

# RCS VR IMMERSIVE COMMUNICATION

Chat, voice and video call with users in remote locations while immersed in 360° live video streams or simulated VR/AR environments

FROM AR/VR  
CONFERENCE CALLING  
CUSTOMER SUPPORT  
PRESENTATIONS  
TRAINING



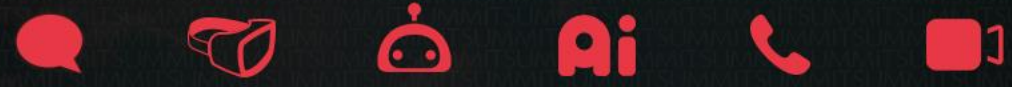
Share with friends through RCS smartphones, Cardboard, Gear VR, HoloLens, HTC Vive & Oculus

Out there, your 360° experience

In here, Summit AR/VR IMS stack



# SUMMIT



IMS • VR • AR • m-IoT • MaaP • Ai • RCS

IT'S ALL CONNECTED

Reality can be so much Cooler  
VIRTUAL REALITY | AUGMENTED REALITY

YOU DON'T NEED TO IMAGINE IT  
VoLTE, ViLTE & RCS  
YOUR IMS NETWORK ALREADY SUPPORTS VR/AR CALLING

Mixed reality RCS chat, voice & video calling experiences immersed within 360° live video streams or simulated VR/AR environments. End-to-end services for live VR Events & Concerts, AR Conference Calls & Telepresence



Video call through 360° live streams  
Video Calls projected onto VR/AR environments

WHAT LIES BEYOND MOBILE APPS?

SUMMIT  
Messaging as a Platform  
RCS Chatbots

IMS clouds can be seriously Cool

IMS SERVICES FOR LTE & 5G

**Rapid Chatbot Deployment & RBM Innovation**  
*How RCS Business Messaging chatbots can allow small business to stay engaged with their customers. Learn how brick-and-mortar stores can add mCommerce ordering, delivery and customer care capabilities quickly and easily*

**Doug Makishima**  
CSMO

Turn-key CDMA accredited IMS/RCS solutions including clients on all major mobile, desktop and IoT platforms.

PHS/Cisco.com summit-tech.ca



## RCS/VoLTE

GSMA ACCREDITED RCS CLIENT / SDK

### Dual and Single registration

Multi-platform IMS stack supporting RCS Universal Profile and VoLTE / VoWiFi for Android, Wearables, iOS, Windows, macOS, Linux & WebRTC

### Business VoLTE

- Multi-Line, Multi-Identity, Multi-MSISDN
- Fixed-mobile convergence
- Digital assistants / Ai
- Voice / Video Conferencing
- Whiteboard / Screen share

### IMS Digital Assistants

- Powered by Summit's Ai Engine
- Supporting AI Enriched Calling



## IMS/RCS CLOUD

### IMS Core, SBC, ACS, IM-AS, PNS, MaaP, WebGW, TAS

- World's first GSMA accredited Universal Profile network
- High availability, reliability & scalability
- Rapid deployment on virtual, physical or NFV infrastructure
- Carrier certified NNI support

[IMSRCScloud.com](http://IMSRCScloud.com)



# SUMMIT

[summit-tech.ca](http://summit-tech.ca)

**INNOVATIVE  
IMS SOLUTIONS  
DESIGNED  
to amaze**

IMS SERVICES  
**5G** | LTE  
LTE-M



## CHATBOTS

RCS

- WYSIWYG bot creator
- Natural Language Processing (NLP)
- Template library
  - Retail mCommerce
  - Gaming & Entertainment
  - Restaurant ordering
  - mWellness services
  - ...



## VIRTUAL ASSISTANTS, ROBOTS & DRONES

### IMS enabled smart speakers

- Standardized device interface with IMS
- LTE-M / Cat-M1 support
- Advanced AI within telecom services
- Deep Machine Learning, optimized training, intelligent adaptation
- AI computer vision & speech processing
- Voicebots / Chatbots



## RCS MaaP

### Messaging as a Platform

- Interworking with bot platform providers
- Leverage existing bots with RCS API
- A2P Service Creator
- Chatbot Directory
- Chatbot control of IoT devices
- User identity / GSMA Mobile Connect
- Chatbot Analytics
- Web bots

[RCSMaaP.com](http://RCSMaaP.com)



## RCS XR

360° VR CALLING

### 5G 8K Edge Computing

### LTE 4K streaming

IR92 | IR94 | IR39

### AR / VR Multi-Party Video Calling

**Immersive Telepresence with AI**  
Presentations | Training | Customer Service

### Real-time 360° Live Experiences

Travel Destinations | Concerts  
Sporting Events | Gaming

[VRcalling.com](http://VRcalling.com)

# Chatbot Innovation

OEM  
RCS

Traditional  
RCS/RBM

SUMMIT  
INNOVATION  
PATH

(Based on current standards)

Enterprise Chatbots

B2B Chatbots

Kiosks

Call Centers

Live Operator Routing

Desktop Chatbot Access

IoT

Chatbots in VR

Game Chatbots

Identity / 2FA Chatbots

Secure payments

RCS

WITHOUT LIMITS



# Bots are the new Apps

Bots provide for the Rapid Launch of Advanced Services with MaaP. RBM is not just A2P, but a PLATFORM that can replace a majority today's apps and web services.

It can manage business end-to-end, and can be a disruptor. Let us show a few real-world examples of how local businesses in Canada have transformed their businesses with Summit's RCS CLOUD.

RCS bots are not just for chat apps, we will show several other examples including Kiosks, IoT and even Extended Reality with our VR Bot platform - Odience!

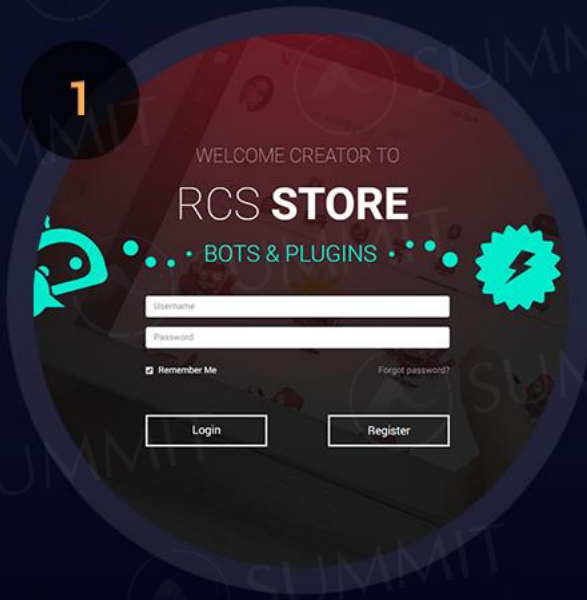
# Case Study – L'Inter-Marché



- In response to increased demand for online purchases as a result of COVID-19, L'Inter-Marche was faced with new challenges to accept orders via phone and internet. Summit proposed a new approach to the traditional channels by offering an RCS-based solution.
- Summit quickly built out a grocery order and delivery chatbot and an RCS-capable call center, transforming their business from having no website or online presence to using the latest RCS technology. In a matter of days, they were ready to accept orders via MaaP and to accept calls at a virtual RCS call center, manned by remote workers. This type of service in the past would have taken weeks or months to deploy, but with Summit's RBM, it was done in days, easing pressure on their stores and reducing the risk to their employees.
- Chatbots will empower small business to provide the personal service they are renowned for, alongside the precision and expertise the giants are admired for."
- Our next small grocery chain will be able to do this in hours.

# Onboarding Businesses

## Setup a MaaP Service in 3 simple steps



MNO service  
provisioning portal



Design and  
build chatbot



Launch  
service

# Chatbot Lifecycle

## Create a new Chatbot

The information below is what users will see when they open your chatbot's contact card. Name and describe your chatbot and give your chatbot a logo. Fill in the contact details so users can reach you if necessary.

