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1. Scope

The scope of this document is limited to the Enabler Release Definition of Rich Communication Centre (RCC) Enabler according to OMA Release process and the Enabler Release specification baseline listed in section 5.

The RCC Enabler defines an overall framework that enables rich communication centre service.
2. References

2.1 Normative References

[RCC_RD] “Converged Personal Network Service Requirements”, Open Mobile Alliance™, OMA-RD-RCC-V1_0, URL:http://www.openmobilealliance.org/


2.2 Informative References

3. Terminology and Conventions

3.1 Conventions

The key words “MUST”, “MUST NOT”, “REQUIRED”, “SHALL”, “SHALL NOT”, “SHOULD”, “SHOULD NOT”, “RECOMMENDED”, “MAY”, and “OPTIONAL” in this document are to be interpreted as described in [RFC2119].

All sections and appendixes, except “Scope” and “Introduction”, are normative, unless they are explicitly indicated to be informative.

The formal notation convention used in sections 8 and 9 to formally express the structure and internal dependencies between specifications in the Enabler Release specification baseline is detailed in [SCRRULES].

3.2 Definitions

Agent
A RCC user associated with one or more RCC devices and authenticated and authorized to provide RCC services including performing communication control operations, such as holding or transferring communications, etc.

Context Information
Any volatile or persistent information, which describes a state of a RCC Agents or RCC Customers. Context Information can be manually set by humans, inferred from other information, or requested from databases.

Note: the context model may include information such as: location, presence, profile, subscriptions.

Enterprise Customer
An Enterprise Customer refers to a RCC customer who contracts with RCC provider and acquires services including aggregation of certain messages from Web 2.0 sites.

Master Agent
A Master Agent refers to the RCC Agent who creates and manages a group of Agents to provide RCC services.

Multitenancy
Multitenancy refers to a principle in software architecture where a single instance of the software (multi-Tenant application) runs on a server, and lets customers (Tenants) share the same hardware resources, by offering them one shared application and database instance, while allowing them to configure the application to fit their needs as if it runs on a dedicated environmentTenant.

Sub-agent
A Sub-agent refers to the RCC Agent who is created and managed by Master Agent.

Tenant
A Tenant is the organizational entity which rents a multi-Tenant SaaS solution. Typically, a Tenant groups a number of users, which are the stakeholders in the organization.

Virtualization
Virtualization (or Multi-Instance) refers to a principle in software architecture where each customer gets his own instance of the application (and possibly also of the database)

Web 2.0
The term Web 2.0 is associated with web applications that facilitate participatory information sharing, interoperability, user-centered design, and collaboration on the World Wide Web.

3.3 Abbreviations

CSTA
Computer Supported Telecommunications Applications

CTI
Computer Telephony Integration

IVR
Interactive Voice Response

MCC
Multimedia Communication Centre

MRS
Multimedia Resource Service

NGN
Next Generation Network

OMA
Open Mobile Alliance

SaaS
Software as a Service
4. Release Version Overview

This document outlines the Enabler Release Definition for Rich Communication Centre (RCC) Enabler and the respective conformance requirements for clients and servers claiming compliance to it as defined by Open Mobile Alliance across the specification baseline.

The goal of the OMA Rich Communication Centre (RCC) Enabler is to provide capability support for providing rich and intelligent services for customer relationship caring and maintaining and is an extension to traditional contact/call centre, features in RCC include:

- Customer includes both individuals and enterprises
- Agent includes both fixed and mobile agents
- Rich communication centre includes web2.0-based services support, mobile internet-based services support, etc.

4.1 Version 1.0 Functionality

This enabler considers the interfaces and interactions between the key entities of the RCC Enabler.

The version 1.0 of the RCC Enabler defines an overall framework that enables rich communication centre service. Additionally, relevant interfaces and APIs are also defined as needed.
5. Document Listing for RCC V1.0

This section is normative.

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</table>
6. OMNA Considerations
7. Conformance Requirements Notation Details

This section is informative

The tables in following chapters use the following notation:

- **Item:** Entry in this column MUST be a valid ScrItem according to [SCRRULES].
- **Feature/Application:** Entry in this column SHOULD be a short descriptive label to the Item in question.
- **Requirement:** Expression in the column MUST be a valid TerminalExpression according to [SCRRULES] and it MUST accurately reflect the architectural requirement of the Item in question.
8. ERDEF for RCC - Client Requirements

This section is normative.

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<th>Requirement</th>
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Table 1: ERDEF for RCC Client-side Requirements
9. ERDEF for RCC - Server Requirements

This section is normative.

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Table 2: ERDEF for RCC Server-side Requirements
# Appendix A. Change History

## A.1 Approved Version History

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## A.2 Draft/Candidate Version 1.0 History

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