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BP Admin Training :

How to manage my company in Rainbow for Distributors ? (VAD)

Cloud Services BU - Customer Care & Analytics

Training objectives

This training is dedicated to the Business Partner Distributor (VAD) willing to manage its own company and its resellers (IR) / End Customers (EC) in Rainbow.

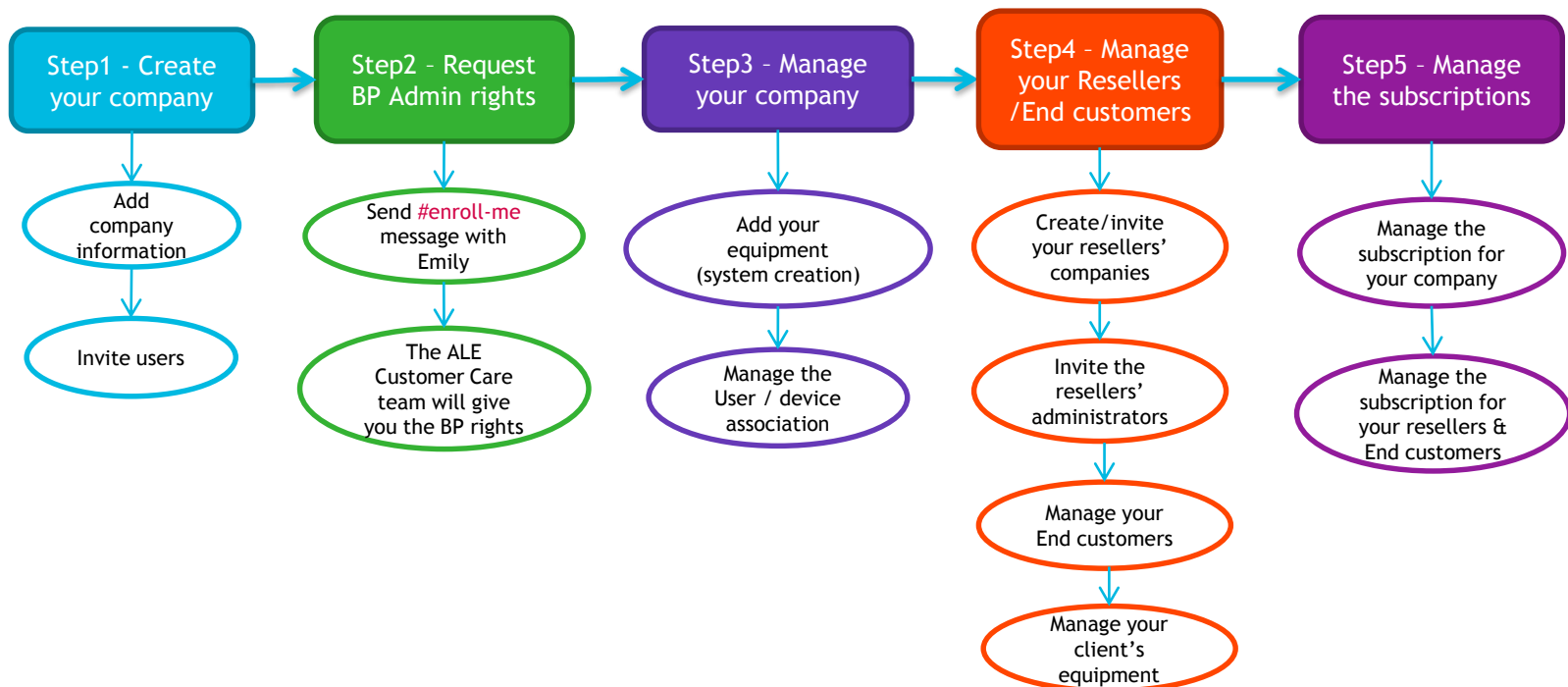
It will explain the following steps :

- **Step 1** : The procedure to create its own company and how to manage its members
- **Step 2** : The Business partner enrollment (to request BP Administrator Rights)
- **Step 3** : How to manage my company (equipments/members)
- **Step 4** : How to manage my reseller (IR) Companies
- **Step 5** : How to manage my subscriptions

VAD: Value Added Distributor / IR: Indirect Reseller / EC: End Customer

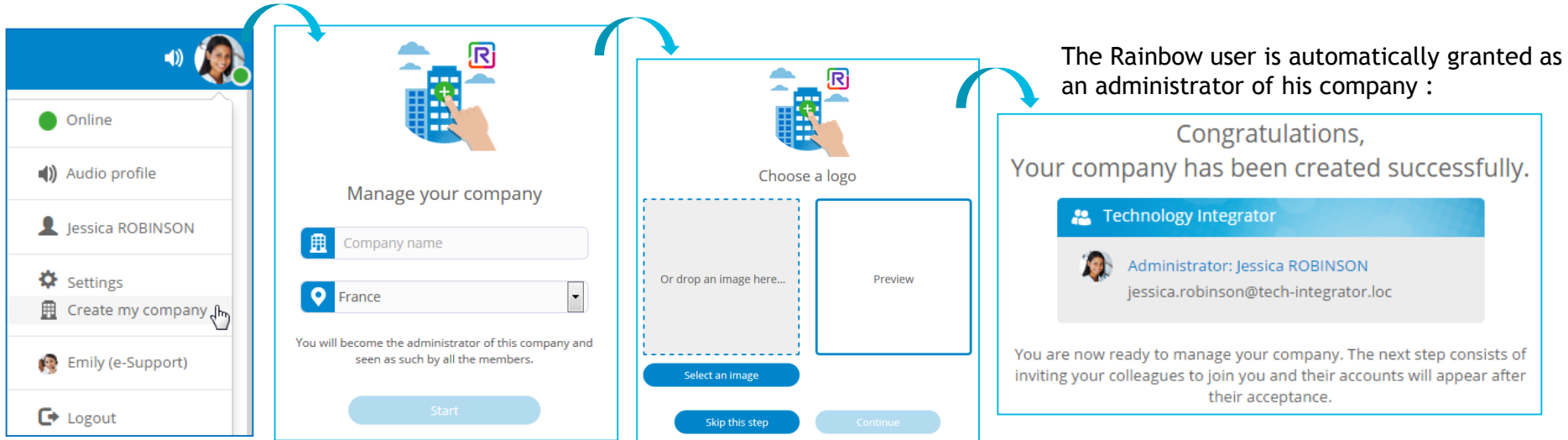
End-to-end process for distributors

For Business Partner administrators



Step1: Create your own company

- For an existing Rainbow user, it is possible to create his own company after the first connection in Rainbow, by clicking on your settings and select “Create my company” and follow the wizard :



The Rainbow user is automatically granted as an administrator of his company :

Congratulations,
Your company has been created successfully.

Technology Integrator

Administrator: Jessica ROBINSON
jessica.robinson@tech-integrator.loc

You are now ready to manage your company. The next step consists of inviting your colleagues to join you and their accounts will appear after their acceptance.

