

What's New Rainbow™ Version 179 by Alcatel-Lucent-Enterprise

Collaborate with confidence. Manage up close.

Discover the latest enhancements — October 2026

AI · Collaboration · Telephony

Alcatel·Lucent



In this release

Rainbow 179 — Overview

01 Artificial Intelligence

Your AI agents, under control

Virtual receptionist · Knowledge base · CSV import/export · Usage alerts

02 Collaboration and meetings

Your tools and contacts, at the heart of every exchange

Contact search · Channels · Business tabs · Bubble history · Video preview · VIP alerts · Recording announcement

03 Telephony

Every call traced, every site autonomous

Enriched call log · Local multi-site administration · SIP device delegation

01

Artificial intelligence

Virtual receptionist · Knowledge base · CSV import/export · Usage alerts

Early Adopters only

AI Virtual Receptionist (Smart Routing)

Rainbow now answers incoming calls with AI: With no rigid voice menu, callers always reach the right person or queue

Intent understanding

Answers incoming calls, understands intent using AI and routes to the right destination. Limit: two minutes per call.

Direct resolution or transfer

Handles simple requests directly and transfers complex cases to the appropriate queue or agent.

Configuration in Rainbow Hub

Configured by the administrator, with built-in handling of unexpected cases. No developer needed.



Licenses: Smart agent | Rainbow Hub only

Smart routing management

Easy to deploy, easy to monitor

CSV import/export for configuration

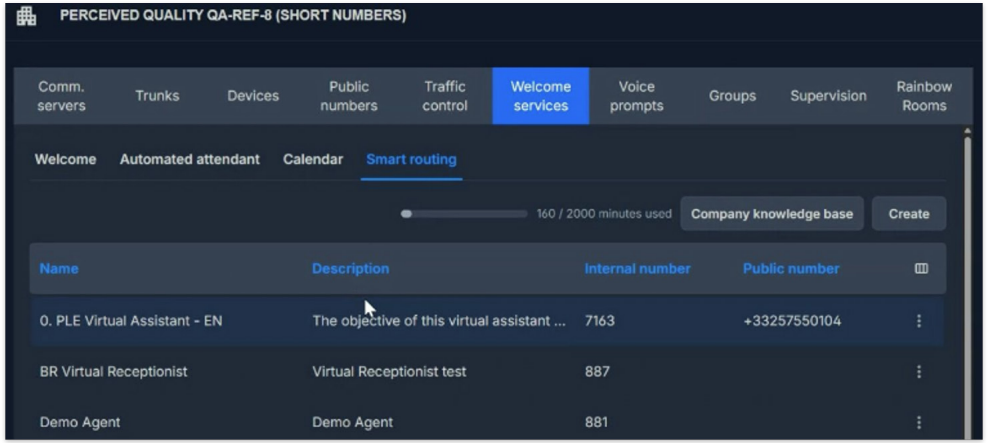
Bulk upload of transfer destinations, knowledge bases, agent cloning and large-scale changes.

A knowledge base shared by all your agents

An FAQ maintained once applies to all virtual agents. Each agent keeps its own entries, which take priority.

Smart agent usage alerts

The administrator is alerted at 80%, 90% and 100% of the monthly pool of minutes. Automatic management and monthly renewals.



Licenses: Voice Business, Voice Enterprise and Voice Attendant | Admin

02

Collaboration and meetings

Contact search · Channels · Business tabs · Bubble history · Video preview · VIP alerts · Recording announcement

Find the right person, the first time

Contacts and search

Search, redesigned

A fully redesigned interface to find people and content faster, including for guest users.

