

WebExpress Enterprise

Delivering Reliable Messaging

Web Express

WebExpress is a web based messaging system for mission critical notifications. It is designed with features for maximum effectiveness in mass recall scenarios.

WebExpress supports both manual messaging as well as automated messaging. It provides web pages for staff to manually activate as well as manage contact lists and groups. For automated notification, it provides interfaces such as web services, command lines and smtp interfaces.

Key Features

Acknowledgement Tracking

WebExpress has a function to track the acknowledgement of the recipients during a recall process

Escalation Process

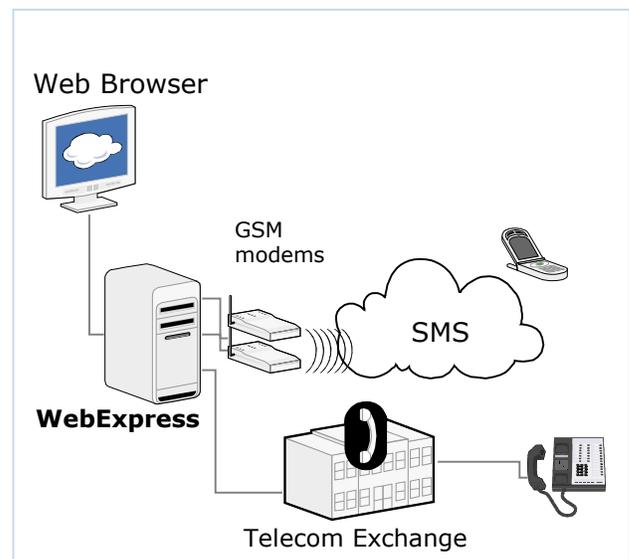
WebExpress can handle repeated messaging and contact alternate numbers during a recall process automatically.

SMS / Voice Channels

WebExpress can support both SMS and voice channels so that the recipients can be notified in the best possible mode.

Scalable

WebExpress can be scaled according to your requirement, which will be based on the number of recipients to contact and the response time required.



Typical Usage

Corporate Messaging

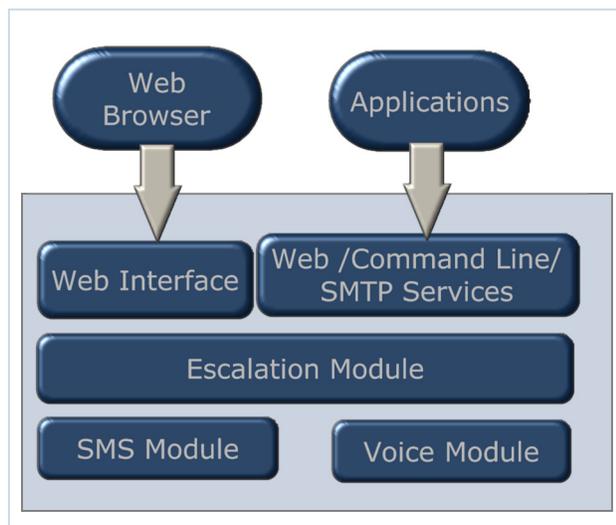
You can use WebExpress to send out sms to individuals or groups from anywhere in the network via the web browser.

Emergency Recall

For call centers and companies that require to recall key personnel quickly and effectively. WebExpress provides the functionality for the operator to easily start a recall and let the system handle the notifications and acknowledgements.

Enterprise Wide Messaging System

Aside from manual messaging, WebExpress can also extend its notification functionality to applications in the enterprise network. It has interfaces such as web services, FTP file and SMTP mail for applications to easily trigger notifications to recipients.



Features:

Web Based Interface

Users can access to the system via web browsers anywhere in the network.

Departmentalized Phonebook

The WebExpress phonebook, which contains the contacts of the recipients, are grouped by departments. There is no limit to the number of contacts or departments.

Recall Process

A recall process can be configured to have up to three levels. For each level, we can define how many times and the interval to notify the recipients, as well as defining whether to notify via SMS or voice.

SMS Capacity

System can support up to 16 GSM modems for sending/receiving sms. Each modem has a maximum throughput of 10 sms sent/received. WebExpress is also able to interface with SMS Aggregators.

Voice Capacity

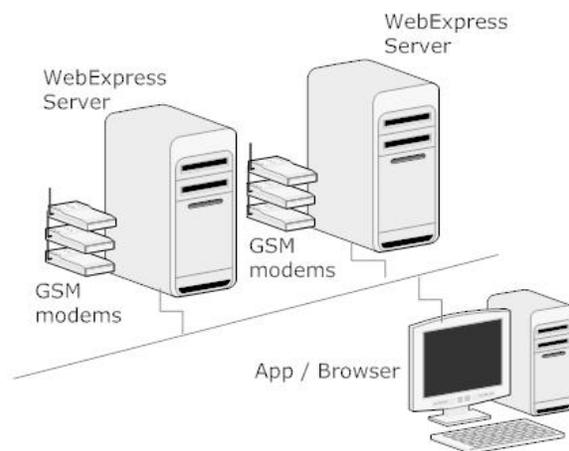
System can support up to 12 analog lines for voice messaging, or up to 30 channels via ISDN30.

Real-Time status monitoring

WebExpress provides a screen for the operator to view the real-time status of a recall (i.e. number of recipients acknowledged, response time etc)

High Availability

Two WebExpress servers can run in parallel, whereby the sms load can be distributed between the two servers, and the phonebooks between the two servers are kept synchronized.



Application Programming Interfaces

Aside from manual triggering of broadcast messages, WebExpress has the following interfaces available for applications to trigger messages:

- Web Services
- Command Line Interface
- SMTP Interface

Contact Information

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