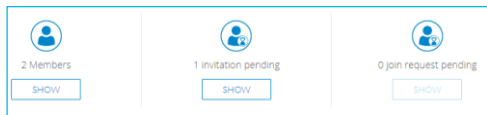
See also the Help Center article : [How to create my company?](#)

Step1: Invite members of your company

Dashboard & Company information

- The administrator can invite other people to reach his company :

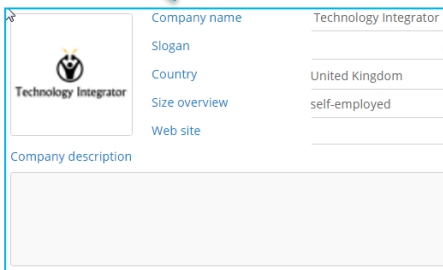
Members activity:



Summary of member activity:

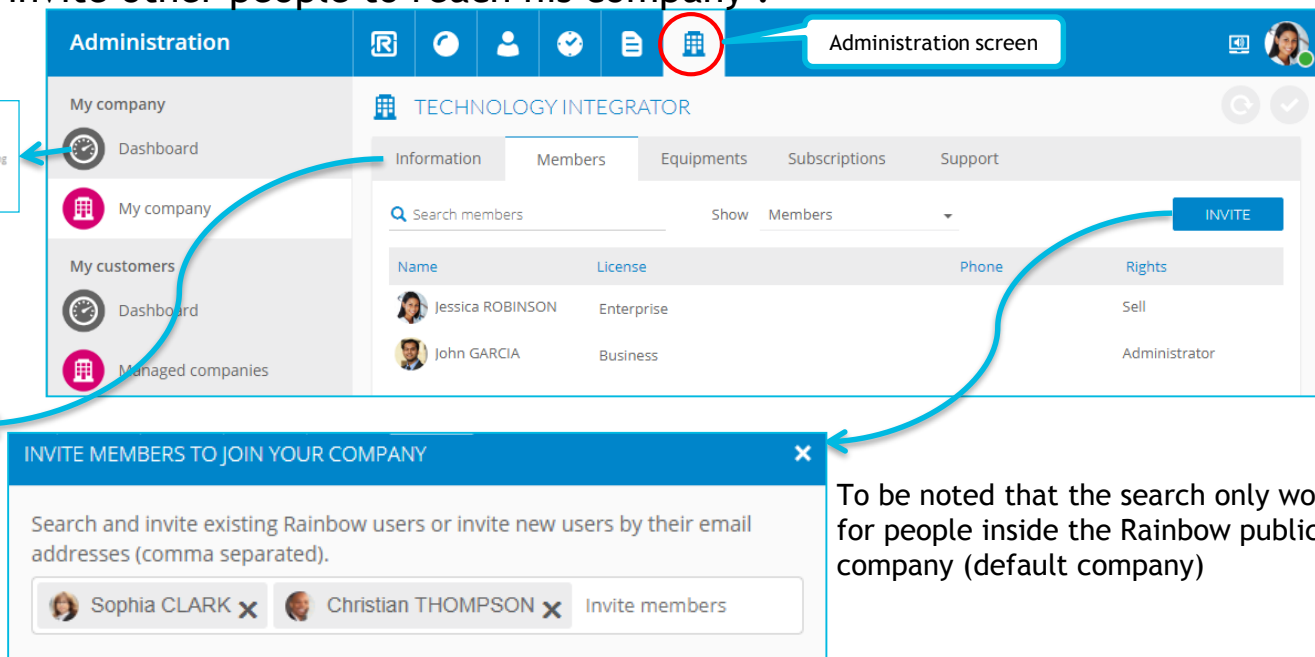
- 2 Members (SHOW)
- 1 invitation pending (SHOW)
- 0 join request pending (SHOW)

Update your company information



Company information update form:

- Company name: Technology Integrator
- Slogan: _____
- Country: United Kingdom
- Size overview: self-employed
- Web site: _____
- Company description: _____



Administration screen showing the 'Members' tab for 'TECHNOLOGY INTEGRATOR'.

Members list:

Name	License	Phone	Rights
Jessica ROBINSON	Enterprise		Sell
John GARCIA	Business		Administrator

An 'INVITE' button is visible in the top right of the members list.

Modal: INVITE MEMBERS TO JOIN YOUR COMPANY

Search and invite existing Rainbow users or invite new users by their email addresses (comma separated).

Selected members: Sophia CLARK, Christian THOMPSON

Buttons: Invite members

To be noted that the search only works for people inside the Rainbow public company (default company)

Step2 : Business partner enrollment

Request rights for BP administrator rights

- Pre-requisite: An existing Rainbow company, with at least one member (Administrator in that case)
- The Business partner enrollment must be done by sending a request to the Rainbow assistant “Emily”. To be accepted, this request must specify a partner Identifiers known by Alcatel-Lucent Enterprise : *Name of the company, CRD company id, and the contact email* of the Rainbow company administrator.

To know the required list of information please ask Emily by typing **#Enroll-help**

- By reception of your approval, the Rainbow Customer Care Team will grant:
 - Your Company as a BP company (Distributor type)
 - The indicated user with ‘company Admin’ and ‘seller’ rights (see annex: Administration roles to manage companies)
- When connecting to the Rainbow Web client, your administrator will be able to **manage his own company and his reseller/end customer companies**.

Step3 : Manage the BP Company

Administration roles to manage companies

2 user profiles ('Seller' or company 'Admin') are available in Rainbow with the following rights :

<< The reseller creates its own PBX >>
It is not managed by the distributor

		Create/Manage Company <i>Info / Members invit.</i>		Create Equipments <i>Add Systems</i>		Manage Systems <i>User/Device association</i>	
		BP company	EC company	BP company	EC company	BP company	EC company
Business Partner VAD or IR	Seller	YES	YES	YES	YES	YES	YES
	Admin	YES	NO	YES	NO	YES	NO
End Customer (EC)	Admin		YES		NO		YES

Seller : Only for Business Partner (VAD or IR)

Company Administrator : For Business Partner and End Customers



Note that the first administrator of the BP company has the both roles : **Seller** + **Admin**, for the other users:

- Essential offer : limitation to one 'company administrator' per company
- Business/Enterprise offers : Each member with one license can become a 'company administrator'

Step3 : Manage the BP Company

Administration view with the « seller » rights

The screenshot shows the Administration interface for a company named 'Technology Integrator'. The interface is divided into a left sidebar and a main content area. The sidebar contains navigation options for 'My company', 'My customers', and 'My resellers', each with a 'Dashboard' and a 'My company' sub-option. The main content area displays the 'Information' tab for the company, showing details such as Company name, Slogan, Country, Size overview, Economic activity, Website, and Visibility. A callout box on the left explains that the 'My company' section is for company administrators, while the 'My customers' and 'My resellers' sections are for 'seller' administrators. Another callout box on the right highlights that the 'Information' tab allows for changing the company's properties.

