



Rainbow™

Routing
management
using Rainbow
clients



Agenda

- ❑ Introduction
- ❑ Routing use cases
 - Computer – Voip
 - Office Phone
 - Other Phone
 - Most common routing use cases



Introduction

Call routing in Rainbow

Introduction : call routing in Rainbow

- ❑ A Rainbow user can fully manage his routing profile. This means he can configure:
 - the devices that will ring on incoming calls
 - The device from which outgoing calls will be placed

- ❑ Depending on Rainbow company configuration, it is possible to call any telephonic extensions from Rainbow : Not only Rainbow contacts but also internal or external phone numbers

- ❑ It is possible to distribute PBX calls to any devices thanks to Rainbow applications. It is also possible to forward incoming calls to a voicemail or another number

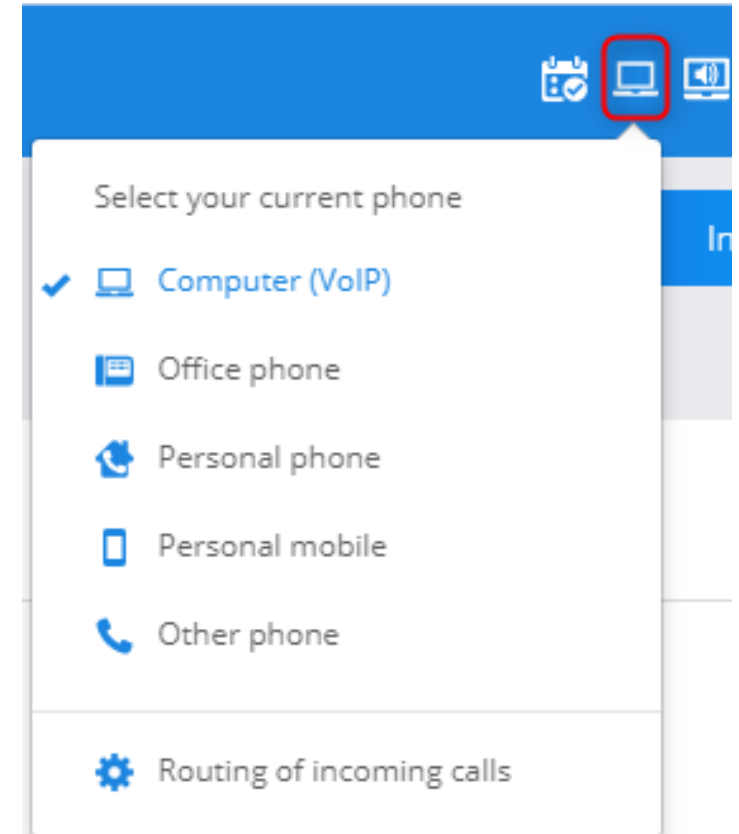
- ❑ With « Computer-VoIP » feature, incoming PBX calls can ring PBX devices as well as all connected Rainbow clients (One Number)

How to change the routing profile on Desktop or Web user interface?

- The desk phone icon on the top banner let the user define his “**current phone**”:
 - Computer (VoIP)
 - Office phone
 - Other phone
- This is the device that will be used to place and receive calls
- It also defines how are routed incoming calls

Remark: « Current phone » value does not modify « pure » Rainbow call functionality

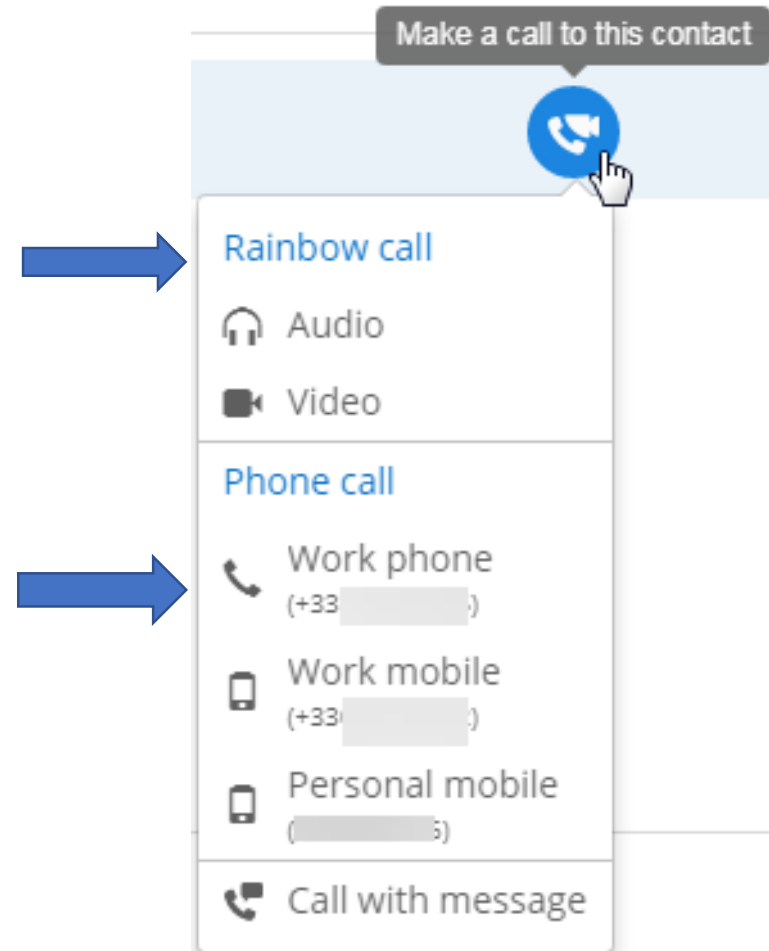
Next slides describe in more details each scenario



