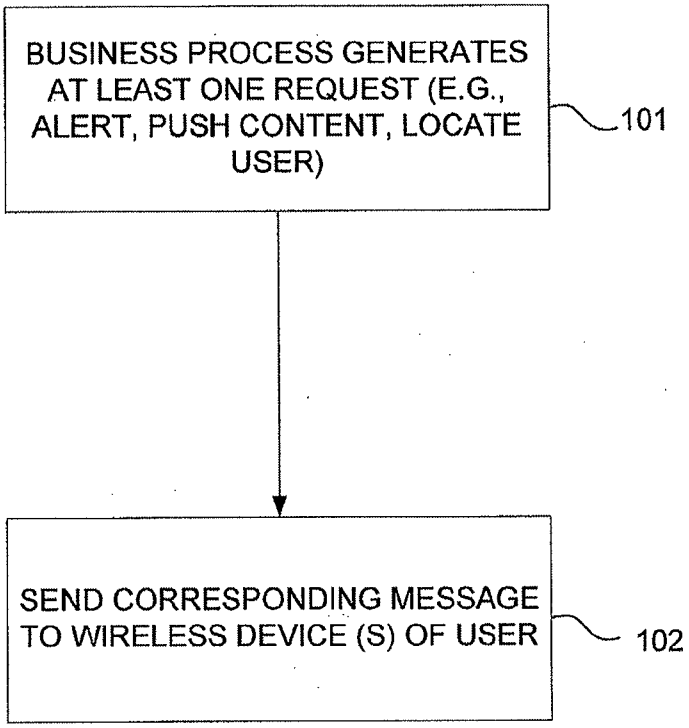

BUSINESS PROCESS GENERATES AT LEAST ONE REQUEST (E.G., ALERT, PUSH CONTENT, LOCATE USER)
101
SEND CORRESPONDING MESSAGE TO WIRELESS DEVICE (S) OF USER
102