Administration

My company

- Dashboard
- My company

My customers

- Dashboard
- Companies managed

My resellers

- Dashboard
- Reseller companies

TECHNOLOGY INTEGRATOR

Information | Members | Equipment | Subscriptions | Support

Information

- Company name: Technology Integrator
- Slogan: _____
- Country: United Kingdom
- Size overview: self-employed
- Economic activity: Not defined
- Website: _____
- Visibility: Public

Company description

This part appears for company administrators

This part appears for the 'seller' administrators to manage their client companies

The 'Information' tab allows you to change the company's properties

Step3 : Manage the BP Company

Add PBX equipment

The screenshot displays the Administration console interface. The left sidebar contains navigation options: 'My company' (circled in red), 'My customers', and 'Managed companies'. The main content area is titled 'TECHNOLOGY INTEGRATOR' and has tabs for 'Information', 'Members', 'Equipments' (circled in red), 'Subscriptions', and 'Support'. Below the tabs is a search bar and a table with columns 'Name' and 'Equipment'. An 'ADD' button (circled in red) is located in the top right of the main area. A modal dialog box titled 'DECLARE A NEW DEVICE' is open, showing fields for 'Device information' (Server name: OXO_01, Server type: OmniPCX Office) and 'Dialing information' (Country: France, Outband prefix: 0). A 'CONTINUE' button is highlighted with a mouse cursor. A callout box on the left contains the text: 'Retrieve credentials to be declared on the PBX agent side'. A 'MANAGE CONNECTION' dialog box is also visible, containing the following text: 'Here is the information you need to connect this device to the Rainbow infrastructure. To finalize this pairing, you must enter this information in the equipment management tool.' Below this text is a table with the following data:

Paying information	
Device ID	PBX2260-6184-8060-49c8-bafe-7e4c-3296-1bd0
Activation code	8398

Step3 : Manage the BP Company

Manage the users of my company

Administration

My company

- Dashboard
- My company

My customers

- Dashboard
- Companies managed

My resellers

- Dashboard
- Reseller companies

TECHNOLOGY INTEGRATOR

Information | **Members** | Equipment | Subscriptions | Support

Search members

Show Members

INVITE

Name	License	Phone	Rights
Jessica ROBINSON	Essential		Sell
John GARCIA	Essential		

Member information
Remove member

Information | Phone | Rights

Select the extension to be associated with this user. If you have multiple equipment, this one must be selected first.

Phone information

Equipment	EventsCom HQ OXO
Extension number	110
Public number	+447848311690

Continue to invite members of your company

Edit properties for one user

Use the Phone tab to associate a PBX extension to the selected user



Before proceeding with the user/device association, the first PBX connection to Rainbow must have succeeded

To associate devices to my company's users, the "company administrator" role is necessary

Step 4 : Manage your Resellers

Create or invite your Resellers' companies

Administration

My company

- Dashboard
- My company

My customers

- Dashboard
- Companies managed

My resellers

- Dashboard
- Reseller companies

RESELLER COMPANIES

Search companies Show Activated **CREATE** **INVITE**

Reseller companies	Status	Plan	Visibility
Sistemas	active	premium	public
SoundTrack	active	premium	

SISTEMOS

Information Subscriptions Members **Reseller**

External reference Ref_IR_01

Reseller has right to create (company or system)

CREATE A NEW RESELLER COMPANY

Company information

Company name _____

Visibility Public

External reference _____

Reseller has right to create (company or system)

INVITE AN EXISTING COMPANY

Search and select a company to manage as « Reseller »

Events Communication ✕

Optional reference to manage your resellers

New ! With the 1.28 Rainbow version (6th of August), it is possible to invite an existing Reseller's company

! Note that the reseller's equipment (PBX creation) is only managed by itself

Step 4 : Manage your End Customers

Create or invite an End customer's company

Administration

My company

Dashboard

My company

My customers

Dashboard

Companies managed

My resellers

Dashboard

Reseller companies

COMPANIES MANAGED

Search companies

Show Activated

CREATE INVITE

Companies managed	Status	Plan	Visibility
Events Communication	active	premium	public
High-Tech	active	premium	
Interior Designer	active	premium	

Manage company

Remove company

EVENTS COMMUNICATION

Information Subscriptions Members Equipment Support

Search equipment

Connection All

ADD

Name	Equipment	Connection
Demo_OXE	OmniPCX Enterprise	Pending
EventsCom HQ OXO	OXO Connect	Normal

The distributor has to create the PBX for its End Customers

CREATE A NEW MANAGED COMPANY

Company information

Company name Universal Design

Visibility Public

External reference

CREATE A NEW MANAGED COMPANY

The creation of the company is complete. You must now define an administrator for this company using the following invitation.

spencer|

SH Spencer Holden (spencer)

You can invite by email address or by searching an existing Rainbow user

There is also the possibility to invite an existing end customer's company

Step 4 : Example of EC companies affiliated to a BP company And associated members of one EC company

The screenshot illustrates the administrative interface for managing companies and their members. It is divided into two main sections:

- Top Section (Managed Companies):** Shows a list of managed companies under the heading "MANAGED COMPANIES". The table includes columns for "Managed companies", "Status", "Plan", and "Visibility". One company, "High-Tech", is highlighted with a red circle. A red arrow points from this circle to the "High-Tech" company's management page below.
- Bottom Section (High-Tech Company Management):** Shows the "HIGH-TECH" company page with tabs for "Information", "Subscriptions", "Members", "Equipment", and "Support". The "Members" tab is active, displaying a list of members. A red arrow points from the "High-Tech" company name in the top section to the "HIGH-TECH" header in this section.

Annotations and callouts:

- A yellow warning icon is placed next to the text: "The Admin of the End customer's company, can also invites people of his company".
- A blue callout bubble points to the "INVITE" button: "To invite more people".
- An orange callout bubble points to the "Remove member" option in the member's context menu: "Possibility to remove the user. Also the same way, to remove a company (in 'Managed companies' tab)".

Managed companies	Status	Plan	Visibility
Events Communication	active	premium	public
High-Tech			
Interior Designer			

Name	License	Phone	Rights
Christian THOMPSON	Essential		Administrator

Step 4 : Management of the EC equipment (PBX)

The screenshot shows the 'Administration' interface for 'HIGH-TECH'. The 'Equipments' tab is selected and circled in red. A blue 'ADD' button is also circled in red. The 'Managed companies' link in the left sidebar is also circled in red. The main content area shows a table with columns for 'Name', 'Equipment', and 'Connection', and a 'No system' message.

The 'DECLARE A NEW EQUIPMENT' form contains the following fields:

- Equipment information
 - Server name: Your system server Name
 - Server type: OXO Connect (selected from a dropdown menu)
- Dialing information
 - Country: France
 - Use the outband prefix
 - Outband prefix: 0

In the “Equipment” tab, the add button allows to create a system.

⚠ After filling the name and the PBX type, the credentials are automatically generated.

The PBXID and the activation code must be entered in the PBX admin interface.

The 'MANAGE CONNECTION' dialog box contains the following information:

- Here is the information you need to connect this equipment to the Rainbow infrastructure. To finalize this pairing, you must enter this information in the equipment management tool.
- Continuing button: CONTINUE
- Paying information
 - Equipment ID: PBX8c28-b3c4-e04e-4664-85ba-fa14-1999-c75b
 - Activation code: 6137

The screenshot shows the equipment list with a context menu open for the 'EventsCom HQ OXO' entry. The menu options are:

- Equipment information
- Manage connection
- Remove equipment

A red callout box points to the menu with the text: "After creation, the following options are available".

Step 4 : Phone Number / user association

Follow the 4 steps to select one member of one company and to associate him a phone number:

The screenshot shows the 'Administration' interface. On the left, the 'Managed companies' menu item is circled in red and labeled '1'. The main area shows the 'EVENTS COMMUNICATION' section with the 'Members' tab selected, circled in red and labeled '2'. A table lists members: Brian LEE (Business), David ROBERTS (Essential), and Elizabeth Johnson (Business). The 'Member information' icon for Brian LEE is circled in red and labeled '3'. A blue arrow points from this icon to a modal window titled 'INFORMATION BRIAN LEE'. The modal window has three tabs: 'Information', 'Rights', and 'Phone', with the 'Phone' tab selected and labeled '4'. The modal contains the following information:

Select the extension to be associated with this user.
If you have multiple devices, this one must be selected first.

