

# Messenger

KOURIER | EXPRESS SOLUTIONS

## The Messenger Solution...

The Messenger leverages the power of e-mail turning your IBM U2 database into a 24/7 workflow engine. Communication is vital to any successful company and e-mail is becoming the most widely used medium for businesses today. However, people in the business get distracted or busy, and the initiation of communication often breaks down. Since the Messenger is always running and is wired into your business system, you can count on the message being delivered! Use the Messenger to communicate with your customers, suppliers, and employees.

### Customers

- Sales Acknowledgement
- Advanced Shipping Notifications
- Statements or Overdue Invoices

### Suppliers

- PO Receipt Acknowledgement
- Request for Quotation
- Inventory Level (Vendor Managed Inventory)

### Employees

- New Prospect
- ECO Approval Request
- Work Order Shortage or Stock Out

E-Mail messages are defined in re-useable templates controlling the recipients of the message as well as the subject line, message body, and external document attachments. A powerful substitution processor is enabled within the templates for dynamic data content generation through the use of tags. Substitution tags supported include constants, system functions, database dictionaries, or programmatic variables passed through a simple API (Application Programming Interface). It's easy to develop and change your messages without tedious programming.

Messages can be in text format or in HTML format for a more professional look.

Automate the messaging through defined services that can be scheduled on a recurring basis. An integrated event log captures informational, warning, and error events during processing of the services with full reporting capabilities. Specific events can be filtered from the log or a notification message can be triggered as a result of the event.

Supercharge your corporate communication with the Kourier Messenger!

## Messenger Includes...

- Recurring service definition and scheduling
- SMTP outbound e-mail transport
- E-mail template definition with substitution processor
- Integrated event log with notification filters

