



Enhance your Microsoft® Teams and Google collaboration applications for a fully integrated communications experience

Enhance your existing communications capabilities

Cloud technology has enabled companies to work more efficiently and effectively by providing tools to manage workloads, collaborate with colleagues and partners worldwide, and seamlessly work from anywhere. As the availability of cloud tools has proliferated in the messaging, video and phone space, enterprises must ask how they can protect their existing infrastructure investments.

If your organisation uses Microsoft Teams or Google and you want to complement your solutions with advanced telephony capabilities to improve your team experience and efficiency, following are three easy ways:

1. Rainbow by Alcatel-Lucent Enterprise Connector for Microsoft Teams and Google

Rainbow by Alcatel-Lucent Enterprise Connector for Microsoft Teams and Google enables users to easily enhance Microsoft Teams and Google collaboration options using 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 minimises disruption by streamlining user-adoption. It also provides an easy way to access additional key telephony capabilities. Employees can access these features from within the same interface to instantly begin fostering lasting relationships through personalised interactions.



Rainbow connector integration complements Microsoft Teams and Google users' 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) system. 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

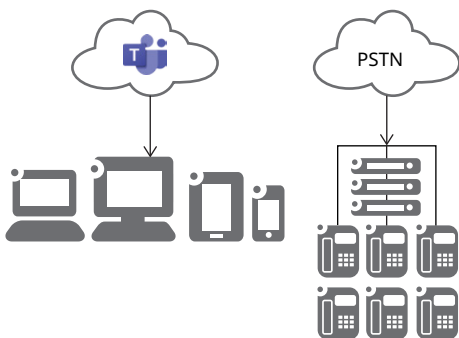
Streamline productivity and maintain consistent personalised engagement with colleagues and customers.

How does it work?

Rainbow 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

Two streams with standalone set up PSTN calls



After

Single interface for all communication 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 using 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

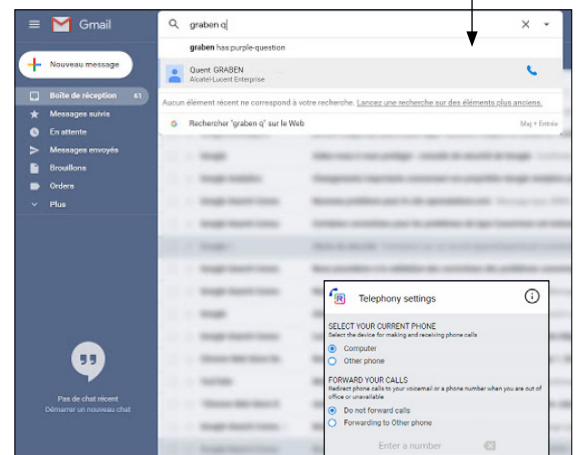
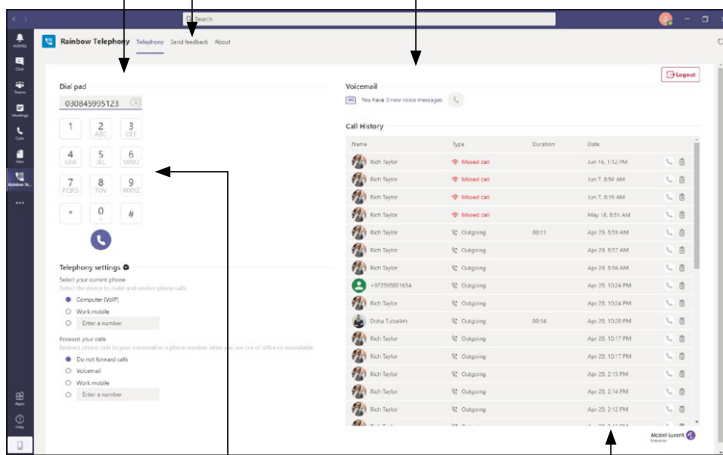


Search area in your telephone directory or Rainbow repository

Report a problem with diagnostic elements

Vocal messages notifications and access to messages

One-click to start calls from the contact search bar



Navigation tab

Numeric keypad for internal and external dialing

Call history

Rainbow Click2Call interface to initiate a call



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

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 communications features, the open and flexible infrastructure enables full integration into any environment to accommodate specific business requirements.

To learn more about **Rainbow by Alcatel-Lucent Enterprise Connector for Microsoft Teams and Google**, visit our [website](#).

