



# Pegasus Instant Messenger

One of the many features of Opera 3 is its 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 world, 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.



## Increased insight

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 3, 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.

In addition, 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 instant messaging is available, there's a drop of 15% to 25% in the number of e-mail communications, and a corresponding drop in the number of telephone calls.

## Confidential and secure

Uniquely, to use PIM, there's no need for a permanent web connection or e-mail, as is the case with most other instant messaging products. Where many other real-time reporting systems rely on e-mail to distribute information, 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. It offers:

- **Ease of use:** No need to invest in expensive training or consultancy: easy to configure and use.
- **Data security:** safe to deploy confidential information to a variety of personnel, independent of Opera 3.
- **Independent delivery:** LAN-based and linked with internal and back-office systems: no need for a permanent web connection.

## 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 users to define tasks and timed events. 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:** Users can 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 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 can choose how PIM pop-ups are displayed, with a choice of instant display, slide in or fade in. Users can also choose where on their screen the pop-ups appear: options allow for positioning on any of 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.



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