Web

Search by number

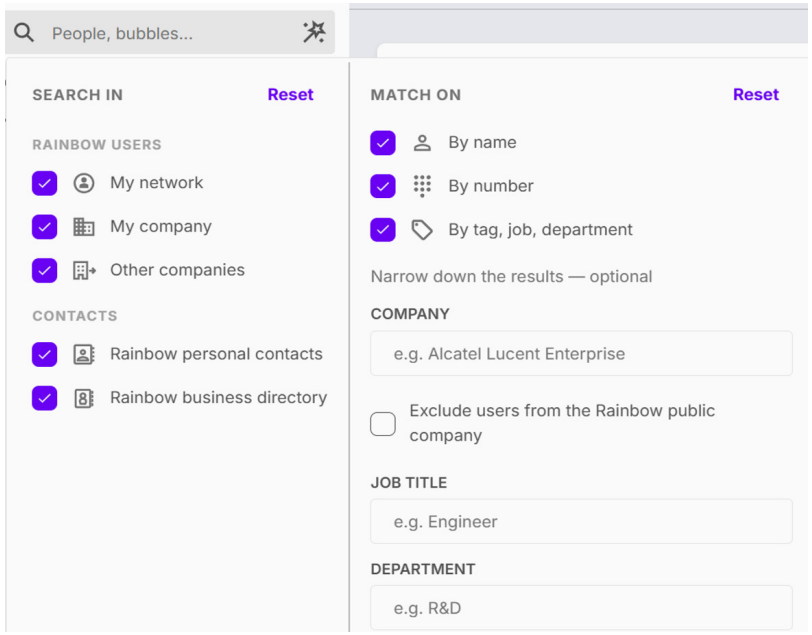
A number is all it takes: find the matching contact and reach them instantly.

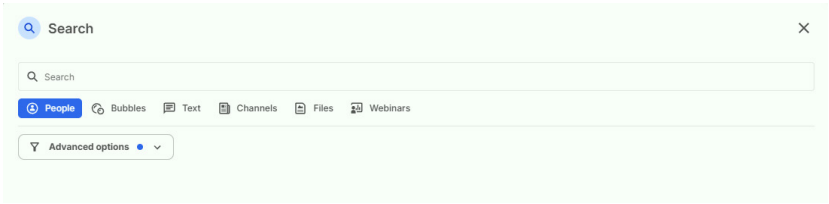
Web / IOS / Android

Search by company

Know the company but not the name? Browse its contacts and refine by first name, department or any other detail.

Web / IOS / Android





Licenses: Business, Enterprise, Attendant, Voice Business, Voice Enterprise and Voice Attendant

Share information, stay in control

Channels, bubbles and tasks

One channel, one link

A Generate a shareable link: any Rainbow user can discover a channel and subscribe in one tap. No more one-by-one invitations.

Web / IOS / Android

Business tabs in conversations

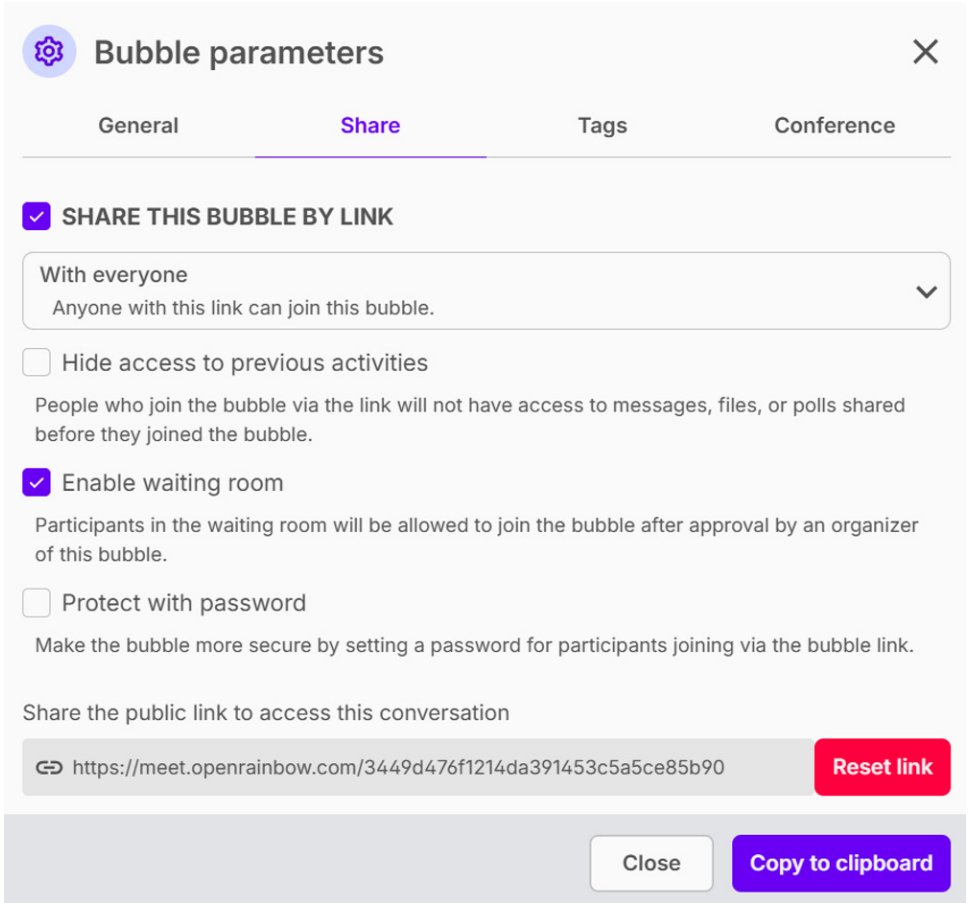
Third-party apps can now add their own fully custom tab right inside a conversation.

