

Rainbow Hub by Alcatel-Lucent

A leading communication platform, powered by artificial intelligence, that combines the SIP trunk of your choice with real-time collaboration.

Rainbow™ Hub by Alcatel-Lucent is a next-generation, real-time communications and collaboration platform. Leverage the power of a truly cloud-based PBX system combined with a best-in-class unified communication platform. Cloud-based PBX solutions simplify communications by minimizing the operational effort traditionally required for on-premises systems.

Simplify your communications with one platform to fulfill all your needs.



A tool for digital transformation:

Whether for hybrid work and mobility, better collaboration, enhancing the customer experience, or strengthening engagement, Rainbow Hub provides the communication and collaboration tools businesses need to succeed in their digital transformation. A comprehensive, all-in-one cloud service, integrating telephony, collaboration, and videoconferencing, all enhanced with artificial intelligence features.

- **Telephony:** All the features for quality telephone reception, opening schedules, interactive voice server, call groups, dashboards and statistics, integration with third-party applications, operator console and much more
- **Additional capabilities:** Advanced cloud call management, detailed call history, real-time supervision tools, customizable call routing rules, queue monitoring, performance indicators, and enhanced voicemail features including voice-to-text transcription.
- **Collaboration:** All the features for working better together. Secure group messaging for up to 300 internal and external participants per group (bubble), timestamped messages accessible 24/7, message qualification tags (standard, information, important), storage space, information channels for large broadcast groups open to internal or external subscribers.
- **Video conference:** Simple audio/video conferences on-the-fly or scheduled, up to 120 participants and 49 simultaneous videos, internal and external participants, conference accessible using application and browser, speaking time.
- **Analytics:** Comprehensive reporting and dashboards providing visibility into call activity, service usage, performance indicators, and user engagement. These insights help optimize telephony operations, monitor service quality, and support data-driven decision-making.

Operator's services (PSTN):

Rainbow Hub is supplied without operator service (telephone number and minutes of communication) and offers the option of a carrier connect. Please contact your integrator / ALE Business Partner for further information.

- **Carrier Connect:** a native SIP Cloud-to-Cloud integration with a list of certified operators available directly from the Rainbow Hub admin portal. Please contact sales to know the certified operators available in your region.

AI-powered collaboration

Delivers native, Europe-hosted AI to enhance meetings with automated transcription, structured post-meeting summaries, and upcoming real-time features such as live captioning. All designed to improve information retention, sharing, and follow-up.

Offers native, Europe-hosted AI, providing:

- Smart automated attendant agents. Available 24/7, they handle every incoming call and autonomously answer callers' common questions (hours, addresses, appointment booking...). When needed, they automatically transfer the call to existing groups (sales, marketing, technical, and more), ensuring that no call goes unanswered.
- Accessible by subscribing to the smart agent license at the Rainbow company level. Available in France and Germany, with other countries coming soon.
- An enhanced visual voicemail with automatic voice-to-text transcription, giving users instant written access to their voice messages for faster review and response.

It's easy to understand with five levels of services:

	Voice Phone	Voice Business	Voice Enterprise	Voice Attendant	Voice Premium
Telephony services					
Any device, anywhere: All telephony features; available on PC, smartphone, and desktop phones	Phone only	●	●	●	●
Second call, back and forth, attended, and blind transfer, 10-party calls, call forward	3-party-calls-max	●	●	●	●
Welcome services (voice prompts, 3-level IVR, calendars)	●	●	●	●	●
Monitoring and pickup of calls to other user(s)	●	●	●	●	●
Manager / Assistant filtering	●	●	●	●	●
Hunt groups, sequential, cyclic, parallel and call overflow on busy or no response, with or without waiting queue	●	●	●	●	●
Voice mail with visual notification	●	●	●	●	●
Record all calls	●	●	●	●	●
CRM connect: Integrate Rainbow Hub with your CRM, contextualize your communications	ND	Optional	Optional	Optional	Optional
Contact center agent			Advanced queuing		

	Voice Phone	Voice Business	Voice Enterprise	Voice Attendant	Voice Premium
Collaboration capabilities					
Team collaboration		Up to 100 participants	Up to 300 participants	Up to 300 participants	Up to 300 participants
File sharing and storage		1GB	20GB	20GB	30GB
Conferencing (voice and video calling, screen/app sharing)		1 on 1	Up to 120 participants and 49 videos	Up to 120 participants and 49 videos	Up to 200 participants and 49 videos
Channels (simple tool for sharing information)		Follow	Manage	Manage	Manage
Microsoft® Office 365 Exchange Online and Google calendar integration		●	●	●	●
Microsoft Outlook plug-in and Active Directory contact search		●	●	●	●
Ad-hoc web conferencing (Add participants to 1-to-1 call)		●	●	●	●
Remote desktop control			●	●	●
Attendant console					
Attendant console integrated into the Rainbow PC application. Not compatible with the use of a hardware phone				●	
Hold up to 10 calls simultaneously				●	
Blind or announced call transfers				●	
Supervision of multiple user groups				●	
AI-powered collaboration hosted in Europe*					
Summary of meeting and summary transcription					●
Share recaps directly with Rainbow users and download meeting content					●
Live transcription of bubble conferences					●
Other additional services Webinar: Rainbow provide webinar services for audience of 120 participants, 500 participants and 1000 participants (coming soon). These services are subject to specific subscriptions. Other specifications Supported codecs on phones: G711, G729, OPUS Supported RFC: 3261, 3264, 3323, 3325, 3550, 3711, 4566, 4568, 4733, 5876, 5246					

To see the full list of features, [click here](#).

Rainbow Hub supports a wide range of desk phones and DECT handsets for all needs.

Basic	Myriad	Enterprise	DECT
 ALE-2	 M8 M7s/M7S Pro M5s M3s EM200	 ALE-300 ALE-400 ALE-500 ALE 120 Expansion module	 8214 8244 8262