RAINBOW CCD AGENT

AUTHOR JL BOUSSEL
07/2021

RAINBOW OXE CCD AGENT

- **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
  - Rainbow Agent Specific GUI eases Agent actions

- **Prerequisite**
  - Rainbow Enterprise license per user

PSTN / mobile

Alcatel·Lucent Ⓐ
Enterprise

2

July 21

RAINBOW OXE CCD FEATURES

▸ **The Rainbow application supports following CCD features**

  ▸ **Agent login/logout**

  ▸ **Self assigning / ordinary agent**

  ▸ **Password**

  ▸ **Wrap up automatic and manual**

  ▸ **Withdraw from the distribution**

  ▸ **Ready/not Ready states**

  ▸ **Pause state display**

  ▸ **Pre-assignment state display (Group waiting)**

  ▸ **Joined group display**

  ▸ **Pilot display in call**

▸ **Not implemented**

  ▸ Withdraw reason

  ▸ Business code

  ▸ Call Supervisor

3

**Alcatel·Lucent**
Enterprise
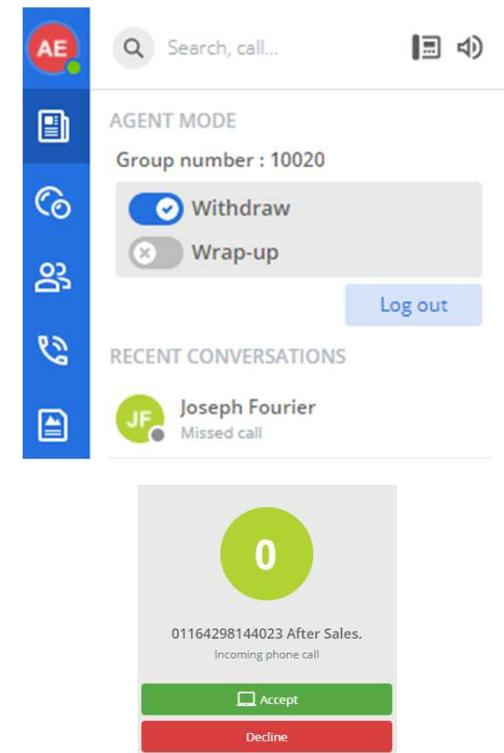
RAINBOW CCD AGENT – TELEPHONY MODE

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.
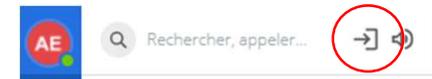
Telephony mode is valid for the Agent Session

- 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

Alcatel·Lucent
Enterprise
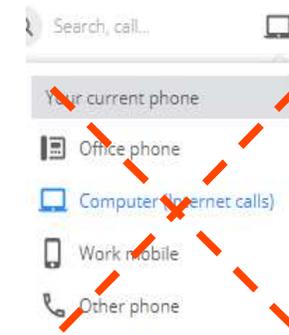
USE CASE#1 : AGENT USES HIS DEVICE FOR VOICE.

Computer VoIP

▸ 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

(*) 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)

5

July 21

Alcatel·Lucent
Enterprise

USE CASE#2 : AGENT USES AN OXE PHONE SET.

DeskPhone

‣ The user **must** logs 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 Desphone.

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

AGENT NUMBER 10010

Please define the phone you want to use

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

ACD AUTHORIZED PHONESET NUMBER (OPTIONAL)

GROUP NUMBER (OPTIONAL)

PASSWORD (OPTIONAL 4-DIGIT CODE)

Alcatel·Lucent Enterprise

USE CASE#3 : AGENT USES ANOTHER PHONE

Other Phone
PSTN

▸ 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

(*) Depends on CCD configuration

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)

Alcatel·Lucent
Enterprise

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

Alcatel·Lucent
Enterprise

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
Only Rex with OXE firstName="RAINBOW" will be included in the Rainbow pool.

Rainbow administration

▸ User must have a Rainbow Enterprise license

▸ User's extension number must be set with an OXE Agent number

Alcatel·Lucent
Enterprise

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

Alcatel·Lucent
Enterprise

AGENT PROFILES & STATES

OXE CCD has a rich offer in term of Agent profiles and Agent State

- **ACD Device association**
  - **Fixed Agent** :the phone set used by the agent is fixed by configuration.
  - **Mobile Agent**: this agent can decide which ACD phone set to use

- **ACD Group Assignment**
  - **Ordinary Agent** :This type of agent cannot choose the processing group when logging on.
  - **Self-assignable Agent**: this agent decides which processing group to join

- **Agent state**
  - The agent can be in different states :
    - logged on/out,
    - ready/not ready
    - withdrawn, in wrap-up
    - Pre-assigned

Rainbow CCD agent implements and/or displays these state

Alcatel·Lucent
Enterprise

AGENT PROFILES CONFIGURATION

Rainbow OXE CCD supports the main Agent profiles but Rainbow has not the exact knowledge of this CCD configuration

⇒ **Rainbow Agent user must enter at CCD log-on parameters compatible with his profile.**

▸ At log-On , the user must select the Rainbow mode he wants to use for the session:
Computer , Office or Other Phone

▸ Depending on the mode, and his type of Agent configured in CCD, he must complete with his **Phone number**

▸ Depending on the group assigment strategy configured in the CCD, he must complete with a **CCD group number**

▸ If configured in the CCD, he must enter his **CCD password**

Alcatel·Lucent
Enterprise

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

Add   Delete

Skills

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

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...

Alcatel·Lucent
Enterprise

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.
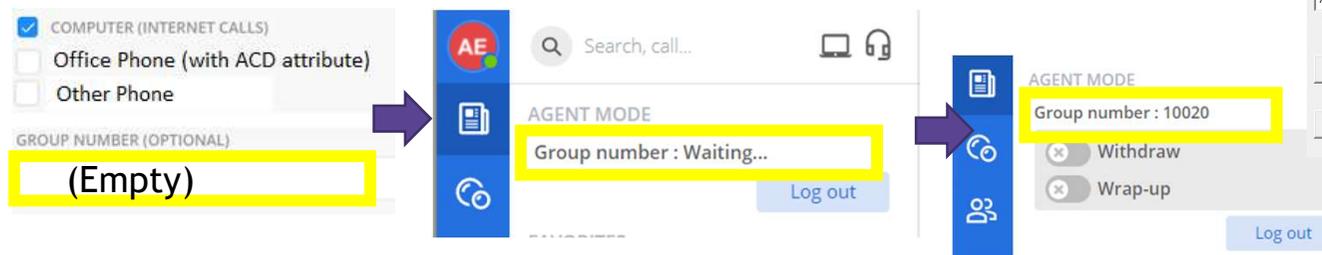

OR

Alcatel·Lucent
Enterprise

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

Availability   05/2021   under Early adopter flag (contact business engine)

▸ 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

▸ Scope caveat

    ▸ CCD Agent only (no supervisor functions)

    ▸ DECT are not supported as ProACD device

Alcatel·Lucent
Enterprise

C O N T A C T U S

🌐

WEBSITE
www.al-enterprise.com

Follow us on:

Alcatel·Lucent
Enterprise