Phone information

Device	OXO_1 Events Com
Extension number	109
Public number	+33390676862

CANCEL APPLY

The 'Device' field is automatically filled if only one system exists on this company

The extension number must be selected in drop down list (all phone numbers declared on the PBX, are automatically provisioned in this list **after the first connection of the system in Rainbow**)

Indicate the direct dial-in phone number (DDI) for this user (public number)

Step 4 : Management of the Multi tenant equipment **New !**

First step: Create a Multi tenant PBX in your administration tool

DECLARE A NEW EQUIPMENT

Equipment information

Server name bpOTEC51

Server type OTEC-S

Specify equipment ID and activation code

Dialing information

Country France

Use the outbound prefix

Outbound prefix 0

By continuing, you indicate that you accept the [terms and conditions](#) and that you have informed the end user of its content.

CANCEL NEXT

Second step: Create a Multi tenant PBX for your end customers

DECLARE A NEW EQUIPMENT

Equipment information

Server name bpOTEC51

Server type OTEC-S

OTEC-S bpOTEC51

Company prefix 8210 - Greentree

8210 - Greentree

8212 - Declic

By continuing, you indicate that you accept the [terms and conditions](#) and that you have informed the end user of its content.

CANCEL APPLY

EQUIPMENTS DASHBOARD

My customers **Shared**

Search equipment Connection All ADD

Equipment	Server type	Companies	Connection
bpOTEC51	OTEC-S	2	Normal
bpOTEC52	OTEC-S	0	Pending



Before associate the prefix range to the EC, the PBX must be connected to Rainbow beforehand

Step 4 : Configure Emily to reach your support (Reseller mode)

For your Resellers / End Customers companies

- In the Reseller mode, the End Customers support Level1, will be managed directly by the Business partners or by a specific Help Desk.
- It is possible to configure 'Emily' in Rainbow, to forward all support requests to a specific email address, when the user uses Emily contact to notify an issue :



Hello Jessica, if you want to suggest an idea or notify an issue, please send me a description adding #support in your message.

March 24, 11:39 AM

- To implement it, the “BP support email address” must be defined as follows :

The screenshot displays the Rainbow user interface. On the left is a navigation menu with 'My company' selected. The main content area is titled 'EVENTS COMMUNICATION' and has tabs for 'Information', 'Members', 'Devices', 'Subscriptions', and 'Support'. The 'Support' tab is active and shows a 'Redirection Emily' section. Below this, it states 'All support requests made to Emily will be redirected to this email address.' and includes a 'Support e-mail address' field with a red circle '3' next to it. A red circle '2' is also present next to the 'Support' tab label.

Step 4 : Configure Emily to reach your support

For your own company

- It is also possible to manage this support email address for the users of your own company :

The screenshot displays a web management interface for a company named 'TECHNOLOGY INTEGRATOR'. On the left is a navigation sidebar with sections: 'My company' (containing 'Dashboard' and 'My company' with a red '1' badge), and 'My clients' (containing 'Dashboard' and 'Managed companies'). The main content area has a top navigation bar with tabs: 'Information', 'Members', 'Devices', 'Subscriptions', and 'Support' (with a red '2' badge). Below the 'Support' tab, the heading 'Redirection Emily' is shown. A text block states: 'All support requests made to Emily will be redirected to this email address.' Below this, the label 'Support e-mail address' is followed by an input field containing a redacted email address (indicated by a red '3' badge).

- Note, for the Rainbow issues Level 2, your administrator has to contact support@openrainbow.com

Step5 : Manage your subscriptions

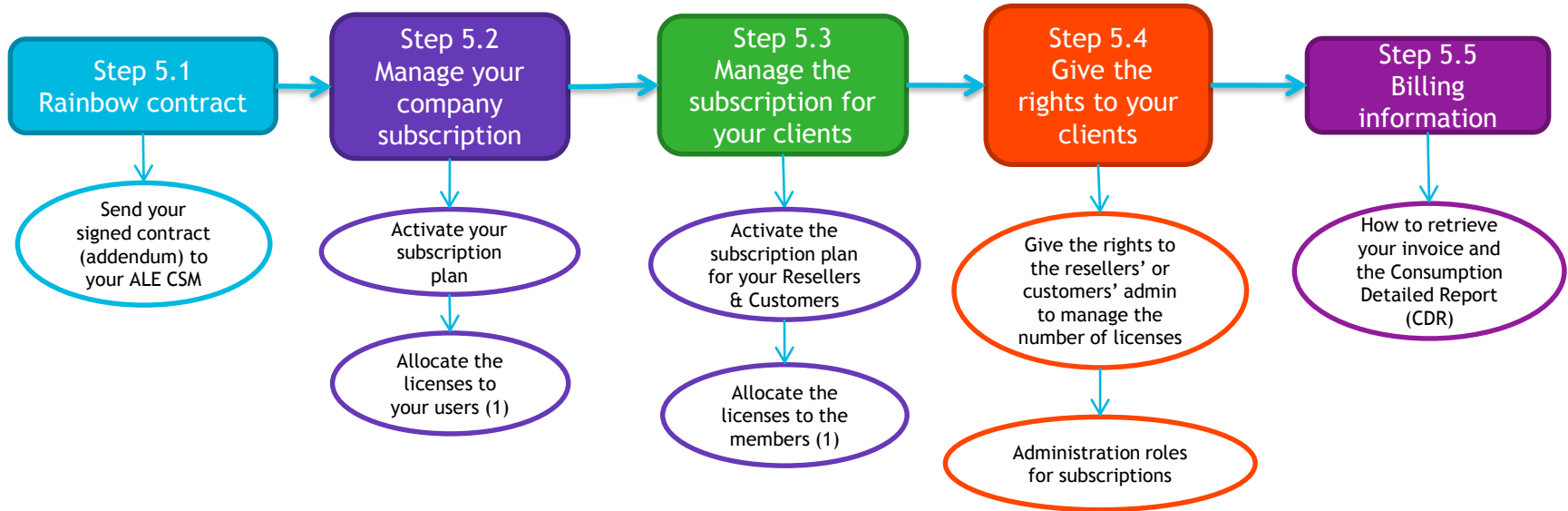
This training is dedicated to the distributor willing to manage the subscription plan for his own company and his resellers / End Customers (EC) in Rainbow.

