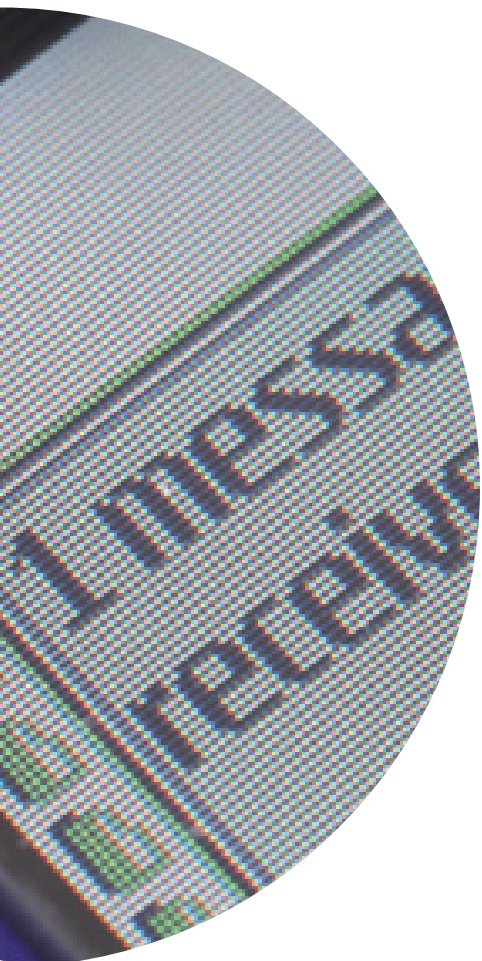


# Use Case

## Short Message Service (SMS)



Short Message Service (SMS) has become a vital means of communication among employees, partners and customers. Kofax provides two SMS solutions:

- **For companies sending a high volume of SMS messages** (production messaging), the Kofax Communication Server transmits messages to the provider via an IP connection.
- **For companies sending a low volume of SMS messages** (less than 1000 messages per month), Kofax provides an easy-to-install GSM box that connects to the Kofax Communication Server via LAN. It is suitable for all frequencies (900, 1800, 1900 and, upon request, 850 MHz) and world regions, and works with standard SIM cards.

With an SMS solution based on the Kofax Communication Server, a company can support a variety of valuable services via SMS broadcasting or individual SMS, including:

### Within an organization

- Notifications when fax, email or voice messages arrive
- Alerts about critical situations, such as server failures
- Reminders of tasks and appointments
- Updates to field staff, such as new orders, customer inquiries and commissions
- Information queries from internal databases, such as ERP and CRM systems
- Configuration messages

### Customer service

- Advertisements and announcements
- Notifications of order status changes and payment reminders
- Provision of temporary access codes (e.g., PIN in banking)
- Alerts about stock price moves and account balance limits
- Weather warnings and pollen allergy warnings
- Configuration messages for WAP profiles, vCards and images

### Easy Usage

The Kofax Communication Server can be integrated into virtually any standard e-mail environment or application without adding new applications to the user's desktop. The user can send SMS messages from their mail client such as Microsoft Outlook, Lotus Notes and Novell GroupWise. The addressing automatically designates the provider, and non-delivery notifications can be delivered back to the user's inbox. The Kofax SMS solution supports all languages via Unicode.

### Secure Communication

SMS is secure against viruses and external access, and all message traffic is recorded and traceable. In addition, fault-tolerance can be attained through the use of several SMS boxes and providers.

### High Functionality

An outgoing SMS message of more than 160 characters is automatically split into several messages, and then reassembled on the recipient's mobile phone. Incoming SMS messages are forwarded directly to the user's email inbox.

[www.kofax.com](http://www.kofax.com)