



RemLinkXS

Your Complete Wireless Link for

Remedy™



RemLinkXS is designed specifically to seamlessly integrate with Remedy's Help Desk software and alert users of help desk events. Users can then access and manage these events directly within Remedy from a wireless device, enabling remote access for the enterprise.

Now mobile workers can perform a variety of Help Desk tasks, anytime... anywhere.

RemLinkXS Capabilities

- **Access General Case Information** ~ Read relevant information on one specific case or ticket from the user's group queue. A drop-down menu provides access to additional supporting information for the specific case.
- **Get Detailed Information** ~ View information regarding the work history of a specific case, or even regarding the individual/party who reported the problem.
- **Update Status/Work Log** ~ Edit existing tickets wirelessly and receive a confirmation when the ticket has been updated successfully.

- **Manage Requests** ~ View new tasks in order of priority, as well as view ownership of individual cases. Users can select a specific case and view its details by selecting the appropriate option from a drop-down menu list.

- **Working with Trouble Tickets** ~ Users can wirelessly submit a trouble ticket to the Remedy server, and can even access the Remedy Database and search for all trouble tickets matching a specified set of criteria.

- **Alerts** ~ Receive wireless alerts as soon as high priority tickets have been created.

Architectural Highlights

- **Scalability, Redundancy & Clustering** ~ RemLinkXS is designed to be highly scalable and can operate either on one server or on a cluster of servers within an organization. Accommodating any message volume and speed requirements, RemLinkXS can meet virtually any performance expectations.
- **Security** ~ RemLinkXS offers layered access permissions. RemLinkXS can be deployed on a corporate intranet, behind a firewall, or on the open World Wide

Web. Access permissions can be precisely defined.

- **Load Balancing and Fail Over** ~ Multiple messengers allow support for multiple modems and Internet connections. Messengers balance message loads between modems and provide fail over capabilities if a modem or a network connection goes down.

Advanced Administration

- **A Remote Control to Your Server** ~ The most powerful extension of wireless two-way messaging is the execution of server actions. Any server action can be set up on the RemLinkXS server. A wireless device can then execute these actions by responding to a two-way message or by sending a message to the RemLinkXS server. Action commands are also available through the IVR interface, e-mail and a Blackberry client application.
- **Intuitive GUI Administration** ~ RemLinkXS provides a browser-based user interface for administrators. Every administrative function can be performed on the GUI. RemLinkXS eliminates the need for complex file manipulation and configuration file editing.

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- **Reports and Statistics ~** Comprehensive reports help keep track of every message sent and provide information on status, send time, receiver, and more. Reports can also be exported and re-used in any spreadsheet or database program for a more detailed analysis. RemLinkXS provides statistics that measure the performance of certain providers or protocols.
- **Message Monitoring ~** The RemLinkXS monitor notifies the administrator if a message remains unprocessed or too many messages fail in a certain time period.
- **Log Files ~** Comprehensive log files are available for all RemLinkXS components, allowing administrators to troubleshoot message delivery and system operations.
- **System Monitoring ~** RemLinkXS can be extended to perform directory, file, stream, and process monitoring. The administrator can monitor any of the above to trigger paging message alerts on any predefined event.

Advanced Features

- **Departments ~** This feature enables users to incorporate business rules into the paging system by organizing receivers into logical departments. Senders and Administrators can be assigned permissions to certain departments only.
- **Message Templates ~** Simplifying the delivery of standard messages, messages that re-occur on a regular basis can be predefined as a template. The sender only needs to select the template, fill in additional information, such as times or locations, and can dispatch otherwise long messages within seconds.
- **Queue Management, Resend, and Cancel ~** The administrator can control the queues from the GUI. He or she can cancel messages, and resend previous messages or failed messages.

Voice Technology

- **Voice Messaging ~** RemLinkXS allows sending messages to voice phones (mobile or landline). Voice messages can

be either pre-recorded or can be typed and translated to voice on the fly. Messages can be delivered to a person or to a voice mail system.

- **Text to Speech ~** Text messages are translated to voice using TTS technologies. The same text message can be sent to text enabled devices and voice devices.

Platforms Supported

Server and Client Platforms

- Windows NT, 2000, and XP

Client Only Platforms

- HP-UX 10, HP-UX 11
- Sun Solaris 5.6 and 5.8 (Sparc and Intel)
- AIX 4.3 and higher
- Linux (kernel 2.2 and higher)
- GUI: any other browser enabled platform
- Software: any Java capable platform