

KEEPING YOUR CUSTOMER/EMPLOYEE INFORMED. ANYTIME, ANYWHERE.



## Overview – Messaging System

Messaging System is an enterprise solution to empower organization. As Customers/Employees in today's digital world have increased importance and expectations of information. For them, it is natural to demand information about their financial & non-financial information be made available to them in real-time, no matter their physical location. Communicating with stakeholders about time-sensitive information demands a system that can provide such real time updates.

## Messaging System – Alert Solution

---

The Alert solution keeps customers/employee informed about events and actions that occur on their account and profile, delivered through multiple devices.

Whether the customer prefers email, SMS, WhatsApp or voice alerts, the Alert solution is a centralized and unified system that alert customers/employees 'intelligently', ensuring that updates are relevant and customer/employee-centric, delivered with optimum time-sensitivity.

In addition to alerting corporate and retail customers of the organization, the solution provides alerts for the organization's internal users as well. Such alert can be defined by categories to control access to various alerts. The solution allows a group of alerts to be combined into a message digest, minimizing the traffic of outgoing notifications.

The Alert solution empowers organization to alerts end users about events recorded by the organization's diverse business systems, consolidated into one reporting mechanism. The solution's subscription feature enables the organization's customers to select the specific information about which they want to be alerted, as well as the time they want to be alerted and the channel or device on which they want to receive the alerts. Built on production-proven, new-generation technology, the solution provides multi-channel and multilingual support.

Alert solution Satisfying all the information needs of customers of Tomorrow's business.

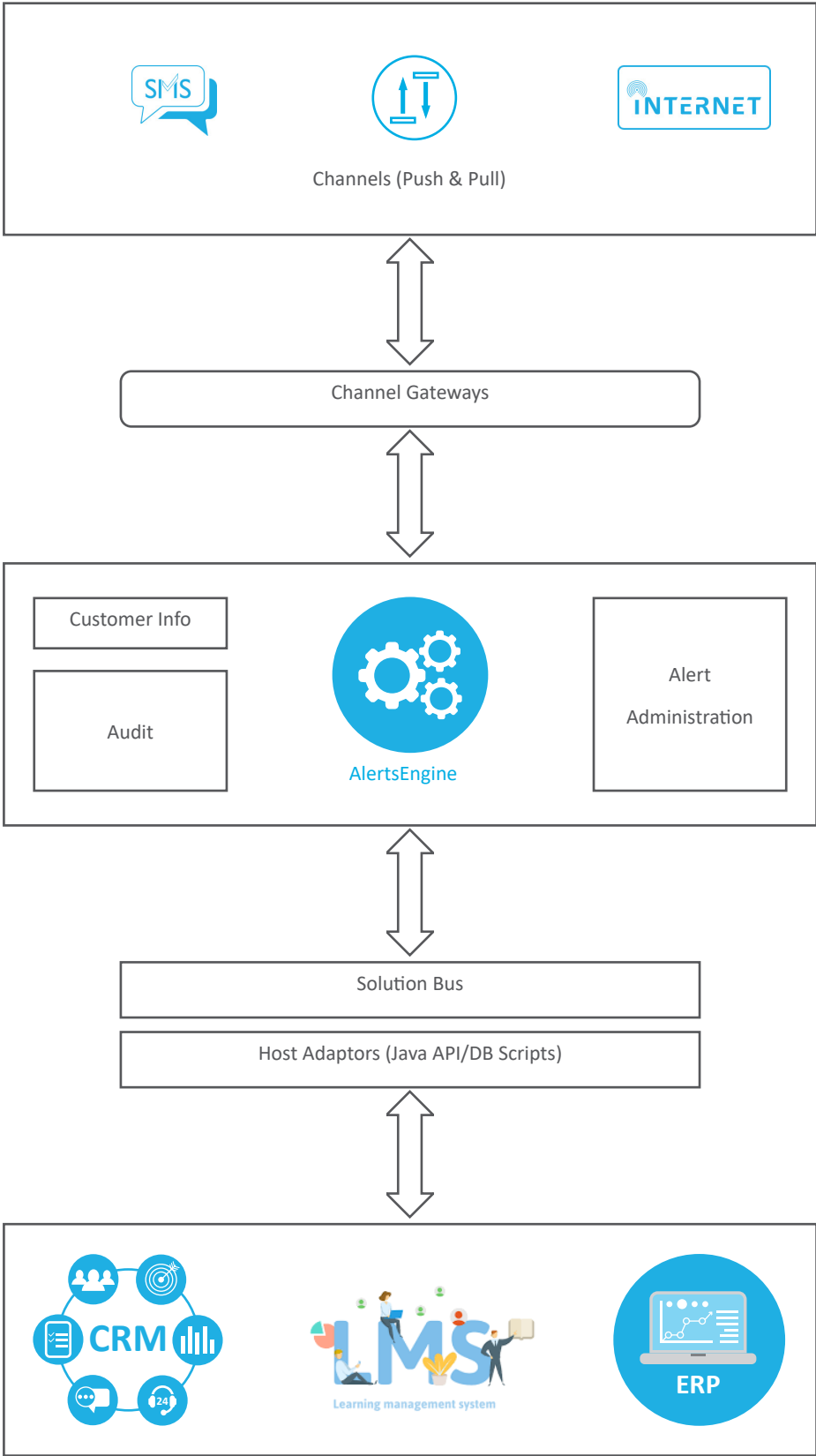


## Key Modules

---

- Personalized alert delivery where customers can choose the alerts, preferred delivery mode and preferred delivery time.
- Templates for maintaining alert and delivering messages.
- Configurable alerts framework allowing easy rollout of new alerts.
- pre-configured alerts & Real-time + batch alerting capability.
- Configurable business rules to capture events and notify customers as well and internal users including company employees.
- Centralized subscription and delivery for alerts.
- Enterprise alerting capability with seamless integration across host systems.
- Multi-channel delivery including push and pull type channels including SMS, e-mail.

# Functional Architecture



## Business Benefits

---

- Customer delight - Empower customers to manage their activities with more knowledge and confidence.
- Increased process efficiencies and collaboration - solution automates the delivery of timely information to multiple end points from a single delivery system that collaborates seamlessly with the many business engines, optimizing process time and responsiveness to customer imperatives.
- Reduced fraud - receive timely information on actions/events, thus identifying irregularities more quickly. This helps in identifying fraud earlier and helps in preventing fraud.

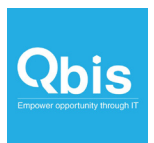


---

### About QBIS

We help customer to simplify business & transform process, product, and customer experience, arming them with 'Innovative Solutions' by implementing technology & best business Practices.

**Empower Opportunity through IT**



---

For more information, contact [www.qbis.co.in](http://www.qbis.co.in)

[qbis.info@gmail.com](mailto:qbis.info@gmail.com)

---

© 2020 QBIS IT & BUSINESS SOLUTION PVT. LTD., Ahmedabad, India, we believe the information in this publication is accurate as of its publication date; such information is subject to change without notice. we acknowledge the proprietary rights of the trademarks and product names of other companies mentioned in this document.