

Rainbow Hub by Alcatel-Lucent Enterprise

A superior communication platform combining a SIP trunk of your choice with real-time collaboration

Rainbow™ Hub by Alcatel-Lucent Enterprise 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. The need for a physical PBX system deployed on premises with trained personnel to maintain and upgrade the system is gone. Simplify your communications with one platform to fulfil all your needs.



A tool for digital transformation:

Whether for hybrid work and mobility, working better together, enhancing the customer experience, or strengthening engagement, Rainbow Hub provides the communications and collaboration tools enterprises need to accomplish their digital transformation. A comprehensive all-in-one cloud service, including telephony, collaboration, and videoconferencing.

- **Telephony:** all the features for quality telephone reception, opening schedules, interactive voice server, call groupings, dashboards and statistics, integration with thirdparty applications (for example, data retrieval), operator console and much more
- **Collaboration:** All the features for working better together. Secure group messaging for up to 300 internal and external participants within the company per group (bubble), timestamped messages accessible 24/7, message qualification tags (standard, information, important), storage space, information channels through subscription
- **Videoconference:** Simple audio/videoconferences 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

Operator's services (PSTN):

Rainbow Hub is supplied without operator service (telephone number and minutes of communication) and offers the two following options to connect operator's services. 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.
- **Bring Your Own Trunk (BYOT):** Rainbow Hub offer Enterprises the flexibility to keep their current SIP operator services via an On Prem SBC dedicated to redirecting the calls to the Rainbow Hub platform.

Datasheet

Rainbow Hub by Alcatel-Lucent Lucent

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

	Voice Phone	Voice Business	Voice Enterprise	Voice Attendant
Telephony services				
Any device, Anywhere All telephony features; available on PC, smartphone, and desktop phones	Phone only	●	●	● No physical phone
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	NA	optional	optional	optional
Collaboration capabilities				
Team collaboration		up to 100 participants	up to 300 participants	up to 300 participants
File sharing & storage		1GB	20GB	20GB
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
Channels (simple tool for sharing information)		Follow	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 an hardware phone				●
Hold up to 10 calls simultaneously				●
Blind or announced call transfers				●
Supervision of multiple user groups				●
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				
Local survivability solution (available early 2025)				

For the full features list please [click here](#)

Rainbow Hub supports a wide range of desktop & DECT phones for every need

Basic	Myriad	Enterprise	DECT
			
ALE-2	M3 M5 M7 M8*	ALE-300* ALE-400* ALE-500*	8214

*Available early 2025