

# Rainbow by Alcatel-Lucent Enterprise



## Rainbow Visual Assistance:

Escalate your voice communication to video

Setting up your production instance

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Early Adopter

## Rainbow Visual Assistance: introduction

### What is Rainbow Visual Assistance?

Rainbow Visual Assistance (RVA) is a business communication solution based on Alcatel-Lucent Enterprise's Rainbow™.

It allows someone on site to set up audio or video conferences with remote contacts in order to accurately describe the situation at hand. This enables teams to respond quickly.

### Key Benefits:

- **Improve the qualification of problems encountered:** Remote visual assistance allows technicians to observe the environment, equipment, and symptoms described in real time, which improves diagnostic accuracy and reduces interpretation errors.
- **Reduce travel:** By resolving most incidents remotely through video and document sharing, the company limits on-site interventions, thereby reducing logistics costs and response times.
- **Improve first-contact resolution:** Direct visualization of the situation allows the root cause of the problem to be identified immediately and a complete solution to be provided from the first interaction.
- **Increase customer satisfaction:** Fast, efficient support without unnecessary travel reinforces the perception of professionalism and improves the overall customer experience.

**Ideal Customer Profile:** This solution is particularly suited to organizations that frequently visit the premises of their customers, whether they are individuals, businesses, or government agencies.

## 2. Rainbow Remote Visual Assistance components overview

### 1. Rainbow

#### **Definition:**

Rainbow is a cloud-based unified communications platform of digital collaboration services. It delivers essential communication services such as:

- Peer-to-peer calls
- Conference bubbles
- Messaging channels
- Video sharing

#### **Role in Rainbow Visual Assistance:**

Provides the communication environment to the expert: telephony, chat, document sharing, video. It is too the conferences container.

### 2. Click To Connect

#### **Definition:**

The Rainbow™ Click-to-Connect by Alcatel-Lucent Enterprise solution delivers a Click-to-Chat (C2Ch) service. The solution provides a URL that can be integrated into the client's website and allows a surfer to connect to the C2Ch service without having to download an app.

#### **Role in Rainbow Visual Assistance:**

Conference creation, adding the expert and the customer in.

### 3. SMS Gateway

#### **Definition:**

The SMS gateway allows you to send text messages, or Short Message Service (SMS), in bulk. The service is included in the application. The SMS Gateway is centralized, hosted, and provided by ALE.

#### **Role in Rainbow Visual Assistance:**

Sending the SMS containing the video conference URL to the customer's smartphone

#### 4. Visual Assistance “Send SMS” plug-in

**Definition:**

Customization of the Rainbow interface to make it easier to send SMS messages. Customization consists of adding a button to the main menu and to the call context.

**Role in Rainbow Visual Assistance:**

Request the SMS sending to the customer

#### 5. Customer Rainbow Interface

**Definition:**

Rainbow thin client used by the end customer to interact with the expert. This interface can be accessed via a URL received by SMS.

It is a Rainbow interface customized with the company's colors. It offers all the native rainbow services: chat, document sharing, used to launch video communication.

*Note: In the current version, the Rainbow web client is not supported; you must use the PC client.*

**Role in Rainbow Visual Assistance:**

Rich Interactions with the expert. Container of the video sharing.

#### 6. Deployment and Support Packages

**Definition:**

Optional professional service offerings designed to facilitate configuration and activation

**Role in Rainbow Visual Assistance:**

Assist initial configuration and integration

Deliver dedicated ALE Customer Success management to ensure maximum readiness and operational effectiveness

#### 7. Rainbow Admin Configuration

**Definition:**

Administrative settings managed via Rainbow’s admin interface, allowing configuration of Rainbow functionalities and user permissions.

**Role in Rainbow Visual Assistance:**

Enables administrator to manage users, access permissions, notification settings, and telephony configurations

### 3. Rainbow Visual Assistance personas definition

#### 1. Company experts

- **Definition:**  
Professionals who will set up video conferences with remote clients to respond to their initial requests. They have both strong professional skills and a good knowledge of IT tools, including Rainbow™, so that they can launch operations and remotely guide the client.