FIG. 1

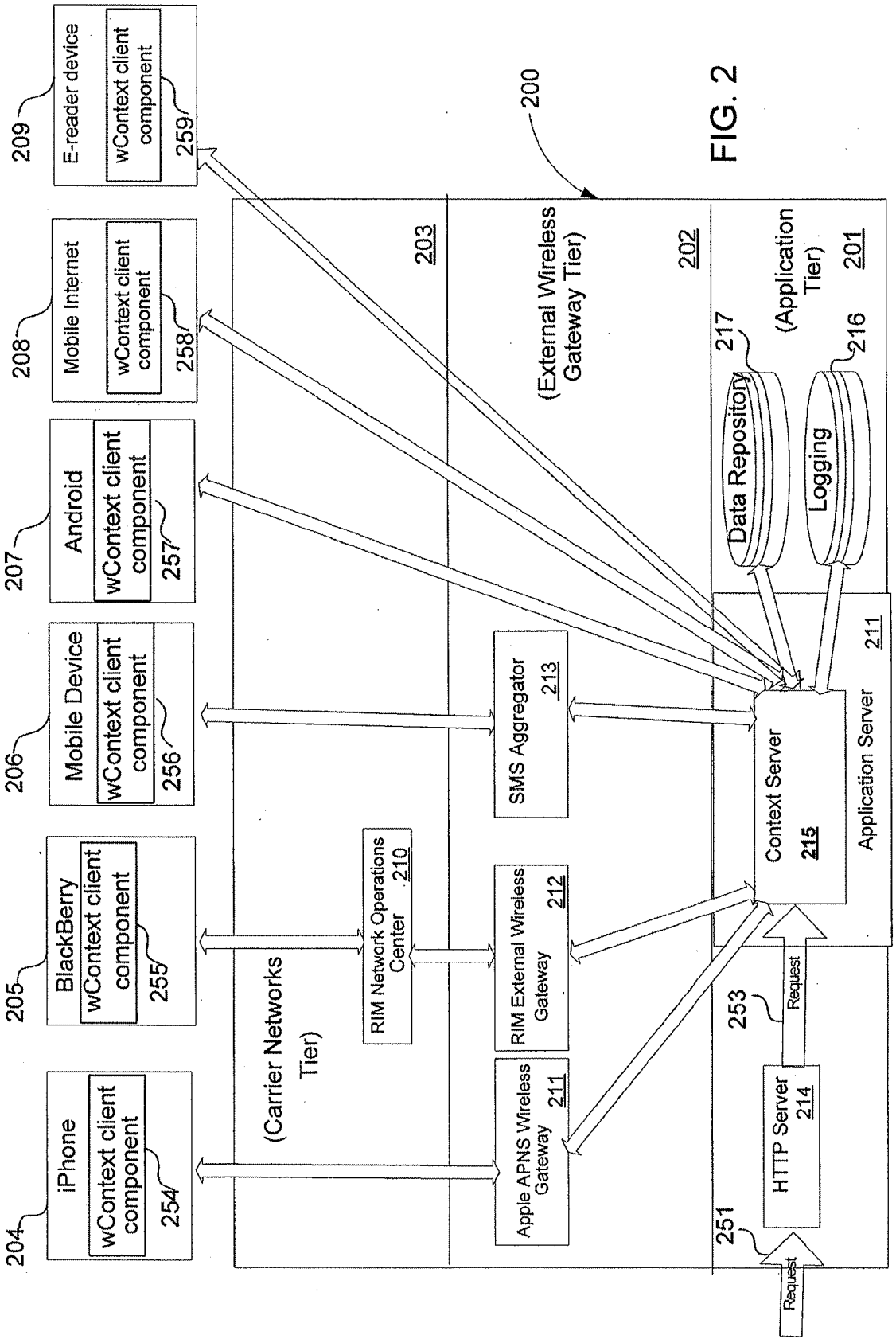

200
(External Wireless Gateway Tier)
203
202
(Application Tier)
201
209
E-reader device
wContext client component
259
208
Mobile Internet
wContext client component
258
207
Android
wContext client component
257
206
Mobile Device
wContext client component
256
205
BlackBerry
wContext client component
255
204
iPhone
wContext client component
254
(Carrier Networks Tier)
RIM Network Operations Center 210
SMS Aggregator 213
RIM External Wireless Gateway 212
Apple APNS Wireless Gateway 211
Data Repository
217
Logging
216
Context Server 215
Application Server 211
253
Request
HTTP Server 214
251
Request

