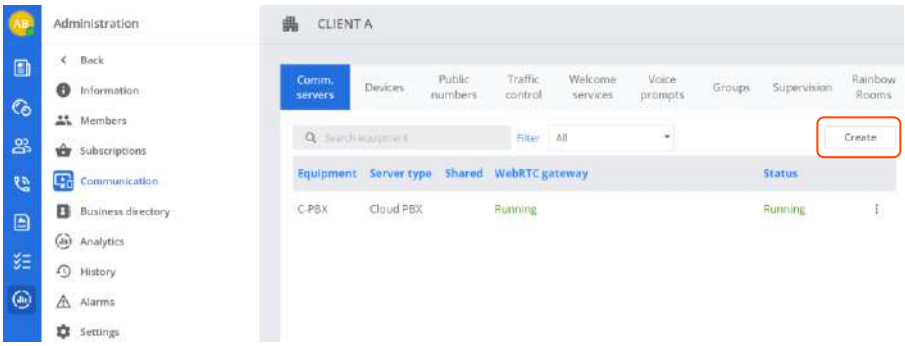
Associate a “Cloud PBX” to your company.
Manage the settings:
Voice guide language: Select your language
Outbound prefix: 0 or 9 (country dependent)
SIP Trunk Group: ALE Training Carrier
Barring: No restriction

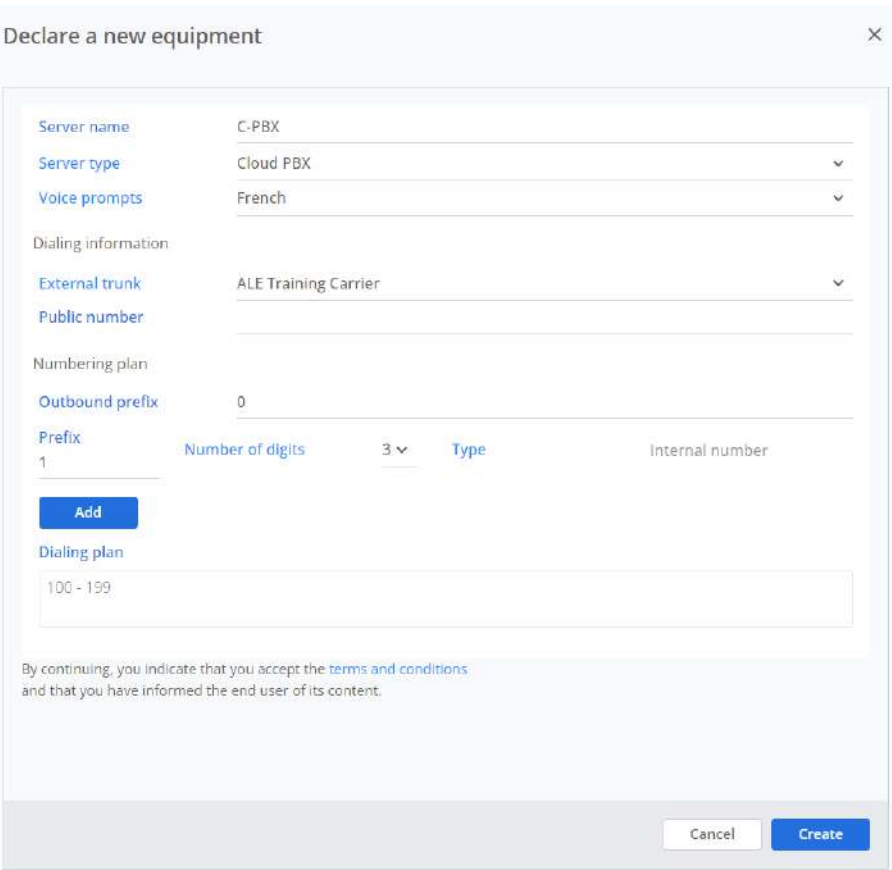
Notes
Only one Cloud PBX can be declared per customer company.

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

“Communication” section / “Comm. Servers” tab

Click on “Create” button

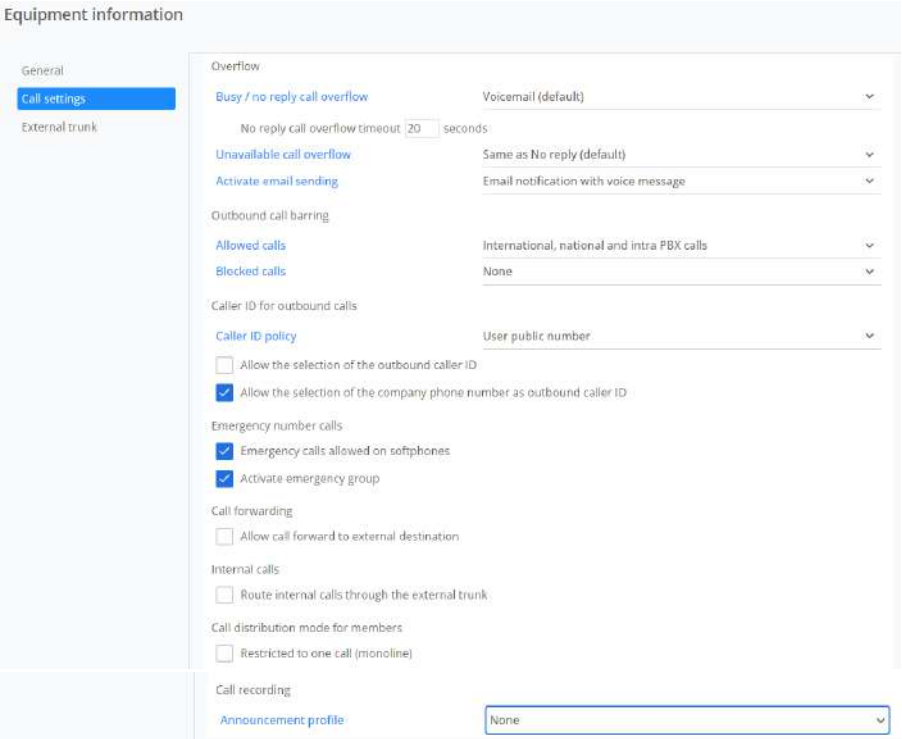


Enter the required information	
Server name	Enter the name of the "PBX"
Server type	Select "Cloud PBX"
Voice prompts	Select the language. E.g. French
	Dialing information
External trunk	Select a trunk group for public calls in the list of available possibilities. **Only one trunk group can be associated 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.

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.	
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	- No email notification (By default) - Email notification with voice message (attachment) - Email notification only (no attachments)
Outbound call barring	
Allowed calls	Choose between: - Intra-PBX calls only - National and intra-PBX calls - International, national and intra-PBX calls.
Blocked calls	- 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: - 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	

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

1.2. Public numbers management

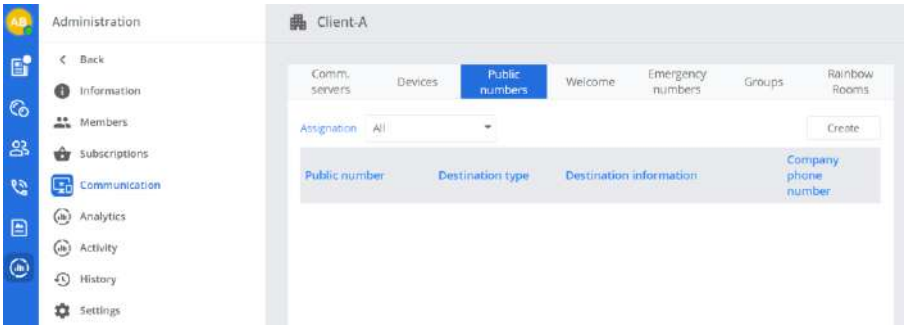
Public number(s) or range(s) of public numbers must be assigned to the company.

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

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

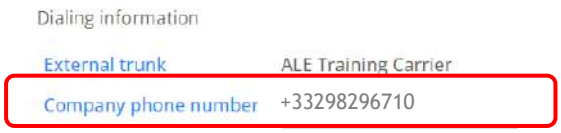
Administration/My Customers /Customer companies/ <New company>

"Communication" section / "Public numbers" tab

Click on Create button	
Complete the following settings	
Server name	Cloud PBX name set automatically.
Public number	Enter the DDI number (the first of the range in case of range) to assign 02982967X0
Set as company phone number	To define this number as company main public number
Create a range of public numbers	Check this box if you have a suite of numbers to create (instead to create number by number)
Range size	If "Create a range of public numbers" checked, define the size of the range: 10
Range	Consultation only: 02982967X0-02982967X9

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:



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:

Rainbow Hub

Rainbow Hub devices range

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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

Alcatel·Lucent Enterprise

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)

8214

M5

M7

8008CE

M3

ALE-2

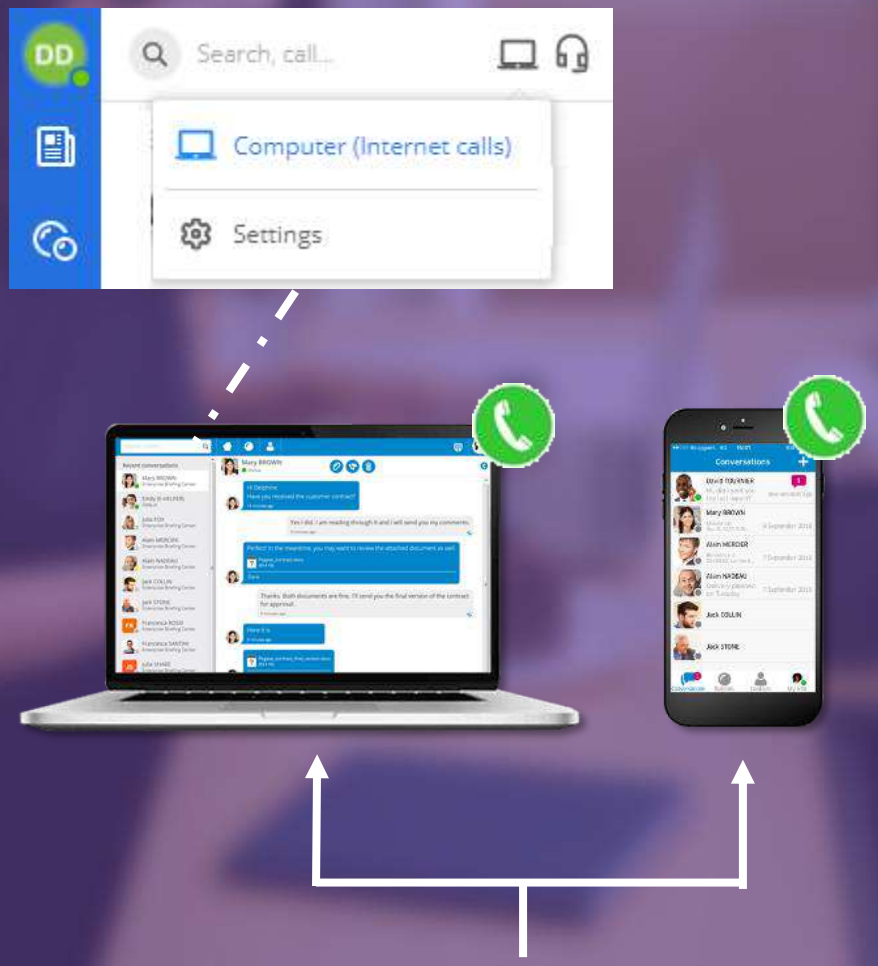
Generic SIP

Types of devices

Softphone only

Only one mode:
Computer
(internet calls)

Calls are received on Rainbow clients, PC and mobile



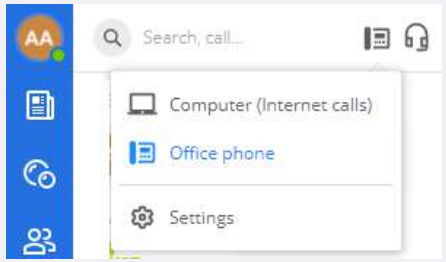
Types of devices: softphone and desk phone

Desk phone

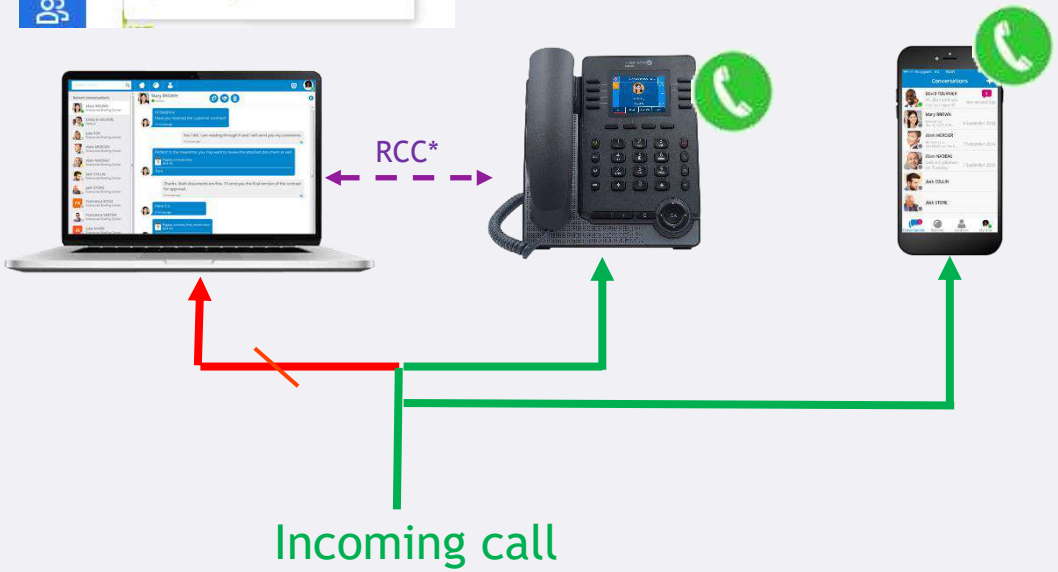
Or

Softphone: Computer (Internet calls)

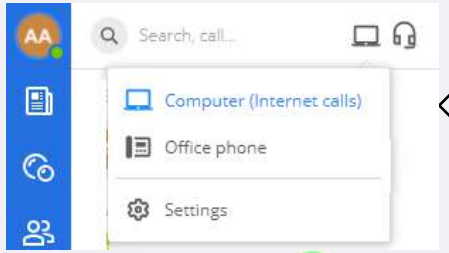
Selection from computer



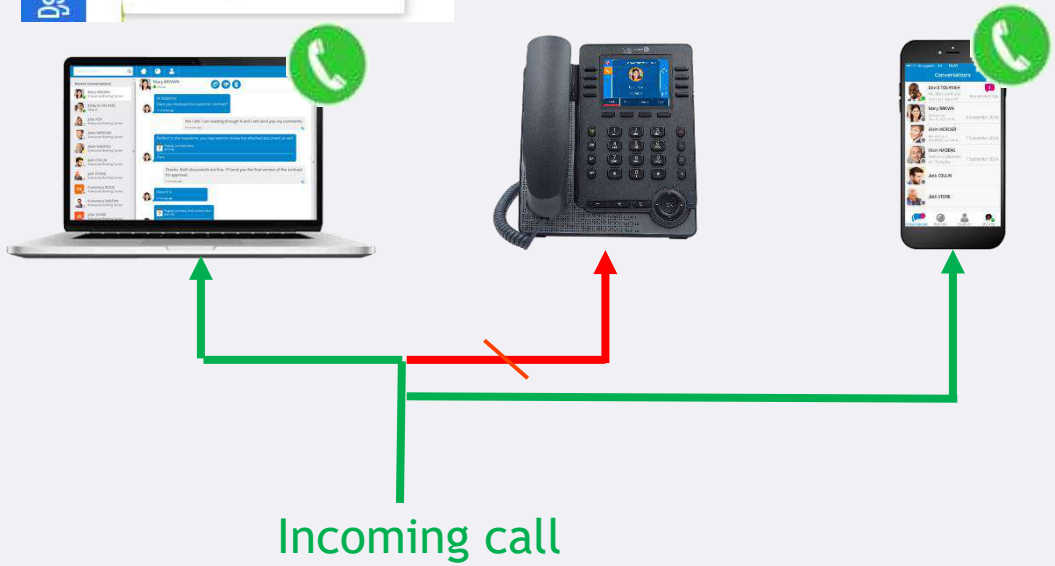
Selection from mobile



Selection from computer



Selection from mobile



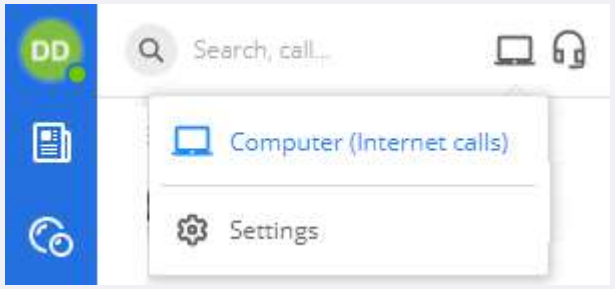
Outgoing calls from the desk phone, softphone or mobile

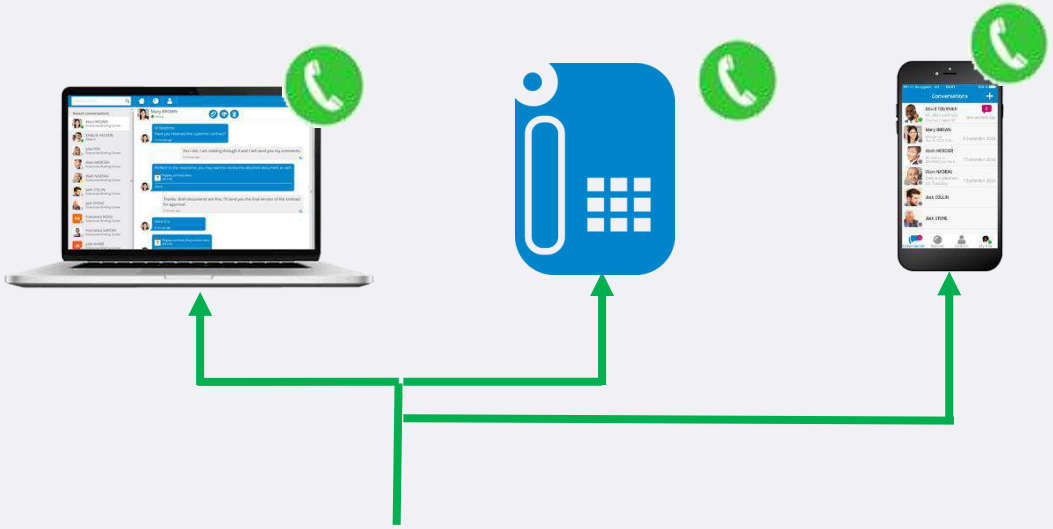
*RCC: Remote Call Control, supervision and control of the desk phone from the application

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





Incoming call

Outgoing calls from the desk phone, softphone or mobile

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

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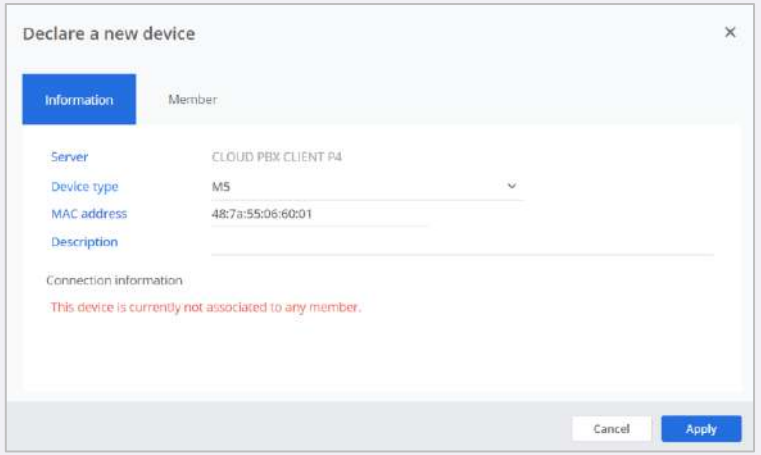
Creation and deployment

Comm. servers	**Devices**	Public numbers	Emergency numbers

Devices registration is on based their MAC addresses:

- MAC address configured by the administrator



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	% deviceTyp	Optional	device type	The sip device type (one among: ALE/800		
12	% descriptio	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

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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

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Devices deployment

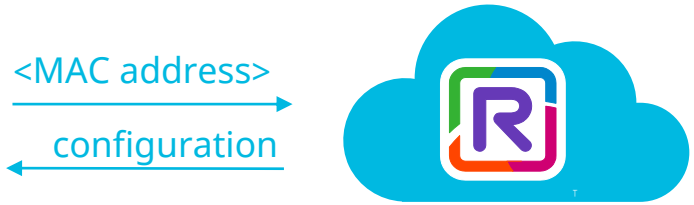
Zero touch deployment

- 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)

zero touch provisioning and management for all new sip devices

- Myriad range: M3/M5/M7 phones
- Entry-level device: ALE-2
- Conference phones: Konftel 800



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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

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Implementation

1 Devices creation

1.1. Manual creation

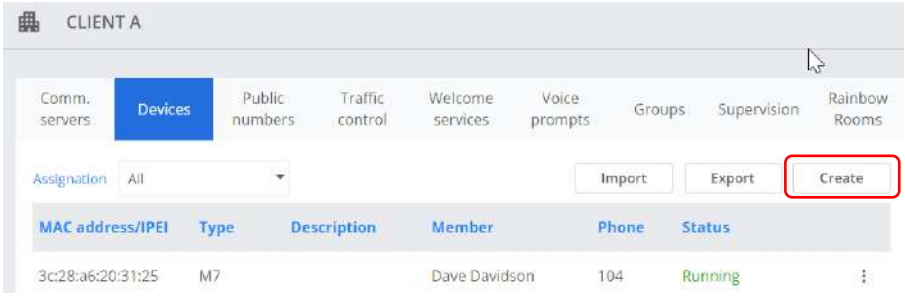
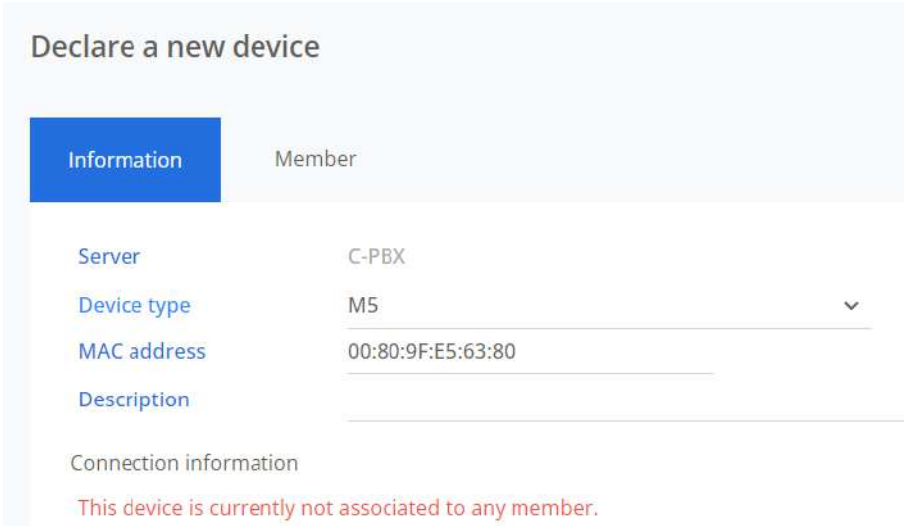
Declare phone devices with the mandatory information:

- Type
- MAC address

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

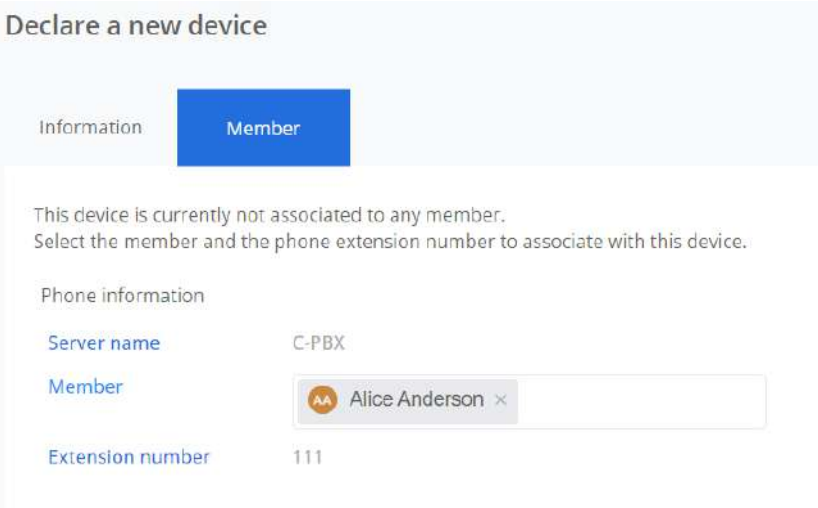
Companies/Customer companies/ <company to manage>

"Communication" tab/ "Devices" tab

Click on "Create" button	
Enter the required information	
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.



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

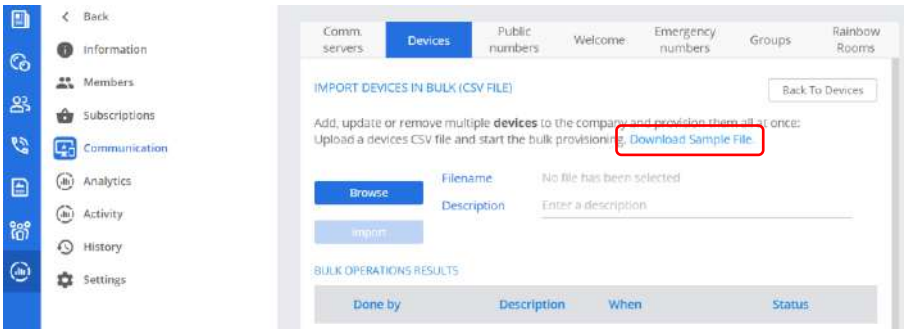
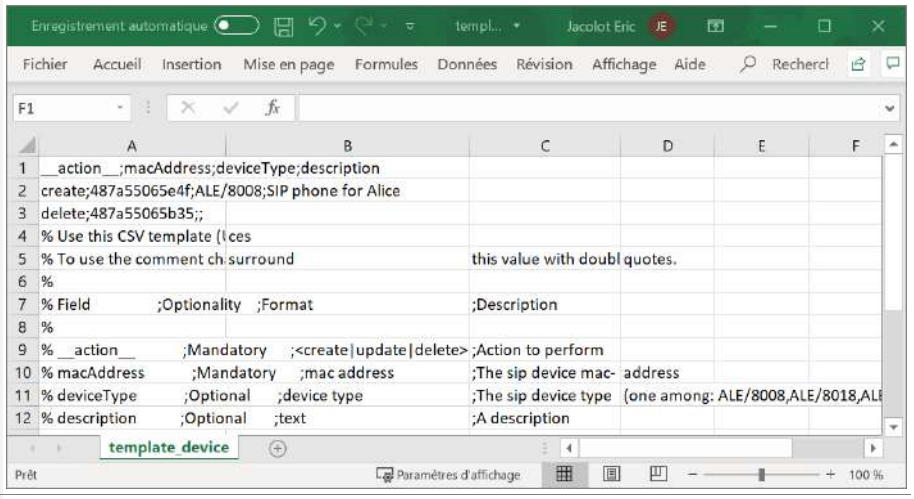
Create the phone devices using import in bulk (mass provisioning):
Delete some of your existing devices to perform this exercise.

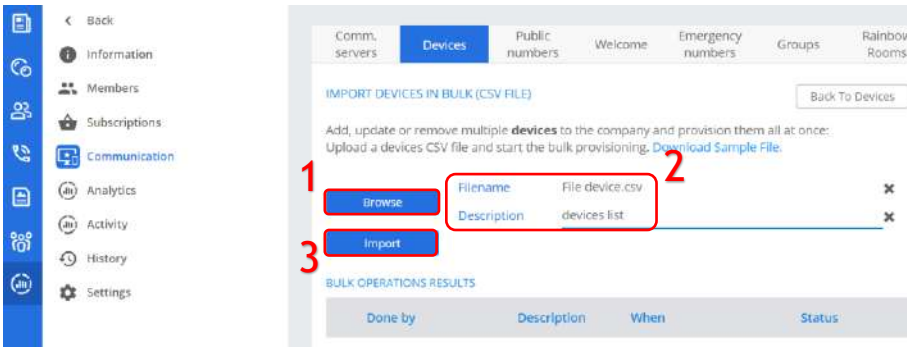
- Download devices file template
- Update the file providing mac addresses and device types
- Upload the modified file

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 …

Upload the modified file	

Rainbow Hub

Company members

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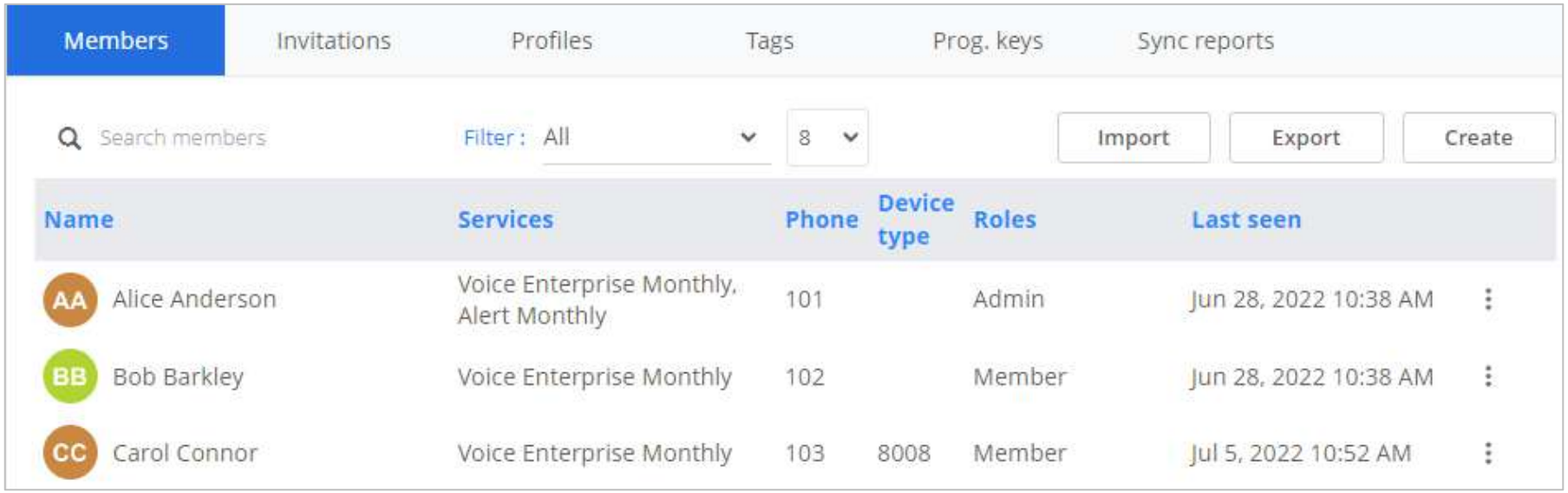
Alcatel·Lucent Enterprise

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.



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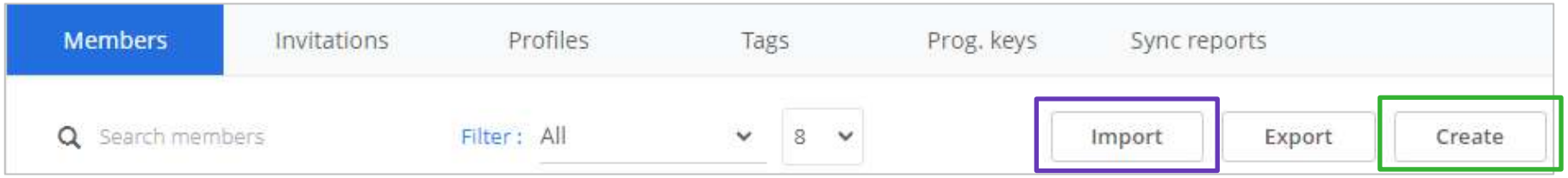
Members creation



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

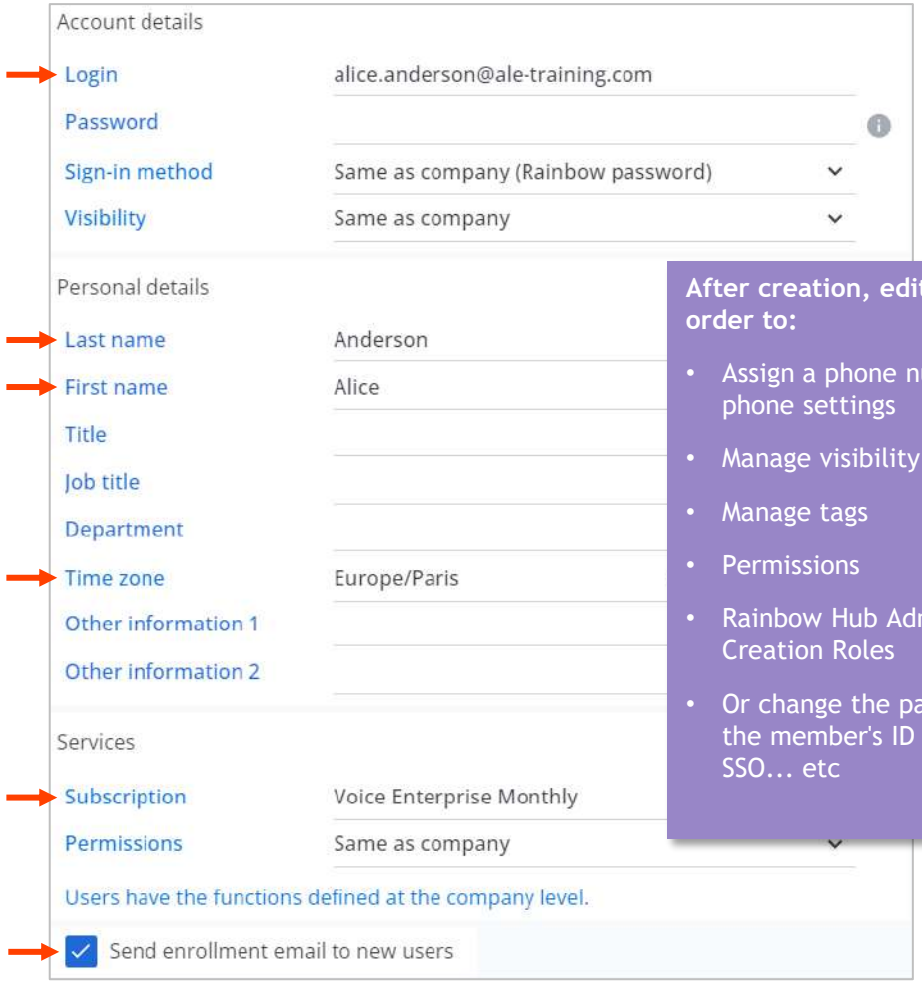
- From .CSV file(UTF-8)
- Microsoft Azure Active Directory
  - Also allows contact search
- Synchronization Active Directory (LDAP)

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

Alcatel·Lucent Enterprise

Manual creation of members

Creation one by one

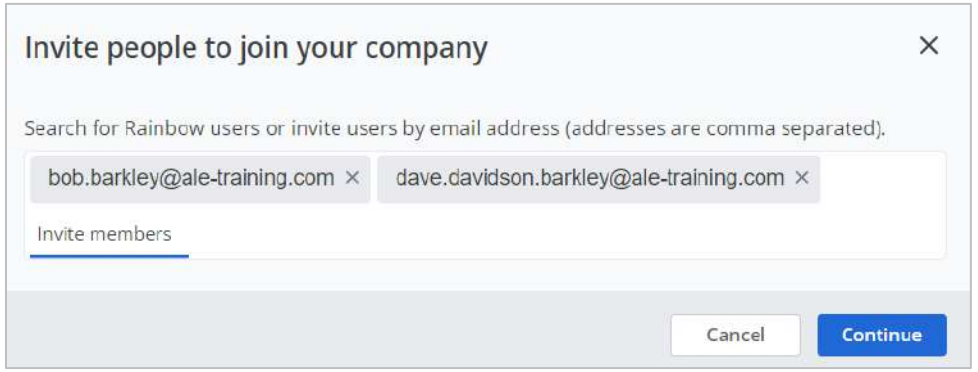


After creation, edit the members in order to:

- 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** ».



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.

