

Help mobile workers know more, do more and be more profitable.

Enterprise Messaging Access Gateway – Mobile Workforce productivity use case



Keep your mobile workforce updated on workload changes, new opportunities and other important information by using Verizon Enterprise Messaging Access Gateway (EMAG).¹

Challenge

Your mobile workers are always on the go serving customers. But it's not always easy to keep them updated throughout the day on things they need to know. Whether it's about new business opportunities, workload changes or other information, they sometimes need quick updates.

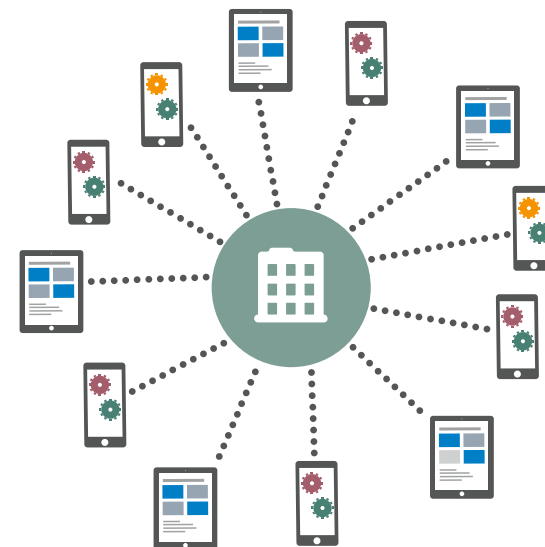
Help mobile workers better manage their load, stay up to date on the latest information and get quickly informed about new opportunities.

Solution

Verizon EMAG. When you tie EMAG into your dispatch system, you get an efficient, inexpensive way to automatically keep your mobile workers informed. It can send them urgent product updates or notifications. You can let them know about workload or dispatch changes to help them be more productive and better manage their day. You can keep them updated on new opportunities or business to help you be even more profitable.

Results

- Keeps mobile workers updated on the latest information
- Helps mobile workers better manage their workloads and be more productive
- Simplifies mobile updates on profitable new business opportunities



Features

EMAG supports the following features:

- **Email to SMS.** Initiate SMS messages from your email system.
- **Flexible integration protocols.** Use SMTP, SNPP, WCTP or our own XML API to integrate SMS messaging with your IT systems to enhance workflow productivity.
- **Two-way messaging.** Send and receive messages to any phone in the domestic U.S., or to Verizon Wireless users who are roaming internationally.
- **Enhanced messaging.** The ability to create a single message greater than 160 characters and up to 1,000 characters.
- **SMS to machine.** Enhance your machine-to-machine (M2M) communications via SMS.
- **Machine to SMS.** Allow your M2M devices to initiate messages to the gateway.
- **Contact uploads.** Easily upload your contact lists into our portal for direct portal engagement.
- **Smart groups.** Ability to group contacts into a single group.
- **Managerial hierarchy.** Turn over the power of our system to multiple users.
- **Number lookup.** Enable your application to identify the carrier that each number belongs to.
- **Auto-reply.** Allow users to set up automated replies when they can't respond.
- **Surveys/polls.** Users can create SMS-based surveys and polling for customers or internal organizations.

Web portal access

For those who do not need to integrate to internal business applications, we support a full-featured web portal to initiate your messaging. The portal supports:

- **Threaded messaging.** Easy intuitive user interface for sending and managing replies.
- **Usage reporting.** Admins can build and report based on a number of characteristics.

Learn more.

To find out more about how EMAG can help your mobile workers better manage their work, stay up to date and take advantage of new opportunities, contact your Verizon Wireless business specialist or visit [VerizonEnterprise.com/contact-us](https://www.verizon.com/enterprise/contact-us).