FIG. 2

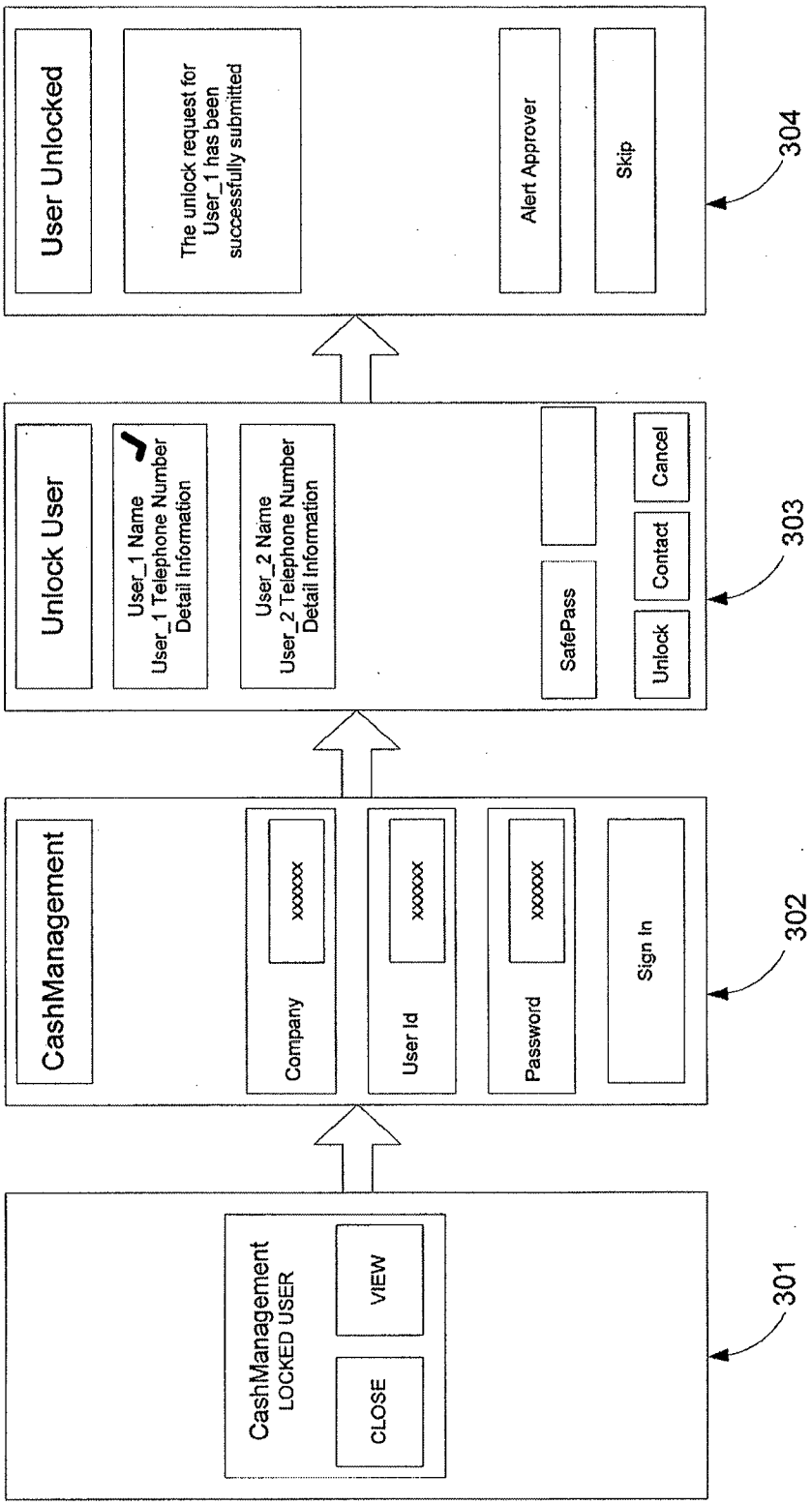

CashManagement
LOCKED USER
VIEW
CLOSE
301
CashManagement
Company
xxxxxx
User Id
xxxxxx
Password
xxxxxx
Sign In
302
Unlock User
User_1 Name
User_1 Telephone Number
Detail Information
User_2 Name
User_2 Telephone Number
Detail Information
SafePass
Unlock
Contact
Cancel
303
User Unlocked
The unlock request for
User_1 has been
successfully submitted
Alert Approver
Skip
304

