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Hammond

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(54) **METHOD AND SYSTEM FOR ENHANCING RELIABILITY OF COMMUNICATION WITH ELECTRONIC MESSAGES**

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(52) **U.S. Cl.** **709/206; 709/207; 719/313**

(58) **Field of Search** 719/313; 709/206, 709/207, 200, 313, 310, 204

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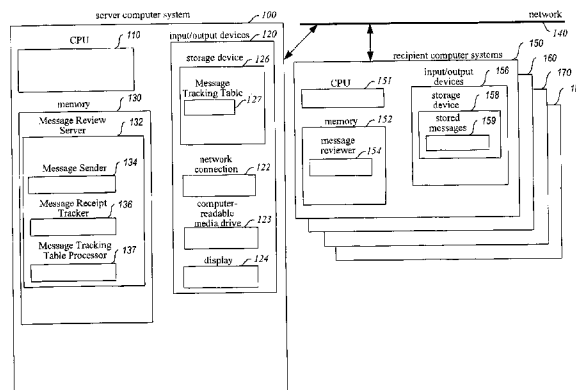
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(57) **ABSTRACT**

A system for enhancing the reliability of communicating with electronic messages. The system sends an electronic message to designated recipients, and then automatically helps ensure that each message has been successfully delivered within a specified period of time and that each message has been reviewed within a specified period of time. In addition, the system automatically performs specified activities after review of a message takes place. The sender of an electronic message initiates reliability-enhanced messaging by specifying message delivery information and message review information. The sender can specify that if delivery or review notifications are not received within specified periods of time, the message will be resent to the recipient or a reminder message will be sent to the recipient or to another user. The message information can include various frequency and duration options, such as resending a message only once or resending it every 2 hours for a week. Message information can also specify to resend the message with a higher transmission priority or review urgency so that its delivery and review is more likely, or could specify to use a different recipient system for the recipient (e.g., to a second email address if a first address fails, or to a pager if a cellular phone is not available). Each recipient of a message can have individualized message delivery information. The system tracks whether each message has been delivered to each recipient, and uses the message delivery information to resend the messages whose delivery and review was not confirmed.

