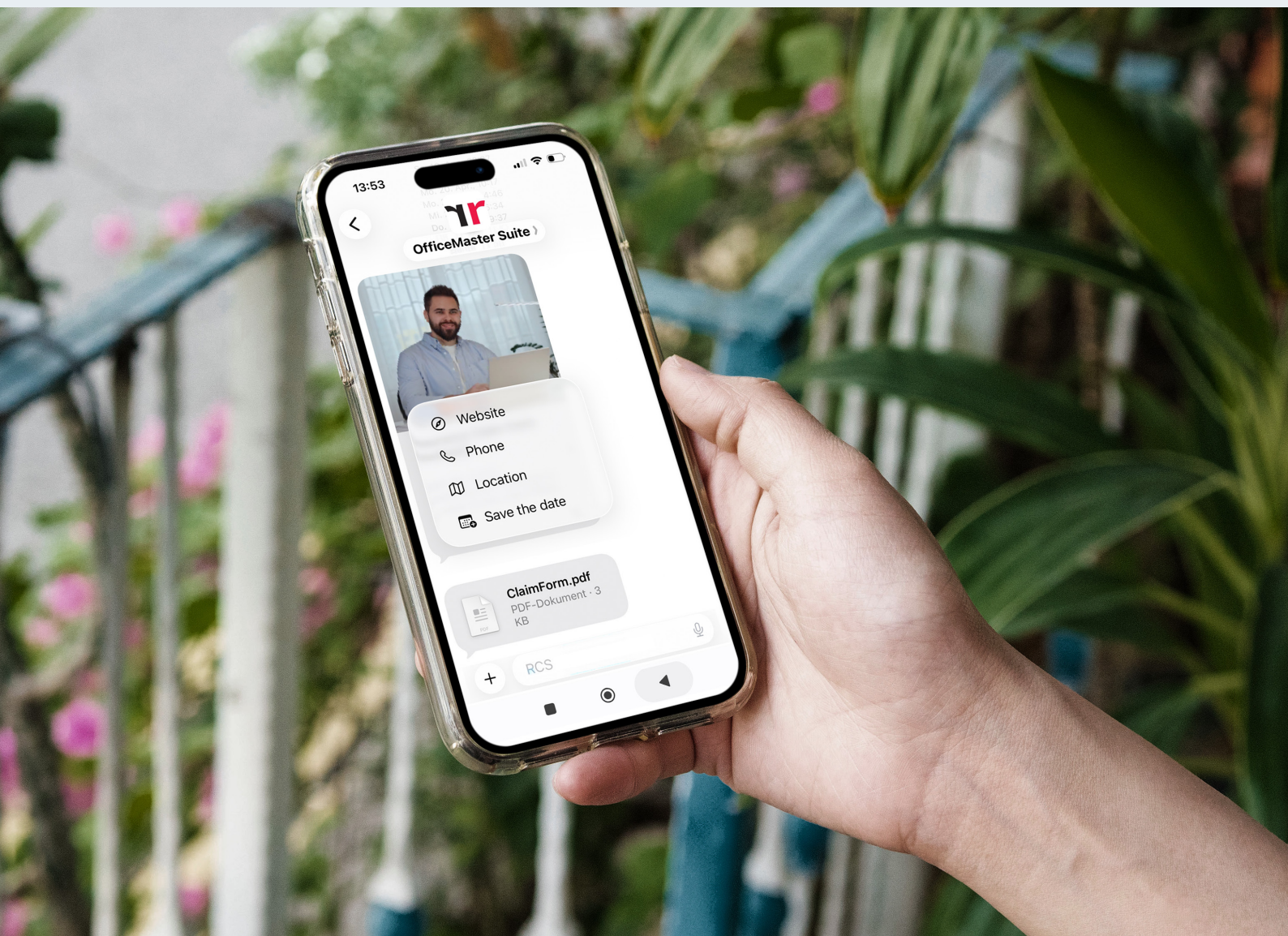




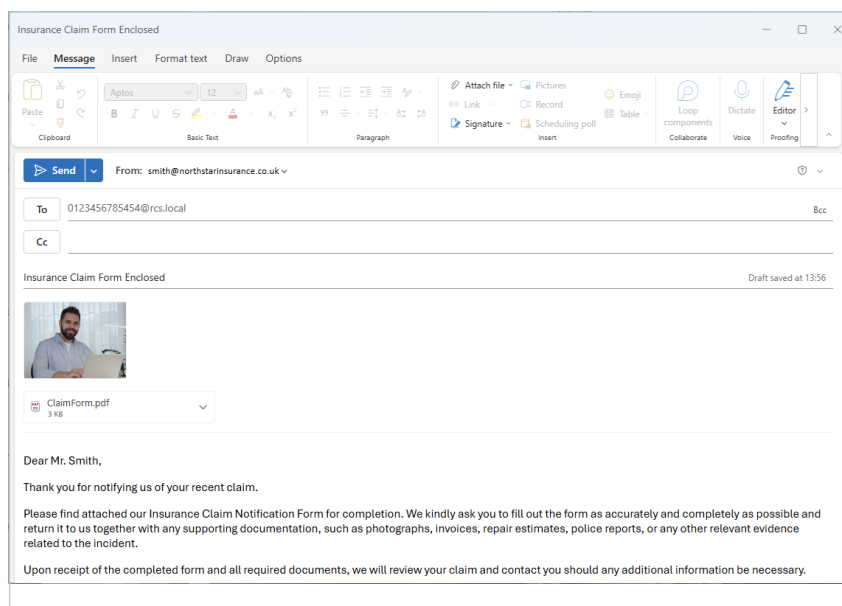
RCS – Rich Communication Services

Rich Communication Services are integrated into OfficeMaster Suite 9 as an alternative messaging channel. The recipient receives his documents as PDF files sent to his mobile phone. Ideal for both desktop and mobile use.

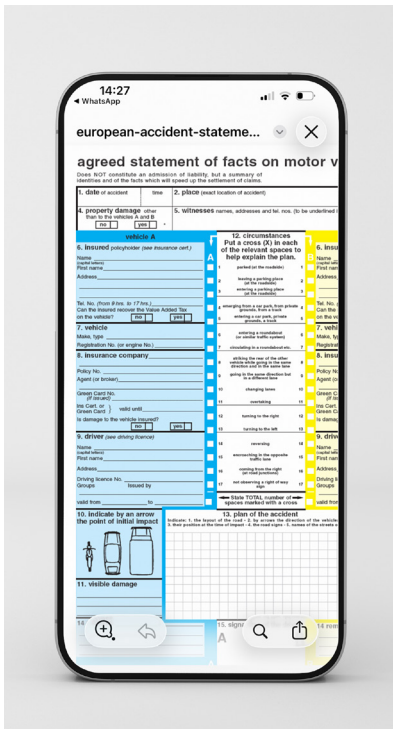
RCS – Rich Communication Services

Rich Communication Services are integrated into OfficeMaster Suite 9 as an alternative messaging channel. The recipient receives their documents as PDF files sent to their mobile phone.

It is the modern successor to traditional SMS and MMS and is designed to significantly expand the capabilities of the conventional text messaging system. While SMS is technically based on 1990s technology and only allows for short text messages, RCS works over an internet connection (mobile data or Wi-Fi) and offers features more commonly associated with messaging apps. These include read receipts, a notification when the other person is typing, high-resolution images and videos, larger file attachments, and convenient group chats.



Send from Outlook



Reply to a received RCS message

On Android smartphones, RCS is primarily available through the Google Messages app, where the service is often referred to as "chat features." Apple has supported RCS since iOS 18 in addition to iMessage, making communication between Android and iPhone users more modern than with standard SMS. However, this requires that both parties have RCS enabled and that their respective mobile carriers support the standard.

