

RAINBOW CCD AGENT

MIXED/FIXED MODE
EARLY ADOPTER PHASE

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RAINBOW OXE CCD AGENT

► Objective

- Rainbow user can be an **OXE CCD Agent**.

► Use cases

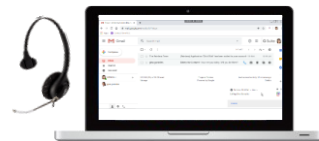
- #1 : Rainbow user logs in the CCD and uses his Rainbow device in **VoIP mode**.
- #2 : Rainbow user logs in the CCD and select an **OXE phone set** to manage Voice
- #3 : Rainbow user logs on the CCD and select an **Other phone** to manage Voice

► Main benefits

- The Rainbow application doesn't require any VPN or SBC
- Wen application doesn't require deployment
- Rainbow Agent Specific GUI eases Agent actions

► Prerequisite

- Rainbow Enterprise license per user
- OXE software must be at least R12.4 MD5



PSTN / mobile

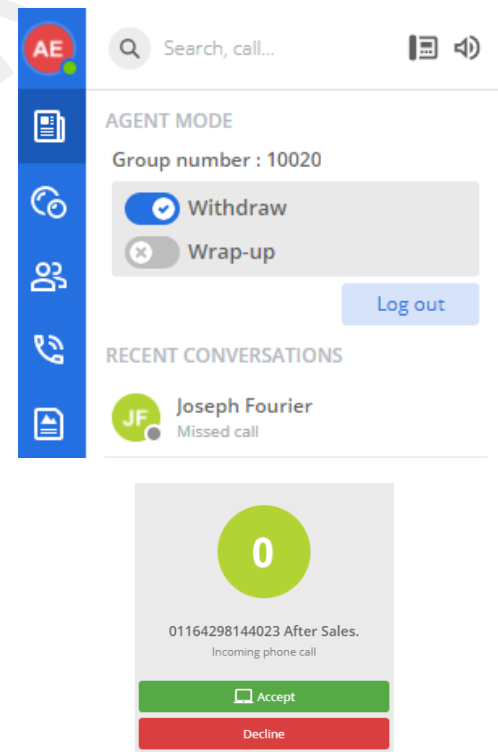
RAINBOW OXE CCD FEATURES

▶ The Rainbow application supports following CCD features

- ▶ Agent login/log-off
- ▶ Fixed device or any device
- ▶ Self assigning / ordinary agent
- ▶ Password
- ▶ Wrap up automatic and manual
- ▶ Withdraw from the distribution (w/o reason)
- ▶ Ready/not Ready states
- ▶ Pause state display
- ▶ Pre-assignment state display (Group waiting)
- ▶ Joined group display
- ▶ Pilot display in call

▶ Not implemented

- ▶ Supervisor
- ▶ Business code / skills
- ▶ Call Supervisor



CONFIGURATION MODES

Standard / Fixed / Mixed

A Rainbow user can be configured according to 3 modes :

- Standard mode

- User is associated ONLY to a OXE CCD agent number
- To use VoIP mode, Rainbow selects a Rex in a pool
- User has telephony only during his CCD session

Phone information	
Equipment	oxe-jm-97
Extension number	81000101 - CCD agent
Acd authorized phoneset number	Choose Acd authorized phoneset number

- Fixed Mode

- User is associated FIRST with a OXE CCD agent number and has also a Rex ProACD
- To use VoIP mode, Rainbow selects a Rex in a pool
- User has telephony only during his CCD session

Phone information	
Equipment	oxe-jm-97
Extension number	81000105 - CCD agent
Acd authorized phoneset number	85000105 - Remote Extension

- Mixed Mode

- User is associated FIRST to a Rex for his private calls AND a CCD agent number
- User can Always manage his private calls in Computer (VoIP)
- Once logged on the CCD, His own Rex is used as ProACD device

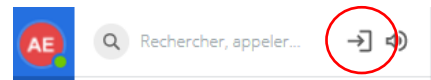
Phone information	
Equipment	oxe-jm-97
Extension number	85000106 - Remote Extension
Agent number	81000106 - CCD agent

RAINBOW CCD AGENT - TELEPHONY MODE

STANDARD MODE - CCD ONLY

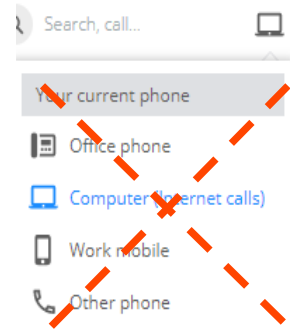
Rainbow CCD Agent has a unique extension : a **CCD agent number**

- When agent is logged OFF: user has **no telephony**
 - Private agent number is not monitored when logged-off
- A new icon is displayed for Agent to log ON CCD.