96 Claims, 7 Drawing Sheets



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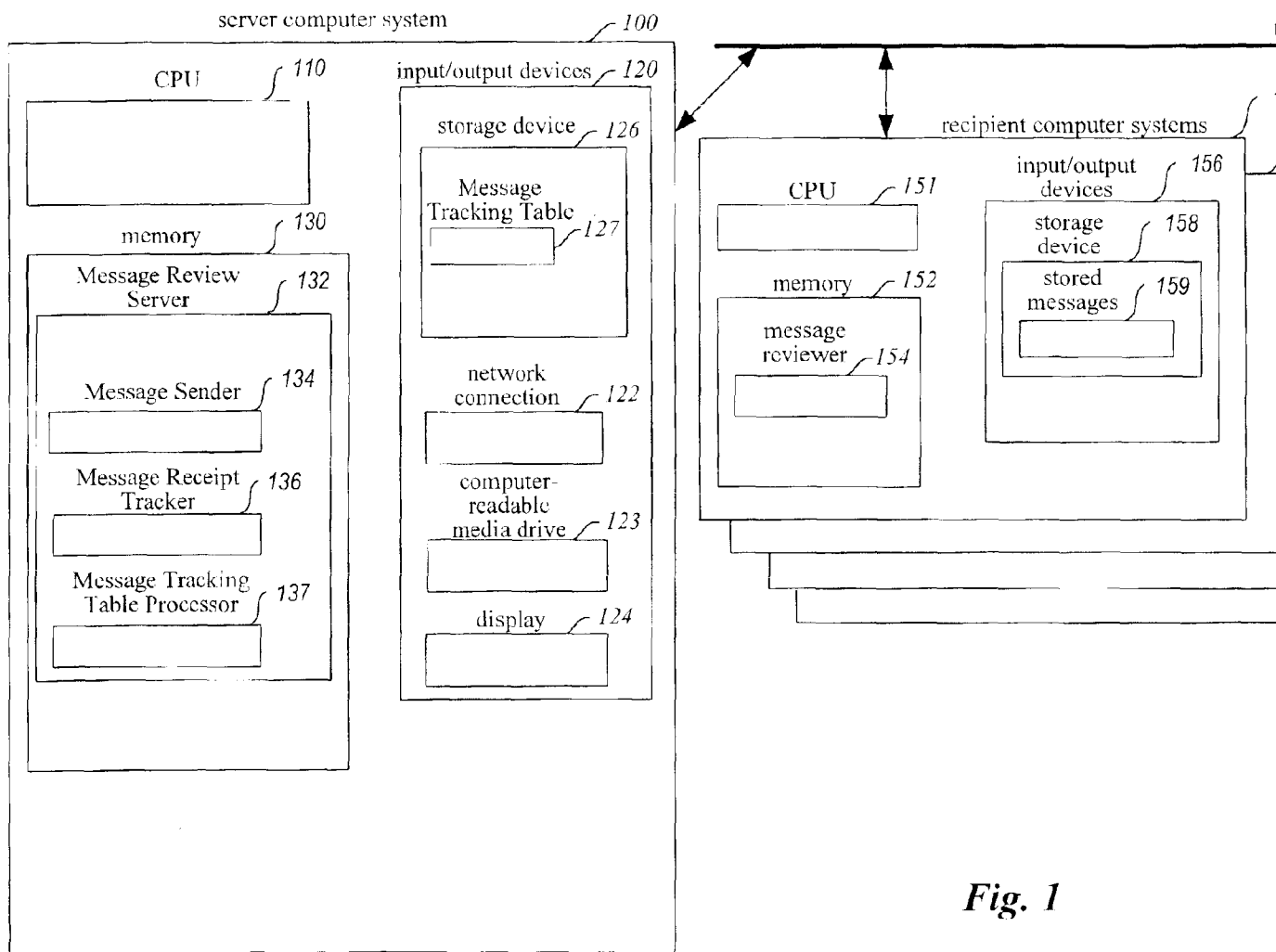


