Alcatel·Lucent
Enterprise

RAINBOW CRM BRIDGE – SUITECRM DEPLOYMENT GUIDE

Rainbow CRM Bridge

Rainbow™

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1 Document History

Edition	Date	Changes / Comments / Details
01	25/10/2023	Initial Deployment Guide created

2 Introduction

Rainbow CRM Bridge acts as a middleware that connects the third-party CRM, SuiteCRM, with a range of ALE and OEM telephone systems. It is hosted in the ALE Cloud and works as a browser extension of the CRM.

A browser extension creates a seamless user experience that improves employee productivity and customer service at the same time.

It fetches Rainbow contact information and provides additional functionality such as text conversations, fetching CRM contact information on incoming calls, dialing out to CRM contact phone numbers and call history.

3 Getting Started

In order to use Rainbow CRM Bridge on your computer, you have to install and configure a browser extension in Google Chrome.

Please follow the process described in the below sections to install and configure the extension.
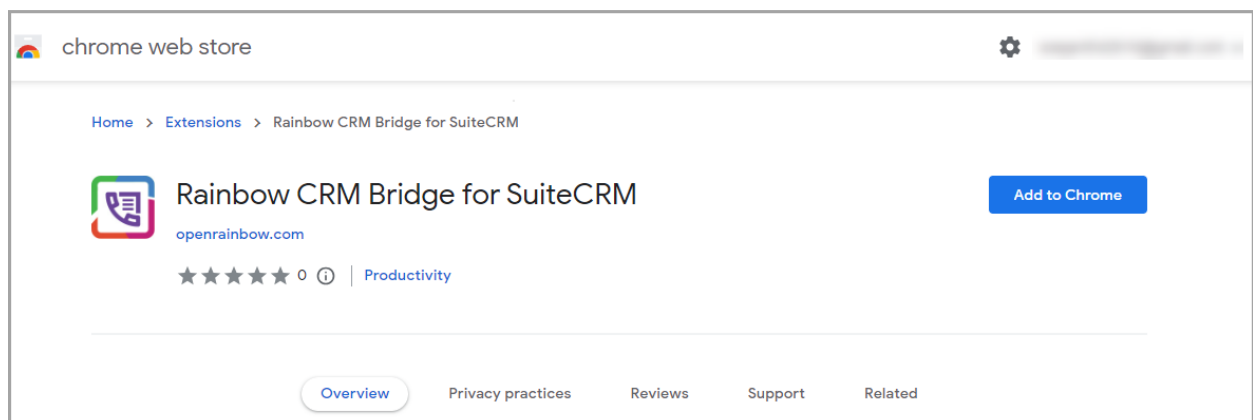
Note: Please perform the below-described process by using Google Chrome browser.
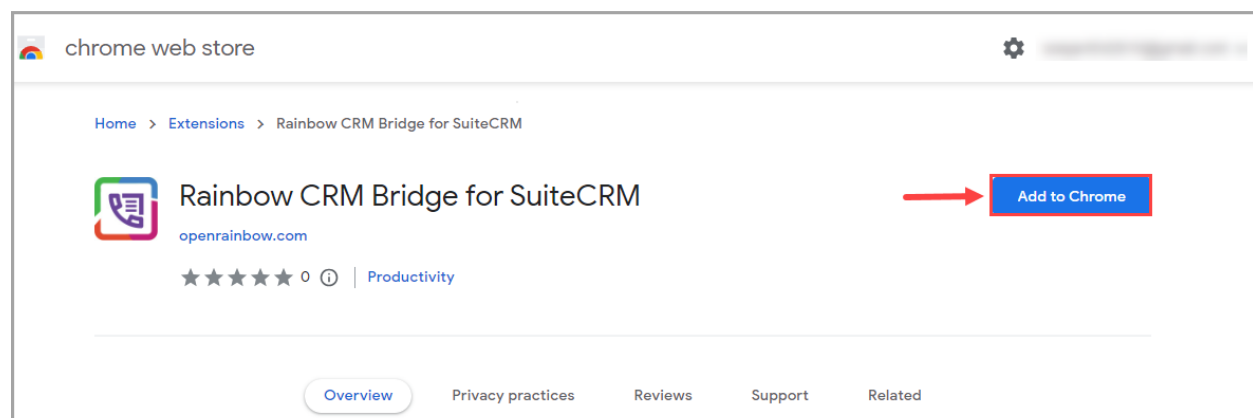
3.1 Installing Browser Extension