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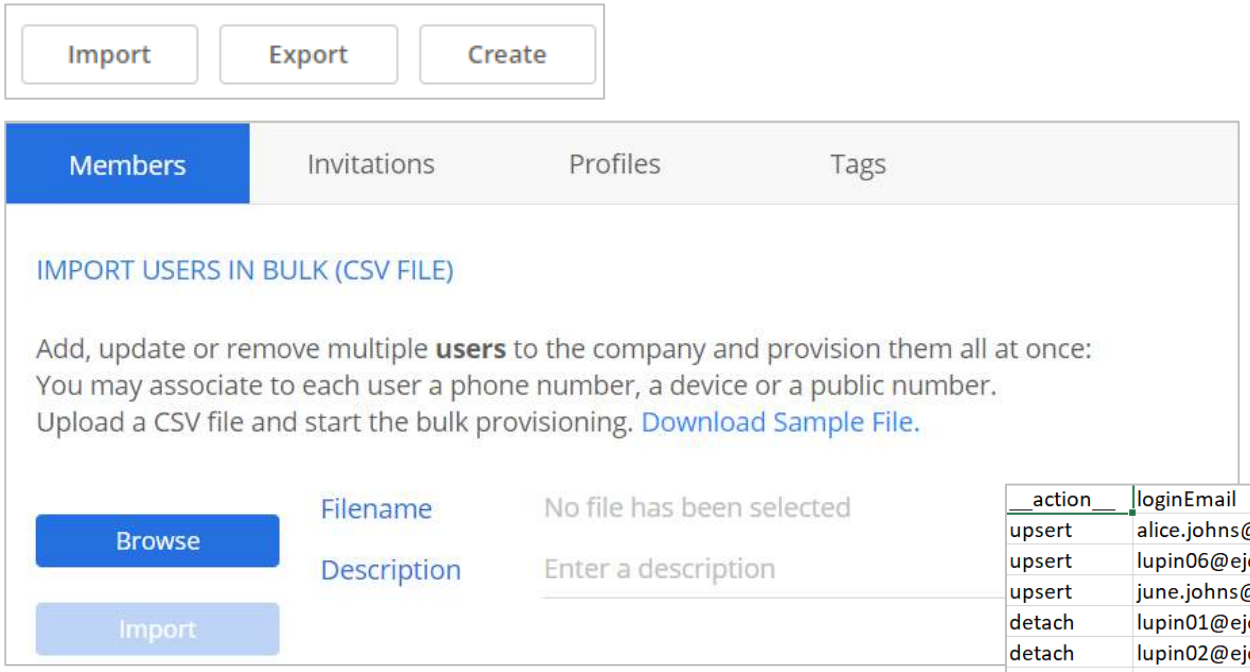
Bulk import – Automatic user creation

To create, modify and delete users

Assign their devices *(By MAC@)* previously created

To define users global settings



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	lastNam
upsert	alice.johns@	81092	aa:bb:cc:dd:e	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:e	3,3298E+10	UK	EMPTY_VALU	fdsdfdsfds*	Mrs	June	Johns
detach	lupin01@ejo	81001	aa:bb:cc:dd:e	3,3298E+10						
detach	lupin02@ejo	81002								
detach	lupin03@ejo.company.co		aa:bb:cc:dd:e	3,3298E+10						
detach	lupin04@ejo.company.co		aa:bb:cc:dd:ee:04							
detach	lupin05@ejo.company.com			3,3298E+10						
delete	carol.jenkins@company.com									

Microsoft Azure Active Directory

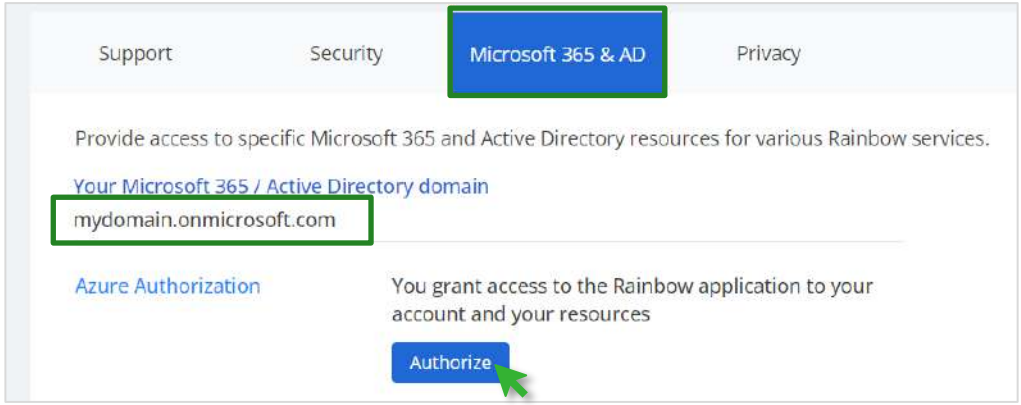
Contact search

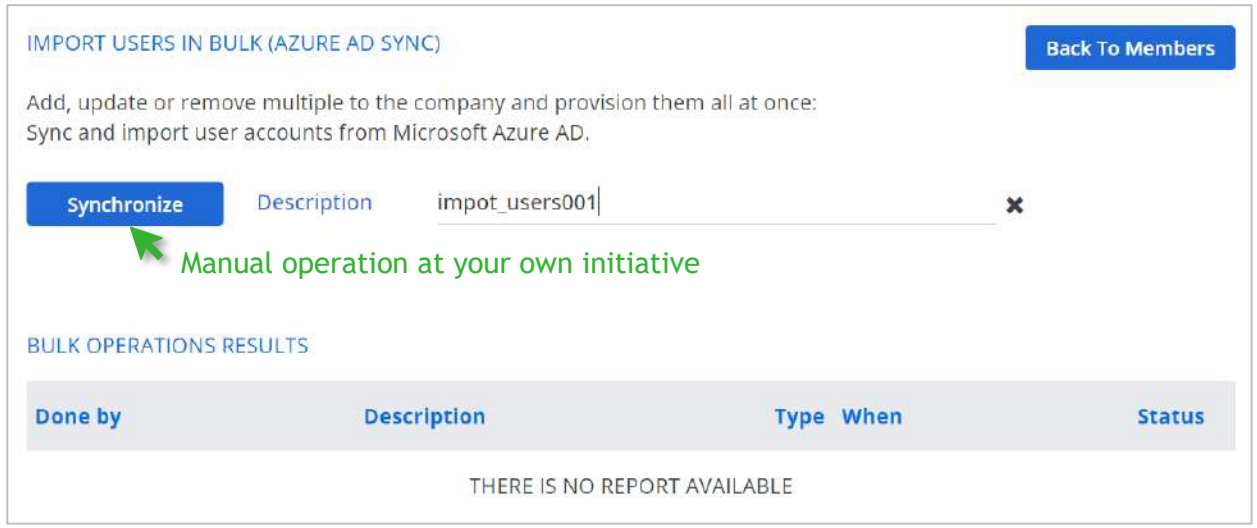
- Allows company members to search for their colleagues in Azure AD via the search bar

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





Alcatel·Lucent Enterprise

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)

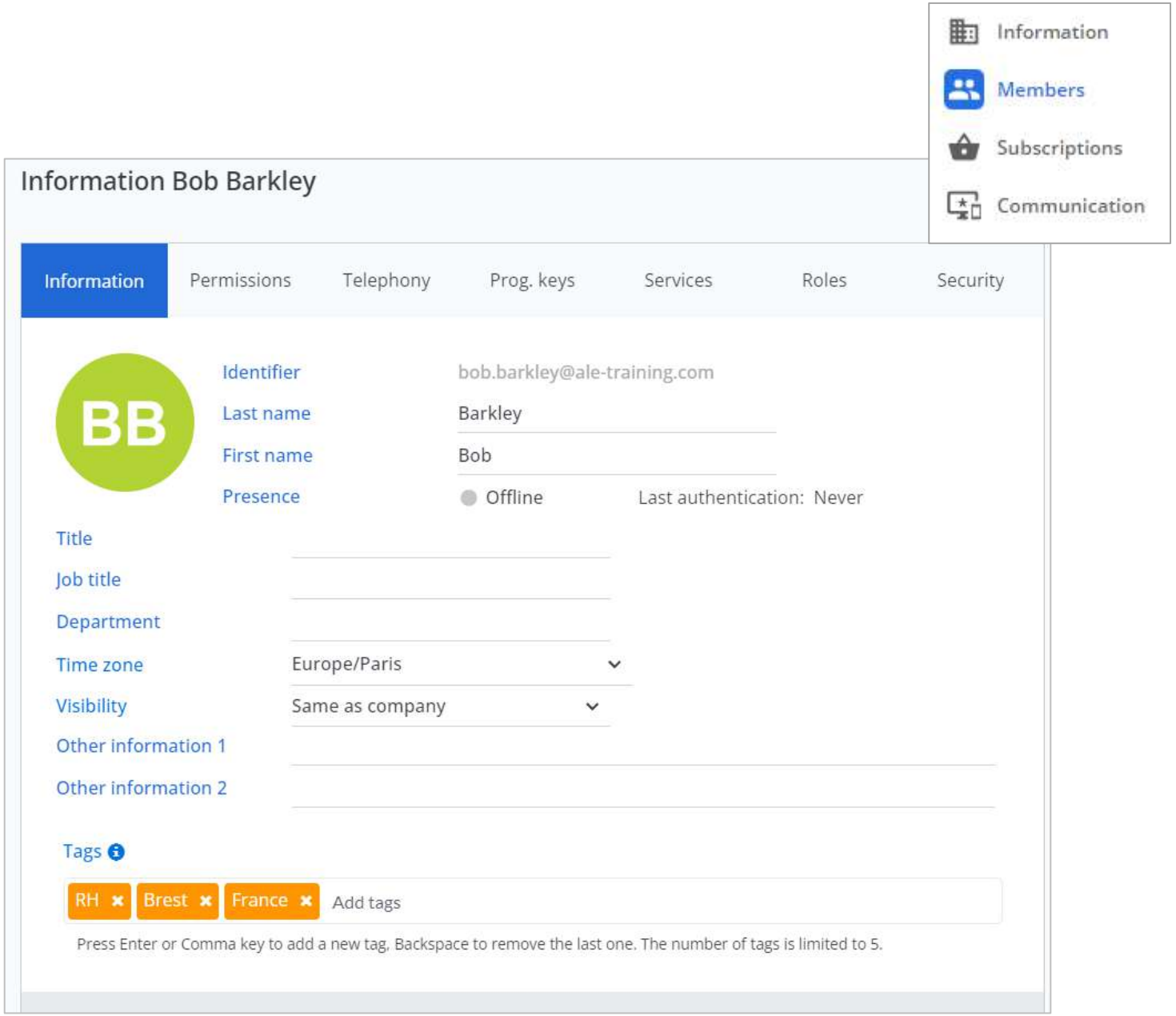
- Voice Business, Voice Enterprise, Voice attendant, Voice phone

Roles

- Administration: Yes/No

Security

- Password, identifier, authentication management



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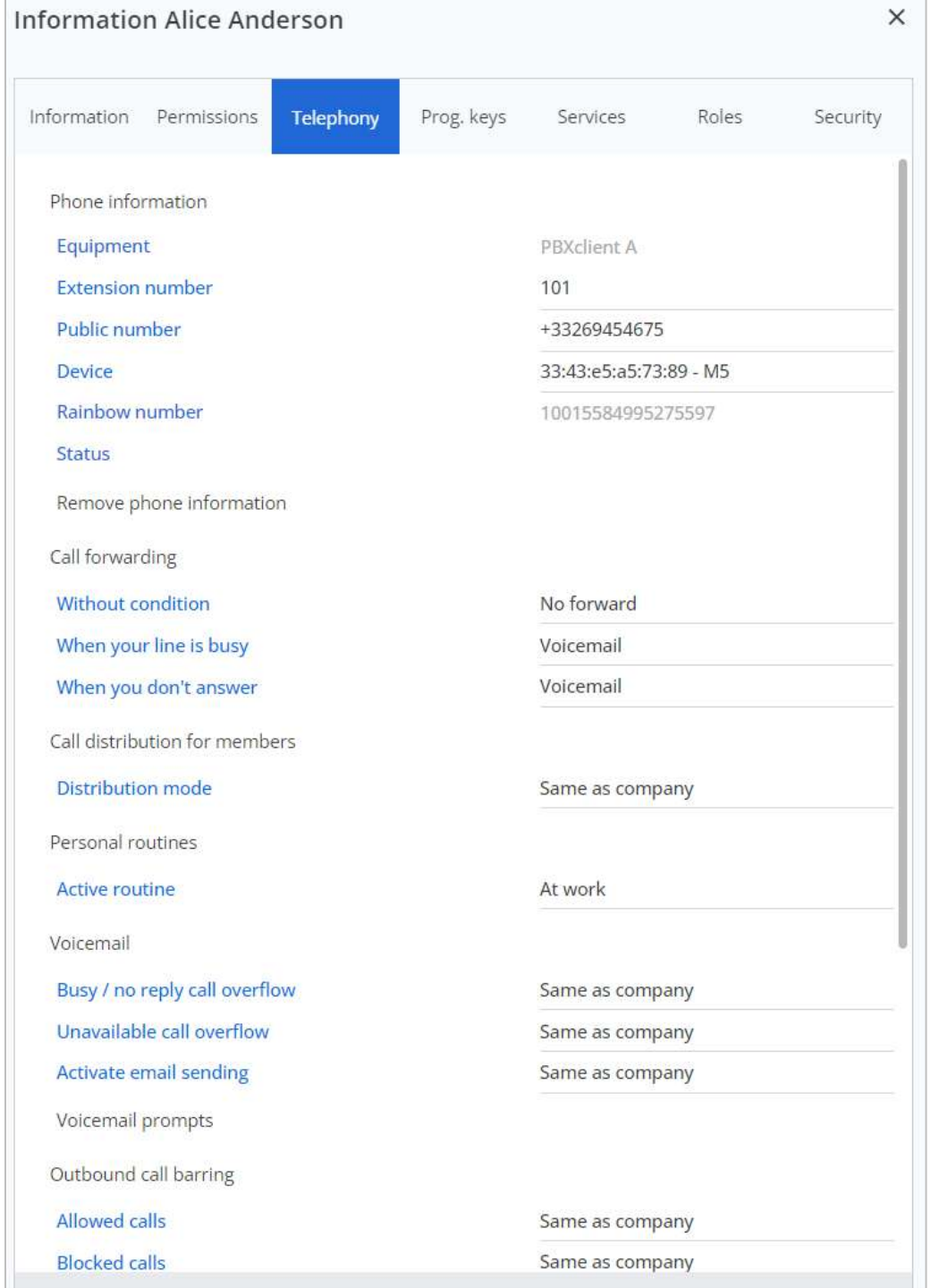
User telephony settings

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

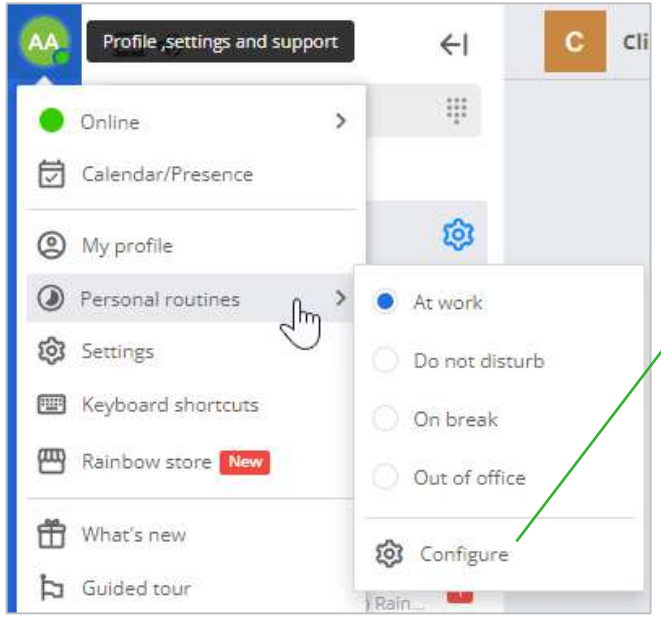
A voicemail box is assigned to the member as soon as a telephone number is assigned to him.
30min storage capacity

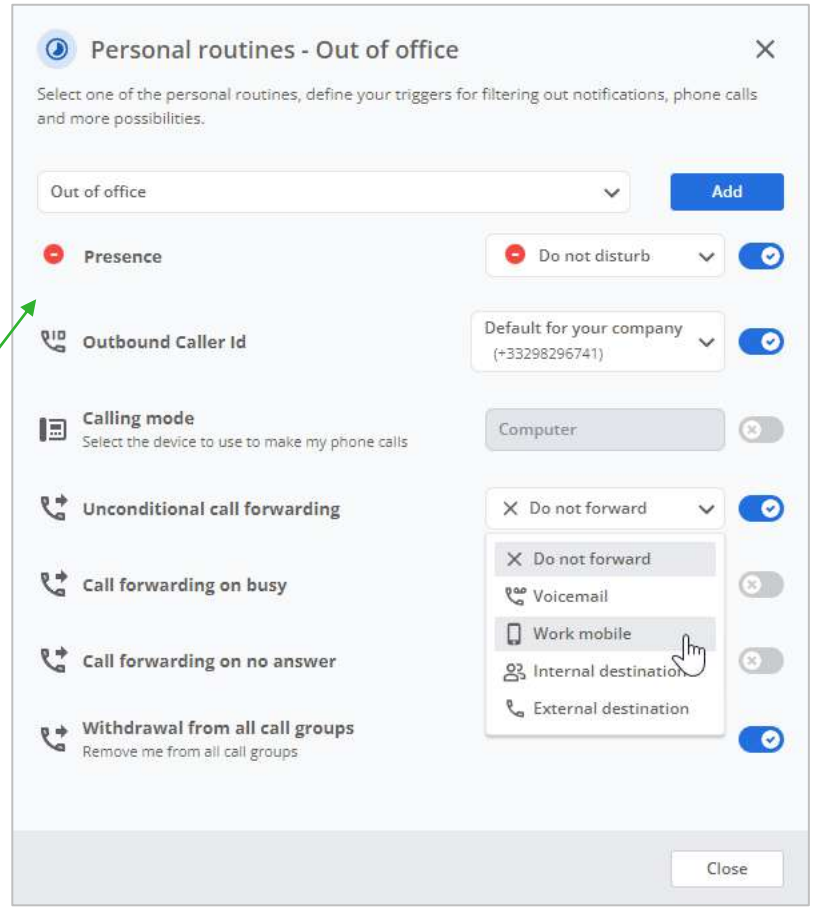


Personal routines

Members can set personal routines

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





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

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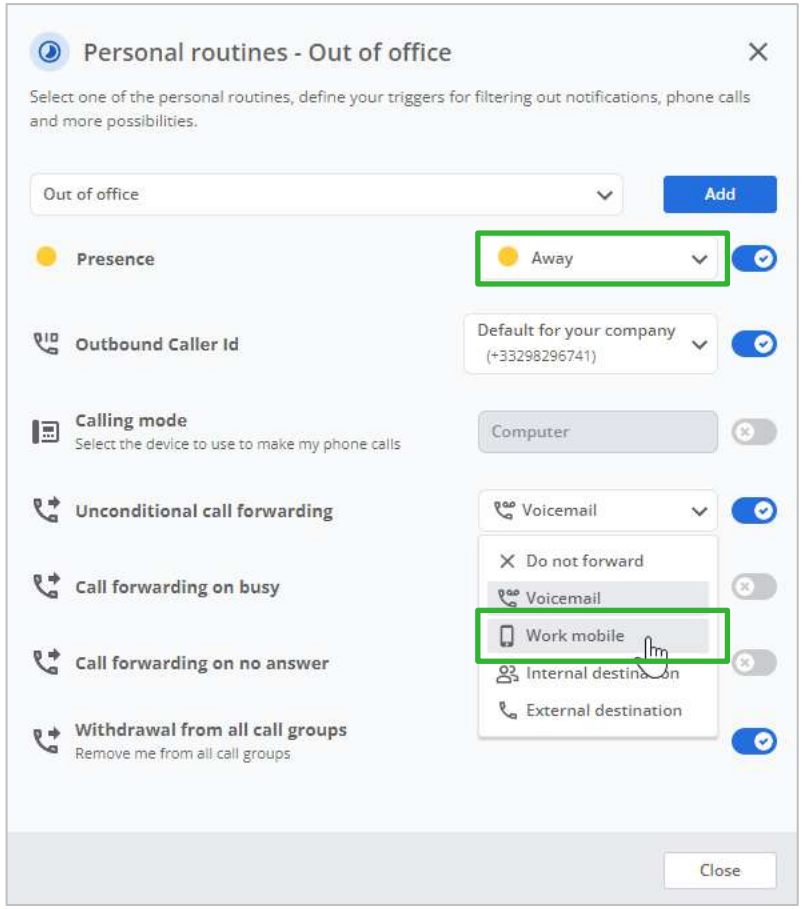
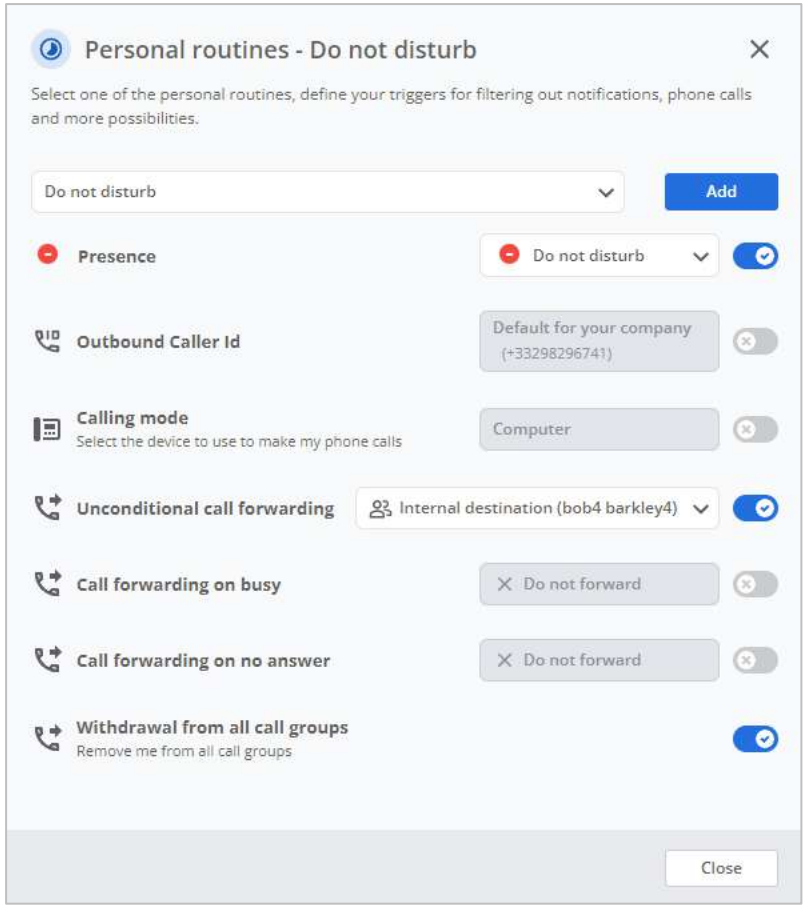
Personal routines

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 »



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



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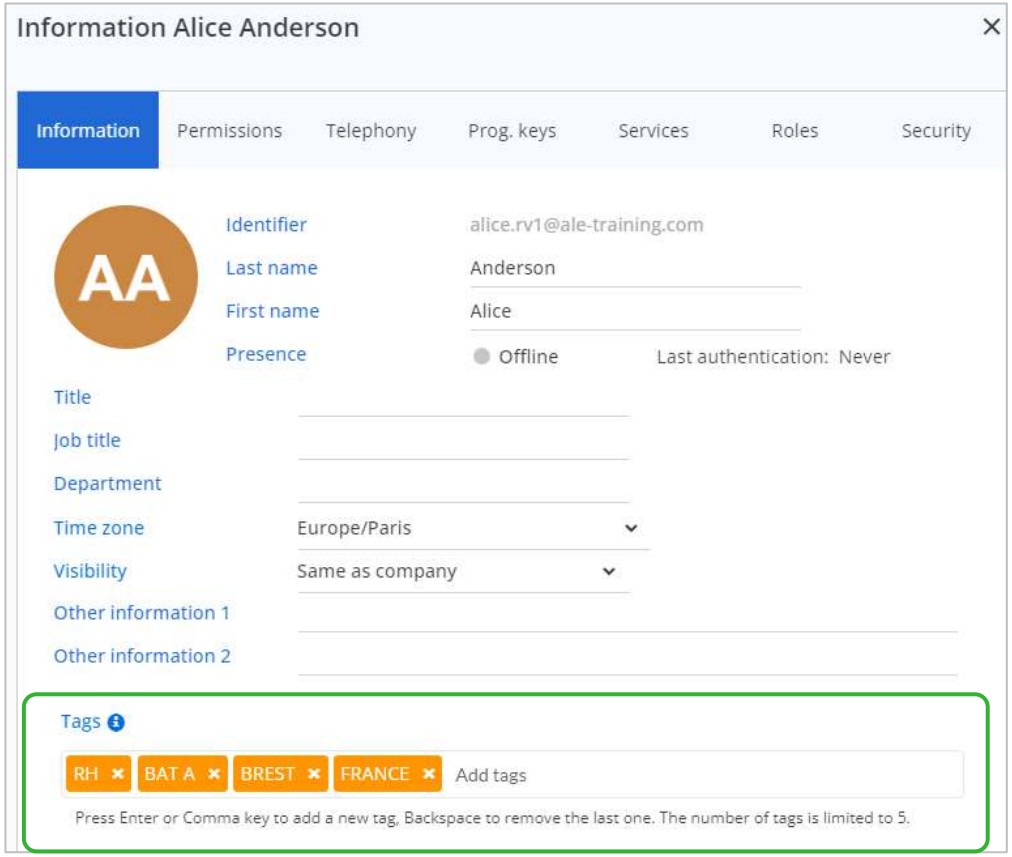
Tags

Assign tags to users to **optimize Rainbow searches**

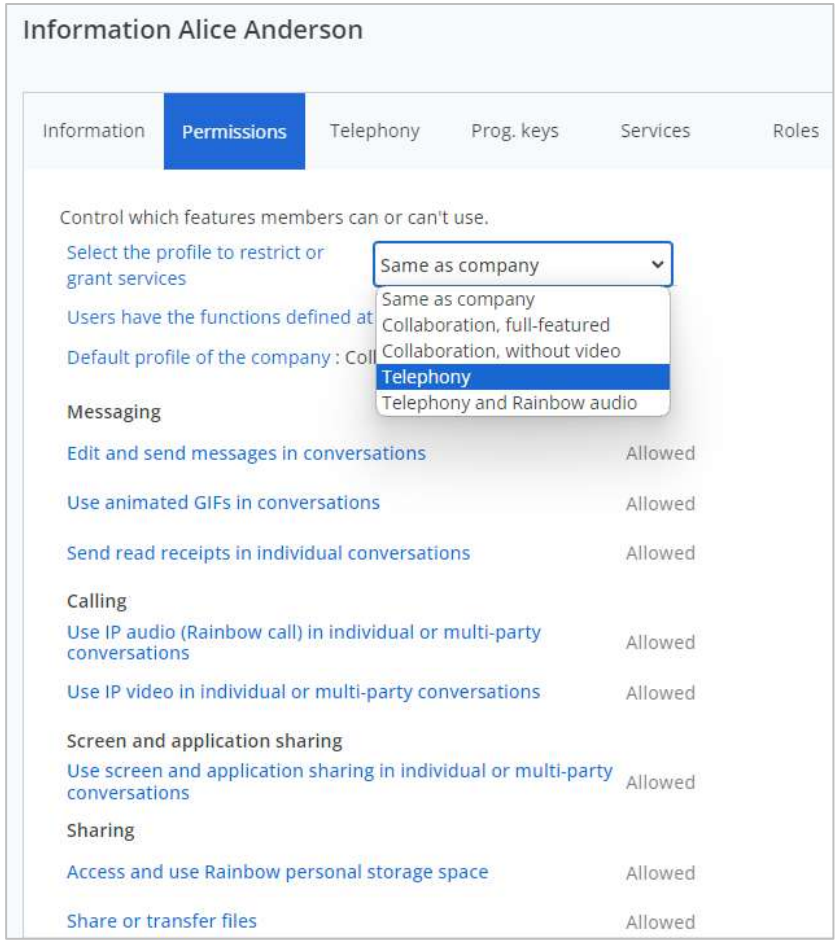
- By bulk import or manually



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

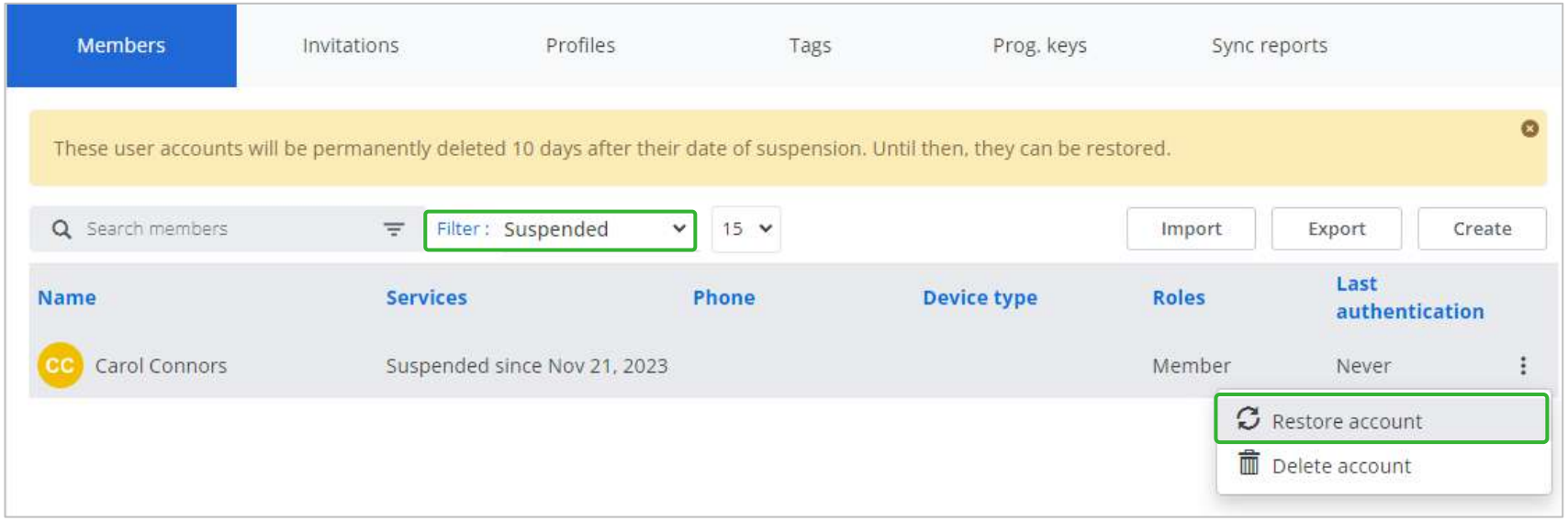


Members deletion

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



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

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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

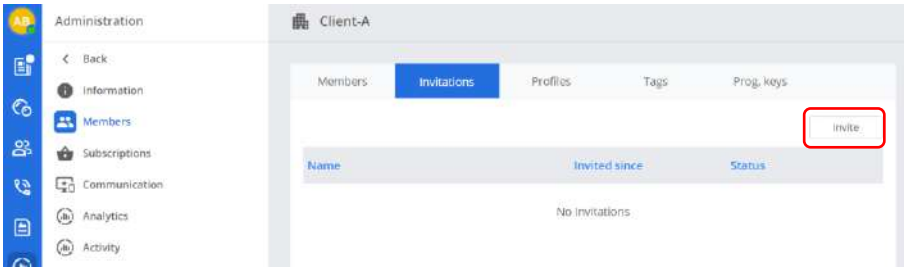
1.1. New member by invitation

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

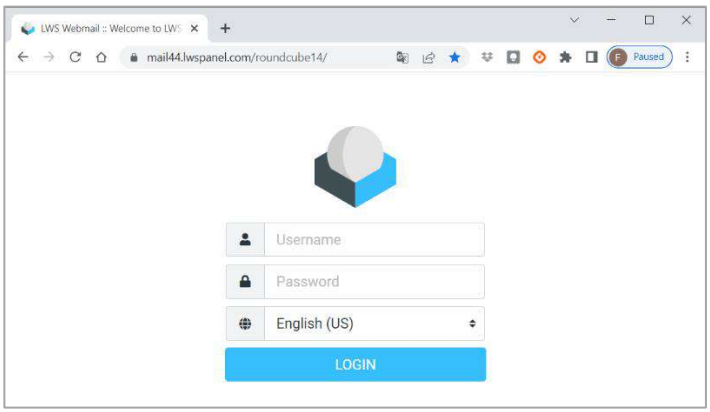
To directly configure the members without waiting for the validation of inscriptions (acceptation of the invitation), members can be created using create button or "import in bulk".
See following point.

Notes

Access to the user mailbox to create the account

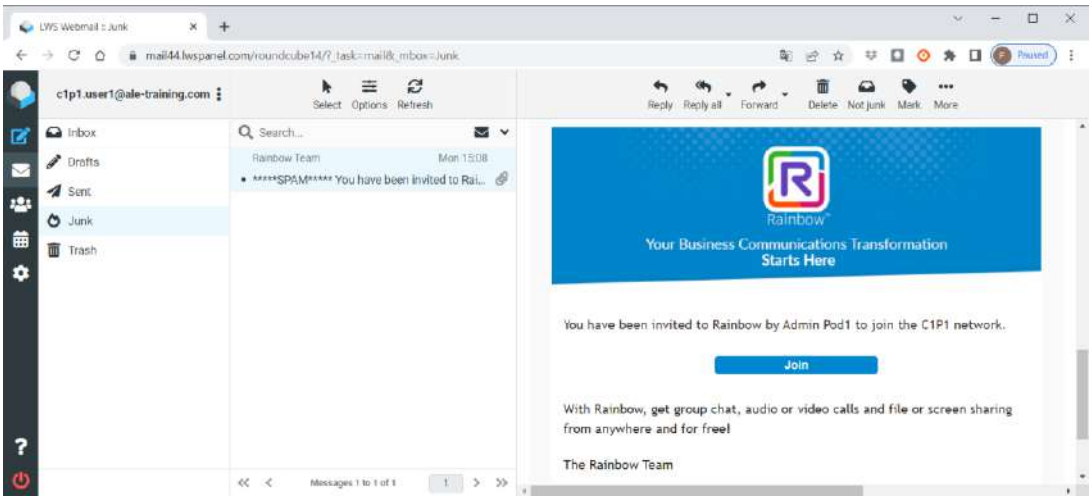
E-mail boxes of users as well as customer admin are accessible using a webmail interface:

- https://mail44.lwspanel.com/
- Login: *user*P.rv1@ale-training.com
- Password: PasswordP*
- Example:
  - Login: alice2.rv1@ale-training.com
  - Password2*



Warning

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



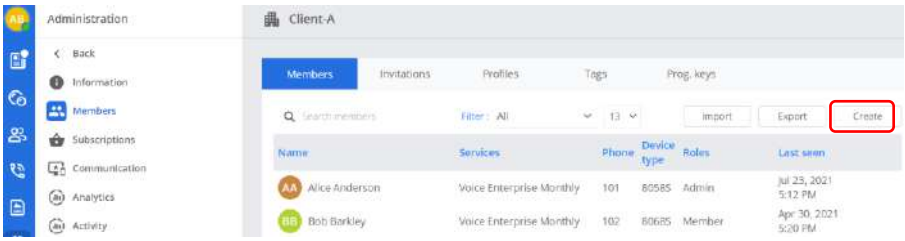
1.2. Direct creation of a new member

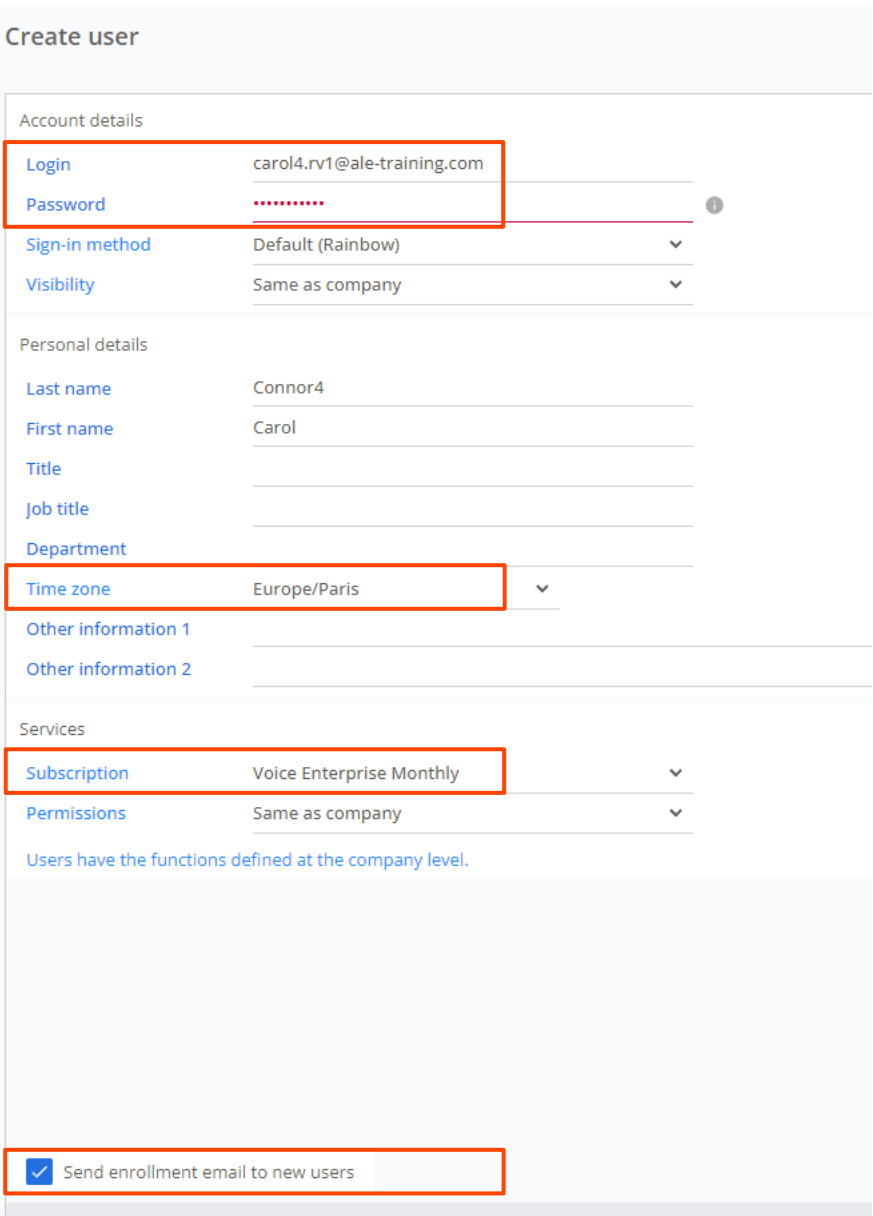
Create new members:

- 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	

Complete the information and click on "Create"	
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.

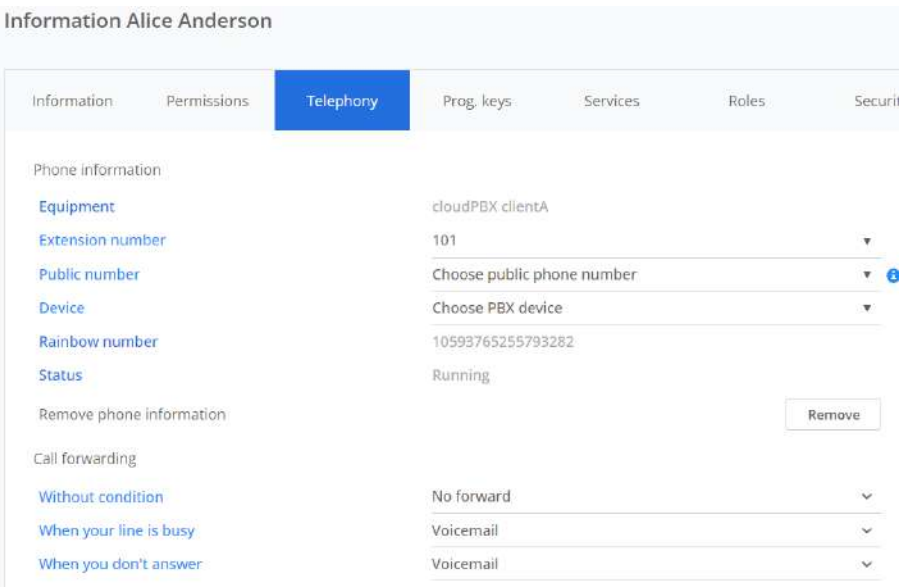
Notes
A member can have a phone number (internal and public) even if he doesn’t have a physical deskphone.
In this case, the person is a pure softphone user who will use his rainbow client(s) (pc and/or mobile) to make and receive phone calls.

