1. Introduction

is an action-oriented wireless alert management system. It manages the wireless delivery and response of alerts. It also manages and supports unlimited levels of escalation for those alerts. A wireless application generates alerts, and delivers them via WAP, SMS, or email. can transmit an alert to an individual or group of individuals and provide the means for the recipient(s) to take an action of some kind. Depending on the response, or lack thereof, manages the escalation of that alert. It can resend the alert to the original individual(s) or send the alert to the devices of other people.

When a specified action occurs in the customer's system, the application can issue an alert addressed to a user or group of users on designated devices. can send the alert as the event occurs, at a scheduled delivery date and time, or at a certain interval after the event. guarantees that the alert will reach the network gateway for the recipient's device. If the delivery fails, the service can resend the alert. The administrator configures the frequency and interval between attempts with 's Administration Web site.

For SMS alerts, acknowledges the delivery of the alert to the device. After the gateway delivers the alert to the device, the network gateway will send a delivery receipt to indicate whether the alert reached the device. WAP networks do not currently provide this feature, “the delivery receipt,” although it is part of a new WAP standard. For WAP and email alerts, the acknowledgment and response to the alert occur simultaneously as the user responds to the alert.

This guide is intended for those developers who will be integrating the system with or within other applications. Please note: requires Base Platform (with Web Mail included) in order to send SMS and email alerts. Several code examples are included for your reference. From reading this guide, you will be able to:

- Explain the architecture.
- Write your alerts with the appropriate fields.
- Prepare your application to interact with
- Begin troubleshooting any errors you might receive.
- Report bugs to and apply any fixes we send to you.

There are three additional SomeProduct manuals that you may refer to for more information.

- For installation procedures, please refer to the installation guide that came with the installation CD.
- For information on receiving and responding to alerts, please see the *User’s Guide to*
- For information on administering SomeProduct, please refer to the *Administrator’s Guide to*

Also for your reference, the following is a list of manuals for other products:

- User's Guide to the Base Platform, Including and
- Administrator's Guide to the Base Platform, Including and
- User's Guide to and
- Administrator's Guide to and
- User's Guide to
- Administrator's Guide to
- Navigation Server 1.0 Product Description Release 1.1-3
- Data Dictionary for the Base Platform, Enhanced Wireless Services, and Navigation Server
- A Developer’s Guide to the Style Sheet Generator

For technical support, please call (toll-free).

2. Architecture and System Requirements

This chapter describes the general architecture for the basic system requirements. Having a general overview of what the system is doing and what things need to be in place will help to ensure that your development process goes smoothly. If you have questions about the installation and administration of the Base Platform and please see the installation manual for your platform (Unix or Windows) and the *Administrator's Guide to the Base Platform, Including and* If you need further assistance, please call Professional Services at

2.1. Overview

There are several main components at work in the server. First is the XML document sent by the wireless application to the server. This document describes the fields and data that make up the alert. This file is received by the *AlertRec* Servlet. *AlertRec* adds this alert to the database. The database is polled by several processes (WAP, email, SMS). When one of the processes finds a new alert, it forwards that alert on to the corresponding gateway to be delivered to the user's device (phone, email address, pager, etc.). If the alert is an email alert, and the user replies, *AlertAck* makes a notation in the database that the alert was received and answered before forwarding the response on to the wireless application. For WAP, SMS, or email replies where the user is following a ResponseURL, *AlertResponse* makes the notation in the database that the alert was answered. Meanwhile, in the background, the NoDelivery and NoResponse servlets are polling the database as well. These processes look for expired alerts which have either not been delivered or have received no answer from the user. After locating these alerts, the processes forward information back to the wireless application. Depending on the configuration, the application may send another XML file back to the appropriate process. This document is processed as an alert by the servlet and is entered into the database for delivery. For these procedures to work, it is assumed that the user is registered with the database. Each of these parts is discussed in more detail in the subsequent chapters. As a developer, the main areas you will want to focus on are:

1. Generating and sending alerts in XML format (Chapter 3).
2. Utilize responses from the server (Chapters 4 &5).
3. Take action when an alert is not delivered or answered (Chapter 6).
4. Take action when an alert was delivered and the response not received (Chapter 7)

The diagram on the following page is an overall view of architecture.

2.2. System Requirements

There are three important elements which must be present in order for to function properly. For the system, you must have:

- Java 1.3
- Database connectivity (Oracle or MS SQL Server)
- Connection to a Web server

In addition, there are several elements and settings which must also be in place and running properly. These are:

- A properly installed system with DNS registration and port 80 open
- A system running WebMail

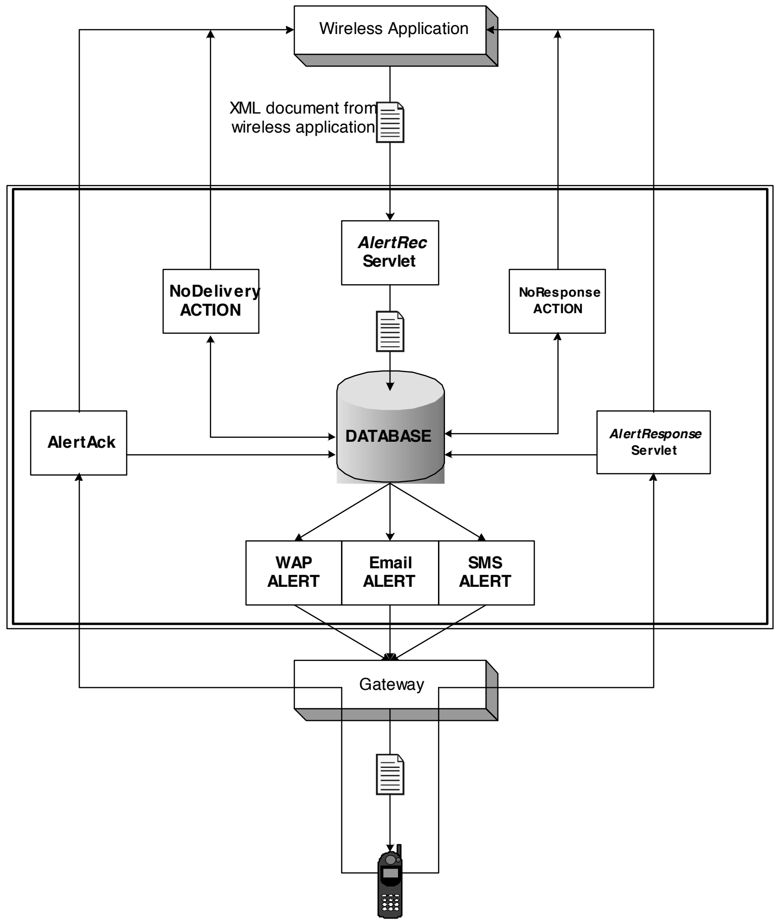

Figure 2-1: The Architecture