

B2A MESSENGER

Option of
making them
available to
customers

Target
messages
to specified
users

Effective
online internal
communication
solutions

Multimedia
recording
support

Connection
with ERP
system



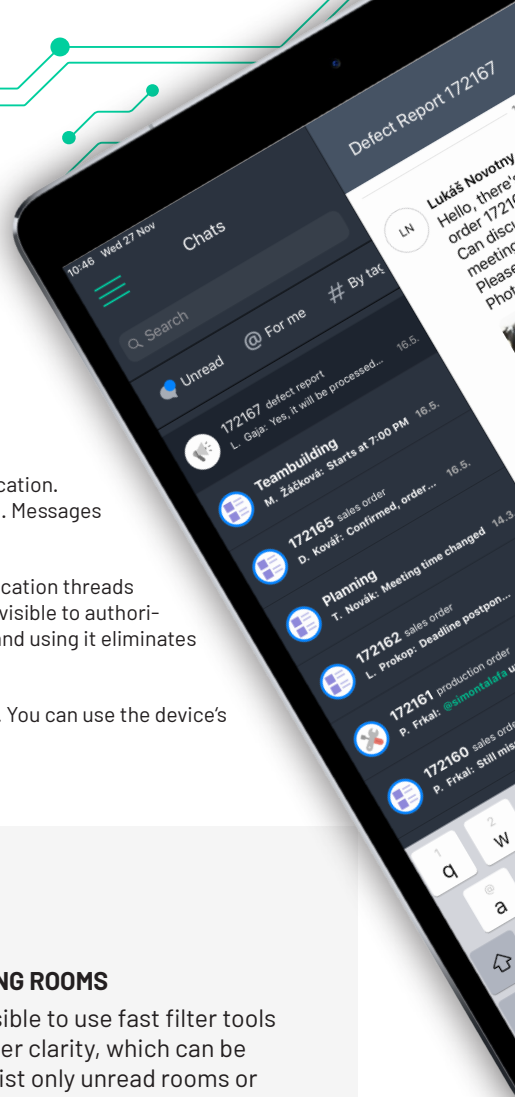
B2A MESSENGER

SOLUTIONS FOR EFFECTIVE COMMUNICATION

The B2A Messenger mobile and web application provides a convenient interface for online communication. It is a communication channel for internal use that can also be used to communicate with customers. Messages from users are sent to communication threads.

The main advantage of B2A Messenger is its connection to ERP and the interconnection of communication threads with entities such as the order, quotation, production order, etc. The messages in these threads are visible to authorized users. Thanks to B2A Messenger applications, all messages to the selected entity are recorded and using it eliminates the shortcomings of telephone or email communication.

Simple text messages are used for communication, which can be extended with multimedia content. You can use the device's camera or files stored on the device to add photos directly. Natural digital communication.



FUNCTIONALITIES

ROOMS

All communication is conducted in the form of a room, also referred to as communication threads. The rooms are created automatically for individual entities of the ERP system, or they can be created manually without linking to the ERP.

BARCODE OR QR CODE SCANNER

This allows you to locate a room as quickly as possible using the ERP entity code by scanning the barcode or QR code. After the code is scanned, the room is immediately searched and the recorded communication is displayed. Especially in the production environment, this feature allows really fast access to the desired room.

MULTIMEDIA

Each message can contain multimedia content in addition to text. You can use the device's camera or recorded files to attach photos.

LIST OF ROOMS

It represents the basic interface of the application and shows all rooms available for the user currently logged-in. Availability is governed by the setting of user permissions for the individual rooms.

SEARCHING ROOMS

To quickly establish communication, a room search by name is available. Rooms that are linked to ERP system entities carry the entity identifier in their name, such as the order code. If the room does not exist, but the appropriate entity is found in the ERP system,

NOTIFICATIONS

Push notifications are used to inform you of new messages. These notifications are sent to the devices of registered users according to how the communication rules of individual rooms are set.

FILTERING ROOMS

It is possible to use fast filter tools for greater clarity, which can be used to list only unread rooms or rooms that contain messages for the currently logged-in user.

MENTIONS

Multiple users can be involved in the communication. Outgoing messages can be targeted to selected users using mentions. After entering a special character, the application will offer a user search tool. After the mention is created, the designated user will be notified.