Companies/Customer companies/ <company to manage>

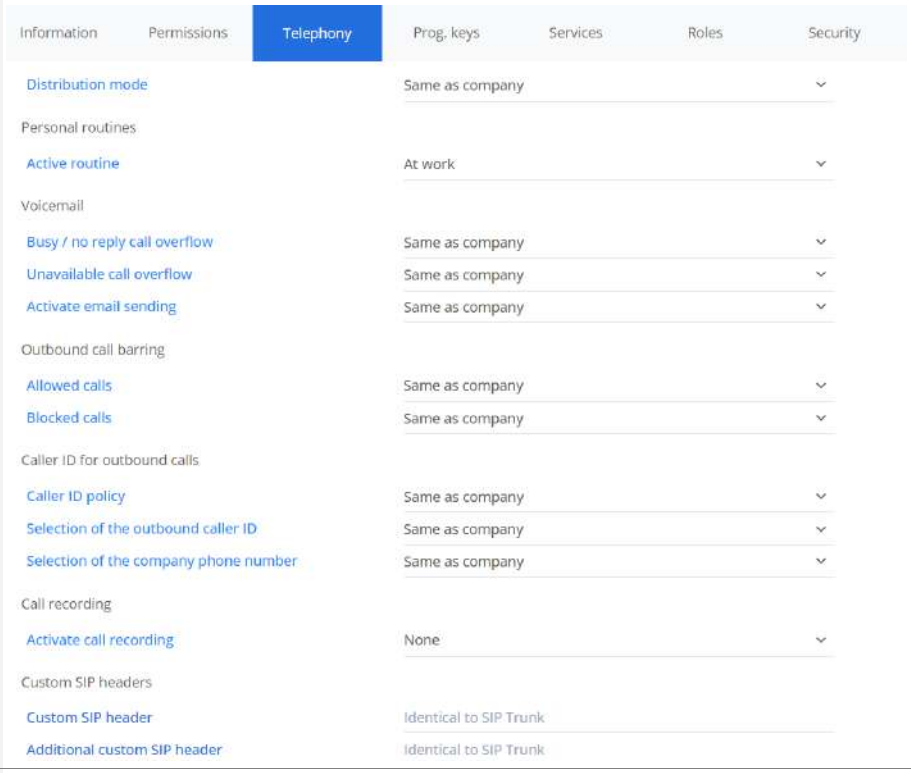
“Members” section / “Members” tab / <user to manage>

In “Phone” tab:

Complete the information



	Phone information
Equipment	The “Cloud PBX”
Extension number	Select an extension number from the list
Public number	Select a free number from the list of numbers assigned to the company
Device	Select a phone from the list if the user has a physical office phone
Rainbow number	Only for consultation
	Call forwarding
Without condition	Select the behavior: No call forwarding / Voicemail / Internal number / Public number
When your line is busy	Select the behavior: Voicemail / Internal number / Public number
When you don’t answer	Select the behavior: Voicemail / Internal number / Public number



Call distribution for members	Monoline or multiline
Personal routines	At work by default
	Voicemail overflow
Busy / no reply call overflow	Select among: - Same as company - Yes - No
Unavailable call overflow	Select among: - Same as company - Yes - No
Activate email sending	Select among: - 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: - 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 - Same as company - None - Surcharged numbers - Custom list created in the "Traffic Control" menu
	Caller ID for outbound calls
Caller ID policy	Choose among: - Same as company

	- 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: - Same as company - Allowed - Not allowed
Selection of the company phone number	Choose among: - Same as company - Allowed - Not allowed
Call recording	
Call recording	- 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:

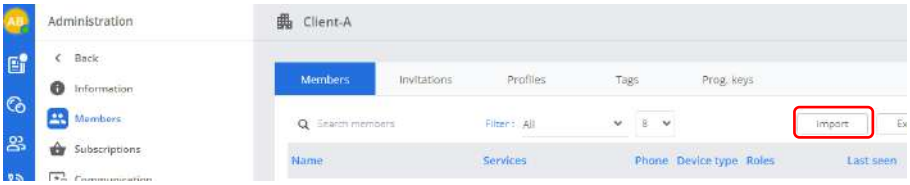
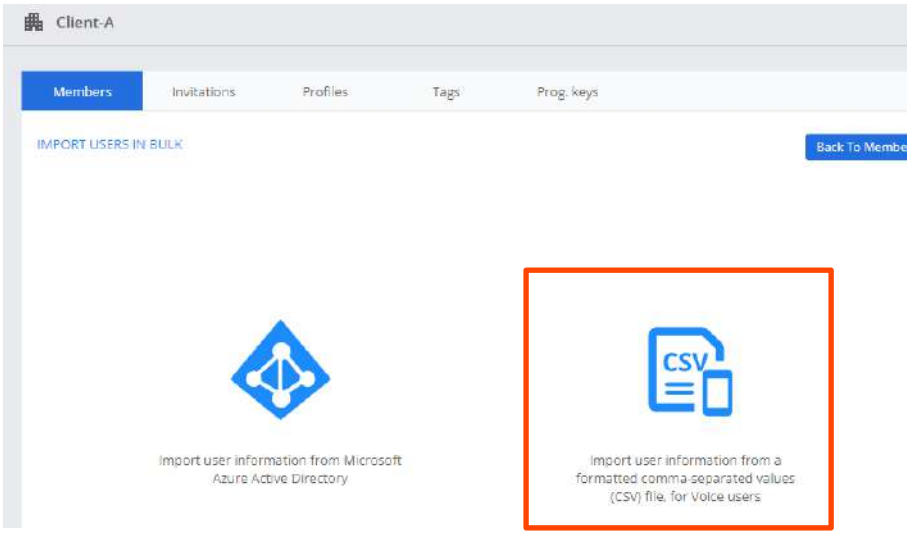
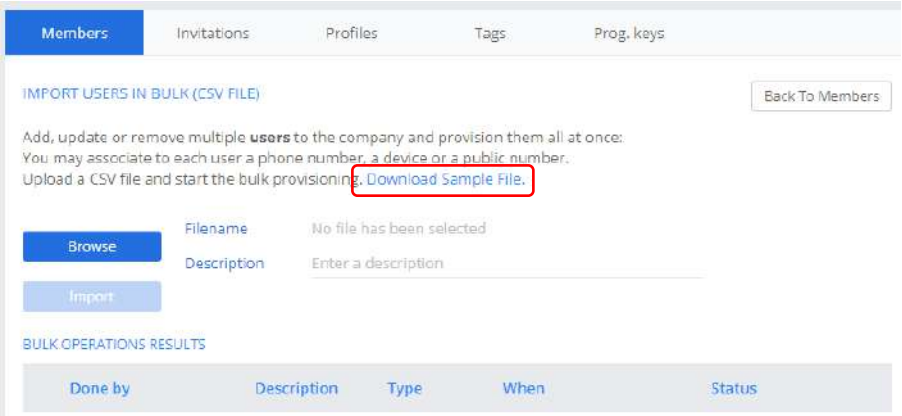
- Download the template file for users
- Copy / paste an example user and modify only the necessary parameters
- daveP.rv1@ale-training.com

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"	

Fill in essential information about users:

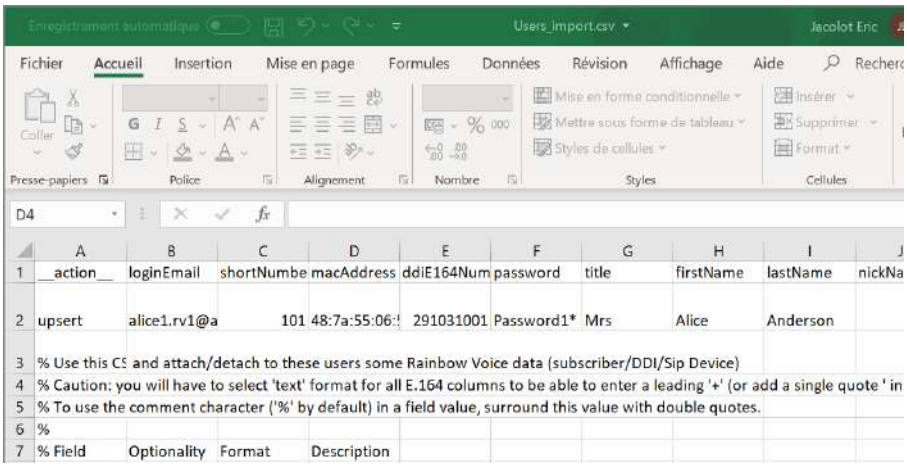
- Upsert : creation
- Login
- Password
- Firstname & Lastname
- Internal number

Additional information

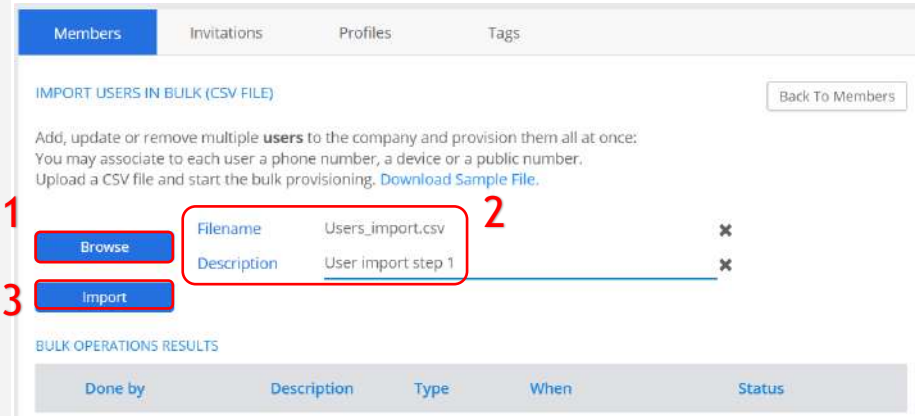
- DID number
- Device MAC@ to associate
- Subscription

...

and save the file

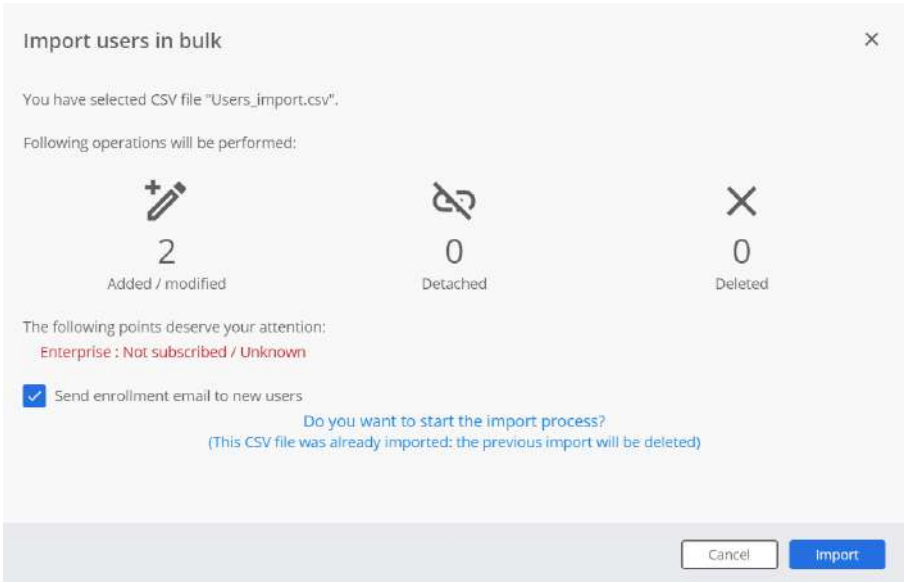


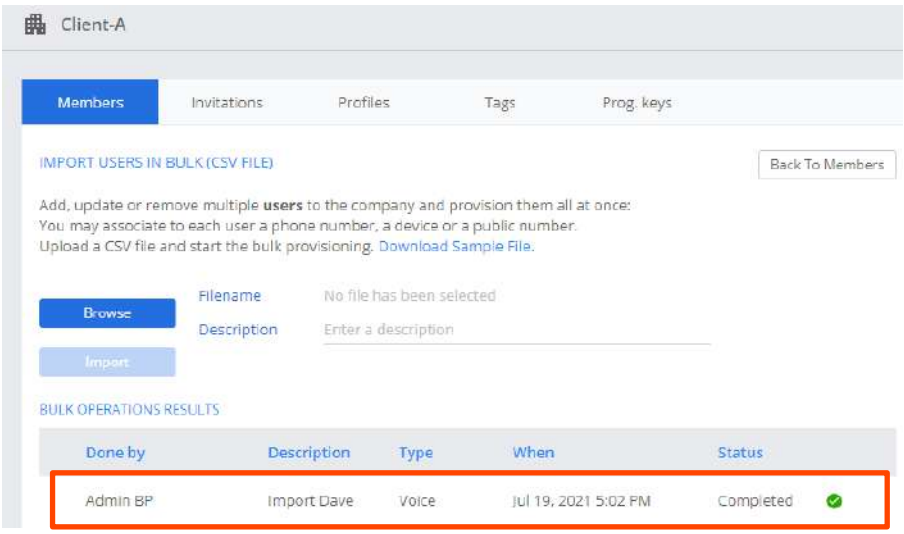
Upload the updated file



A pop-up is displays possible errors before import

Click on "Send enrollment email to new users"



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	

3 Tags configuration

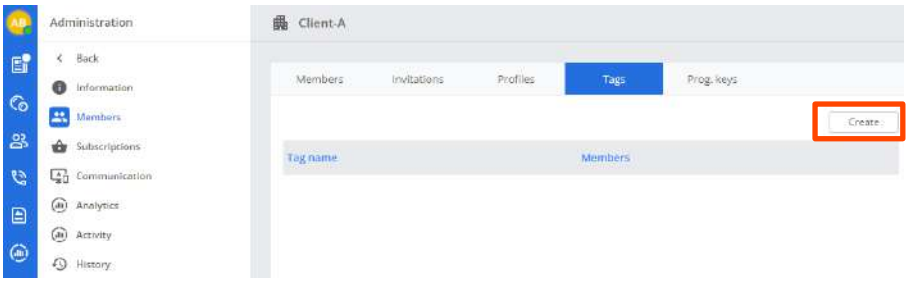
Tags can be created and assigned to members. It can be linked for example to departments of the company, building names, …

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

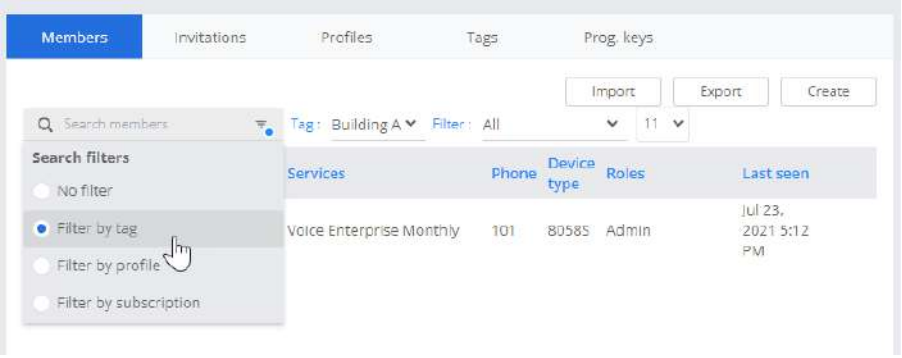
Click on “Create”	

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

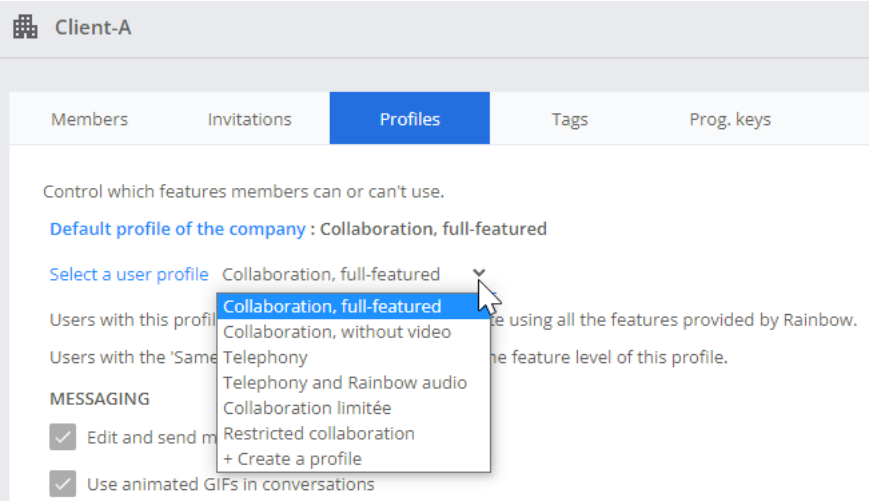
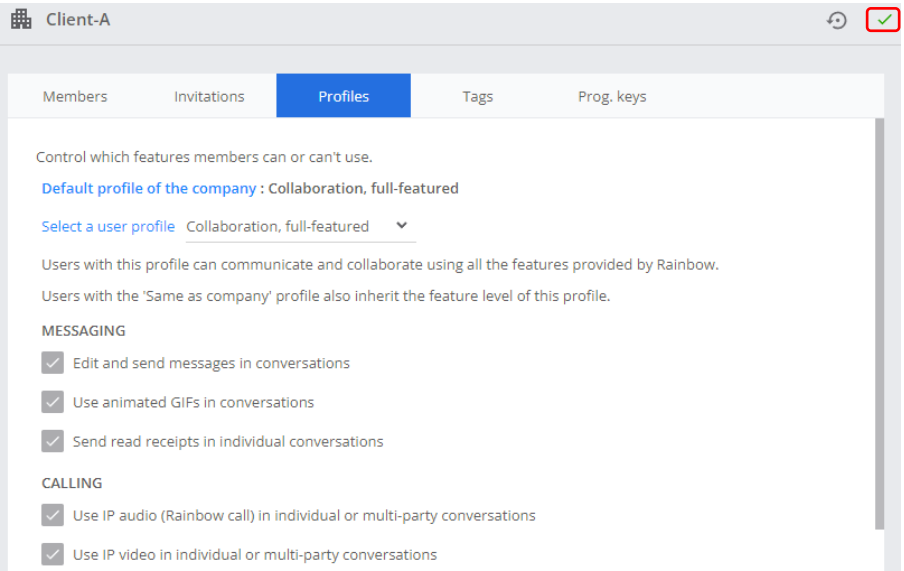
Profiles are assigned to members to control features they can use.

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

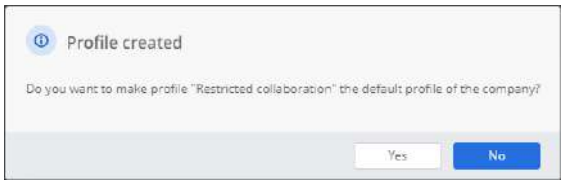
Create a new profile called “Restricted collaboration” with these features unchecked:
- Use animated GIFs in conversations
- Access and use Rainbow personal storage space

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:



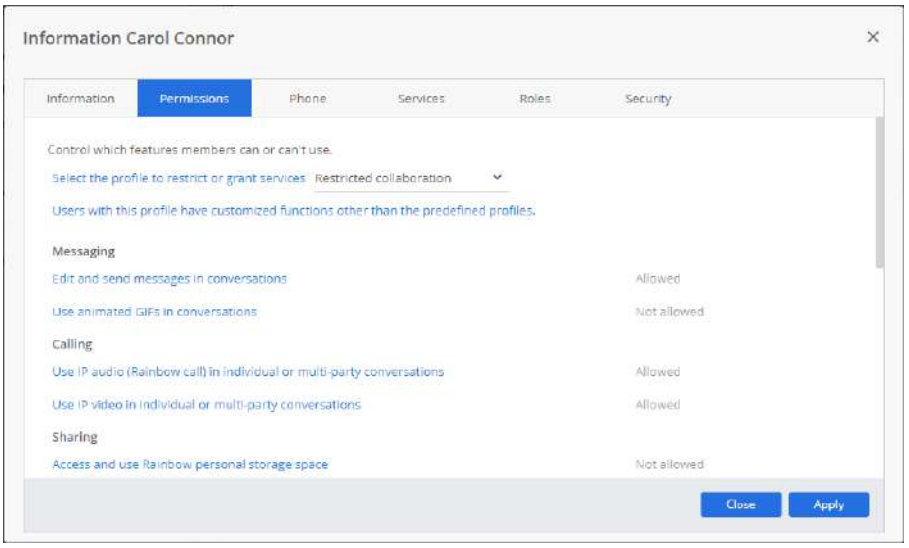
Assign this new profile to Carol

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



5 Programmable keys configuration

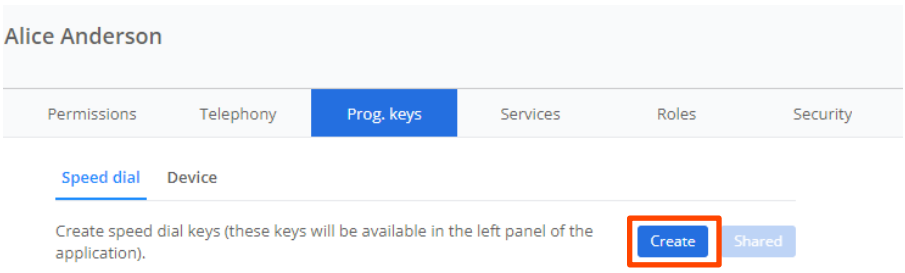
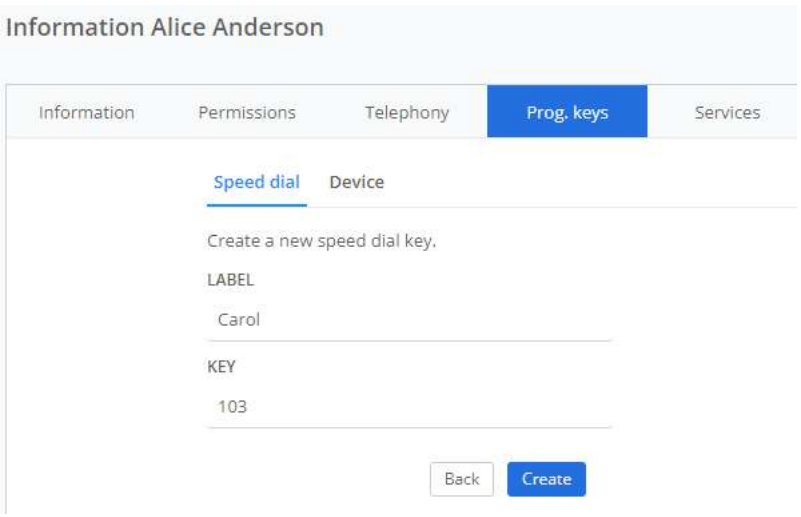
Create speed dial keys available in the left panel of the application.
You can also define keys directly on the physical extension associated with the member.

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

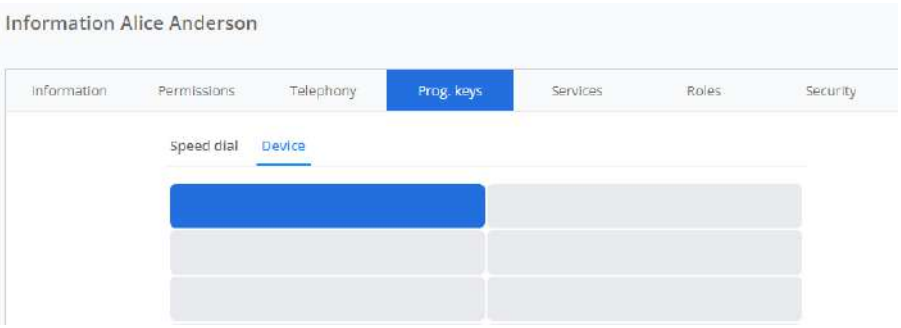
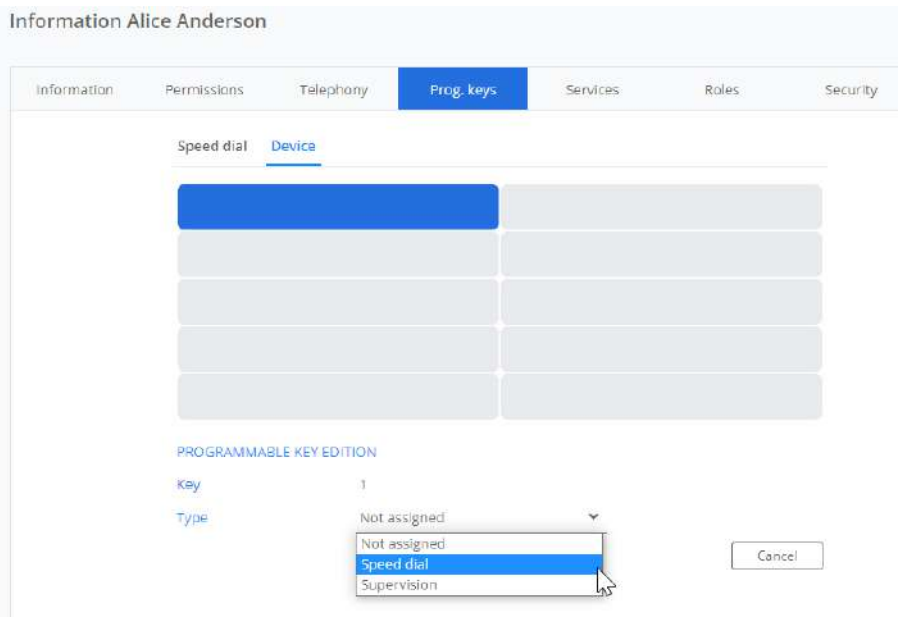
Select "Speed dial" and click on Create	
Fill in the label and key. Click on Create	
Label	Enter a name. Carol for instance
Key	Define a phone number

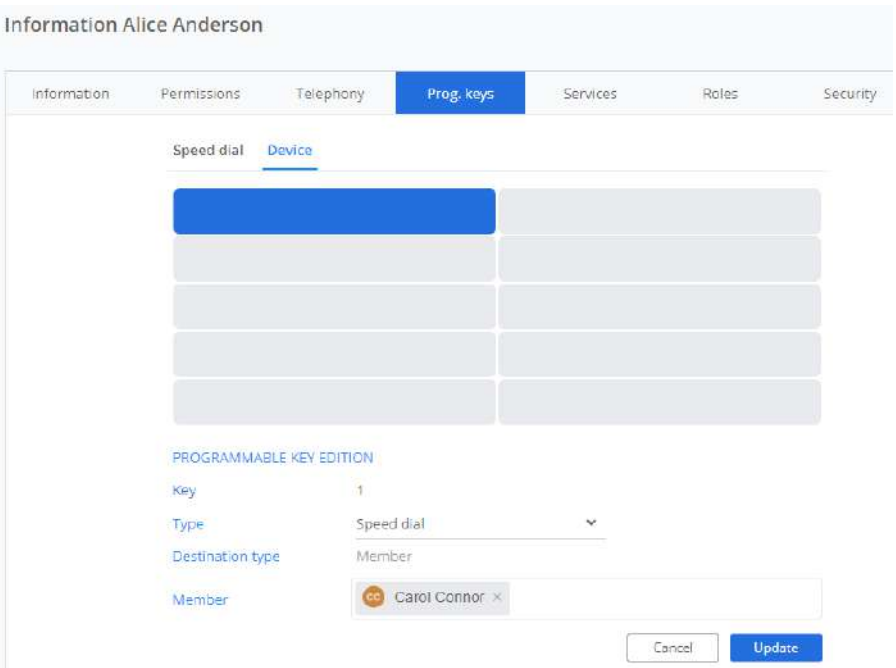
5.2. Create a programmable key on a physical extension associated with a member

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

Select "speed dial" and choose Carol	
Type	Speed dial or supervision
Type de destination	Member or group

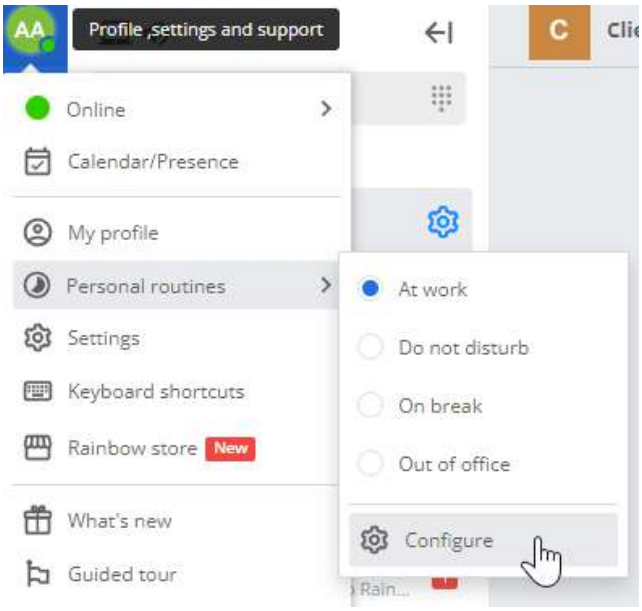
6 Manage Personal routine

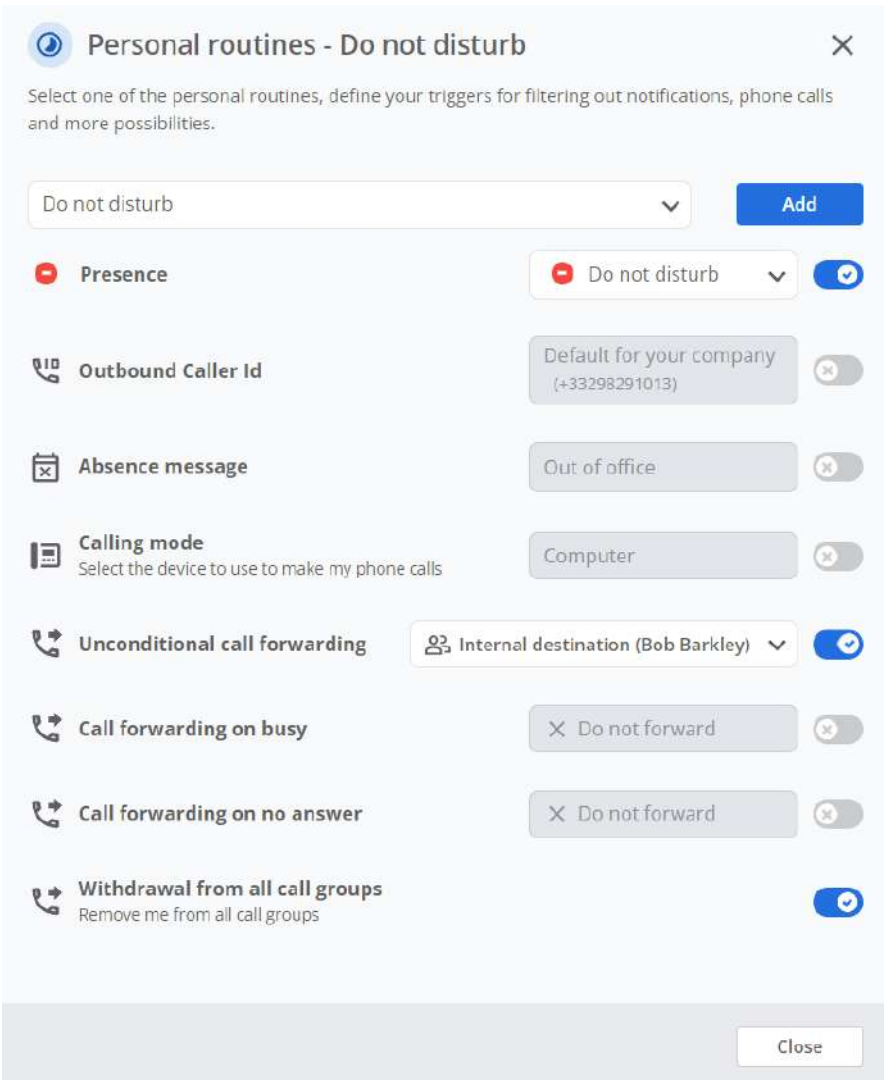
Log in with a member profile, for example Alice.

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

Click on the avatar/ Personal routines/ Configure

Select "Configure"



Modify to forward calls to Bob Barkley.	

Rainbow Hub

Groups

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Summary

GROUPS

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

HUNT GROUPS

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Enterprise

Hunting groups

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

Incoming calls are routed according to the distribution type

Serial

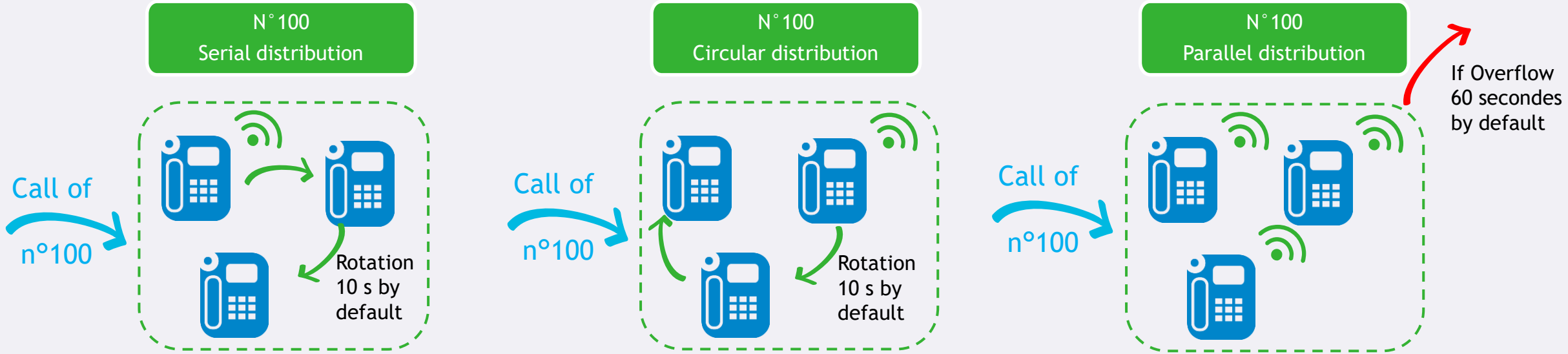
Calls are routed on the first member of the list if free…
if no answer the next member will be called.

Circular

Users are ringed each in turn

Parallel

All members are called simultaneously



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

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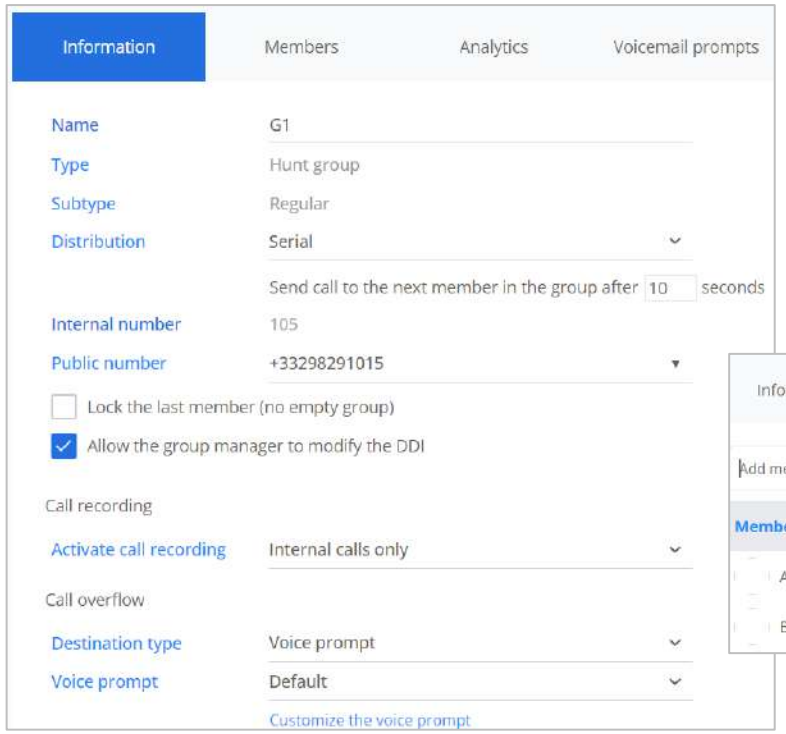
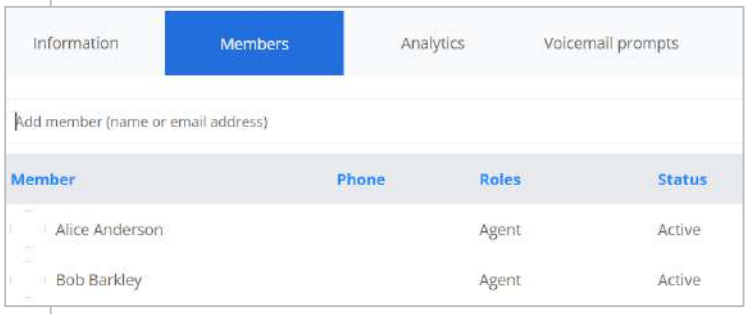
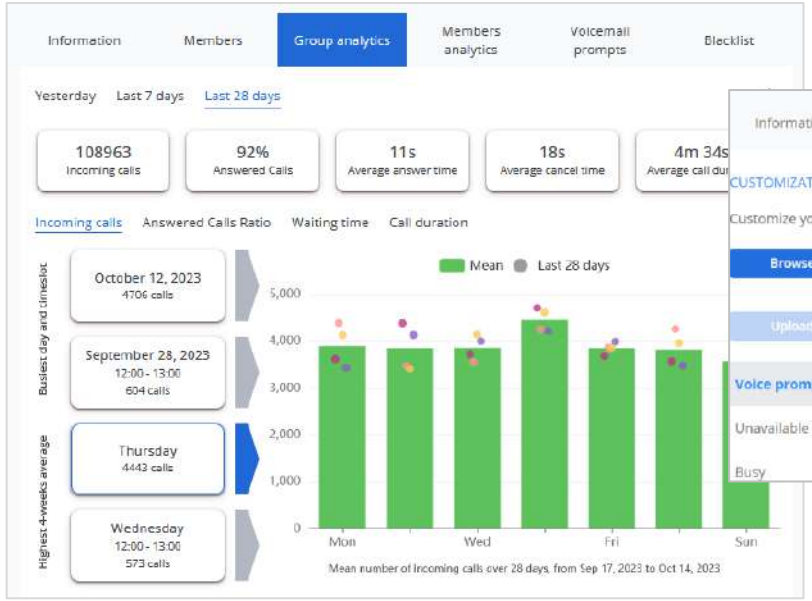
Requested settings

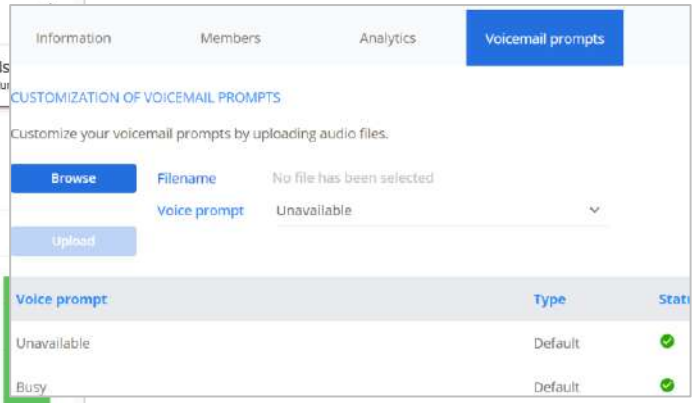
Hunt groups settings

- 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









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Roles in a group

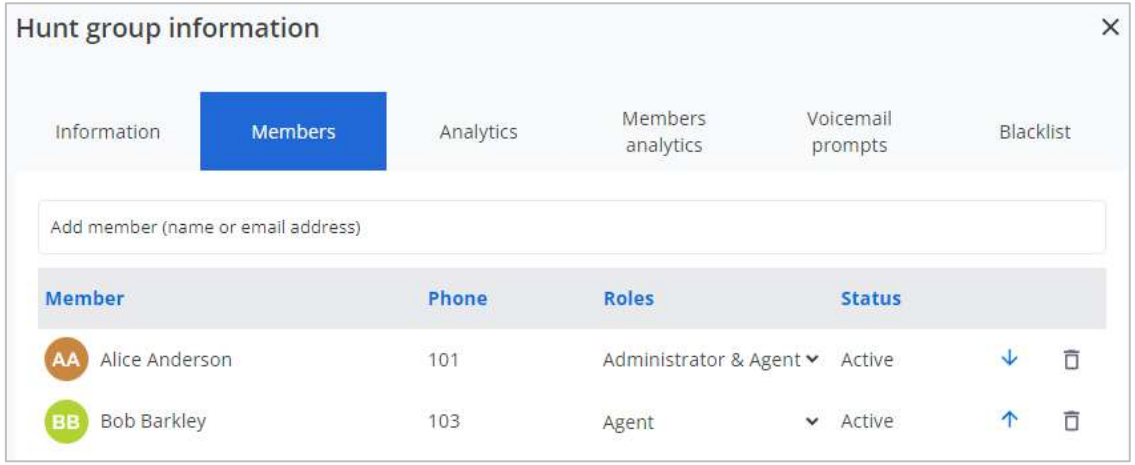
Agent role

- 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



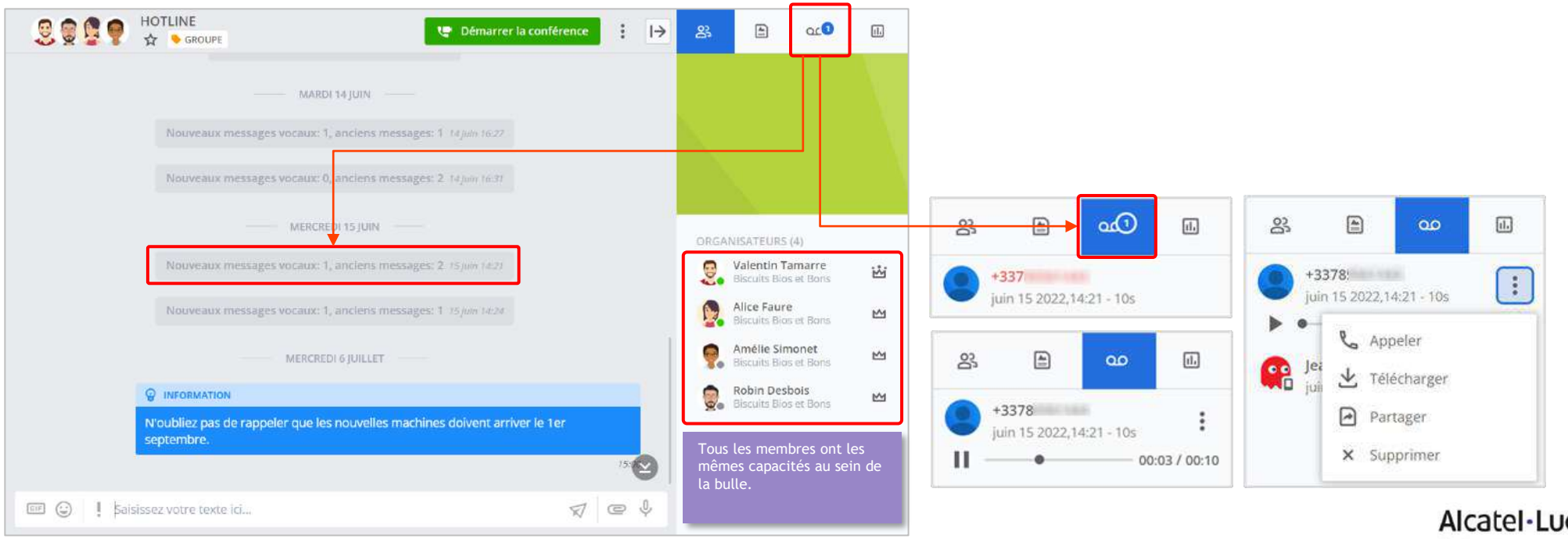
Note that it is possible to give an « administrator » role to someone who does not take calls, only the « agent » role involves receiving group calls. For group members who are « agent », the non-agent administrator is seen as being permanently withdrawed.