1. Use the below web address to access **Rainbow CRM Bridge for SuiteCRM** extension in Chrome Web store:
   https://chrome.google.com/webstore/detail/rainbow-crm-bridge-for-su/ljnapipnbmlpjhldooifpfkbhhdlgkfc
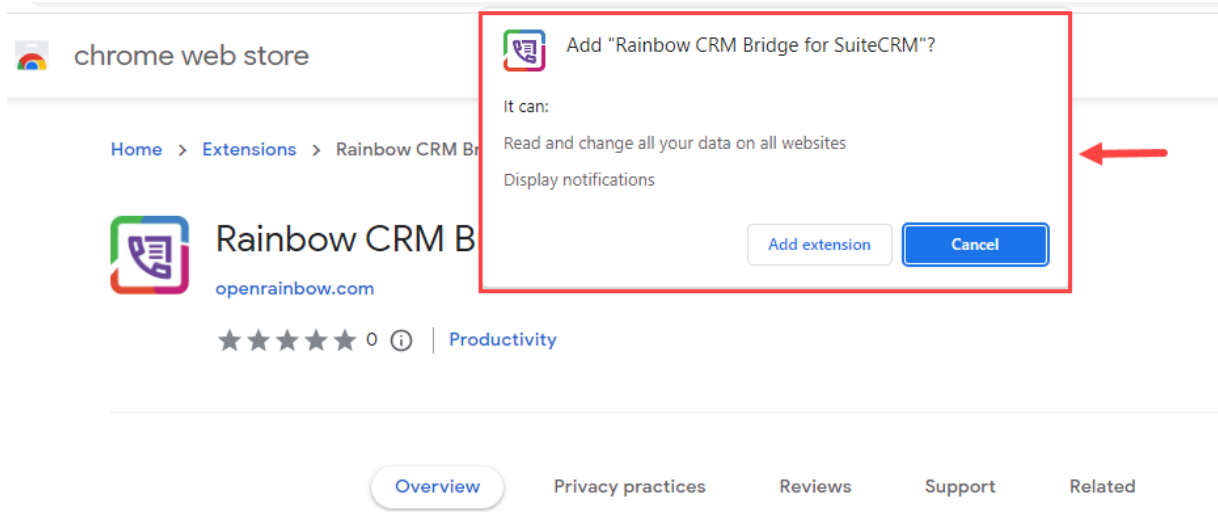
   Following page is displayed:

2. Click on **Add to Chrome** button as highlighted below.
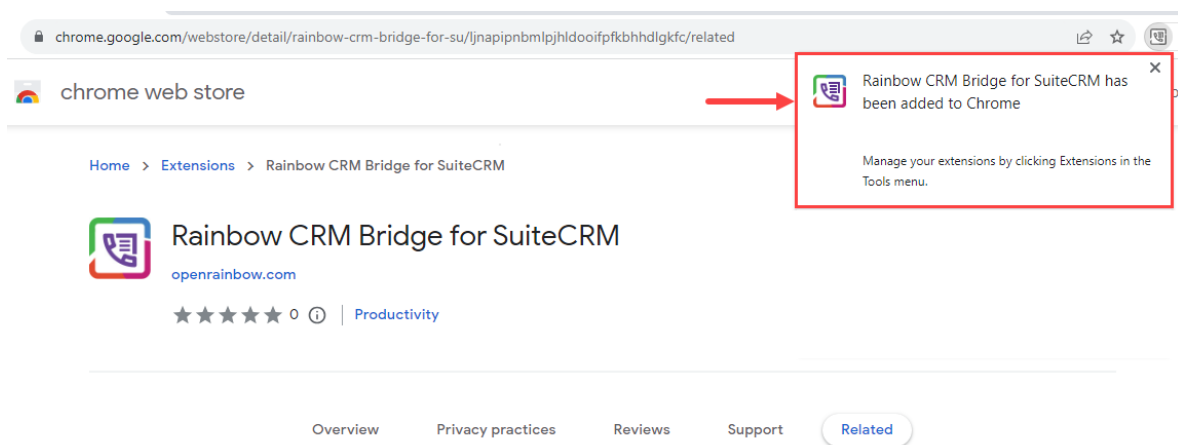


   Following pop-up is displayed:

3. Click on **Add Extension** button to start the installation process.

   Following pop-up message is displayed once installation is complete:
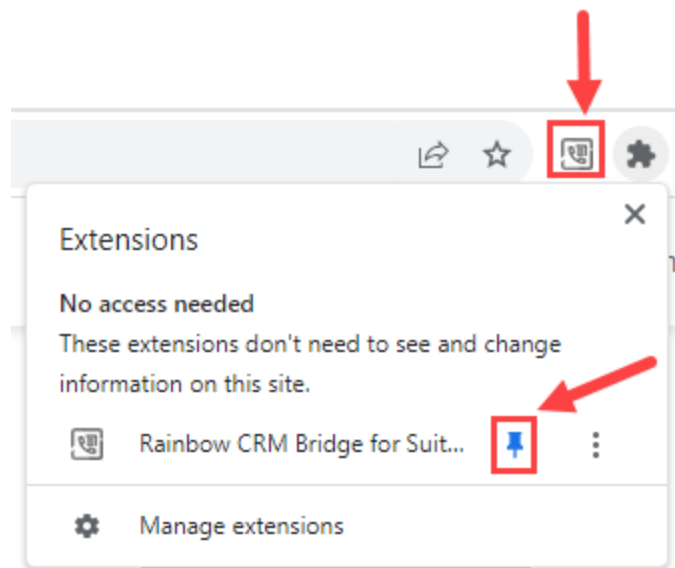

3.2 Configuring Browser Extension for the first time

1. Click on the ✦ icon in the top right corner of Google Chrome. **Rainbow CRM Bridge for SuiteCRM** extension is displayed in the drop-down menu as highlighted below:
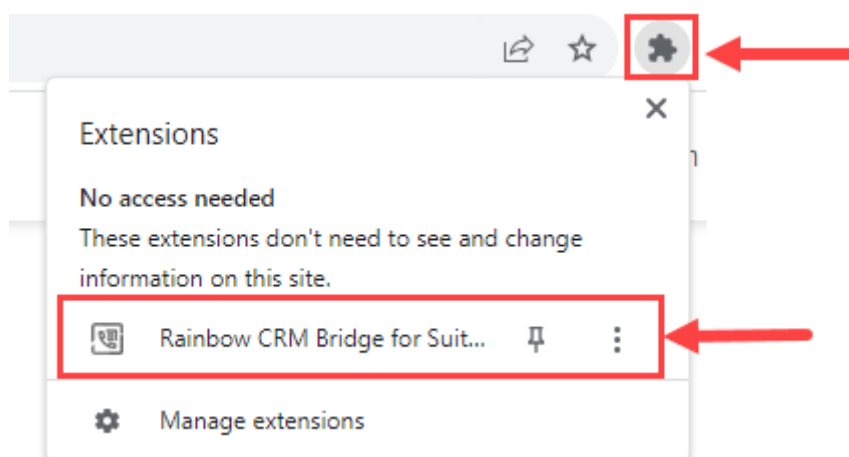
2. Click on the 📌 icon displayed next to the extension. This action displays the extension next to the

address bar in the form ▦ of icon as highlighted below:

Note: Rainbow CRM Bridge for SuiteCRM extension will function only when the agent is logged in to SuiteCRM.