It will explain the steps to be followed by the BP :

- **Step 5.1** : Send your signed Rainbow contract to your ALE Channel Sales Manager
- **Step 5.2** : Activate the subscription plan for your company and manage licenses
- **Step 5.3** : Activate the subscription plan for your client companies (resellers & customers) and manage licenses
- **Step 5.4** : Give the rights to your end customer to manage the license add-ons
- **Step 5.5** : Retrieve your billing information (ALE invoice / CDR) includes licenses and conf call

Step5 : End-to-end process for Business Partners

For Business Partner administrator



CSM : ALE Channel Sales Manager

EC : End Customer

CDR : Call Detail Report

(1) Depends on the administrator rights (see [Step 5.4 : Administration roles](#))

Step5 : Rainbow offers (<https://www.openrainbow.com/offer/>)

RAINBOW SERVICE PLANS	Rainbow ESSENTIAL Free of charge	Rainbow BUSINESS 2 € / user / month (*)	Rainbow ENTERPRISE 4 € / user / month (*)
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Collaboration services

User self-enrolment & profile management	●	●	●
Search engine / Conversations management	●	●	●
Contact lists / Guest management	●	●	●
Instant Messaging / Presence	●	●	●
Bubbles	● up to 20 users	● up to 20 users	● up to 100 users
File transfer / Storage per user	● 1GB	● 1GB	● 20GB
Audio / Video / Screen Sharing	● 1 to 1	● 1 to 1	● up to 10 (1)
Multi-platform (iPhone, android, web, desktop)	●	●	●
Calendar Presence			● O365 (2)
MS Outlook plug-in			●

PBX services (when PBX connected to Rainbow)

Telephony Presence	●	●	●
Click-to-call (dial by name, answer, release)	●	●	●
Call log	●	●	●
PBX Advanced Call control		●	●
PBX Voice-mail		●	●
Skype for Business connector		●	●
3rd party PBX connector		● (1)	● (1)

(1) available soon

(2) additional calendars planned

(3) available with cloud-based active directory

(*) excluding taxes

RAINBOW SERVICE PLANS

RAINBOW SERVICE PLANS	Rainbow ESSENTIAL Free of charge	Rainbow BUSINESS 2 € / user / month (*)	Rainbow ENTERPRISE 4 € / user / month (*)
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Management

Company administration & control	● 1 admin	● multiple admin	● multiple admin
Company name & logo customization		●	●
Company domain name management		●	●
Active Directory integration			● (3)
History, backup management		● (1)	● (1)
Analytics dashboard		● (1)	● (1)
FAQ Service desk	●	●	●
ALE Support	● no SLA	● SLA	● SLA

RAINBOW OPTIONAL SERVICE PLANS

Storage

Additional storage		● (1)	● (1)
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Audio Conference

Bridge access up to 100 PSTN participants	● (1)	● (1)	● (1)
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Rainbow STORAGE 90 € / additional 1TB (*)

Rainbow CONFERENCE € / minute per connection type per participant (see detailed price list)

Step 5.1 : Rainbow addendum

- Contact your ALE Channel Sales Manager (CSM) to get the Rainbow addendum to your distributorship agreement.
- Return the received Rainbow addendum.
- The ALE teams will manage this addendum and will give you the Rainbow Rights.
- A communication will be done at the end of the treatment.

Prerequisites :

Your company must have the BP admin rights ([Step 2](#)), which allow you to manage your resellers' and customers' companies.

Step 5.2 : Activate the subscription plan for your company and manage licenses

- Activate the subscription plan for your company:

Administration

My company

Dashboard

My company

My customers

Dashboard

Companies managed

My resellers

Dashboard

TECHNOLOGY INTEGRATOR

Information Members Equipment Subscriptions Support

This company has no service plan.
Switch to Rainbow Premium to select the service plans.

ACTIVATE

Rainbow Premium
The premium service plans offer collaborative telephony services and powerful management tools.

Information Members Equipments Subscriptions Support

Free offers		Licences	Allocated	Description	
	Essential	Free	6	Rainbow Essential offer	

Paying offers		Billed	Allocated	Status	Description
	Business	--	--	Not subscribed	Rainbow Business offer
	Enterprise	--	--	Not subscribed	Rainbow Enterprise offer

It allows you to switch to the Rainbow Premium offers.


After activation, the Rainbow available services are displayed, and ready for subscription.



Step 5.2 : Activate the subscription plan for your company and manage licenses

- Create the subscription with licenses purchasing :

Information Subscriptions Members Equipments Support

Admin has the right to update subscriptions
 Admin has the right to decrease the number of subscriptions

Free offers	Licences	Allocated
 Essential	Free	6


Paying offers	Billed	Allocated	Status
 Business	--	--	Not subscribed
 Enterprise	--	--	Not subscribed

SUBSCRIBE

Check the box if you want to give the right to your company admin



MANAGE SUBSCRIPTIONS FOR INTERIOR DESIGNER

 **ENTERPRISE**
Rainbow Enterprise offer

Billed Licenses 0
Allocated Licenses 0


Adjust number of licenses 15



Price for licenses 42€ / month

15 Enterprise licenses are selected

A quotation is displayed and only available for the BP

Click update button to create the subscription with 15 licenses

Free offers	Licences	Allocated	Description
 Essential	Free	6	Rainbow Essential offer

Paying offers	Billed	Allocated	Status	Description
 Business	--	--	Not subscribed	Rainbow Business offer
 Enterprise	15	0	Subscribed	Rainbow Enterprise offer

Pool of available licenses

No license allocated

Step 5.2 : Activate the subscription plan for your company and manage licenses

- Assign the license “Enterprise” to one user :

Information **Members** Equipments Subscriptions Support

Search members Show Members **INVITE**

Name	License	Phone	Rights
Jessica ROBINSON	Essential		Admin / Sell
John GARCIA	Essential		

Member information

INFORMATION JESSICA ROBINSON

Information **Rights**

Licences

Business

Enterprise



Free offers	Licences	Allocated	Description
Essential	Free	6	Rainbow Essential offer

Paying offers	Billed	Allocated	Status	Description
Business	--	--	Not subscribed	Rainbow Business offer
Enterprise	15	1	Subscribed	Rainbow Enterprise offer


1 license is assigned
14 are available

Step 5.2 : Activate the subscription plan for your company and manage licenses

- Update the number of licenses :

Paying offers	Billed	Allocated	Status	
 Business	12	1	Subscribed	
 Enterprise	15	1	Subscribed	MANAGE

MANAGE YOUR SUBSCRIPTION



ENTERPRISE
Rainbow Enterprise offer

Billed Licenses 15

Allocated Licenses 1

Adjust number of licenses 20 5 licenses added to the initial pool

Price for licenses 56€ / month

It is possible to update the number of licenses by adding or removing them (only for unused licenses)

The consideration for billing will be taken into account with the step5

Step 5.2 : Manage prepaid licenses for your company

New !

- One year and three years prepaid subscriptions will be available by November 27th, the fees are charged up front per user on the selected billing period, with an automatic annual renewal at the end of the period.
- See chapter 5.5 for billing details

Administration

Welcome Bubbles Meetings Contacts Recents Files Companies

My company

- Dashboard
- My company

My subscriptions

- Subscriptions
- Invoices

My customers

- Dashboard
- Customer companies

My resellers

- Dashboard
- Reseller companies

ADVANCED TELEPHONY

Company Members Equipment Subscriptions Support Settings

Admin has the right to update subscriptions

Free offers Licenses Allocated

Essential	Unlimited	1		
-----------	-----------	---	--	--

Paying offers Billed Allocated Status

Business	--	--	Not subscribed
Enterprise	--	--	Not subscribed
Conference	--	--	Not subscribed

Prepaid offers Expiration date Billed Allocated Status

Business PrePaid 3 Years	Dec 1, 2020	10	0	Subscribed
Business PrePaid 1 Year		--	--	Not subscribed
Enterprise PrePaid 3 Years	Dec 1, 2020	20	0	Subscribed
Enterprise PrePaid 1 Year		--	--	Not subscribed

Monthly subscriptions

New ! Prepaid subscriptions

The expiration date is displayed after the first subscription

Step 5.3 : Activate the subscription plan for your resellers

- Select one company of your resellers :

Administration

RESELLER COMPANIES

Search companies Show Activated CREATE INVITE

Reseller companies	Status	Plan	Visibility
Sistemas	active	premium	public
SoundTrack	active	freemium	public

Select one company

1 2

It is the same procedure as your own company, to create or update the subscriptions for your resellers' companies (idem to assign the licenses to the users)

Note that the reseller's company administrator has also the rights to allocate the licenses to the members of his company (see [Step 5.4 : Administration roles](#))

SOUNDTRACK

Information Subscriptions Members Reseller

This company has no service plan. Switch to Rainbow Premium to select the service plans. ACTIVATE

3 4

Rainbow Premium
The premium service plans offer collaboration services, telephony services and powerful management

Information Subscriptions Members Reseller

Admin has the right to update subscriptions

Check the box if you want to give the right to your reseller admin

Free offers	Licenses	Allocated
Essential	Free	1

Paying offers	Billed	Allocated	Status
Business	--	--	Not subscribed
Enterprise	--	--	Not subscribed
Conference	--	--	Not subscribed

Step 5.3 : Manage prepaid licenses for your resellers

New !