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.



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MANAGERS/ASSISTANTS GROUPS

Overview

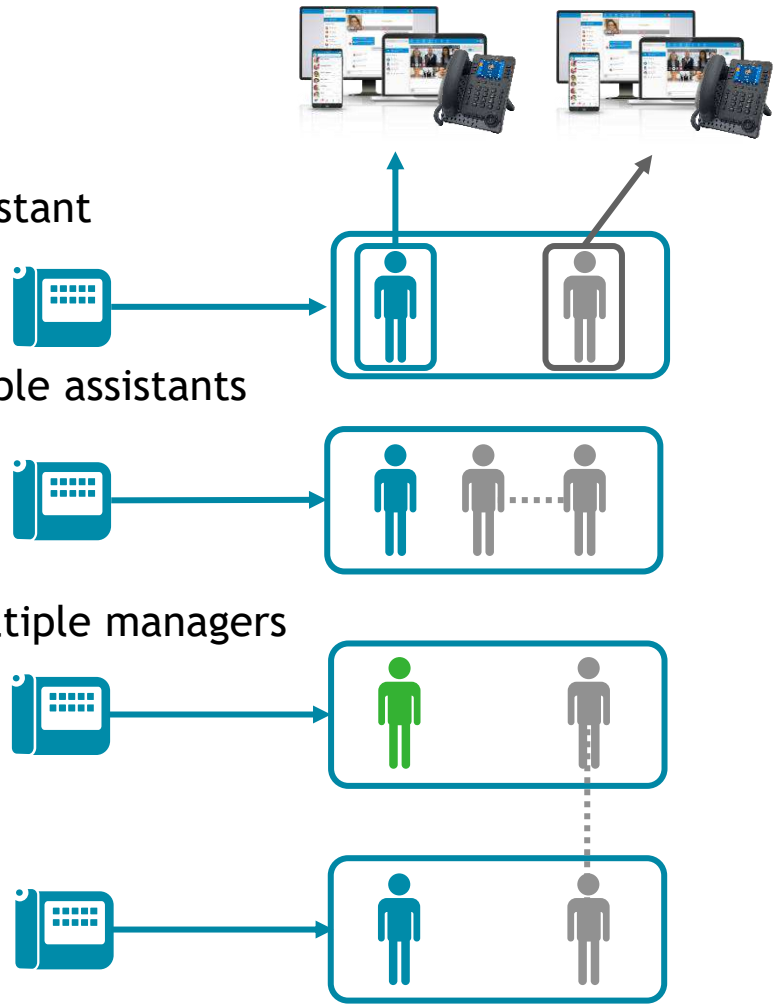
Allow to an assistant to filter and take Manager's calls.

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

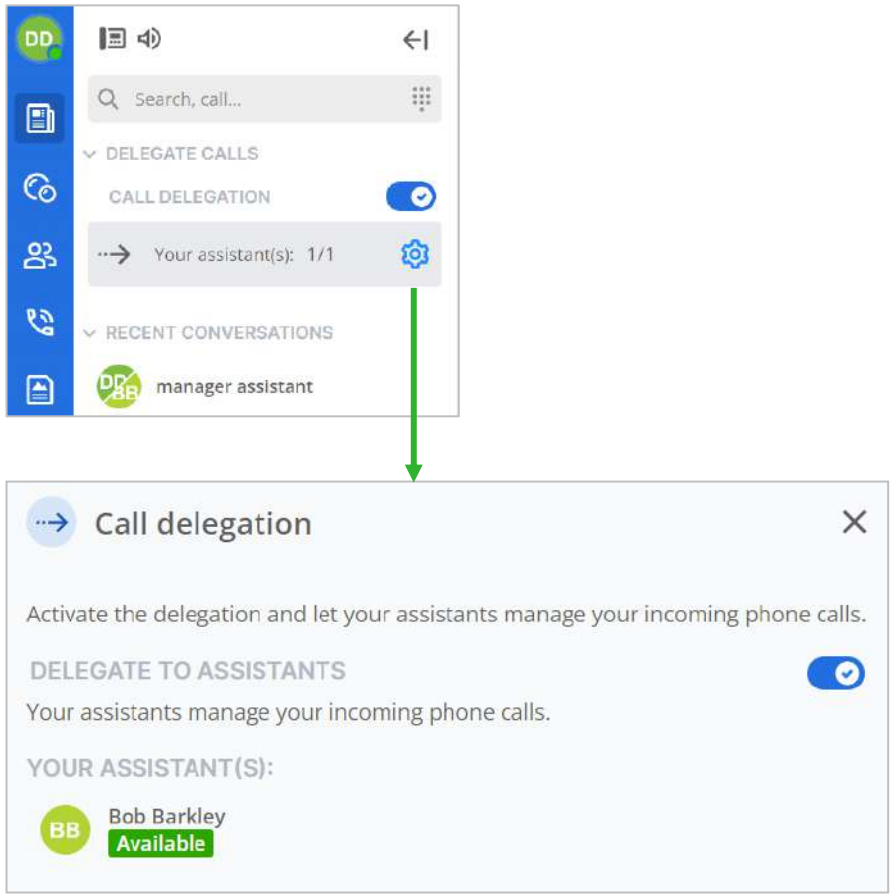
- 1 manager – 1 assistant
- 1 manager – multiple assistants
- 1 assistant for multiple managers



Manager/Assistant application

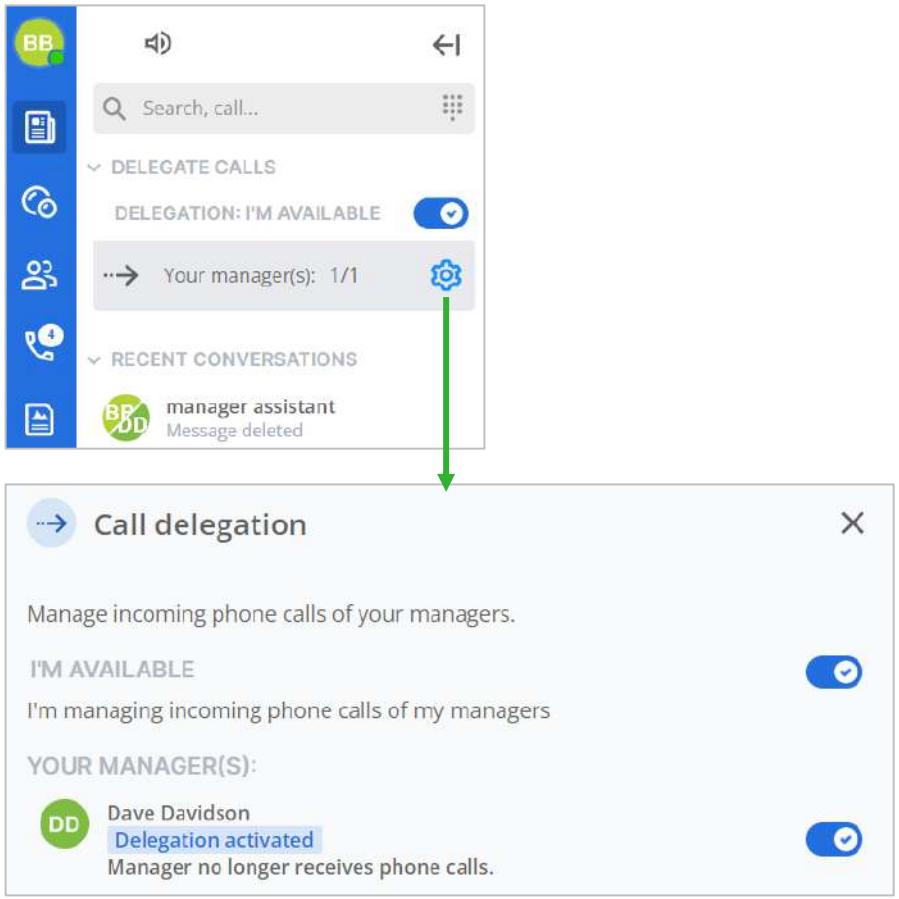
The Manager can:

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



The Assistant can:

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



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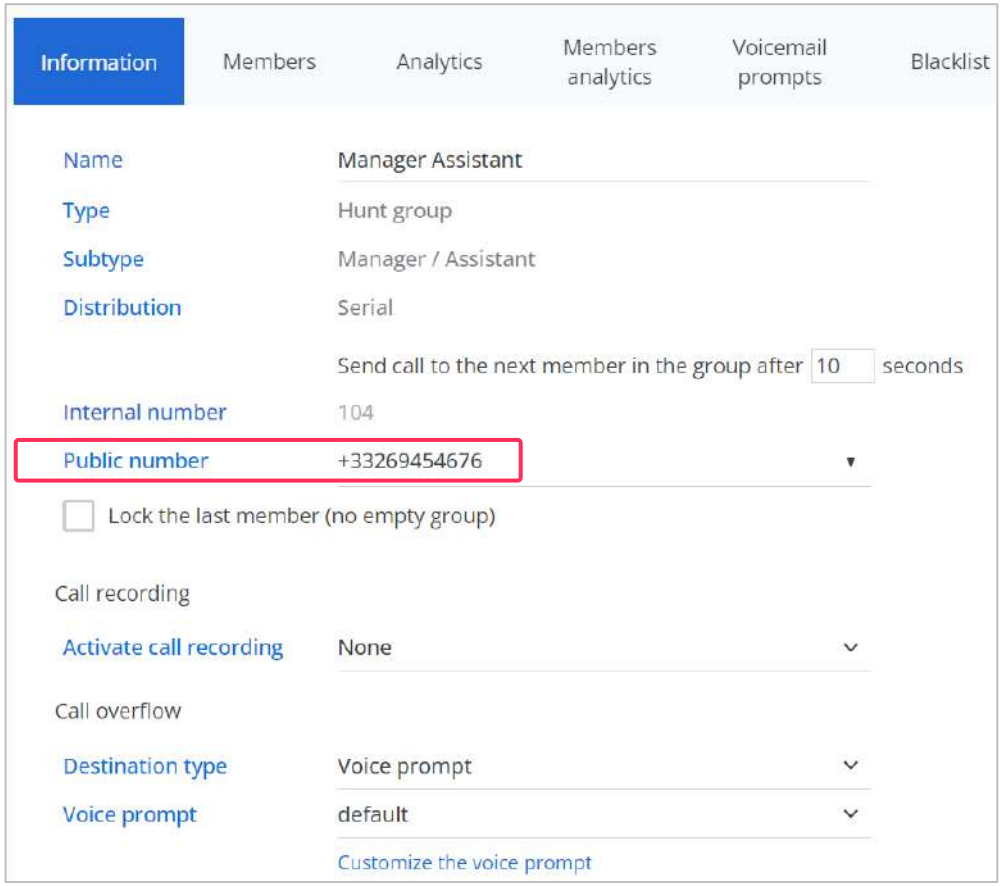
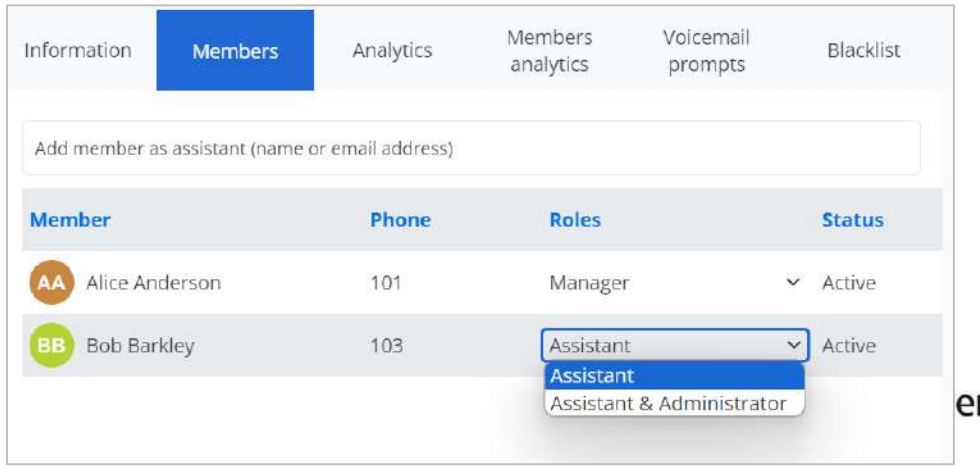
Settings

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

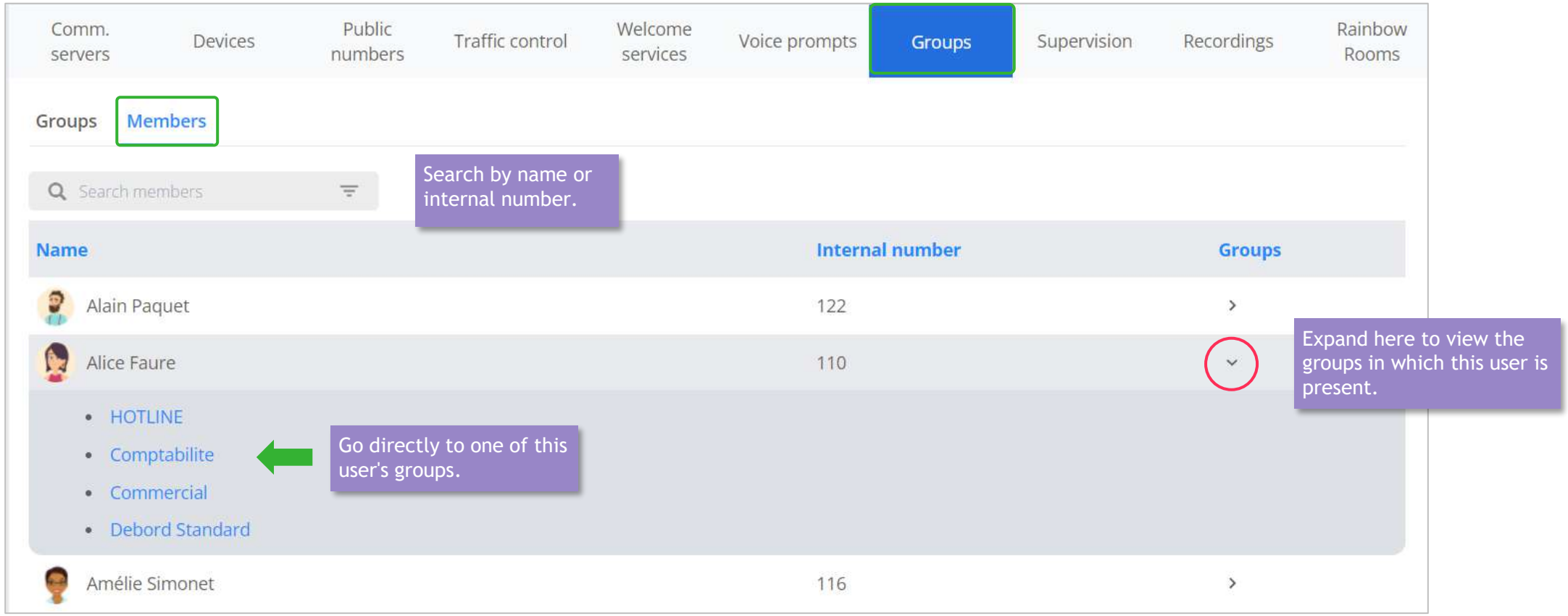
- Internal number
- Public number
- Call recording
- Call overflow
- Members
  - A Manager and multiple assistants
- Voice prompts on busy or unavailable

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.





Easily find out who is in which group...



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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.

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

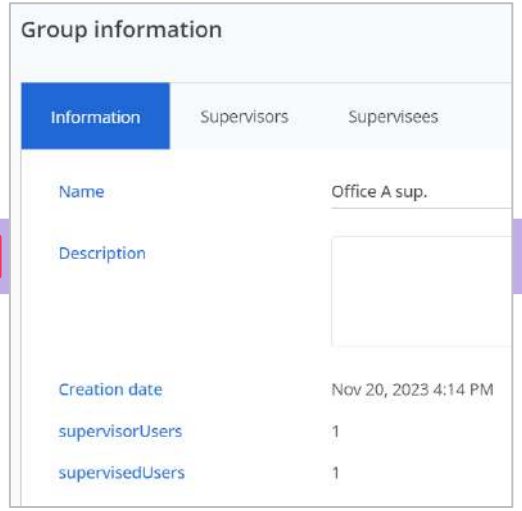
Each supervision group includes

- One or several supervisors :
- Members to be supervised

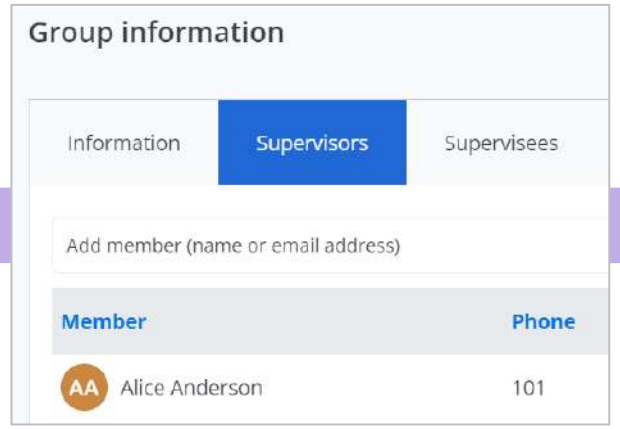
Limits:

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

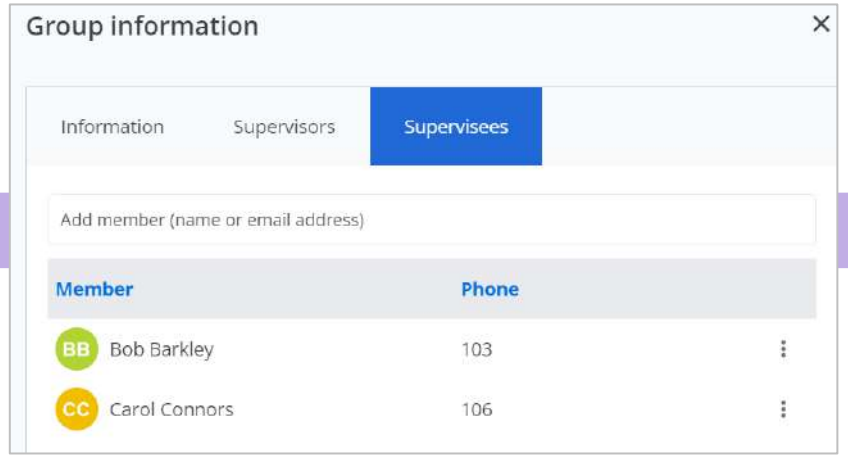
1



2



3



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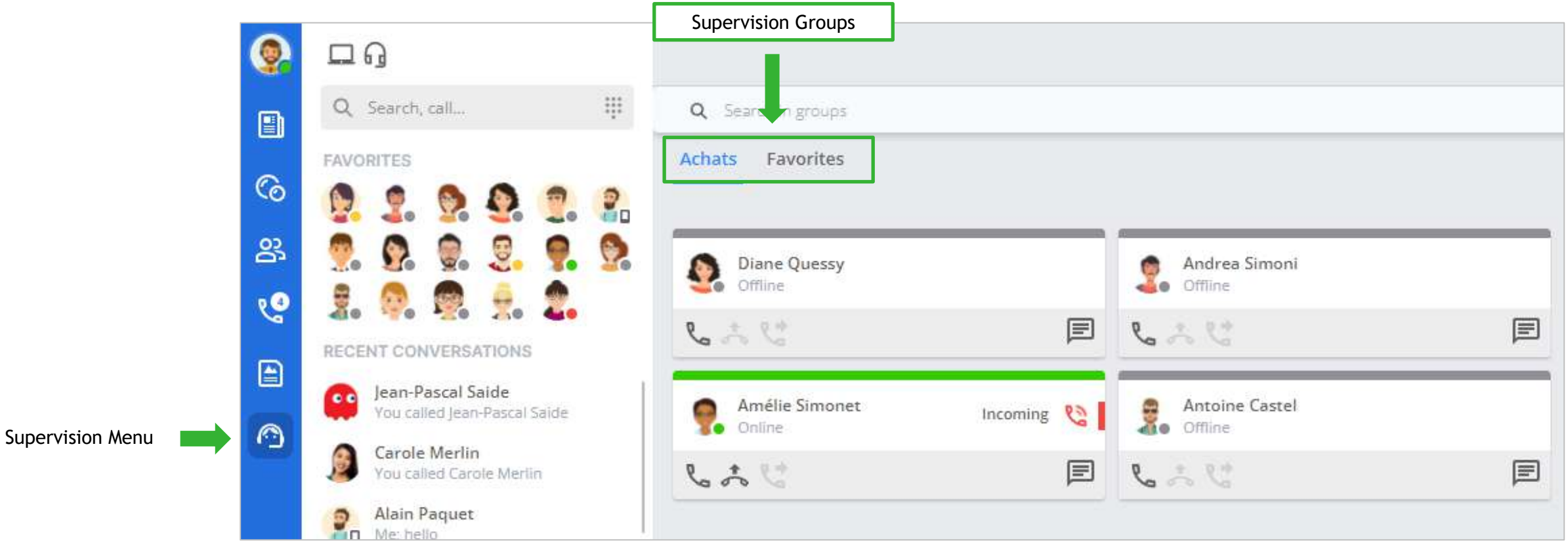
Supervisor App

- Supervision, call interception, chat...



EMERGENCY NUMBERS AND GROUP

Emergency number

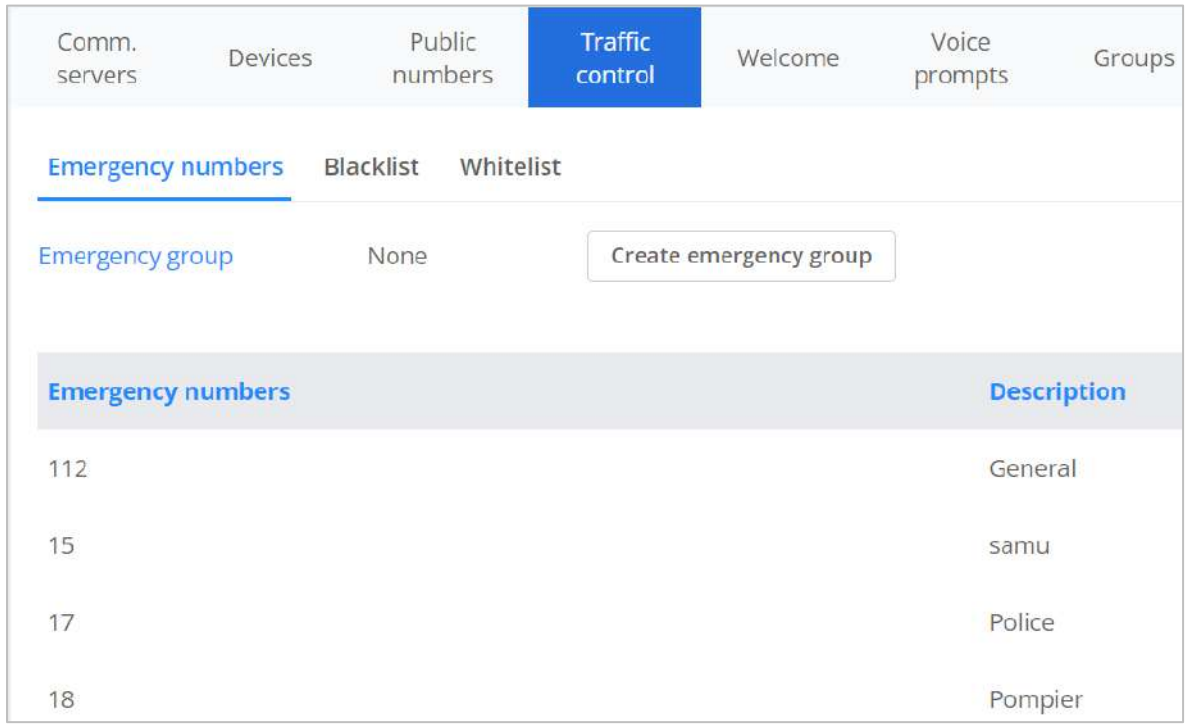
Numbers automatically configured according to

- Company country
- Trunk group associated with the Cloud PBX

Allows calls to emergency numbers

- Without dialing the outbound prefix. i.e.“9"
- For users subject to external barring
- Members with only authorized intra-PBX calls

Call recording available



If the list of emergency numbers is not yet available for your country in the Rainbow database, you can contact the ALE Rainbow team and provide to it the list from your country regulator.

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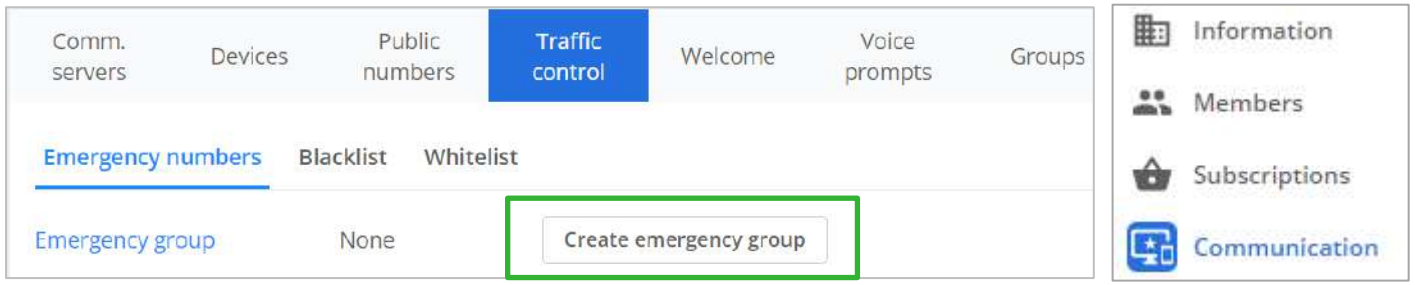
Emergency group



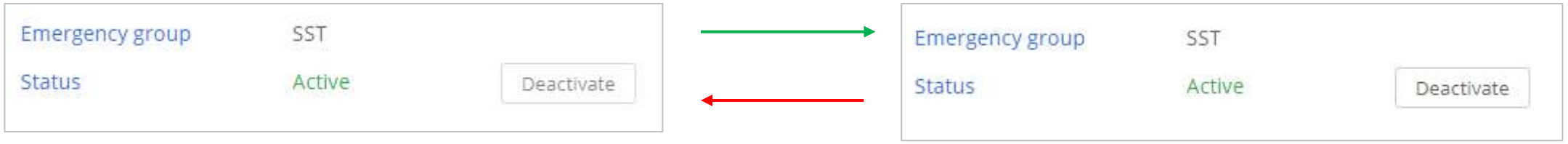
Standard group of members tagged "emergency group"

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

Only one emergency group

Active or not

- Activation made by the administrator (BP / customer)



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

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Emergency calls localization

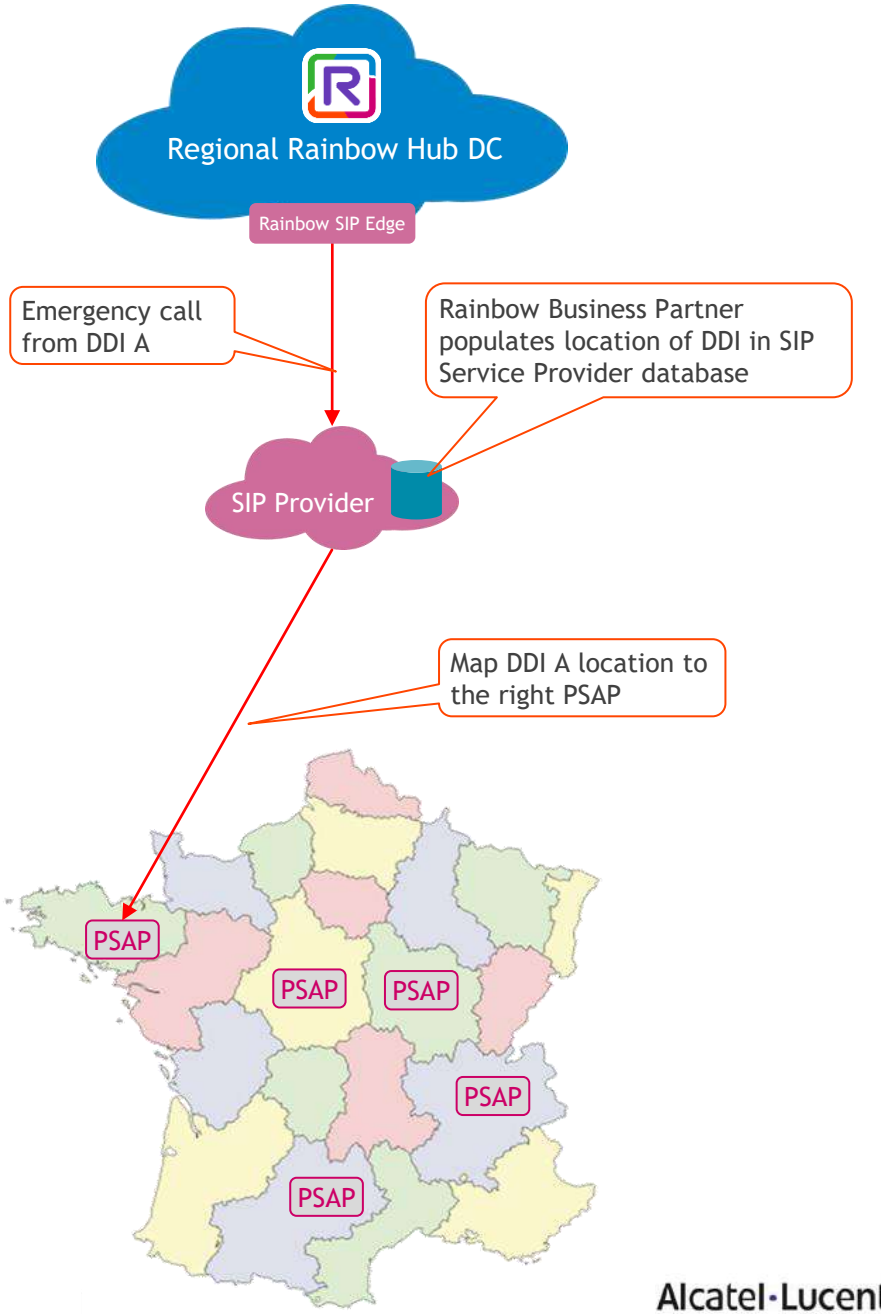
Depending on the country regulation, the origin of emergency calls must be geographically localized.

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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Rainbow Hub

Create members groups

How to

- ✓ Create user groups & Manager/Assistant groups

Contents

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

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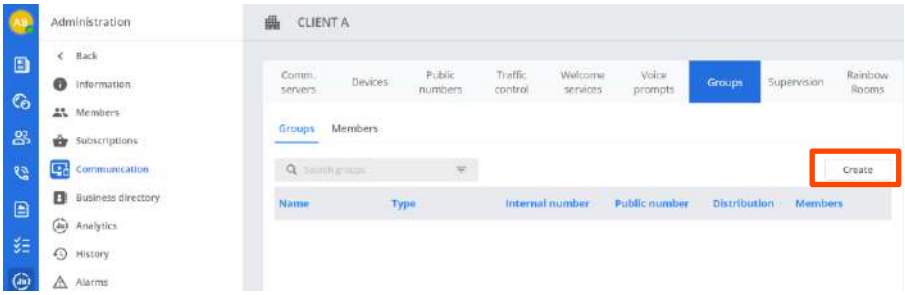
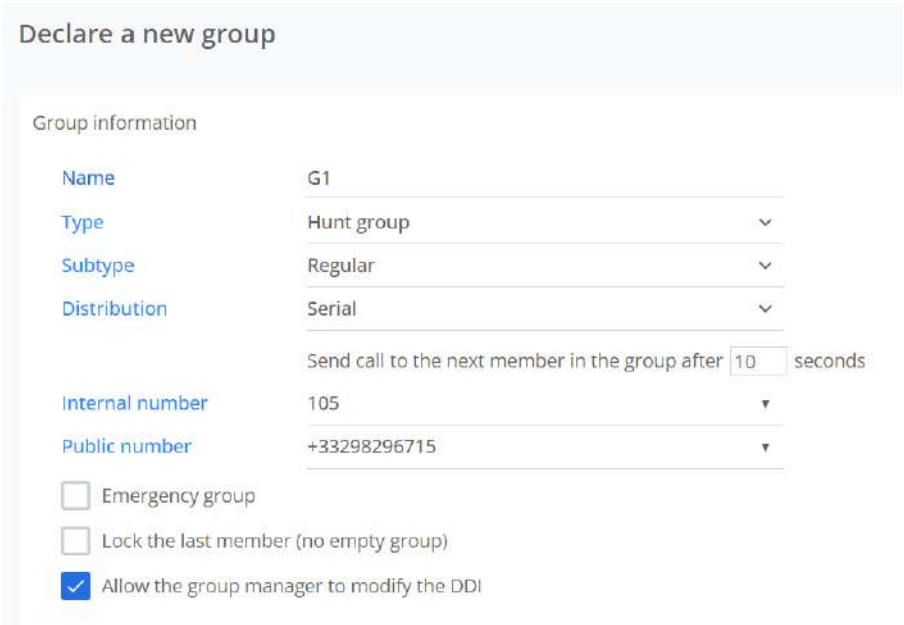
Implementation

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"	
Complete the fields And click on Next	

Name	Specifiy 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

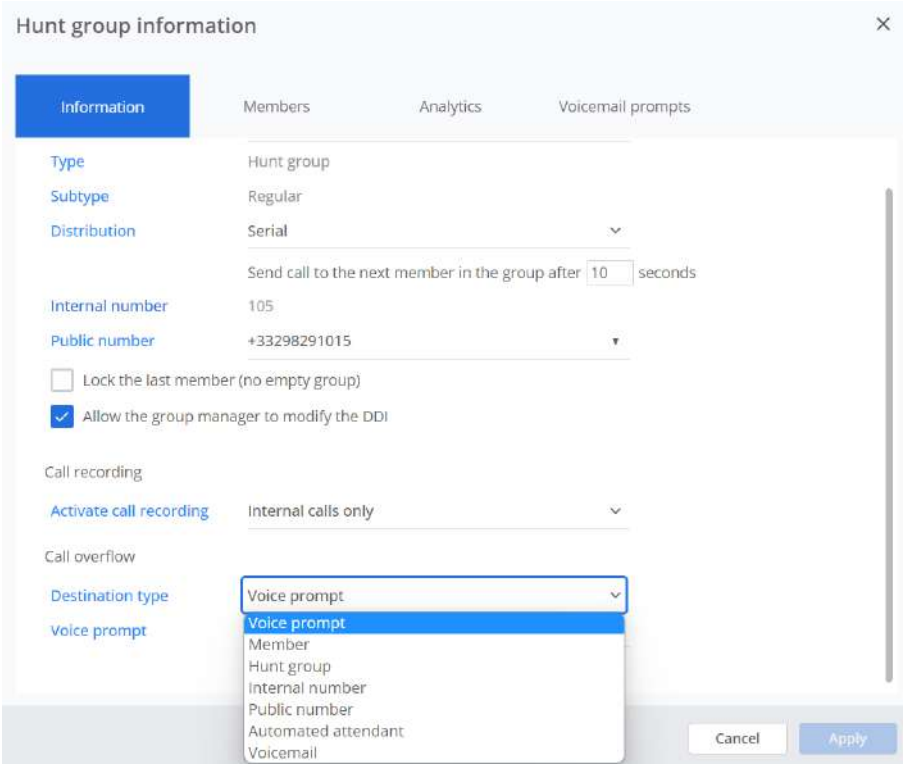
Internal number	Enter the internal phone number assigned to the group
Public number	Enter the public phone number of ther group
Emergency group	This group will be defined as the group receiving emergency calls for this company.
Lock the last member (no empty group)	Yes or no
Allow the group manager to 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	
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

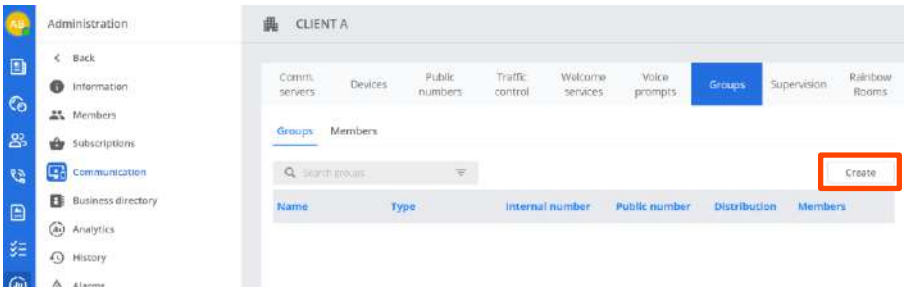
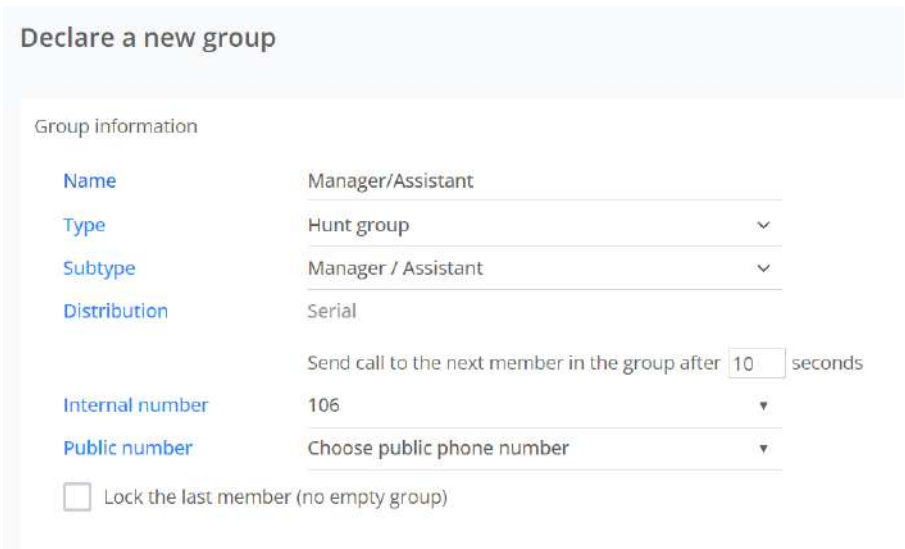
2 Manager/Assistant group

Manage the manager/assistant group:

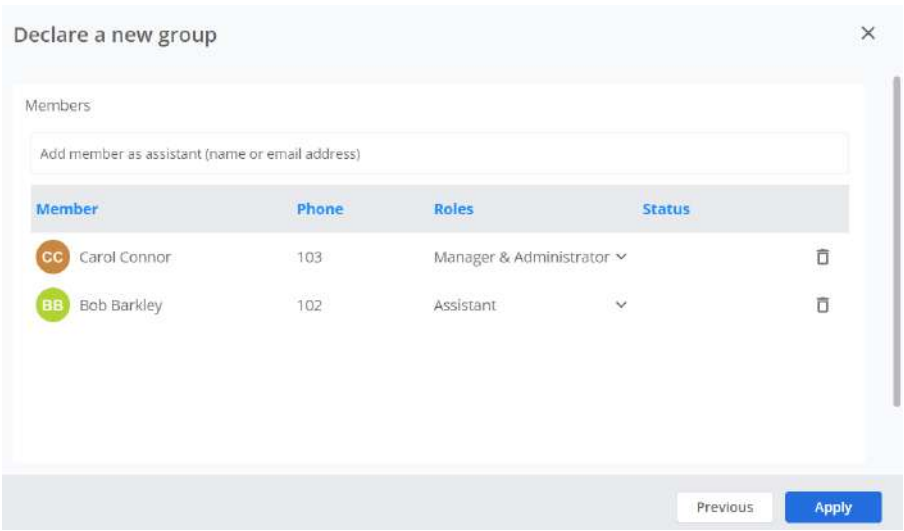
- The group number is: 106
- Assign a public number, the public number is assigned to the group, not to Dave.
- Manager : Dave
- Assistant : Carol

Companies/Customer companies/ <company to manage>

"Communication" section / "Groups" tab

Click on "Create"	
Complete the fields And click on Next	

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

Select the manager and the assistant(s) And then click on “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

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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.