Telephony mode is valid for the Agent Session

- At log On, user selects his telephony mode for the session
- When logged in, he **cannot change** this choice
- When logged out, telephony is **not more available**
- Rainbow selects Rex in a pool



RAINBOW CCD AGENT - TELEPHONY MODE

MIXED MODE - PRIVATE/CCD

Rainbow user is a standard user VoIP only (associated to a REX) and he also owns a OXE CCD agent number defined in Rainbow administrattion .

- When logged-off from CCD: He can manage his **private calls**
- When logged-on on the CCD: He can manage **CCD distributed calls and private.**

Restriction :

Only Computer (Voip) is supported

- User cannot use a deskphone for private calls or CCD calls

STANDARD MODE

Use case#1 : Agent uses his device for voice

- ▶ The user logs ON as a CCD Agent from the Rainbow application
- ▶ When he logs On,
 - ▶ His current Rainbow device is used for VoIP
 - ▶ Optionally, he can enter the **group number** he wants to join (*)
 - ▶ If required, he must enter a 4 **digits password** (*)

Once logged On,

- ▶ The agent manage his CCD actions from Rainbow
- ▶ Voice is on his Rainbow device PC/MAC.

Behind the scene

- ▶ Rainbow selects a free Rex with Pro-ACD and use it for log ON
- ▶ **Supervisor must not force LogOn because nomadic destination will not be updated**

(*) Depends on CCD configuration



Computer
VoIP

Connecting in Agent mode

AGENT NUMBER 10010

Please define the phone you want to use

☒ COMPUTER (INTERNET CALLS)

☐ Office Phone (with ACD attribute)

☐ Other Phone

GROUP NUMBER (OPTIONAL)

PASSWORD (OPTIONAL 4-DIGIT CODE)

STANDARD MODE

Use case#2 : Agent uses An OXE phone set.

- ▶ The user **must** log on the CCD Agent from the Rainbow application
- ▶ When he logs On,
 - ▶ He enters the **phone number** of the selected phone
 - ▶ Optionally, he can enter the **group number** he wants to log-in (*)
 - ▶ If required, he must enter a 4 **digits password** (*)

Once logged On,

- ▶ The agent manage his CCD actions from Rainbow
- ▶ Voice is on his OXE Deskphone.

Behind the scene

- ▶ The OXE phone number must be configured with **Pro-ACD** attribute
- ▶ Must **not** be part of any multiset
- ▶ Must **not** be associated to a Rainbow user

(*) Depends on CCD configuration



DeskPhone

AGENT NUMBER 10010

Please define the phone you want to use

☐ COMPUTER (INTERNET CALLS)

☒ Office Phone (with ACD attribute)

☐ Other Phone

ACD AUTHORIZED PHONESSET NUMBER (OPTIONAL)

GROUP NUMBER (OPTIONAL)

PASSWORD (OPTIONAL 4-DIGIT CODE)

STANDARD MODE

Use case#3 : Agent uses Another Phone

- ▶ The user logs ON as a CCD Agent from the Rainbow application
- ▶ When he logs On,
 - ▶ His must enter a Phone number (external PSTN)
 - ▶ Optionally, he can enter the **group number** he wants to join (*)
 - ▶ If required, he must enter a 4 **digits password** (*)

Once logged On,

- ▶ The agent manage his CCD actions from Rainbow
- ▶ Voice is on his external phone.

