

Rainbow by Alcatel-Lucent Enterprise



Rainbow Visual Assistance:

Escalate your voice communication to video

Setting up your production instance

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1.0	24/02/2026	F.PONT	Document creation
2.0	06/10/2026	F.PONT	Complements after first usages feedbacks

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 for the environment to work properly.

Prerequisites

Prepare the following information before configuration:

- **RVA Bot:** 1 account with administrative privileges for the Rainbow™ company. This account is also used to configure the C2C service.

► Step-by-step configuration

1. Company Configuration in Rainbow™

(Performed by Rainbow™ Administrator)

► 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

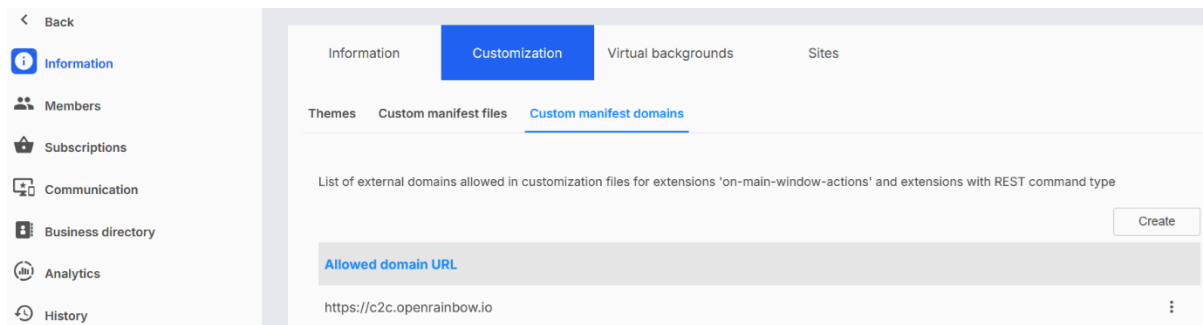
1 Voice Enterprise subscription and Adminstrarion role

Information	Permissions	Telephony	Prog. keys	Services
Subscription ☐ Essential ☐ Voice Business Monthly ☒ Voice Enterprise Monthly ☐ Voice Enterprise Dial-in pack Monthly ☐ Voice Attendant Monthly				

Information	Permissions	Telephony	Prog. keys	Services	Roles
Roles ☒ Administration ☐ Analytics					

- **Authorize the access to Click To Connect**

Authorize the domain <https://c2c.openrainbow.io> so that the custo manifest can access to the application: Information/Customization/ Custom manifest domains

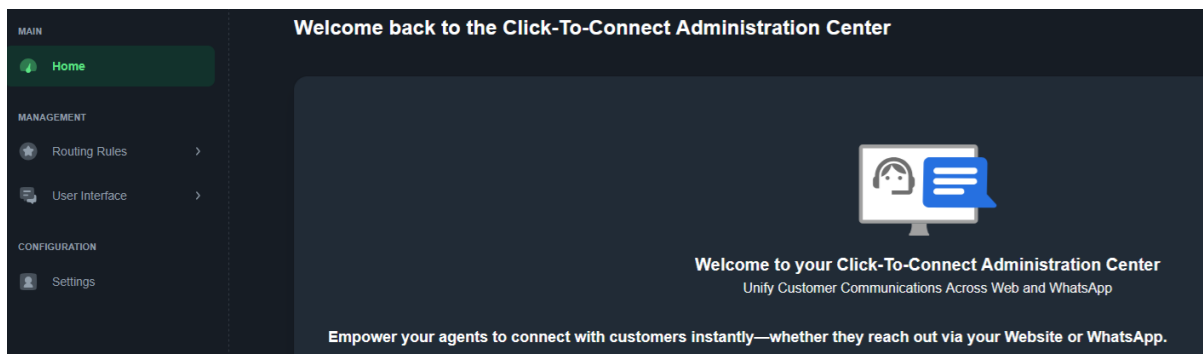


2. Click to Connect Configuration in Rainbow™

(Performed by ClickToConnect Administrator)