1.2. Emergency group configuration

1.2.1. Emergency group creation

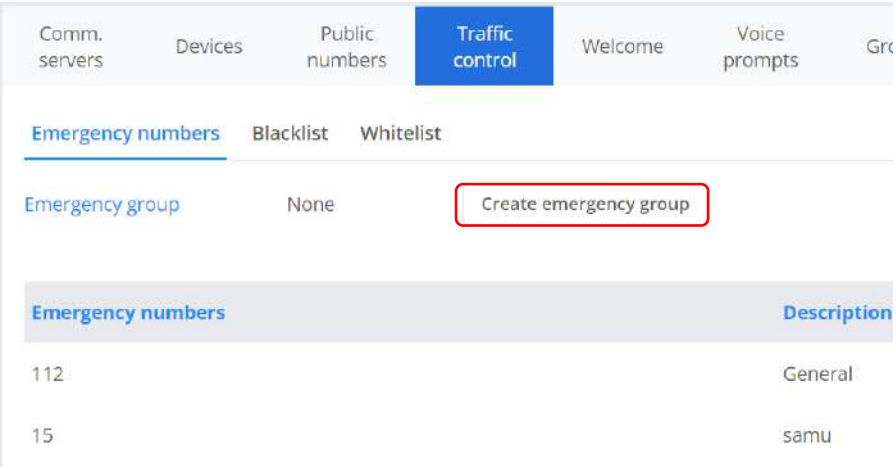
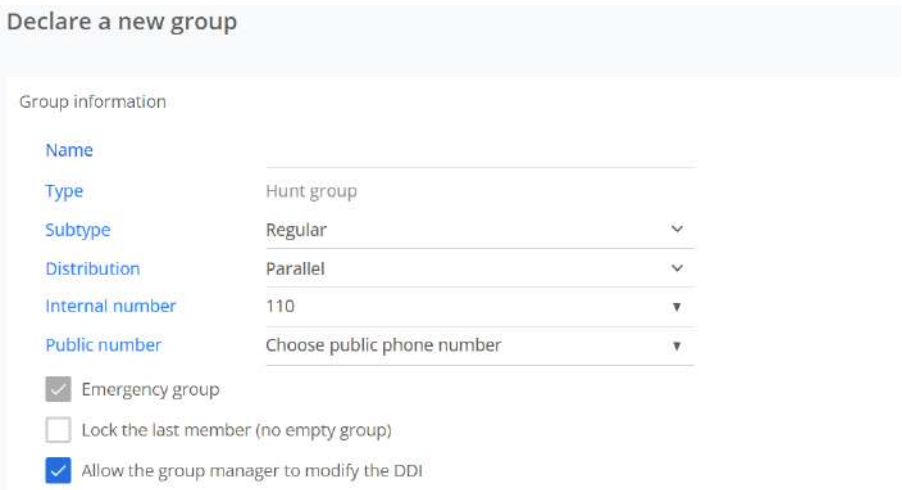
Create the emergency group with following settings

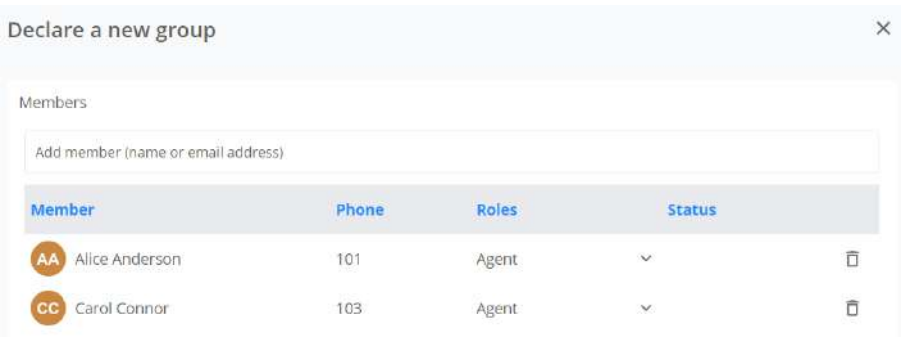
- Name: WFA
- Distribution: parallel
- Internal number: 110
- Members: Alice and Carol

Method 1: From "Emergency numbers" menu

Companies/Customer companies/ <company to manage>

"Communication" section / "Traffic control" tab / Emergency numbers

Click on "Create emergency group"	
Complete the information of the group - same as a hunt group Emergency group is selected by default	

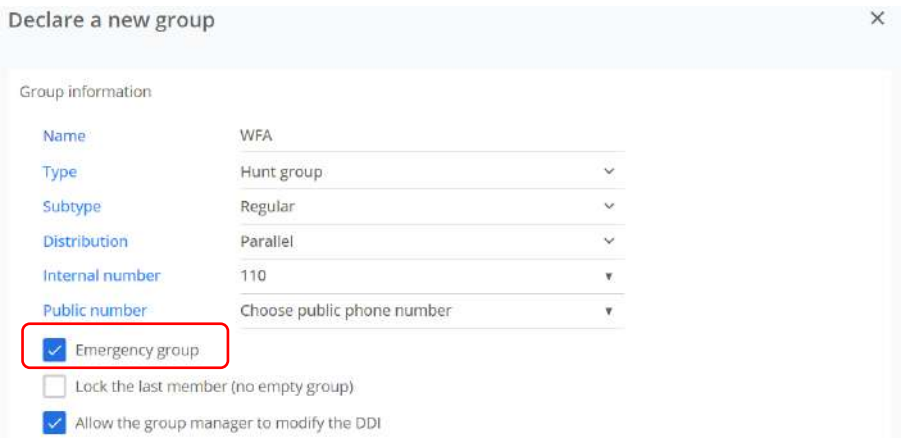
Add members	

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”	
Check Emergency group box And Complete the information of the group - same as a hunt group	

Add members	

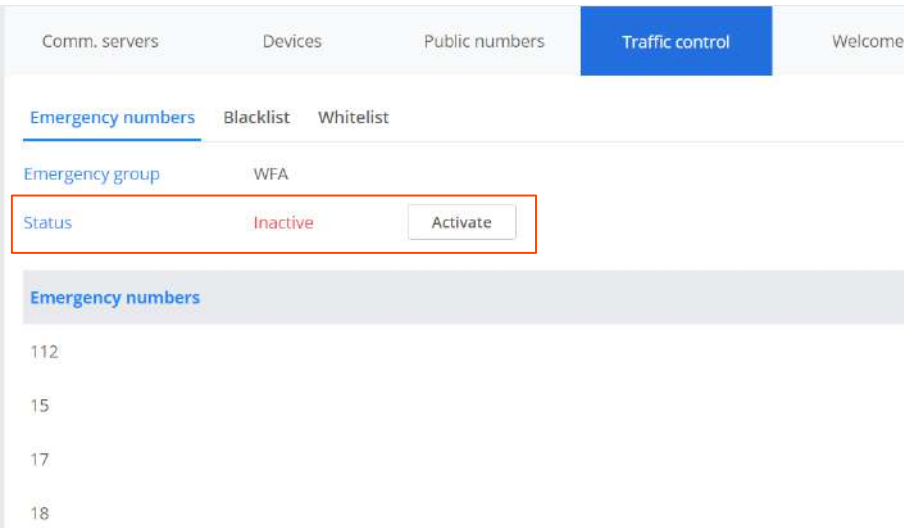
Warning
BY DEFAULT, USING WITH WAY, “EMERGENCY GROUP” IS NOT VALIDATED BY DEFAUT. DON’T FORGET TO DO IT.

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

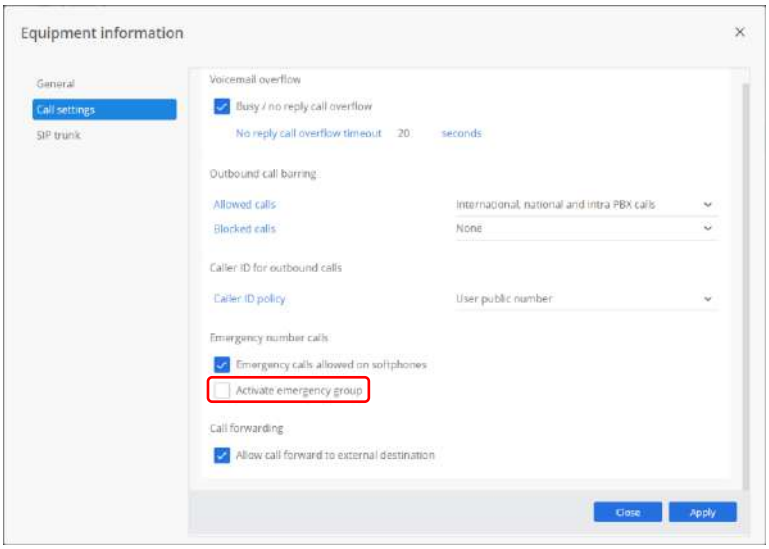
Click on “Activate	

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”	

Rainbow Hub

Welcome services

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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

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Enterprise

Attendant console

Attendant Console allows to

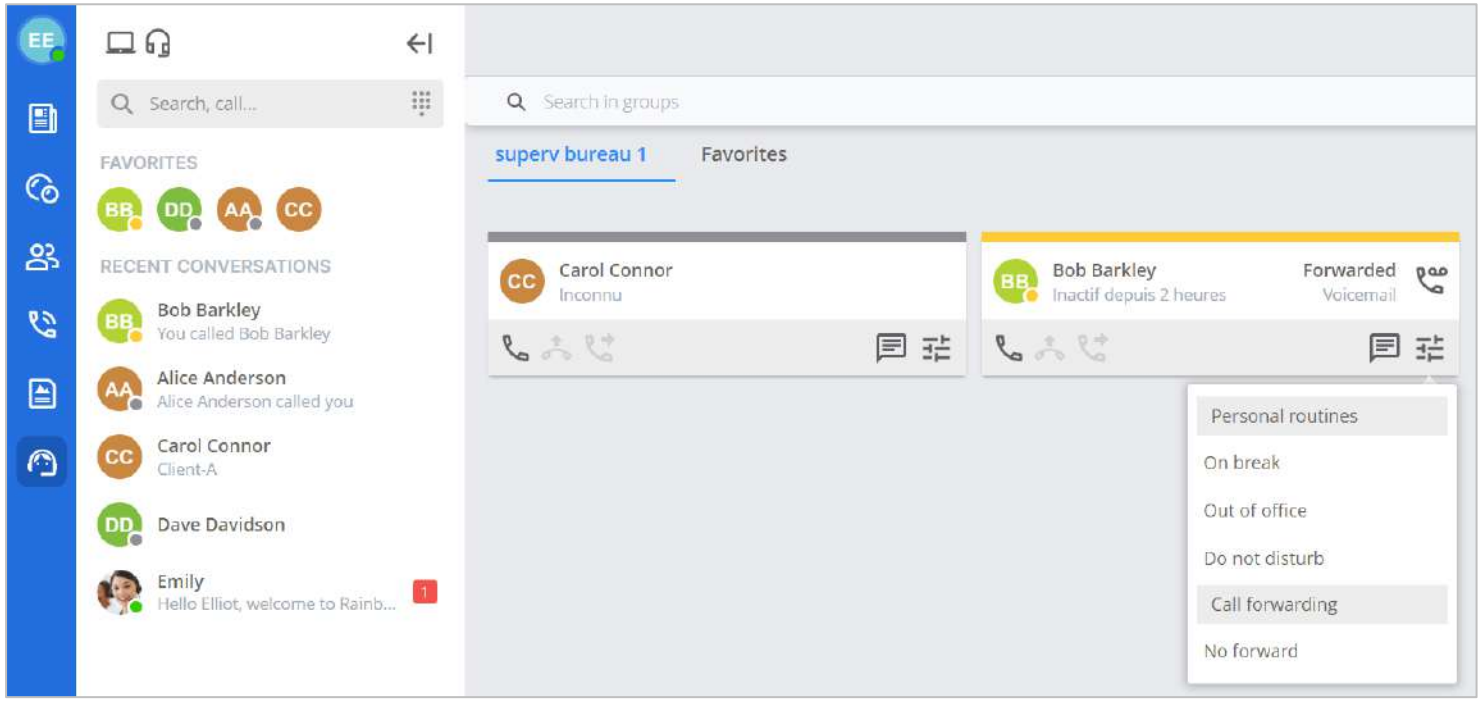
- Monitor the state of supervised members (presence and phone activity)
- Manage calls for supervised members (call pickup and call transfer)
  - Up to 10 calls on hold
- Manage members personal routines

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

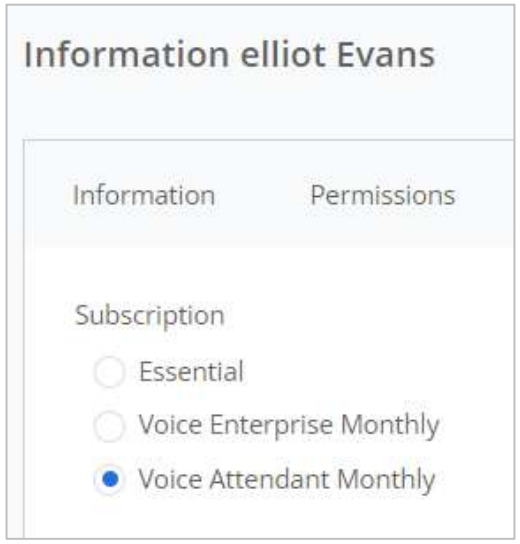
Warning: Company members, with attendant license, cannot use anymore:

- Rainbow application on mobile
- Telephone device

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



Subscription



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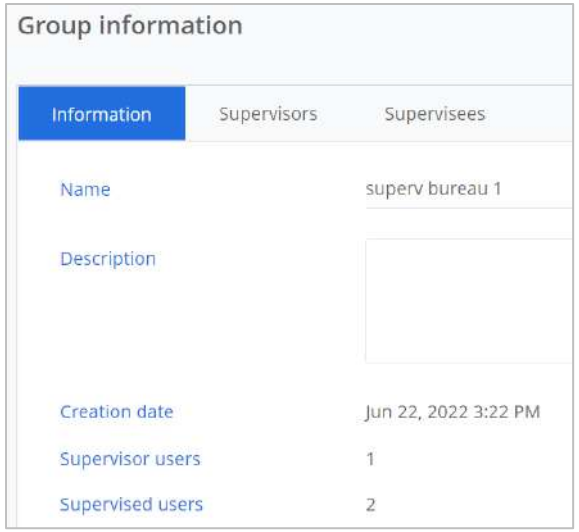
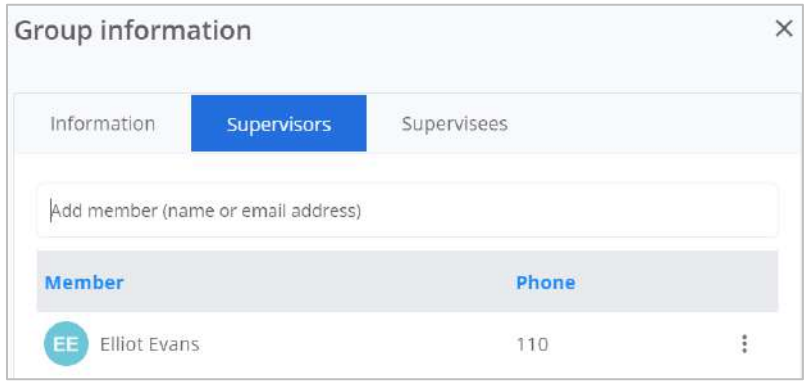
Supervision group

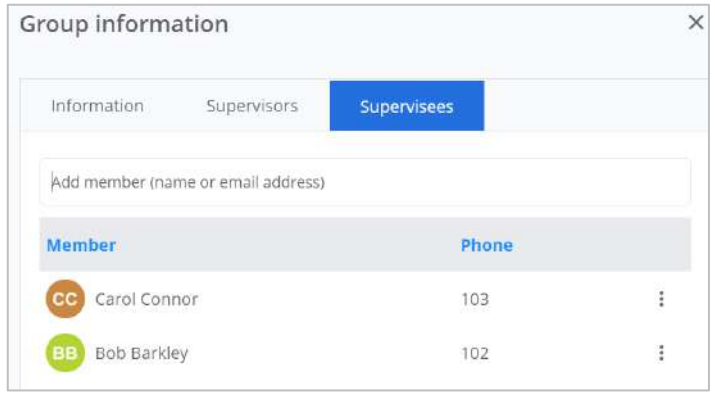
In order to supervise the members of a company, users with the **Voice attendant** subscription, and the supervised members must belong to a supervision group

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





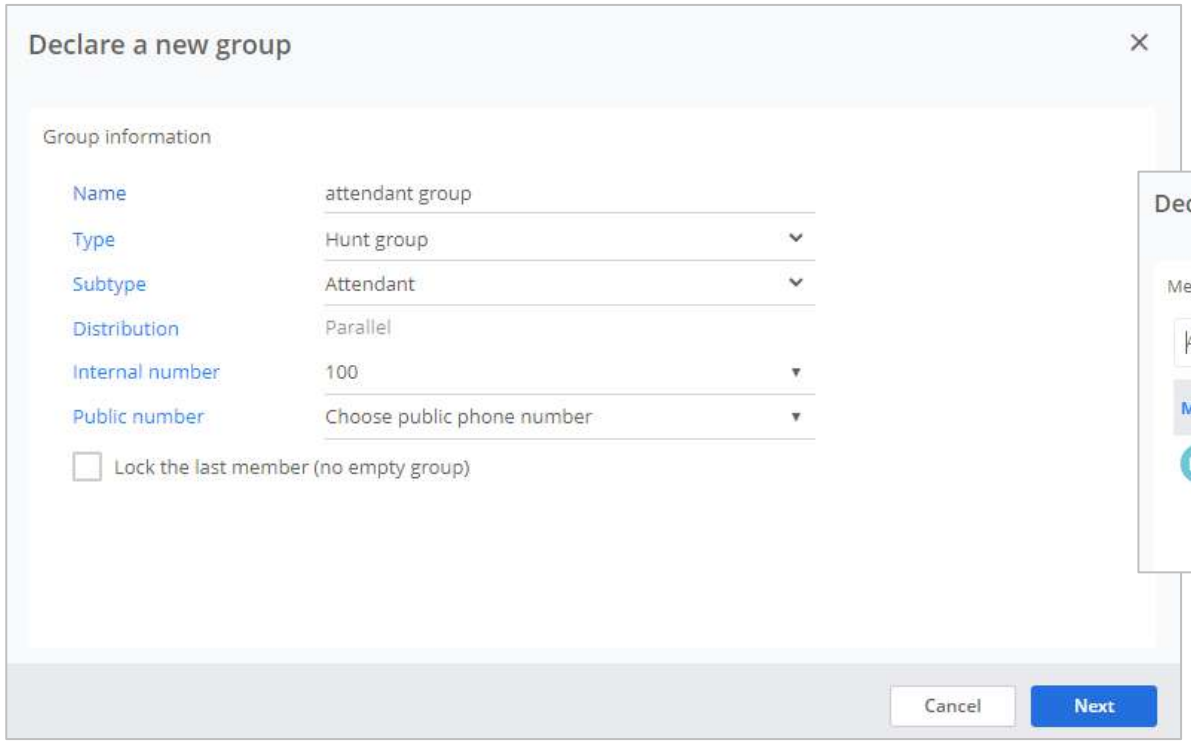


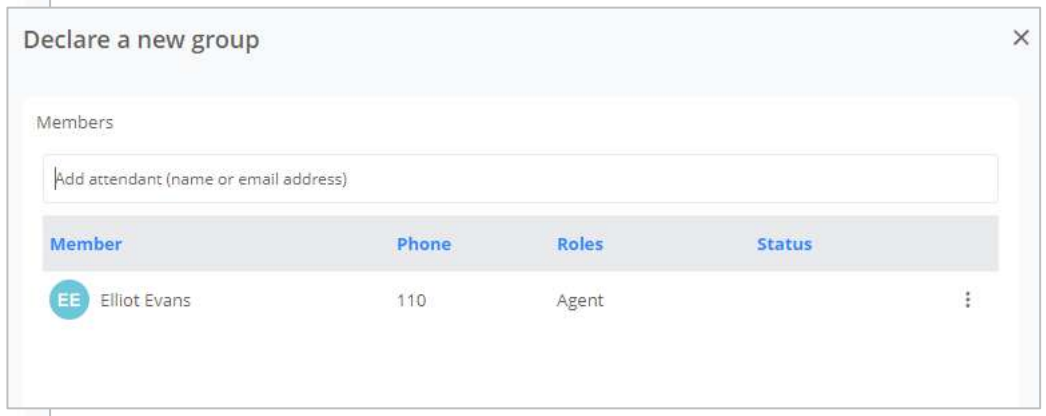
ATTENDANT GROUP

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.





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ITEMS OF THE WELCOMES SERVICES

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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

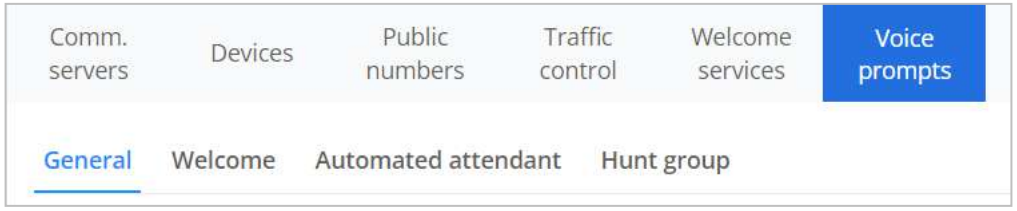
WELCOME SERVICES

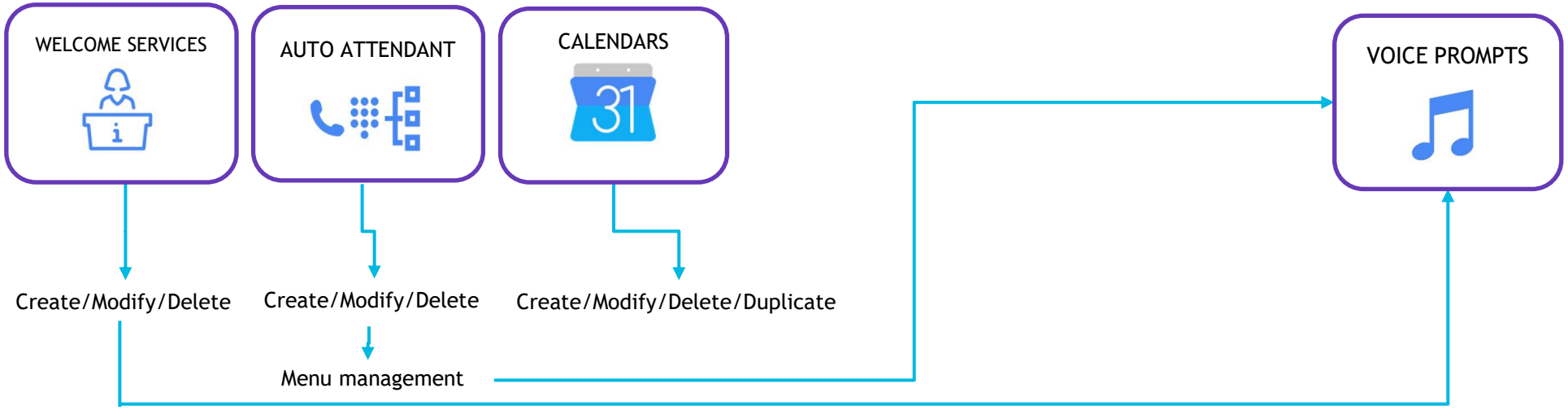
Combination of a calendar and voice prompts to welcome your callers, to inform them of the closing of your offices or of a service

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





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CALENDARS

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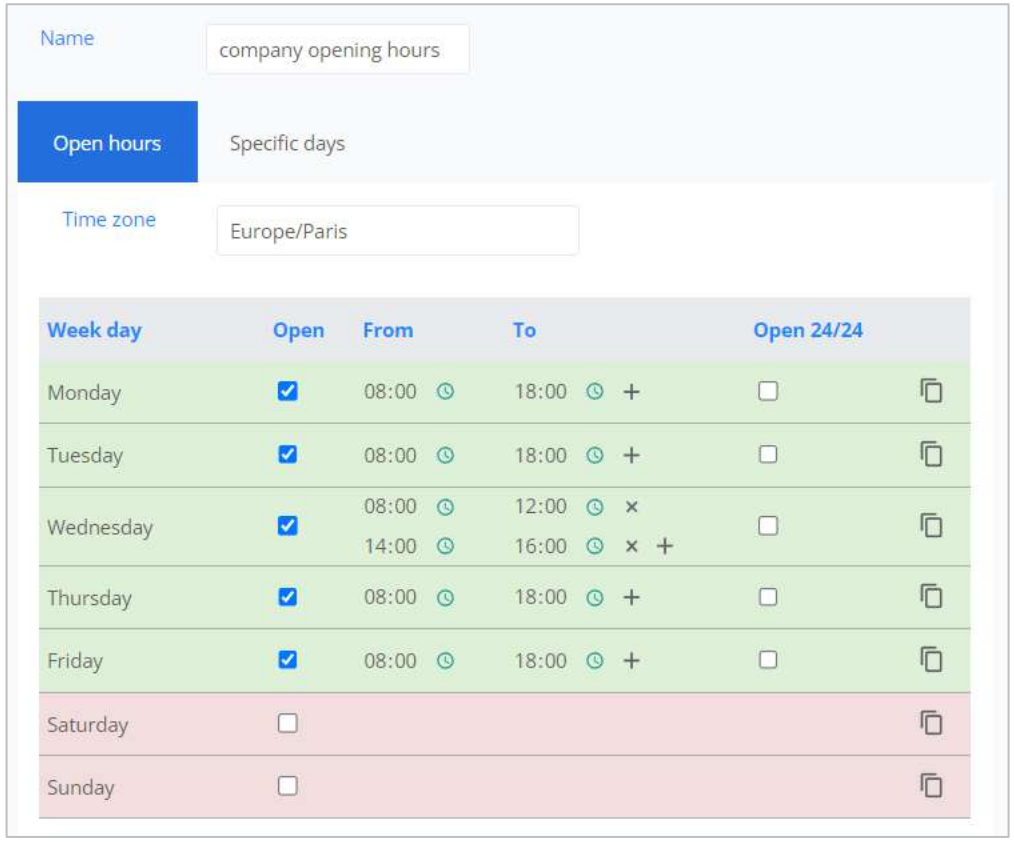
Calendars

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



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

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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.**

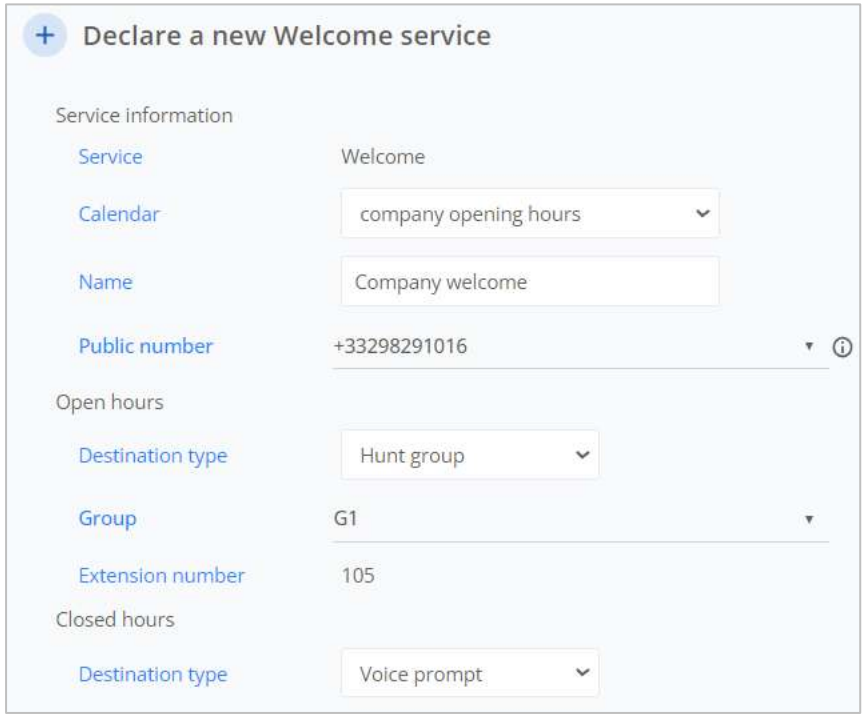
During opening hours, a welcome guide (pre-announcement) is played to the caller before routing him to the destination which may be

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

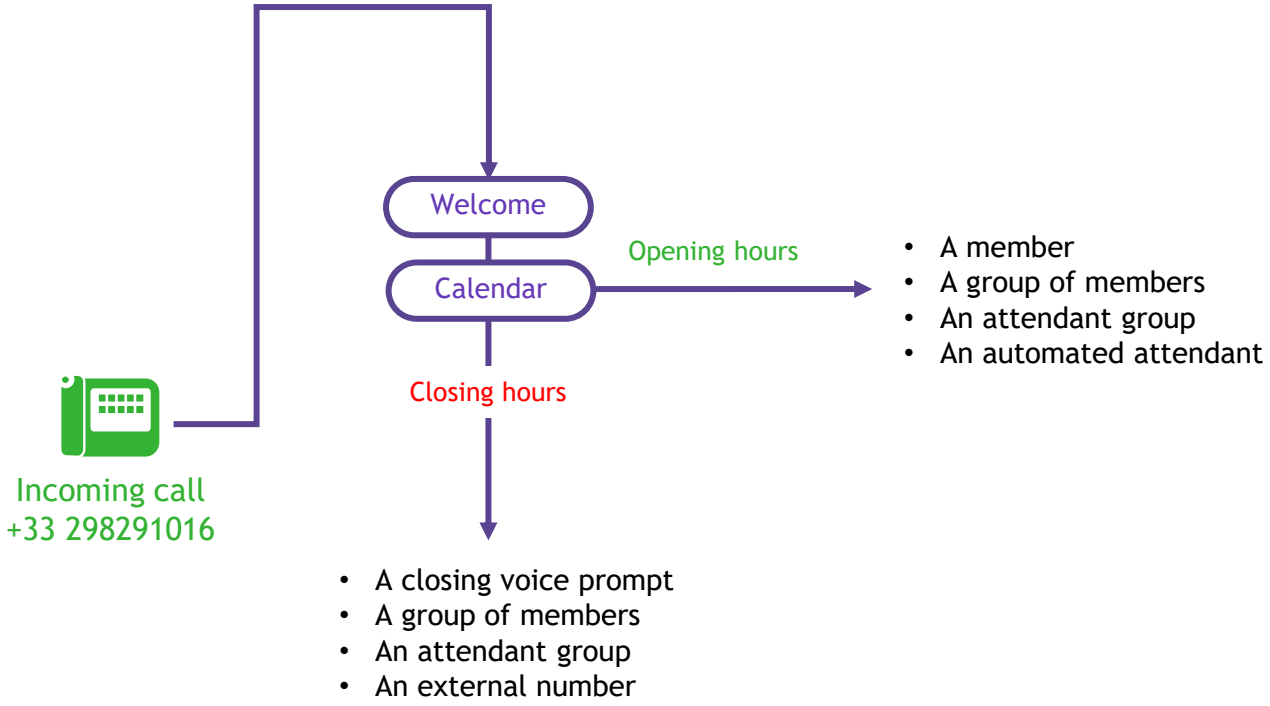
During **closing hours**, incoming calls are routed to

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

Welcome service



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

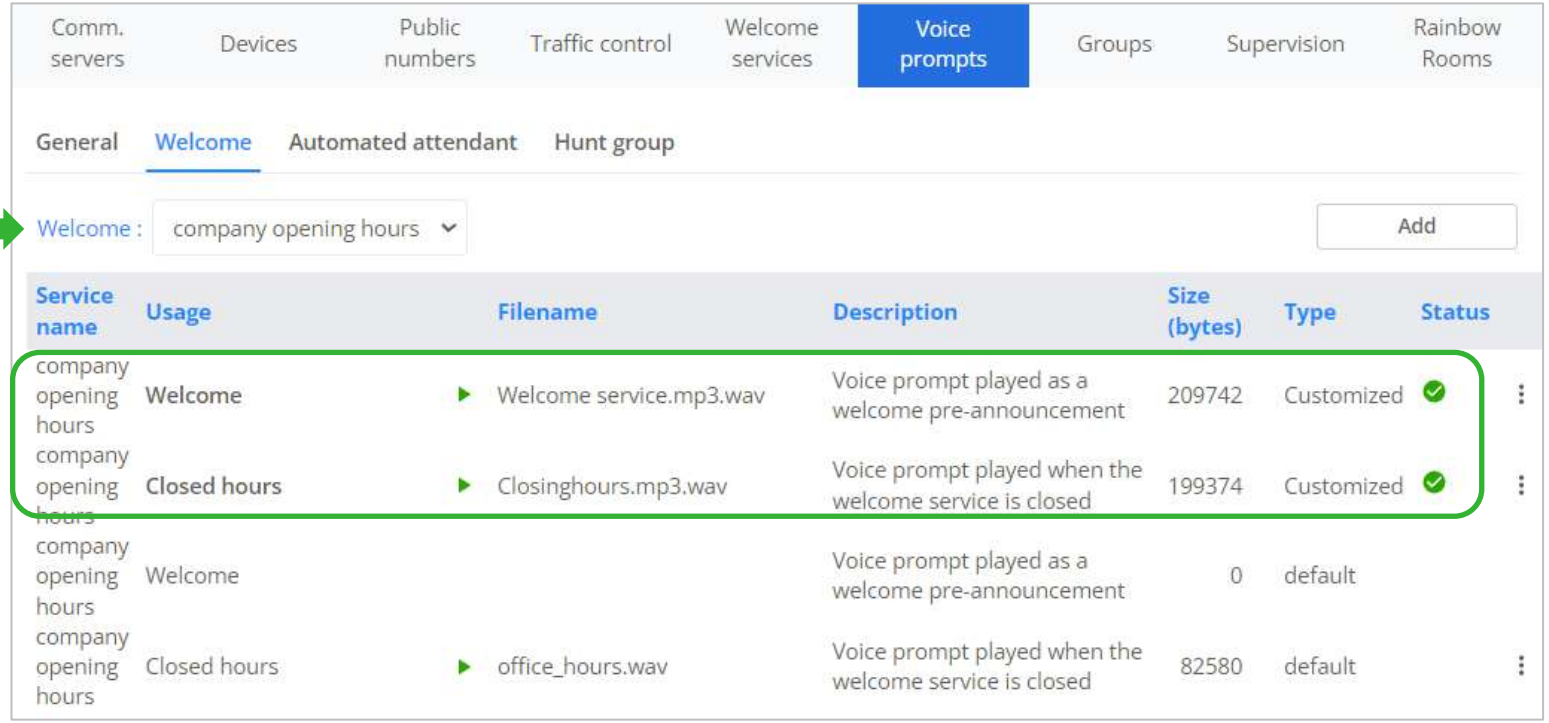


The calendar of opening and closing hours must be created before the management of the welcome service

Calendar-related voice prompts

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

- To the calendar used by it: company opening hours



Customized voice prompts

VOICE PROMPTS

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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

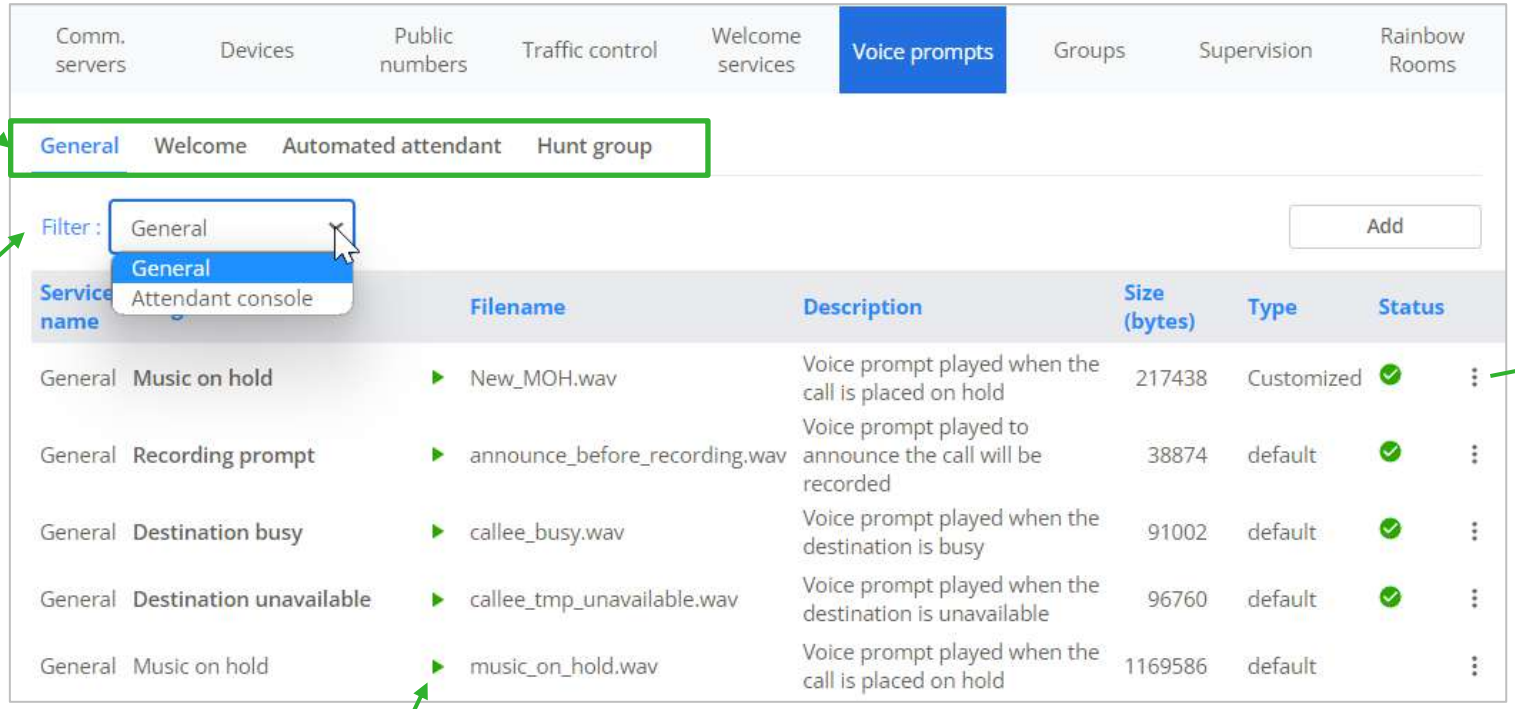
It is possible to switch back to the default voice prompts.

