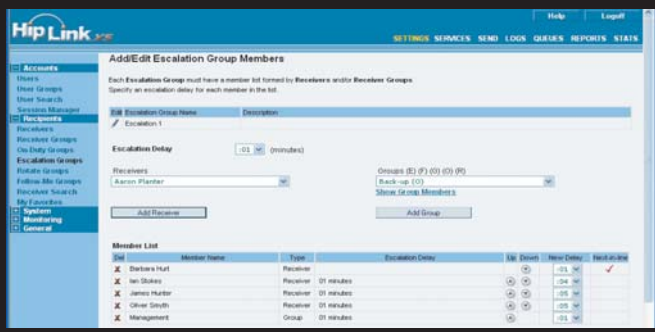
HipLinkXS Grouping and Departments



HipLink XS

***HipLinkXS** is a robust, highly scalable enterprise software application that delivers reliable wireless messaging solutions to any data or voice enabled wireless device, mobile or land phone, PDAs, pagers, email or fax.*

Critical Message Delivery

The Right Person, The Right Time

How do you easily ensure that your critical messages reach the right people? What are the costs of missed opportunities and poor communication to your business? Are your critical messages being ignored due to message desensitization? When the message really has to get there, trust HipLinkXS.

HipLinkXS takes the guess work out of Notifications and Messaging by providing a comprehensive suite of powerful features to ensure proper message delivery on-time, anytime, to any device. By combining the latest wireless technology with more than eleven years of industry know how, HipLinkXS offers peace-of-mind to organizations through its advanced grouping features.

- **Escalation Groups** ~ send messages to individual employees or levels of management that escalate if not confirmed at pre-defined time intervals. Escalation ensures that messages reach employees while reducing desensitization problems and ensuring response.

- **On Duty Groups** ~ define schedules for employees that receive wireless alerts. Using this group, messages are sent to those employees who are on-duty or on-call and able to resolve problems.

- **Follow-Me Groups** ~ send messages to multiple devices based on a defined schedule or escalation for employees who utilized different devices. This ensures critical messages reach employees all the time, anytime.

- **Rotate Groups** ~ send messages to different members within a group in automatic rotation based on a defined order. Add employee names in the desired rotation and HipLinkXS will automatically distribute messages evenly.

Distributed Administration

Easy To Manage And Maintain

The effectiveness of any messaging solution can be measured by its ease of use and instant accessibility across the entire organization, giving it the ability to effectively reach the right person at the right time. HipLinkXS brings an easy to use, reliable wireless application to any enterprise through the intuitive Departments feature.

The Departments feature of HipLinkXS allow employees and groups to be combined into logical segments, or departments, based on an organizations structure, geographic regions, or other definitive factors. This feature enables users to incorporate business rules in the management of a wireless system for distributed control. Employees can be assigned permissions to certain departments only, restricting them to only be able to manage and/or send messages to members of a specified department.

- Administrators control the Departments that individual employees are assigned to. They also define specific department administrators with permissions to perform all the necessary functions required to control and maintain their own group. Those employees can than manage their groups and set up devices, users, make changes, and control who can send messages through user permissions.

- Allows the administrator to set up employees or groups of employees to be able to send messages only to a specified department of departments.

- Guests can be assigned to any department giving them permission to send and receive messages from the departments they are assigned. This feature allows those who manage multiple groups or departments to stay connected to their various groups.

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HipLinkXS Grouping and Departments

HipLinkXS incorporates the latest wireless technology to ensure effective enterprise communications today and well into the future. The powerful Grouping and Department features further enhance enterprise communications by delivering critical messages to the right person all the time, any time, to any device. This not only provides the most efficient method of corporate communication, but also helps organizations realize additional benefits by:

- Lowering costs by effectively reducing the number of notifications generated by your messaging system
- Improving remote employee responsiveness
- Reducing desensitization by eliminating unnecessary messages
- Improving overall corporate communications

To be effective, wireless communication solutions must be able to improve an enterprise's current method of doing business. The ability to instantly receive information provides significant competitive advantages by allowing organizations to: respond to customer inquiries faster, service more customers in given period of time, and offer more responsive customer assistance. However, if that information is not able to reach the right person or gets ignored due to message desensitization and overload, business can stall and customers will become dissatisfied.

HipLinkXS brings effective communication technology to today's enterprises. Using the latest technology coupled with powerful Grouping and Departments features, HipLinkXS ensures delivery of your critical messages on time, every time. Escalating service calls to the next available technician automatically lowers the costs associated with communication by reducing the number of messages necessary to reach an intended recipient. Finally, HipLinkXS can help improve overall customer satisfaction through effective and responsive communication.

~ Ensures proper messages get to the right receiver(s)

~ Reduces the number of unnecessary messages sent

~ Reduces desensitization

~ Improves responsiveness and employee productivity

~ Lowers costs associated with sending messages

HipLinkXS Grouping and Departments
Solutions for the Wireless World

HipLink xs

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