Chatbot Service Name **1**

Description **3**

Provider Name **4**

Category  
 Shopping  Enterprise  Games  Customer Service

Contact Details

Store

- Crashes
- Customer Care
- Automated Tests

Chatbot Name	Count
Shopping Bot	1698
Games Bot	1671
Drive Through Bot	1584

### Number of Chabots Installed

Save as CSV

### Average Chabots Installed per User

Save as CSV

```
graph TD; subgraph Not_RCS_specific; BOT[BOT]; end; subgraph RCS_specific; RCS[RCS Connector]; NNI1[NNI]; NNI2[NNI]; MNO1[MNO]; MNO2[MNO]; end; subgraph REST; REST[REST Connector]; ChatBot[ChatBot Control]; MNO3[MNO]; end; BOT_PLATFORM((BOT PLATFORM)); BOT_PLATFORM <--> BOT; BOT_PLATFORM <--> RCS; RCS <--> NNI1; RCS <--> NNI2; NNI1 <--> MNO1; NNI2 <--> MNO2; REST_PLATFORM((REST PLATFORM)); REST_PLATFORM <--> REST; REST_PLATFORM <--> ChatBot; ChatBot <--> MNO3; MNO1 <--> MNO2; MNO2 <--> MNO3; MNO1 <--> Device1[Smartphone]; MNO2 <--> Device1; MNO3 <--> Device2[Tablet];
```

# Chatbot Templates

## Create **Bots**



Customer Support



Event Invitation



Smart Home



Home Lite



Lead Qualification



Online Ticketing



Order Tracking



Service Booking



Shopping



Survey



Weather



Traffic



Service Balance

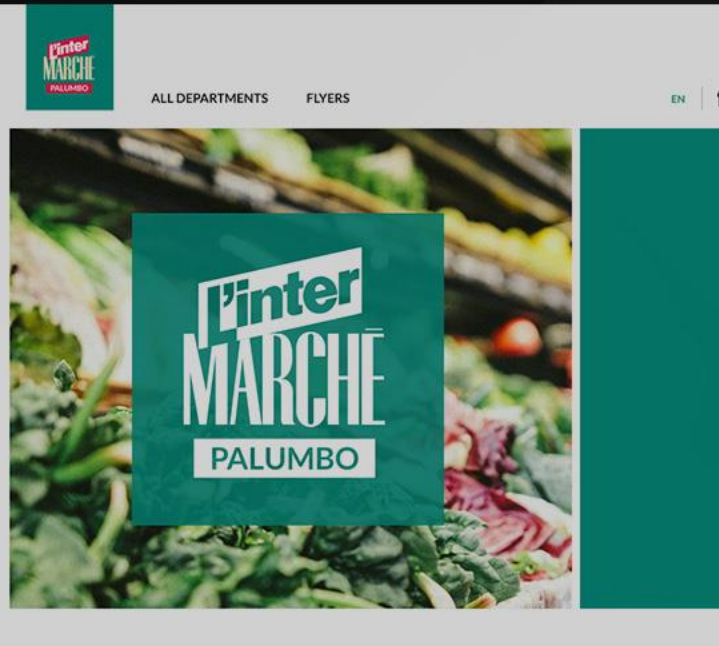


Transaction History





# RETAILER eCOMMERCE WEBSITE







**Pinter  
MARCHÉ  
PALUMBO**

**INFORMATION**  
[About Us](#)  
[Contact Us](#)  
[Privacy Policy](#)  
[Returns](#)

**SERVICE**  
[Flyers](#)  
[Store Locator](#)  
[Careers](#)













**CONTACT INFORMATION**  
 3595, boul. de la Concorde E.  
 Laval, (QC)  
 H7E2E1  
 Phone: 450-6612525  
 Email: [clients@marcheopalumbo.ca](mailto:clients@marcheopalumbo.ca)


EN | [STORE LOCATOR](#) |  |  | 

**Pinter  
MARCHÉ  
PALUMBO** | [TOUS LES DÉPARTEMENTS](#) | [CIRCULAIRE](#) | [TROUVEZ UN MAGASIN](#) |  |  | 

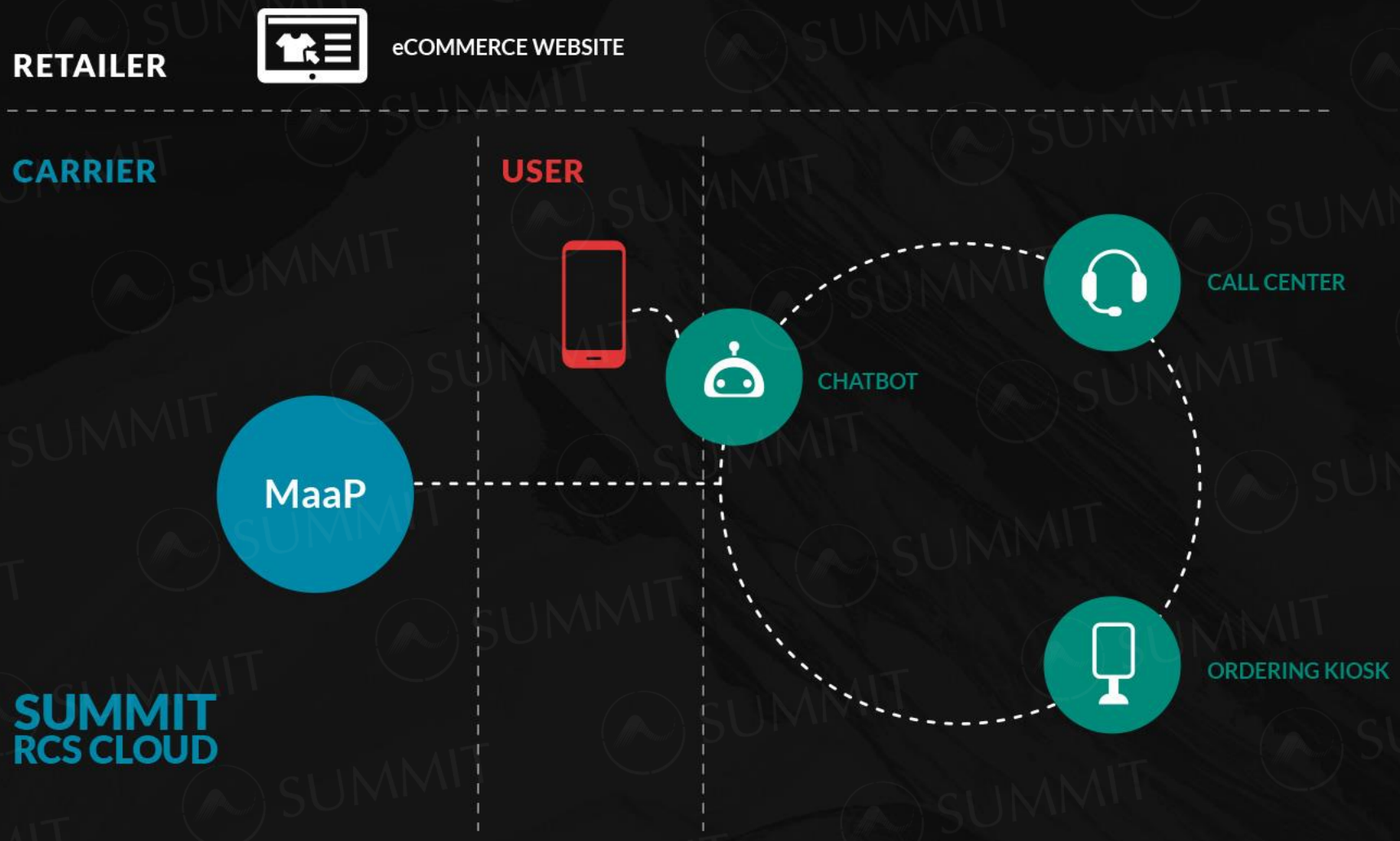
## FRUITS / LEGUMES

FRUITS / LEGUMES | FRUITS / LEGUMES | 1 2 3 4 5 > | [Voir tout](#) | **PRODUITS: 501**

 Attitude fraiche roq <b>\$3.59</b> +	 Laitue iceberg emb 3 <b>\$1.99</b> +	 Framboises 6 oz 12 c <b>\$1.99</b> +	 Renees vinaigrette c <b>\$4.49</b> +	 Renees vin. fromage <b>\$4.49</b> +	 Pc champignons cremini <b>\$2.69</b> +
 Pc champignons blanc <b>\$2.29</b> +	 Dm carottes miniatur <b>\$1.69</b> +	 Frisco epinards qualite 283 g <b>\$3.49</b> +	 Dm pdt blanche russe <b>\$2.79</b> +	 Tomate de serre rouge <b>\$1.74/kg</b> +	 Polvrons jaune 1 kg <b>\$5.70/kg</b> +

**FOLLOW US:** 

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# BOT CREATION

## CHATBOT BUILDER

Edit L'intermarché Palumbo Info

Chatbot Service Name\*  
L'intermarché Palumbo

Chatbot Unique Name\*  
L'intermarché Palumbo\_chatbot\_02

Category  
Grocery

Description  
La façon intelligente de faire vos courses.

