White Paper

W.A.R.N. Continuity Internet Messaging, Whiteboard and Chat Functions

While instant messaging and chat have been used and developed as a personal means of communicating, more and more businesses are harnessing the power of IM in their commerce and communication activities.

Based on analysis from 20 top enterprises across the United States, researchers discovered many in the workplace utilize instant messaging clients --- whether approved by their enterprise's IT department or not. These practices have exploded over the last few years, researchers said, due to relaxed company policies regarding the installation of such applications, and browser access through end user devices like Palm and Blackberry. The advanced development of clients (built to bypass security and control methods introduced by IT) can create concerns for an entire enterprise.

W.A.R.N. Continuity has a secure built-in Collaboration and Communication functionality for online users or approved remote users that is platform independent (the chat and instant messaging function do not require AOL, Microsoft or other IM or chat tools) and is scalable to support up to tens of thousands of registered users.

In Figure 1, you can see the online members at any given time who are available for instant chat or IM functions.

**Figure 1 – Current Continuity Online Users in Task Bar**
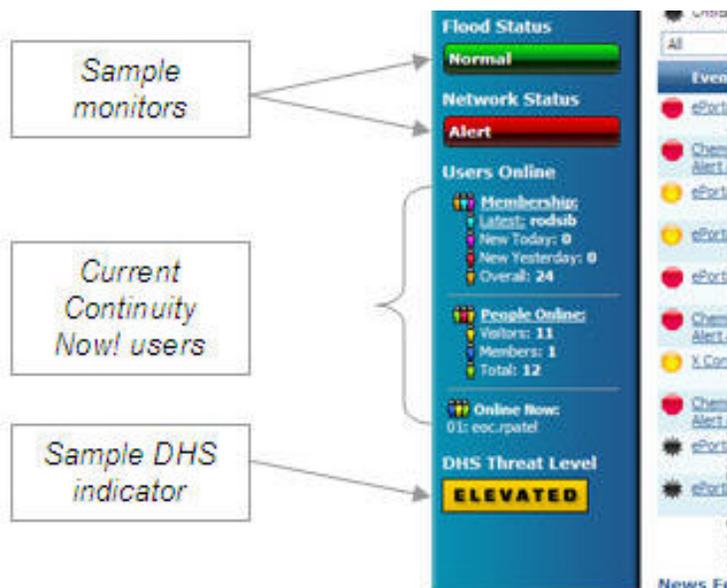
Users may be placed in pre-defined Roles or Groups, where they may have limited or full use of other tools and features within the application.

Users may also be limited to Chat or IM only, with the application requiring only a USER ID and Password --- similar to any other messaging application.

In Figure 2, you can see an example of the Chat or IM output. In the W.A.R.N. Continuity view, a separate Messaging Box will open in front of the Main Screen.

Users will see both their own messaging output with date and time stamp, as well as corresponding responses in contrasting color with date and time stamp.

