



Communication Service – SV02

Description

Integrated business communication services with voice services (VoIP), unified communications and collaboration (UCC) and call centre (contact centre).

Communication services provide users with the following possible solutions:

1. VoIP telephony service with extensive telephony functions
2. Unified communications and collaboration (UCC) with softphone functions, instant messaging, audio/video calls and online collaboration
3. VoIP telephony service for call/contact centres
4. eFax by mail service
5. eSMS by mail service
6. Secure communication:
 - a. Threema: Threema Work is a very secure and simple email solution for businesses and organisations. This professional chat app is ideal for business communication via instant messaging and allows confidential exchange of information between teams. Threema Work is fully compliant with the General Data Protection Regulation (GDPR). All communications (including group chats, audio and video calls, etc.) are optimally protected at all times by full end-to-end encryption. It is available on web client, iOS and Android.

Features

1. VoIP telephony service with extensive telephony functions

- Based on the native SIP transport protocol, which provides full voice functions throughout the IP network
- 'Concierge' reception application for telephone operator (see options)
- Access to the company's telephone directory
- Call forwarding, call pickup, hunt group
- Routing by group of incoming calls, interactive voice response (IVR)
- Supports analogue equipment (telephones, fax machines) using the Mediatrix analogue adapter
- Encryption of calls between phones connected to the exchange (Secure Real-time Transport Protocol (SRTP))
- One Number Service (ONS) functionality
- Invitation to audio call via telephone number with PIN code

2. SaaS UCC (unified communications and collaboration) service

- a. SaaS Circuit
 - Multi-platform collaboration (Windows, Apple macOS, Android, iPhone, iPad or via weblink)
 - Creation of teams, members, owners, guests, public-private, parameter permissions
 - Organisation of content through chat channels
 - Creation of chat channels: team chat room
 - Favourite, followed by a channel > management of teams and channels (set up)



- Integrated instant messaging (chat), file transfer, etc.
 - Share screen
 - Web collaboration: Whiteboard (draft, sign and make changes to documents as if you were in the same room)
 - Schedule a call from the Outlook calendar
 - Invitation for audio call via telephone number with PIN code
 - Invite guest to video/audio call
 - Call recording
 - Combine incoming and outgoing calls from telephone numbers via SIP trunking (see options)
 - One Number Service (ONS) functionality
- b. SaaS Teams (O365 E3)
- Creation of teams, members, owners, guests, public-private, parameter permissions
 - Organisation of content through chat channels
 - Creation of chat channels: team chat room
 - Favourite, followed by a channel
 - Management of teams and channels (set up)
 - Integration with the O365 package: online files, Office client, create co-creation
 - Integrated instant messaging (chat), file transfer, etc.
 - Share screen
 - Web collaboration: Whiteboard (draft, sign and make changes to documents as if you were in the same room)
 - Content management (create folders, add files for the team, etc.)
 - Schedule a call from the Outlook calendar
 - Invitation to audio call via telephone number with PIN code (see option)
 - Invite guest to video/audio call
 - Call recording
 - Combine incoming and outgoing calls from telephone numbers via SIP trunking (see options)
- 3. Call/contact centre telephony service**
- Intelligent routing of incoming calls, interactive voice response (IVR)
 - Auto attendant with menus, announcements and greetings
 - Intelligent messages such as estimated wait time or number in queue
 - Availability of standard and custom statistics reports about the contact centre, featuring real-time or historical data
 - Ability to integrate with the CRM
- 4. eFax by mail service**
- Sending faxes via the email's recipient field
 - It is possible to convert the received efax into a PDF/A-1a file, i.e. a PDF file that is automatically converted to a text file and can be archived for long-term retention. The OCR process converts the text image to PDF text, enabling keyword searches.
 - Fax encoding uses the T.38 protocol initially and then G.711.
- 5. eSMS by mail service**
- Sending text messages via the email's recipient field



6. Secure communication:

- a. Threema
 - Send text and voice messages
 - Secure audio and video calls
 - Send all kinds of files (PDFs, Office documents, etc.)
 - Share photos, videos and locations
 - Create group chats for team collaboration
 - Chat from your PC with Threema Web
 - Check the identity of contacts by means of QR code
 - Data confidentiality thanks to end-to-end encryption

