Radisys Engage@Work

General Module

REGISTRATION AND LOGIN

Users will register / login onto the platform by providing the mobile number along with the country code and then by authenticating using OTP sent through SMS. Once authentication is done, basic details like name and gender have to be filled in and after that an account is successfully created.

MANAGE PROFILE

Users will be able to perform the following tasks:

- Add/Update profile photo from camera and gallery
- Add/Update Engage@Work name, gender, My Mood emoji and status
- View the registered mobile number
- View own QR code; this is used for other users scanning the QR Code and adding the contact on the platform. This QR code can be shared to other platforms and also downloaded and saved to the phone album.

SETTINGS AND PREFERENCES

Users will be able to perform the following tasks:

- Change the chat settings by changing the notification sound setting, notification vibration setting, chat sound setting, "show last seen" setting, DNB setting, voice control activation setting and "read receipt" setting
- Clear all chat history or cache history
- Change the language of the client by selecting the required language from a list of different languages
- Add/edit/remove blocked contact list on Engage@Work
- Change the theme color, chat background design and font size of the app
- Unlink the device from the Engage@Work account
- Check frequently asked questions and give feedback on the application
- Check for app updates, privacy policy, T&Cs and other relevant important documents

SCAN QR CODE

Users will be able to scan a QR code of a contact or channel and open that contact or channel on their app.

STICKER STORE

Users will be able to visit the sticker store which has the latest trending sticker sets. Users can check and download the stickers which they find interesting and use them in their chats to make chatting more fun.

Sticker sets are uploaded on the platform from a backend marketing web portal. The sticker sets can be designed by any designer within the prescribed guidelines for easy updation onto the platform.

CONTACTS

Users will have a contact section which will have all the handset phone book. Users can search for a contact and then make an audio/video call or send a message if he/she is registered on Engage@Work. If not, an SMS text can be sent.

Messaging Module

P2P CHAT

User can do the following functionalities on P2P Chat:

- See contacts registered on Engage@Work from the user's device address book contacts
- Send and receive P2P messages to other users on Engage@Work
- Search the contacts, initiate a chat and send messages to them
- See the list of recent chats and thus can directly initiate a chat with the recent chat contacts
- See the "read receipt" of the receiver of a message if the setting of "show read receipt" at receiver's end is on
- Send and receive emojis from the emoji set embedded in the client
- Delete, copy and forward multiple messages
- Send and receive stickers in the chat
- Send and receive GIFs in the chat

GROUP CHAT (UP TO 500 MEMBERS)

User can do the following functionalities:

- Create a new group by selecting up to 500 users from the contacts
- Send and receive messages of groups that the user is part of
- Change the group icon
- See all the members of the group
- Change the group name
- View any user's profile and send message to a member of the group
- Add a new member to the group from the user's contacts
- The admin of the group will be able to remove a person from the group
- The admin of the group can make another group member as admin of the group
- Quit/delete a group
- Change the setting of whether they want to receive notifications of messages in the group

SHARE & OPEN LOCATION

Users will also be able to share a location from within P2P chat and group chat. The location will be shared from the map view from within Engage@Work.

User will be able to view a received location by clicking on it and viewing the location in a map view inside Engage@Work.

SHARE IMAGE – GALLERY AND CAMERA

Users will be able to share images either from the gallery of the device or by clicking a photo using the camera inside the app. The user will be given an option whether the user wants to share the original image or the user wants to compress the image and then send it.

User will also be able to receive images. On receiving an image, user will initially see a thumbnail of the image and on clicking on the image the complete image will be downloaded and seen by the user. The received images will be not be stored in the user's device by default and the user will have an option whether the user wants to save the received image to the user's device.

SHARE VIDEO – GALLERY AND CAMERA

Users will be able to share videos either from the gallery of the device or by shooting a video using the camera inside the app. The user will be given an option whether the user wants to share the original video or the user wants to compress the video and then send it.

User will also be able to receive videos. On receiving a video, user will initially see a thumbnail of the image and on clicking on the video the complete video will be downloaded and seen by the user. The received videos will be not be stored in the user's device by default and the user will have an option whether the user wants to save the received videos to the user's device.

