



Do more with MESSAGEmanager

MESSAGEmanager

SMS

SMS is an innovative, convenient and cost-effective way to stay in touch.

MESSAGEmanager SMS extends the reach of enterprise information systems integrating e-mail, ERP and CRM applications with SMS text messaging to provide your customers and employees with key, time critical information as it happens.

SMS works with all popular applications including Outlook/ Exchange, Notes/ Domino, SMTP Mail, Microsoft Lync Desktop Client and SAP. Web Service and File pickup API's are available for third party application integration.

MESSAGEmanager supports the connection to SMS carriers via GSM modem and Short Message Peer to Peer Interface. A GSM modem can deliver 1 message every 7 seconds. The maximum message capacity for an SMPP configuration is up to 100 messages per second. An SMTP connection to a service provider is also available.

Incoming SMS messages received by MESSAGEmanager can be automatically routed to a mailbox by recognising text in the message.

SMPP provides multiple MSISDNs i.e. phone numbers which can be used to route inbound SMS messages to a user's inbox or an application.

The screenshot shows the Microsoft Lync desktop client interface. On the left, a contact list is visible under the heading 'MESSAGEmanager (9/13)'. The list includes contacts such as Alec Dunn (Available), David Hansen (In a conference call), Debra Asciak (Available), and Ivor Livingston (In a conference call). A context menu is open over the 'Ivor Livingston' contact, displaying various actions. The 'Send SMS' option is highlighted in blue. Other options in the menu include 'Send an Instant Message', 'Call', 'Start a Video Call', 'Share', 'Send an Email Message', 'Schedule a Meeting', 'Copy', 'Find Previous Conversations', 'Pin to Frequent Contacts', 'Copy Contact To', 'Move Contact To', 'Remove from Group', 'Remove from Contacts List', 'Add to Outlook', 'Tag for Status Change Alerts', 'Change Privacy Relationship', and 'View Contact Card'.

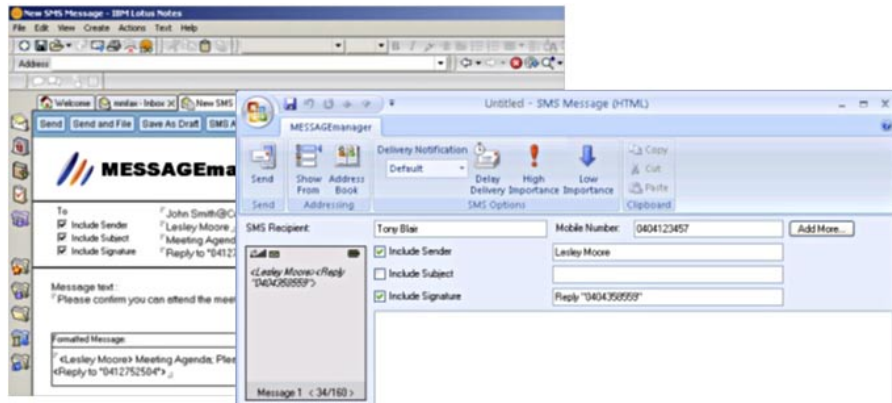
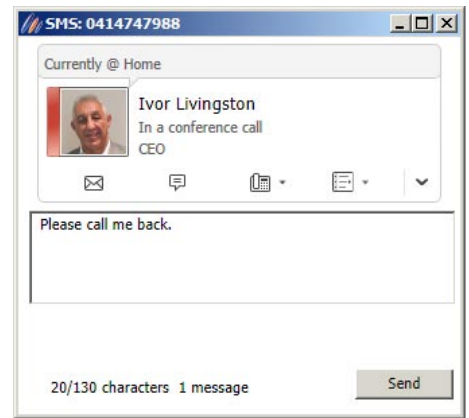
SMS for Lync

SMS for Lync enables SMS text messages to be sent to one or more contacts directly from Lync – ideal when contacts are offline.

Sending

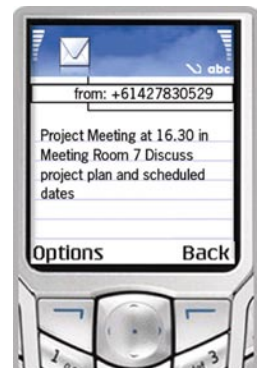
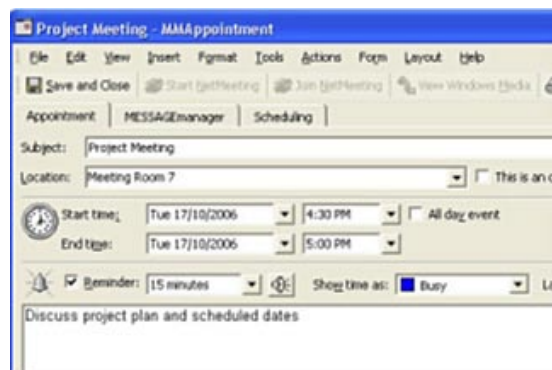
To send an SMS from the Lync Desktop Client simply right click and you are prompted to enter the mobile phone number and the message text. SMS messages are delivered to MESSAGEmanager by a .NET Windows Service.

Sending from Outlook, Notes or any SMTP e-mail is as easy as sending mail. Just address the message to the mobile phone address. SMS addresses can be maintained in global or personal address books or contacts database.



SMS messages can also be sent from Microsoft Internet Explorer, Chrome, Firefox and Safari with MESSAGEmanager Web Client.

When you are out of the office, MESSAGEmanager Alerts will send you reminders for tasks and appointments and, if required, notify you of the arrival of important e-mail and voice mail.



Office Mobile Service

With Microsoft Office 2010 Mobile Service users can compose new text messages within Outlook, forward Outlook items as text messages and receive Alert messages from SharePoint on mobile phones. Text messages are delivered to MESSAGEmanager by the Outlook Mobile Service.



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