Behind the scene

- ▶ Rainbow selects a free Rex with Pro-ACD and use it for log ON
- ▶ **Supervisor must not force LogOn because nomadic destination will not be updated**

(*) Depends on CCD configuration

Other Phone
PSTN

The screenshot shows a login form titled 'AGENT NUMBER 10010'. Below the title, it says 'Please define the phone you want to use'. There are three radio button options: 'COMPUTER (INTERNET CALLS)', 'Office Phone (with ACD attribute)', and 'Other Phone'. The 'Other Phone' option is selected with a blue checkmark. Below the options, there is a text input field labeled 'Other Phone Number (mandatory)' containing the number '+33 3 90 67 00 00'. Below that is a text input field labeled 'GROUP NUMBER (OPTIONAL)' which is empty. At the bottom is a text input field labeled 'PASSWORD (OPTIONAL 4-DIGIT CODE)' which is also empty.

New S161



Computer mode
VoIP

MODE MIXED

CASE#1 : AGENT USES RAINBOW FOR VOIP.

- ▶ User can only use Computer mode (VoIP)
- ▶ When he logs-On CCD,
 - ▶ Computer mode (VoIP) is also the only available mode
 - ▶ Optionally, user can select **CCD group** (*)
 - ▶ If needed, he can enter **CCD password** (*)

Once logged on,

- ▶ Rainbow user can manage his CCD features
- ▶ Calls are in VoIP.

Behind the scene

- ▶ Same Rex as for private calls (must be also a Pro-ACD)

(*) Depends on CCD configuration

CALL MANAGEMENT

User CCD Agent

- ▶ User being an OXE CCD Agent
 - ▶ He will receive call distributed by the CCD
 - ▶ He can manage private calls in the CCD context
 - ▶ To avoid CCD distribution when busy in a private call, agent must withdraw from CCD
- ▶ User being a Rainbow user
 - ▶ Administrator can apply a profile without WebRTC call
 - ▶ If granted for WebRTC calls
 - ▶ He can activate Rainbow **DND** to avoid receiving WebRTC Call
 - ▶ When in a WebRTC Call, Rainbow will **AUTOMATICALLY withdraw** the agent
- ▶ Specific Rainbow client behavior
 - ▶ A Rainbow CCD Agent **CANNOT DECLINE** a PBX call

CONFIGURATION

OXE configuration

- ▶ CCD agents must be configured

In addition to support mobile/computer VoIP use case #1

- ▶ WebRTC gateway must be setup
- ▶ A **pool of REX** must be defined (with ProACD attribute)

These Rex must **not be part** of any multiset and must **not be associated** to any Rainbow user

Rainbow administration

- ▶ User must have a Rainbow Enterprise license
- ▶ User's extension number must be set with an **OXE Agent number**

CONFIGURATION

Agent Profiles

▶ ACD Device association

- ▶ **Fixed Agent** :the associated phone set is fixed by configuration.
 - ▶ In Office mode, ProACD set number must be filled with fixed phone number
 - ▶ Computer mode and Other phone mode are not compatible with fixing the ACD device association
- ▶ **Mobile Agent**: this agent can decide which ACD phone set to use
 - ▶ In Office mode, ProACD set number must be filled with fixed phone number
 - ▶ In Computer mode, user has nothing to enter, Rainbow selects automatically a Rex n the pool
 - ▶ In Other Phone mode, user has to enter PSTN destination number and Rainbow selects automatically a Rex in the pool

▶ ACD Group Assignment

- ▶ **Ordinary Agent** :This type of agent cannot choose the processing group when logging on. Either he enters one pre-assigned group, or he is assigned to one processing group.
 - ▶ During logON, Group field must be kept empty or filled with Preferred Group Number (when existing)
- ▶ **Self-assignable Agent**: this agent decides which processing group to join
 - ▶ During logON, Group field must be filled with one of the pre-assigned Group Number

SELF-ASSIGNING AGENT

Self-Assigning Agent

- ▶ Must have the self-assigning flag set
- ▶ Is attached to **several Group**
- ▶ Must **not** have a **Preferred Group**

When Agent logs-ON, he **MUST** enter the group number he wants to join.