The screenshot shows the 'Administration' interface for 'RED BARON ELECTRONICS'. The left sidebar contains navigation options: My company (Dashboard, My company), My subscriptions (Subscriptions, Invoices), My customers (Dashboard, Customer companies), and My resellers (Dashboard, Reseller companies). The main content area is titled 'RED BARON ELECTRONICS' and has a 'Reseller's company' callout. It features tabs for Company, Subscriptions, Members, Support, and Settings. Under the 'Subscriptions' tab, there is a checkbox for 'Admin has the right to update subscriptions' with an 'ACTIS' button. Below this are three sections: 'Free offers' (Essential, Unlimited, 0), 'Paying offers' (Business, Enterprise, Conference, all 'Not subscribed'), and 'Prepaid offers' (Business PrePaid 3 Years, Business PrePaid 1 Year, Enterprise PrePaid 3 Years, Enterprise PrePaid 1 Year, all 'Not subscribed'). A 'SUBSCRIBE' button is visible next to the 'Business PrePaid 1 Year' offer.

You can upload an Actis file to create automatically the Prepaid subscriptions, for the reseller or for its End Customers

Check with your reseller if the End customer company name is correct in your Actis file to avoid duplicated company

You can also create manually the Prepaid subscriptions, but only for the reseller in that way

⚠ Note the Actis file can be used only to create prepaid subscriptions (not monthly)

Step 5.3 : Subscription history

New !

The screenshot displays the Administration interface. The top navigation bar includes icons for Welcome, Bubbles, Meetings, Contacts, Recents, Files, and Companies. The left sidebar shows navigation options: My company (Dashboard, My company), and My subscriptions (Subscriptions, Invoices, History). The main content area is titled 'OPERATIONS HISTORY' and has tabs for 'Subscriptions' and 'Members'. A search bar for companies is present. A table lists subscription history with columns for Company, Plan, Licenses, Done by, and Date / Hour. Two entries are shown, both for 'Advanced Telephony'.

Company	Plan	Licenses	Done by	Date / Hour
Advanced Telephony	Enterprise PrePaid 3 Years	20 (+20)	Me	Nov 24, 2017 5:09 PM
Advanced Telephony	Business PrePaid 3 Years	10 (+10)	Me	Nov 24, 2017 5:06 PM

Highlight the history line, which will allow you to manage the subscription

A new tab called « History » is available in your administration view, and allow you to retrieve all the subscriptions made for yourself or for your clients.

Step 5.3 : Activate the subscription plan for your customers

- Select one company of your customers:

Administration

My company

My customers

My resellers

COMPANIES MANAGED

Search companies

Show Activated

CREATE INVITE

Companies managed	Status	Plan	Visibility
Events Communication	active	premium	public
High-Tech	active	premium	public
Interior Designer	active	freemium	public

Manage company

Remove company

Select one company

It is the same procedure as your own company, to create or update the subscription for your customers' companies (idem to assign the licenses to the users)

Note that the customer's company administrator has also the rights to allocate the licenses to the members of his company (see *Step 5.4 : Administration roles*)

INTERIOR DESIGNER

Information Subscriptions Members Equipments Support

This company has no service plan. Switch to Rainbow Premium to select the service plans.

ACTIVATE

Rainbow Premium

The premium service plans offer collaboration services, telephony services and powerful management

Information Subscriptions Members Equipment Support

Admin has the right to update subscriptions

Admin has the right to decrease the number of subscriptions

Free offers

	Licenses	Allocated
Essential	Free	6

Paying offers

	Billed	Allocated	Status
Business	--	--	Not subscribed
Enterprise	--	--	Not subscribed

Check the box if you want to give the right to your customer admin

Step 5.4 : Give the rights to your clients (IR/EC) to manage the license add-ons

- Once the subscription created with purchased licenses, you have the possibility to give the rights to the **reseller or customer administrator** to update the subscription.
- Example for a reseller :

The screenshot shows the SISTEMOS administration interface. The left sidebar contains navigation options: My company (Dashboard, My company), My customers (Dashboard, Companies managed), and My resellers (Dashboard, Reseller companies). The main content area is titled 'SISTEMOS' and has tabs for Information, Subscriptions, Members, and Reseller. The 'Subscriptions' tab is active, showing a list of subscriptions. A red box highlights two checked checkboxes: 'Admin has the right to update subscriptions' and 'Admin has the right to decrease the number of subscriptions'. Below this, there are two tables: 'Free offers' and 'Paying offers'.

Free offers		Licenses	Allocated
Essential	Free	5	

Paying offers		Billed	Allocated	Status
Business	10	10	Subscribed	
Enterprise	22	17	Subscribed	
Conference	--	--	Not subscribed	

To be noted, that the company administrator has in all cases, the rights to assign the licenses to the users of his company

Step 5.4 : Administration roles for subscriptions

2 user profiles ('Seller' or company 'Admin') are available in Rainbow with the following rights :

		Create subscriptions		Manage subscriptions		Licenses allocation to the users	
		BP company	EC company	BP company	EC company	BP company	EC company
Business Partner VAD or IR	Seller	YES	YES	YES	YES	NO	YES
	Admin	NO	NO	With rights *	NO	YES	NO
End Customer (EC)	Admin		NO		With rights *		YES


With rights * : If the rights are given by the seller in the Subscription tab :

Information Subscriptions Members Equipments

- Admin has the right to update subscriptions
- Admin has the right to decrease the number of subscriptions

Seller : Only for Business Partner (VAD or IR)

Company Administrator : For Business Partner and End Customers

 Note that the first administrator of the company has the both roles : Seller + Admin

Step 5.5 : Billing information (product types)

- The billing will depends on the products you have subscribed in your service plan :

The Business or Enterprise services

- **Monthly subscriptions:** These subscriptions will be invoiced on the 1st of each month depending on the number of licenses at the end of the previous month (no pro-rata concerning the first subscription nor for the license add-ons), *see the next slide for details.*
- New !** • **Multi-year subscriptions:** One year and three years prepaid subscriptions will be available by November 27th, the fees are charged up front per user on the selected billing period, with an automatic annual renewal at the end of the period (see next slides for details)
- A pdf document is sent automatically by email.
- It details the several Rainbow subscriptions including your company and your End Customer companies (see an [example](#))