Menu to launch a call to a Rainbow contact

Depending on Rainbow company configuration, several choices are available while calling a contact:

- « Rainbow call »: This will ALWAYS start an Internet call using Voip or 3G/4G.
 - All connected Rainbow clients of the called user will ring
 - PBX devices won't ring
 - The routing profile defined by the user (computer, Office Phone, Other Phone, ...) or the call forwarding DO NOT change Rainbow call behavior
- PBX « Phone call »: When a user has a Rainbow account associated with a PBX device, he can be reached on his work phone (PBX desk phone) or on any of his declared devices (mobiles, home phone, ...)



Routing Use Cases

- Computer – Voip
- Office Phone
- Other Phone
- Call forwarding
- Mobile user interface
- Routing use cases

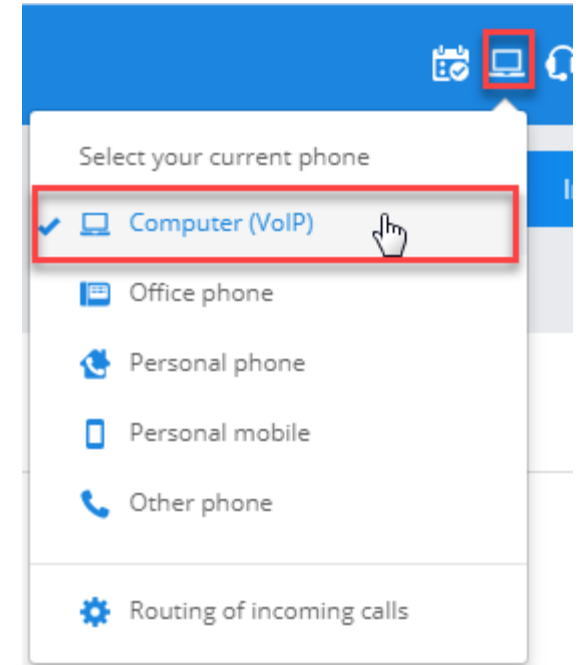
Current phone = Computer (VoIP)

In this configuration, a Rainbow user associated with a PBX extension can start and receive his **PBX calls** in VoIP on all his Rainbow's clients (Mobile, PC and Web)

- He can reach other PBX users and place public calls using Rainbow
- PBX users can reach him on his Rainbow clients as on his PBX devices

Remarks:

1. A Wifi or 3G/4G connection is necessary
2. On smartphones, outgoing calls started from Rainbow clients are always done through VoIP, not using GSM network