FIG. 3

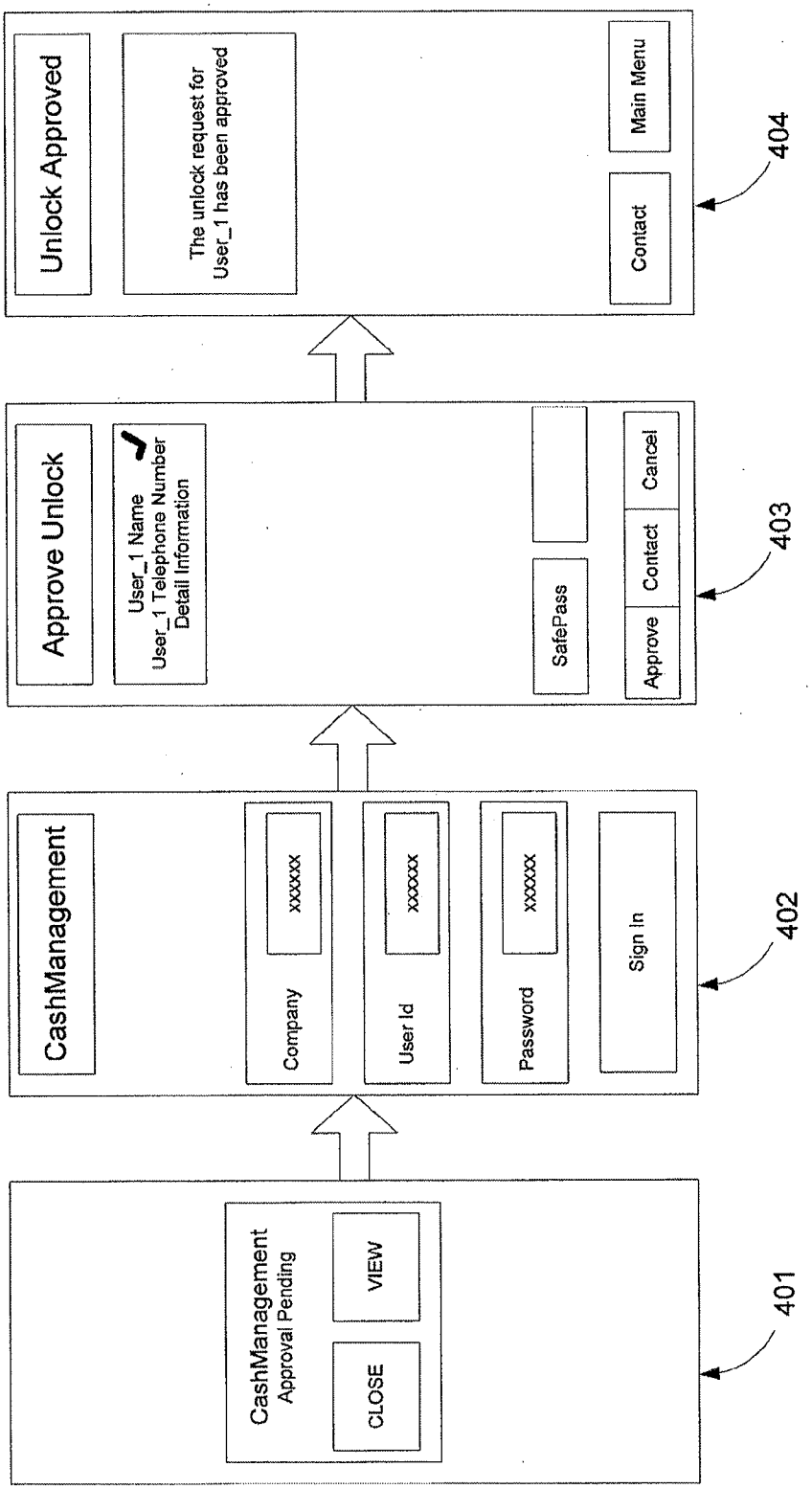

CashManagement
Approval Pending
CLOSE
VIEW
401
CashManagement
Company
xxxxxx
User Id
xxxxxx
Password
xxxxxx
Sign In
402
Approve Unlock
User_1 Name
User_1 Telephone Number
Detail Information
SafePass
Approve
Contact
Cancel
403
Unlock Approved
The unlock request for
User_1 has been approved
Contact
Main Menu
404