#### 2. End Users

- **Definition:**  
Any person, whether a customer of the company or a prospective customer, who may be required to contact the company and be invited to participate in a video conference to enable the expert to better understand the situation.

#### 3. C2C Visio Assistance Bot

- **Definition:**  
A bot that, at the request of the expert, creates a Rainbow™ conference and adds participants to it, primarily the expert and the client with whom they are communicating.

#### 4. Rainbow Administrator

- **Definition:**  
Technical personnel in charge of configuring and maintaining Rainbow™, including managing employee data synchronization (via Active Directory, LDAP, or CSV uploads), setting up employee accounts, and ensuring continuous technical readiness of the system.

#### 5. IT and Security Personnel

- **Definition:**  
Specialists responsible for securing IT infrastructure, ensuring secure authentication, and supporting Rainbow™ data privacy and security.

#### 6. Service Provider & Business Partners

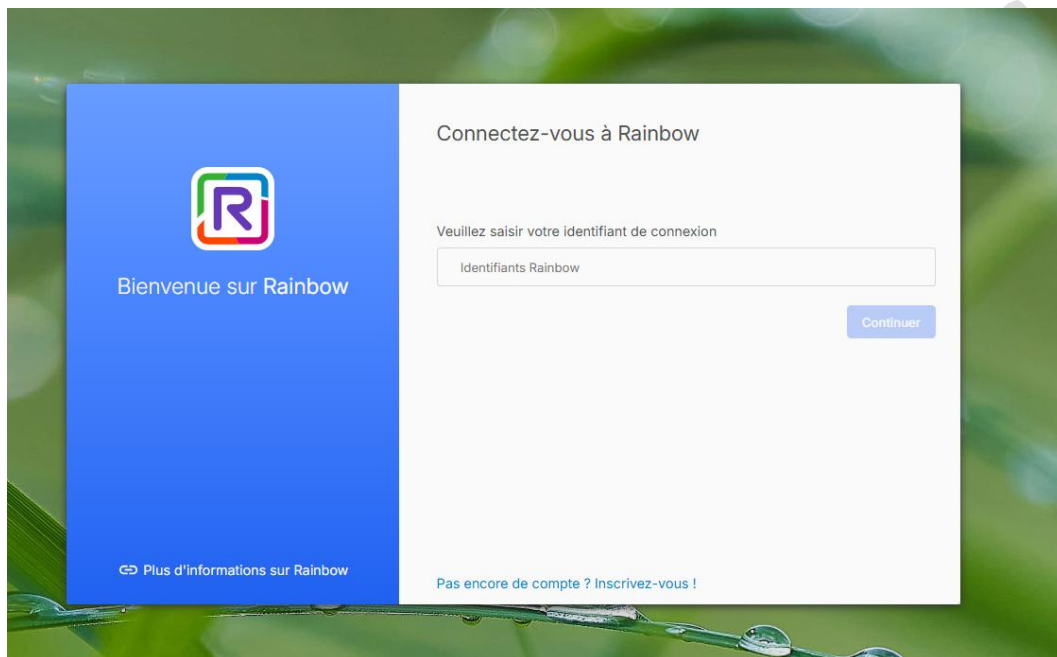
- **Definition:**  
External telecom service providers certified by ALE, supplying critical telephony infrastructure, including Direct Dial-In (DDI) numbers and SIP trunk services required to maintain external communication channels. Business partners authorized to distribute Rainbow™ and Rainbow™ Visual Assistance, provide deployment assistance, integration support, and complementary services essential to ensure seamless operation of the solution.

## 4. Rainbow™ Visio Assistant production environment configuration

The following section takes you step by step in setting up your Rainbow VA production environment.

There might be unclear items or questions: please provide us any feedback so we can enhance this document and the procedures.

Rainbow on production environment is multi-tenant . All companies and accounts must be created on [web.openrainbow.com](http://web.openrainbow.com) for the environment to work properly.



