

RAINBOW CCD AGENT

MIXED/FIXED MODE
EARLY ADOPTER PHASE

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RAINBOW OXE CCD AGENT

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- ▶ **Objective**

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

- ▶ **Use cases**

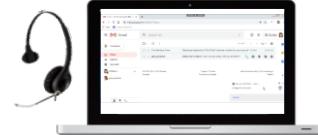
- ▶ #1 : Rainbow user logs in the CCD and uses his Rainbow device in **VoIP mode**.
 - ▶ #2 : Rainbow user logs in the CCD and select an **OXE phone set** to manage Voice
 - ▶ #3 : Rainbow user logs on the CCD and select an **Other phone** to manage Voice

- ▶ **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**

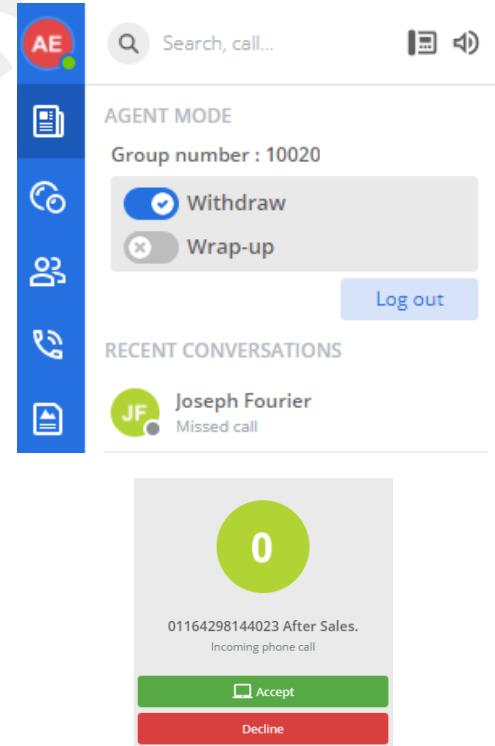
- ▶ Rainbow Enterprise license per user
 - ▶ OXE software must be at least R12.4 MD5



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
- 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
- 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	81000101 - CCD agent
Acd authorized phoneset number	Choose Acd authorized phoneset number

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

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

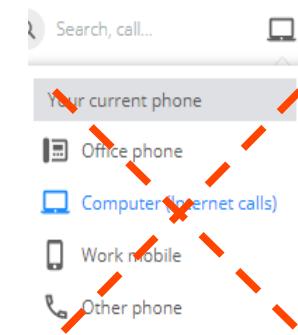
Rainbow CCD Agent has a unique extension : a **CCD agent number**

- 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 administration .

- 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.**

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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** (*)

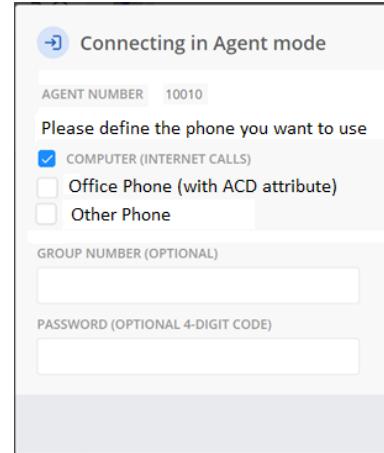
Once logged On,

- ▶ 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



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	
<input type="checkbox"/> COMPUTER (INTERNET CALLS) <input checked="" type="checkbox"/> Office Phone (with ACD attribute) <input type="checkbox"/> Other Phone	
ACD AUTHORIZED PHONESET NUMBER (OPTIONAL)	
<input type="text"/> <input type="text"/>	
GROUP NUMBER (OPTIONAL)	
<input type="text"/> <input type="text"/>	
PASSWORD (OPTIONAL 4-DIGIT CODE)	
<input type="text"/> <input type="text"/>	

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

AGENT NUMBER 10010

Please define the phone you want to use

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

Other Phone Number (mandatory)

+33 3 90 67 00 00

GROUP NUMBER (OPTIONAL)

PASSWORD (OPTIONAL 4-DIGIT CODE)

MODE MIXED

CASE#1 : AGENT USES RAINBOW FOR VOIP.

New S161



Computer mode
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)

Connecting in Agent mode

Please enter the number of the phone extension to which you are going to connect in Agent mode. Specify the group you want to log in (optional) to and the password (optional).

AGENT NUMBER

810000106

PLEASE DEFINE THE PHONE YOU WANT TO USE

Computer (Internet calls)

GROUP (OPTIONAL)

PASSWORD (OPTIONAL 4-DIGIT CODE)

Close Log in

(*) 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)

Attachment PG Agents

AG Group
Test Mad

Skills

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

Add Delete

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.

Secret Code:

Password at log-on:

Self-Assigning Agent:

Can set his skills:

Associated set no.:

Set ...

Preferred GT Agents: None

Pres. Message Number:

Nb of Presentation Mess. File:

Cancel withdraw Other Actions...