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



Listen to the voice prompt

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AUTOMATED ATTENDANT

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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

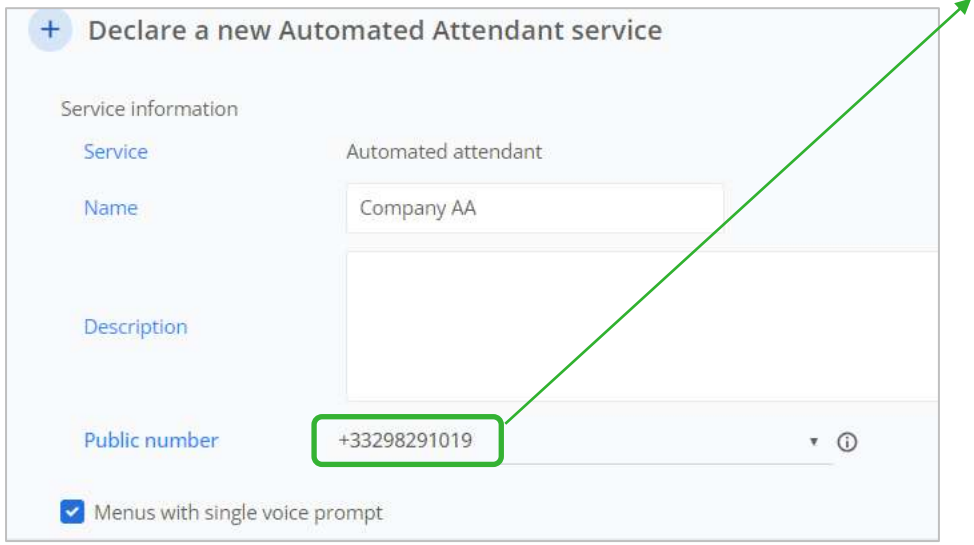
Default voice prompts are available for the Automated Attendant.

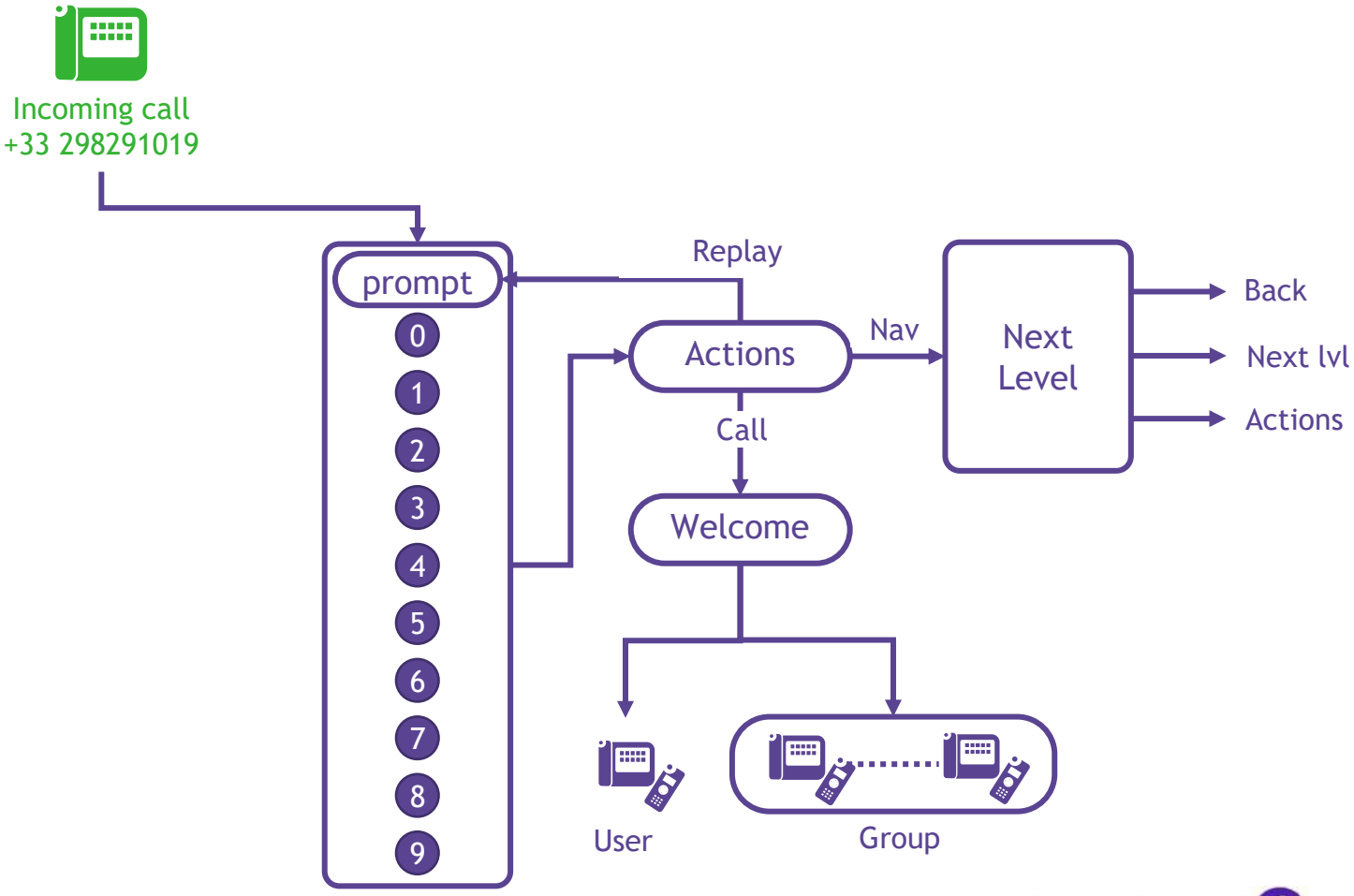
- Each AA menu has its own set of predefined voice prompts. They are played to callers when they access the Automated Attendant.
- Customized voice prompts in wav or mp3 formats can also be uploaded to replace default ones

Direct access to the auto attendant

A public number can be directly assigned to the automated attendant

- No Welcome service used





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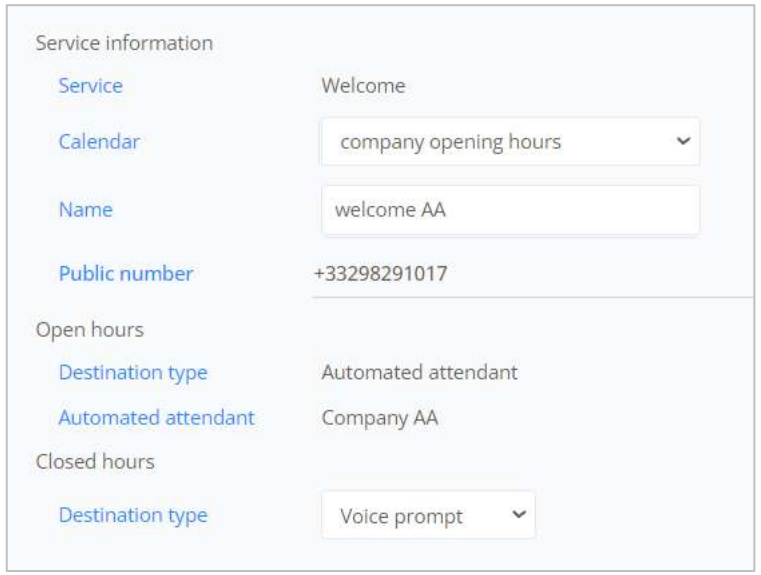
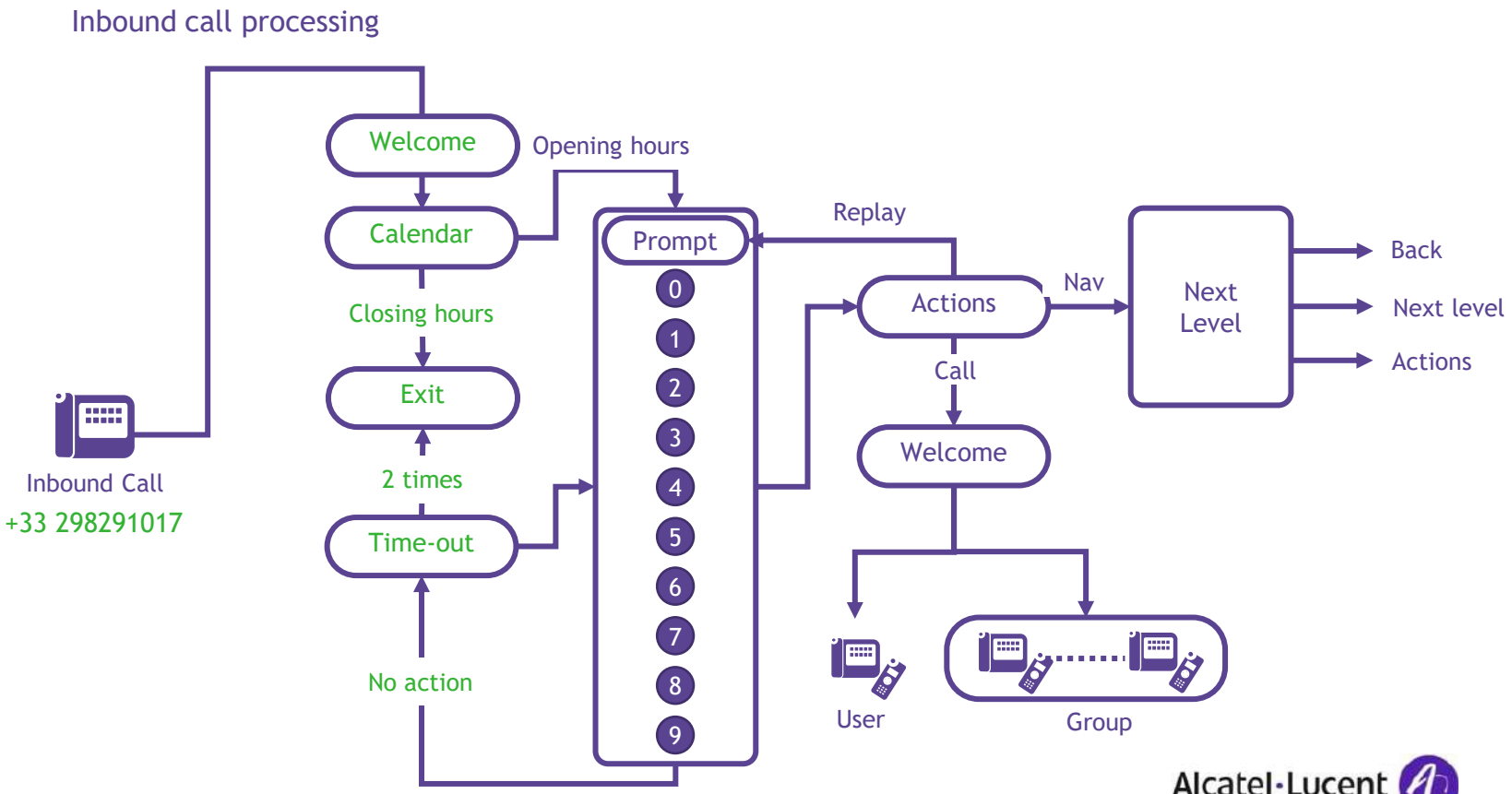
A Welcome service can be the entry-point

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





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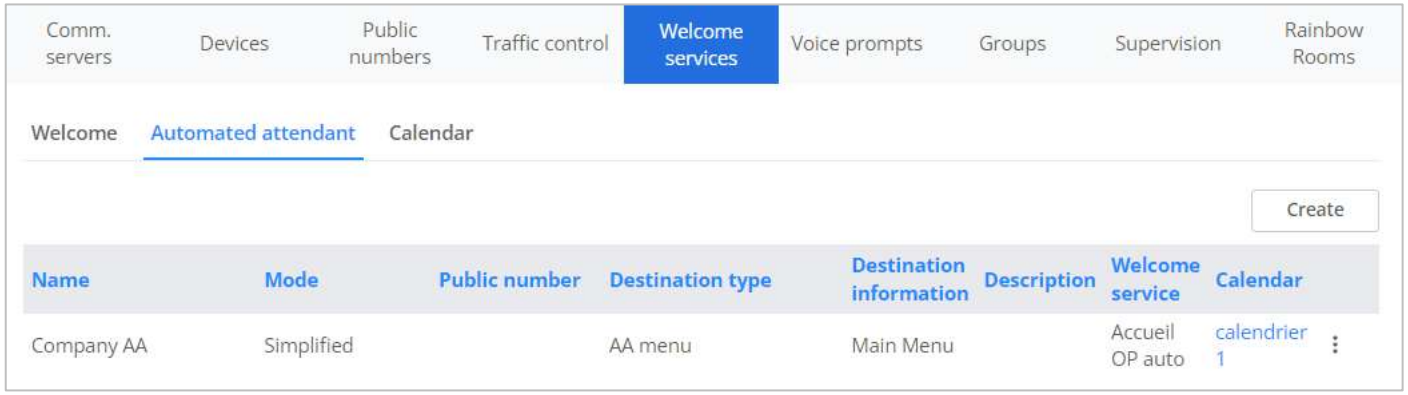
Automated attendant

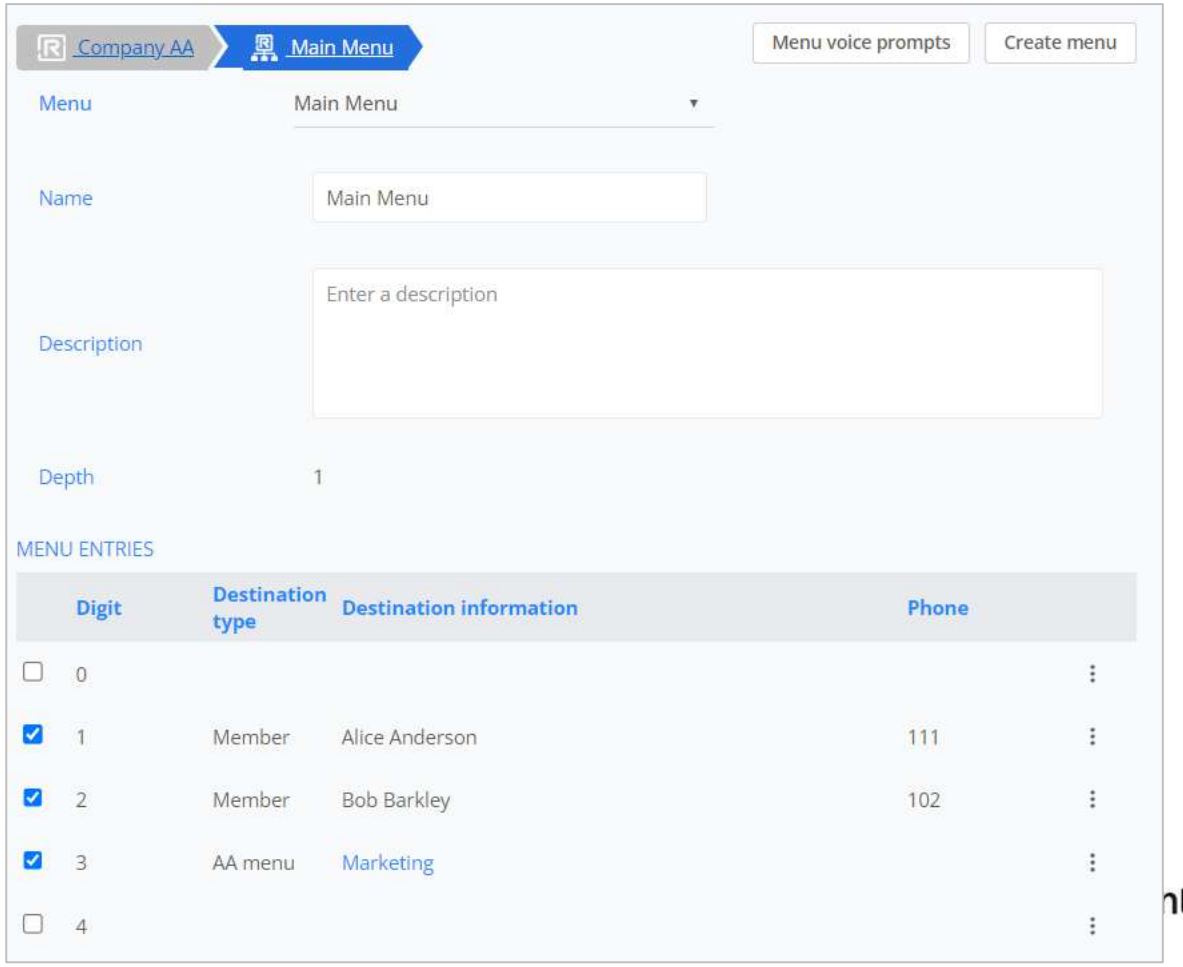
Features

- 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



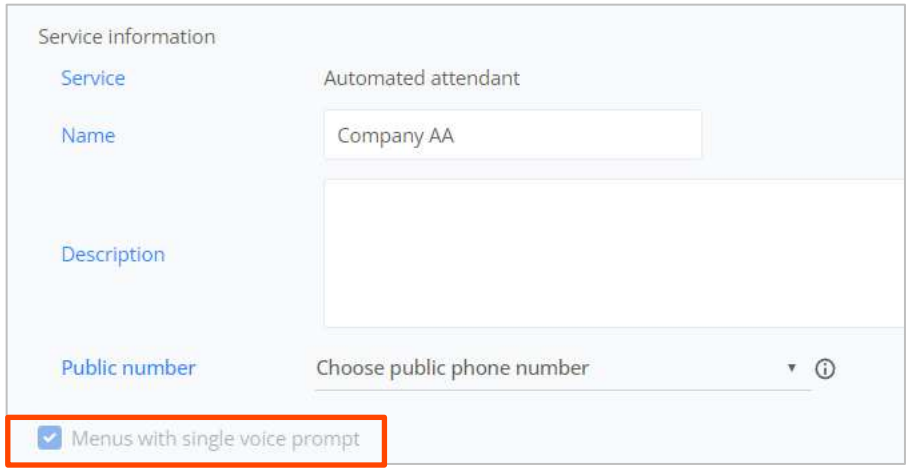


AA voice prompts

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

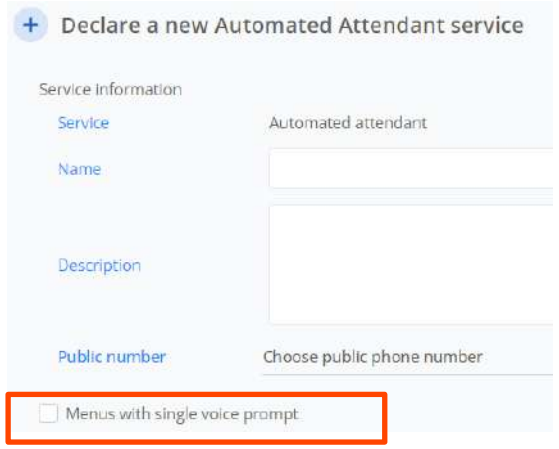
- That means, the choices from 0 to 9 are listed in a unique wav file for each menu.



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



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

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Implementation

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

Create calendars to define the opening and closing hours od 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

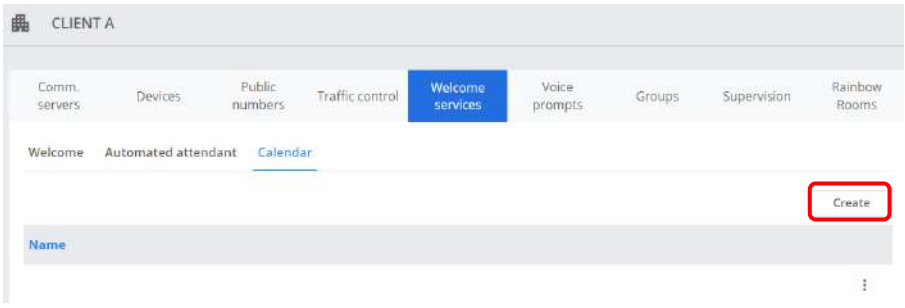
Tips
A calendar can be duplicated.

Companies/Customer companies/ <company to manage>

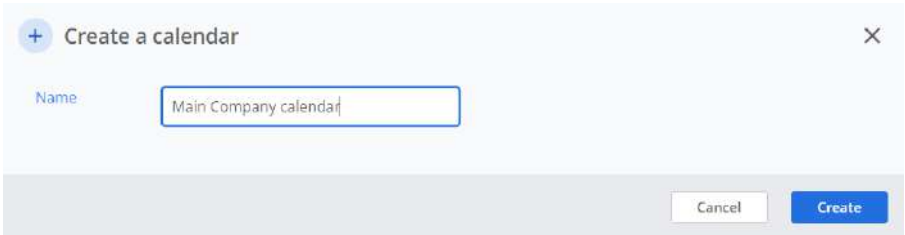
"Communication" section / "Welcome services" tab

Select the Calendar menu

Then click Create

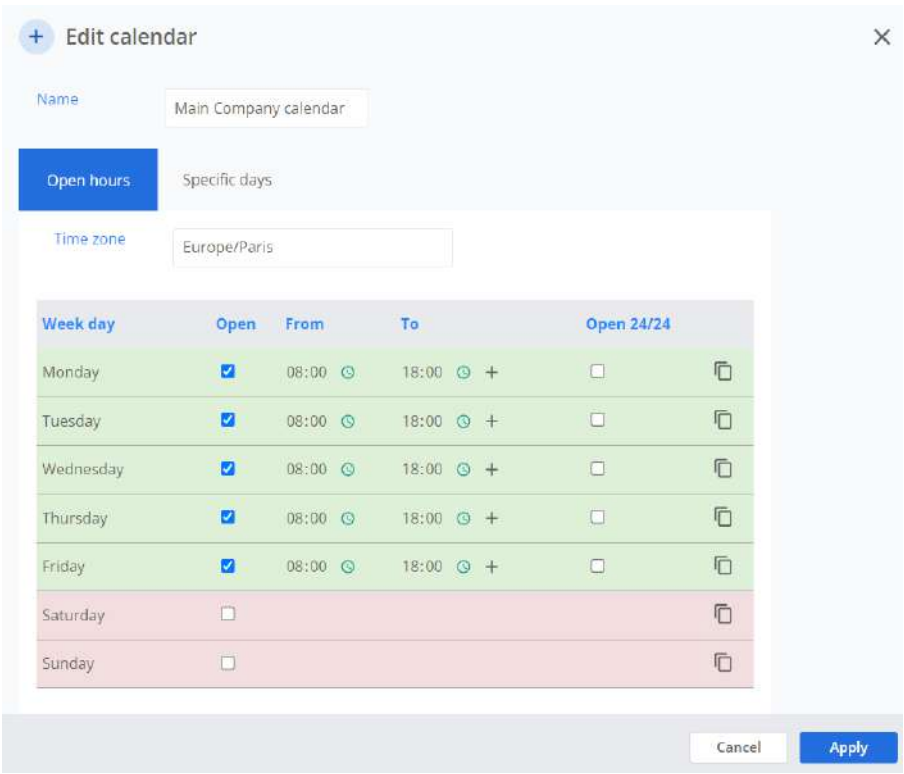


Define a name



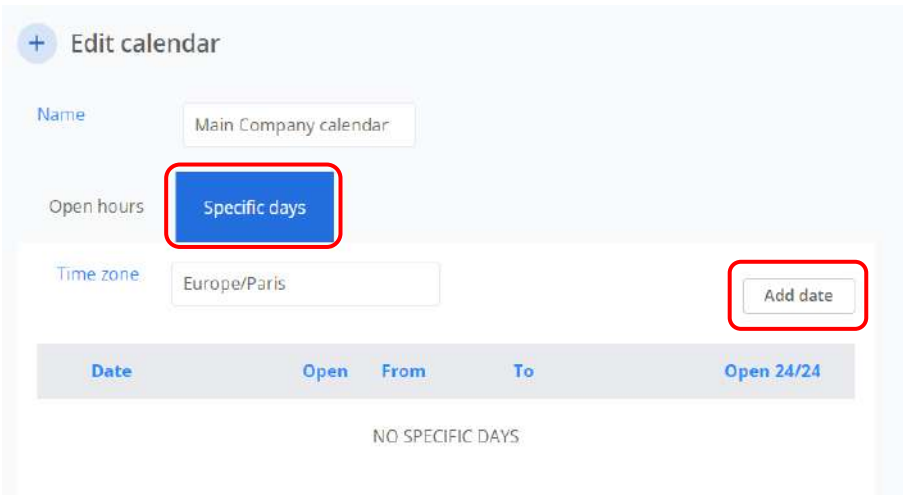
Edit the calendar and manage the opening hours ranges for the different days of the week.

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



Click on "Specific days" tab.

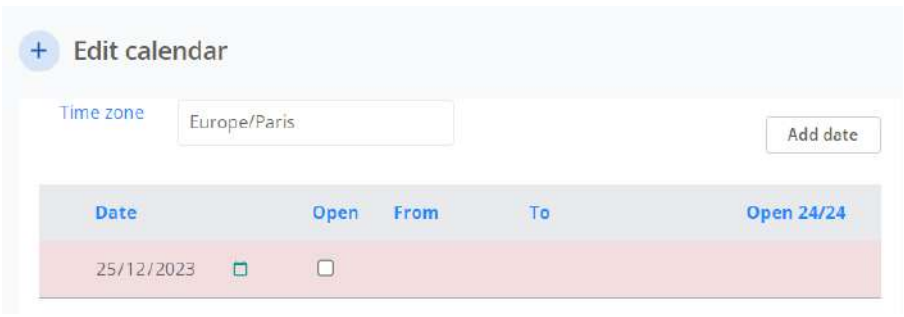
Click on "Add date" button to create in the calendar a new specific day.



Modify the existing entry

Red = closed

Then, click on Apply



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

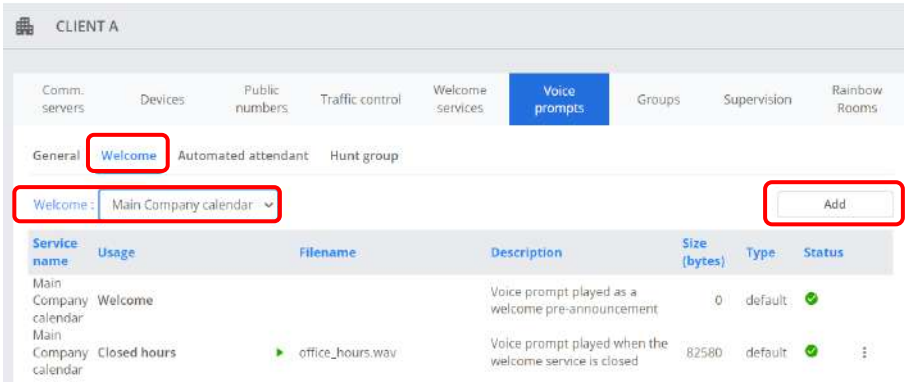
Warning:
Associate the voice prompts with the right Calendar!

Click on the Welcome tab

Set the filter to "Main Company Calendar"

and click on Add

Existing default messages are displayed.

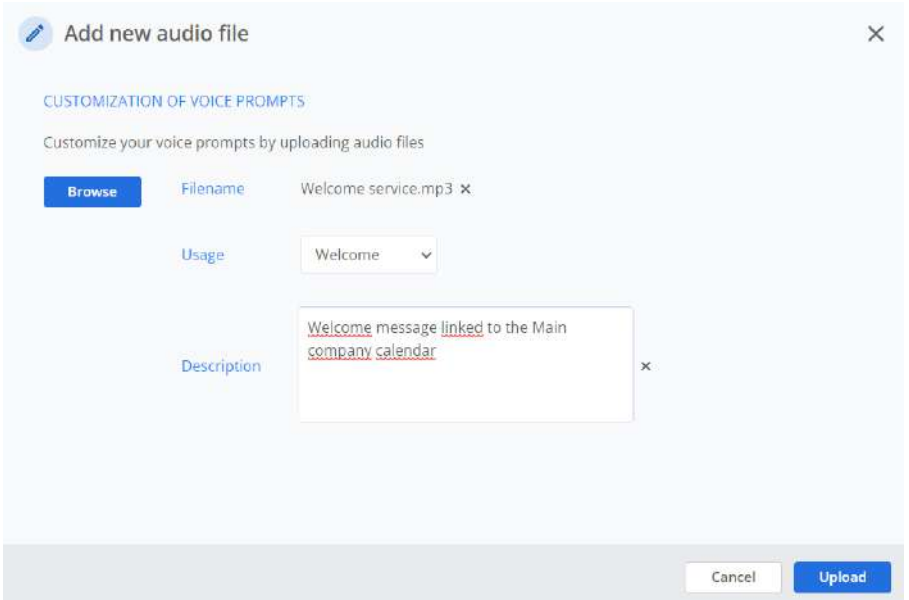


Select the customized audio file to import

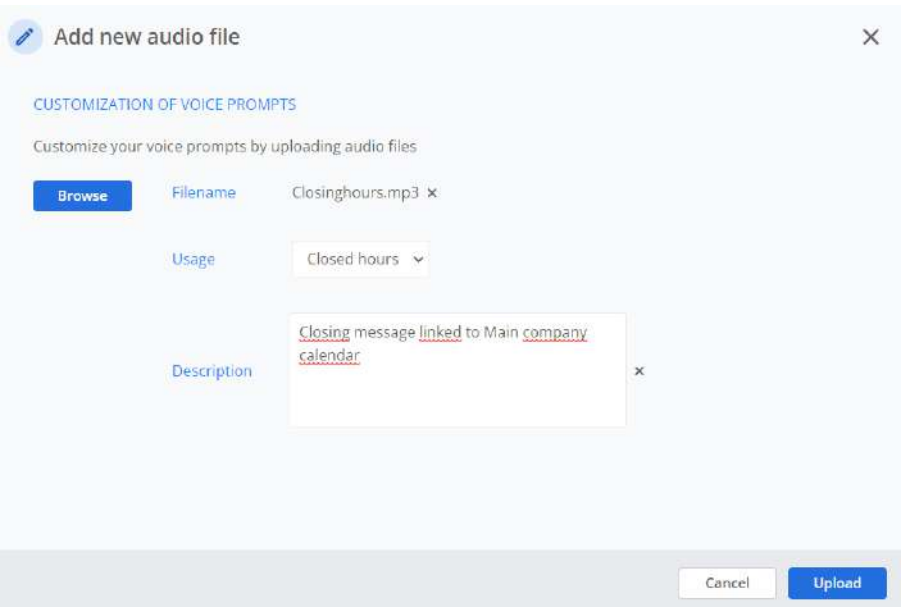
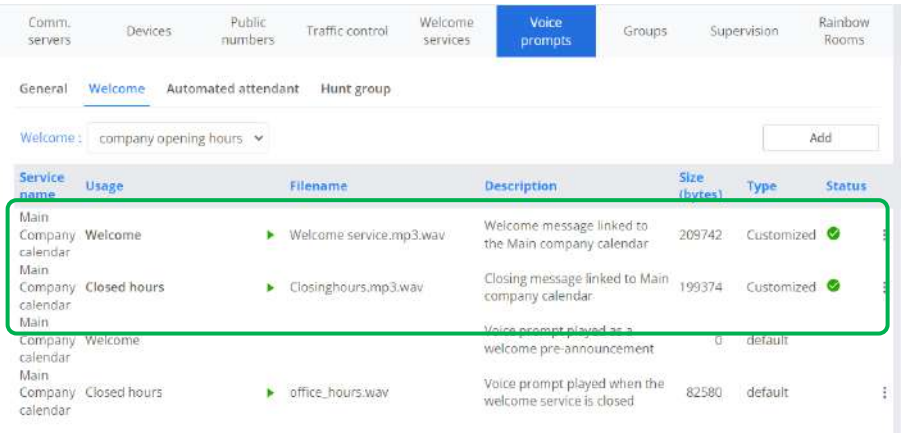
Define its use (In which context it will be played).

Enter a description

Click in "Upload" to transfer it.