### ✓ Prerequisites

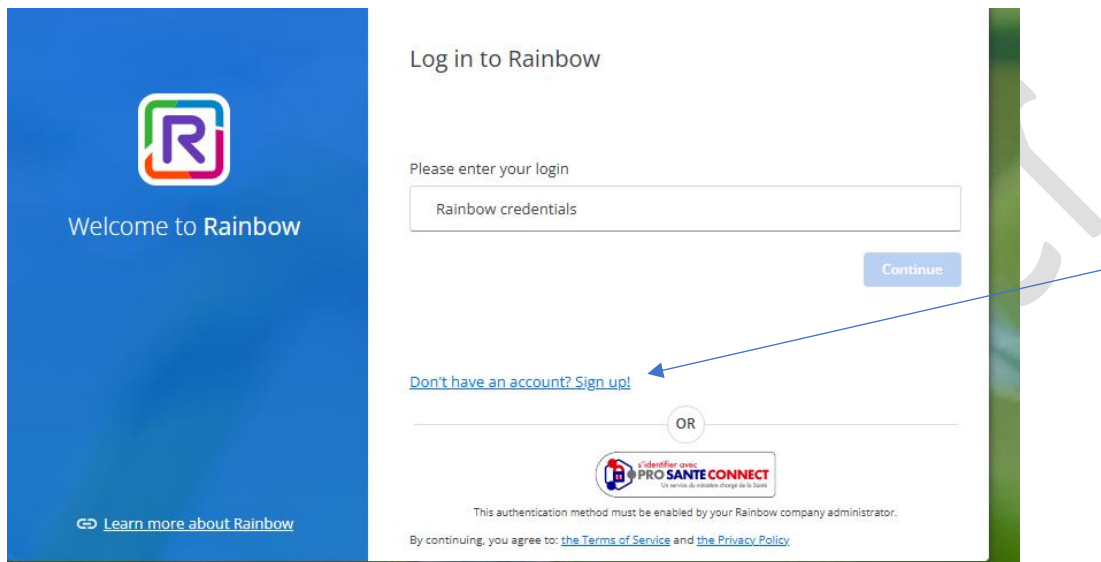
Prepare the following information before configuration:

- **Administrator account:** Email to create a Rainbow™ company on [web.openrainbow.com](http://web.openrainbow.com)
- **RVA Expert:** 1 account
- **RVA Bot:** 1 account with administrative privileges for the Rainbow™ company. This account is also used to configure the C2C service.
- **FQDN:** URL used to access the video assistance service from a mobile device.  
*Example: mycompany.openrainbow.io*
- **SIP trunk & DDI numbers:** Provided by a certified service provider or partner

## ▶ Step-by-step configuration

### 1. Creating a Rainbow™ Company & Administrator Account for Visio Assistance Production

- Log in to [web.openrainbow.com](http://web.openrainbow.com) with a dedicated admin email address for your RVA environment



- Create a new company environment specifically dedicated for Rainbow™ VA:
  - **Company Name**
  - **Country & Region**
- Assign the user as **Rainbow Administrator account**.
- The company should be **linked to your own partner company** in Rainbow™ so that licences can be assigned.
- Once your Rainbow™ VA company is connected to your partner company, you can add a **RVA Expert** subscription per user and one **Click To Connect** subscription to the company.

Once done, please notify your ALE contact so that the request is identified and our teams can support you in the process.

## 2. Company Configuration in Rainbow™

(Performed by Rainbow™ Administrator)

### ⚠ Important Warning

Before importing user data, ensure your Active Directory (AD), LDAP, or CSV file is fully accurate and updated, as incorrect data may cause configuration issues and compromise your Rainbow™ VA Production environment.

Always verify data integrity carefully before synchronization.

### ▶ Import User Data

- Prepare user data CSV (example available for download in Rainbow™) or connect LDAP synchronization.
- Create, import or synchronize user data:

The screenshot displays the 'Members' section of the Rainbow™ interface, specifically the 'Import Users in Bulk' and 'LDAP Synchronization' options.

**Import Users in Bulk:** This section offers three methods for importing user data:

- Import user information from Microsoft Azure Active Directory:** Represented by a blue diamond icon with a network diagram.
- Schedule the synchronization of user information from an LDAP directory:** Represented by a blue icon with the text 'LDAP'.
- Import user information from a formatted comma-separated values (CSV) file, for Voice users:** Represented by a blue icon with the text 'CSV'.

