

Using PageMate® V3.0 with Clarify

PageMate has long been the paging engine of choice for Clarify. PageMate Version 3.0 adds new features and functionality tailored to the needs of Clarify eFrontOffice and Amdocs CRM users.

PageMate has been providing robust and reliable electronic messaging service for Clarify users for many years. In the 1990's, PageMate provided support for messaging from Clarify Rule Manager to electronic pagers in installations from Switzerland to Singapore and Rio to Redmond. From its inception, PageMate has provided unique capabilities to support messaging from Clarify and other computer processes that can impose variable and unpredictable demands in message volume. PageMate's client-server architecture and unique multi-threaded message queuing services meet the test of providing robust and reliable messaging to pagers, digital telephones and other portable messaging devices from heterogeneous networks of Windows, UNIX and OpenVMS systems.

At the turn of the century, the development of new technologies for electronic messaging and digital communications, together with the explosive growth and popularity of the Internet, demanded that we take a fresh look at the services and messaging support provided by PageMate and the services that PageMate provides for Clarify users. PageMate Version 3.0 takes advantage of automation techniques and new communications and messaging technologies to

- ✓ provide options for message delivery using a wider variety of media and technologies, including telephony and speech synthesis, e-mail and web browsers;
- ✓ provide users with improved control over their own message delivery while reducing the administrative burden on managers and support personnel;
- ✓ provide support for two-way or round-trip messaging with options for message tracking and automatic escalation;
- ✓ provide capabilities to associate messages on the basis of case or trouble ticket number, providing both subscribers and management with options to display and review related messages and activity; and

- ✓ provide administrators with improved tracking and audit trail to help manage messaging resources and quickly identify any problems that might arise with message delivery services.

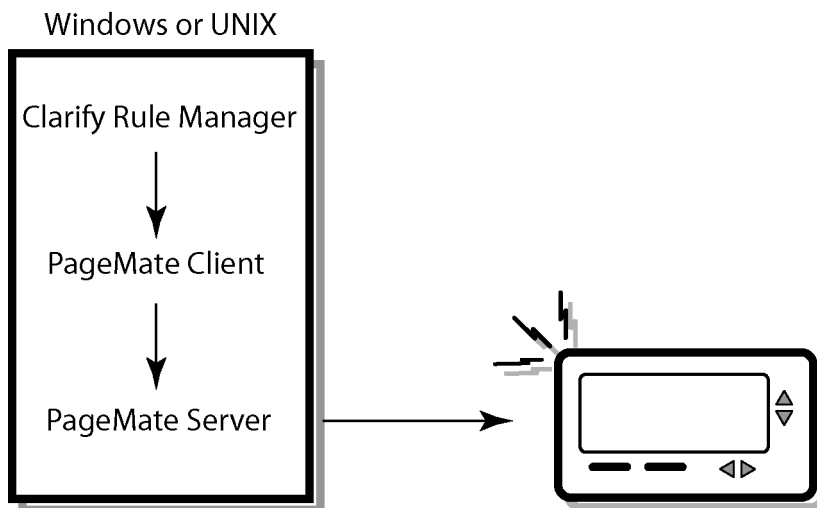
The techniques and technologies used to provide these services in PageMate Version 3.0 are described in detail in documents available from Systemetrics' web site at <http://www.system.com>. In this brief white paper, we would like to describe from the viewpoint of a Clarify installation some of the services and configuration options for PageMate Version 3.0.

We first need to point out that PageMate Version 3 introduces a completely new implementation of PageMate Server known as PageMate Automated Messenger. The classic and well-known functionality that supports messaging to electronic pagers and other portable message display devices (including digital telephones) continues to be provided under a variant of PageMate Server known as PageMate Classic. A second implementation of PageMate Server, a superset of PageMate Classic known as PageMate Automated Messenger, provides additional new functionality, including capabilities to

- ✓ deliver messages spoken in English using text-to-speech capabilities over the switched telephone network;
- ✓ filter, route and deliver messages in different ways based on things like the time of day, day of the week, content of the message, or other site or application-specific criteria;
- ✓ allow subscribers (message recipients) to manage their own catalog records and message filter criteria;
- ✓ provide network access to PageMate via web browsers; and
- ✓ provide capabilities for message tracking, response and automatic escalation.