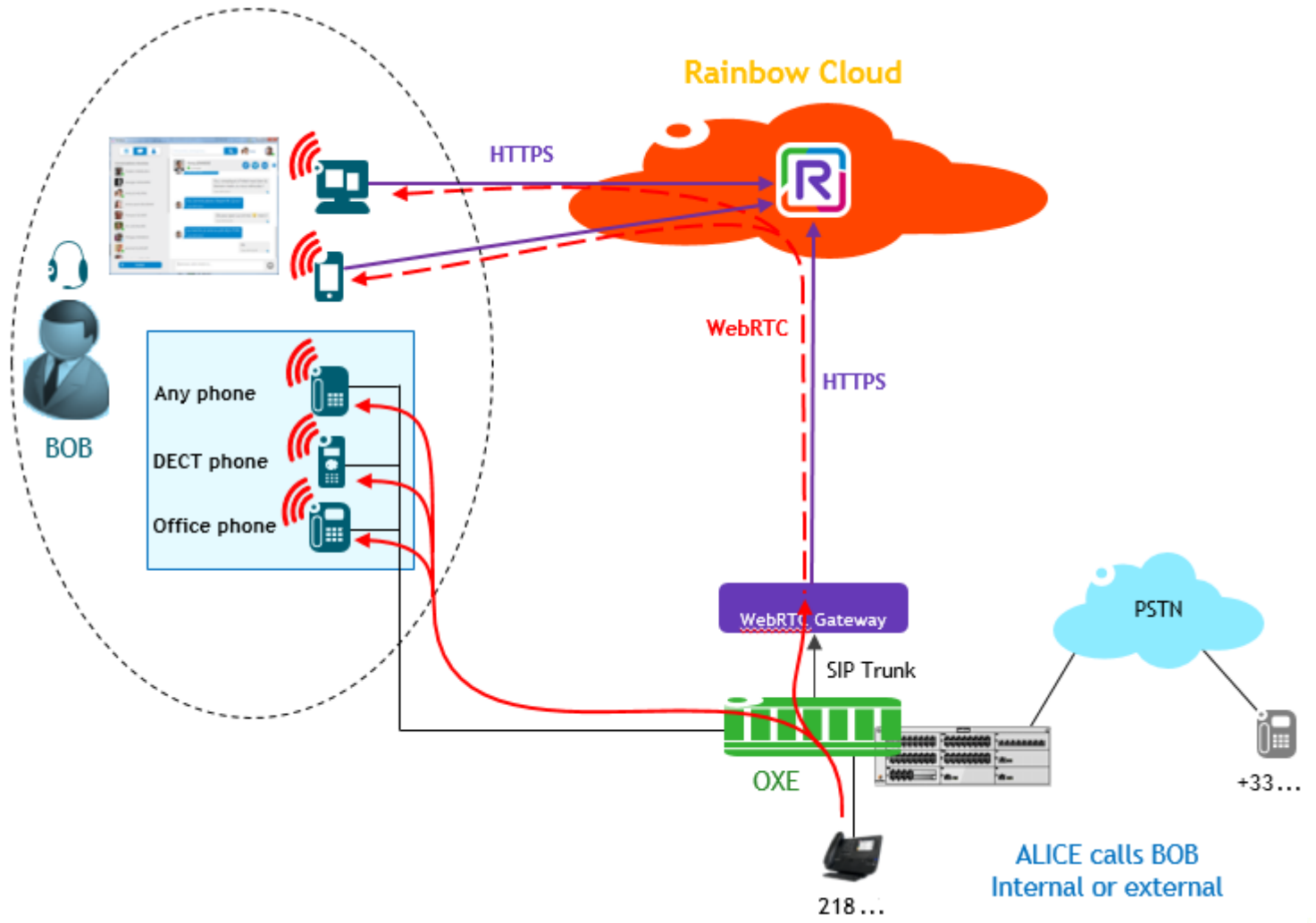


Current phone = Computer (VoIP)

Incoming calls:

- PBX calls ring all connected Rainbow clients as well as user's PBX devices

Remark: If the user starts a "Rainbow call" through the calling menu, it will only ring connected Rainbow clients, not PBX devices



ALICE calls BOB
Internal or external

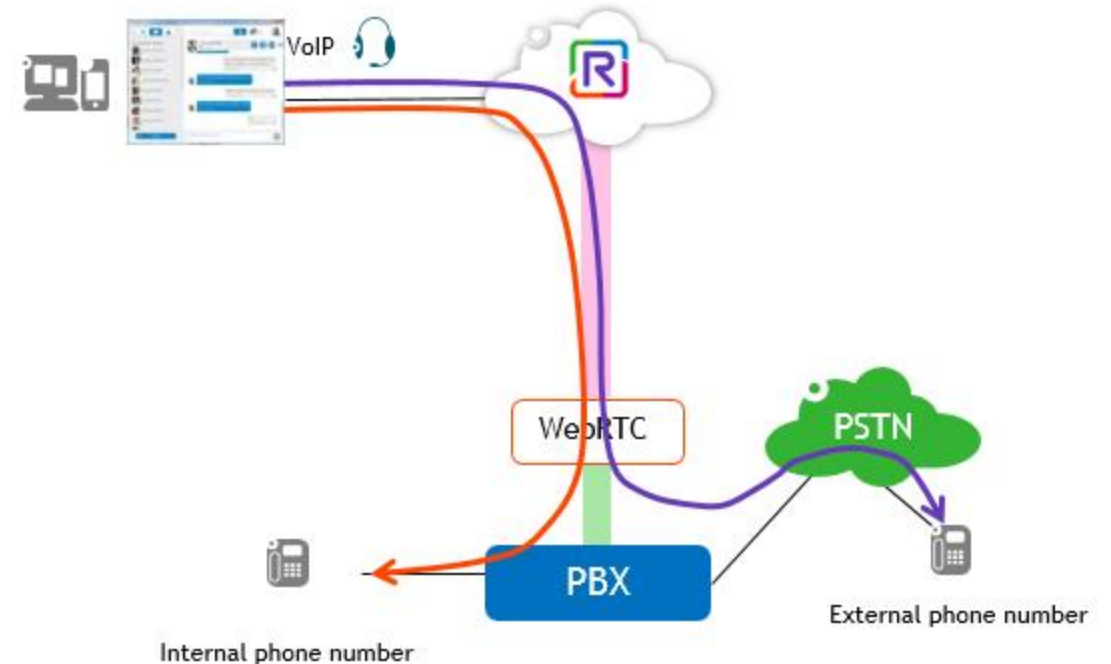
Current phone = Computer (VoIP)

Outgoing calls:

- In computer mode, a Rainbow user can place external or internal PBX calls from any of his Rainbow clients

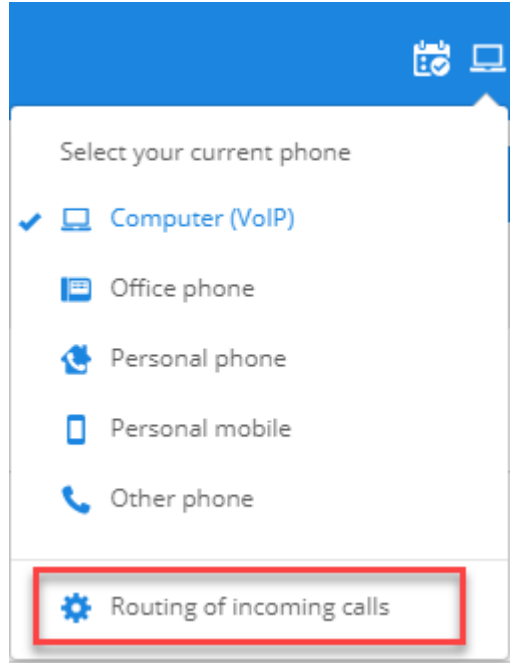
To benefit from computer (VoIP) mode:

