



Enabler Release Definition for Rich Communication Centre

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Open Mobile Alliance
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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/](http://www.openmobilealliance.org/)
- [RFC2119] “Key words for use in RFCs to Indicate Requirement Levels”, S. Bradner, March 1997, [URL:http://www.ietf.org/rfc/rfc2119.txt](http://www.ietf.org/rfc/rfc2119.txt)
- [SCRRULES] “SCR Rules and Procedures”, Open Mobile Alliance™, OMA-ORG-SCR_Rules_and_Procedures, [URL:http://www.openmobilealliance.org/](http://www.openmobilealliance.org/)

2.2 Informative References

- [OMADICT] “Dictionary for OMA Specifications”, Version 2.9, Open Mobile Alliance™, OMA-ORG-Dictionary-V2_9, [URL:http://www.openmobilealliance.org/](http://www.openmobilealliance.org/)

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.

| Doc Ref | Permanent Document Reference | Description |
|--------------------------------|------------------------------|--|
| Requirement Document | | |
| [RCC_RD] | OMA-RD-RCC-V1_0-20161025-A | Requirements for Rich Communication Centre (RCC) Enabler Version 1.0 |
| Technical Specification | | |
| [RCC_ER] | OMA-ER-RCC-V1_0-20161025-A | Combined Release single document for Rich Communication Centre (RCC) Enabler Version 1.0 |

Table 1: Listing of Documents in RCC 1.0 Enabler

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.

| Item | Feature / Application | Requirement |
|-----------------------------|-----------------------|-------------|
| OMA-ERDEF-RCC-C-001-<<M/O>> | RCC Client | |

Table 2: ERDEF for RCC Client-side Requirements

9. ERDEF for RCC - Server Requirements

This section is normative.

| Item | Feature / Application | Requirement |
|-----------------------------|-----------------------|-------------|
| OMA-ERDEF-RCC-S-001-<<M/O>> | RCC Server | |

Table 3: ERDEF for RCC Server-side Requirements

Appendix A. Change History (Informative)

A.1 Approved Version History

| Reference | Date | Description |
|--------------------------------|-------------|--|
| OMA-ERELED-RCC-V1_0-20161025-A | 25 Oct 2016 | Status changed to Approved by TP, TP Ref # OMA-TP-2016-0100-INP_RCC_V1_0_ERP_for_Final_approval |