Please define the phone you want to use

- ☒ COMPUTER (INTERNET CALLS)
- ☐ Office Phone (with ACD attribute)
- ☐ Other Phone

GROUP NUMBER (OPTIONAL)

20012 (Mandatory)

The screenshot shows the configuration window for an agent. Key elements include:

- Attachment PG Agents:** A list containing 'AG Group' and 'Test Mad'.
- Skills:** A table with columns: N., Abbr..., Domain, Skill, Le..., A.
- Agent's name:** ACD Agent
- Agent's first name:** (empty)
- Category:** Agent
- Assigned to PG Agents:** None
- Agent status:** Logged Off
- Communication status:** (empty)
- Presentation Message Activation:** ☐
- Secret Code:** (empty)
- Password at log-on:** ☐
- Self-Assigning Agent:** ☒
- Can set his skills:** ☐
- Associated set no.:** (empty)
- Preferred GT Agents:** None
- Pres. Message Number:** (empty)
- Nb of Presentation Mess. File:** (empty)

ORDINARY AGENT WITH PREFERRED GROUP

Ordinary Agent with Preferred Group

- ▶ Must have the self-assigning flag **unset**
- ▶ Can be attached to **several Group**
- ▶ **Must have a Preferred Group**

When Agent logs-ON,

- ▶ He can let the group number empty or
He **must** enter the exact PG number.

☒ COMPUTER (INTERNET CALLS)
☐ Office Phone (with ACD attribute)
☐ Other Phone

GROUP NUMBER (OPTIONAL)

(Empty)

OR

☒ COMPUTER (INTERNET CALLS)
☐ Office Phone (with ACD attribute)
☐ Other Phone

GROUP NUMBER (OPTIONAL)

2011 (Preferred Group)

Attachment PG Agents

AG Group
Test Mod

Add Delete

Skills

N...	Abbr...	Domain	Skill	Le...	A
------	---------	--------	-------	-------	---

Add Modify Delete Copy Paste

Agent's name: ACD Agent
Agent's first name:
Category: Agent
Assigned to PG Agents: None
Agent status: Logged Off
Communication status:
Presentation Message Activation: ☐
Dyn. Voice Mess. Config:
Cancel withdraw

Secret Code:
Password at log-on: ☐
Self-Assigning Agent: ☐
Can set his skills: ☐
Associated set no.:
Set...
Preferred GT Agents: Test Mod
Pres. Message Number:
Nb of Presentation Mess. File:
Other Actions...

ORDINARY AGENT WITHOUT PREFERRED GROUP

Ordinary Agent without Preferred Group

- ▶ Must have the self-assigning flag **unset**
- ▶ Can be attached to **several Group**
- ▶ Has not a **Preferred Group**

When Agent logs-ON,

- ▶ He **MUST** let the group number empty
- ▶ He is then in Pre-Assigned state until supervisor forces his group **2**

Attachment PG Agents

N...	Abbr...	Domain	Skill	Le...	A
------	---------	--------	-------	-------	---

Agent's name: ACD Agent

Agent's first name:

Category: Agent

Assigned to PG Agents: None

Agent status: Logged Off

Communication status:

Presentation Message Activation: ☐

Secret Code:

Password at log-on:

Self-Assigning Agent: ☐

Can set his skills:

Associated set no.:

Preferred GT Agents: None

Pres. Message Number:

Nb of Presentation Mess. File:

Other Actions: 2

COMPUTER (INTERNET CALLS) ☒

Office Phone (with ACD attribute) ☐

Other Phone ☐

GROUP NUMBER (OPTIONAL)

(Empty)

AGENT MODE

Group number : Waiting...

Log out

Others Actions on Agent

Name ☒ Number ☐

ACD Agent 10010

Work station No.: 10012

Assigned PG Agents: AG Group

Force Log-Off

Entry in PG Agent

Withdraw

Wrap-up

Log out

AVAILABILITY & SCOPE

- ▶ BP must be certified for OXE/CCD
- ▶ OXE must be updated with last maintenance release R12.4 MD5
- ▶ Supported Rainbow clients
 - ▶ Web application
 - ▶ Windows and Mac OS applications
 - ▶ Mobile application IOS and Android
- ▶ Scope caveat
 - ▶ CCD Agent only (no supervisor functions)
 - ▶ DECT are not supported as ProACD device

C O N T A C T U S



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