



Feature Focus

# Instant Messaging

*For the Telecommunications Provider*

January 2011



**CommuniGate**  
SYSTEMS

**Feature Focus | CommuniGate Pro Instant Messaging**

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### Executive Summary

Digital real-time communications, including instant messaging (IM), has quickly gained momentum and has matured into a viable communications tool for both consumers and business users alike. As real-time digital communications becomes part of normal life in the 21st century, the demand for an integrated offering of instant messaging, IP based voice, video messaging, and file sharing is on an exponential rise.

CommuniGate Pro is our core technology platform, and is the heart of all our products. It is a complete Unified Communications platform built on open standards and includes a fully integrated, extensible Instant Messaging Server that delivers scalable services for presence, buddy-list, and instant messaging.

- 99.999% uptime in a highly scalable, standards-based software solution.
- Lower infrastructure costs and faster integration times.
- Scalability through CommuniGate Systems' All-Active [Cluster Technology](#).
- Interoperability with third-party clients and services.
- Federated, carrier-grade IM and presence services
- Fully integrated address book with presence
- IM and presence across all business applications and web services
- Increased ARPU.

### For the Telecommunications Provider

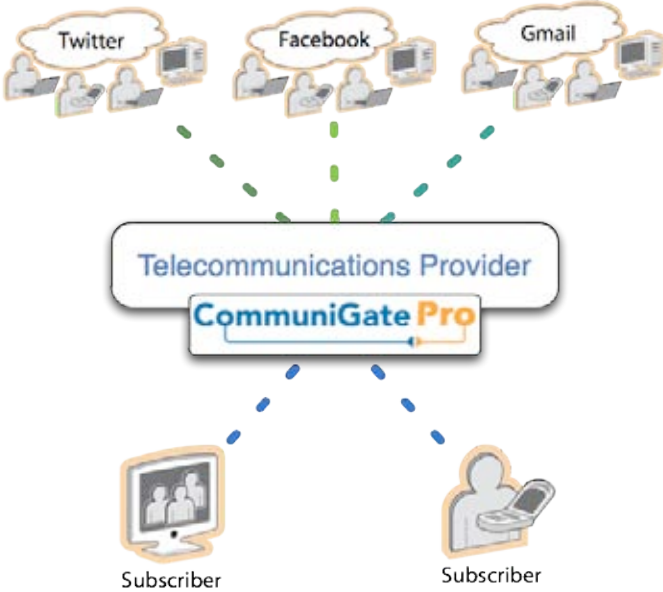
Providers that can brand and launch IM services and clients are more likely to ensure cross-selling between their IM, SMS and voice services, as users don't need to flip in and out of the browser to use other communications options.

Most interesting is that by simply offering IM services an operator can influence how mobile users access their other services. Users who access mobile IM tend to send more texts and make more voice calls than non-mobile IM users.

### Cross Community Communications

Market growth is being driven by many factors, including faster mobile Internet access and the increase in social networking applications. Twitter and Facebook on the mobile device have helped bring mobile social networking to the masses, changing public perception and shifting usage from strictly PC-based access to mobile. As a result, users have a variety of contacts from different communities, such as Facebook, Twitter, Gmail and they don't want these groups to remain in isolation from each other.

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By utilizing CommuniGate Pro, telecommunication providers empowers their subscribers with the ability to communicate with all of their contacts across the many standards based networks and communities, while keeping them just a button away from their many other communications service options.

As the blurring of fixed and mobile communications continues, simply providing unified real-time communications to your subscribers allows the provider to greatly influence the use of additional communication options, such as Voice, Video, eDisc and SMS, which ultimately results in an increased ARPU.

### Branded or Unique Clients



[Pronto!](#) is the portable, and secure client for unified communications and media delivery.

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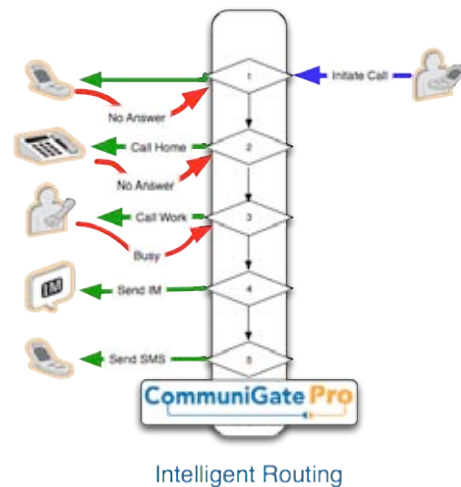
Pronto! unifies all forms of Internet communications from e-mail, IM, rich media, groupware and VoIP into a sleek, easy-to-use, extensible client interface.

