

inducta++



# iEMC

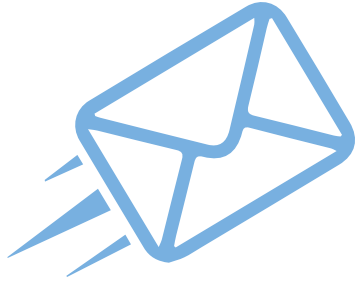
Enterprise Messaging Center

## What is iEMC?

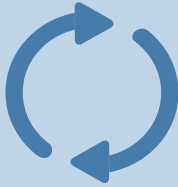
iEMC (Enterprise Messaging Center) is a central system for messages distribution.

**iEMC enables distribution of the following types of messages:**

- SMS to legal and private entities who have an account with telecommunication networks and support for SMS communication.
- MMS (Multimedia Message Service) to legal and private entities who have an account with telecommunication networks and support for MMS communication.
- E-mails to companies and individuals who prefer this way of communication.
- Fax messages to companies and individuals who prefer this way of communication.
- Voice messages to companies and individuals who prefer this way of communication.



## Functionalities of iEMC



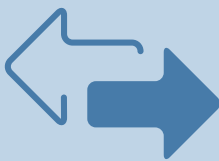
### Models of communication

- Distribution of messages to a single recipient with the specified destination address (for example: telephone number or e-mail address)
- Distribution of messages according to the iEMC distribution list that contains multiple recipients
- Receiving text messages via iEMC platform and further distribution to users using predefined rules

### Managing distribution lists

**Automated data synchronization from the register of employees (e.g. Active Directory) to iEMC:**

- Unique Identifier
- Type of Employee / Organizational Unit
- Phone number
- e-mail address



**Entering data about recipients for the purpose of adding them to a distribution list. The following data is required:**

- Unique Identifier
- Type of Employee / Organizational Unit
- Phone number
- e-mail address

**Definition of distribution lists enables assignment of recipients to one or more distribution lists.**



### Message archiving system:

- **Reviewing sent messages**

for users who have activated the option of archiving sent messages, iEMC provides an overview of sent messages via a Web interface.

- **Exporting sent messages**

iEMC allows exporting sent messages in ASCII format and optionally deleting them from the iEMC database.

## Functionalities of iEMC

### Communication channels

- **SMS**

sending message to the telecommunications operators using SMS termination service provided by Inducta Media.

- **E-mails**

sending an e-mail message using customer's infrastructure that supports SMTP protocol.

### Input interface

- **iEMC SOAP adapter**

enables integration with parts of the information system for end users who need to send messages using SOAP (XML) protocol. It also enables sending SMS messages and e-mail messages to predefined recipients and/or distribution lists defined on iEMC system.

- **iEMC Outlook adapter**

enables integration with Microsoft Outlook® application which uses iEMC's feature for sending text messages to the specified recipient and/or distribution lists defined in the iEMC system.

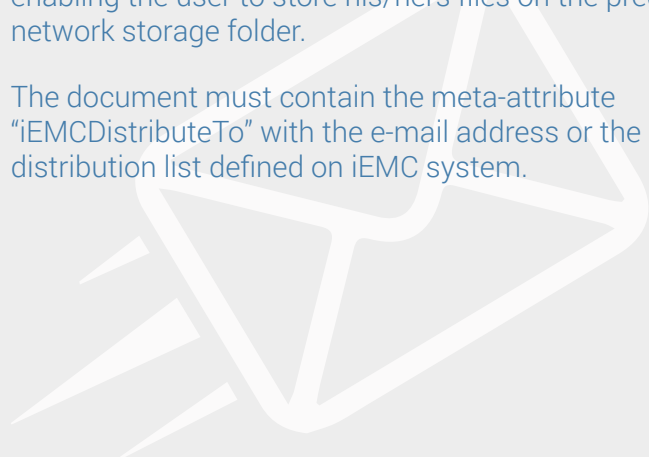
- **iEMC Web Messenger**

using the Web Messenger application users with iEMC account can send messages.

- **iEMC Document2email**

provides documents distribution through the iEMC system, enabling the user to store his/hers files on the predefined network storage folder.

The document must contain the meta-attribute "iEMCDistributeTo" with the e-mail address or the name of the distribution list defined on iEMC system.



# Configuration

## Template format

A template can be defined for each message type for particular communication channel over which it will be distributed.

In case of a defined message template, the client system needs to send only data that changes in the template (for example, name, number, ...), and based on these templates and data provided by the client system, iEMC creates content that will be sent to the end user.

For example, if text template is „Dear Mr #name #surname, your identification card is issued, and you can pick it up at #venue, and the data obtained from the client system are

#telefon\_number=00589315621321,

#name=“John”,

#surname=“Smith” and

#venue=“California Department of Motor Vehicles”,

the content of the message will be „Dear Mr John Smith, your identification card is issued, and you can pick it up at California Department of Motor Vehicles“