Chatbot creator  
Summit Tech

Chat color  
Select a color for your chatbot

Email  
Provide an email address to the chatbot in the format: name.surname@domain.com  
info@intermarchepalumbo.ca

Website  
Provide a website URL associated to the chatbot in the format: https://www.domain.com  
https://www.intermarchepalumbo.ca

Location  
Provide a location associated to the chatbot in the format: Street Name, City, State, Country, Postal Code  
3515 Boulevard de la Concorde Est, Laval, QC, Canada, H7E 2E1

Phone  
Business  
Business codes and 10 digit phone numbers are accepted  
35145300713

Product Feed  
Url to Retrieve Products  
[http://www.marchepalumbo.ca/media/feeding/chatbot\\_feed\\_fr.xml](http://www.marchepalumbo.ca/media/feeding/chatbot_feed_fr.xml)

Feed Type  
Google

NLP Support  
 Enable  Disable

PUBLISH

## CHATBOT



MaaP

Product Feed

Url to Retrieve Products

[http://www.marchepalumbo.ca/media/feeding/chatbot\\_feed\\_fr.xml](http://www.marchepalumbo.ca/media/feeding/chatbot_feed_fr.xml)

# Demo – L'Inter-Marché

Watch Demo Video here:

[www.summit-tech.ca/gsma\\_webinar/041520/](http://www.summit-tech.ca/gsma_webinar/041520/)

Back

L'intermarché Palumbo Admin



★ No rating



Add



Chat

<https://www.marchepalumbo.ca/>

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# CALL CENTER

## USER

**L'intermarché Palumbo**

Bienvenue aux commandes en ligne des **Marché Palumbo!**

Passez votre commande d'épicerie avec vos aliments favoris et le tout livré rapidement! 🛒

En cas de questions, n'hésitez pas à communiquer avec nous ou visiter notre site web.

Bonne épicerie! 🍎🍌

Placer une commande

ÉPICERIE   BOULANGERIE   FRUITS ET LEGUMES

Sélectionner   Sélectionner   Sélectionner

Message...

## CUSTOMER CARE AGENT

**CALL CENTER**

Jane Blackmore  
2017316 No campagne: 5005  
session ID: 8400053

Unknown caller  
(514) 555-3030  
September 19, 2019

03:48

customer chatbot   transfer   end

**Customer Replies**  
Choose from a list of pre-defined templates or create a new one.

TEMPLATES (19)   NEW   HISTORY (0)

Text   Rich cards   Carousels

Welcome Messages

- How can I help you today?
- Hi!
- Welcome to L'Intermarché Palumbo support, how may I help you?
- Hello, it will be my pleasure to help you today

Privacy Policy

Report

GoodLife Messages

Unknown caller  
(514) 555-3030

September 19, 2019

avec vos aliments favoris et le tout livré rapidement! 🛒

En cas de questions, n'hésitez pas à communiquer avec nous ou visiter notre site web.

Bonne épicerie! 🍎🍌

Placer une commande

ÉPICERIE   BOULANGERIE   FRUITS ET LEGUMES

Sélectionner   Sélectionner   Sélectionner

Alice Williams is typing...

Message...

Customer chatbot conversation accessible by call agent

# Chatbots: Kiosks

- Replaces current kiosk systems with large touchscreen
- Connected to MNOs network, easy to deploy
- Doesn't require maintaining another system for users who want to self-checkout
- Integration with card payments, printers, barcode scanners
- Can connect users with a live operator via video call





# KIOSK

## CHATBOT BUILDER

### Create a Chatbot

Create a new Chatbot and manage your already created Chatbot

#### Fully Custom Bot



Create a new fully Custom Bot with more possibilities than a regular Chatbot

Start your bot now

Create

#### Bot Templates



e-Commerce

Create



Game

Create



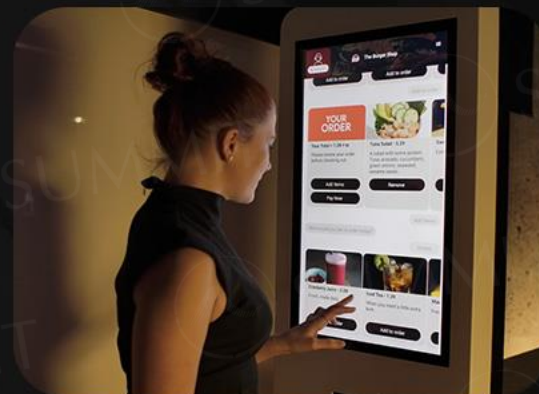
Scheduler

Create

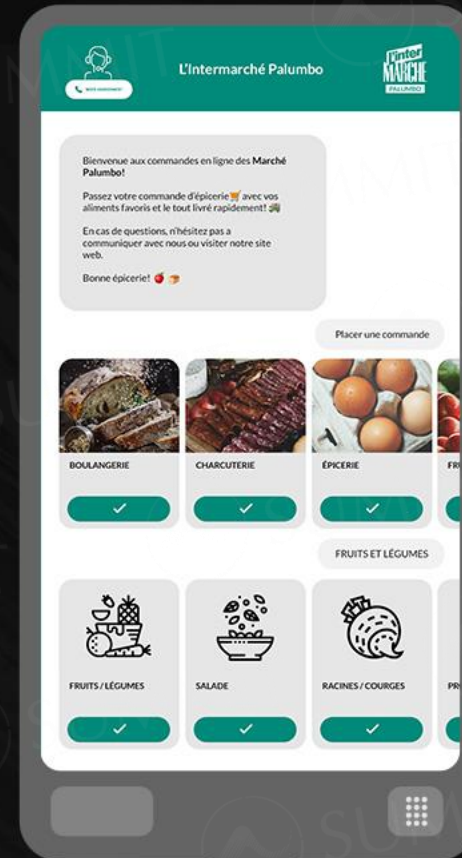


Kiosk

Create



# KIOSK



MaaP

KIOSK BOT

Create a new Kiosk bot or select existing bot and publish for Kiosk mode

# Kiosk and Call Center Demo Video

Chatbot Kiosk Mode + Call Center with RCS Bot support



Watch Demo Video here:

[www.summit-tech.ca/gsma\\_webinar/041520/](http://www.summit-tech.ca/gsma_webinar/041520/)