**LDAP Synchronization:** This section provides configuration options for connecting to an LDAP directory:






- Connector Name:** A text input field.
- Creation date:** A date input field.
- Last seen:** A date input field.
- Status:** A dropdown menu.
- AD/LDAP domain name:** A text input field.
- Synchronization period (hour):** A text input field with the value '6'.
- Next synchronization:** A date input field with the format 'mm/dd/yyyy --:-- --'.
- Users Selector:** A section with two checkboxes: 'Automatic users synchronization enabled' and 'Send enrollment email to new users'.

The interface also includes a 'Back To Members' button in the top right corner of each section.




## ▶ Assign Subscriptions

The company will need:

- 1 Voice Enterprise and 1 RVA Expert per expert
- 1 voice Enterprise for the Visio Assistance Bot
- 1 Click to Connect per company for the conference creation engine

Service	Plan
★  Essential	
★  Voice Business	Monthly
★  Voice Enterprise	Monthly
★  Voice Enterprise Dial-in pack	Monthly
★  Voice Attendant	Monthly

Option	Plan
★  Alert	Monthly
★  RVA Expert	1-Year prepaid
 Click To Connect	1-Year Prepaid

- **Select and assign appropriate subscriptions:**
  - **RVA Expert:** Company users who will initiate the conferences

1 RVA Expert and 1 Voice Enterprise subscription per expert

Information
Permissions
Telephony
Prog. keys
Services

Subscription

Essential

Voice Business Monthly

Voice Enterprise Monthly

Voice Enterprise Dial-in pack Monthly

Voice Attendant Monthly

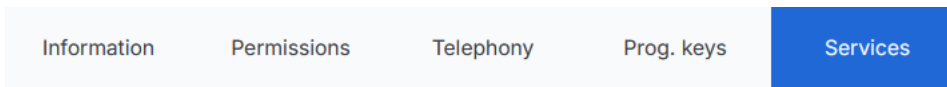
Options

Alert Monthly

RVA Expert 1-Year prepaid

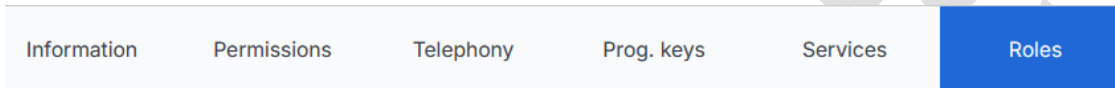
- **Bot Service Visio Assistance:** used to create the conferences

### 1 Voice Enterprise subscription and Administration role



#### Subscription

- Essential
- Voice Business Monthly
- Voice Enterprise Monthly
- Voice Enterprise Dial-in pack Monthly
- Voice Attendant Monthly