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	

3 Welcome service creation

Create a welcome service

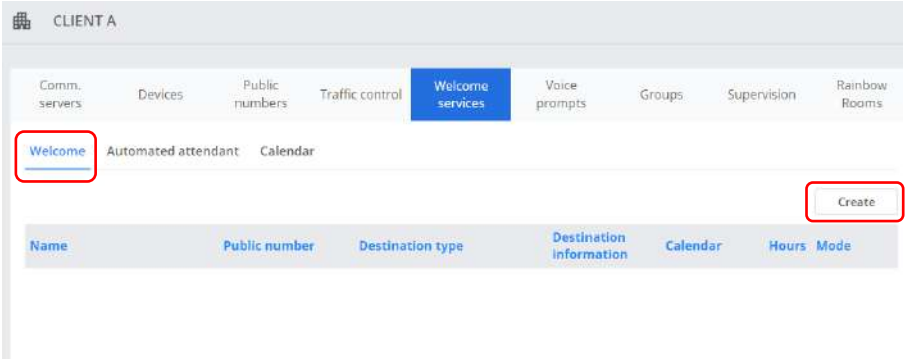
- Name: Company Welcome
- Calendar: Main company Calendar
  The choice of calendar allows the welcome voice prompt to be broadcast during opening hours and the closing voice prompt during the closing hours.
- Define a public number
- Destination: Hunt group (Select an existing group)
- Closing destination: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

Companies/Customer companies/ <company to manage>

"Communication" section / "Welcome services" tab

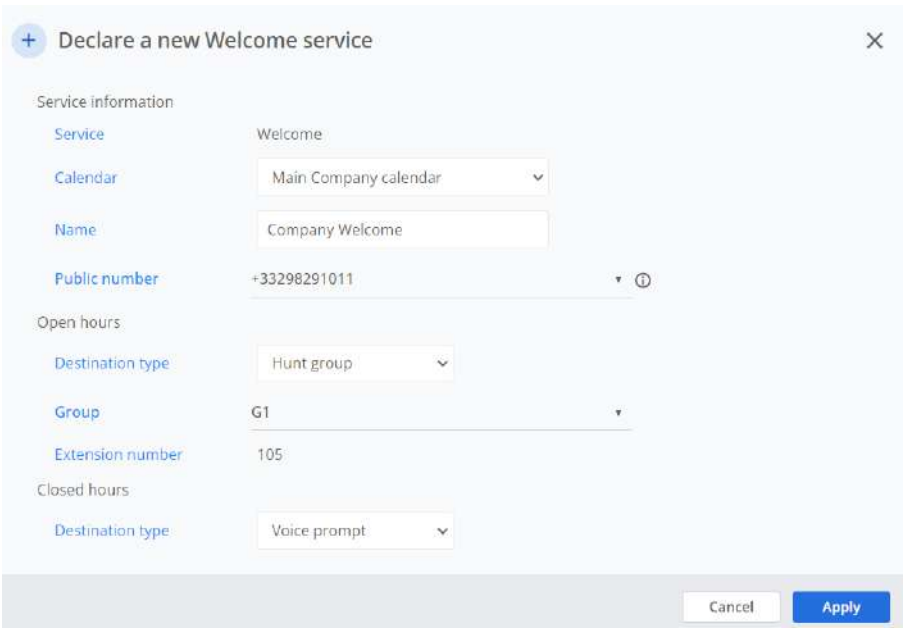
Click on Welcome tab

Click on "Create"



Complete the information

And click on Apply



Service	Here "Welcome" for greetings
Calendar	Select the calendar created previously

Select the calendar created previouslySelect ssSelect 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

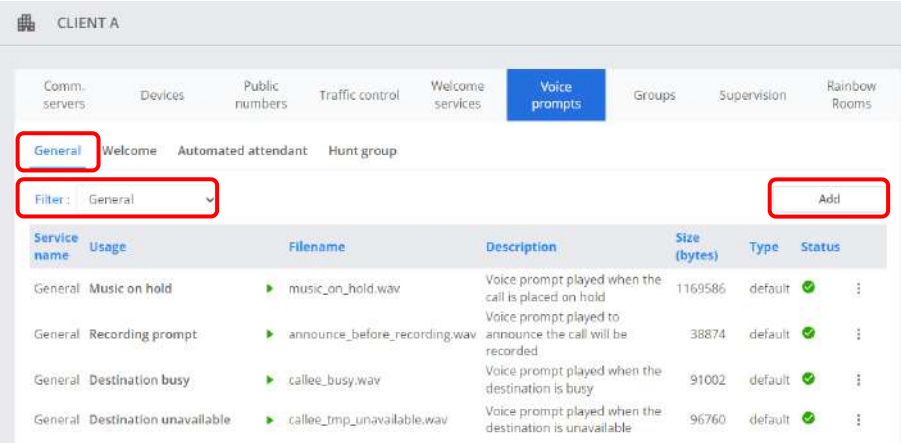
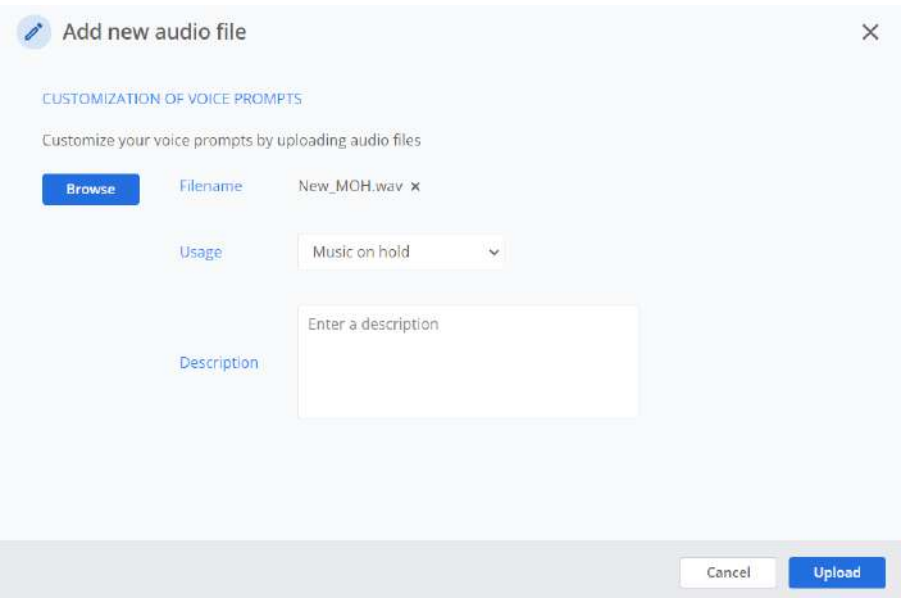
Tips
Modify the open and closed hours of the company in order to check the voice prompts

5 Customize the Music on hold

Import a new music on hold file:

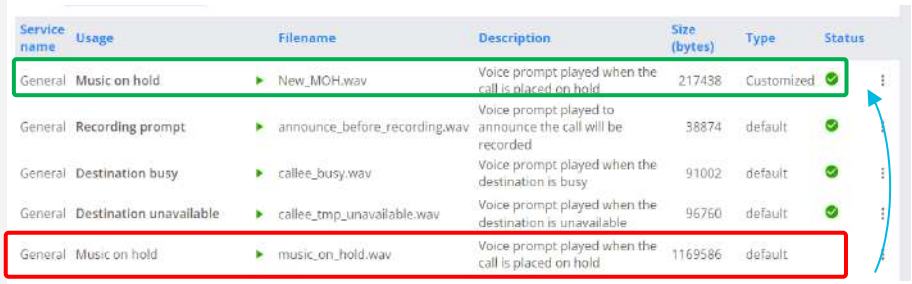
- New_MOH.wav

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.	
Select the custom audio file and define its use (Context). Click on "Upload" to perform the import.	
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

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Alcatel·Lucent Enterprise

Implementation

1 Subscribe to Voice attendant subscription

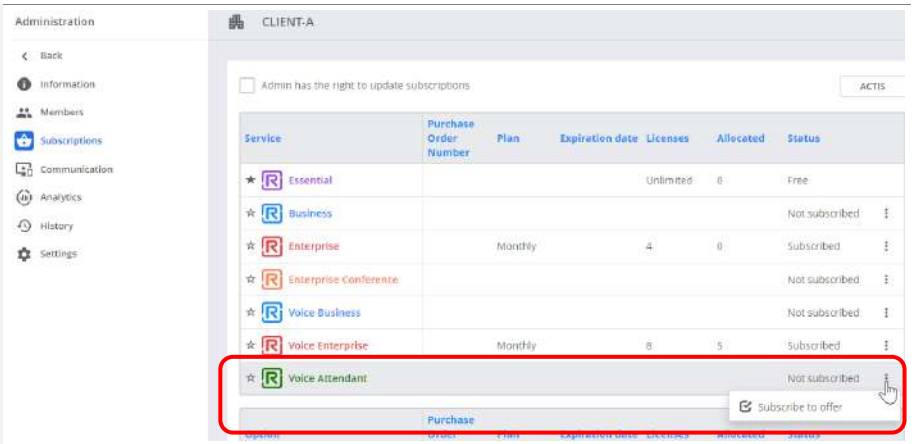
– Subscribe to the service “VOICE ATTENDANT”

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

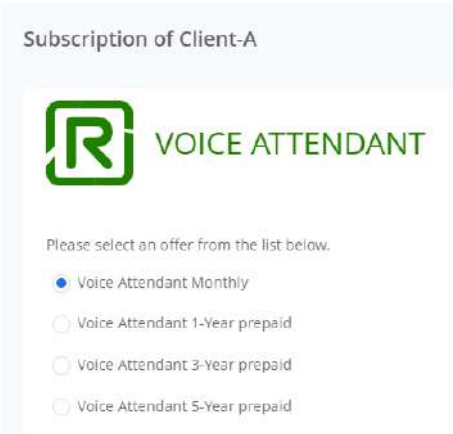
Service : VOICE ATTENDANT

Click

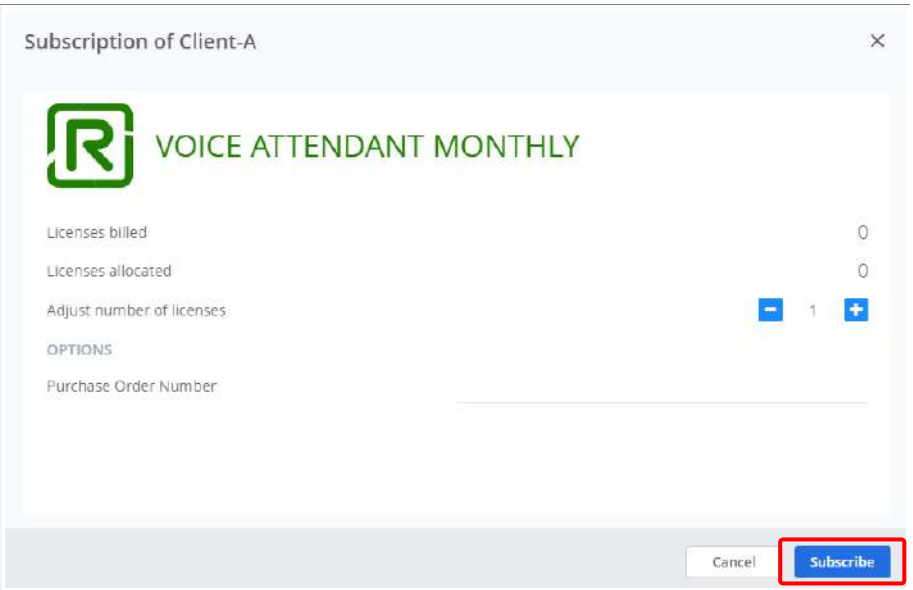
"Subscribe to offer"



Choose the subscription offer



Set the number of licenses and click on subcribe



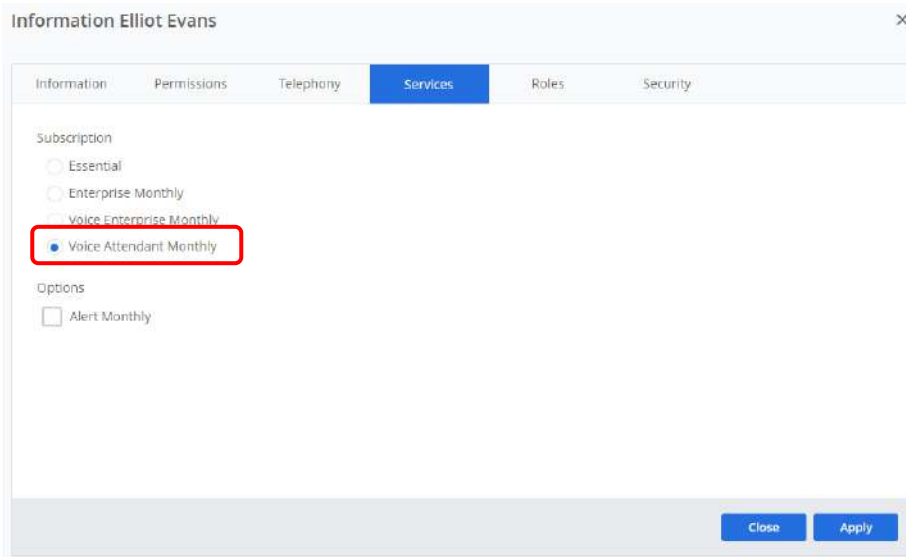
2 Assign the subscription to a member

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"



3 Supervision group

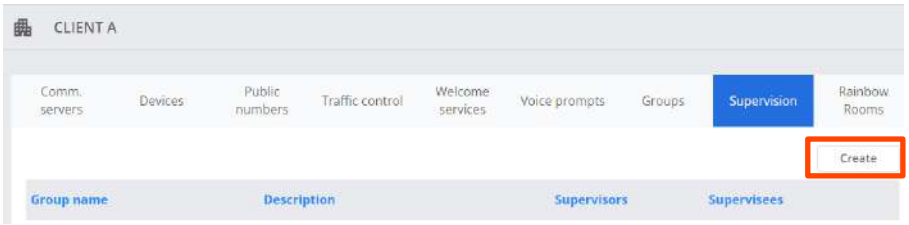
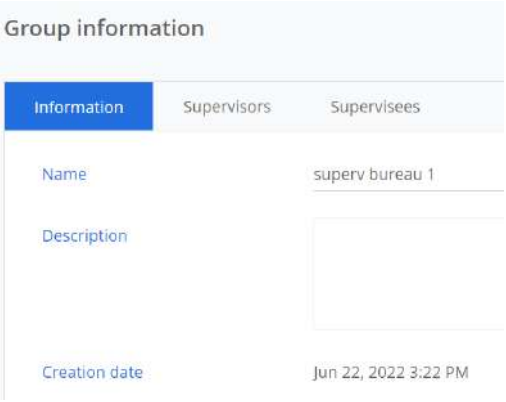
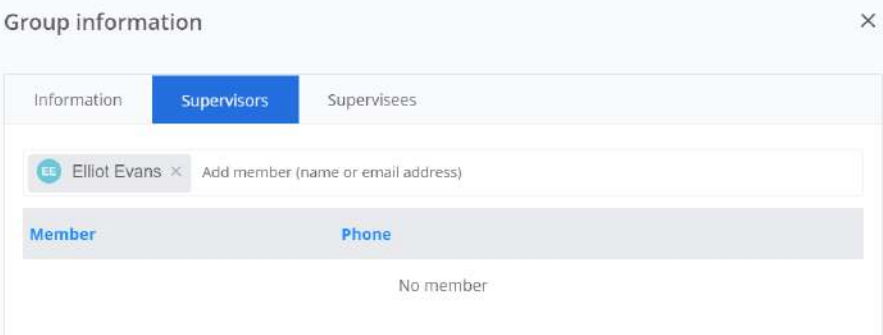
Create a supervision group

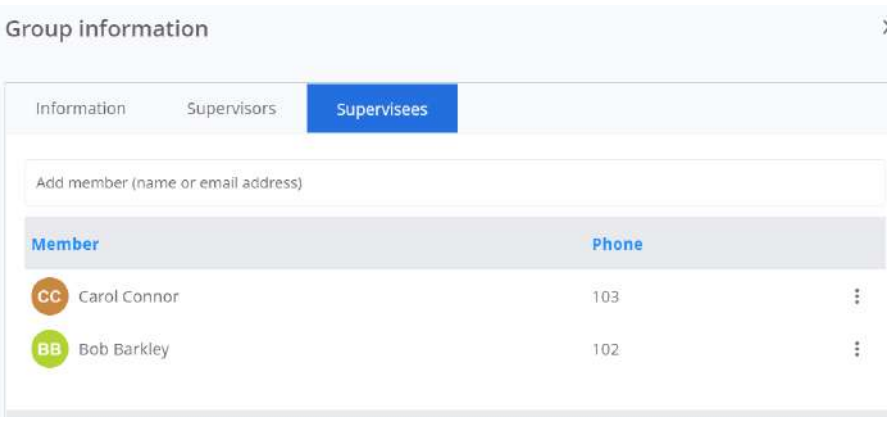
- Supervisor: for example, Elliot Evans (with the subscription VOICE ATTENDANT)
- Members to supervise: Carol Connor and Bob Barkley

Log in with Elliot Evans' account to supervise members

Companies/Customer companies/ <company to manage>

"Communication" section / "Supervision" tab

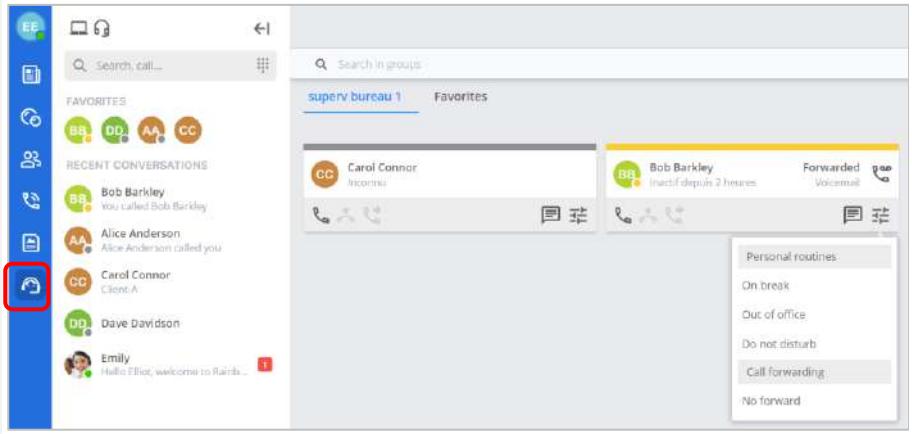
Click on "Create"	
Complete the fields And click on "Create"	
Name	Define a group name
Description	Enter a description
Select the supervisor with a subscription VOICE ATTENDANT	

Select the members who will be supervised	

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

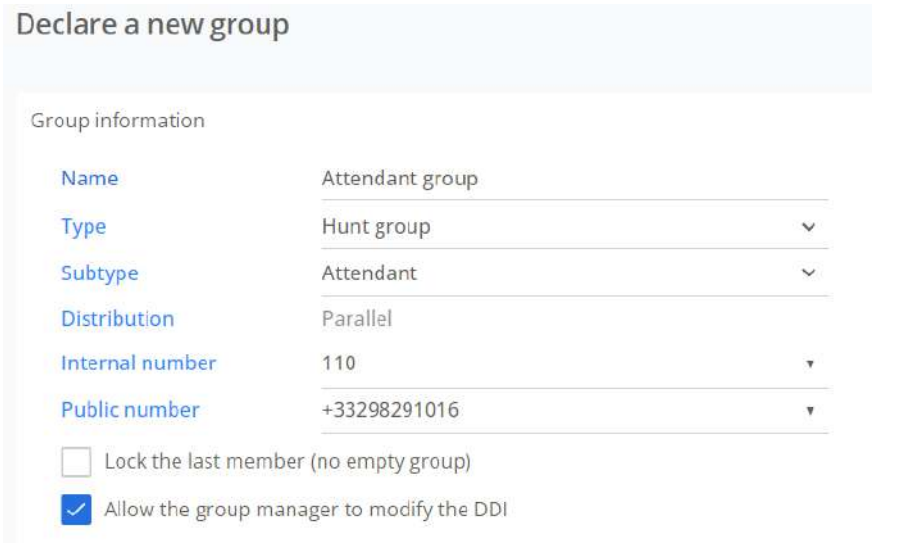
- Assign internal and DDI numbers
- Members : For example, Elliot Evans or a member with the subscription VOICE ATTENDANT

Administration/Customer companies/

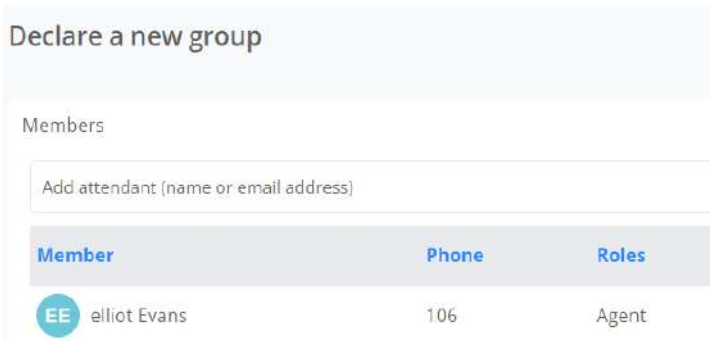
« Communication » / « Groups »

Click on "Create"

Complete the information



Add members



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

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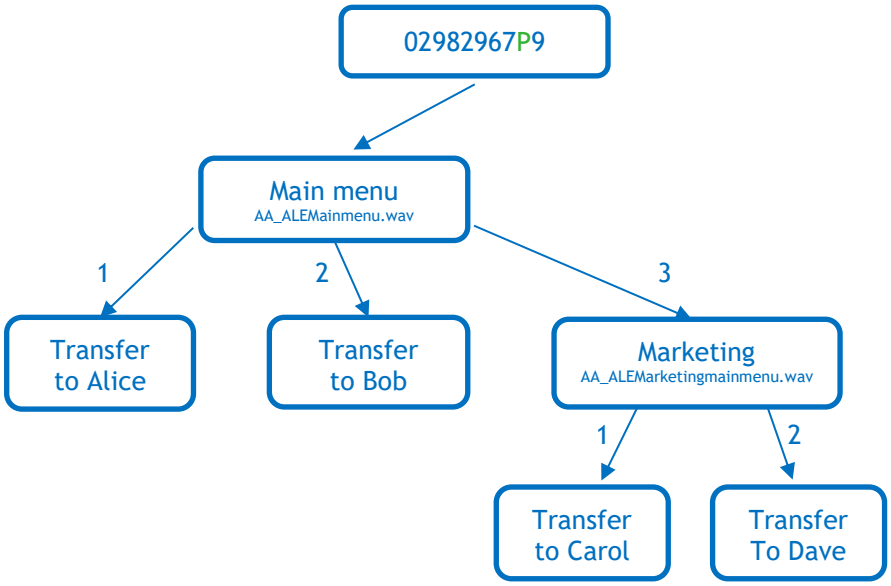
Implementation

1 Automated attendant configuration

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



1.1. Automated attendant creation

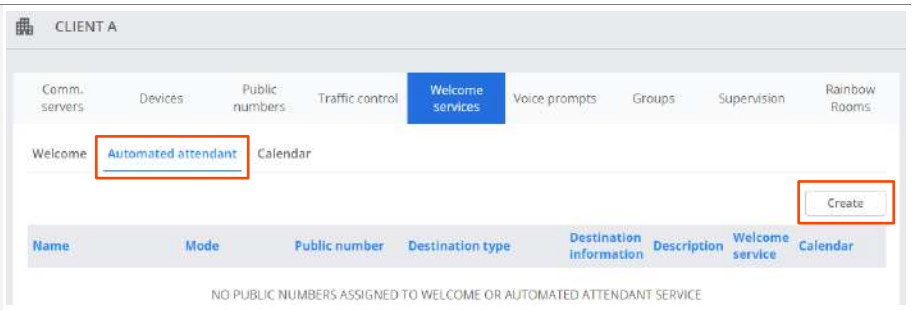
Create a new automated attendant
- Name: company AA
- Choose a free public number in the list assigned to your pod: i.e. 02982967P9
- Choose unique voice prompts for main and submenus: Menus with single voice prompts

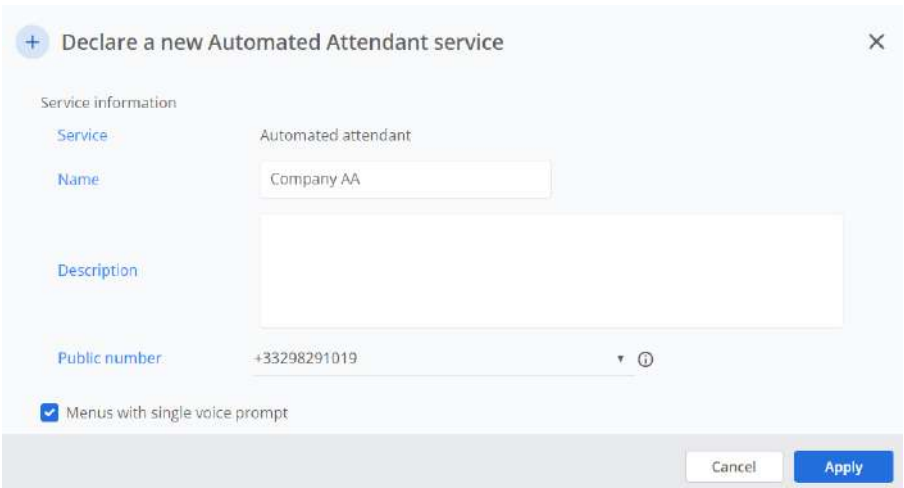
Companies/Customer companies/ <company to manage>

"Communication" section / "Welcome services" tab

Select Automated attendant tab

Click on "Create"



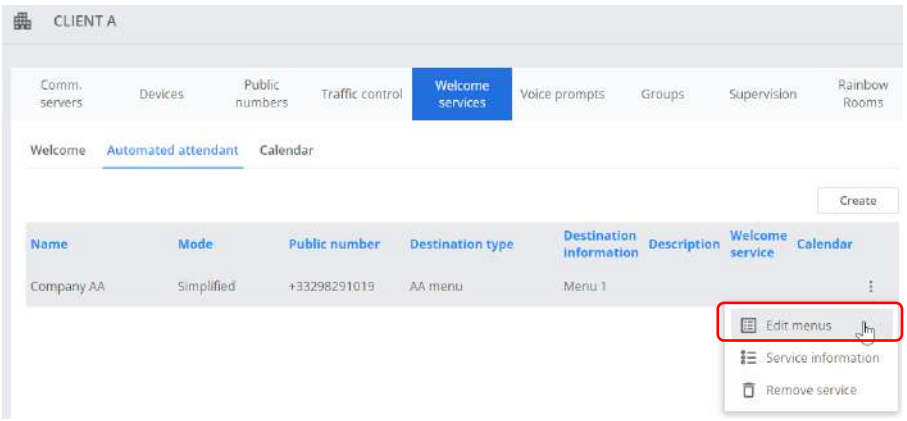
Complete the fields	
Service	Automated attendant
Name	Define the name: Company AA
Description	Enter a description (optional)
Public number	Select a number, from the list of free public numbers, to be assigned to the Example : 02982967P9
Menus with single voice prompt	To get unique voice prompts instead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

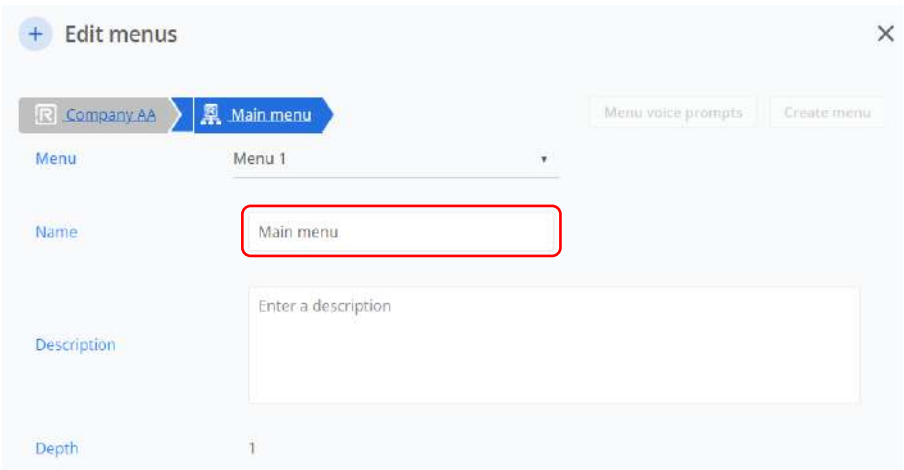
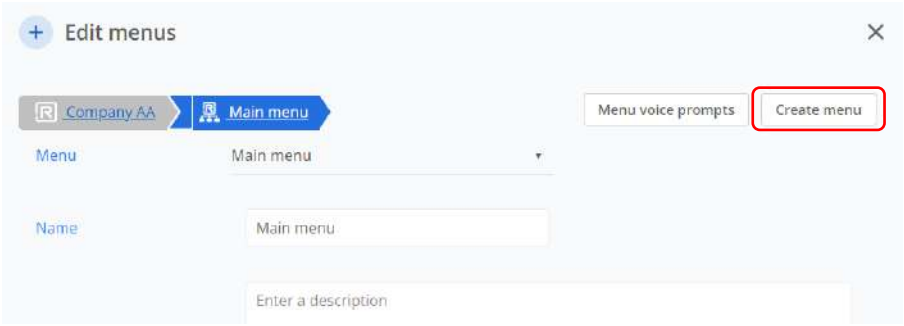
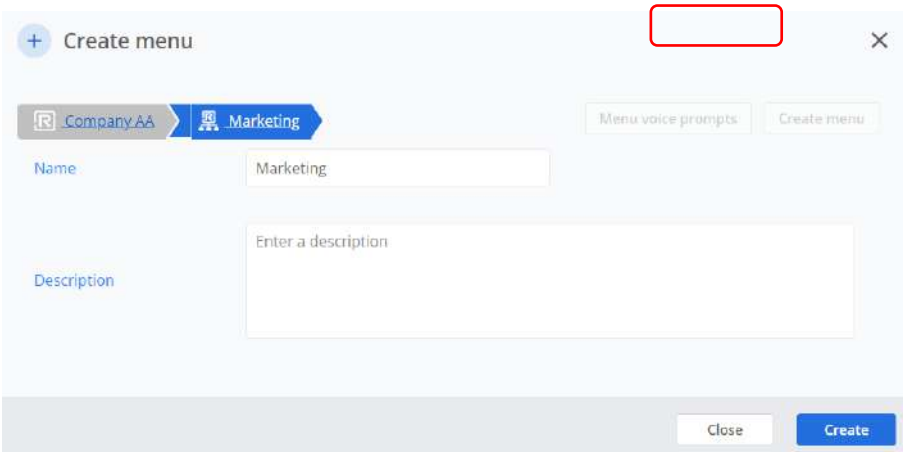
1.2. Menus Creation

Create & manage following menus:

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

"Communication" section / "Welcome services" tab

Automated attendant tab Edit the new automated attendant	

Modify the name: Main menu (Menu 1 by default) *Click on Apply*	
Create the Marketing menu *Click on «Create menu » button*	
Name : marketing *Click on Create*	
Name	Define the menu name.
Description	Enter a description (optional)

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

1.3. Tree structure configuration

Manage the :
- Main menu
- Marketing sub menu

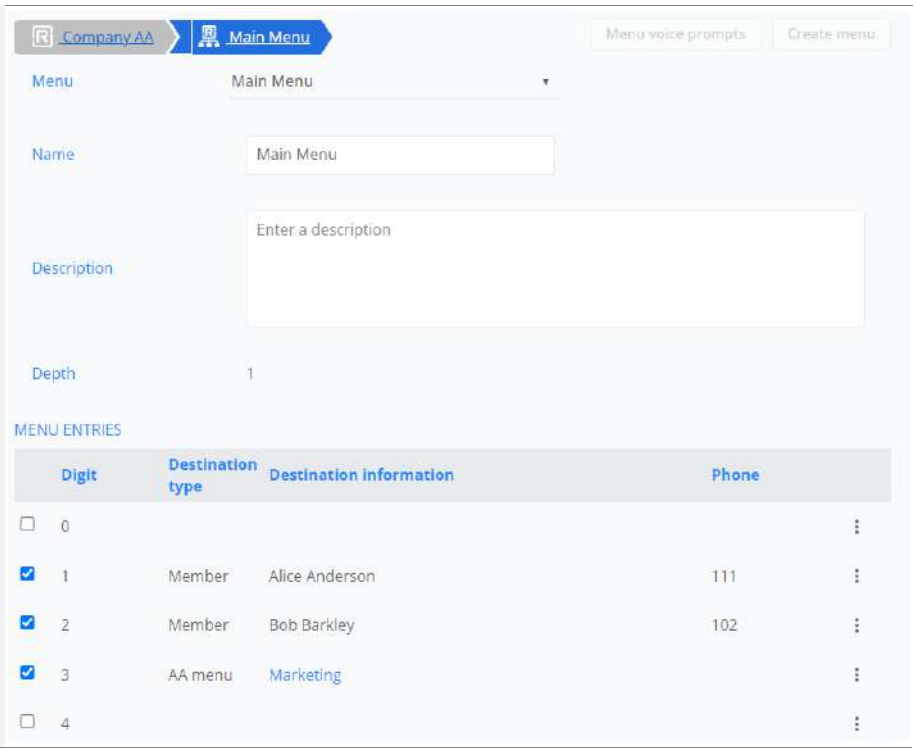
1.3.1. Main menu management

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

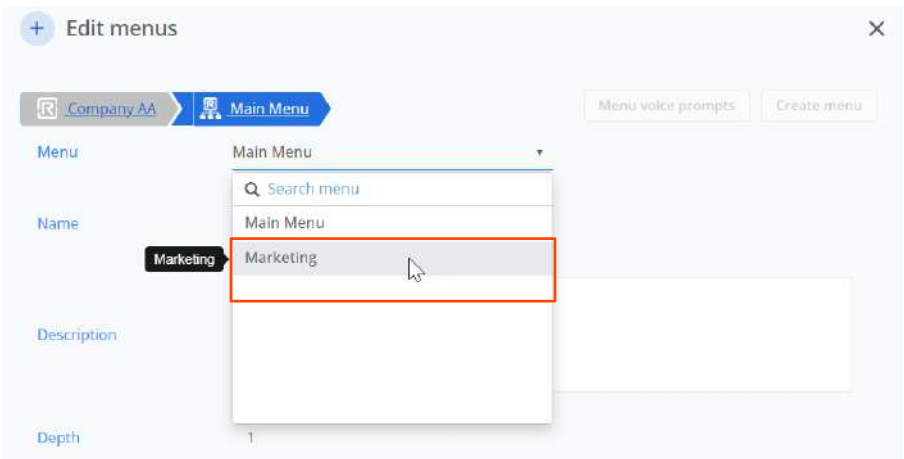
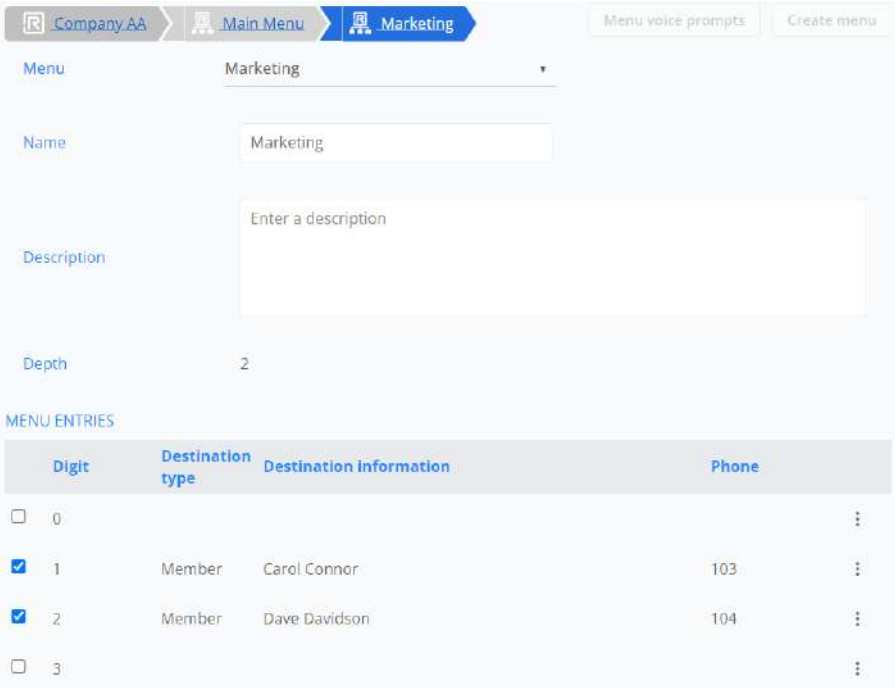
Result expected:



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	
Manage choices Result expected	

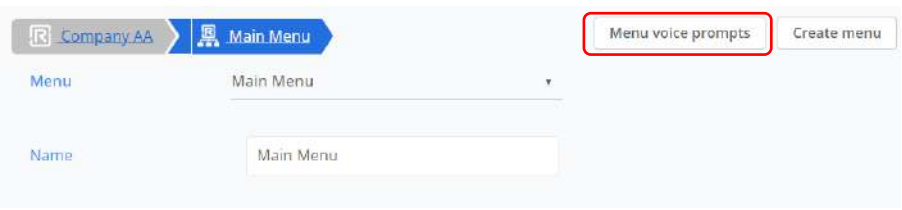
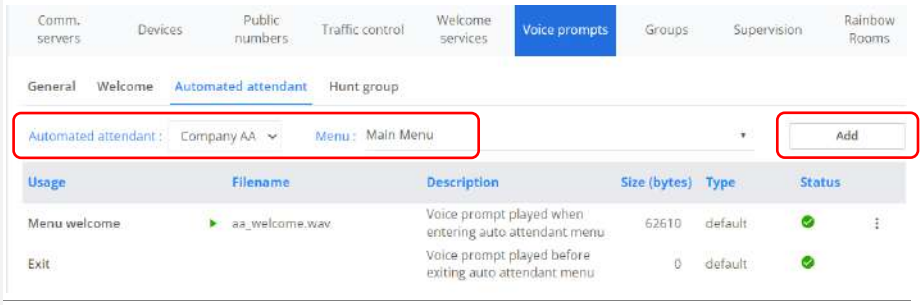
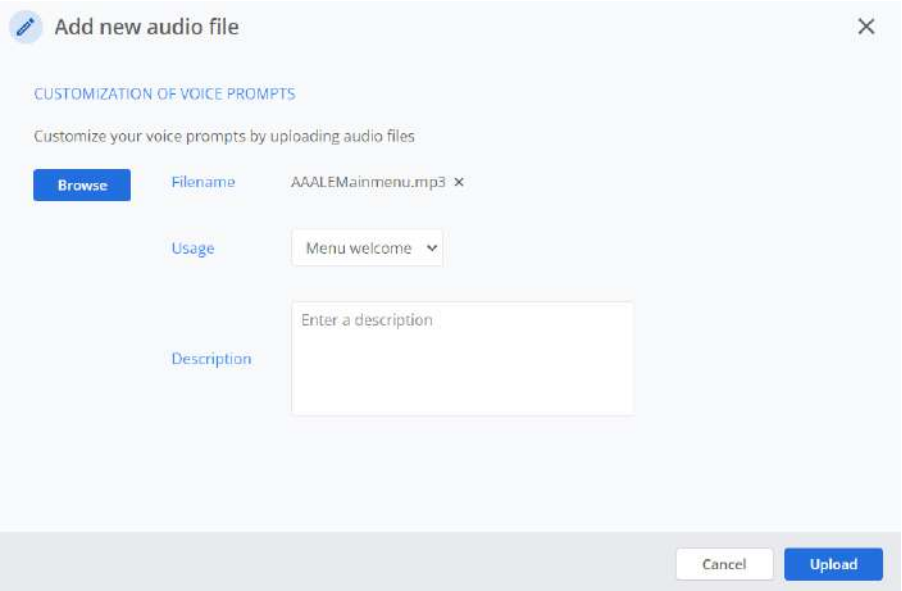
1.4. Voice prompts configuration

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	
Click on « Browse » to select the prompt file to use. *Select in which context this prompt must be broadcast.* *Click on « Upload ».*	
Filename	Automatically set according to the file selected using “Browse” button

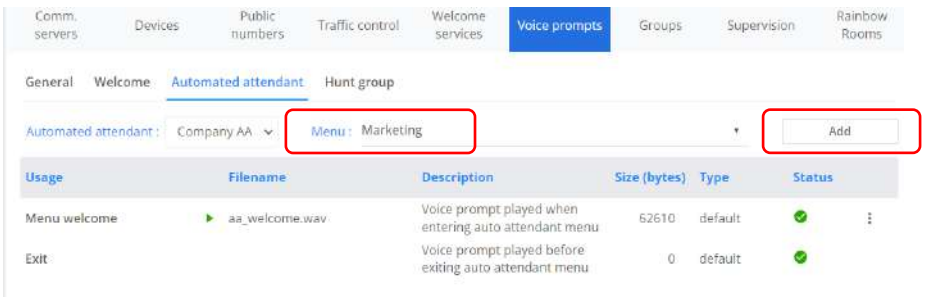
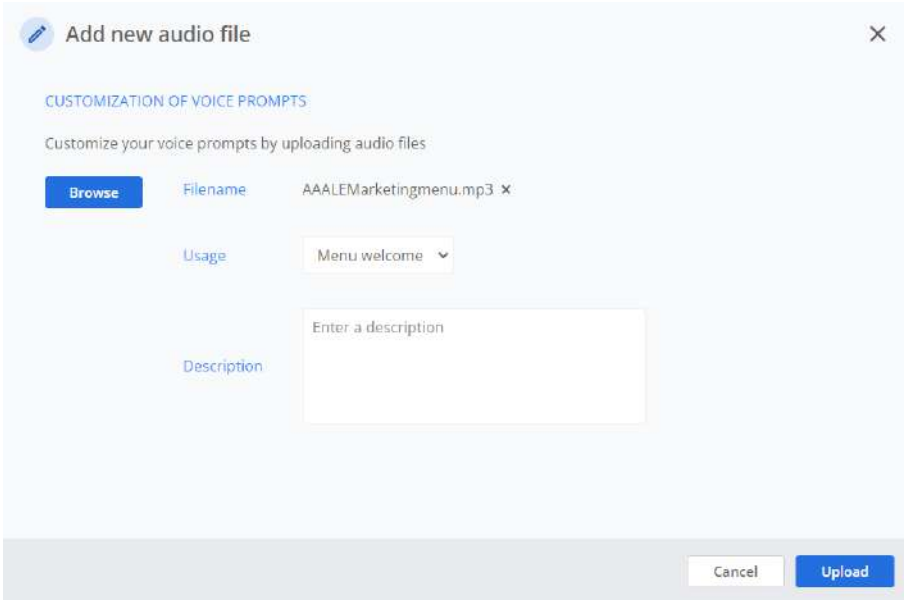
Usage	Menu welcome or Exit
Description	Enter a description (optional)

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	
Click on « Browse » to select the prompt file to use. *Select in which context this prompt must be broadcast.* *Click on « 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

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Alcatel·Lucent Enterprise

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

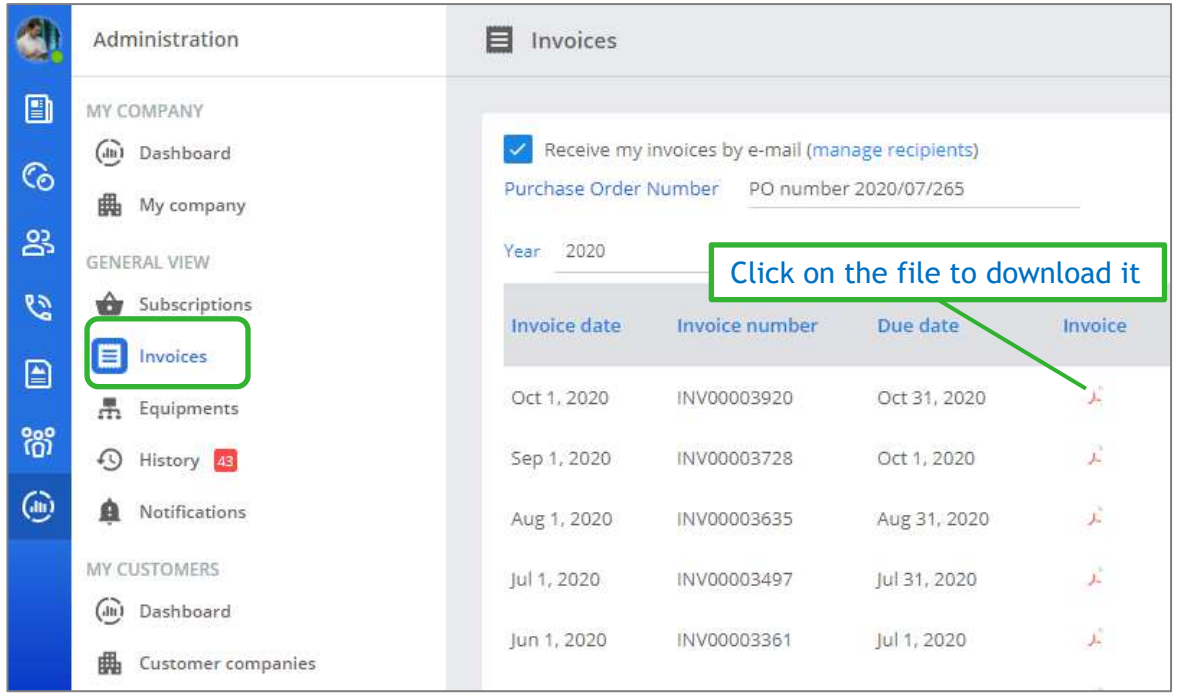
- Incoming, outgoing and internal calls are taken into account.
- Pure VoIP Rainbow audio/video call doesn't generate CDR

