



Gateway is middleware that merges SMS Text messages with email enabling you to expand your contact center capacity and better serve your customers.

It allows customers to SMS you from their mobile phone and allows you to then respond with an SMS and do it all from your computer .

Do you:

- Have a contact center with multiple means of reach?
- Accept phone and email inquiries?
- Want to better serve your clients?
- Wish to respond to SMS inquiries?



SMS text messages, especially among today's younger crowd, is one of the primary methods of communication. As such, it is crucial for companies to recognize this and enable their contact centers to utilize SMS text messaging as a means to contact them.

Summary:

- Gateway works by accepting SMS Text messages and converting them to email.
 - Emails containing text are distributed to appropriate agent.
- Agent responds via email which is converted back to SMS Text to a customer's mobile phone.
 - Gateway is not tied to any network or SMS messenger service.
- A very simple way of expanding the way clients can reach your contact center.

Gateway Technical Specifications:

Minimum Server Requirements

- Single or Dual 2.4 GHz Processor
 - 1 GB RAM Min.
 - 10 GB System Storage

Software Requirements

- Windows 2003 Server (SP2 or above)
- Active Xperts SMS and MMS toolkit (5.2 or above)
 - Quicksoft easymail objects (6 or above)
- Application Server (Windows Components)
 - ASP
 - IIS 6.0

Additional Requirements:

- Direct-to-Mobile Gateway with built-in wireless GSM connectivity
 - GSM or SMPP contract with Service Provider