▶ **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:**

- **Routing rules**

For an RVA interaction, routing rules are not used. It is not necessary to specify agents and areas of expertise. Only the following settings need to be configured:

- The “Bubble TTL (Time to Leave)” setting allows you to define how long the bubble remains active before it is automatically deleted each night (3,600 s = 1 hour / 172,800 s = 2 days).
- Enable the “Disregard presence” setting
- Set the maximum number of sessions per user per day (max number of chats) to 50



Alcatel-Lucent Enterprise

MAIN

- Home

MANAGEMENT

- Routing Rules**
 - General Settings
 - Agents
 - Domains & Subjects

CONFIGURATION

- Settings

MAX NUMBER OF CHATS

2

BUBBLE TTL IN SECONDS

3600

POOL SIZE

0

OTHER OPTIONS

- ☐ Alert message
- ☐ Disregard presence
- ☐ Available on mobile (presence state)

- **User Interface / General Settings**

- Auto-answer: Yes, the guest automatically joins the conference
- Answer in video: Yes, the audio call automatically activates video

Overall UI management

LANGUAGES

- ☒ English
- ☒ French
- ☐ German
- ☐ Spanish
- ☐ Chinese

DEFAULT LANGUAGE

French

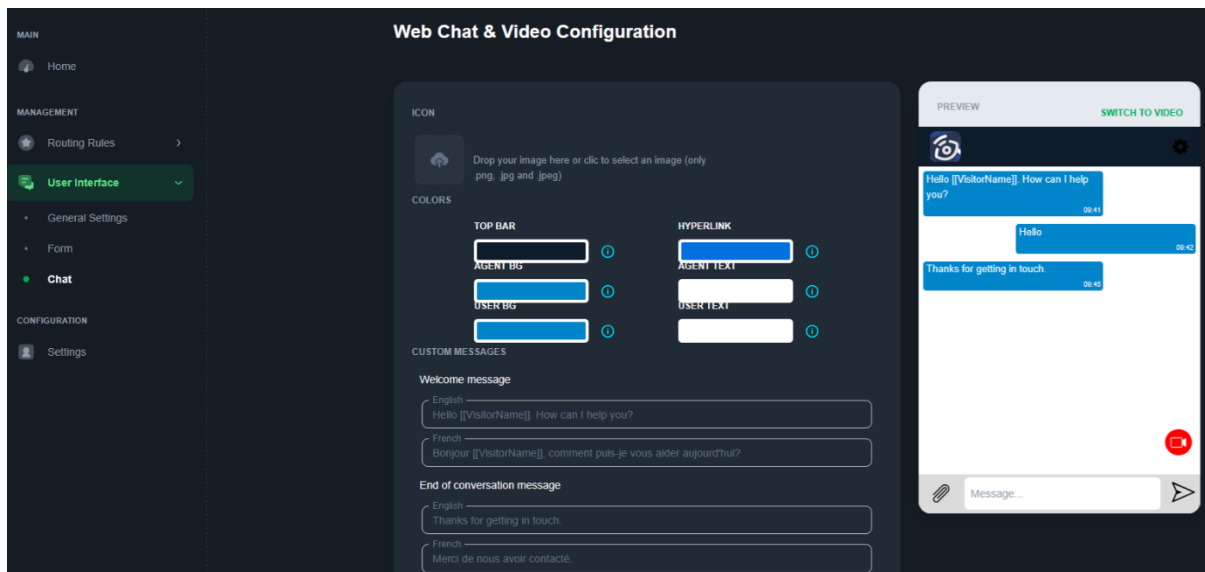
REDIRECT URL

<https://www.al-enterprise.com/en/contact-us>

