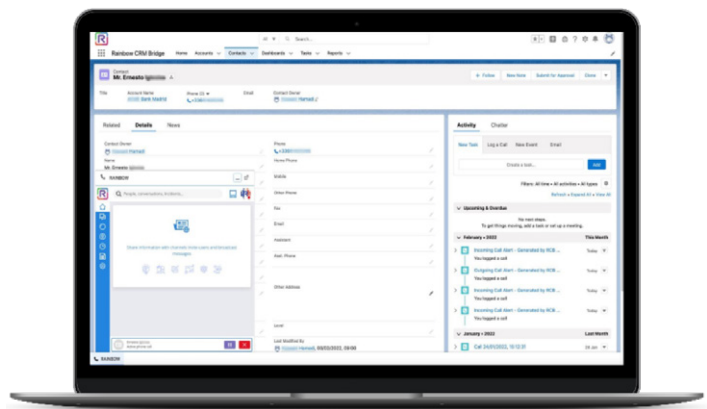


# Rainbow by Alcatel-Lucent Enterprise Salesforce Connector

Real-time communications and collaboration capabilities in your Salesforce CRM cloud environment

The Rainbow™ by Alcatel-Lucent Enterprise Salesforce Connector (also known as Rainbow CRM Bridge) adds real-time communications and collaboration capabilities to customers' Salesforce (SFDC) CRM cloud environment by integrating the company telephony system with Salesforce.

The Rainbow CRM Bridge acts as middleware that connects your Salesforce Customer Relationship Management (CRM) system with Rainbow by Alcatel-Lucent Enterprise.



Rainbow CRM Bridge is hosted in the Alcatel-Lucent Enterprise cloud and works inside Salesforce as an integrated component. It retrieves Rainbow contact information and provides functionality including conversations, CRM contact information on incoming calls, dialling out when calling CRM contacts, audio/video calls and calls history.

## The Rainbow CTI connector provides CRM users with the following features:

Contact, account or lead screen pop-up (auto search, contact, account or lead search and display)

- VoIP calling (to PBX extensions, to public phone numbers)
- Presence
- Any device (choose and control any phone)\*
- ALE Business phone control (with single call management)
- Chat with contacts
- Bubble management
- Contact list management
- File Sharing
- Automated inbound/outbound call activity record in SFDC
- Activity Log for incoming calls in nomadic mode
- Rainbow phone call history
- Enable/Disable incoming call ringtone

\* Requires Rainbow Business, Enterprise, or Enterprise Conference subscription.

## Datasheet

Rainbow by Alcatel-Lucent Enterprise Salesforce Connector

## Rainbow Salesforce Connector installation prerequisites

The list of prerequisites and configurations required to setup and run the Rainbow CRM Bridge application are divided into four sections.

### 1. Rainbow Connect subscription and PBX configuration:

#### 1.1 Equipment configuration

- The equipment should be configured with Server Type as Alcatel-Lucent OmniPCX® Enterprise or Alcatel-Lucent OXO Connect. Activation of the WebRTC gateway option should follow (if the feature is required)

#### 1.2 Licenses

- A Rainbow Essential subscription is required for WebRTC audio and video call
- A Rainbow Essential subscription is required for telephony calls with basic functionality such as dial, answer and hang-up
- A Rainbow Business subscription is required for the call hold and retrieve functionality in telephony-based calls
- A Rainbow Business subscription is required for VOIP user functionality
- A Rainbow Enterprise subscription is required for conference calls

### 2. PABX: OmniPCX Enterprise or OXO Connect:

#### 2.1 Version

- OmniPCX Enterprise firmware version should be v12 or higher
- OXO Connect release should be R3.x or higher

#### 2.2 Configuration

- OmniPCX Enterprise or OXO Connect must be paired with Rainbow for example, a CCC Agent application is necessary
- A SIP trunk should be configured between the WebRTC Gateway (VM) and OmniPCX Enterprise or OXO Connect
- Remote extensions should be configured and associated with desk phones for nomadic Rainbow users

#### 2.3 Licenses

- Licenses are required to create remote extensions in OmniPCX Enterprise
- SIP trunk licenses are required to create a SIP trunk between OmniPCX Enterprise and WebRTC Gateway (VM)

### 3. SFDC:

The Rainbow CRM Bridge application works inside Salesforce as an integrated component and requires a Salesforce subscription. The application acts as a central hub with different communications channels. One part of it is used to establish communications with the Rainbow Server using the Rainbow Web SDK and the other part is used for bridging the Salesforce environment using the Channel Integration Framework. Together they are responsible for the connector's full set of features.

### 4. Rainbow Connect subscription:

Rainbow Salesforce Connector requires a Rainbow Connect subscription for each SFDC user to access connector functionality.

The Rainbow Connect subscription can be ordered using the Rainbow Administration interface. Four (4) levels of subscription are available:

- Rainbow Connect 1 Month
- Rainbow Connect 1 Year
  - Rainbow Connect 3 Year
  - Rainbow Connect 5 Year

For more information on the Rainbow by Alcatel-Lucent Enterprise Salesforce Connector please speak to your local Sales Representative or [contact us](#) through our home page.