
Trigaware™ Feature List

1. What Trigaware™ does

Trigaware™ is a data driven message engine. It has template messages (fax, email, voice, SMS, etc) that are sent off to inform people (or systems) of events in your business databases. These alerts **trigger** the message builder to create a message and send it off to someone to make them **aware** of the situation.

Examples include:

- "Your parcel has been dispatched today."
- "URGENT: This client, XXX, has waited for 2 hours for a grade one helpdesk call response. We must respond in 2.5 hours to meet our service level agreement. "
- "Your production run will fail in one hour if we do not receive components X and Y."
- "You have been assigned an installation at <address> on <date>, <time>."

and many more. The applications are truly unlimited from internal warnings of outlier data to marketing and client support messages and progress reports. Please see the case studies on our website <http://www.trigaware.com> to learn about real client business applications with very high return on investment.

2. Feature list

- **Connects** to all database applications so long as there is a reasonably standard SQL interface (possible to talk to other databases as a custom job).
- **Message Builder** builds any message.
- **Template Management** allows building of message components and templates for mail merging data items from the application.
- **Individual and summary** data levels supported.
- **Communications History** shows graphical analyses of message deliveries.
- **Secure Administration** control panels.
- **Monitor and Debug** modes allow thorough testing before going live with any new message launch.
- **Trigger Monitor** automatically sends the message at the right time.
- **Event Trigger Creation** allows the user to decide when it sends (e.g.: elapsed time, regular date or special circumstances).
- **SMS, email, letter, fax,** calls and other conceptual media all supported.
- **Media Preferences** of recipients direct the message type that is sent.
- **Duplicate detection** can be switched on to chosen messages in order to prevent same message going to the same person twice
- **Efficient Communications History** and **Audit Trail** storage

3. More Technical information

The system runs in standard enterprise web operating environments. It can also be completely outsourced as a web application. Please call 01344 776500 if you would like more detailed information or an on-line demonstration.