

Alcatel-Lucent Enterprise Rainbow Hybrid™ Softphony

Your cloud solution for business communications anywhere

Softphony is a core component of an Alcatel-Lucent Enterprise Rainbow Hybrid™ deployment, connecting on-premises infrastructure and cloud capabilities in a hybrid deployment model.

In Rainbow's hybrid model, a single number can be used across multiple unified devices. Rainbow Hybrid centralizes telephony within a single platform, ensuring a consistent calling experience across all devices.

More than just integrating softphony, our sovereign solution also provides security:



- **Regulatory compliance:** Investment in local and international certificates and regulations such as ISO 27001 and GDPR
- **Architecture:** Private Cloud, Hybrid Cloud or Public SaaS
- **Secure operations:** Operational processes integrating data security and multi-data centers
- **Secure design:** Encryption and data integrity
- **Infrastructure as a Service (IaaS):** French service provider and guarantor of security in France (OVH)

Why businesses choose Rainbow softphony

- Easy calling with centralized softphony across devices through VoIP, enabling smooth call management from any device
- Flexible hybrid work capabilities, allowing users to stay connected and productive from anywhere
- Intuitive and consistent user experience, offering the simplicity of a single desk phone across different devices.
- Secure business calls, even when working from home, with encrypted communication over the internet and no need for a VPN, simplifying both security and deployment
- Better cost control and efficiency with no need for rip-and-replace upgrades; allows businesses to take a gradual step towards the cloud and optimize costs while guaranteeing a smooth transition for their users

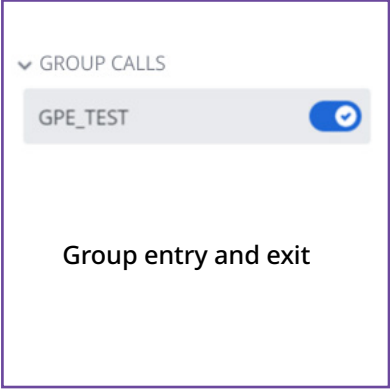
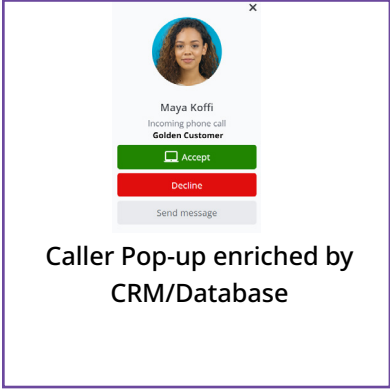
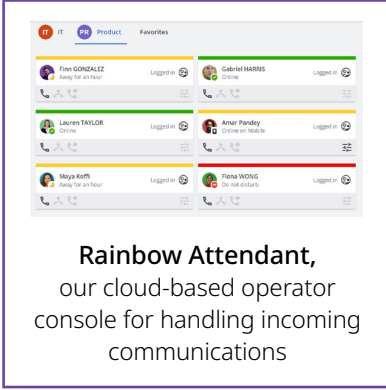
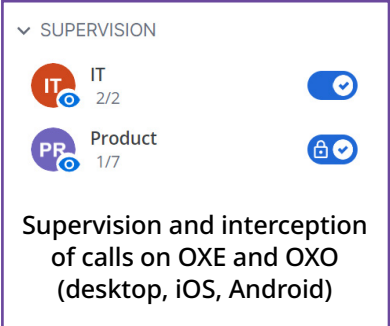
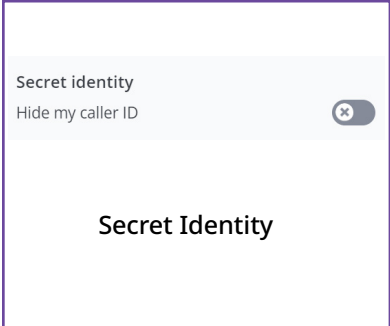
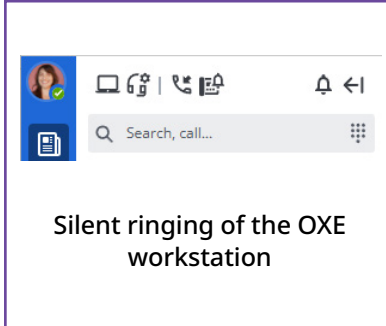
The integration of softphony in communication infrastructures is becoming essential for businesses that require flexibility, scalability and cost-efficiency in their communication systems. By consolidating voice, data and collaboration tools on a single platform, businesses can provide more connectivity among communications and collaboration tools, deliver unified operations and help remote and on-site teams interact fluidly.