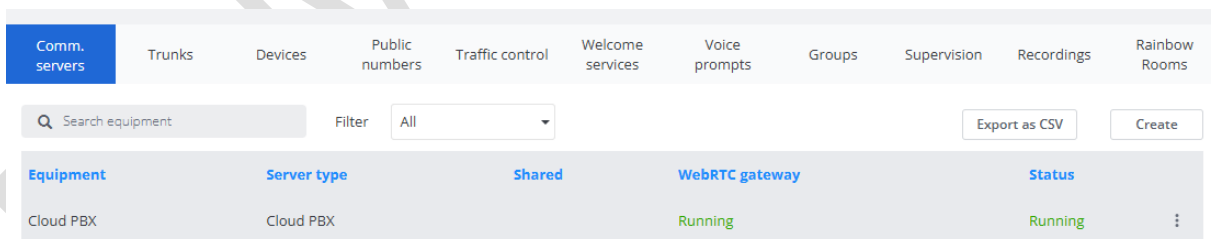
#### Roles

- Administration
- Analytics

### 3. Optional: Setup Cloud PBX in Rainbow™

*(Still in the Rainbow™ admin interface)*

#### ▶ Configure your Rainbow™ PBX in the Rainbow administration



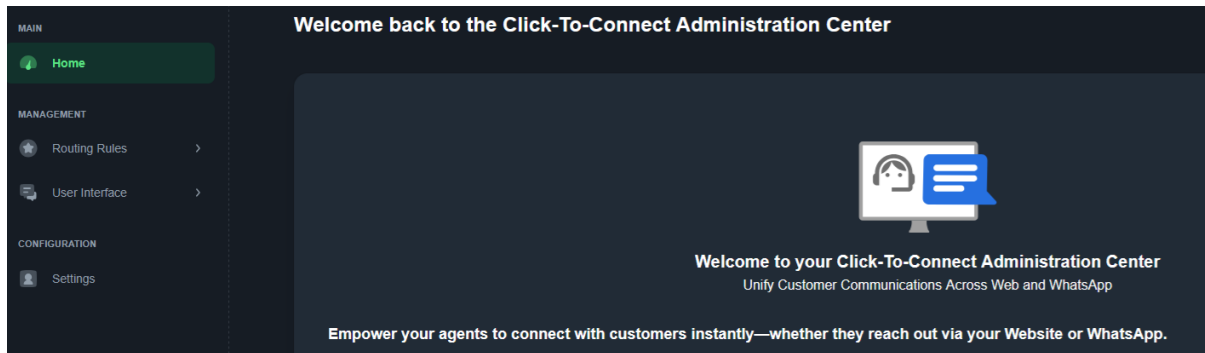
#### ▶ Configure SIP Trunk & public Numbers

- Connect the SIP Trunk provided by service provider.
- Configure DDI numbers:
  - Assign new DDI numbers to Core and Extended Team members.
  - Configure DDI number forwarding rules for employee accounts.