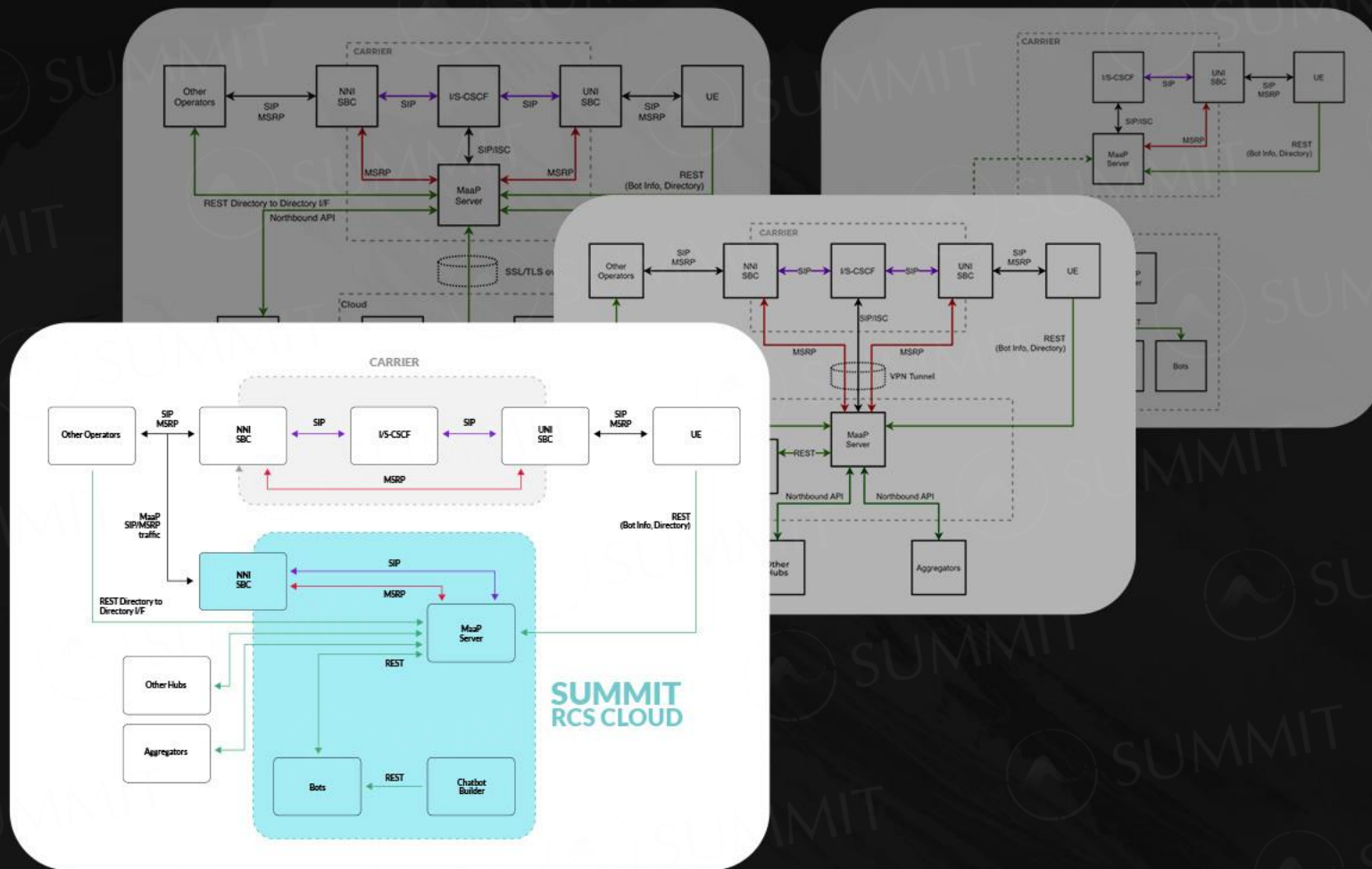
# Case Study – L'Inter-Marché



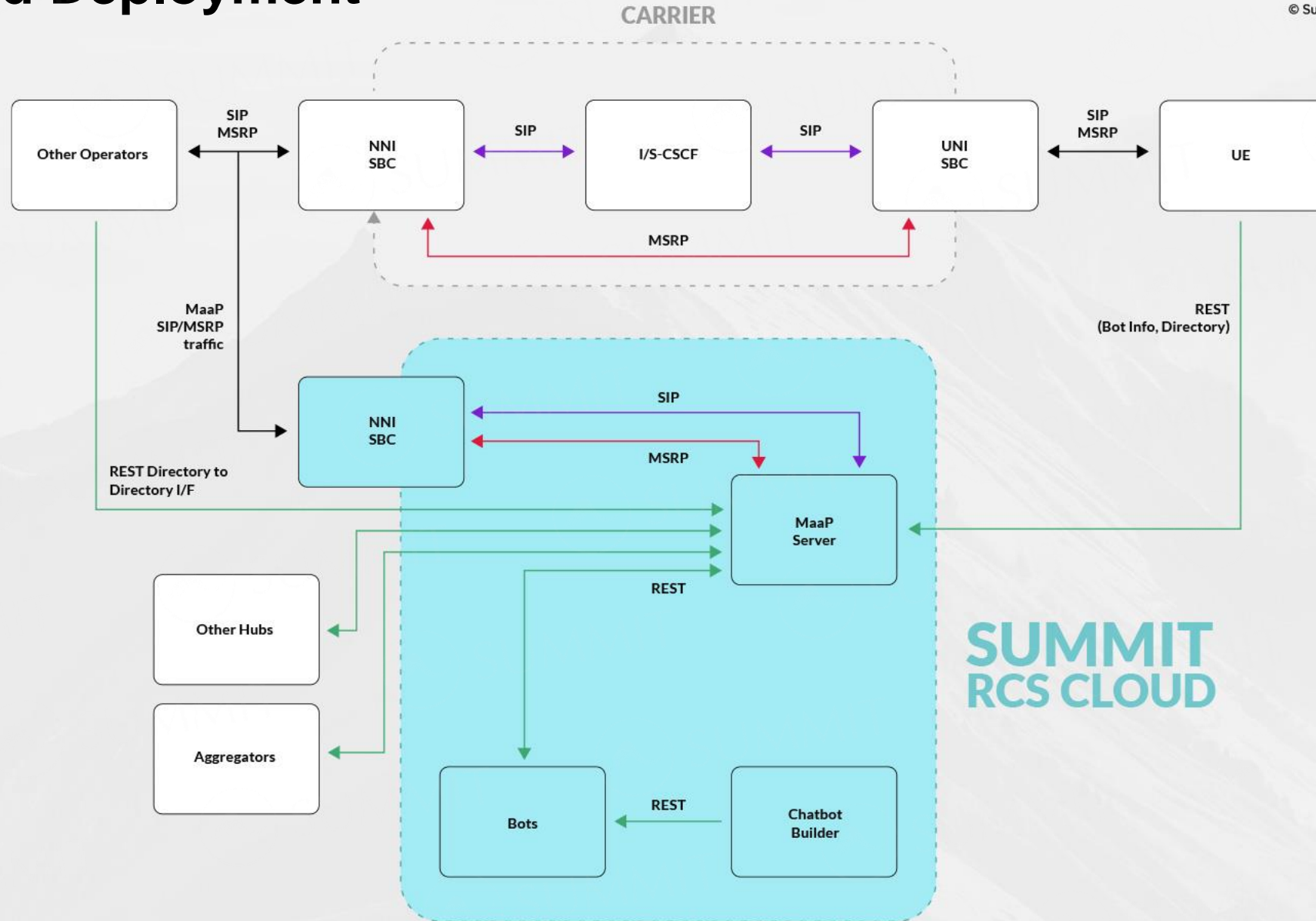
- Chatbots will empower small business to provide the personal service they are renowned for, alongside the precision and expertise the giants are admired for. With world situations such as COVID-19, businesses need to be able to adapt quickly and stay connected with their customers even if they can't/wont shop in brick and mortar stores. Our future customers will be able to deploy a this in hours if required.

# Summit RCS Cloud

- RCS Clouds come in many different flavors
- In this presentation we will focus on a particular implementation used in our case studies
- Many more supported options and integrations to suit any version of Universal Profile and Operator Network



# NNI Rapid Deployment



# Case Study – Hair Salon

## 3RD PARTY CALENDAR



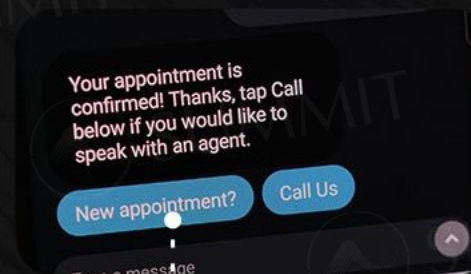
## CHATBOT BUILDER



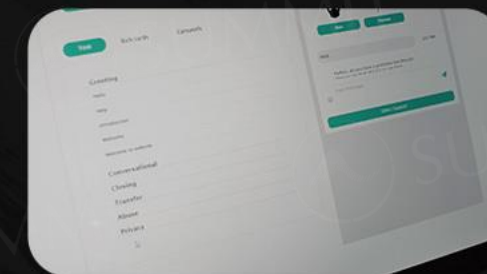
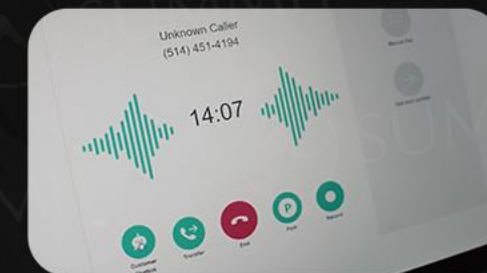
MaaP



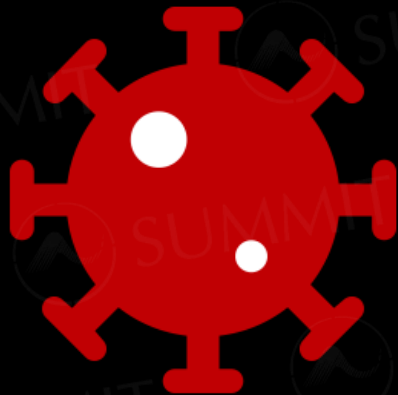
## CHATBOT (USER)