Web / IOS / Android

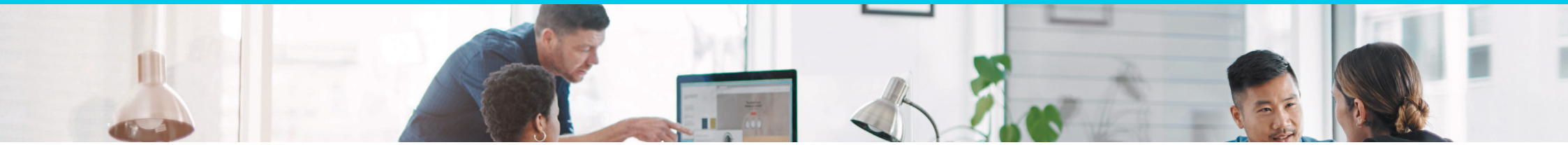
Private bubble history

Hide message and file history from new bubble members, whether invited directly or via a public link.

Web / IOS / Android



Licenses: Video preview: Business, Enterprise, Attendant and Voice equivalents | VIP alerts and recording consent: Enterprise



Meetings with confidence, adaptable notifications

Control your image, notifications and recordings

Video preview

Nobody sees you until you have checked your camera and applied a blur or virtual background..

Web / iOS / Android

Silent VIP alerts

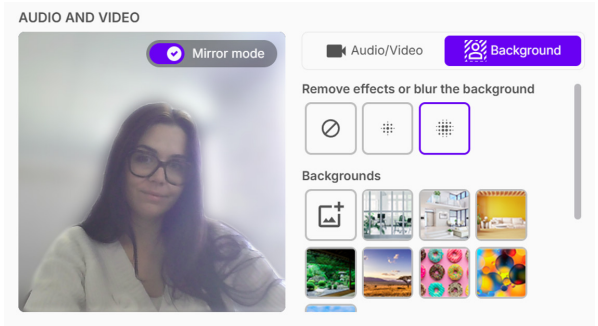
Executives are no longer interrupted by distracting sounds; a discreet visual notification is enough.

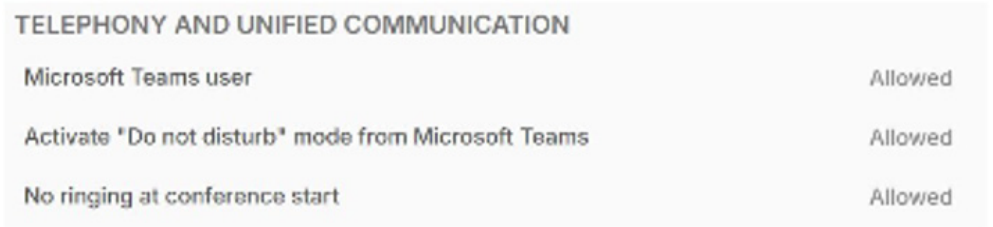
Web / Desktop / iOS / Android

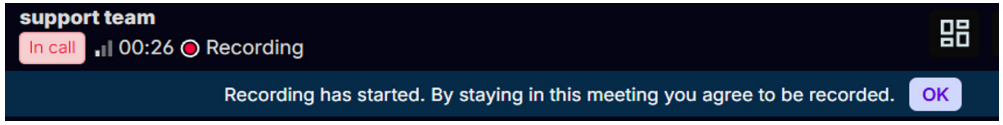
Recording announcement

On top of a notification banner, a voice announces the start and end of a recording. No more doubt.