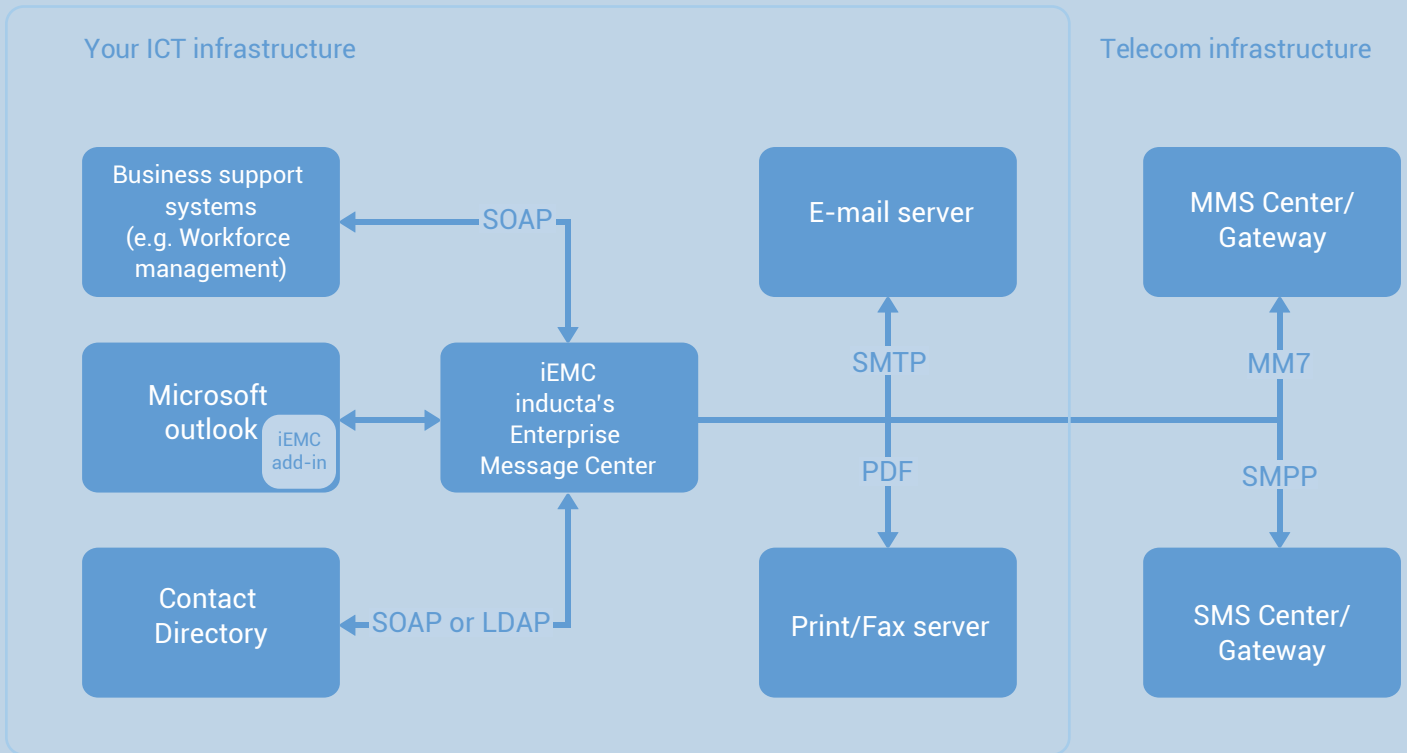
Depending on the capabilities of the communication channel, the text of the template can be edited graphically, and even include pictures (e.g. HTML e-mail format).

### Multilingual templates

for every template there is a possibility of defining a custom template using alternative languages. Also, the client system can specify the ISO code of the language used while sending the request for delivery message, which iEMC will then use in order to determine the appropriate template for creating the content of the message for the end user.



## Used protocols



*Diagram of iEMC integration*

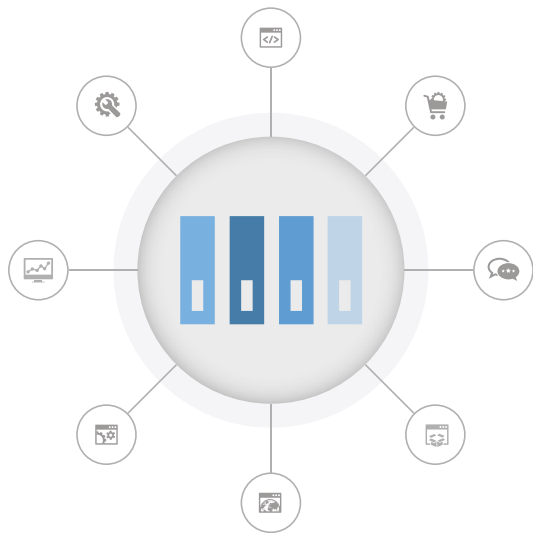


## Benefits of using the iEMC application



- Improved SMS delivery
- Easy message delivery to multiple accounts/numbers
- Reaching large audiences in a short period of time
- Precise reports
- Global reach
- Delivery intelligence
- Reliable delivery, etc.





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Inducta is a company specialized in ICT solutions adapted to needs of our Customers from various industries.

Our portfolio consists of the following services:

### ICT Consulting

Based on our experience and knowledge of the ICT (Information and Communication Technology) trends and developments, together with our understanding of Customer's business, we recommend appropriate ICT solutions to our Customers. Optionally, we select the best solution together with the Customer, depending on the current situation and business plan.

### Development of ICT solutions

We design, develop and test solutions according to Customer-specific requirements. In the process we take advantage of our knowledge and experience in the field of ICT solutions architecture, which come from our work on numerous projects in various industries around the world.

### Delivery of ICT solutions

Being fully Customer-oriented, we integrate solutions into Customer's technical and business environment, while at the same time providing various forms of education related to the usage of our products.

### Products and platforms

Based on our experience in developing solutions, we develop products for a wider market and adjust them according to Customer requirements. In addition, we offer our platforms and modules to other companies engaged in developing software.