Another important point is security: In certain scenarios, such as when using Google Messages between two Android devices, messages are transmitted with end-to-end encryption. Overall, RCS is intended to replace traditional SMS in the long term and enable a unified, cross-platform messaging solution directly within the standard messaging app—without requiring the installation of an additional messaging app.



Thanks to the verified sender ID, indicated by a checkmark icon, smartphone users can immediately tell that messages come from a trusted source. This boosts confidence in the communication channel. In addition, RCS chats support end-to-end encryption to protect privacy.

RCS messages received in the OfficeMaster Suite are collected in specific shared mailboxes (channels) for further processing according to their intended purpose.

Special features

- No app installation required
- Unlike other popular OTT channels, such as WhatsApp or Facebook Messenger, RCS messages reach users directly in their phone's native messaging app
- RCS messages appear in the same inbox as SMS messages
- LinkMobility is used as the RCS provider

RCS Features

- Bulk messaging
- Delivery and read receipts
- Ability to send data attachments and multimedia files
- Integration of Rich Cards – interactive elements such as buttons
- Group chats
- Integration of chatbots

Use Cases

- Sending documents such as quotes, contracts, policies, etc.
- Marketing campaigns
- Integrating FAQs to improve customer service
- Sales
- Invitations

Item Number: XRC.99000 Rich Communication Services (RCS) interface for OfficeMaster Suite 9; System extensions/connectors for OfficeMaster Suite 9; each mode requires a separate interface.