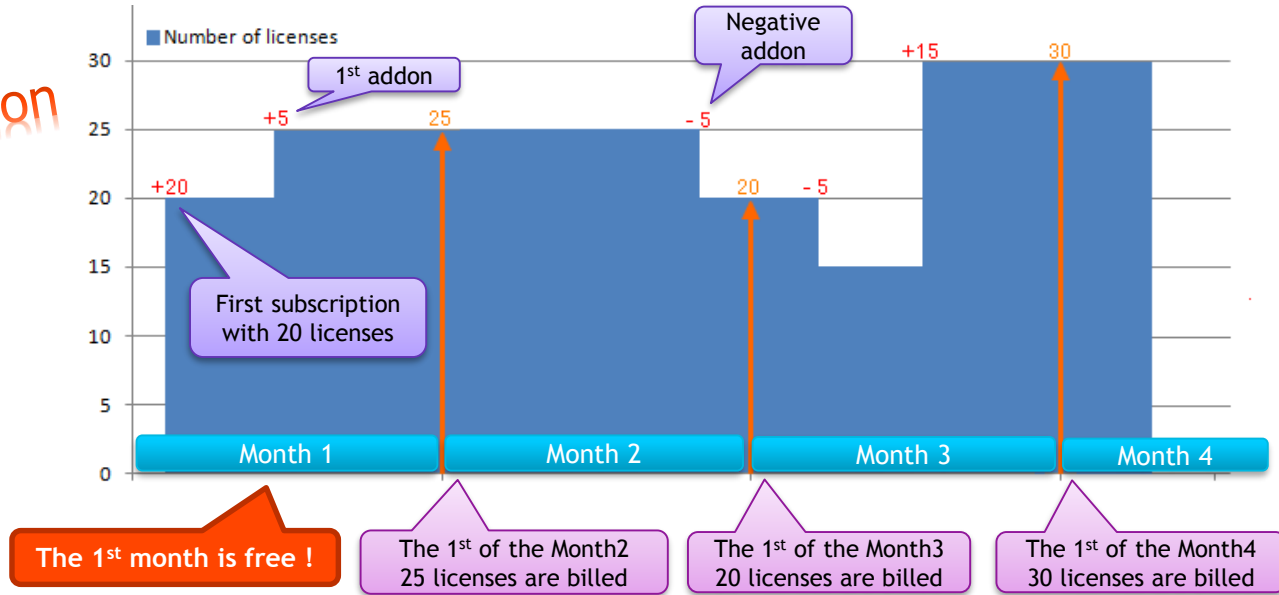
The conference call service

- This feature will be charged according to :
 - The usage of the users for each company/subscription
 - The consumption of the previous month

Step 5.5 : How the **Monthly subscription** are billed ?

Monthly subscription

Business /
Enterprise



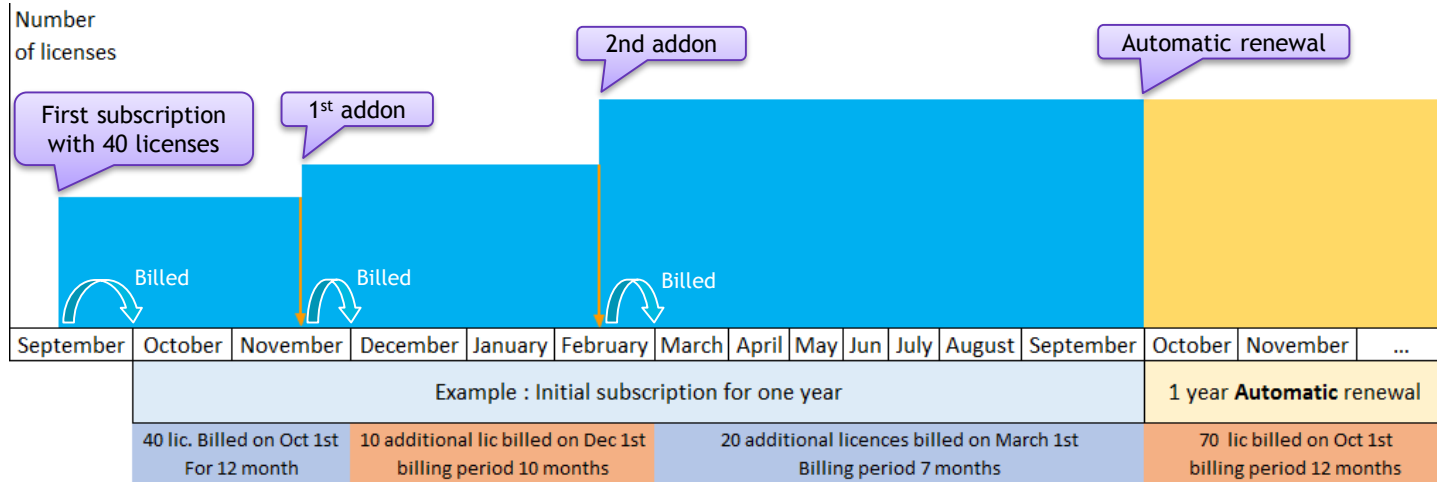
Fees are charged per user on-a-monthly-basis. The billing period is one month with automatic renewal. There is no engagement or minimum subscription period. The quantity of access rights can be increased or reduced at any time (invoice is adjusted for the next month).

The commercial references are : 3EY95001AA for Essential, 3EY95002AA for Business and 3EY95003AA for Enterprise (will be indicated on the invoice)

Step 5.5 : How the **Multi-year subscriptions** are billed ?

Prepaid
subscriptions

Business /
Enterprise



2 periods are available for prepaid subscription : One year or three years.

An automatic renewal for one year, will take place at the end of the both periods (even for the 3 years initial subscription)

The number of licenses can be increased at any time (available the 18th of December), at the same price and with the same ending date (a new invoice is issued the following month), no decrease available at this step.

The commercial references are :

3EY95101AB	RB-Business-PrePaid-1Y
3EY95102AB	RB-Enterprise-PrePaid-1Y
3EY95101AD	RB-Business-PrePaid-3Y
3EY95102AD	RB-Enterprise-PrePaid-3Y

Step 5.5 : How the licenses are billed ? **Conference subscription**

Conference

The Conference feature is charged according to :

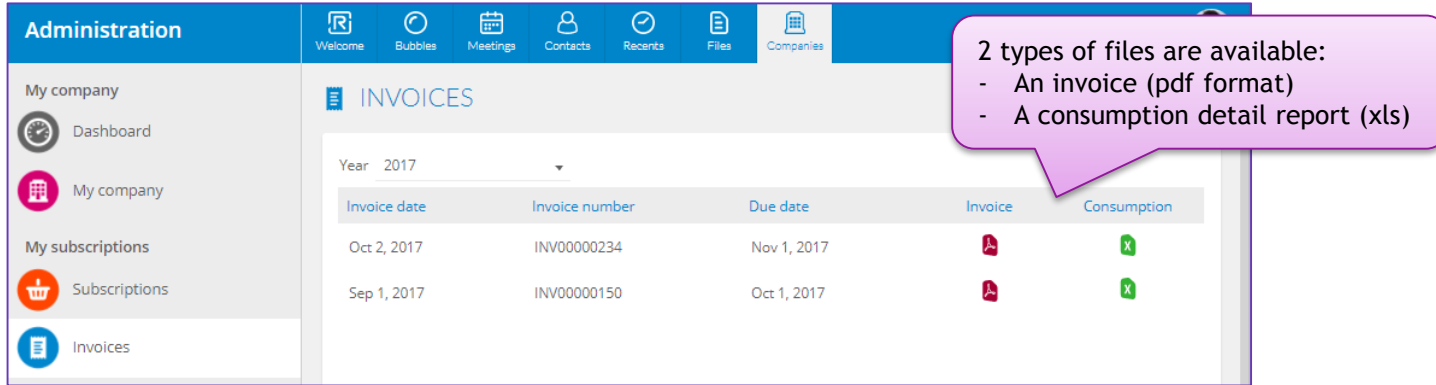
- The usage of the users for each company/subscription
- The consumption of the previous month (no prepaid subscription applicable)

For example, for an invoice sent the 1st of September, the billed period includes all communications during the month of August.