#### 4. Click to Connect Configuration in Rainbow™

##### **▶ Log in to the C2C Admin Center using the Bot's Rainbow™ account**

URL : <https://click-to-connect-admin.openrainbow.io/auth/login>

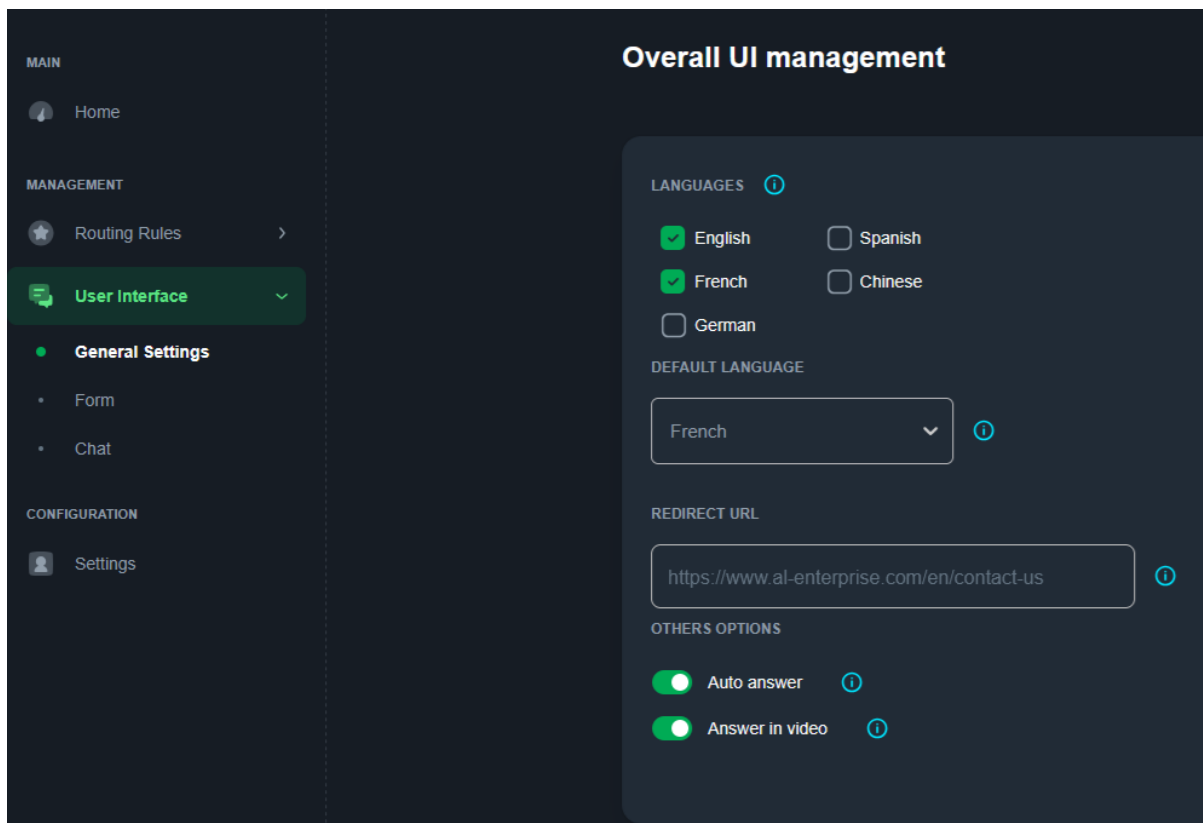


The link below will guide you through the C2C Admin Center and provide a detailed description of what you need to set up your C2C instance and routing flows if you want to use click-to-connect from a web page or a WhatsApp interaction:

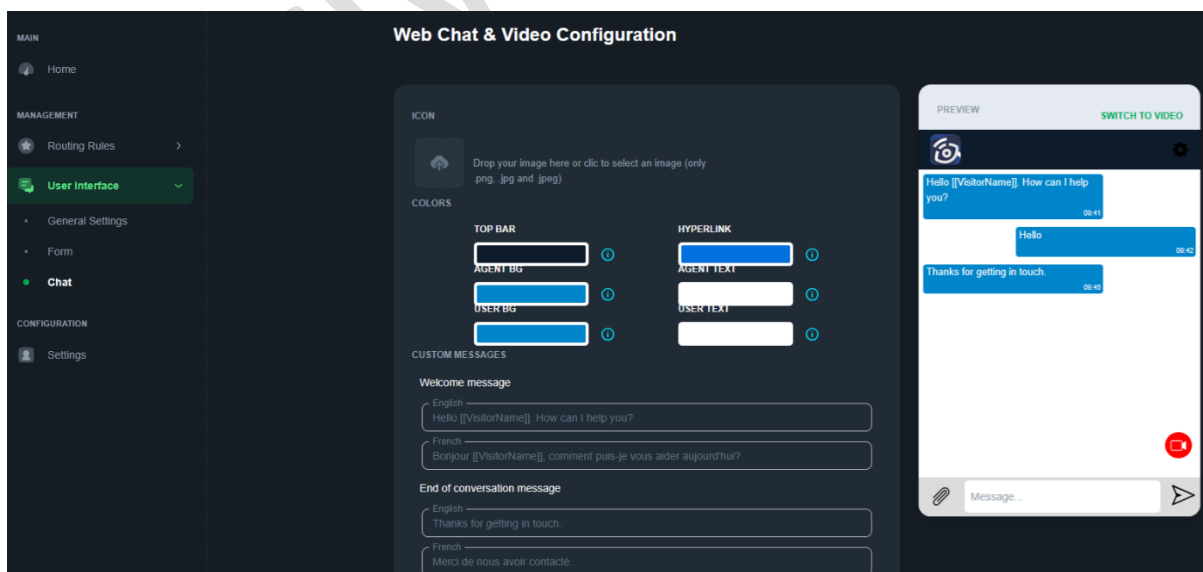
<https://help.openrainbow.com/hc/en-us/articles/29653865972242-Discover-the-Click-To-Connect-Administration-Center>