**Figure 2 – Online Users Chat Session Example**
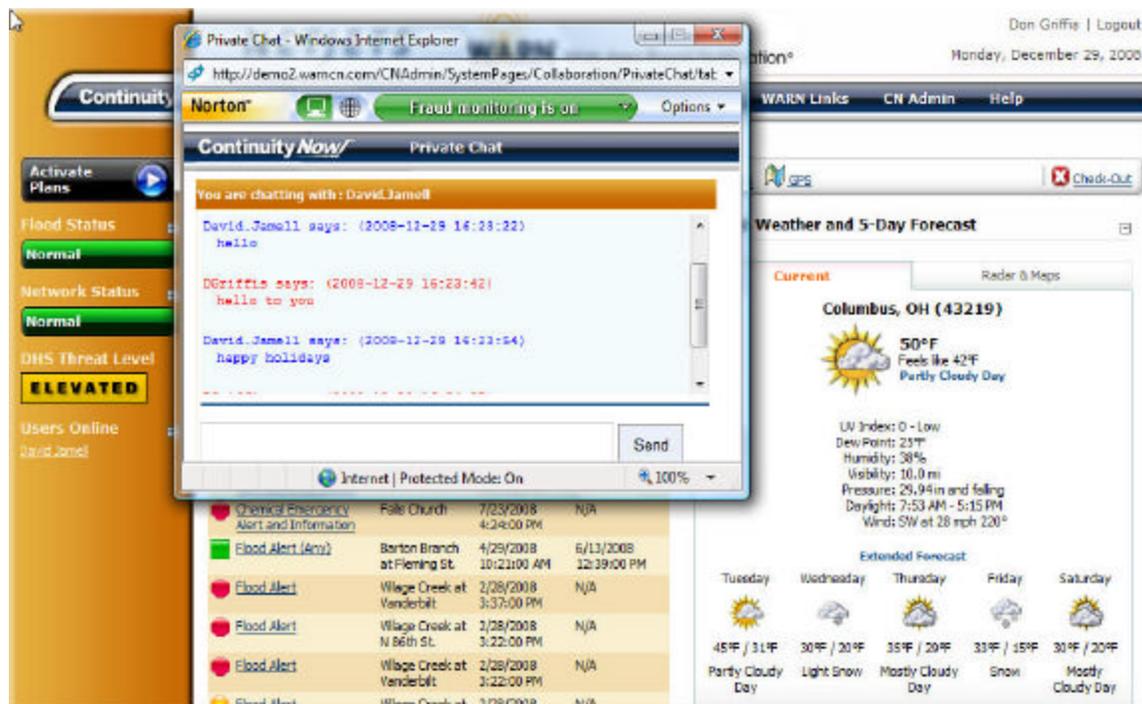
Chat or IM activity can be performed in a "one-to-one" or in a group setting; i.e. (based on the needs of the user(s) and administrators) there can be ongoing chat between all of those logged in for collaboration discussions, or individual Chat or IM between 2 people, or a small defined and specific group if desired.

Chat and IM logs can be part of the capture process within the application, so that logs and activities and communication may be store and available to be retrieved and reviewed at a later date; or they can be part of an automated removal timeline, according to policy.

Beyond simple text-based instant messages, WARN Continuity Chat and IM software can also allow users to share files and photos, and collaborate in real time in an online "whiteboard" session.

In Figure 3, you see where Collaboration and Communication tools like Chat, Whiteboard and Forums may be activated and available for groups of users or divisions of an enterprise as policy allows.

Figure 3 – WARN Continuity Pull Down Menu Custom Tools
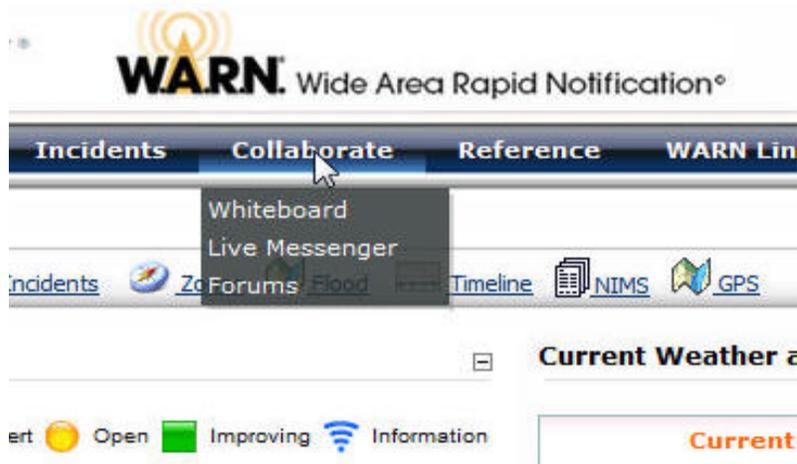
This can be accessed as stand-alone or combination tools as you can see in Figure 4 below. The Whiteboard application has editing and drawing tools, pre-built graphics for insert, colors, symbols and additional options.

An IM client is on the same layout with its own tools for chat communication before, during or after a whiteboard session.

Figure 4 – WARN Continuity combined Whiteboard and Chat Module