Commercial reference for Conference is 3EY95004AA (will be indicated on the invoice)

Step 5.5 : Where to retrieve your billing information

- You can retrieve your billing information from the “Invoices” tab :



Administration

Welcome Bubbles Meetings Contacts Recents Files Companies

My company

Dashboard

My company





My subscriptions

Subscriptions

Invoices

INVOICES

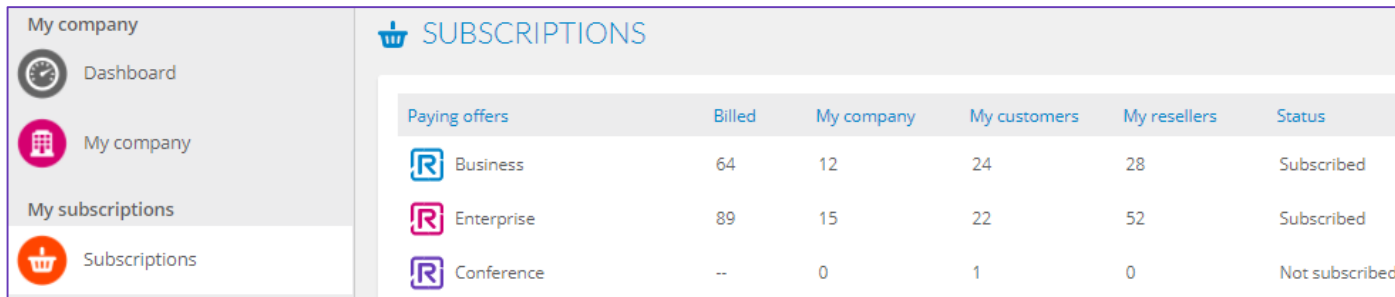
Year 2017

Invoice date	Invoice number	Due date	Invoice	Consumption
Oct 2, 2017	INV00000234	Nov 1, 2017		
Sep 1, 2017	INV00000150	Oct 1, 2017		

2 types of files are available:

- An invoice (pdf format)
- A consumption detail report (xls)

- The “Subscription” tab, gives you a global overview to facilitate the management of your subscriptions :



My company




Dashboard

My company

My subscriptions

Subscriptions

SUBSCRIPTIONS

Paying offers	Billed	My company	My customers	My resellers	Status
 Business	64	12	24	28	Subscribed
 Enterprise	89	15	22	52	Subscribed
 Conference	--	0	1	0	Not subscribed

Step 5.5 : Retrieve your billing information (invoice detail 1)

In your invoice, you will retrieve one subscription for each license purchased.

Here after the subscriptions for “My company” and where retrieve them on the invoice :

The screenshot shows the 'My company' dashboard with the 'Subscriptions' tab selected for 'TECHNOLOGY INTEGRATOR'. The interface includes a sidebar with navigation options like 'Dashboard', 'My company', 'My subscriptions', 'Subscriptions', 'Invoices', 'My customers', 'Customer companies', 'My resellers', and 'Reseller companies'. The main content area displays subscription details under 'Free offers' and 'Paying offers'.

Free offers	Licenses	Allocated
Essential	Unlimited	3
Business Demo	1	0
Enterprise Demo	1	0

Paying offers	Billed	Allocated	Status
Business	12	1	Subscribed
Enterprise	15	1	Subscribed
Conference	--	--	Not subscribed

Contractual documents : Rainbow service description - Rainbow price list - Terms of use

Pdf file

The invoice detail page for Rainbow includes the following information:

- Invoice N° :** INV00000150
Date : 01/07/2017
- Customer N° :** 78608
- Currency:** EUR **Amount :** €149.28

Order by:
Technology Integrator
85 Crown Street
LONDON

Invoiced to:
Technology Integrator
85 Crown Street
LONDON

Your References :
VAT n°: PO n° :

CHARGE SUMMARY

Product Name	Invoiced Period	Quantity	Unit Price (Excl Tax)	Amount (Excl Tax)
Enterprise subscription				
Contrat N°: RB-201706010906				
Rainbow Enterprise Reseller - GA Candidate-Price per user Enterprise	01/07/2017 - 31/07/2017	15	€2.80	€42.00
				Subtotal_Amount: €42.00
Business subscription				
Contrat N°: RB-201706010905				
Rainbow Business Resell - GA Candidate-Price per user Business	01/07/2017 - 31/07/2017	12	€1.20	€14.40
				Subtotal_Amount: €14.40

Step 5.5 : Retrieve your billing information (invoice detail 2)

Here after the subscription for “**My resellers**” and where it is displayed on the invoice :

My company

SISTEMOS

Company Subscriptions Members Settings


Admin has the right to update subscriptions
 Admin has the right to decrease the number of subscriptions

Free offers	Licenses	Allocated
Essential	Unlimited	2

Paying offers	Billed	Allocated	Status
Business	10	2	Subscribed
Enterprise	20	2	Subscribed
Conference	--	--	Not subscribed

At the end of the invoice, a table shows the company name for each subscription number, example for an end customer's company :

Subscription Number	Your Customer References
RB-201706010903	Your End Customer Name : Events Communication Your End Customer ID :

 Enterprise subscription

Contrat N°: RB-201706010904

Rainbow Enterprise Reseller - GA Candidate-Price per user Enterprise	01/07/2017 - 31/07/2017	20	€2.80	€56.00
				Subtotal_Amount: €56.00

Business subscription

Contrat N°: RB-201706010903

Rainbow Business Resell - GA Candidate-Price per user Business	01/07/2017 - 31/07/2017	10	€1.20	€12.00
				Subtotal_Amount: €12.00

INVOICE TOTALS

Discount:	€0.00
Net Payable:	€124.40
VTA:	€24.88
Total:	€149.28

Total amount for all subscriptions of my company and my customers

Step 5.5 : Retrieve your billing information (CDR)

The Consumption Detailed Report (CDR)

- 1 CDR will be available on Rainbow for the **conference** feature:
 - [CDR RB-CONF\(VAD\)](#) : full detail consumption for the Distributor
- 1 CDR will be available on Rainbow for the **Business & Enterprise** offers:
 - [CDR RB-SERV\(VAD\)](#) : full detail consumption for the Distributor

CDR file structure

The files are structured as the following to retrieve the information, and depending on the type of license :

For the **conference**

Invoice Details	1 tier BP	2 tier BP	EC Name	Service Plan	Conference Country and Connection Type	Conference Volume	Pricing and Currency
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For **Business & Enterprise**

Invoice Details	1 tier BP	2 tier BP	EC Name	Service Plan	Service detail	Subscription Quantity	Pricing and Currency
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Distributor

Reseller

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