

NOBLE **SYSTEMS**

Noble Messaging Management version 2.1 User Manual

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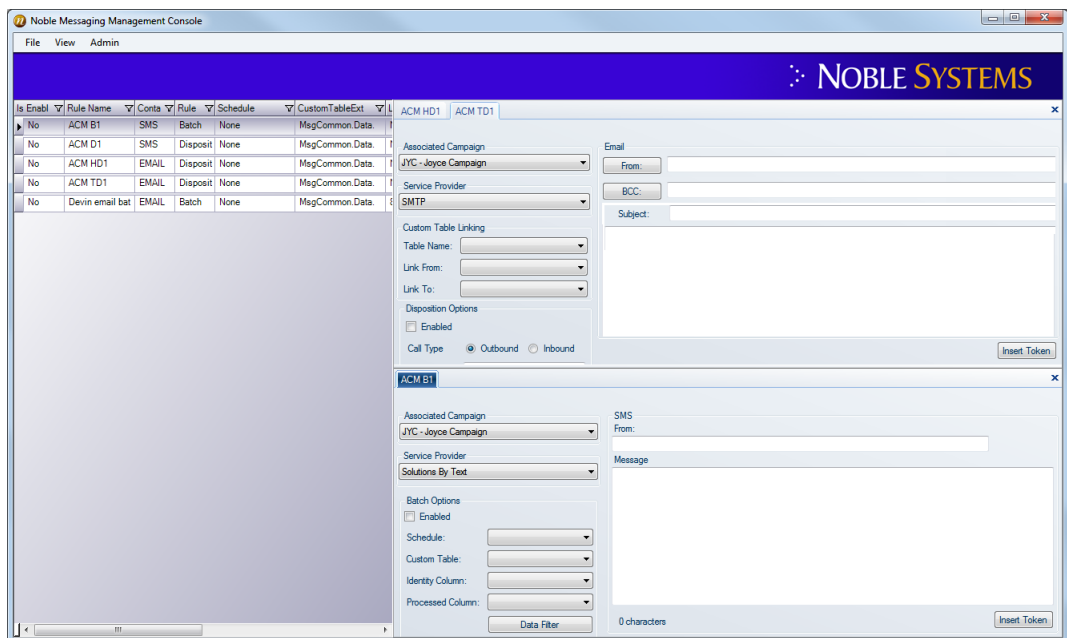
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Chapter 1: Introduction



Overview

Product Description

Noble Messaging Management is a purchasable option for your Noble solution that provides the ability to transmit Short Message Service (SMS) text messages as well as email messages to customers.

Noble Messaging Management uses messaging rules to determine whether a message (SMS message or email) should be sent to a specific customer. Using these rules, a user can define whether the system should send the messages to all the contacts included in a custom table on a specific schedule or to those custom table contacts associated with the calls that were terminated using specific disposition status codes only.

In addition, Noble Messaging Management supports various global, US-based and Europe-based SMS gateway providers.

Noble Message Management Components

There are two installed components for Noble Messaging Management:

Messaging Console - The console is the user interface for setting up Noble Messaging Management and composing SMS text messages and emails.

Messaging Service - The service is the process that handles message and email transmission.

This user manual describes how to use the Messaging Console to configure and use Noble Messaging Management.

Note that the standard configuration of Noble Messaging Management is to run these two components along with the Noble database and the separate Noble Contact Service product. There is also a standalone option that does not require the Noble database or Noble Contact Service. For more information, see page 59.

System Requirements

Hardware and software requirements for using this product are specified in the following document:

F-NSC-0008 Noble Systems System Specifications Document.doc

Database Requisites

Noble Messaging Management Console has numerous table requisites in the host database. These tables must be installed on the host before you can use Noble Messaging Management Console. **Before you install or upgrade Noble Messaging Management Console, contact the Upgrades department to schedule installation of the required components on the host.**

Licensed Options

Noble Messaging Management Console only sends SMS and email messages to the designated recipients if the licenses required for both messaging options are purchased and applied on your system. For more information, contact your Noble Sales representative.