

Have your customers got the message?

Do any of your online transactions – whether for registration, purchase or booking processes – result in an email, or other message, being sent to your customers? How do you know if those messages are delivered in a timely manner?

How does Message Monitor work?

In conjunction with our Transaction Monitoring service, the Message Monitor service can track individual messages that are generated by a variety of activities on your website.

A record is generated as soon as the message is sent and the Message Monitor tracks how long it takes for the message to arrive. You can then choose to apply metrics for successful delivery in the form of time limits.

Improving the service to your customers...

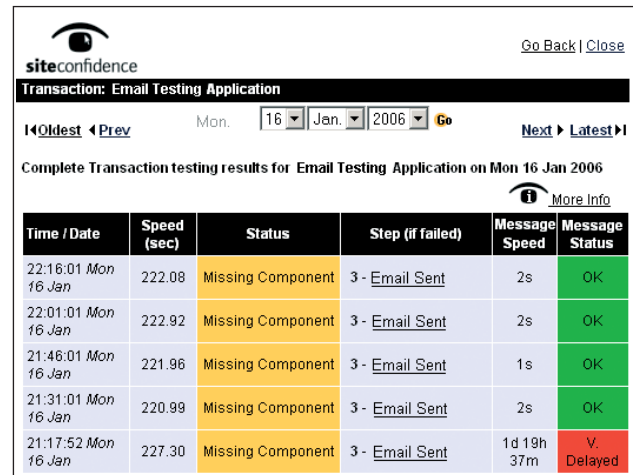
If it takes longer than expected, we will notify you immediately, giving you the opportunity to respond quickly and investigate the issue before the delays become too great and start affecting a significant number of users. The longer these types of failure exist, the more complicated and time consuming it is to recover the situation. We give you the confidence you need that your message is getting through on time.

...whatever the message

The monitor can be applied to a large number of different applications. The most popular is to ensure that booking confirmations, registration details or purchase receipts are delivered to your users. But whatever form of message you send to your customers, ask us to monitor it today!

“7 out of 10 users rely on a confirmation email as a receipt of online purchases...”

Clear, reliable reporting of problems



Time / Date	Speed (sec)	Status	Step (if failed)	Message Speed	Message Status
22:16:01 Mon 16 Jan	222.08	Missing Component	3 - Email Sent	2s	OK
22:01:01 Mon 16 Jan	222.92	Missing Component	3 - Email Sent	2s	OK
21:46:01 Mon 16 Jan	221.96	Missing Component	3 - Email Sent	1s	OK
21:31:01 Mon 16 Jan	220.99	Missing Component	3 - Email Sent	2s	OK
21:17:52 Mon 16 Jan	227.30	Missing Component	3 - Email Sent	1d 19h 37m	V. Delayed

Michael Lynch, Head of E-Commerce at Kwik Fit Insurance Services, said:

“We are delighted with the service we get from Site Confidence. Our website is critical to us and we need to know immediately if, for any reason, it is not operating at optimum efficiency. As one of the UK’s leading suppliers of insurance services, it is also important for us to know that our online customers have received an email confirmation from us containing all the relevant details of their transaction. Site Confidence gives me the confidence that our website is available 24 hours per day. If there are any issues I am alerted immediately via SMS and e-mail informing me that there is a problem and pinpointing exactly where on the site the problem is. This enables us to resolve the issue immediately. The Message Monitor facility that Site Confidence provides helps us to manage the expectations of our customers and deliver an excellent service. Having the monitored service gives me one less thing to worry about. In fact, that is what Site Confidence provides in a nut shell: peace of mind.”

Contact details

Tel: +44 (0)870 8508520
Fax: +44 (0)870 8508521
sales@siteconfidence.co.uk
www.siteconfidence.co.uk

Site Confidence Limited,
2nd Floor
St Martins House
St Martins Walk
Dorking, Surrey, RH4 1UW