Flyer

Enhance your Microsoft Team and Google collaboration apps

2. Rainbow Office powered by RingCentral Embedded Dialer for Microsoft Teams*

Rainbow Office Embedded Dialer for Microsoft Teams provides employees with easy access to the Rainbow Office phone features directly in the Microsoft Teams Sidebar.

Benefits

Enhanced telephony experience with easy access to Rainbow Office features in the Microsoft Teams Sidebar

The Embedded Dialer is presented within Microsoft Teams to allow easy access for a shortcut to the Rainbow Office app. Users can dial any phone number, in their Rainbow Office, Microsoft contact, or extension list directly within Microsoft Teams. History calls can be filtered by name, extension, or phone number. All available in a one place, including the contact details section that displays a merged Rainbow Office and Microsoft contacts list for quick calls or emails.

Easy access to Rainbow Office video using bot commands

A user can directly join a Rainbow Office video meeting from a Microsoft Teams chat.

Leverage Microsoft Teams chat for Rainbow Office phone and video calls

Rainbow Office Embedded Dialer lets you make a Rainbow Office phone call, schedule a Rainbow Office video meeting, as well as screen share a contact information card — directly from a Microsoft Teams chat.

Improved FAX support

With the Rainbow Office Embedded Dialer for Microsoft Teams, employees can send and receive faxes, preview them before sending, add a cover page and customise their messages.

Scheduling a fax send for a future date or time, and downloading and deleting faxes can also be managed directly from the Rainbow Office Embedded Dialer for Microsoft Teams.

Manage your preferred phone settings

Choose between the Rainbow Office Web app or Rainbow Office Desktop app as a calling endpoint, set caller ID, region, extension settings and more. All with the help of your Rainbow Office Embedded Dialer for Microsoft Teams.

Mobile integration

Same feature scope as desktop version.

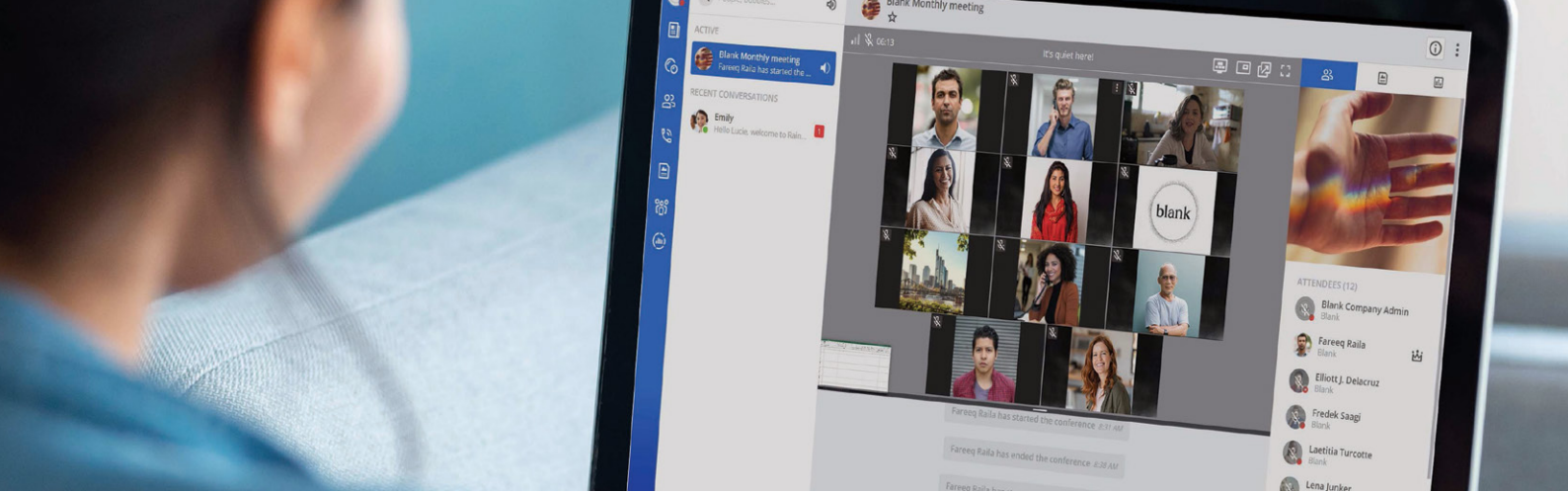
Rainbow Office brings a leading, advanced cloud phone system to the Microsoft Teams environment.