Fig. 1

Message Tracking Table

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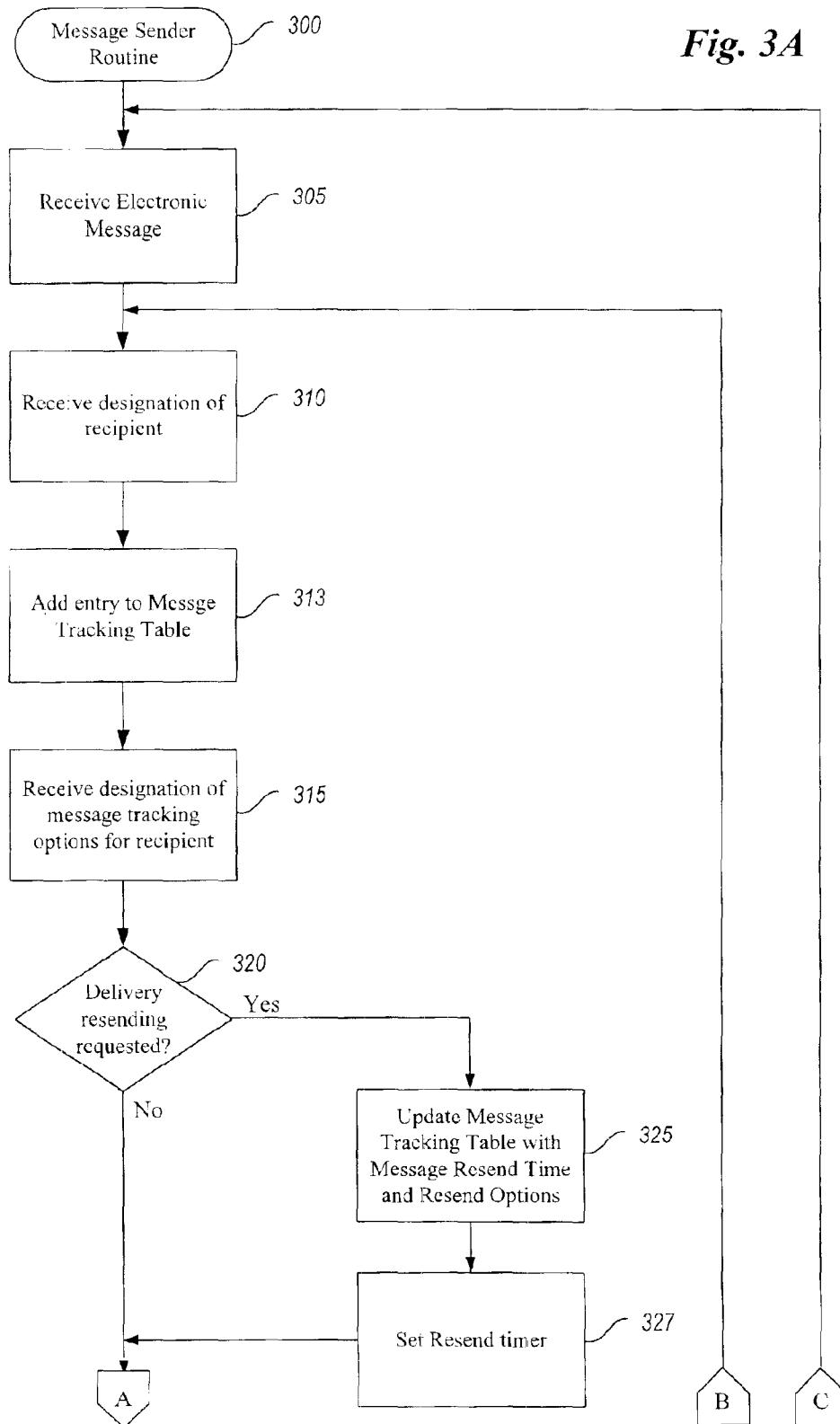
| Row/ Column | 1 Message ID | 2 Recipien t ID | 3 Send Time | 4 Delivery Time | 5 Review Time | 6 Resend Time Period | 7 Review Reminde r Time Period | 8 Post- Review Time Period |
|----------------|--------------------|-----------------------|----------------------|-----------------------|----------------------|-------------------------------|--|--|
| 1 | 1 | ABC | 07/26/XX 18:26:33 | 07/26/XX 18:28:15 | 07/28/XX 10:12:33 | 1 hour | 1 day | 1 hour |
| 2 | 1 | BCD | 07/26/XX 18:26:33 | 07/27/XX 00:15:12 | 07/27/XX 11:33:37 | 2 hours | 18 hours | |
| 3 | 2 | CDE | 07/28/XX 10:05:10 | | 07/30/XX 09:08:13 | | 2 days | 1 day |
| 4 | 3 | ABC | 08/10/XX 09:10:13 | 08/10/XX 09:10:17 | | 1 minute | | |
| ⋮ | | | | | | | | |

Message Tracking Table (continued)

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| Row/ Column | 9 Resend Record | 10 Review Reminder Record | 11 Post- Review Record | 12 Resend Options | 13 Review Reminder Options | 14 Post- Review Options |
|----------------|--|------------------------------------|--|-------------------------|-------------------------------------|----------------------------------|
| 1 | | 07/27/XX 18:30:10 | 07/28/XX 11:13:00 | High Priority | High Urgency | Message Y |
| 2 | 07/26/XX 20:26:45 07/26/XX 22:28:13 | | | Max 3 times | Template X | |
| 3 | | | 07/31/XX 09:10:00 08/01/XX 09:10:10 | | Supervisor | Template R Template S |
| 4 | | | | | | |
| ⋮ | | | | | | |

Fig. 2



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