

# Disappearing the Protocol

Integrating Matrix into a Multi-App Platform

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# LINAGORA

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## WHO

### **French Open Source leader**

Developing and maintaining Open Source software.

## MISSION

### **Open Source facing the giants**

Advocating and building alternatives to US and China based giants.

## TWAKE

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### **Editing Since 2020**

From a monolithic collaborative solution to an Online Workplace.

# 01

## CHAPTER ONE

# What is the Twake Workplace?

# Teams, but Open Source.

B2B First • Has evolved from chat-centered to AI-centered.

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1

email, calendar, drive, contacts,  
passwords, office, chat, visio, AI...

**one Online Workplace**

## AN APPLICATION GALAXY

Orchestrated apps; users, providers and admins plug their own services

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**Fully integrated**

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**Wrapped standalone**

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**RabbitMQ buses**

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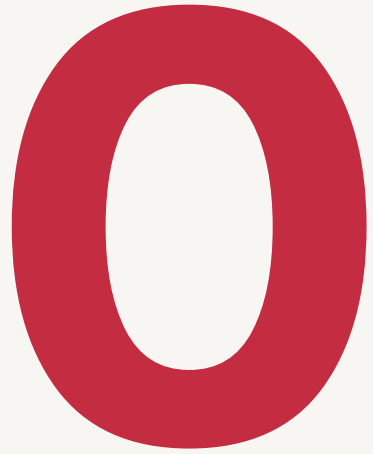
**At the core of  
OpenBuro.**

OPENBURO.EU

# 02

CHAPTER TWO

## Why Twake Chat exists?



**Matrix concepts a user should ever see:  
profile, homeserver, Matrix ID, cryptography**

# Twake Chat

## INSIDE THE WORKPLACE

A Matrix client living inside the Workplace

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**Contacts and lookup**

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**Drive, Visio, Calendar**

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**Twake AI agent**

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# 03

## CHAPTER THREE

# How Twake Chat is articulated?

## THE MAP

# Four pieces, one illusion

SYNAPSE

**Homeserver**

The engine nobody sees.

TOM-SERVER

**Identity Server**

Directory lookup, contacts, extended profiles.

TOM-BRIDGE

**Application Service**

Workplace events in, Matrix state out.

CLIENT

**Twake on Matrix**

Flutter: iOS, Android, Desktop, Web.

Plugged into the RabbitMQ bus and SSO (LemonLDAP::NG / OIDC)

DISAPPEARING THE MATRIX ID

# You find *Alice*, *not a Matrix ID*.

MATRIX KNOWS

**@alice:  
customer.com**

The Matrix ID, never shown to the user.

TOM-SERVER

**Directory lookup**

Contacts aggregated, extended profiles, Matrix ID normalized as an email-like UID.

YOU SEARCH

**Alice**

Name, team, email: what you already know.

## ACCOUNT LIFECYCLE

# HR hires, Matrix follows.

### 1 · DIRECTORY

**HR hires or leaves**

ldap-rest writes it.

### 2 · BUS

**One event**

user.created /  
user.deleted

### 3 · SYNAPSE

**Ready before login**

Pre-provisioned account.

### 4 · TOM-BRIDGE

**Erases the account**

On deletion, from the tombstone.

## OWNERSHIP

### THE BOT

## The company inside Twake

Owner of every  
coordinated and managed  
space and room.

### USERS

## Their own rooms

Owners of the rooms and spaces  
they create on their own.

### FEEDS

## Broadcast rooms

Admins write, users react, guests  
read from a public web page.

## POWER LEVELS

# Who drives?

GUEST

0

Read only

MEMBER

10

Read and write

MODERATOR

50

Manage memberships, manage member levels in channels, remove others' messages in chats

ADMINISTRATOR

80

Edit room details, post in channels, manage member levels in chats

OWNER

100+

Full access

YOUR DIRECTORY IS YOUR ACL

LINAGORA

› LGS

› › Twake

› › › Chat

McFly in the LINAGORA Workplace  
directory, "admin" of the Chat  
subgroup



10

10

10

80

member of LINAGORA, LGS and  
Twake, admin of Chat

## INTEGRATIONS

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### VISIO

#### Calls

LiveKit + LaSuite visio.

### DRIVE

#### Files

OIDC token exchange; sent files can become Drive links.

### MAIL & AI

#### Beyond chat

Send as email (TMail), Twake AI agent.

# 04

CHAPTER FOUR

# The Edge of Automation

Where the illusion breaks

# 2 MB

**Above it, files go to Drive.**

**Below it, who owns the media and whose quota is it?**

**Platform decides.**

**Unless a Matrix client  
disagrees?**

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**How far should we  
hide E2EE?**

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RECOVERY KEY · KEY BACKUP LEVELS · QR / EMOJI VERIFICATION

# Authority.

The platform decides, Matrix is the engine

# Events.

Not cron

# Edges.

Invisibility has limits

# Questions?

[linagora.com](https://linagora.com)

[twake.app](https://twake.app)

[github.com/linagora/tom-server](https://github.com/linagora/tom-server)

[github.com/linagora/tom-bridge](https://github.com/linagora/tom-bridge)

[github.com/linagora/twake-on-matrix](https://github.com/linagora/twake-on-matrix)

[github.com/linagora/twake-space-chat](https://github.com/linagora/twake-space-chat) (beta)

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