Pronto! along with the XML Interface for Messaging Scheduling and Signaling (XIMSS) API gives developers' access to the many communications protocols that CommuniGate Pro supports. This combination enables them to quickly build full client and web applications, enabling or disabling communication features without having to understand the complex protocols such as SIP, RTP, IMAP and XMPP.

### Intelligent Communication

Offering IM and presence can play an important role in keeping subscribers connected and utilizing more communication options. CommuniGate Pro and the high level language CG/PL provide a scalable and flexibility way to Integrate presence and IM into even the most demanding communication decision trees.

CG/PL was designed to be simple and scalable allowing providers to easily create unique rich intelligent applications and decision trees. These applications could easily interact with any of your additional communication options such as Instant Messaging, SMS, scheduling, or even calling plans like pre-paid services.

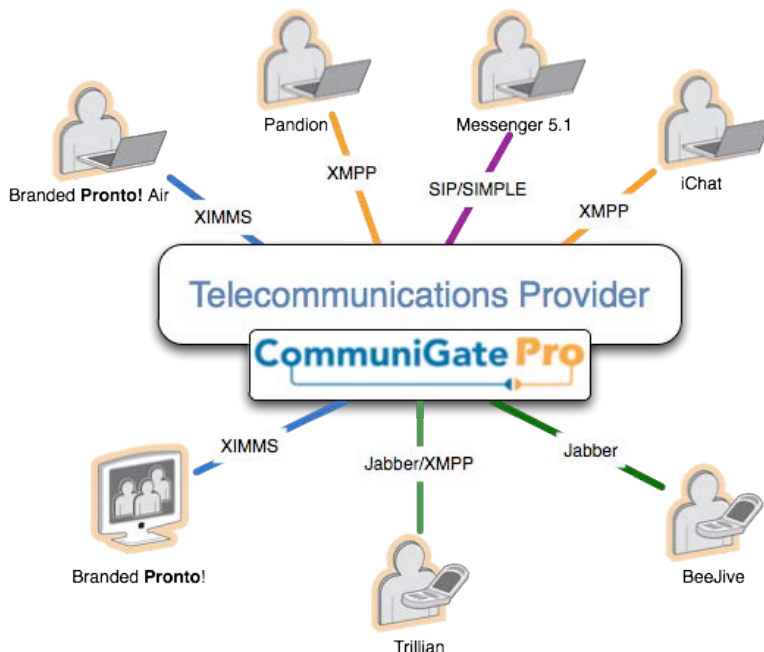


### Third Party IM Client Support

CommuniGate Pro's instant message service can be accessed with any XIMSS compliant client such as a branded version of Pronto! or any one of the many XMPP/Jabber and SIP/SIMPLE compliant clients available for desktop and mobile devices.

Providing a branded and rich communication experience is always the goal but there are times when a subscriber will have the need to use a third party client. CommuniGate Pro' is standards based and as such easily works with the popular clients from commercial to open source.

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Listed are some of the more common clients that can be easily configured to access a CommuniGate Pro Instant Message server.

- Windows Messenger  
MS Windows 7 and Vista client.
- Trillian  
Windows, Web, and iPhone client.
- Pandion  
Open source MS Windows client.
- BeeJive  
Mobile client for iPhone and Blackberry
- Other Clients (XMPP, SIP/SIMPLE)

Search our "How to" videos for these and many other product features at:

<http://www.communiGate.com/main/tips/>

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Additional Selected Features	
<ul style="list-style-type: none"><li>• Multi Domain Architecture</li><li>• APIs and Customization</li><li>• Cross Platform</li><li>• Access to public networks</li><li>• Presence awareness and management</li><li>• Per-User Message History</li></ul>	<ul style="list-style-type: none"><li>• Public Forums</li><li>• XMPP and SIP/Simple support</li></ul> <p>Coming Soon</p> <ul style="list-style-type: none"><li>• Presence history</li><li>• Active Directory integration</li><li>• Forward SMS to IM and IM to SMS</li><li>• Forward IM to email and Email to IM</li></ul>