##### **▶ For an RVA interaction, only the following settings need to be configured:**

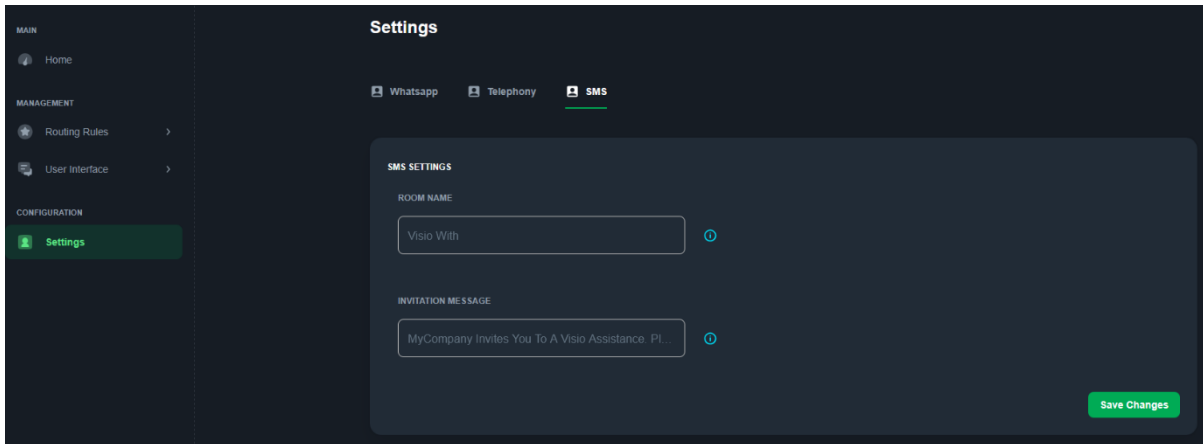
- User Interface / General Settings
  - Auto-answer: Yes, the guest automatically joins the conference
  - Answer in video: Yes, the audio call automatically activates video



- User Interface / Chat
  - Allows you to customize the guest chat interface (logo, color) and preview it
  - Allows you to define welcome messages in the chat
  - Allows you to configure guest interface settings
  - Use rear Camera: Use the mobile device's rear camera by default
  - Use IM/Video Switch: Display an icon to switch from chat to video
  - Use Screen Sharing: Enable mobile screen sharing



- Configuration/Settings/SMS
  - Session Name: Allows you to set the name of the chat bubble that will be created automatically; the customer's phone number will be added to the end of the text automatically
  - SMS Invitation Message