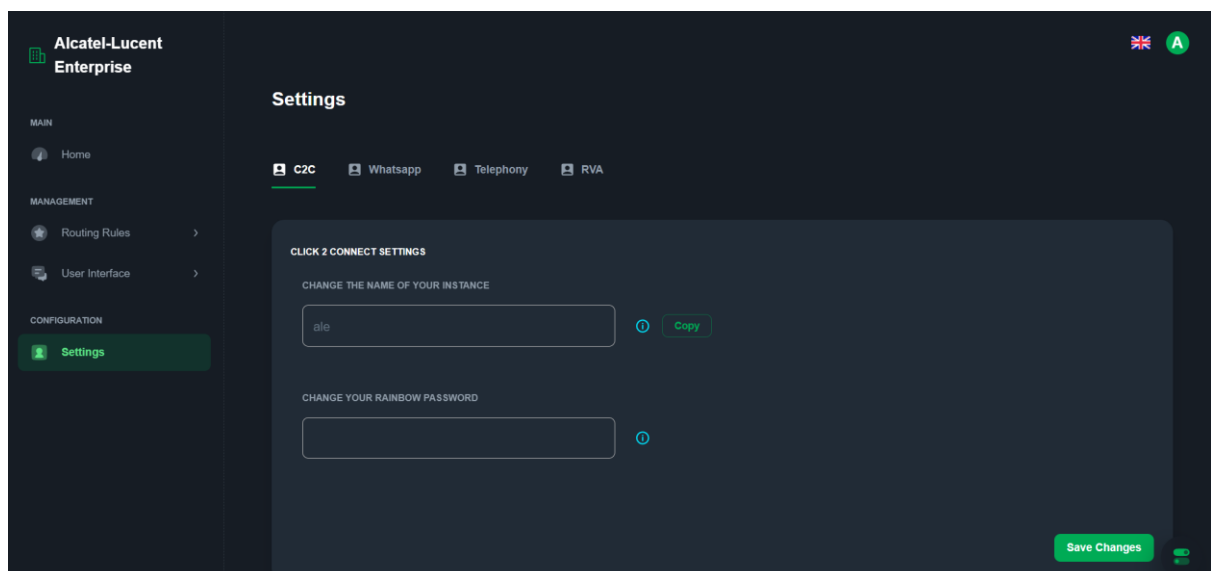
OTHERS OPTIONS

- ☒ Auto answer
- ☒ Answer in video

- **User Interface / Formular**
 - Allows you to set the logo displayed during login.
 - The other Form settings are not used by the RVA application.
- **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



- **Instance configuration**
 - Change the name of your instance: Configure the tenant name used in the custo.manifest
 - Change the Rainbow password: Change the Rainbow Bot password after your instance has been instantiated



- **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

The screenshot shows a web interface for configuring SMS settings. On the left is a dark sidebar with a menu. The main content area is titled 'Settings' and has three tabs: 'Whatsapp', 'Telephony', and 'SMS' (which is selected and underlined). Below the tabs is a 'SMS SETTINGS' section. It contains two text input fields. The first field is labeled 'ROOM NAME' and contains the text 'Visio With'. The second field is labeled 'INVITATION MESSAGE' and contains the text 'MyCompany Invites You To A Visio Assistance. Pl...'. To the right of each input field is a small blue circular icon with a white 'i'. At the bottom right of the 'SMS SETTINGS' section is a green button labeled 'Save Changes'.