## CALL CENTER



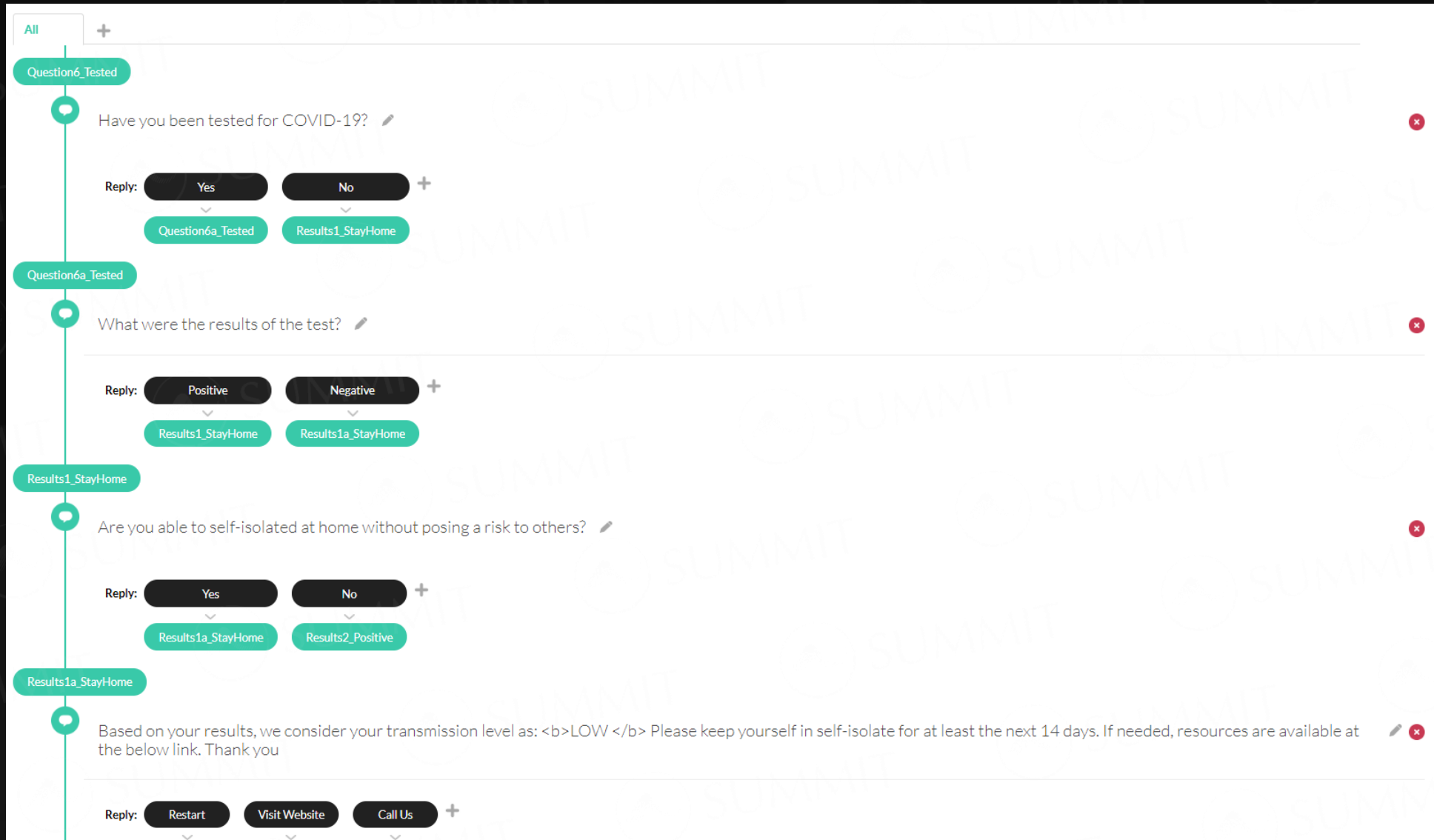
# Case Study – COVID-19 Chatbot



- With health lines and hospital call centers being overwhelmed there is an immediate need to automate services where possible and move them into the online and mobile space.
- Summit designed a chatbot to assist with online triage by hospitals and clinics. The objective is to help patients decide if a visit to the doctor is required and to provide real-time advice when call centers are overwhelmed. As restrictions are eased in the future, airports, public space owners and other business may also want to "pre-screen" patrons based on known risk factors.
- The prototype/PoC is being shown to local healthcare services and may be deployed as a service with Canadian carriers in the near future.



# Case Study – COVID-19 Chatbot



The screenshot displays a chatbot flowchart with four sequential steps, each represented by a teal bubble on the left and a corresponding message and reply options on the right. Each message bubble includes a red 'x' icon for deletion.

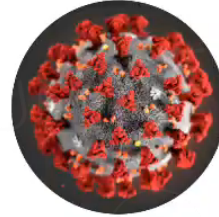
- Step 1:** Message: "Have you been tested for COVID-19?". Reply options: "Yes" (leads to "Question6a\_Tested") and "No" (leads to "Results1\_StayHome").
- Step 2:** Message: "What were the results of the test?". Reply options: "Positive" (leads to "Results1\_StayHome") and "Negative" (leads to "Results1a\_StayHome").
- Step 3:** Message: "Are you able to self-isolated at home without posing a risk to others?". Reply options: "Yes" (leads to "Results1a\_StayHome") and "No" (leads to "Results2\_Positive").
- Step 4:** Message: "Based on your results, we consider your transmission level as: <b>LOW </b> Please keep yourself in self-isolate for at least the next 14 days. If needed, resources are available at the below link. Thank you". Reply options: "Restart", "Visit Website", and "Call Us".

# Demo – COVID-19 Bot



Watch Demo Video here:

[www.summit-tech.ca/gsma\\_webinar/041520/](http://www.summit-tech.ca/gsma_webinar/041520/)

Back COVID-19



★ No rating

 Add  Chat

Self assessment chatbot for COVID-19

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

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# Chatbot Innovation: Beyond Ads and Customer care



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## Gaming, IoT and interactive VR Chatbots

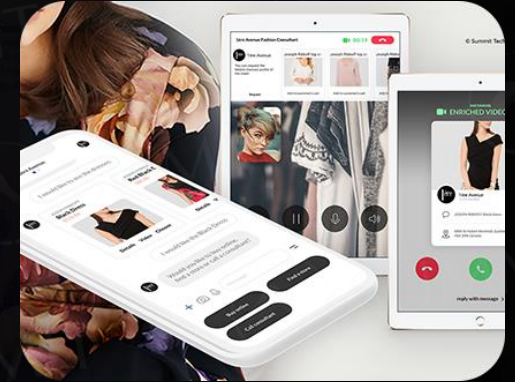
### Gamification

- Brands can increase interaction through chatbot gaming offering their own games & contests or via ad placement within games
- MNOs can offer a gaming platform (GaaS) to enterprise customers to enable creation of chatbot-based games



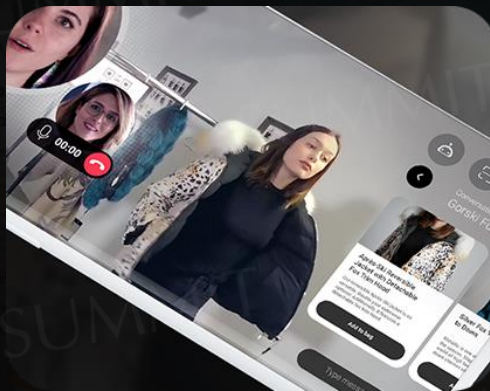
### Advanced Customer Care

- Replace call center with RBM chatbots and RCS "Rich Call" for live agent interaction escalation
- Digital identity for secure information sharing and transactions



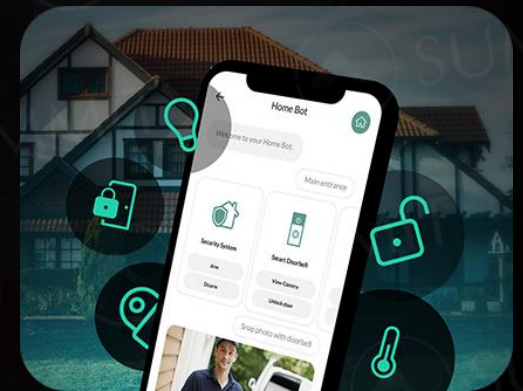
### VR Boutique

- Interactive, social, and e-commerce integration within VR Livestream 360 shopping experience



### IoT

- Home automation and security solution driven through chatbots and AI
- Kiosks
- Connected Car



# Chatbots Everywhere



Virtual Reality



Ordering Kiosk



Customer Care



SMARTPHONE



Cellular-IoT



Connected Car

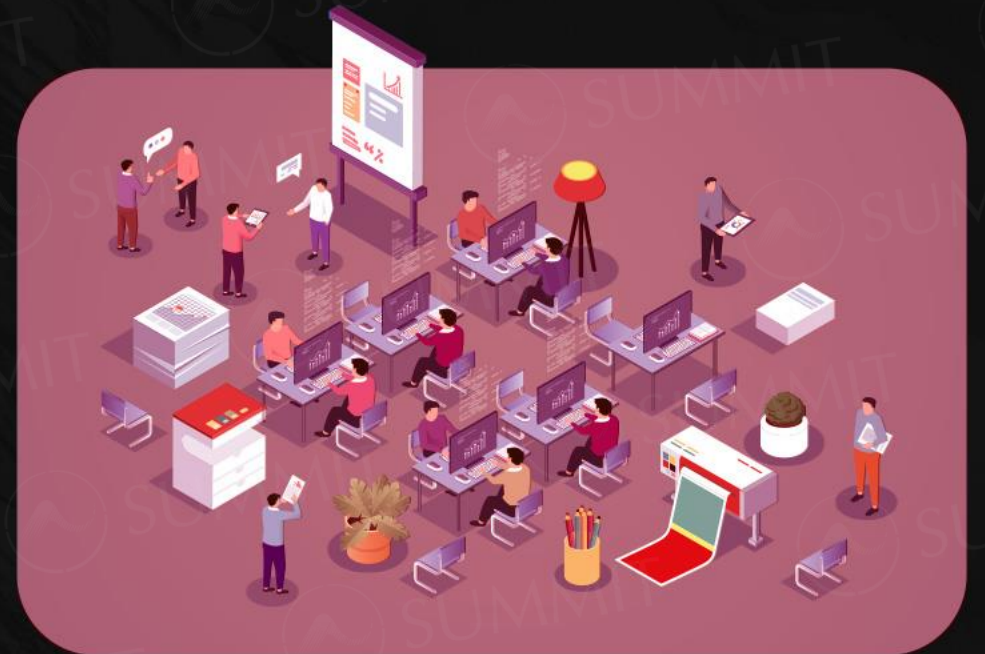


Gaming



# Chatbots: Enterprise & B2B

- Integration with SAP, Oracle/Peoplesoft, Workday, Office365
- Creation of purchase orders
- Group alerts based on work schedule
- Coordination of meetings, calls, data sharing
- Reserving / Sharing common resources
- Facilitating multi-tenant solutions
- Cross-organization reporting
- ERP Functions / Queries on the go
- Advanced barcode scanning (inventory management)