SHARE CONTACT

Users will be able to share a contact from the address book of the user in P2P chat and group chat. User will also be able to see a received contact card. On clicking on a received contact card the user will be given an option to start a conversation with the user if the user is an Engage@Work user.

ABILITY TO RECEIVE NOTIFICATIONS

Users will be able to receive notification whenever a new message is received both via individual chats or group chats. A notification is also received when user has an audio missed call and video missed call.

ABILITY TO SEND FREE SMS

Users will be able to send Free SMS to any contact using the SMS gateway of a vendor which is being used by Engage@Work currently.

ABILITY TO OPEN ENGAGE@WORK DEEP LINKS

Users will be redirected to the channel information page whenever the user receives a contact card of a channel.

INVITE FRIENDS

Users will be able to send invite to his friends using various mediums like Free SMS, WhatsApp, Facebook, messenger, etc. The mediums where the user can share invites will be the ones which are installed on user's device. The invite will have a text and a download link to the app.

ABILITY TO SHARE & RECEIVE EXTERNAL URLS

Users will be able to share and receive external URLs in P2P and group chat. User will be able to see "Engage@Work" option in the list of options where user can share an external link and the user can thus share it with a P2P chat and group chat inside the client. User will receive an external URL in the chat and when user clicks on the link, the link is opened in the "in-app browser" of the client.

IN-APP BROWSER TO OPEN URLS

When users will click on an external URL, the link is opened in "in-app browser". If the user will click on any other links in the webpage, the user will be redirected to the clicked link inside the same "in-app browser".

BROADCAST MESSAGES

Users can also broadcast messages in which the user selects one and more contacts together to send the same message. This becomes a broadcast list and the user can send any number of messages to the list. Similarly, he can also make multiple broadcast lists. All the message options available for a group chat are also available for broadcast messages.

Calling

AUDIO & VIDEO CALLS

P2P on-net HD voice and video calling on the app between registered users. Recent call history will be available to users to enable quick call back. Users can search for contacts in the contacts page to initiate a call as well. Users can put the call on mute, use speaker and switch off or invert camera during a call.

VIDEO CONFERENCING

5-member video conferencing tool in form of video rooms is available. Like chat groups, video rooms, once created, remain in the video rooms list for all participants. Any of the participants can start the conference and other participants will get notified. The creator of the room (admin) can add or delete members from the group and can delete the video room. Non-admin participants can exit the video room. During an ongoing video conferencing, participants can put their mic on mute and turn of video.

PSTN CALLING

PSTN dialer to enable dialing and receiving calls between app and mobile network. Users will be able to see the call history with dialed, received and missed calls list and call back option. Contact list of the user will be available to search in and dialer on the app will allow direct dialing of numbers. Users will be able to mute ongoing calls and put the speaker on. PSTN supplementary services: call barring, call forwarding, CLIP/CLIR and multi-party conference preferences can be requested by user.

SMS sending and receiving through the app to/from PSTN network is available. Registered users can send SMS to contacts outside the app.

Stories

CONTENT CONSUMPTION

Stories is a content platform of videos and pictures. Users can check out the latest short videos and updates in the form of pictures that are available on the platform in the stories section. The content consists of both in house and third party content and the content is updated daily. Third party content is from relevant content partners specially curated for user consumption on the platform. Once a user sees a video, he can also forward or share the same to other users.

CONTENT PUBLISHING

Stories explored by the users are uploaded via a web portal. The web portal's main functionality is for curating the video content and uploading it onto the platform. Each major content partner can have their own individual accounts and the stories by the respective account holders can be published with varying time frames of display to the customers (1 day, 1 week, etc). The two major types of stories are video forms and pictures with text forms.

Channels

Channels are a 2-way interactive chat based platform where brands, businesses, organizations and services can communicate directly with customers over the platform. Brands and businesses can send promotional offers, service and news updates and any desired content to their users. Similarly users can also ask queries, raise requests and communicate with the brands.

DISCOVER CHANNELS

User will be able to discover a channel by searching the channel from the channel discovery page.

FOLLOW CHANNELS

Once the user searches for a channel, he will be able to follow and unfollow a channel. After following a channel, user will be able to interact with the channel. After a channel is unfollowed by the user, user will not be able to interact with the channel.

