



# Rainbow by Alcatel-Lucent Enterprise connector for Microsoft Teams and Google

Deliver a fully integrated communications experience with Rainbow™ by Alcatel-Lucent Enterprise connector for Microsoft® Teams and Google users.

Rainbow connector integration lets Microsoft Teams and Google users complement existing collaboration functionality with advanced telephony capabilities.

Rainbow seamlessly integrates Microsoft Teams and Google with any on premises or cloud-based ALE or other private branch exchange (PBX) systems. This integration provides easy access to key communications features such as:

- Single and second call management
- Click-to-call
- Remote call control of existing devices
- Call history and voicemail
- Enriched search functions

Streamline productivity and maintain a consistent level of

personalised engagement with colleagues and customers.

## Enhancing your existing communications capabilities

Deploying any new solution can be costly from both a financial and productivity perspective. Users need to get accustomed to a new solution, and it often takes time to adjust the way they work to accommodate the new changes. The Rainbow connector enables users to simply enhance the collaboration options provided by Microsoft Teams and Google by utilising existing communications capabilities.

This integration enables users to better connect to customers, colleagues, and partners by bringing the full range of media to

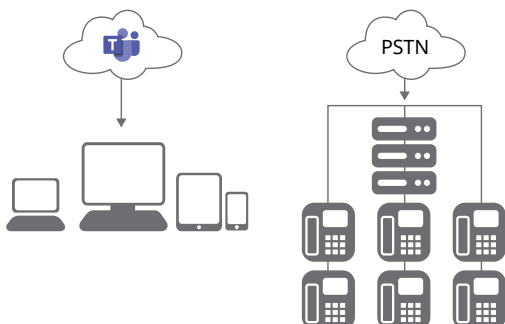
communications, both internally and externally. Seamless integration and a consistent user-interface not only minimises disruption by streamlining user-adoption, it also provides an easy way to access additional key telephony capabilities. Employees will be able to access these features from within the same interface to instantly begin fostering lasting relationships through personalised interactions.

## How does it work?

Rainbow by Alcatel-Lucent Enterprise integrations use Direct Routing to make or receive calls to, or from fixed line numbers using the Rainbow platform to connect to your collaboration tools. This enables all your communications streams to appear on a single interface.

## Before

2 streams with standalone set up for PSTN calls



## After

Single interference for all communications streams



## Solution benefits

With the Rainbow connector for Microsoft Teams and Google, users can access telephony capabilities using current connectivity options while also safeguarding existing investments. By integrating Rainbow with your existing ALE PBX system(s),

you will benefit from a truly unified and consistent user-experience with a host of essential functionality.

### Users benefit from:

- One-click call, call via the computer (teleworking), use of an external fixed or mobile telephone line

- Call management: Decline, transfer, 3-way conference, call forwarding to voicemail or other line
- Incoming call pop-up notification
- Initiate phone calls from your collaboration platform using right-click from the contact or using a dial pad

## Microsoft Teams



## Google



Search area in your telephone directory or Rainbow repository

Report a problem with diagnostic elements

Vocal messages notifications and access to messages

One-click to start calls from the contact search bar

The image shows two side-by-side screenshots of the Rainbow Telephony interface. The left screenshot is from Microsoft Teams, showing a navigation tab at the bottom, a numeric keypad for dialing, a 'Telemetry settings' panel, and a 'Call history' table. The right screenshot is from Google, showing a search bar and a 'Telephony settings' dialog box. Arrows point from text labels to specific UI elements in both screenshots.

**Navigation tab**

**Numeric keypad for internal and external dialing**

**Call history**

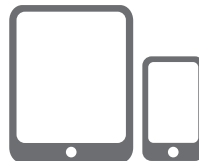
**Rainbow Click2Call interface to initiate a call**

Name	Type	Duration	Date
Rich Taylor	Missed call		Jun 16, 1:12 PM
Rich Taylor	Missed call		Jun 7, 8:56 AM
Rich Taylor	Missed call		Jun 7, 8:19 AM
Rich Taylor	Missed call		May 16, 8:31 AM
Rich Taylor	Outgoing	00:11	Apr 29, 8:59 AM
Rich Taylor	Outgoing		Apr 29, 8:57 AM
Rich Taylor	Outgoing		Apr 29, 8:56 AM
Rich Taylor	Outgoing		Apr 28, 10:24 PM
Rich Taylor	Outgoing		Apr 28, 10:20 PM
Rich Taylor	Outgoing		Apr 28, 10:17 PM
Rich Taylor	Outgoing		Apr 28, 2:15 PM
Rich Taylor	Outgoing		Apr 28, 2:14 PM
Rich Taylor	Outgoing		Apr 28, 2:12 PM



## Optimise your time

with seamless access to all your voice calls on a single interface



## Mobility

Enable your deskphone and business line on the go; BYOD and high-quality voice calls



## Cost savings

with no upfront investment, maintenance cost saving on telephony equipment, and subscription flexibility

## About Alcatel-Lucent Rainbow

Designed and operated by ALE, Rainbow is more than a secure unified communications platform. Rainbow provides the foundation for any organisation seeking to enhance the way it communicates, by creating the connections and relationships between people, processes, applications, and devices. By integrating Rainbow connectors, companies enable users to augment their overall Microsoft Teams and Google user experience, as well they can access the full Rainbow platform to optimise additional business processes. In addition to the numerous Rainbow default communication features, its open and flexible infrastructure enables it to be fully integrated into any environment to accommodate specific business requirements.