

RAINBOW CRM BRIDGE – CONNECTOR DETAILS

Rainbow CRM Bridge



Rainbow™

Legal Notice

Alcatel-Lucent Enterprise, ALE International and the Alcatel-Lucent Enterprise logo are trademarks of ALE International. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. ALE International assumes no responsibility for inaccuracies contained herein.

Copyright © 2024 ALE International - All rights reserved.

Index

1	Introduction	4
2	Version Detail of CRMs in production	5

1 Introduction

Rainbow CRM Bridge acts as a middleware that connects third party CRMs e.g. ServiceNow, MS Dynamics 365, Zoho etc. with ALE Rainbow. Rainbow CRM Bridge is hosted in ALE Cloud and works inside third-party CRMs as an integrated component.

The integrated version of Rainbow powered by Rainbow CPaaS APIs, eliminates the need of a separate desktop application and brings the power of Rainbow inside the everyday business applications.

Rainbow CRM Bridge uses the CPaaS platform to pull Rainbow user details e.g. Contacts, Conversations and Bubbles. This enables the logged in user to receive Rainbow Calls, Office PBX calls and perform variety of actions including Audio and Video calls.

For more details on Rainbow CRM Bridge, please refer to the datasheet.

2 Version Detail of CRMs in production

Sr. #	Rainbow Connector Version	CRM	Connector URL
1	3.1.24	Zoho	https://zoho.openrainbow.io/
2	3.2.2	Zendesk	https://zendesk.openrainbow.io/
3	3.2.3	Salesforce	https://sfdc.openrainbow.io/
4	3.1.8	Servicenow	https://servicenow.openrainbow.io/
5	3.1.17	MS Dynamics 365	https://msdynamics.openrainbow.io/
6	3.0.12	MS Dynamics XPO	https://xpo-msdynamics.openrainbow.io/
7	3.1.22	Jadu CXM	https://jadu.openrainbow.io/
8	3.2.1	HubSpot	https://hubspot.openrainbow.io/
9	3.1.15	Pipedrive	https://pipedrive.openrainbow.io/
10	3.1.16	SuiteCRM	https://suitecrm.openrainbow.io/
11	3.1.18	Freshsales	https://freshsales.openrainbow.io/
12	3.2.4	Apptivo	https://apptivo.openrainbow.io/

enterprise.alcatel-lucent.com

Alcatel-Lucent Enterprise name and the Alcatel-Lucent Enterprise logo are trademarks of ALE Holding. To view other trademarks used by affiliated companies of ALE Holding, visit: enterprise.alcatel-lucent.com/trademarks. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Neither ALE Holding nor any of its affiliates assumes any responsibility for inaccuracies contained herein