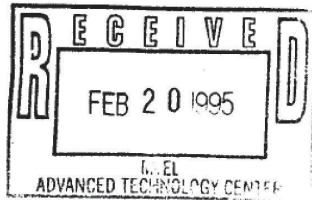


# Interoffice Memo

*Stephen*



*Jerry,  
New requirement!*  
*Steph*  
*PA*

To: Distribution  
From: Dinesh Sheth *DS*  
Date: February 17, 1995  
Subject: "Canned Message Based Service"

CONFIDENTIAL

This memo describes requirements from an idea that was discussed this morning with Mr. Jai Bhagat and Mr. Bernard Puckett. This idea originator is Mrs. Puckett.

**Objective:** Offer advanced information/transaction service with simple Tango type PMU device.

**Operation:** A customer subscribes to "special services and options" from Destineer. His NOC record is configured with this new option. A special set of "CANNED MESSAGES" are loaded in his PMU. Subscriber can send any of these special canned message to NOC without first receiving a message from NOC. i.e. originates a canned message to NOC. This canned message is addressed to the NOC. NOC analyzes the canned message and takes appropriate action on that canned message.

e.g.1. Canned message "10" for a subscriber is defined as "send local weather information now". When the PMU sends the canned message 10 to NOC, NOC will get the weather information from the information service provider and send it to the subscriber PMU.

e.g. 2. Canned Message "17" for a subscriber is defined as "call home (601-123-4567) and deliver a voice message that 'I will be late'". When the PMU sends this message to NOC, NOC will call the home number and deliver the recorded message 'I will be late'.

In this implementation a simple PMU will have up to 128 canned messages that can be used for these type of applications. By implementing this functions with simple PMU, we move into advanced functionality (kind of agent service) without waiting on advanced PMU.

- Follow-up:**
1. Check with Greg Pinter on PMU functionality.

According to Greg 60k PMU from Motorola will have canned message origination functionality in September. He is also working with Motorola to implement the requirement that allow multiple reply to the same message. When that is completed, we can send a MCR message with many "canned reply" that can later be used for the above described services. He will also press Motorola to get "canned message" origination in an earlier version of Tango PMU.

2. According to Mike Johnson, we have an option defined for PC based interface where "canned message" information can be passed from PC to PMU to NOC as message content with "old message id". This option can be used to offer above service. This feature is being worked on by Nolan, Ed, and Mike.
3. I will work with Bill Hays to see patentability of this idea.
4. We will ensure that NOC is ready to support this application before launch.

If you have questions or ideas on this application, please let me know.

Thank you

Distribution: Jai Bhagat  
Masood Garahi  
Bill Hays  
Mike Johnson  
Greg Pinter  
Bernard Puckett