Key features

Rainbow offers advanced telephony and call management features, enriching the softphone experience on Alcatel-Lucent OXE Purple and Alcatel-Lucent OXO Connect.

Advanced telephony in Rainbow enables businesses to handle calls over the internet (VoIP). It supports features like call management, routing and integration with collaboration tools.

Key features include:

 <p>Group entry and exit</p>	 <p>Caller Pop-up enriched by CRM/Database</p>	 <p>Rainbow Attendant, our cloud-based operator console for handling incoming communications</p>
 <p>Supervision and interception of calls on OXE and OXO (desktop, iOS, Android)</p>	 <p>Secret Identity</p>	 <p>Silent ringing of the OXE workstation</p>

Connectors

Rainbow connectors are a major asset: they allow softphone functionalities into professional platforms, such as Microsoft Teams, Zendesk, Salesforce and [more](#).

Connectors provide:

- **Click-to-call functionality:** Initiate calls directly from CRM records, emails, or other integrated applications, streamlining communication workflows
- **Incoming call management:** Automatically display relevant contact or case information upon receiving a call, enhancing customer interactions and support efficiency
- **Call logging and note-taking:** Efficiently log call details and take notes during or after calls, ensuring accurate record-keeping and follow-up
- **Presence synchronization:** Synchronize user presence status between Rainbow and integrated platforms, providing real-time availability information to colleagues
- **Unified communication across devices:** Use a single business number accessible from desk phones, PCs, Macs and mobile devices, ensuring smooth communication regardless of location
- **Single sign-on (SSO) authentication:** Simplify user access with SSO support, enhancing security and user experience across integrated applications
- **Computer telephony integration (CTI):** Enable advanced telephony features within CRM systems to improve productivity and customer engagement

Rainbow softphony technical specifications

Pre-requisites	Microsoft Windows 11
	Microsoft Windows 10
	Microsoft Windows server 2016 and higher
	Apple macOS 15
	Apple macOS 14
	Apple macOS 13
	Apple macOS 12
	Apple macOS 11
	Apple macOS 10.15 (Catalina)
	Chrome OS
	Apple iOS 18
	Apple iOS 17
	Apple iOS 16
	Google Android OS 15
	Google Android OS 14
	Google Android OS 13
	Google Android OS 12
	Google Android OS 11
	Google Android OS 10
	Google Android OS 9
	Google Android OS 8
	Following requirements are mandatory for our services to work:
	Minimum screen resolution:1024x768
	For browser version (Windows, Mac, Linux):
	Google Chrome 115 and higher
	Mozilla Firefox 102 and higher
	Microsoft Edge (Chromium-based)
	Apple Safari 13 and higher
	Opera 80 and higher
Audio devices	USB/BT audio device (call control requires USB/USB dongle)
	Call control functions for Alcatel-Lucent Premium DeskPhone 8058s/8068s/8078s
	Call control functions for Alcatel-Lucent Enterprise ALE-300/ALE-400/ALE-500 DeskPhones
	Call control functions for Alcatel-Lucent DECT headset
	AD1/AD2/AD51/AD52
	Call control functions for Alcatel-Lucent DECT AD series
	Call control functions for Plantronics audio devices
	Call control functions for Jabra audio devices
	Call control functions for Sennheiser audio devices
	Call control functions for Konftel audio devices
	Call control functions for headphone jack
	Compatible with CarPlay

Virtualized environment	OmniSsa Horizon and Citrix with audio flows
VoIP	G711/Opus SRTP SIP over WebSocket
Experience	Softphone with VoIP or with remote call control of a hardphone
Communication server	Rainbow cloud
Licenses	Business/Enterprise/Attendant Essential for basic service
Languages	Arabic Catalan Chinese Simplified Chinese Traditional Czech Dutch English Finnish French German Hebrew Italian Japanese Korean Norwegian Polish Portuguese Portuguese Brazilian
Security and protocols	TLS 1.2 Secure HTTP (HTTPS) Secure RTP (SRTP) DTLS XMPP over WSS (WebSockets over TLS) Network traversal User password policy User session maintained with secured token Single Sign-On (SSO): SAML 2.0, Open Id OAuth 2.0 authentication Improve email deliverability ASIP Sante / Pro Sante connect login (HDS ONLY)
Integration to Microsoft	Integration is done at cloud level between Rainbow and Microsoft Azure/O365 Search for Azure Office 365 shared contact Get Office365 calendar appointment/presence Synchronize Teams presence

Ready to discover how to implement [Rainbow Hybrid](#) and cloud capabilities for your business?

Contact our sales team today and request a demo!