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

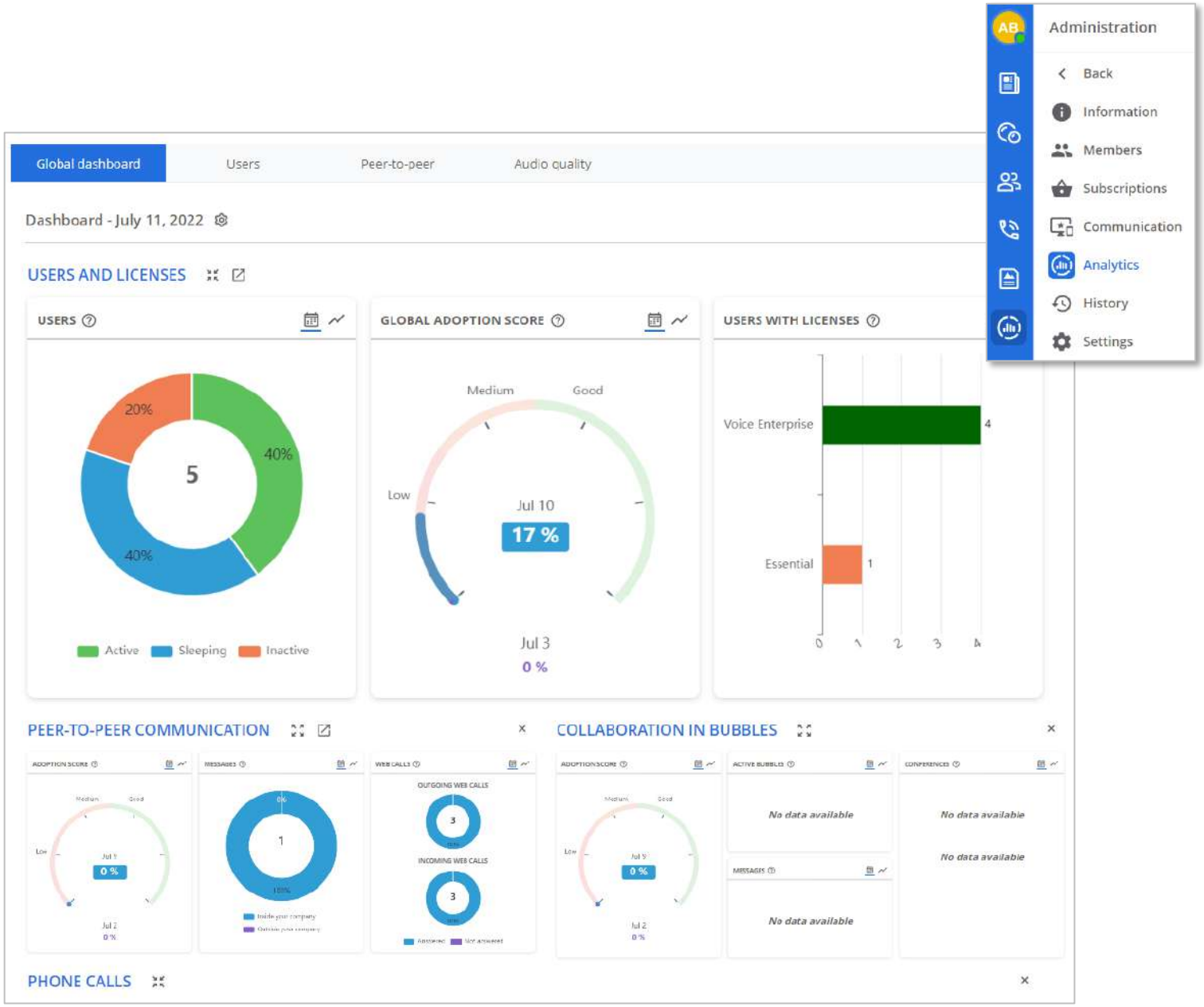
For details refer to the document TBE099_Rainbow Hub - Voice services



Alcatel·Lucent Enterprise

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	…

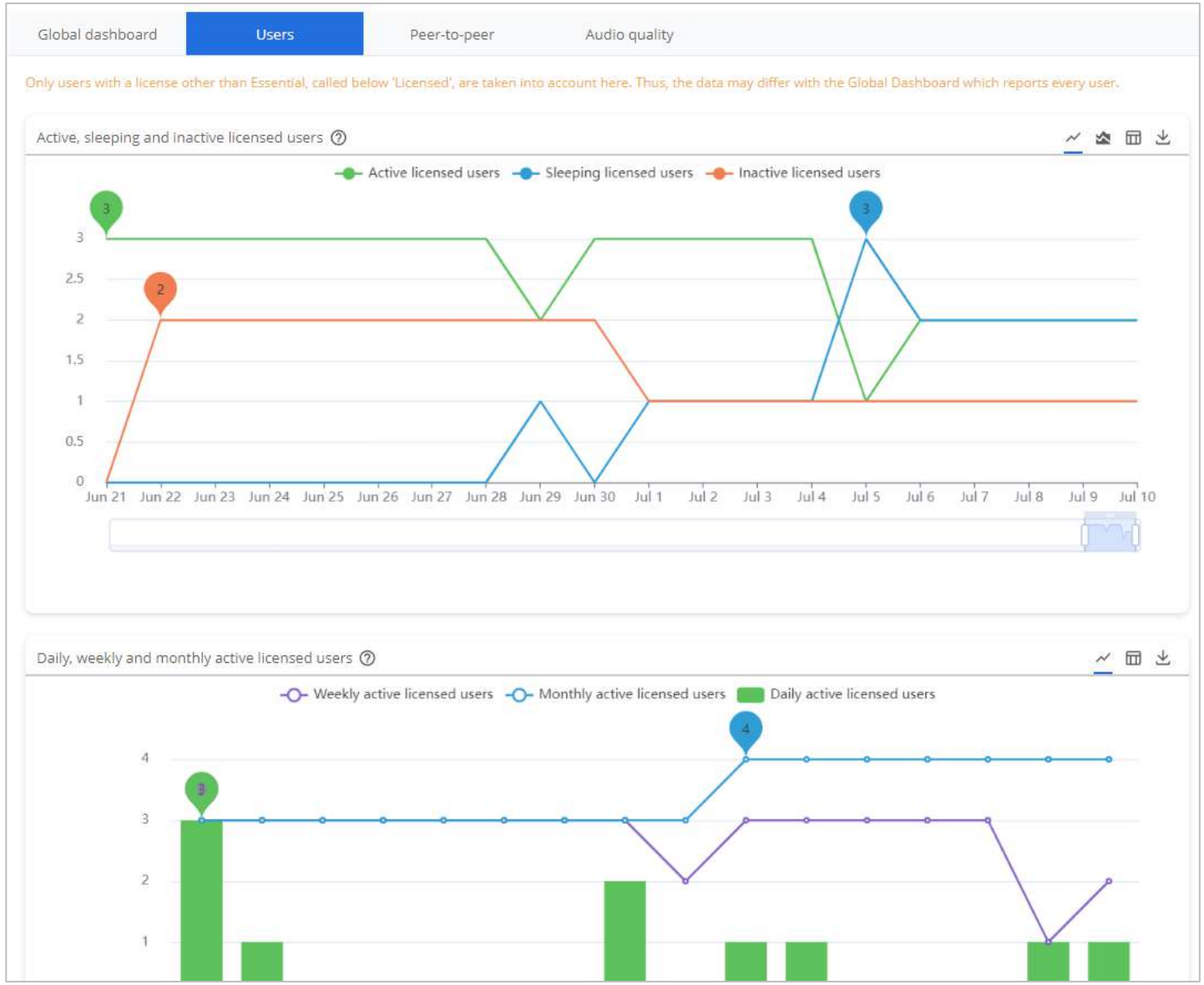


Alcatel·Lucent Enterprise

Users

Active, sleeping, inactive users

Daily, weekly, monthly tables



Alcatel·Lucent Enterprise

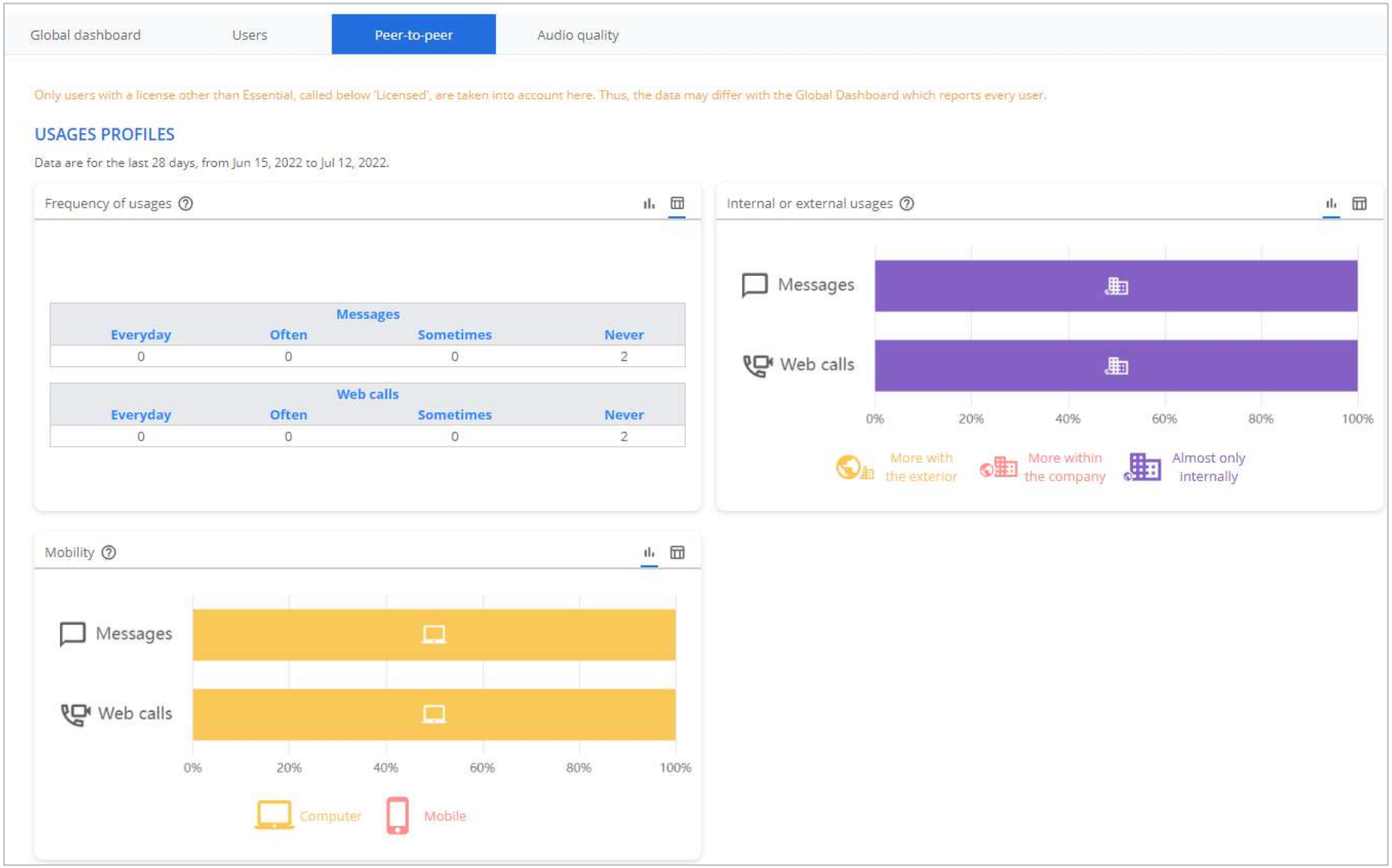
Peer to peer

Usage profiles
- Every day
- Often
- Sometimes
- …

Internal or external usages

Mobility

Messages sent



Alcatel·Lucent Enterprise

Audio quality

View of all users or individual choice

Type of network used

Time, duration, type of call

Audio quality

Global dashboard | Users | Peer-to-peer | **Audio quality**

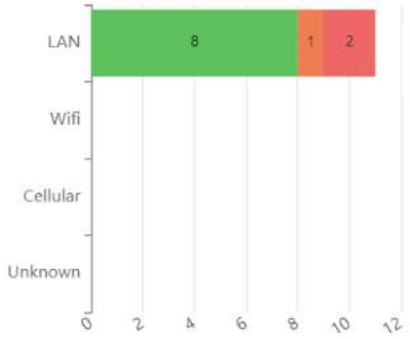
All users | Last 30 days

Calls may take up to 10 minutes after hanging up before they appear below.

All users

MEAN MOS
3.9

Network Types



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%

All audio qualities | All types | All network types | All codecs

Start time	User	Duration	Type	Audio quality	Network	ICE candidates			
Jul 5 11:58	CC Carol Connor	6s	Incoming softphone call	Good	LAN	213.41.19.242 Peer reflexive	5.135.97.100 Host	UDP
Jul 1 15:23	CC Carol Connor	7s	Incoming softphone call	Bad	LAN	195.128.146.97 Peer reflexive	5.135.97.100 Host	UDP

Alcatel·Lucent Enterprise

Voice

Summary on 1 year

Internal, inbound, outbound calls & To any destination

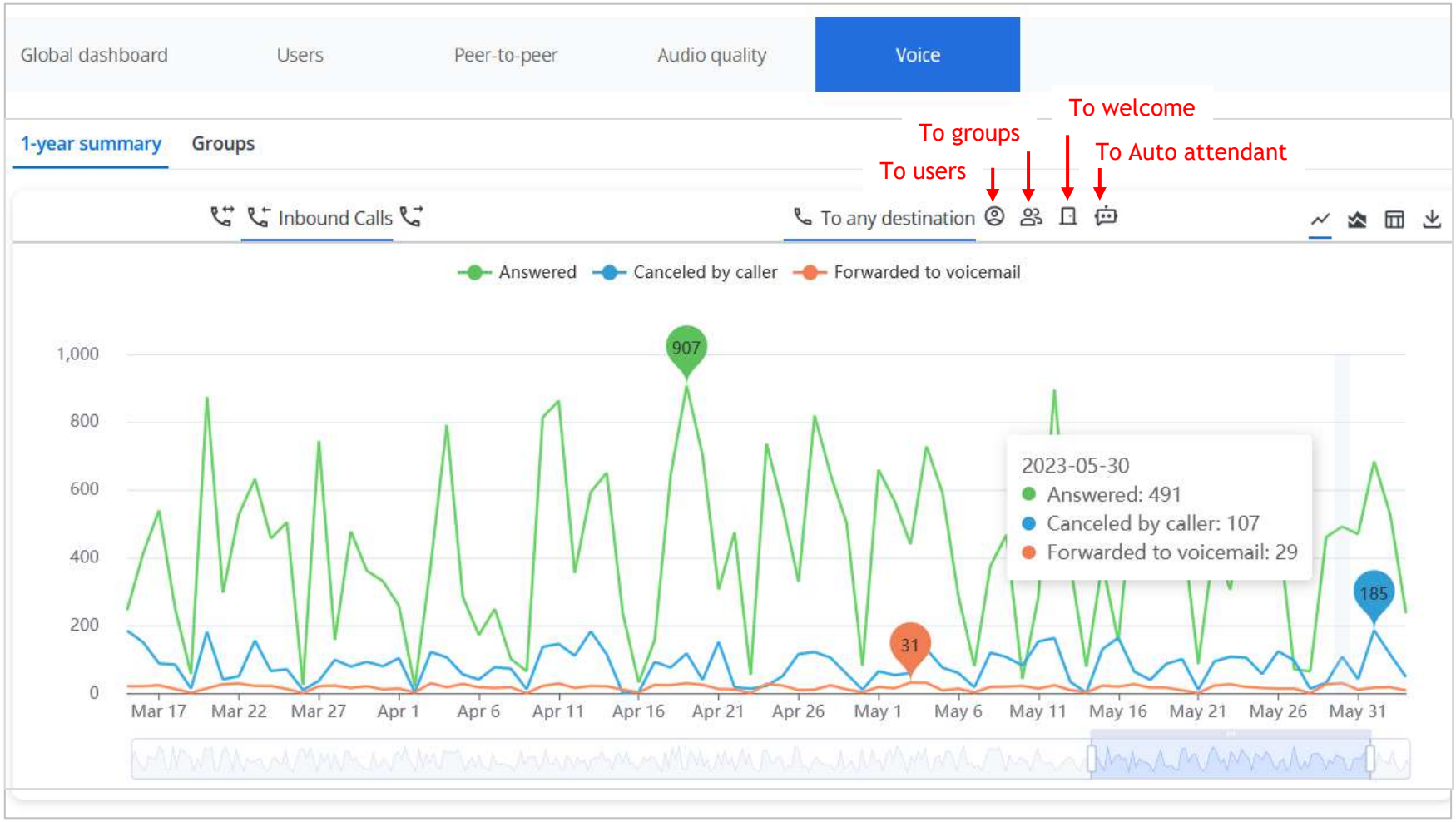
- Answered
- Canceled by caller
- Fwd to voicemail

Duration of calls to users & groups

- Internal
- Inbound
- Outbound

Analytics on Groups

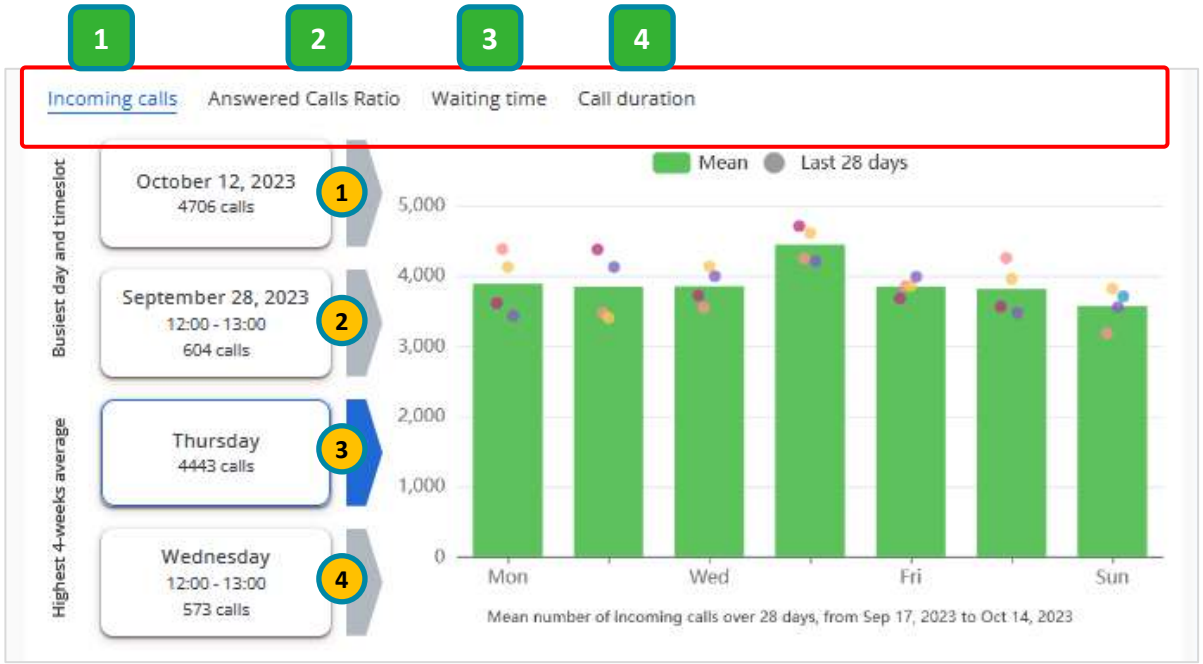
- Number of incoming calls
- Percentage of answered calls



Alcatel·Lucent Enterprise

Groups – Global

Key indicators for the period under review



4 charts are proposed for each category

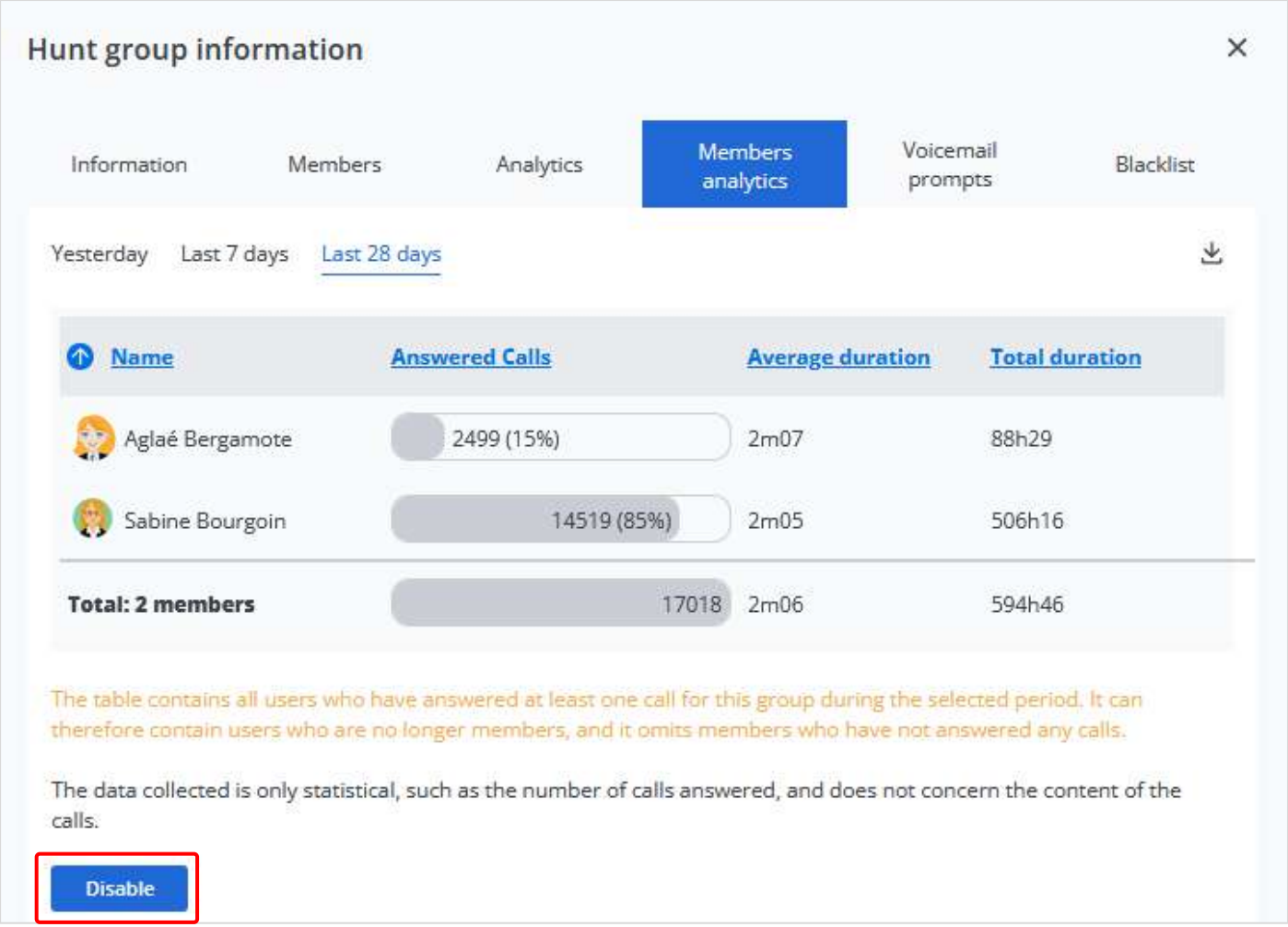
	1 Incoming calls	2 Answered calls	3 Waiting time	4 Call duration
1	Busiest day	Per day	Answered time per day	Per day
2	Busiest time slot	Per day of the week	Answered time per day and time slot	Per day and time slot
3	Highest 4-week averages (day of the week)	Per day of the week and time slot	Answered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

Alcatel·Lucent Enterprise

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.

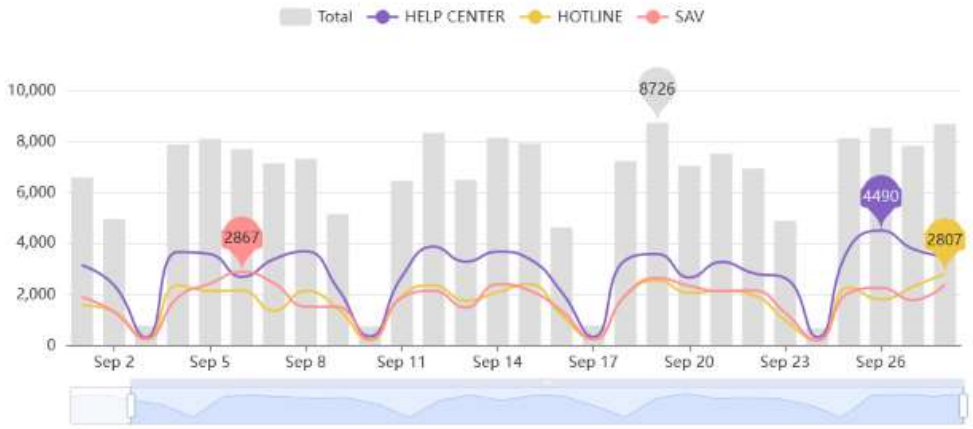
Analyze up to 5 groups

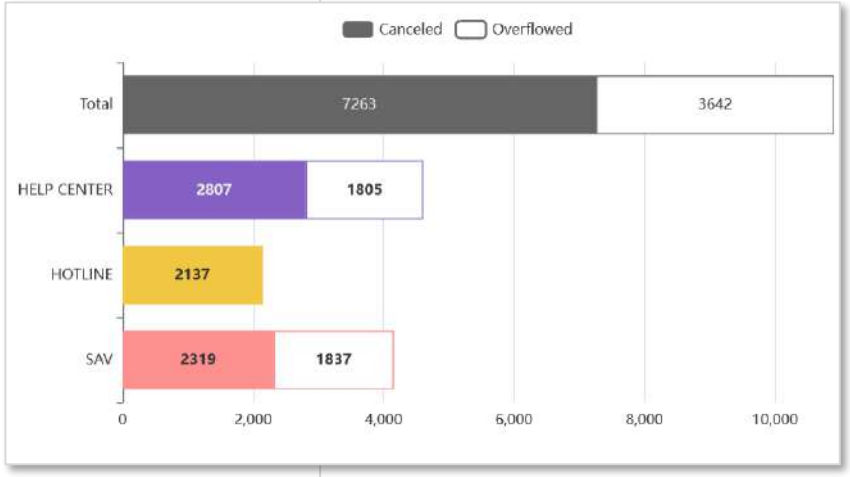
- Voice tab/ Groups

1-year summary | Automated attendant | Groups

3 groups | Last 30 days

Name	Internal number	Incoming calls	Answered Calls	Answer time Avg - Max	Cancel time Avg - Max	Call duration Avg - Max
HELP CENTER	160	85541	89%	20s - 37s	48s - 1m 20s	2m 5s - 4m
HOTLINE	152	52155	36%	32s - 59s	1m 9s - 1m 42s	2m 5s - 4m
SAV	150	53521	70%	26s - 48s	59s - 1m 31s	2m 5s - 4m
Total: 3 groups		191217	69%	23s - 59s	1m 3s - 1m 42s	2m 5s - 4m





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END OF TRAINING EVALUATIONS

CLASSROOM SESSION OR VIRTUAL CLASS SESSION

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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.

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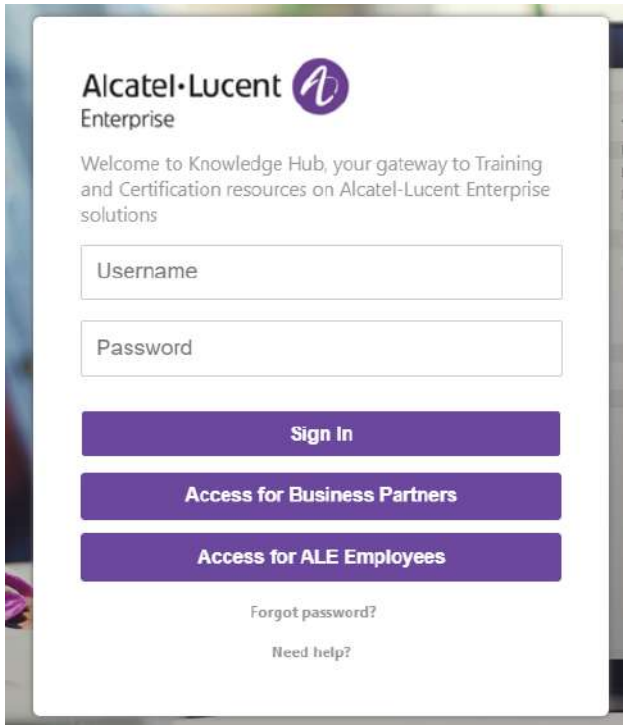
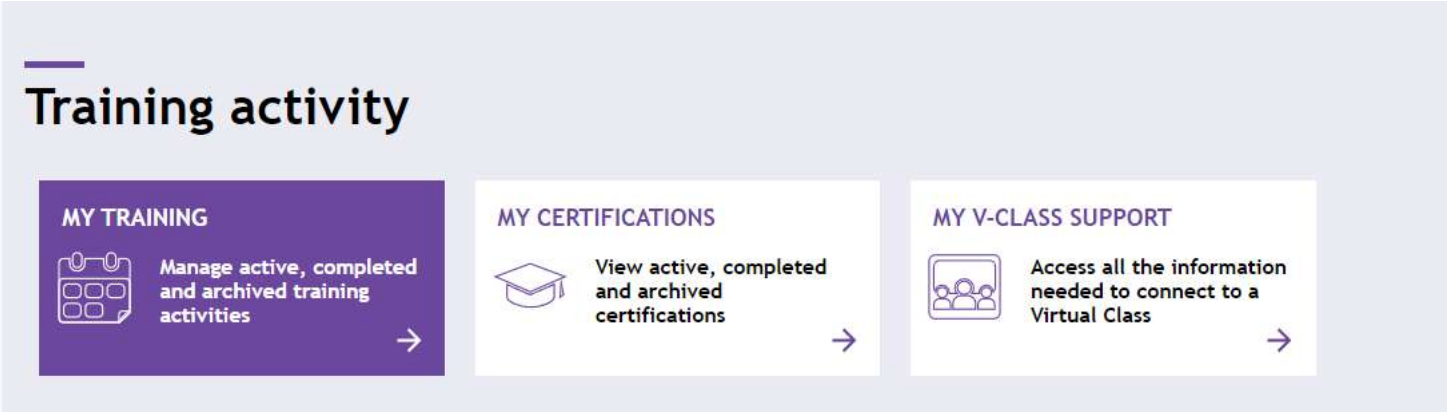
LOGIN TO ALE KNOWLEDGE HUB

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

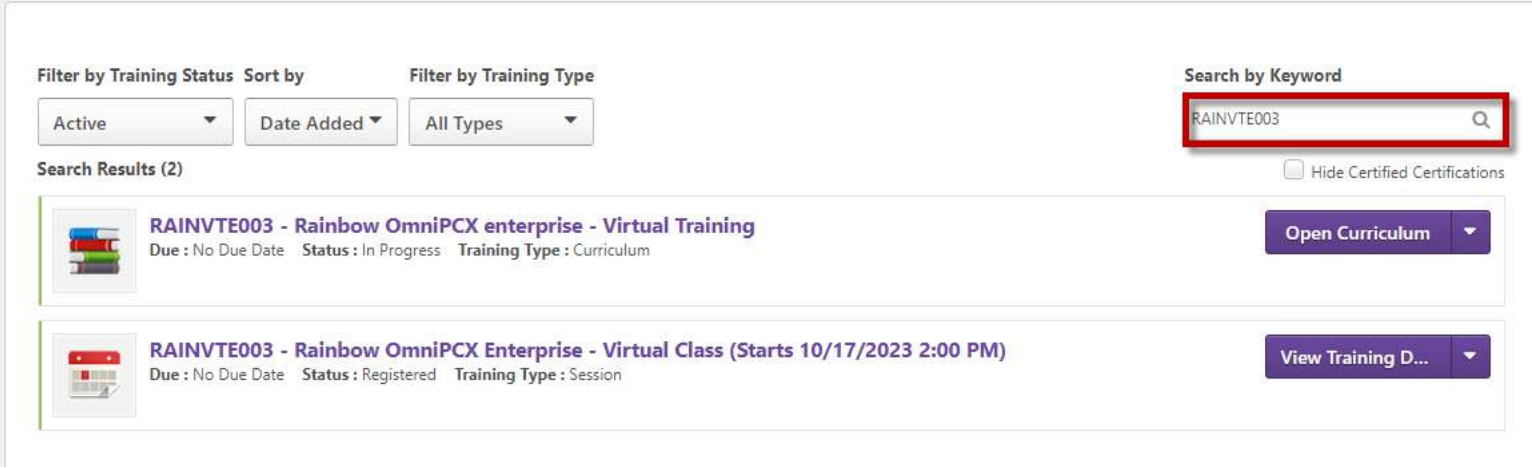


ACCESS TO THE ONLINE EVALUATION SURVEY (1/2)

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



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



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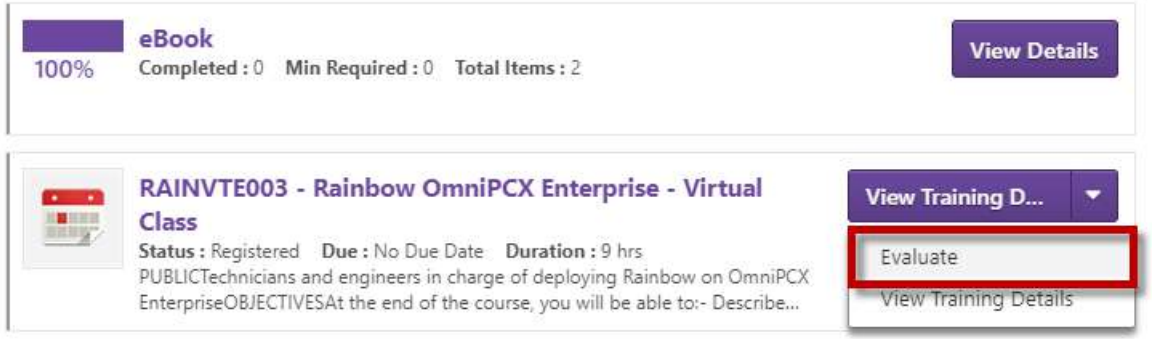
ACCESS TO THE ONLINE EVALUATION SURVEY (2/2)

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

OR

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

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



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THANK YOU

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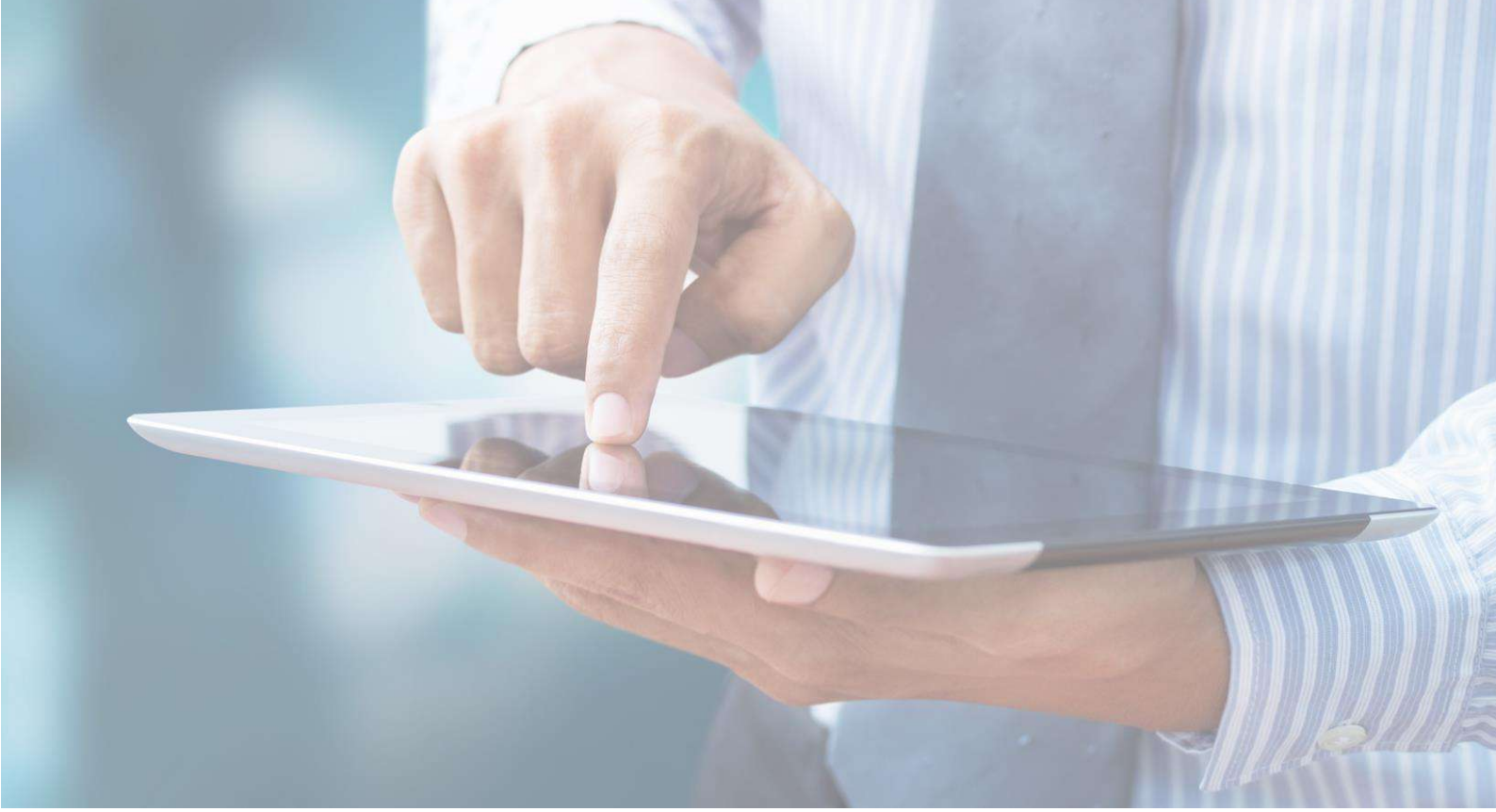

Find a Course

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

Feedback

In order to improve the quality of the documentation, please report any feedback and address to:

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FAX: (33) 2 98 28 50 03

or mail to: emea.education-services@al-enterprise.com

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