INTERACTION WITH CHANNELS

Inside channels, once a user follows a channel, he will be able to the following functionalities:

- Access the menu and sub-menus configured and customized by the channel
- Receive messages in the form of text, voice, images, videos and rich media sent by the channel
- Forward and delete a message received on the channel
- Send images, files, contacts, videos, voice messages and location to the channel

CHANNEL UPDATES

Once a user follows any channel, he will get constant updates from the channel which can be viewed by visiting the respective channel. Both past messages and all unread messages can be viewed. When the user opens a channel for the first time after following it, he can see the five last messages sent by the channel.

Channels Backend Web Portal

To effectively manage the channels from the business side, there is a specific channel web portal.

CHANNEL SET-UP

A business can set up a channel from the web portal. To get access to the web portal, the business has to sign up with a designated email ID and password. Once logged in, the business can set up the following:

- Type of channel; the business can decide whether to have a public channel or a private channel. As the name suggests, public channels can be followed by everyone. Private channels can only be followed by whitelisted users (via mobile numbers). Whitelisting process can be done using the portal where the channel can add/edit/remove users according to the channel needs.
- A welcome message which can be a text, video, voice, image or rich media content; followers receives welcome message as soon as they follow the channel.
- Menus and sub-menus which the user can see once he/she opens the channel; menu/sub-menus can be set to provide a response in the form of text / image / audio / video / rich media or any URL for a website, YouTube links, survey links, etc.
- Customized responses for keywords; businesses can set automatic responses to the queries/messages they are expected to get from users (e.g.: offers, latest deals, etc.) to emulate a IVR kind of response
- Default replies can be set up for responses from users which are outside the keywords set. This can be used to give direction to the users on how to interact with the users.

INTERACTION WITH USERS

- Channels can send daily posts/messages to their follower base. Whenever a channel sends a message, it will appear as a notification (with a dot) in users chat list. The message can be in the form of image, video, voice, text or rich media. These posts can be sent both instantly or scheduled to be delivered at a later time
- Channels can also see/download the messages sent by users at a user level and reply to messages individually
- Channels can create segments in the follower base and send messages to a specific segment as and when required

ACCOUNT SETTINGS

- The channel can have single or multiple admins for using the web portal. Login credentials can be created accordingly using respective email IDs, login user IDs and passwords. The rights and extent of access for various admins can be customized
- Every channel will have a QR Code and a channel link which can be publicized via marketing by the channel owner. Users can use the QR code or the channel links to follow the channel directly
- Channel logs are also available for all admins for security reasons and the same can be downloaded from the portal

Widgets

Widgets is a platform where micro utility features can be integrated on the app as and when the need arises in a plug and play manner. Widgets have a pre decided coding architecture and process and can be made available to a specific set of users. Widgets can be both generic designed by the platform as well as part of the enterprise solution where enterprise specific widgets can be designed by the enterprises. Basic pre developed widgets for work collaboration are:

I. Attendance Widget: An admin on behalf of an enterprise can send a Mark Attendance widget to any particular user or share it in an enterprise group. Group members can mark their attendance with an option to attach a photo and location. The admin can view the attendance reports on how many people have marked their attendance, set reminders to mark attendance, etc.

II. Quick Poll Widget: An admin can send a Quick Poll widget to any particular user or share it in a group. Group members can fill their responses. The admin can view detailed reports on the poll questions which will help in research and analysis.

III. To-Do List Widget: An admin can send a To-do List widget to any particular user, sub-ordinate or share it in a group. Users can fill the status of the tasks on the to-do lists in a chronological manner. The admin can view the to-do list tracker reports which will help in resource and task management.

Why Radisys

- 25+ years of domain knowledge and telecom system integration expertise to solve most complex and mission critical deployment challenges
- 300+ LTE and 5G focused engineers with experience in cloud business models
- Leading industry wide open telecom innovation. Active contributors to CBRS Alliance, O-RAN Alliance, TIP, Small Cell Forum, and several organizations focused on open telecom innovation.
- Unique software suite and customized services that enables innovation and faster time to market at lower operation cost