* in the countries where Rainbow Office powered by RingCentral is available

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3. Rainbow Office powered by RingCentral Cloud PBX for Microsoft Teams

If you use Microsoft Teams as a messaging platform and require Enterprise-grade voice capabilities, **Rainbow Office Cloud PBX for Microsoft Teams** enables you to do so through direct routing.

What is direct routing?

Direct routing is an integration that allows users to adopt a **cloud-based Unified Communication as a Service (UCaaS) solution** for voice needs, such as lines, phone numbers, and minutes, while retaining Microsoft Teams as the messaging application.

This connection is enabled between the organisation, Microsoft, and Rainbow Office networks. Direct routing enables incoming and outgoing calls to be routed through the cloud network using the Microsoft Teams client application with an embedded dialing experience.

Key benefits of choosing Rainbow Office Cloud PBX for Microsoft Teams

Customers gain more than just a phone service when choosing the Rainbow Office Cloud PBX for Microsoft Teams solution.





Global calling

Upgrade your capabilities from 33 countries, enabled by Microsoft, to 40+ countries with Rainbow Office. Rainbow Office also offers free phone numbers in 100+ countries.



Integration of third-party apps

Use hundreds of out-of-the-box integrations and open APIs to customise all your workflows. Enable your users to work directly from apps they already use (Salesforce, Zendesk, ServiceNow, and more).



Security and reliability

Immediately gain access to a network that offers 99.999% uptime and is C5, SOC 2, SOC 3, ISO 27001, 27017 AND 27018 compliant.



Drive adoption

Choose which employees can migrate to the Rainbow Office cloud first, and then build-out in phases, which allows for increased adoption.



Reduced traffic routed through the Microsoft Data Centre

Since the voice traffic traverses the Rainbow Office cloud network, the traffic going to the Microsoft data centre is reduced, allowing for better voice quality.



Reporting

The Rainbow Office analytics portal provides complete visibility into all your voice communications in Teams so you can identify key trends, set automated alerts, access quality of service, and more.



Flexibility

Choose the communications stack based on your needs. This option also gives you the ability to try Rainbow Office products before adding on Rainbow Office message and video features, at a later time.

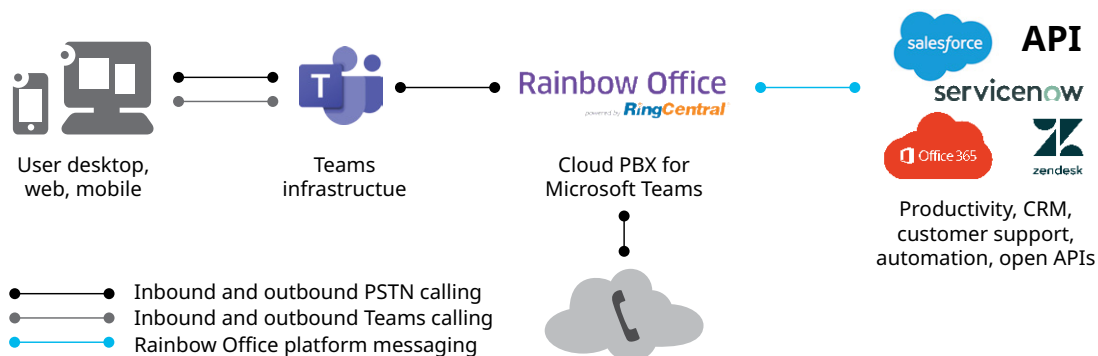


No direct routing fee

Unlike other competitors, Rainbow Office does not charge its customers a direct routing fee for Microsoft Teams, which can run up to £5/4€ per month per user.



Architecture overview



Native teams experience

Rainbow Office direct routing integration lets users make and receive calls right from Teams on web, desktop, and mobile. Users can enjoy a seamless experience with this native integration, without having to switch between applications.

- Desktop, mobile, and web
- Simple adoption
- Single interface
- Nothing to download/install
- Reduce app overload

The Professional Services difference

With a Rainbow Office direct routing implementation for your Microsoft Teams infrastructure, you get a complete solution from the Professional Services team that includes:

- Guidance and assurance that you have appropriate Microsoft licences for Microsoft Office, phone, and audio conferencing
- Configuration of users on Rainbow Office Cloud PBX for Microsoft Teams
- Definition of voice routes and policies, including voicemails, in Microsoft Teams
- User acceptance testing for both dial-in and dial-out scenarios
- Three hours of “Cloud PBX for Teams UI” admin training, which includes reporting, call flow management and configuration, and syncing of the Cloud PBX account with Microsoft Teams

To learn more about how Rainbow Office can help you with direct routing, visit [our website](#).