# Chatbots: Gamification, Gaming, Entertainment



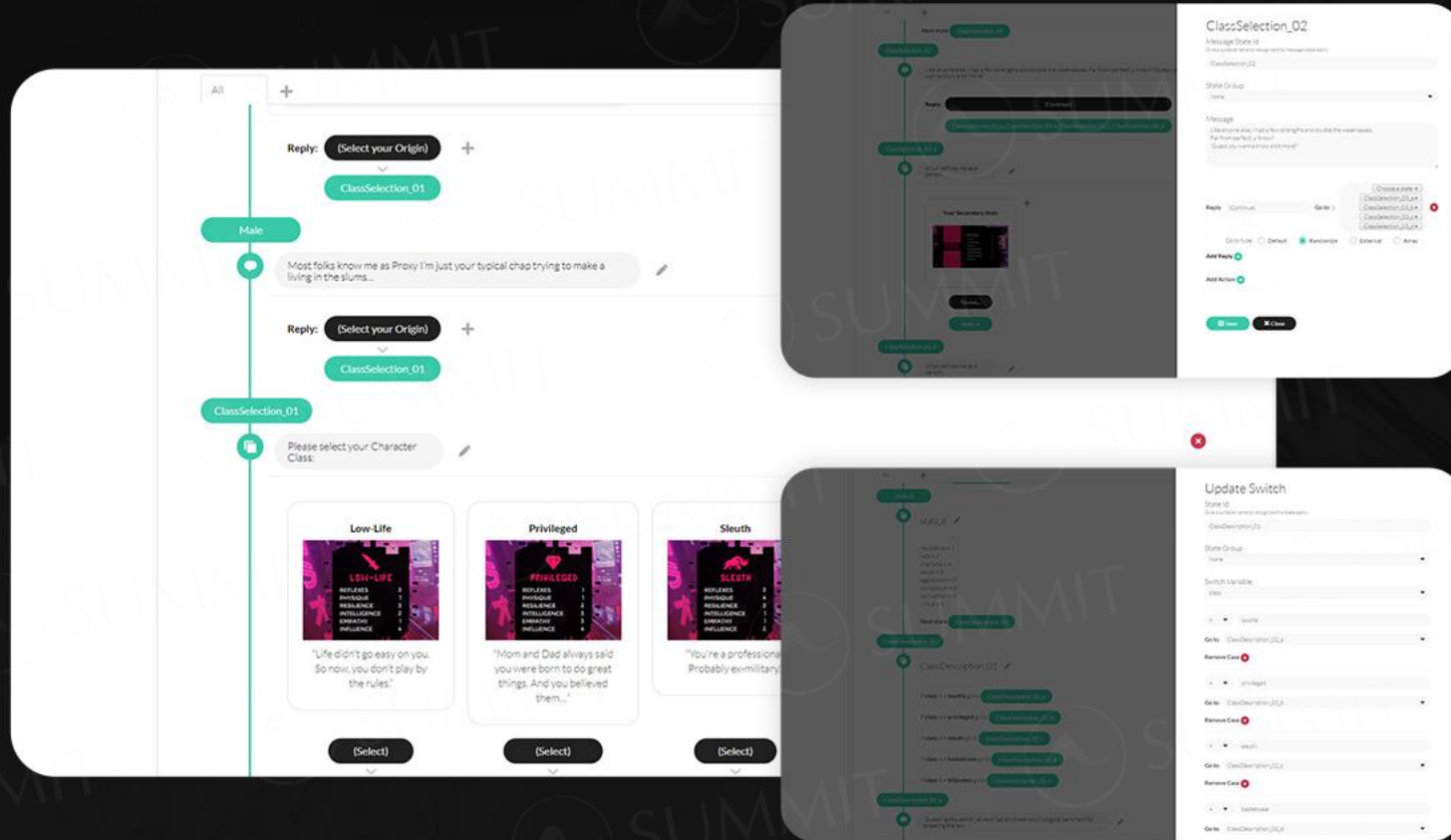
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- Marketing gamification builds brand awareness and increases reach
  - Attracts new customers in an original way and adds innovation to brand engagement
  - Discover products & services in a fun, interactive way: Selling an experience – come play & learn about products & earn rewards
- Gamification produces clear results
  - Boosts user commenting by 13%, social sharing to Facebook, Twitter, and networks by 22%, and content discovery by a whopping 68% - Gigya study of billions of user actions with partners like Pepsi, Nike, and Dell
  - Up to 150% engagement increase: unique views, page views, community activities, and time on site (M2 Research)
  - Not only online: Pokémon GO drove 500 million visitors to sponsored locations like McDonald's, who were reportedly charged anything between \$0.15 to \$0.50 USD for each visitor
- Games are social
  - Games such as Fortnite have demonstrated high demand for social based gaming, bar to entry for most brands is too high to develop social services, and RCS gaming chatbots can enable brands to easily design and build social games

# Summit Chabot Gaming Platform



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- The Summit RCS Chatbot Gaming Platform allows game developers to lay out complex narrative for interactive social game playing.
- A fully fledged system containing data states, functions, arrays and other programming-oriented tools can bring to life role-playing game systems
- GaaS
  - Account management / Mobile Connect
  - Scalability (building platforms for large number of users globally can be challenging)
  - IMS Social Presence to connect users, Enriched Calling to enable comm services
  - GaaS RCS Chatbot APIs for existing gaming platforms, digital assistants, smartwatches...