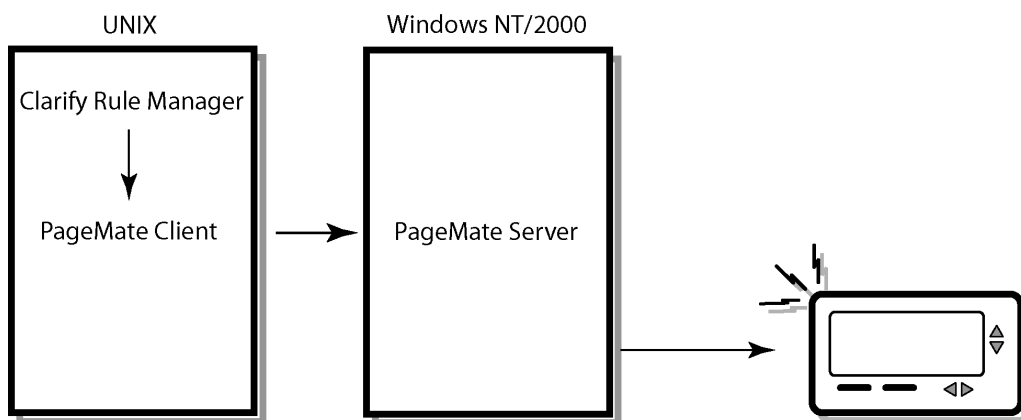
Much of the new functionality in PageMate Automated Messenger is based on technologies that are more broadly supported on Windows NT/2000 as compared to UNIX, and it is for this reason that PageMate Automated Messenger Server, unlike PageMate Classic Server, is supported on Windows NT/2000 only. PageMate's interface to Clarify, the PageMate API, command line interface and PageMate's Graphic User Interface, however, are client functions rather than server functions. Users who run Clarify on UNIX platforms can, therefore, continue to use PageMate Client on UNIX in conjunction with PageMate Automated Messenger Server on Windows NT/2000.

The default configuration for using PageMate with Clarify has always been to run both PageMate Server and PageMate Client on the same system with Clarify Rule Manager. This is the simplest, least-cost approach to providing support for PageMate in conjunction with Clarify, as illustrated immediately below.



For Clarify Windows users who would like to upgrade to PageMate Automated Messenger, there is no change in configuration required (other than to install PageMate V3.0 on the Windows NT/2000 system with Clarify). Also, for UNIX users who would like to install or upgrade to PageMate V3.0 Classic Server, the configuration shown above continues to work.

For Clarify UNIX users who would like to install or upgrade to PageMate Automated Messenger, however, a dual-platform configuration, as shown below, is required to provide a Windows host for PageMate Server.



Configuration options for PageMate Automated Messenger (PAM) Server V3.0 include Voice Connector, Fax Connector, Electronic Mail Connector, and Web Connector. Each connector provides support for electronic messaging in conjunction with a particular technology or message delivery medium.

Support for messaging to electronic pagers, PDAs and digital telephones using TAP, PET, DTMF, GSM/SMS, SMFC and BCOM protocols is included as a part of the core functionality in every PageMate Classic and PAM Server configuration. Multi-threaded message queuing services with message tracking and audit trail are also provided in all PageMate configurations. For mission-critical applications, the software can be configured to provide support for e-mail error notification, fail-over e-mail, and redundant servers with automatic server fail-over. Programmed message delivery, delivery confirmation and response, interactive voice response, and automatic escalation are features unique to PageMate Automated Messenger.

The latest PageMate software builds and distributions, updates, documentation, application notes and product news, together with technical support resources, can be found on Systemetrics' web site at <http://www.system.com>. Systemetrics welcomes and encourages your feedback and suggestions about our software, documentation, services and support. You are invited to call us with personal suggestions or send e-mail to support@system.com.

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