3.3 Log in SuiteCRM

1. Please Log in to SuiteCRM.

2. An icon ◈ shows up in the in the address bar of Google Chrome once you are successfully logged into SuiteCRM. When you click on the ◈ icon, following drop down menu is displayed:
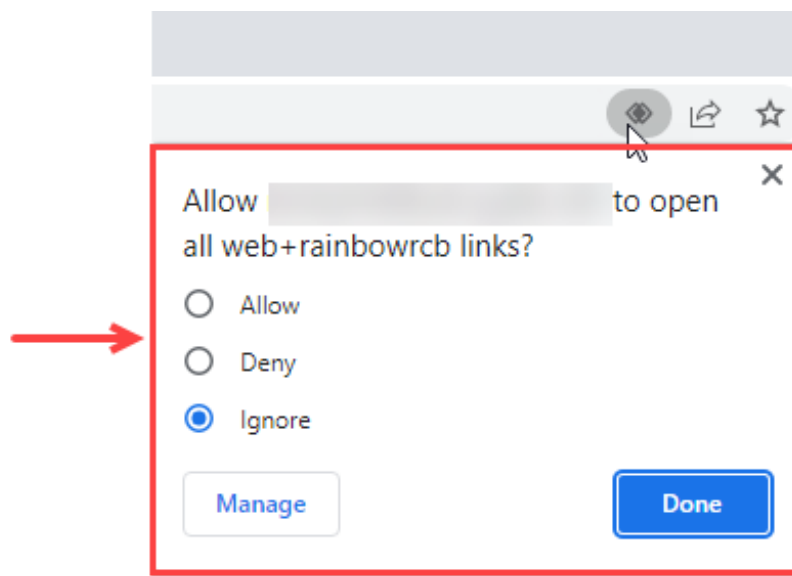
3. Select **Allow** option and then click on **Done** button as shown below:

4. Press **Ctrl+F5** from your keyboard to refresh the browser.

3.4 Browser Extension – SSO Configuration

1. Please open **Rainbow CRM Bridge for SuiteCRM** extension by clicking on the [icon] icon available next to the address bar.

   Following window is displayed when you open the extension for the first time:
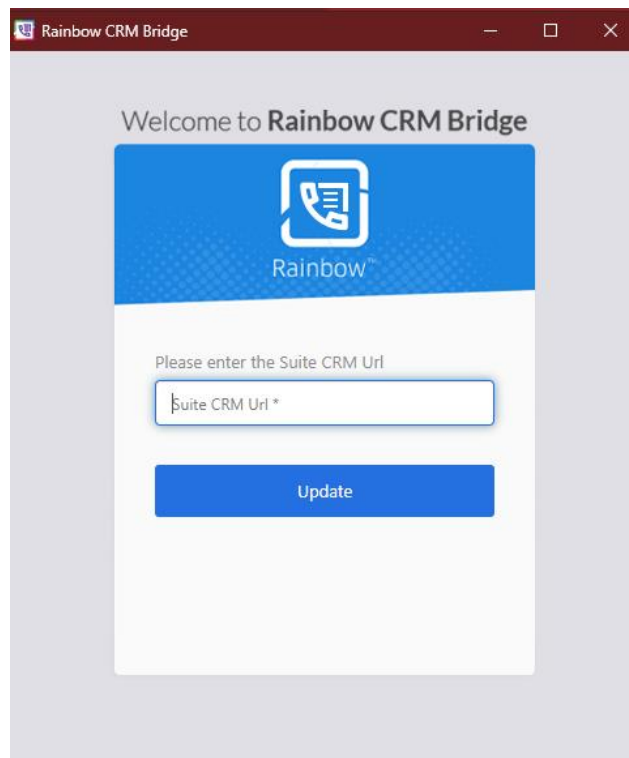
2. Provide the URL/ domain address of on-prem SuiteCRM in the relevant field without adding the protocol (HTTPS). Once done, click on Update button.