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**

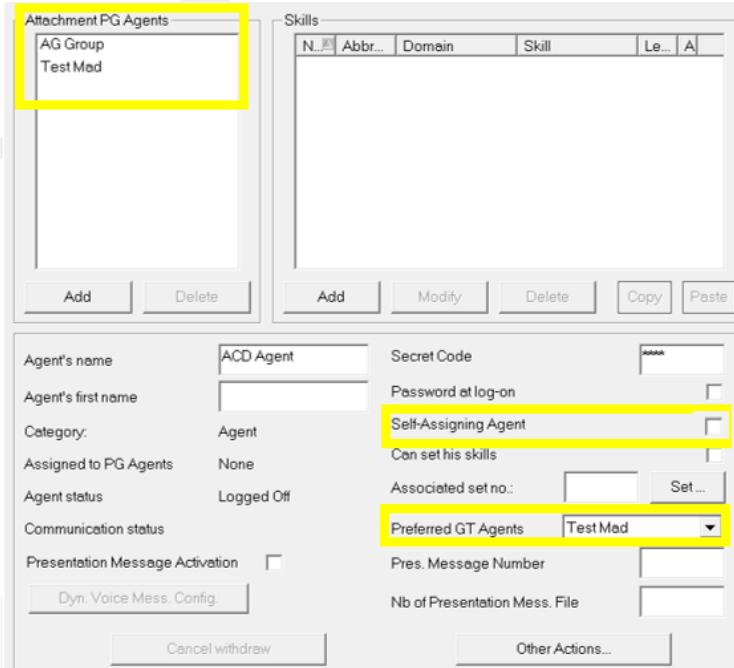
When Agent logs-ON,

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

<input checked="" type="checkbox"/> COMPUTER (INTERNET CALLS)
<input type="checkbox"/> Office Phone (with ACD attribute)
<input type="checkbox"/> Other Phone
GROUP NUMBER (OPTIONAL)
(Empty)

OR

<input checked="" type="checkbox"/> COMPUTER (INTERNET CALLS)
<input type="checkbox"/> Office Phone (with ACD attribute)
<input type="checkbox"/> Other Phone
GROUP NUMBER (OPTIONAL)
2011 (Preferred Group)



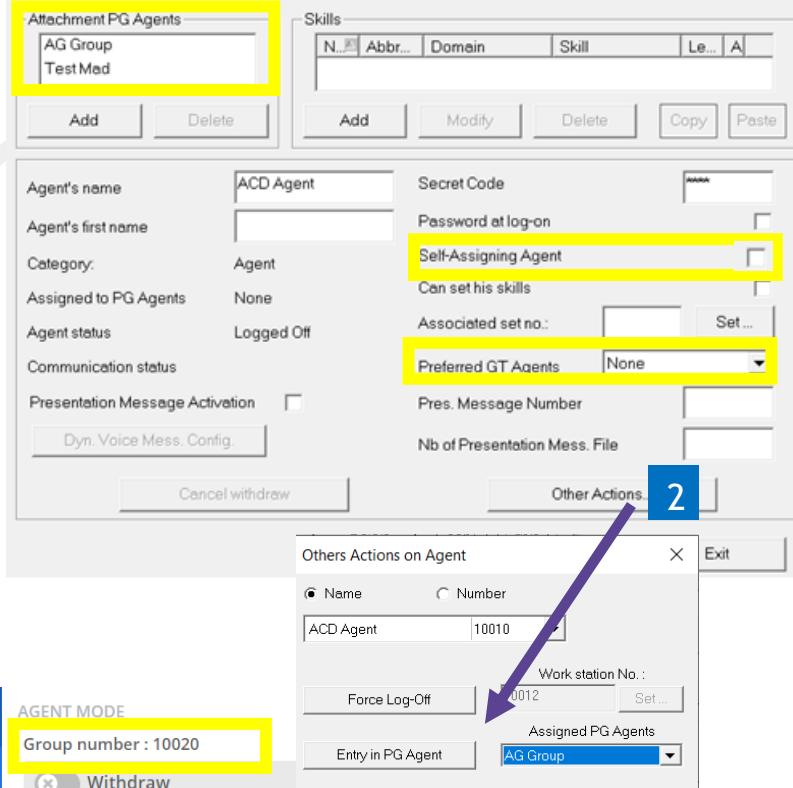
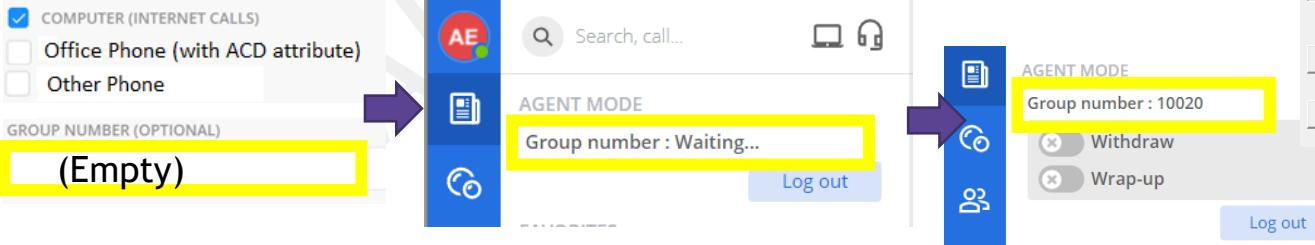
ORDINARY AGENT WITHOUT PREFERRED GROUP

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**



AVAILABILITY & SCOPE

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- ▶ 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

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