Platform

1. Voice telephony service with extensive telephone functionality:
 - VoIP OpenScape Damovo
2. Unified communications and collaboration (UCC) service:
 - SaaS Circuit by Unify
 - SaaS Microsoft Teams
3. Call/contact centre solution:
 - VoIP Unify OpenScape Contact Center
4. eFax by mail service:
 - OpenScape Xpressions for receiving and sending efaxes and Autostore for converting to text files
5. eSMS by mail service:
 - OpenScape Xpressions (Unify)
6. Secure communication:
 - Threema
 - Trusted infrastructure managed by Threema, a Swiss company that hosts its own servers in Switzerland, from software development to customer support

Additional conditions

- For VoIP, the partner must provide a connection to the Chancellery's data centre.
- If using telephone numbers:
 - The partner must arrange the necessary ranges with the telecom operator.
 - Provide number range porting to the Chancellery's SIP trunk or use your own SIP trunk supplier.
 - The costs of the number range and communication charges are borne by the partner (= invoiced directly by the telecom operator to the partner).
- ICT Chancellery will be responsible for central administration of the platform.
- Management of partner console (availability according to service used): The partner must have the necessary knowledge of VoIP telephony if it wishes to access its partner's management console (training can be requested from the supplier).
- Console management can be delegated to the Chancellery if necessary.
- Telephone management and user training will be done by the partner (physical installation/troubleshooting at end-user premises and training in use of softphones).
- The partner agrees to monitor the progress of the platform.



- The Chancellery will assist the new partner with project start-up according to its needs (client assistance).
Setup must be ordered and paid for by the partner.
- To use single sign-on, the partner must provide an Active Directory (AD) service connected to the Chancellery or use the Chancellery forest. The AD domain name can be freely chosen.
- For Threema:
 - The customer must have an invitation to access Threema services.
 - The user must have a mobile phone that is iOS or Android compatible and must have access to the data networks.
 - The Threema Work app must be downloaded onto the end user's smartphone in advance.

Data backup

- **Voice recording option:** Recorded VoIP data are backed up.
- **eFax by mail option:** Fax backups are aligned with mailbox backup, i.e. they are kept for three months.
- **For Threema:** Backups are managed on local devices by means of passwords.

Data security

- **For UCC SaaS:** Multi-factor authentication (MFA) can be used.
- **For VoIP telephony:** Log data remain confidential; the VoIP OpenScope platform is hosted in the Chancellery's data centres.
There is end-to-end encryption of calls between VoIP phones connected to the OpenScope platform (for internal calls and intersites).
- **For Threema:** There is end-to-end encryption of exchanged data.

Standard packs

We propose the following usage packs:

VoIP telephony pack

- VoIP P0 pack: Provides basic VoIP telephony functions using your existing telephone service, provided this is compatible with the VoIP OpenScope exchange
- Voice P1 pack: Provides classic VoIP telephony functions using a Unify phone (which you need to purchase)

SaaS UCC pack

- SaaS UCC Circuit pack
- SaaS UCC Teams pack

UCC + Telephone Number pack

- Use of UCC SaaS to make IN/OUT phone calls via the IPBX VoIP exchange

Contact Centre pack

- Provides an application for users of a multi-channel call centre (contact centre) to provide information and answer questions from users (IVR functions = interactive voice response or interactive vocal server)
- Intelligent routing of incoming calls



eFax by mail pack

- Use your email to send and receive faxes quickly and easily.
- This reduces or eliminates the need to use fax machines and their consumables, simplifies resource management and means you have a backup and storage solution for your faxes.
- The service includes provision of the Fax OpenScape Xpression platform integrated into the Mail service.
- It is possible to automatically forward a copy of incoming faxes (e.g. to SharePoint) from the mailbox.

eSMS by mail pack

- Use your email to send text messages to a group of users.
- Conditional upon use of ICT Chancellery's Mail service

Threema pack

- Basic offer: Send messages, make audio calls, exchange files, create chats, etc.

Options

Voice recording

Use an app to store VoIP communications.

Audio call

Audio calls can be organised (telephony pack).

End-user on-site support

Request on-site support with telephone installation and management, end-user management and training.

Auditing

Detailed call statistics (TEM)

eFax by mail: convert to PDF/A-1a (Autostore)

It is possible to convert the received eFax into a PDF/A-1a file, i.e. a PDF file that is automatically converted to a text file and can be archived for long-term retention. The OCR process converts the text image to PDF text, enabling keyword searches.