   Following screen will be displayed in the browser extension:

3. Click on the Authorize button and you will be logged into the Rainbow CRM Bridge.
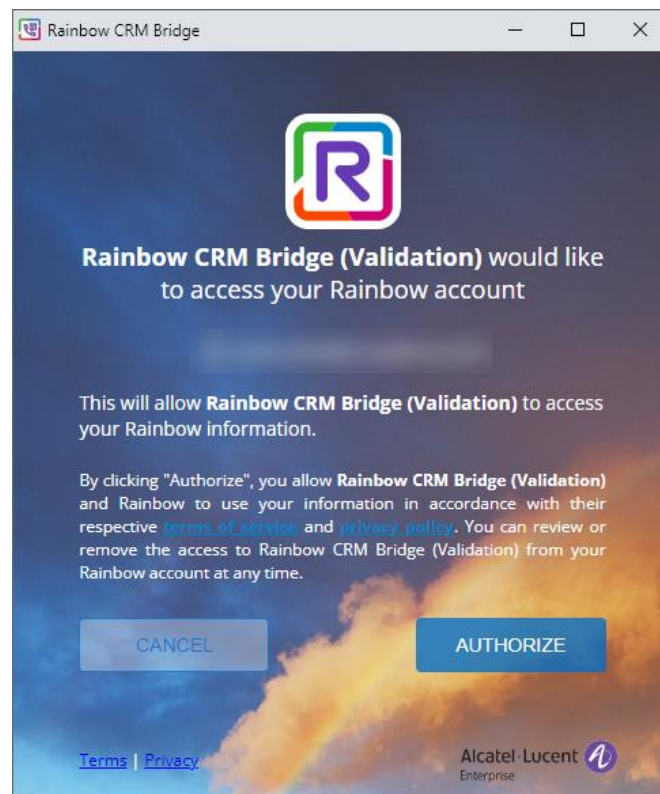
If SuiteCRM API has not been configured then following pop-up is displayed:

Following information has to be provided in the above pop-up:
- **Client ID**: Enter Client ID received from SuiteCRM API
- **App Secret:** Enter the secret key received from SuiteCRM API

- **API Account:** Enter the account information received from SuiteCRM API
- **API Path:** Enter the path received from SuiteCRM API

Once the necessary information is entered, Click on the Save button.

Once the user is logged in, following screen is displayed in Rainbow CRM bridge extension:
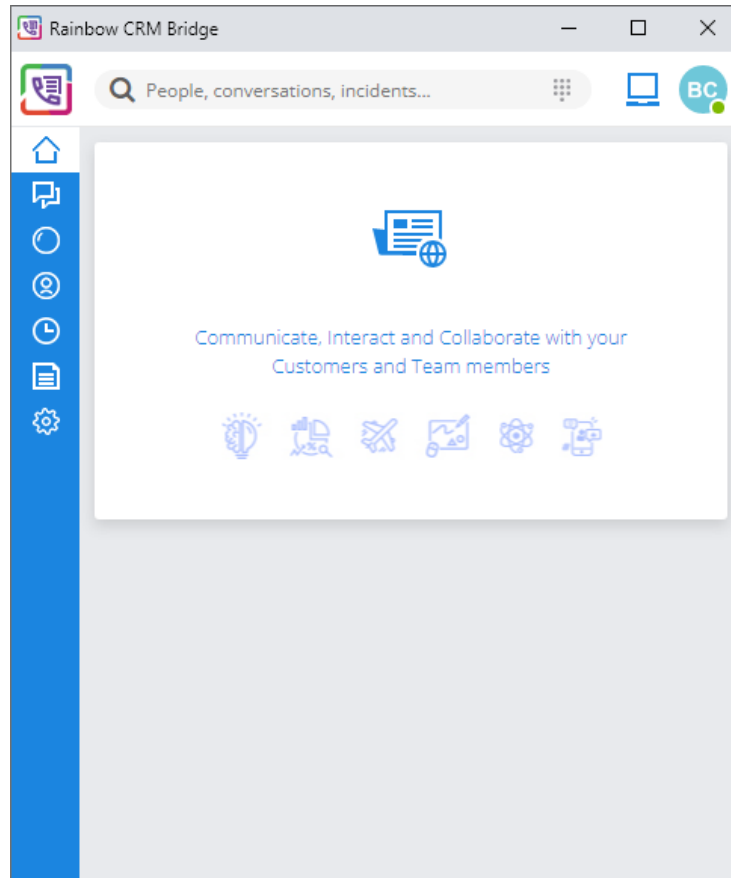
4 Rainbow Subscription & Supported PBXs

