



Enabler Release Definition for Rich Communication Centre

Candidate Version 1.0 – 26 Nov 2013

Open Mobile Alliance
OMA-ERELD-RCC-V1_0-20131126-C

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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 [SCRULES].

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_20131126-C	Requirements for Rich Communication Centre (RCC) Enabler Version 1.0
Architecture Document		
Technical Specifications		
[RCC_ER]	OMA-ER-RCC-V1_0-20131126-C	Combined Release single document for Rich Communication Centre (RCC) Enabler Version 1.0
Supporting Files		

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 1: 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 2: ERDEF for RCC Server-side Requirements

Appendix A. Change History (Informative)

A.1 Approved Version History

Reference	Date	Description
n/a	n/a	No prior version

A.2 Draft/Candidate Version 1.0 History

Document Identifier	Date	Sections	Description
Draft Versions: OMA-ERELED-RCC-V1_0	13 Jan 2012		Initial baseline for ERELD
	21 Feb 2012	3.2, 3.3, 5	Updated accordingly to OMA-REQ-RCC-2012-0011-INP_RD_revised_online_at_F2F.
Candidate Version OMA-ERELED-RCC-V1_0	13 Mar 2012	All	Status changed to Candidate via TP TP ref#: OMA-TP-2012-0089-INP_RCC_V1_0_RD_for_Candidate_Approval
Draft Versions: OMA-ERELED-RCC-V1_0	26 Nov 2012	5	Updated the document listing since addition of ER document to the ERP
	11 Jul 2013	All	Updated with the 2013 copyrights template Updated the documents listing with latest ER document.
	11 Oct 2013	5	Updated the document listing.
	18 Nov 2013	5	Updated the document listing.
Candidate Version OMA-ERELED-RCC-V1_0	26 Nov 2013	All	Status changed to Candidate by TP TP Ref # OMA-TP-2013-0371-INP_RCC_V1_0_ERP_and_ETR_for_Candidate_approval