



International Cyber Solutions

Message Caster



There's no need to waste service representatives' valuable time anymore by having them stop and read e-mails or memos during their busy day!

International Cyber Solutions' Message Caster System now provides call centers with real-time messaging capability, including graphics and embedded links, to more effectively communicate critical information in a timely manner to service representatives.

Overview

Message Caster is a TCP/IP based client/server application used for message broadcasting to computers connected to an enterprise network or through the Internet. The software is comprised of four components: the Message Client, the Administration Console, the Message Server, and the Message Database.

Message Viewer

This Message Viewer allows all messages sent to client computers to be displayed. It works as the client in a client/server configuration. The viewer displays a small marquee that docks on the top or bottom of your desktop screen. It shows the messages scrolling from right to left as soon as messages are received.

Message Administrator

The Message Administrator is used to manage: users, groups, connections, and messages. The administration console is provided to users authorized to broadcast messages through the network or Internet. With this program you can:

- Add, modify, and delete users and workstations
- Assign users and workstations to groups
- Add, modify, and delete messages
- Manage administrator security access

Message Server

The Message Server manages the traffic of the messages on the network or Internet. This program runs without user intervention and sends all the current messages to the appropriate desktops.

Message Database

Message Caster works with Microsoft SQL Server 2000 or Microsoft Access 2000. Support for additional Database Management Systems may be requested and will be considered for integration based on the degree of compatibility. This includes prior and newer releases of SQL Server and Access.

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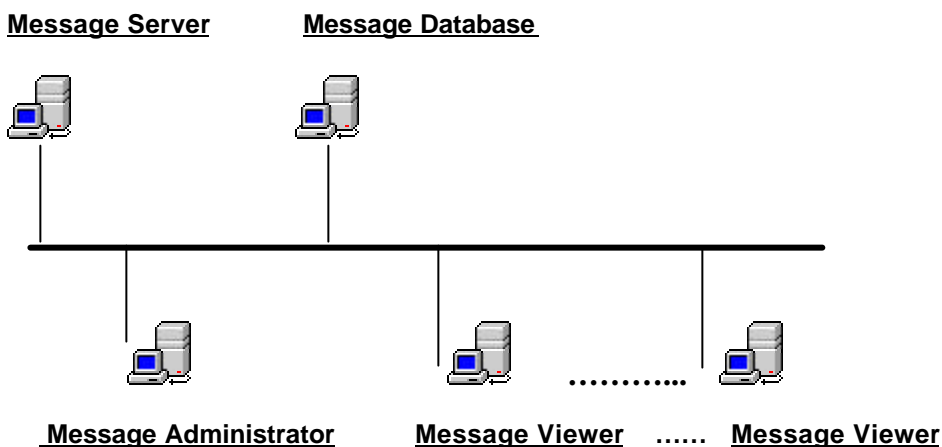
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System Description

- Designated Administrators create accounts for Administrators, Users, Machines, and Groups as required by the structure of the organization.
- Administrators create, modify, and delete messages, specifying the content, priority, and the format of the messages, as well as the timeframe for delivery. They may also choose to include graphic icons and URLs as part of the messages. Additionally, the Administrator will select the users, machines, and groups to which the messages will be sent.
- The messages are stored in the Message Database, where the Message Server may access them.
- The Message Server scans the database to see if there are any messages that need to be sent at the current time. If so, the Message Server retrieves all the information regarding each message and the designated recipients, and sends the messages to the appropriate recipients. The Message Server also keeps track of when messages need to stop being sent, and does so accordingly.
- Clients who are running the Message Viewer view the messages being sent by the Message Server based on the designated list of receiver users, machines, and groups, as well as the message timeframe specified for viewing.
- Message Caster can also accept command-line message definitions via “http post” from any system that can communicate with the Message Administrator. This allows for performing tasks such as sending messages when critical systems or network functions have failed or are not performing within acceptable tolerances. (e.g. a monitoring program on a UNIX system detects that a program is no longer running. It inserts into a “cron” file, an entry that forces a message to be sent to administrators informing them as to the situation.)

Architecture Diagram

The Message Server, Message Database, and Message Administrator components of the Message Caster system can be set up on individual computers, if desired. It is recommended, however, due to ease of setup and maintenance to have all three reside on the same computer.





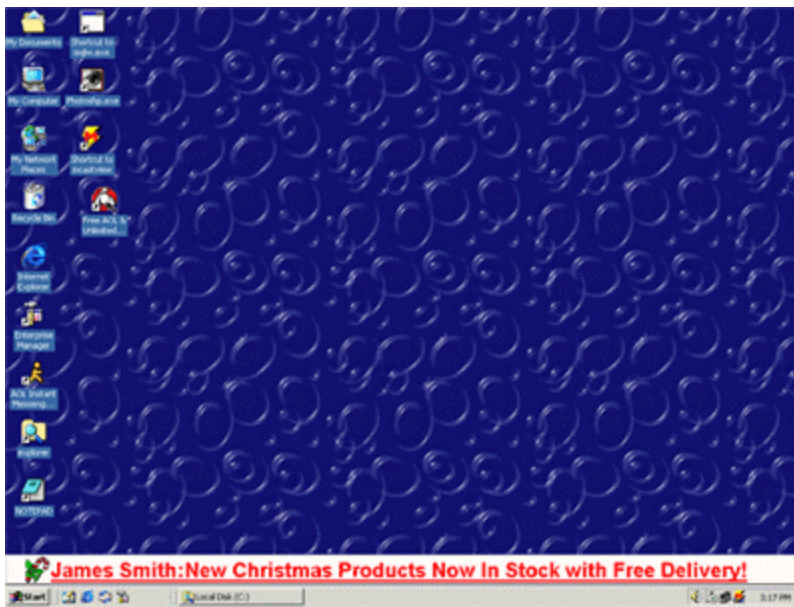
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Administrator and Viewer Samples

Administrator Main Menu



Viewer Sample (see marquee at bottom of screen)





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Message Caster System Requirements



Message Viewer

*Microsoft TCP/IP Protocol
Windows 95, Windows 98, Windows NT 4.0 or Windows 2000
32 MB of memory
7 Megs of Disk Space*

Message Server

*Microsoft TCP/IP Protocol
Microsoft Windows 2000
128 MB of memory
Microsoft ActiveX Data Object (ADO)
Microsoft Data Access Component 2.5 or higher
15 Megs of Disk Space*

Message Administrator

Any system with a JavaScript enabled Internet Explorer 5.0 or later web browser

Microsoft ActiveX Data Object, Windows 95, Windows 98, Windows NT 4.0, Internet explorer, and Windows 2000 are registered trademarks of Microsoft Corporation.