MAIN

- Home

MANAGEMENT

- Routing Rules
- User Interface

CONFIGURATION

- Settings**

Settings

Whatsapp Telephony **SMS**

SMS SETTINGS

ROOM NAME

Visio With ⓘ

INVITATION MESSAGE

MyCompany Invites You To A Visio Assistance. Pl... ⓘ

Save Changes

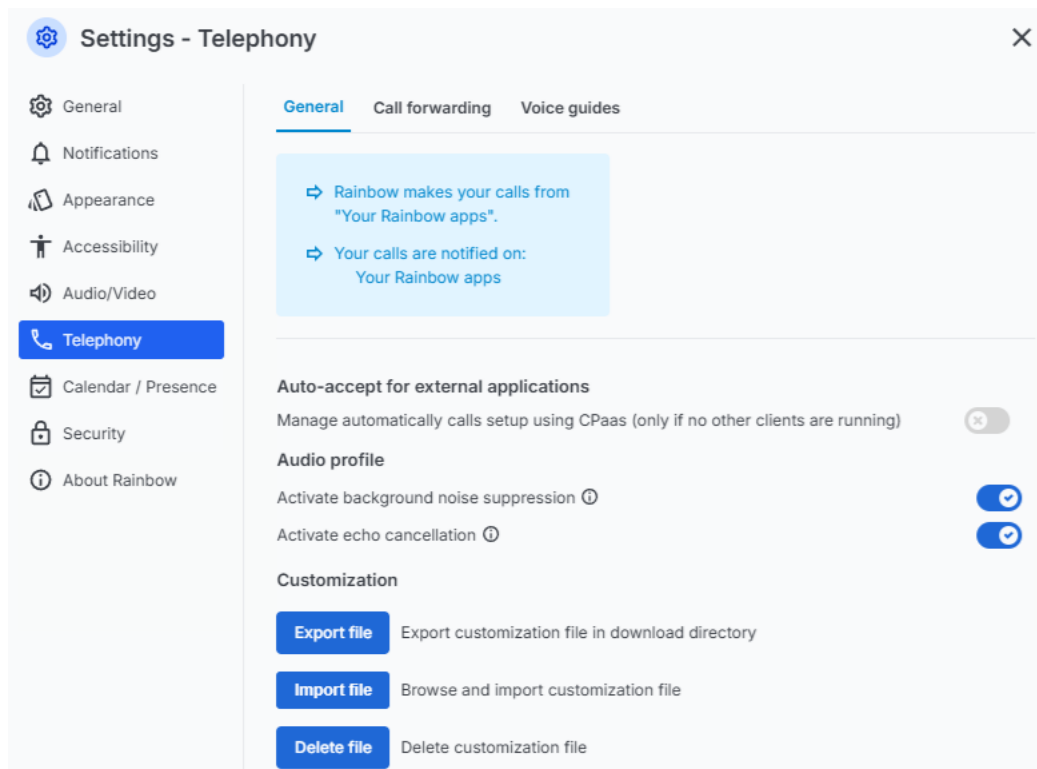
3. Expert Rainbow™ interface Configuration: add of a “Send SMS” button

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

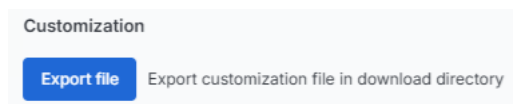
▶ **Connect to Rainbow™ with the expert login + password**

▶ **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.

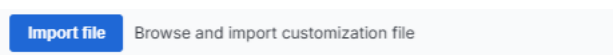
Modify the “on-communication-card-actions” part by replacing:

```
{
  "version": "2",
  "jsonType": "Rainbow-custo-manifest",
  "extension-points": {
    "on-communication-card-actions": [
      {
        "name": "C2C Visio Assistance",
        "tooltip": "C2C Visio Assistance",
        "icon": "https://www.freeiconspng.com/uploads/sms-text-message-icon-0.png",
        "command": {
          "url": "https://c2c.openrainbow.io/server/api/link/custo",
          "commandType": "rest",
          "method": "POST",
          "header": [
            "Content-Type: application/json",
            "X-C2C-Tenant: ale"
          ],
          "bodyParameters": {
            "agentID": "${localUser.id}",
            "agentPhone": "${localUser.phoneNumber}",
            "callerPhone": "${caller.phoneNumber}",
            "calledPhone": "${called.phoneNumber}",
            "clientPhone": "${called.phoneNumber}",
            "autoStart": false,
            "mirrorMode": false,
            "useRearCamera": true
          }
        }
      }
    ]
  },
  "help": [
    " this Json file contents events customization for Rainbow Visual Assistance",
    " To initiate visio assistance session      ",
    " for incoming call : ${caller.phoneNumber}  ",
    " for outgoing call : ${called.phoneNumber}  ",
    " OPTIONS                                     ",
    " autoAnswer                                 ",
    " answerInVideo                             ",
    " useRearCamera                             ",
    " muteConference                             ",
    " mirrorMode                                 ",
    " enableChat                                 ",
    " autoStart                                  ",
    " useScreenSharing                           ",
    " autoAnswer                                "
  ]
}
```

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



Close Settings menu.

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

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 / 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.