

NewVoice

MobiCall certified with Rainbow Alert

SOLUTION OVERVIEW



MobiCall is NewVoice’s unified platform designed to centralize and automate all critical communications within your organization. By seamlessly integrating voice, text, video, and third-party systems, it ensures instant alerts, rapid mobilization, and coordinated responses in any emergency. From healthcare to industry and public institutions, MobiCall enhances operational safety and efficiency through intelligent, automated workflows.

INTEGRATION OVERVIEW

The interworking certification aims to validate API compliance and ensure the interoperability of the **NewVoice MobiCall** solution, which operates as an emergency notification system through the Rainbow Alert API and leverages the Rainbow CPaaS (Communication Platform as a Service).

INTEGRATION DETAILS

Integration with Rainbow services.

NewVoice MobiCall interfaces with **Rainbow Alert** services to deliver priority-based notifications (emergency, important, information, standard) as:



- direct messages to users
- messages sent to Bubbles (group chats).

NewVoice MobiCall can send media-enhanced (with images or audio) alarms to Rainbow users and collect acknowledgements from individuals or Bubbles.



TECHNICAL DETAILS

For technical support, contact

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 support@newvoice.ch

ENVIRONMENT

Partner

- MobiCall 17.0.2

Alcatel-Lucent Enterprise

- Rainbow 1.156.7




SUPPORTED API

- Rainbow Alert API

COMPANY OVERVIEW

NewVoice

New Voice International AG
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NewVoice is a global provider of alarm management, critical communication, and crisis response solutions, founded in 1991 and headquartered in Lachen, Switzerland. The company delivers innovative platforms such as MobiCall, MobiCloud, and MobiBox, enabling centralized alerting, mobilization, evacuation, and technical monitoring across diverse industries including healthcare, industry, hospitality, and public institutions.



DISCLAIMER: This certification provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

However, be aware, this document is associated with an InterWorking Report (IWR) available on [MyPortal - Alcatel-Lucent Enterprise](#) which provides possible restrictions and limits.

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