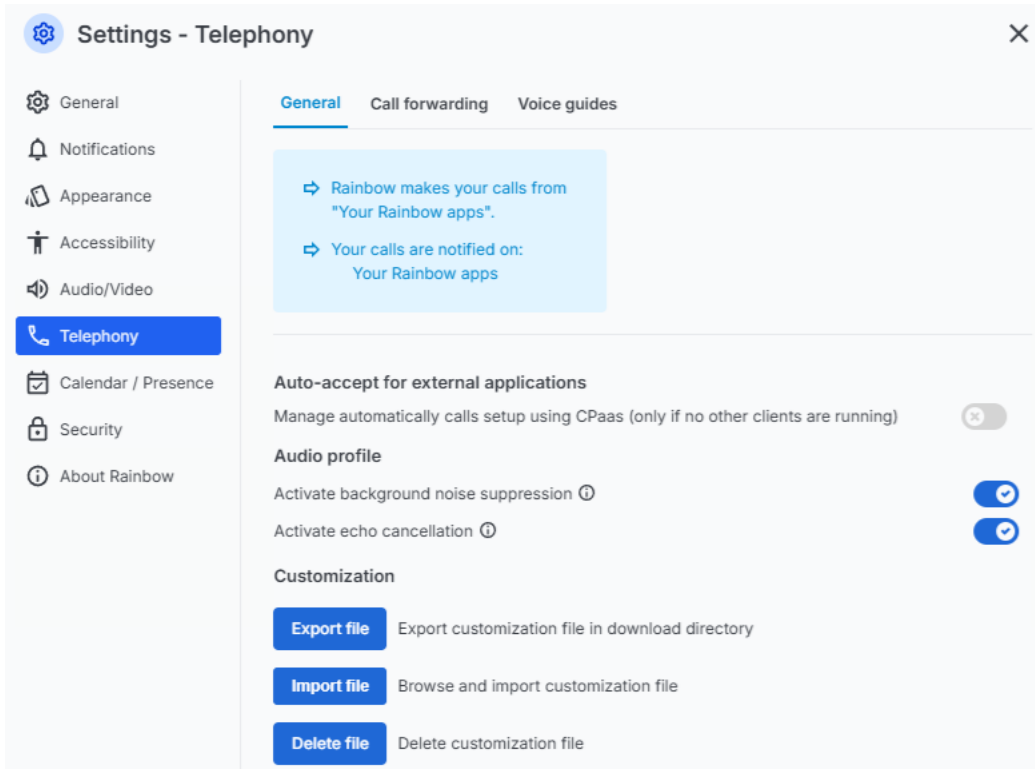


## 5. Expert Rainbow™ interface Configuration: add of a “Send SMS” button

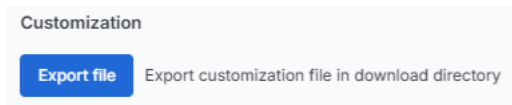
The Rainbow™ interface can be customized. Here, we will add to all the experts a “Send SMS” button

- ▶ **Install Rainbow™ heavy client on the expert device**
- ▶ **Connect to Rainbow™ with the expert login + password**
- ▶ **Modify the user custo manifest**

For each user, from the Rainbow™ client interface, go to Settings/Telephony menu



Export the customization file by clicking on “Export file



Open the exported json file.

Modify the “on-communication-card-actions” part by replacing:

```

{
  "name": " ",
  "command": {
    "commandType": " ",
    "url": " ",
    "method": " ",
    "params": " ",
    "header": [
      " "
    ],
  },
  "Jid": ""
},
"responseType": " ",
"displayJsonField": " "
}

```

by:

```
{  
  "name": "C2C Visio Assistance",  
  "tooltip": "C2C Visio Assistance",  
  "icon": "C:\\temp\\SMS4.JPG",  
  "command": {  
    "url": "C:\\windows\\system32\\curl.exe",  
    "params": "-X POST -H \"Content-Type: application/json\" \"https://sv-  
hub.openrainbow.io/server/api/link/custo?agentID=${localUser.id}&clientPhone=${caller.p  
honeNumber}&autoStart=false&mirrorMode=true\""  
  }  
}
```

*Note: You can configure certain options at the end of the URL that are not yet available in the admin interface*

- *autoAnswer: available in the admin interface*
- *answerInVideo: available in the admin interface*
- *useRearCamera: available in the admin interface*
- *useScreenSharing: available in the admin interface*
- *hideSwitchInVideo: available in the admin interface*
- *enableChat*
- *muteConference*
- *autoStart*
- *mirrorMode*

Save your file and import it back

**Import file** Browse and import customization file

Close Settings menu.

**A new “Send SMS” button appears in the call context**

## 5. Rainbow™ Visual Assistant production configuration check list & data collection

### ✦ Final Checklist

Step	Action	Verified?
1	Rainbow™ Company & Admin account created	✓ / ✗
2	Users imported (CSV/LDAP/AD)	✓ / ✗
3	Subscriptions assigned	✓ / ✗
4	SIP trunk & DDI configured in Rainbow	✓ / ✗
5	C2C configured	✓ / ✗
6	Customization of the user interface	✓ / ✗
7	Rainbow™ VA “SMS button” configuration check	✓ / ✗
8	SMS sending executed successfully	✓ / ✗

## 6. Feedback & ALE Support for your production environment setup

The Rainbow™ Visual Assistant team is looking for your feedback and questions on the content of Rainbow™ Visual Assistant and your experience with the production environment. For us to support you well and collect your feedback on the Rainbow™ Visual Assistant overall experience, we kindly ask you to:

- Setup a bubble in Rainbow™ with your ALE account team and add [sebastien.veronl@al-enterprise.com](mailto:sebastien.veronl@al-enterprise.com) / [Frederic.pont@al-enterprise.com](mailto:Frederic.pont@al-enterprise.com) to the bubble. We will then add the relevant people to support you in your production environment setup.
- Provide us feedback of the preparation of your Rainbow™ Visual Assistant production environment to adapt this document.
- Provide us feedback on Rainbow™ Visual Assistant usage and features. We want to improve the context and experience with your feedback, so we provide the best possible experience to end-customers.