- the Rainbow user must be associated with a PBX extension and provisioned with a REX/VT (more info in Part 2 of this presentation)
- a WebRTC Gateway must be installed on site



Current phone = Computer (VoIP)

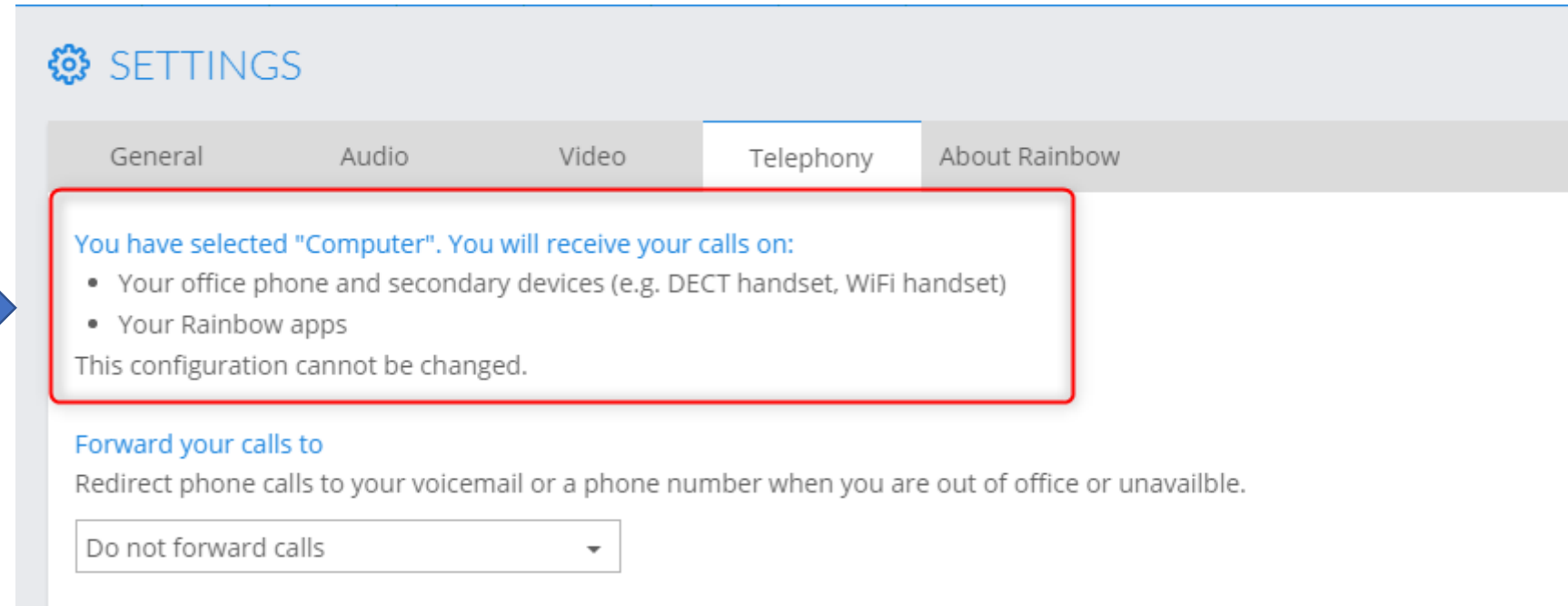
Menu « Routing of incoming calls »



Select your current phone

- ✓ Computer (VoIP)
- Office phone
- Personal phone
- Personal mobile
- Other phone

⚙️ Routing of incoming calls



SETTINGS

General Audio Video **Telephony** About Rainbow

You have selected "Computer". You will receive your calls on:

- Your office phone and secondary devices (e.g. DECT handset, WiFi handset)
- Your Rainbow apps

This configuration cannot be changed.

Forward your calls to

Redirect phone calls to your voicemail or a phone number when you are out of office or unavailable.

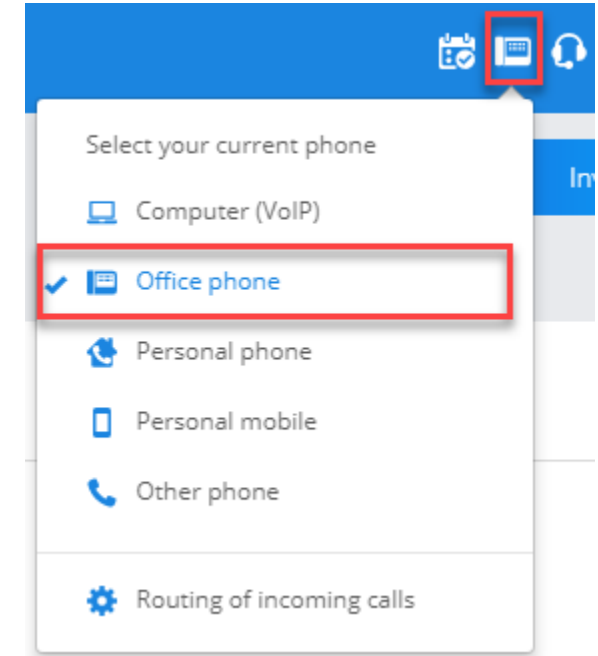
Do not forward calls

Current phone = Office phone

In this mode, the user controls his desk phone from Rainbow web and desktop clients using remote call control (click to call functionality)