Web / Desktop / iOS / Android







Licenses: Video preview: Business, Enterprise, Attendant and Voice equivalents | VIP alerts and recording consent: Enterprise

03

Telephony

Enriched call log · Local multi-site administration · SIP device delegation

Enriched call log

Know whether a call was redirected

Outgoing call

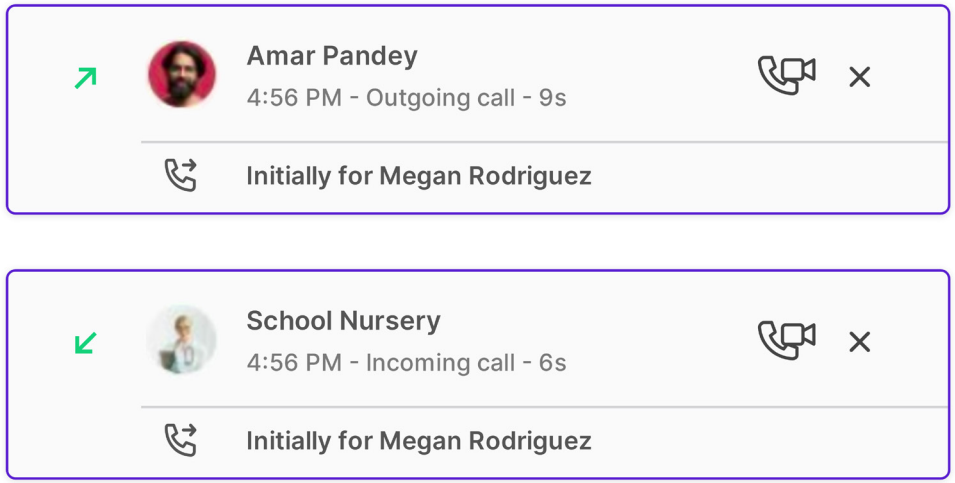
Know who you called before reaching the other party.

Web / Desktop / iOS / Android · Teams coming soon

Incoming call

Know which person or department was called before the call reaches you.

Web / Desktop / iOS / Android · Teams coming soon



Note: Depending on the call path, incoming and outgoing call information is not always available just yet. The cloud call supervision module will enrich it over time.

Licenses: Business and Enterprise

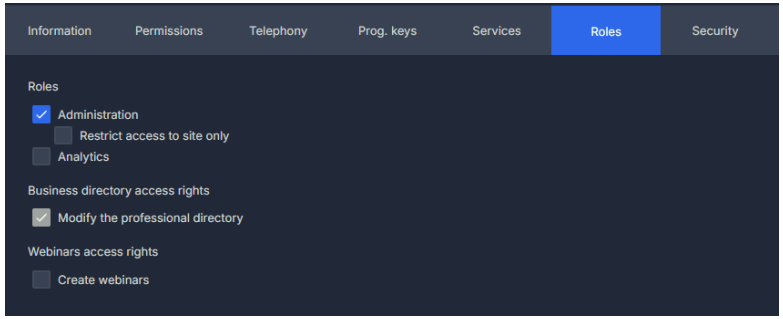
Every site and every customer, managed autonomously

Delegated Cloud PBX administration: less back-and-forth between headquarters, sites and partners

Local administration per site

The multi-site Cloud PBX offers dedicated administration for each site, in addition to existing centralized management.

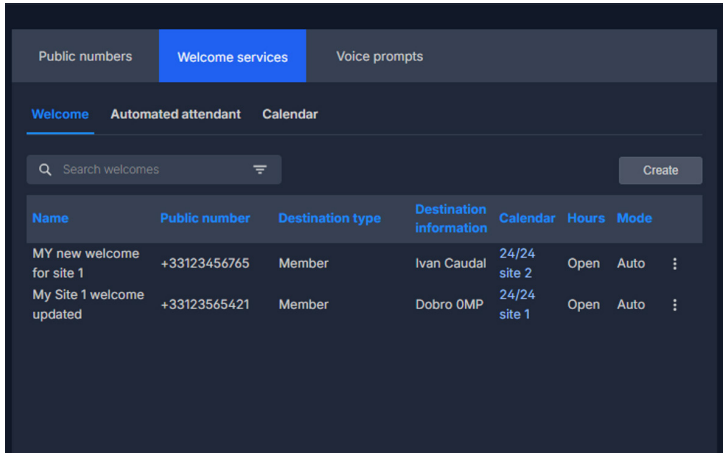
Web / Admin



SIP devices managed by the end customer

Business partners delegate SIP device management, including creation, bulk import/export and full configuration, to customer administrators.

Web / Admin



Licenses: Voice Business, Voice Enterprise and Voice Attendant | Web / Admin



Always stay one step ahead of Rainbow's evolution

For the latest Rainbow news, visit the Help Center

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