FIG. 4

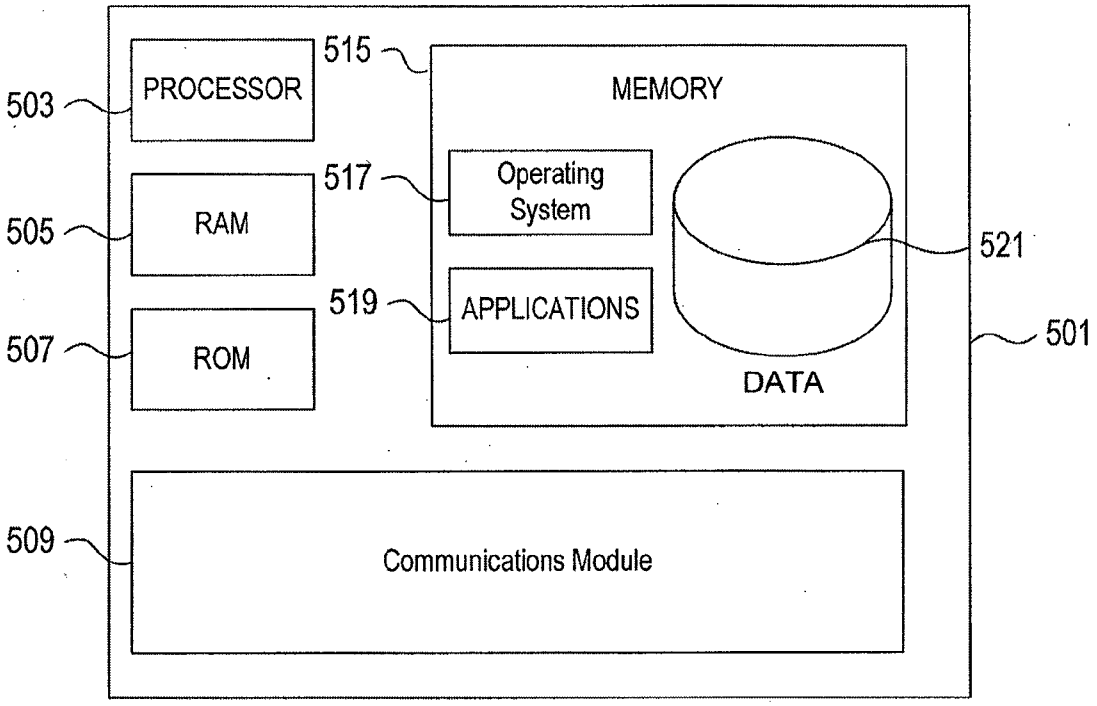

503
PROCESSOR
515
MEMORY
505
RAM
517
Operating System
521
507
ROM
519
APPLICATIONS
501
DATA
509
Communications Module

FIG. 5

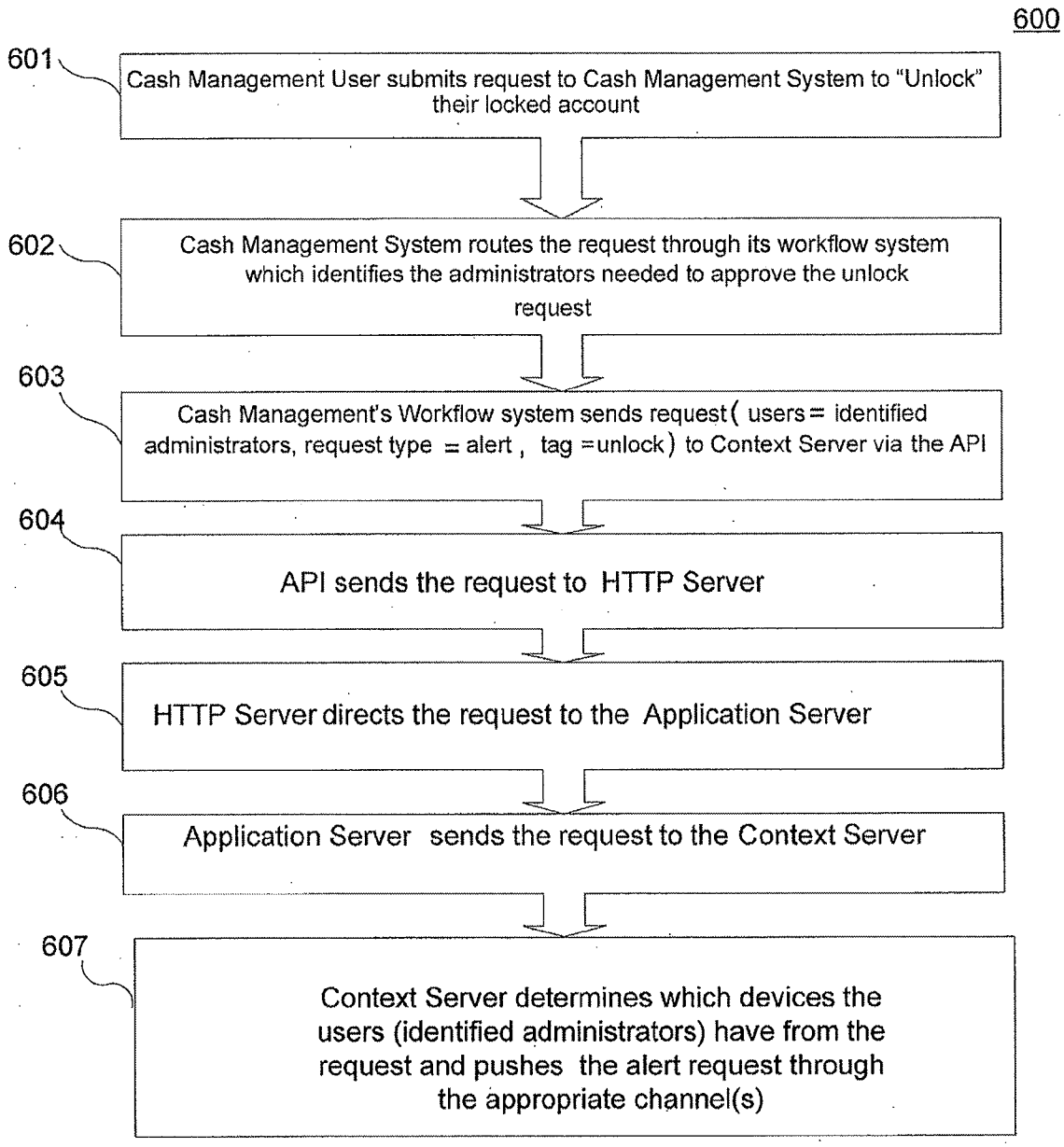

600
601
Cash Management User submits request to Cash Management System to "Unlock" their locked account
602
Cash Management System routes the request through its workflow system which identifies the administrators needed to approve the unlock request
603
Cash Management's Workflow system sends request (users = identified administrators, request type = alert , tag = unlock) to Context Server via the API
604
API sends the request to HTTP Server