Incoming calls:

- Incoming PBX calls are routed to the user's PBX desk phone and his work or personal mobile
- There is an option to disable the ringing of the mobile phone



Current phone = Office phone

Outgoing calls:

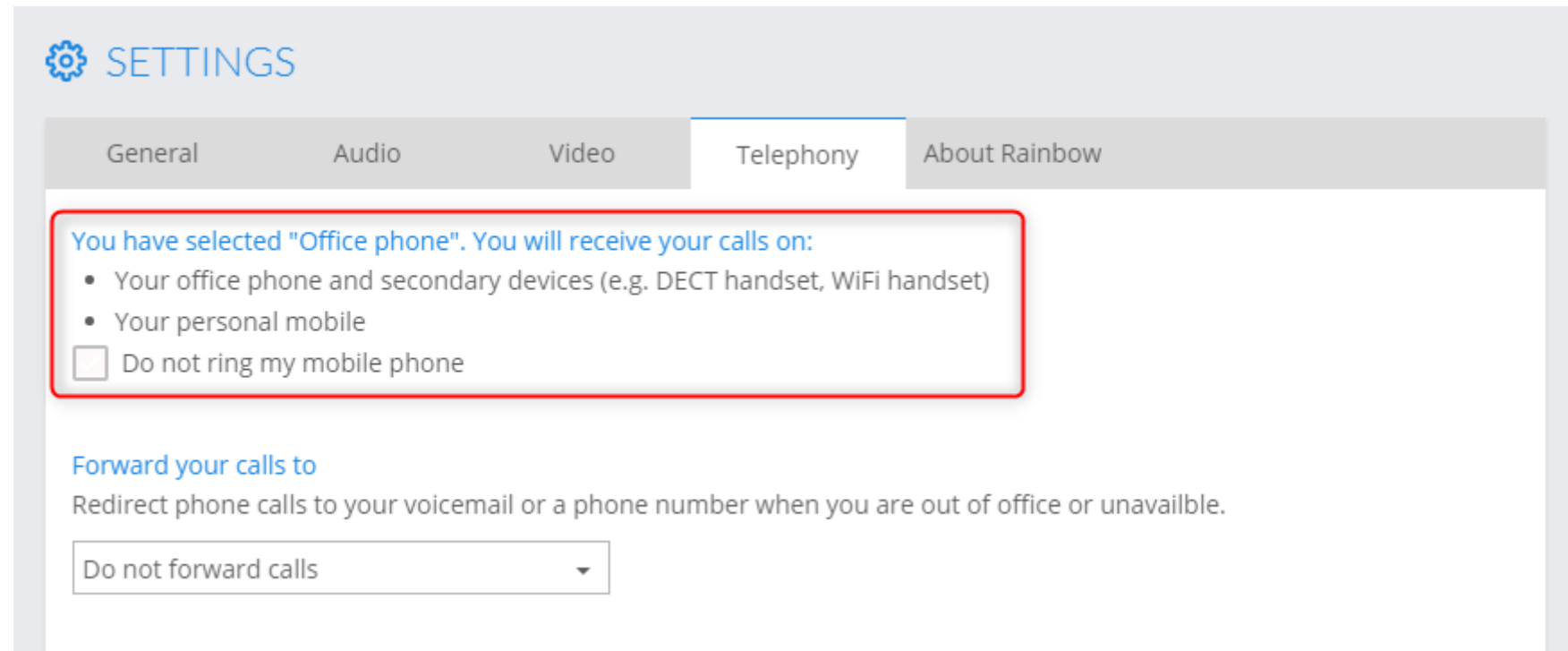
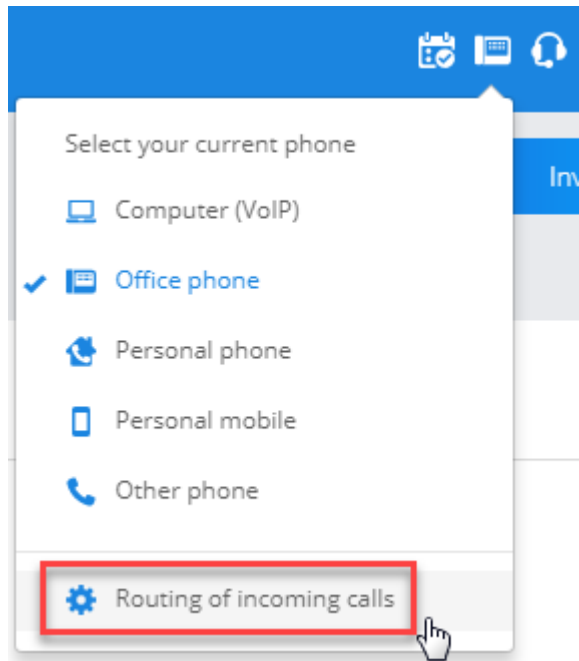
- Dialing from Rainbow web or desktop app will initiate the call on the desk phone through remote call control. On wired IP Phones, the user does not need to pick up the call on his desk phone. It is automatically answered either in handsfree or in headset
- External outgoing calls from mobile apps will use the GSM network

Remarks:

“Office phone” routing is only available when the Rainbow user is associated with a PBX device