Before integrating Rainbow CRM Bridge with SuiteCRM, you must ensure that following configuration requirements related to telephone system are fulfilled. Integration with SuiteCRM can be achieved without these configurations but they are vital for provisioning of telephony capabilities in Rainbow CRM Bridge.

Rainbow CRM Bridge supports all available "Server Type" options such as OmniPCX Office (OXO) Connect, OmniPCX Enterprise (OXE) and 3rd Party PBXs. All supported telephone systems along with their supported versions are listed in the below table:

Telephone Systems	Supported Versions
OmniPCX Enterprise (OXE)	v12 or higher
OmniPCX Office (OXO) Connect	R3.x or higher
CISCO Unified Communication Manager (CUCM)	v9.x, 10.x, 11.x, 12.x
Mitel MiVoice	MiVoice 250
NEC	iS3000, iS4000
Asterisk	v11.21.1,v11.21.2,v11.21.3, v16.x, v17.x
OpenScape	OpenScape 4000

'Activate webRTC Gateway' option must be enabled if you intend to use Rainbow CRM Bridge application for VOIP calls. For more information on this, please refer to the following links:

https://support.openrainbow.com/hc/en-us/articles/360017561039-Manage-a-PBX-Equipment-Associated-to-a-Company

https://support.openrainbow.com/hc/en-us/articles/360019337180-WebRTC-gateway-installation-and-configuration-for-third-party-PBX

For OmniPCX Enterprise and OmniPCX Office Connect, CCCAgent application must be setup. However, for other telephone systems (CUCM, Mitel MiVoice, NEC and Asterisk), Rainbow CTI & Media Bridge application must be setup.

TAPI, CSTA, SIP Trunk and other PBX specific licenses are essential pre-requisite for setting up CCCAgent and Rainbow CTI & Media Bridge application. Please check with your telephone system vendor for licenses status and their activation.

5 Icon Glossary

Below you can see a list of icons (displayed next to Google Chrome address bar) and specific status of Rainbow CRM Bridge that these icons represent.

 - You are not logged into the SuiteCRM.

 - You are logged in SuiteCRM and should click on the extension to login into the Rainbow CRM Bridge. Same icon is displayed when you are logged into the Rainbow CRM Bridge.

6 Troubleshooting

In order to avoid the "Blocked State" of the CCD agent when the distant caller hangs up, the timer 384 value must be set to 0 (in system/timers) as highlighted below:

```
┌─Review/Modify: Timers──────────────────────────┐
│                                                 │
│           Node Number (reserved) : 1            │
│              Instance (reserved) : 1            │
│                      Timer No. : 384            │
│         ┌───────────────────────────────┐       │
│         │     Timer units : 0           │       │
│         └───────────────────────────────┘       │
│                                                 │
└─────────────────────────────────────────────────┘
```

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