



# CROSSFORM<sup>®</sup> Messenger Server

## Take your dispatching capabilities to the next level.

**Fax, page, e-mail or directly print information instantly to individuals involved in the work order process** with CrossForm Messenger, a powerful, fully integrated module that expands your call center's dispatching capabilities.

**CrossForm's unique matrixes** enable information to be sent quickly and accurately through Messenger. Since the dispatch notify screen automatically pulls contact information from the matrix, the CSR simply clicks O.K., and the work order details are sent immediately. This reduces time and reliance on CSRs, while ensuring that work orders are dispatched to the appropriate supervisor/vendor/technician.

**Working hard for you.** The Messenger Server works behind the scenes constantly to provide superior communication capabilities without interrupting other CrossForm functions.

## Communication that maximizes your productivity and service.

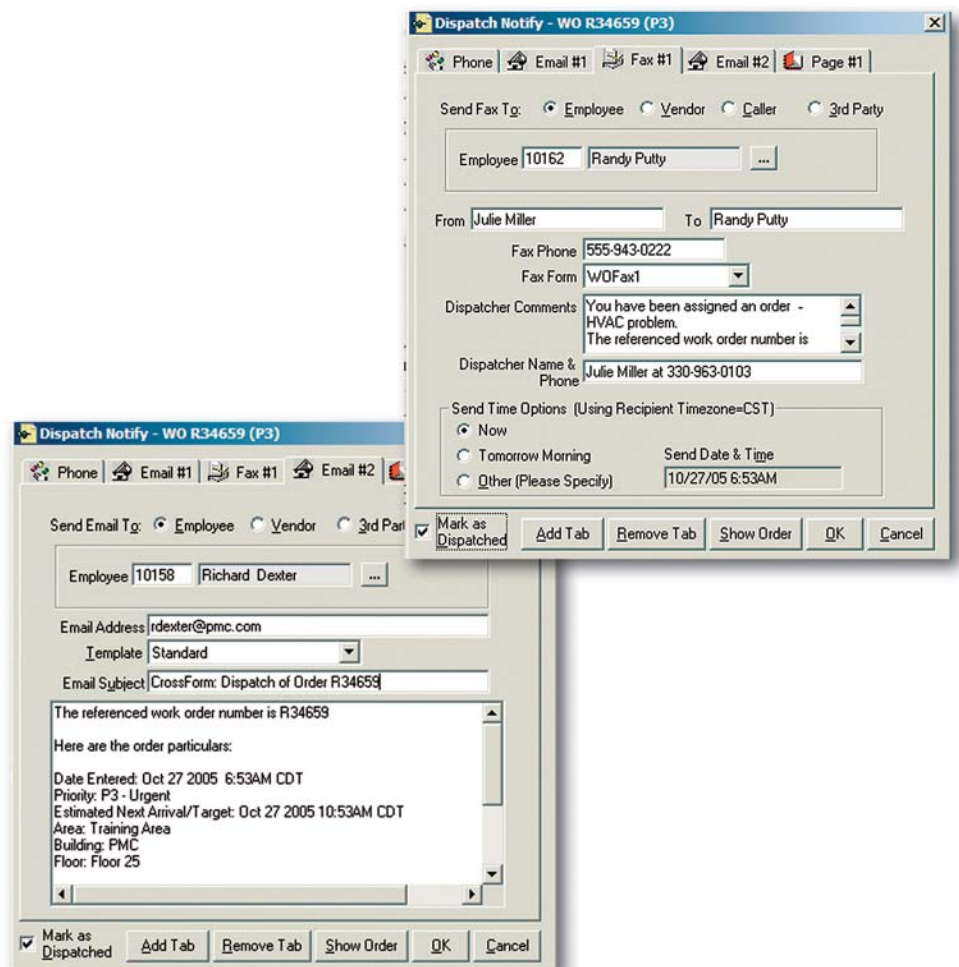
**Send multiple messages at once.** You can contact numerous individuals simultaneously via fax, page or e-mail regarding one or several work orders.