Current phone = Office phone

Menu « Routing of incoming calls »



Current phone = Office phone

Remote call control of main desk phone

Make Call

3rd-party call control

Incoming Call

3rd-party call control

Active Calls

3rd-party call control

Cancel

Apply



Title

Last name

Dechristé

First name

Claire

Nickname

Job title

Credentials

Login

claire.dechriste@al-enterprise.com

Emails

Work email

claire.dechriste@al-enterprise.com

Personal email

Phone numbers

Work phone

0.....7

Work mobile

+33

Personal phone

0.....5

Personal mobile

+33

Location

Country

Current phone = Other Phone (Nomadic case)

By editing his Rainbow Profile and filling his phone numbers, a user can create pre-defined “other phone” entries in the routing menu:



Select your current phone

- Computer (VoIP)
- Office phone
- Work mobile
- Personal phone
- Personal mobile
- Other phone

Routing of incoming calls

Current phone = Other Phone (Nomadic case)

In this scenario, user's PBX calls are distributed to an extension configured through Rainbow.

This extension can be:

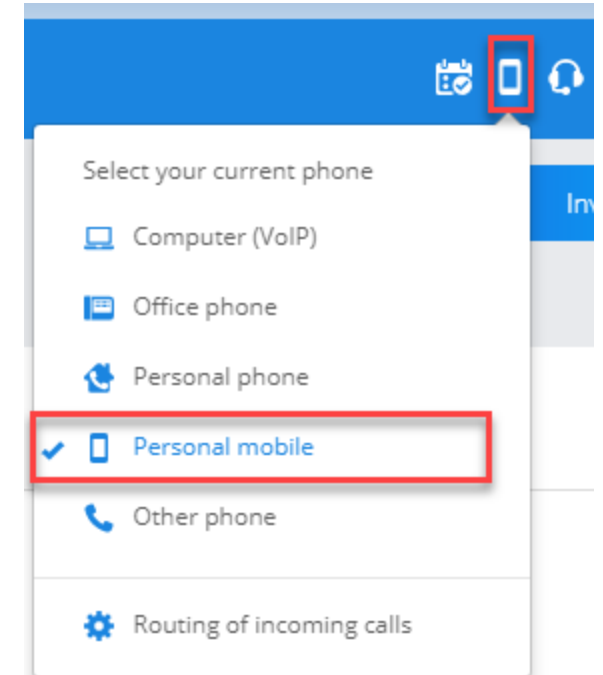
- an internal or external number for OXO
- an external number on OXE

For example, user's home phone or personal mobile.

Incoming calls:

- Calls coming from PBX ring the "Other phone" and the user's PBX devices

Call control (hold, hang on) is possible from the web and desktop app



Current phone = Other Phone (Nomadic case)

Outgoing calls:

- The call will be placed on the device that has been selected by the user (**dial from**)
- When the user dials from a Rainbow app, the PBX calls back the « current phone » before connecting caller and callee together.

In this configuration, it is always the PBX that manages the calls:

- If the Other Phone is an external number, it goes through public access
- If the Other Phone is a mobile, the call is always cellular, not VoIP

Example:

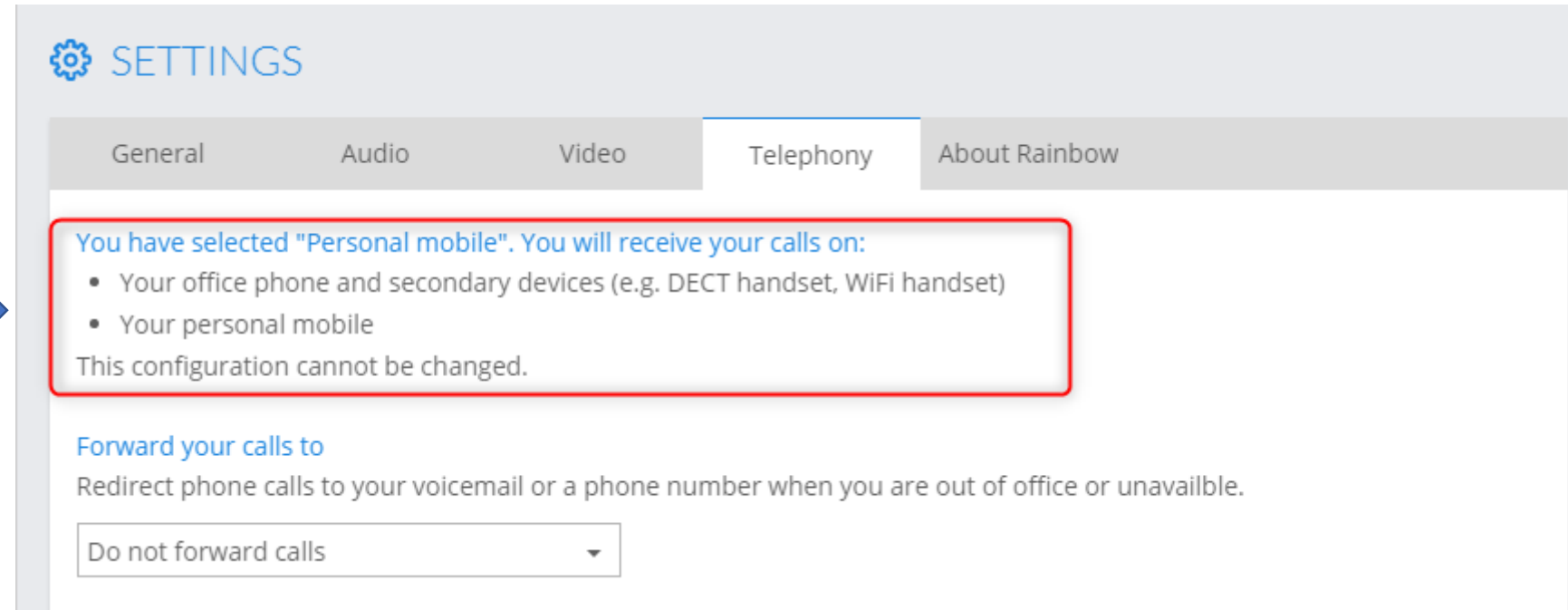
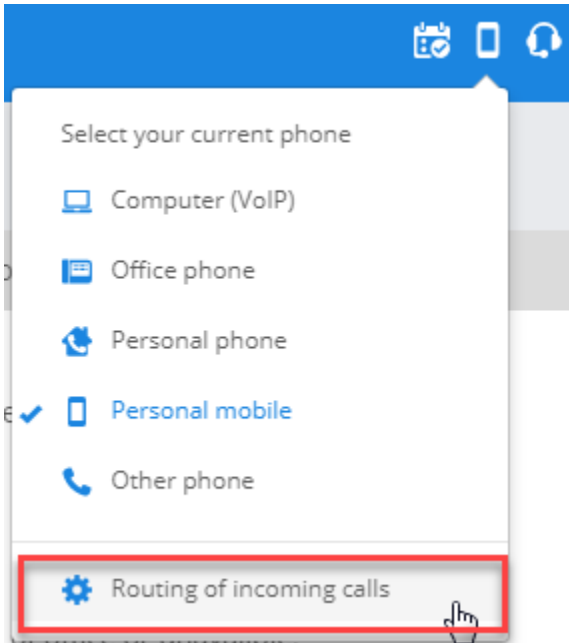
Current phone = Personal mobile