# 2084

## An Interactive Role-Playing Tech-Noir Adventure

made with Summit RCS  
Game Bot



# 2084 Game Trailer Video

## 2084

An Interactive  
Role-Playing  
Tech-Noir  
Adventure

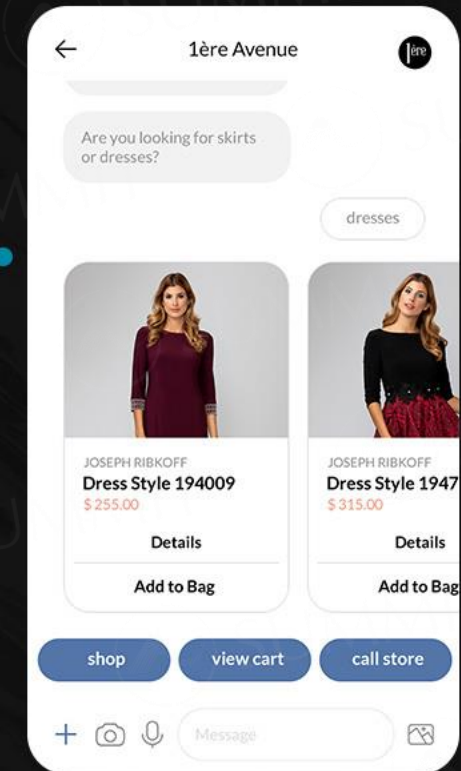
made with Summit RCS  
Game Bot



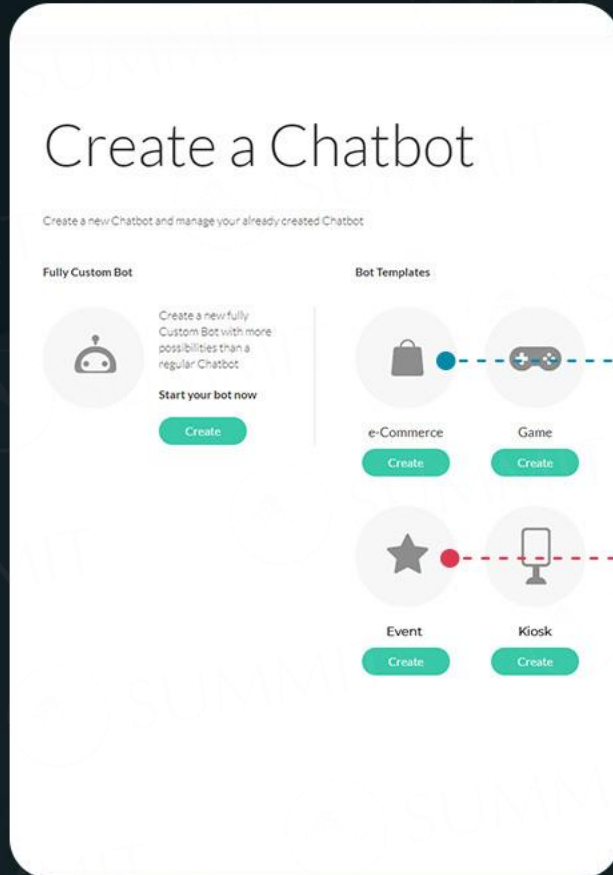
# Chatbots for VR Shopping



## SHOPPING CHATBOT



## CHATBOT BUILDER



MaaP

SHOPPING  
CHATBOT

EVENT  
CHATBOT



# Chatbots for VR Shopping



## 360 LIVE STREAMING PUBLISHING PLATFORM



1ÈRE AVENUE

Organization State ●

- Organization Settings
- Settings
- Invitation Templates**
- Chatbot Feed

### INVITATION TEMPLATES

Manage Event Invitation Templates Sent By Chatbots

Invitation Image



Template Name \*

360 Shopping!

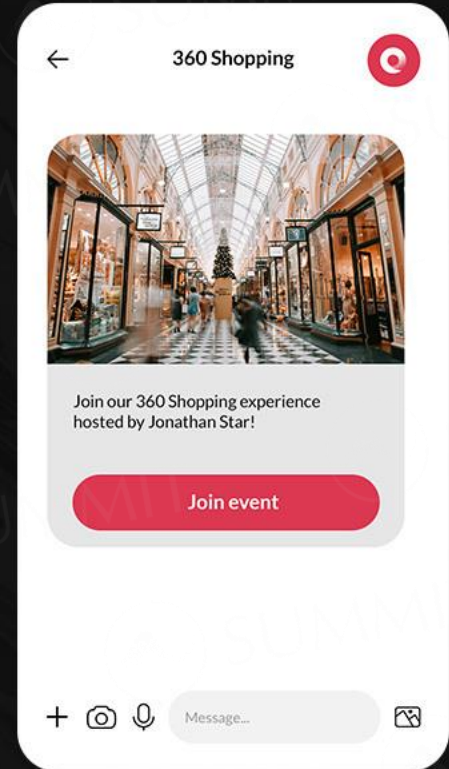
Template Invite Message

Join our 360 Shopping experience hos

SENDS  
INVITE



EVENT CHATBOT  
RECEIVES INVITATION



# Chatbots for VR Shopping



## 360 LIVE STREAMING PUBLISHING PLATFORM



1ÈRE AVENUE

Organization State

- Organization Settings
- Settings
- Invitation Templates
- Chatbot Feed

Category

Search

all (30)

Search item by name

198.00\$

-100% Polyester No zipper Not lined ...

8



118.00\$

Joseph Ribkoff Tee style 183171

TOPS

-96% Polyester, 4% Spandex No zip...

9



280.00\$

Joseph Ribkoff Dress Style 201176

DRESSES & JUMPSUITS

-100% Polyester No zipper No pock...



SHOPPING CHATBOT  
ACCESSIBLE INSIDE  
VIRTUAL REALITY

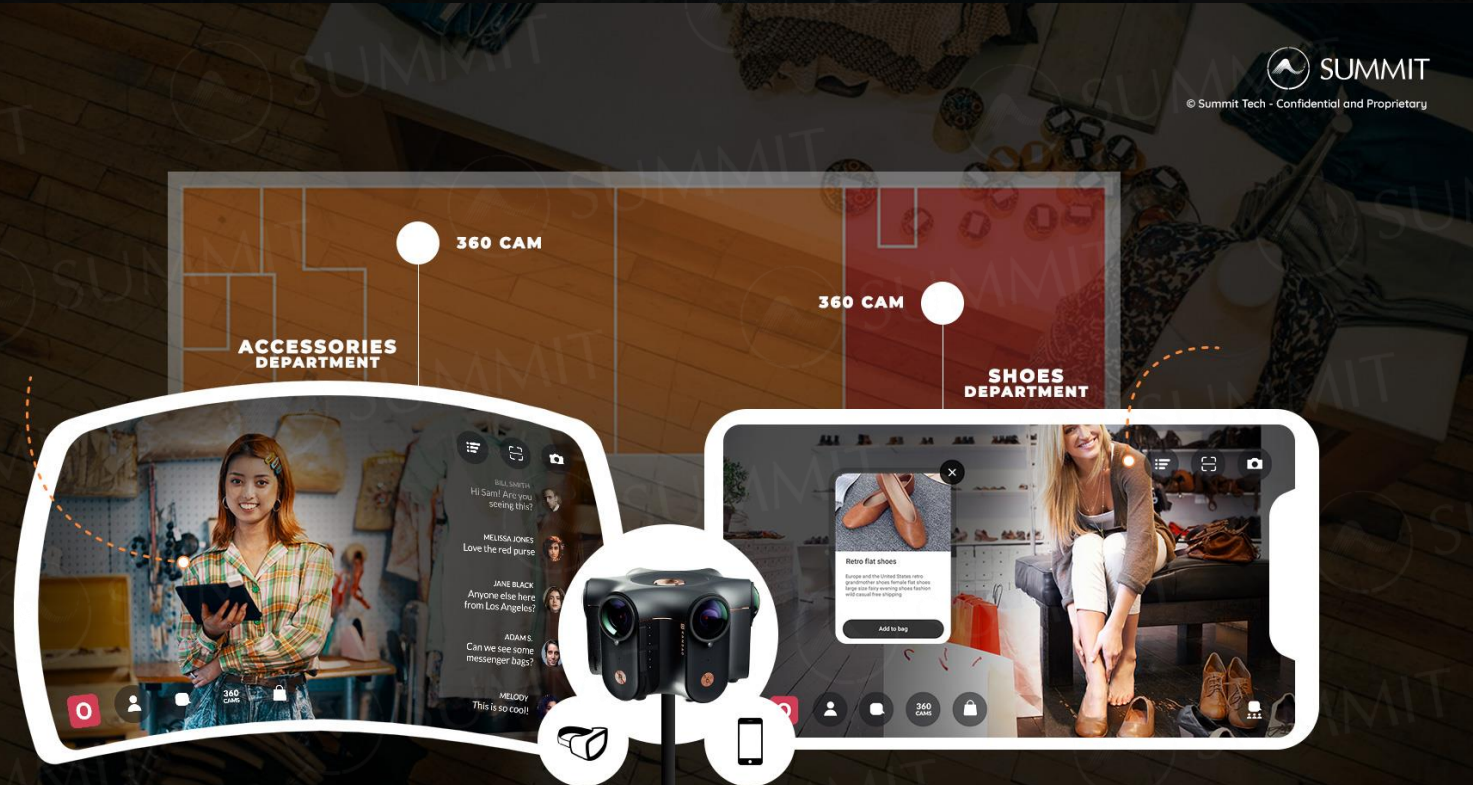


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2 >



# VR Boutique eCommerce Video

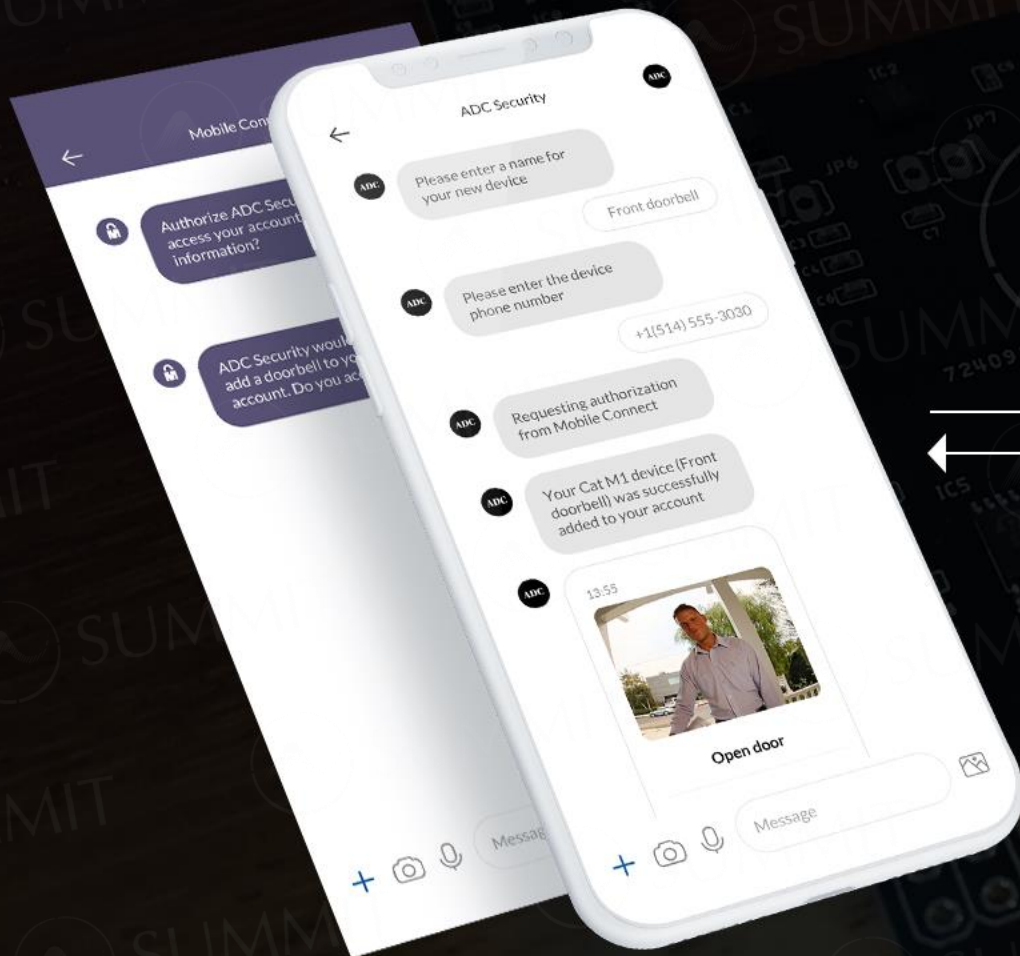


Watch Demo Video here:

<https://www.summit-tech.ca/rbm/>

# Cellular IOT (cIOT): Home Automation / Security

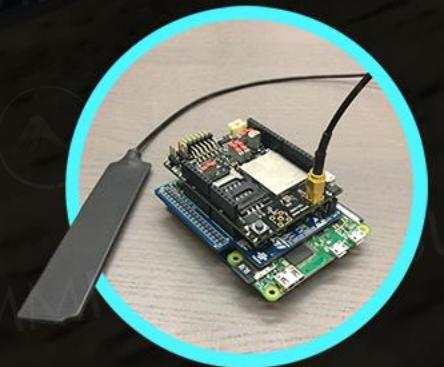
## Chatbots for IoT Device Control



Cat M1 Doorbell

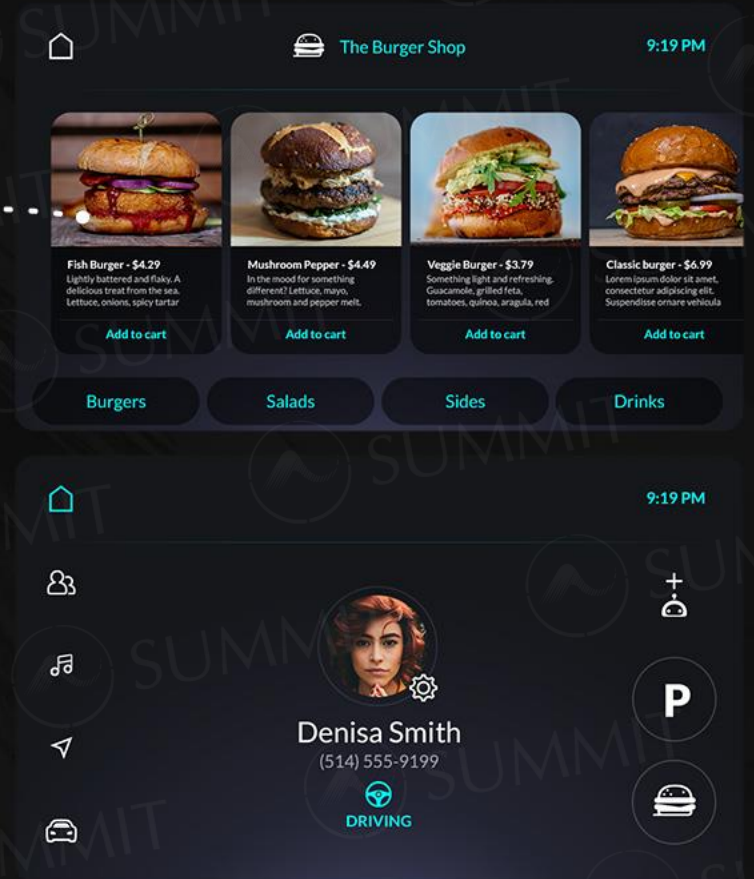


Summit IoT Dev Kit with Mobile Connect

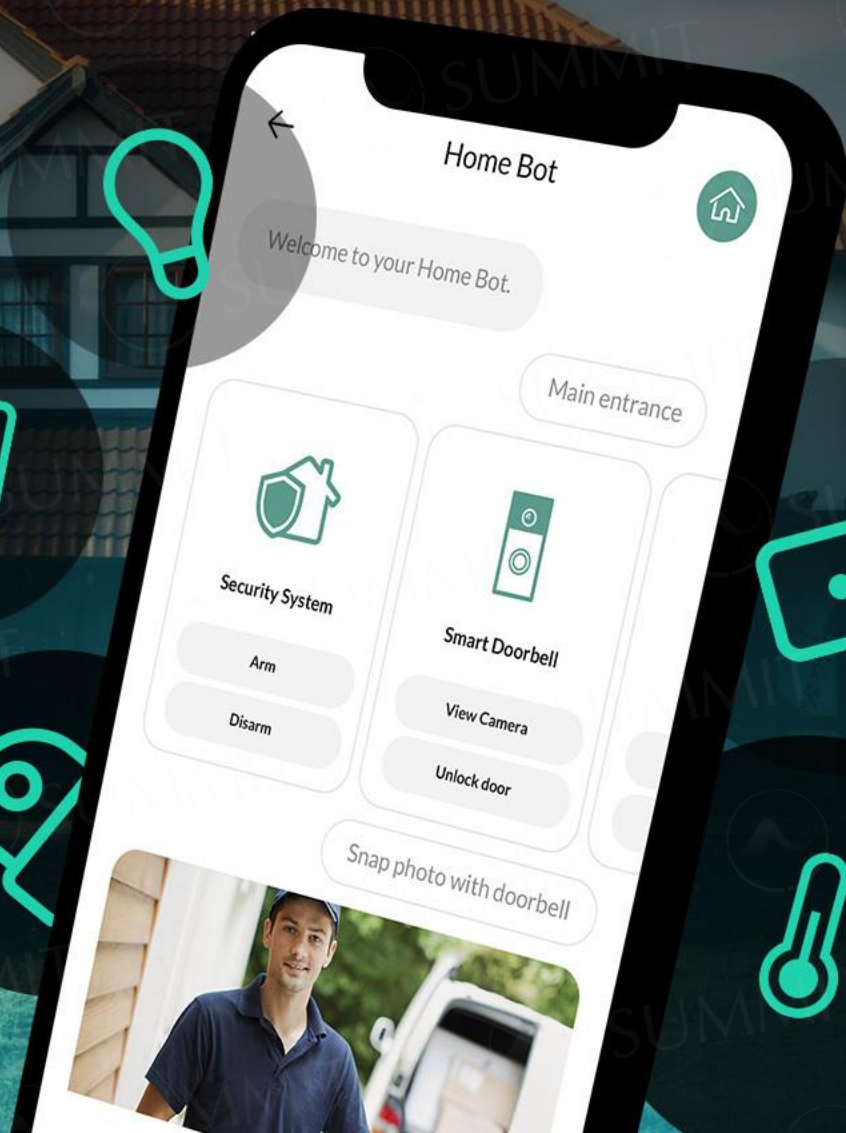


# Chatbots & Connected Car

DASHBOARD  
DISPLAY



**c-IoT**  
+  
**Mobile  
Connect**  
+  
**RCS  
Chatbots**



# Chatbot Home Automation Video

www.summit-tech.ca/c-iot



SUMMIT

## RCS Cellular IoT

Connected Living

*Adding Value to IMS Networks!*

Watch Demo Video here:  
<https://www.summit-tech.ca/c-iot/>



# MaaP API Support

Summit has committed to open our platform to new integrations that will allow customers with existing partnerships to develop new use cases without changing existing deployments. Some examples include:

- Google Partner / MaaP
- LivePerson Maven
- SAP / ERP Systems
- Major payment gateway providers (with PCI Tier 1 Compliance)
- Cvent for event registration
- Smash.gg for gaming tournaments



# RCS MaaP VR AI

& more  
#summitrcs  
#rcsbots  
#vr calling



SUMMIT

summit-tech.ca  
VRcalling.com  
RCSmaap.com



RCS MaaP is an A2P channel designed to **enrich conversation, commerce and automation through RCS chatbots** for airlines, banks, restaurants & retailers to healthcare, security & telematics.

IMS-based **Digital Assistants with RCS & Cellular IoT** for innovative LTE-M/NB-IoT & enhanced communication services enabled through voice commands & automation - powered by neural networks.



**Extended reality RCS chat, voice & video calling** immersed within 360° live video or simulated VR/AR. End-to-end services for live VR Concerts, AR Conference Calls & Telepresence.



In Network Trials  
Available