**Dispatch demand orders** to technicians and vendors on site to reduce unnecessary travel time.

**Process preventive maintenance/recurring tasks automatically** by previously scheduled orders. The type of order, customer, location, frequency of task and other related details are all specified on the work order.

**E-mail updates** automatically to your customers about their service requests as their status changes.

**Complete audit history.** All Messenger activity is documented and logged against the work order.



**Dispatch Notify - WO R34659 (P3)**

Phone | Email #1 | Fax #1 | Email #2 | Page #1

Send Fax To:  Employee  Vendor  Caller  3rd Party

Employee: 10162 | Randy Putty | ...

From: Julie Miller | To: Randy Putty

Fax Phone: 555-943-0222

Fax Form: WOFax1

Dispatcher Comments: You have been assigned an order - HVAC problem. The referenced work order number is

Dispatcher Name & Phone: Julie Miller at 330-963-0103

Send Time Options (Using Recipient Timezone=CST)

Now  Tomorrow Morning  Other (Please Specify)

Send Date & Time: 10/27/05 6:53AM

Mark as Dispatched | Add Tab | Remove Tab | Show Order | OK | Cancel

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**Dispatch Notify - WO R34659 (P3)**

Phone | Email #1 | Fax #1 | Email #2

Send Email To:  Employee  Vendor  3rd Party

Employee: 10158 | Richard Dexter | ...

Email Address: rdexter@pmc.com

Template: Standard

Email Subject: CrossForm: Dispatch of Order R34659

The referenced work order number is R34659

Here are the order particulars:

Date Entered: Oct 27 2005 6:53AM CDT

Priority: P3 - Urgent

Estimated Next Arrival/Target: Oct 27 2005 10:53AM CDT

Area: Training Area

Building: PMC

Floor: Floor 25

Mark as Dispatched | Add Tab | Remove Tab | Show Order | OK | Cancel

## The versatility of Messenger.

As an intricate part of the CrossForm application suite, the Messenger module provides a powerful communication link between call center activities and those involved. Its extraordinary features prevent miscommunication and errors, while giving you the ability to scale and customize to your needs.

- Alert feature informs you if a message has not been sent and the reason why.
- Escalation programs instruct Messenger what to do with orders that exceed a certain time boundary or tolerance, such as those not completed within 24 hours. This proactive feature directs the system to reassign the order, change status or e-mail/page a supervisor.
- Ability to scale from 1 to 64 fax ports on a single server.
- Supports Fax-over-IP (FoIP) as well as multiple Messenger servers on a single queue for redundancy and failover.
- Customizable fax templates can be created with Crystal Reports.®

## The power of instant information.

**Enhanced communication** between CSRs, management, vendors, technicians and customers is an advantage that leads to many other benefits:

- Increases accuracy of work orders by assuring that everyone understands.
- Provides greater customer satisfaction through quicker response times and efficient handling of work orders.
- Reduces downtime and reactive maintenance by directing the Messenger to dispatch preventive maintenance tasks.

## Disperse information to multiple areas quickly, easily.



**Increased productivity.** Streamline the work order process by sending orders or notifications to several people at once.

**Better awareness.** Messenger automatically notifies individuals you specify of any delayed/malfunctioned faxes, pages or e-mails. You can set a specific time lapse that works for your operations.

## Free trial period.

Contact Mainstream Software to take advantage of a free, no-commitment needs analysis and a free trial period. CrossForm's exceptional performance will be obvious.

### Requirements

- Voicefax boards (two-port fax board and third-party licenses included with Messenger)
- Standard modem for paging
- The tool supports all paging companies through the TAP protocol or text messaging via e-mail.
- Server running Windows® 2000 server or higher

### Optional

- Fax-over-IP software
- Media gateway



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