Alice is configured with current phone = Personal mobile

1. Alice calls Bob from Rainbow desktop apps
2. The PBX first calls back Alice on her personal mobile
3. Alice's mobile rings
4. Alice answers the call on her mobile and waits until the call is established by the PBX
5. She is in communication with Bob

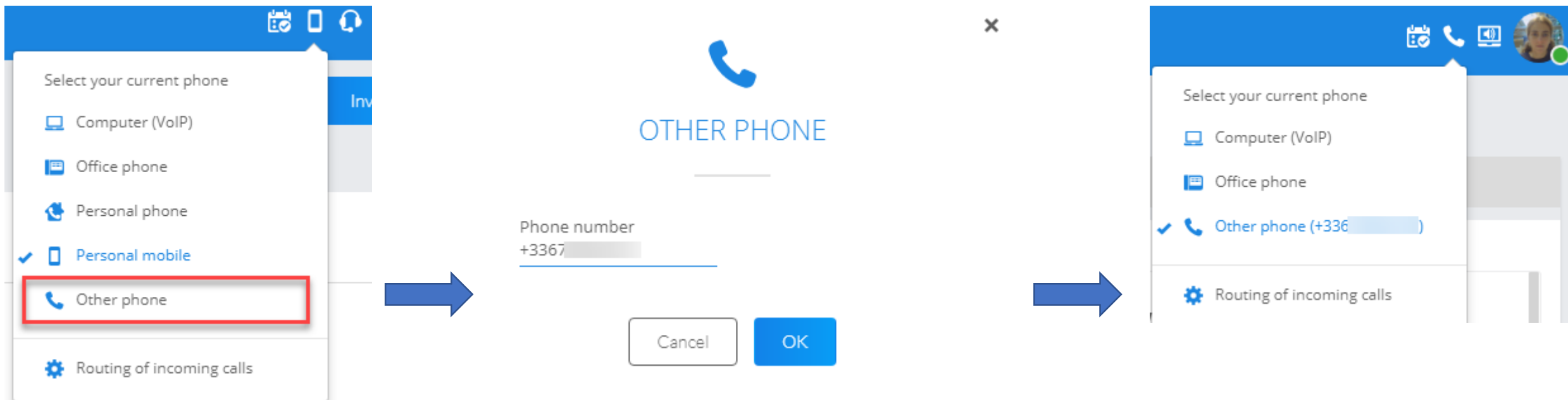
Current phone = Other Phone (Nomadic scenario)

- Menu « Routing of incoming calls »



Other Phone: configuration

- « Other phone » menu can be used to configure the routing to an extension which is not defined in the user profile



Call forwarding – Incoming call menu

It possible to override incoming call routing settings by forwarding calls to :

