4.11 Interactive communication platform

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ABSTRACT

In this research, we put forward a new Concept of Interactive Communication Platform. Since remote IT infrastructure management is a new trend and an expanding area in the field of Information Technology. Communication is becoming a key factor of this new trend. The main objective of this concept is to design, build and develop a program suite for Interactive Communication infrastructure. Since communication is important in all aspects, communication should be fast, efficient and affordable. This program suite is capable of providing communication framework with cost benefits, reduce human intervention and reduce conventional paper usage by providing electronic data.

Implementation of the interactive communication infrastructure has achieved by using three available advance communication technologies, which are fast, reliable and secure enough to work interactively on the platform. The implementation architecture described here based on the Electronic mail, Short Message Service (SMS) and XML Web services. The implementation of the interactive communication mechanism achieved dynamically by defining a set of instructions (Mail Rules) and based on a set of defined Protocols. The Mail Ruling system has described in terms of the two mechanisms Auto Reply Email and Mail Alert SMS, the set of protocols Auto Reply Email, Mail Alert SMS, Mail Reply SMS and SMS Mail defined for the implementation.

Further, the implementation of the application suite was successful in the experimental domain and hence able to expand the boundaries and limitations in the individual communication mechanism. The main factor behind the success is a combination of widely expanded SMS technology with email, the efficiency and reliability of the communication improved by a significant percentage due to the combined platform. Furthermore, the expected cost benefits was successfully achieved by the interactive communication framework.

The system would be useful to wide verity of users, any individuals or any organizations to optimize their communication framework and increase the reliability and the efficiency of the communication. This framework could be able to push the communication mechanism to get the respond fast from the receiver to sender.