



# FirstClass Messaging

FirstClass contains an incredibly powerful suite of messaging features that provides users with a wide array of capabilities for managing and customizing their messaging environment.

- Secure email and instant messaging
- Rich message content
- Message grouping, history tracking and archiving
- Easily customizable message handling rules
- Message notification to mobile devices

## MESSAGE GROUPING

The FirstClass mailbox supports filtered views that enable users to quickly switch from viewing all messages to specific subsets of messages such as all incoming messages, all draft messages, all unread messages, or all sent messages. In addition, FirstClass supports “threaded messaging” in which related messages are automatically grouped together, enabling users to quickly and easily review all messages related to a specific subject.

## MESSAGE PREVIEWS

FirstClass enables quick and efficient processing of incoming mail by displaying a preview of the first few sentences of the body of each message. Users can quickly assess the topic or urgency of the communication without having to open and read the entire message.

## FIRSTCLASS NEWS WITH PREVIEWS ON

The screenshot shows a Windows-style application window titled "FirstClass News". The window lists several news items, each with a small icon, a subject line, and a preview of the message content. The subjects include: "FirstClass 8.043 Italian Release", "FirstClass Palm Sync 8.006 Release Announcement", "FirstClass Personal 8.0 Release Announcement", "Invitation to FirstClass User Group Meeting at NECC", "Hello", "FirstClass 8.0 SP4 Release Announcement", "FirstClass Voice/Fax Option Support for Brooktrout TR114 Hardware EOL", and "FirstClass 8.005 Portuguese (Brazilian) Release Announcement". The preview for the first item states: "FirstClass 8.043 Italian Release Announcement Audience This Product Bulletin is intended for distribution to Open Text Corporation, FirstClass Division's installed base administrators, Customer Support Center team, Business Development Center team," and so on.

## MAIL AUTOMATION TOOLS

FirstClass includes a number of features to automate messaging-related tasks, making messaging activities faster and more reliable. These include:

### Stationery

to enable the creation of message templates that contain pre-defined content such as recurring information, custom graphics, and even file attachments. This creates easy-to-handle situations in which large numbers of similar messages need to be sent out.

### Mail Rules

to provide users with a very powerful way to automate message processing. Users can define rules to look for a wide range of conditions in a message (names in the TO: or CC: list, attachment type or size, subject, date, spam score, etc) and then take an action on the message (delete it, file it, change the priority, re-route it, modify the color, etc.).

### Signatures

to enable users to automate the appending of their personal contact information to every message sent.

## RICH MESSAGE CONTENT CAPABILITIES

FirstClass contains a powerful built-in document editor that enables users to generate messages with colored, styled, and formatted text, tables, links, embedded diagrams and photos, embedded voice clips, background images, and more.

### Tracking Message Status

FirstClass has a permission-based message history facility that provides an easily accessible time-stamped status summary of activity associated with a particular message, including who has read the message, who has forwarded it, and who has replied to it. This enables users to quickly establish who has viewed a particular message and when they viewed it.

History: Promotion meeting this Thursday : Husky Planes		
What	When	Who
Created	10/15/2005 5:38 PM	Roy Allen
Sent	10/15/2005 5:38 PM	Roy Allen
Read	10/15/2005 5:38 PM	Melissa Stewart
Reply	10/15/2005 5:38 PM	Melissa Stewart
Read	10/15/2005 5:40 PM	Amanda Clark
Forward	10/15/2005 5:40 PM	Amanda Clark

### Message Notification for Mobile Users

FirstClass offers a powerful and highly customizable notification service that provides notification of incoming email, voicemail, faxes, and calendar events to wide range of devices including

pgers, mobile phones, and smartphones. Users can configure which events they would like to be notified of, and what information to provide in the notification. By choosing, for instance, to send notifications to a mobile phone regarding new email messages along with the sender information, subject, and some message body, text users can obtain many of the benefits of expensive wireless PDA handhelds at a fraction of the cost.

### Secure Instant Messaging

Instant messaging provides a forum for secure online conversations between two or more FirstClass users. Instant messaging content can include colored and styled text, graphics, photos, attached files, and those users with a microphone can also send voice clips. Instant messaging sessions can be moderated to provide control over input from participants. Transcripts can automatically be captured from instant messaging sessions for future reference and to meet records management requirements.

FirstClass contains a permissions-based presence management facility to enable users to see who is online and available for instant messaging sessions. In addition, online users are indicated in bold throughout many FirstClass objects. An example of this is in the "To and CC" fields on message forms – users who are online are highlighted in bold within the message. These bold names serve as a context-based instant buddy list, offering a quick way to start an instant message session by simply right-clicking on the bold name.

### Voice and Fax Messaging

The FirstClass Unified Communications module provides a powerful way for adding voice messaging and fax messaging features to FirstClass. Please see the FirstClass Voice and Fax data sheet for more details on this offering.

## ABOUT FIRSTCLASS

FirstClass is a feature-rich, platform-independent, and cost-effective communications and collaboration software solution that enables businesses and learning organizations to create collaborative online communities that securely connect people and resources via any Internet-accessible device. FirstClass delivers a broad range of capabilities including e-mail, instant messaging, calendars, contact management, collaboration, document sharing, file storage, web publishing and voice and fax messaging. Thousands of organizations and millions of users around the world are currently connecting via online communities powered by FirstClass. For more information on FirstClass, please visit [www.firstclass.com](http://www.firstclass.com).

FirstClass is a division of Open Text™ Corporation, the leading independent provider of Enterprise Content Management (ECM) solutions that bring together people, processes, and information in global organizations. Today, the company supports almost 20 million seats across 13,000 deployments in 114 countries and 12 languages worldwide. For more information on Open Text, please visit: [www.opentext.com](http://www.opentext.com)

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