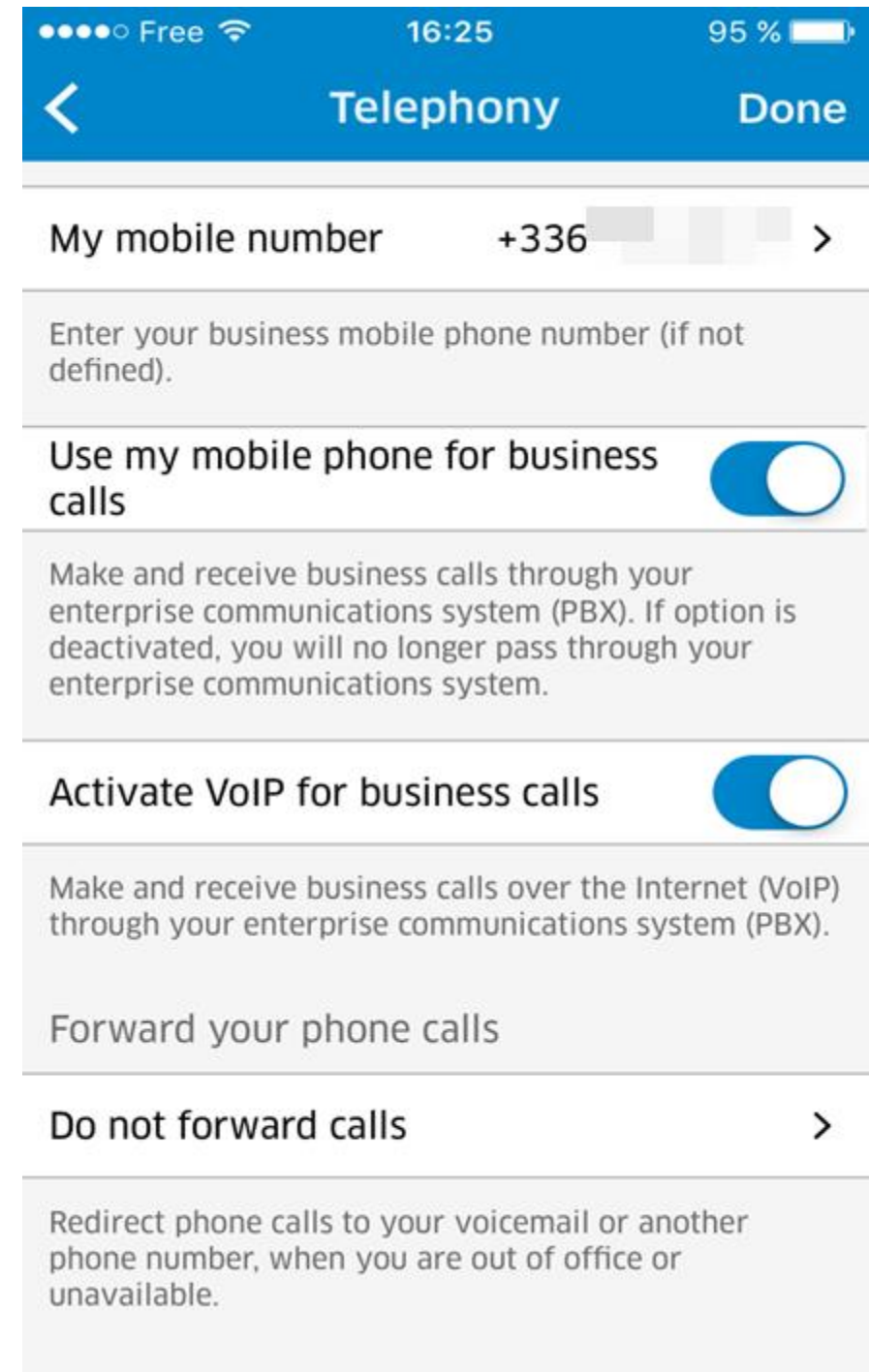
- Voicemail
 - Other phone
 - Work's mobile (if configured)
 - Personal mobile (if configured)
- All PBX incoming calls are routed to this number
- Outgoing call rules are unchanged (depend on « Current Phone » value)

The screenshot displays the 'SETTINGS' interface for the Rainbow system, specifically the 'Telephony' tab. A dropdown menu is open, showing options for 'Select your current phone': Computer (VoIP), Office phone, Personal phone, Personal mobile (selected with a checkmark), and Other phone. Below this menu, the 'Routing of incoming calls' option is highlighted with a red box. The main settings area shows that 'Office phone' is selected, with a note: 'You have selected "Office phone". You will receive your calls on:'. Below this, there are two bullet points: 'Your office phone and secondary devices (e.g. DECT handset, WiFi handset)' and 'Your personal mobile'. There is also an unchecked checkbox for 'Do not ring my mobile phone'. Under the heading 'Forward your calls to', there is a description: 'Redirect phone calls to your voicemail or a phone number when you are out of office or unavailable.' A dropdown menu is open, showing the current selection 'Do not forward calls' and a list of options: Voicemail, Personal phone, Personal mobile, and Other phone. The 'Voicemail' option is highlighted with a red box.

Mobile user interface

On Rainbow mobile applications, the user has the choice:

- To use his mobile phone for business calls
 - Same as Current Phone = Mobile phone from web and desktop app
 - The mobile will be called back by the PBX inc use of outgoing calls
- To activate VoIP for business calls
 - Same as Computer - VoIP mode from desktop app
- To forward calls to voice mail or to another number



Examples of routing scenario:

- At work, user at his desk: **Deskphone**
- At work, user in a meeting: **Computer VoIP**
- At home (remote worker): **Computer VoIP**
- On business trip: **Work or personal mobile**
 - > The PBX calls back the mobile before setting up the phone
- In a hotel room with wifi: **Computer VoIP**