OPERA II™

Pegasus Instant Messenger

Opera II has many innovative features to help businesses. A primary example is Opera II's instant messaging capability — Pegasus Instant Messenger (PIM). PIM is a unique real-time reporting, scheduling and instant messaging tool, designed to address the challenges organisations face when attempting to manage and distribute business information.

In today's age, nobody can afford to wait for monthly or weekly management reports to determine the health of their business; PIM automatically distributes real-time, business-critical information in the form of a discreet pop-up instant message, as and when you need it.

INCREASE PRODUCTIVITY

Where many other real-time reporting systems are flawed due to a singular reliance on e-mail to distribute and carry information to recipients, PIM combines business management and instant messaging capabilities. This provides customers with a completely new business tool; one which increases productivity. Evidence suggests that when exposed to instant messaging there is a drop of 15% to 25% in the number of e-mail communications, and a corresponding drop in the number of telephone calls. (*Corante Research*)

The addition of PIM to an organisation delivers a valuable but low-cost resource, one which is on constant alert, running reports to a user-defined schedule and alerting management whenever a business rule is broken or certain event criteria fulfilled. Additionally, PIM provides a live, peer-to-peer presence aware system for real-time interpersonal communication.

PIM has many business-critical uses, such as escalating overdue invoices to the Credit Control Manager, monitoring stock levels and warning when stock has dropped below its minimum level, and notifying budget holders of information which is outside budgetary control thresholds.

The content of each message is dynamically generated, using real-time data within Opera II, and is completely up to date. PIM can be easily configured, via a user-friendly wizard and messages can be defined in a variety of ways: by business rules, criteria or timed events.

CONFIDENTIAL AND SECURE

Uniquely, there is no need for a permanent web connection or e-mail, as is the case with most other instant messenger type products. PIM is entirely LAN-based (Local Area Network) and does not support communication outside the firewall. This means that communication through PIM is completely confidential and secure, as well as free of viruses, spam and junk mail.

THE BENEFITS

PIM does not depend on large-scale or costly hardware systems and offers:

- **Ease of use.** No need to invest in expensive training or consultancy: easy to configure and use.
- **Data security.** Independent of Opera II: safe to deploy confidential information to a variety of personnel.
- **Independent delivery.** LAN-based and linked with internal and back-office systems: no need for a permanent web connection.

- Distributes information automatically in the form of a discreet pop-up message

- Easy to configure and use; alerts are user definable

- Based on real-time data within Opera II

- Low cost, no need for expensive training

- No need for a permanent web connection or e-mail

- Safe enough to deploy information to a variety of personnel

- Messages can be configured by business rules, criteria or timed events

- Available in two versions, the Desktop Edition for entry level functionality and the Enterprise Edition for more advanced business needs

INSTANT MESSENGER

PEGASUS INSTANT MESSENGER FOR YOUR BUSINESS

There are two editions of PIM: Desktop Edition and Enterprise Edition. The Desktop Edition provides entry level functionality, with 5 pre-defined Tasks and a simple Wizard utility. The Desktop Edition is supplied as standard with every copy of Opera II.

The Enterprise Edition caters for more advanced business needs. The advanced Wizard enables the creation of user-definable tasks and timed events, and HTML capabilities enhance the presentation of the information delivered.
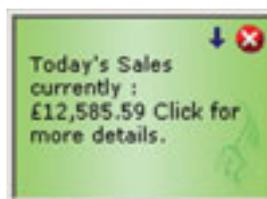
FEATURES

Instant Notes

Instant Notes provide PIM users with the ability to send ad-hoc messages to other PIM users and are an ideal replacement for paper-based notes, including 'while you were out' messages.

Message Priority

Three different levels of priority are available: low, normal and high. The background colour of a PIM pop-up is then altered according to the priority — green for low priority, yellow for normal and red for high priority.

Presence Awareness

A user is able to control how their PIM status is displayed to other PIM users. Where the status is not manually selected and no activity is detected for a number of minutes as defined by the user, the user's status is automatically set to Away. Subsequent PC, mouse or keyboard activity resets the user's status back to Online.

Out of Office

When Out of Office is activated, PIM pop-ups are automatically forwarded to a recipient of the user's choosing. Pop-ups are stored for the original user to view upon signing back into PIM, at which time Out of Office is deactivated and the forwarding of pop-ups ceases.

Appearance of Pop-ups

Users are able to choose how a PIM pop-up appears on their screen, with a choice of instant display, slide in or fade in. In addition, the user is able to select where on their screen pop-ups are displayed. Options allow for positioning on the four corners of the screen, as well as the direction in which additional pop-ups are added.

Attachments

Files can be attached to PIM messages, providing a quick and easy method of sending and receiving additional information regarding the subject of the message.

Archiving

PIM messages are stored in an archive database, allowing the user to view, re-send and delete expired messages. When messages are deleted from the archive they are permanently removed from the system.

> " The great thing about PIM is that you can run a report and send it to the relevant recipients, even when you're not at work; if you're on holiday or off sick, you know the job will still be done! "
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> **Helen Whayman**
> **R A Rodriguez UK Ltd**
> Pegasus Instant Messenger user