605
HTTP Server directs the request to the Application Server
606
Application Server sends the request to the Context Server
607
Context Server determines which devices the users (identified administrators) have from the request and pushes the alert request through the appropriate channel(s)

FIG. 6

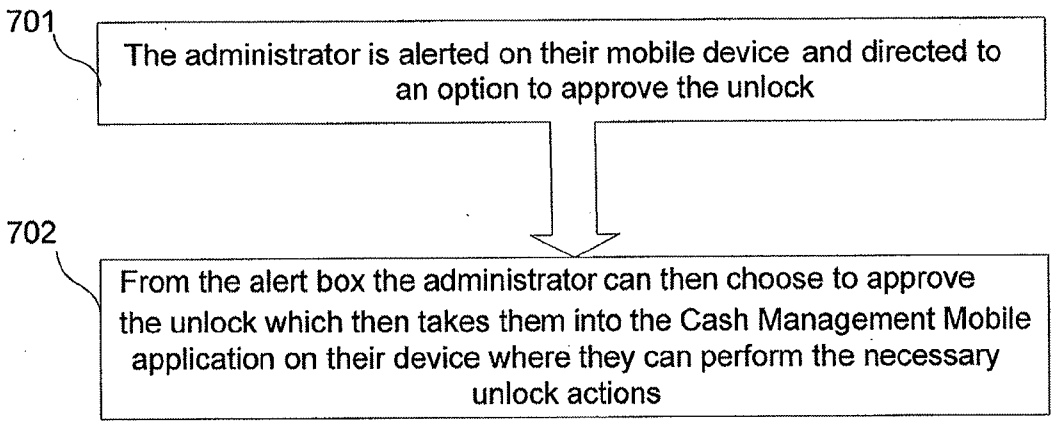

701
The administrator is alerted on their mobile device and directed to an option to approve the unlock
702
From the alert box the administrator can then choose to approve the unlock which then takes them into the Cash Management Mobile application on their device where they can perform the necessary unlock actions

FIG. 7

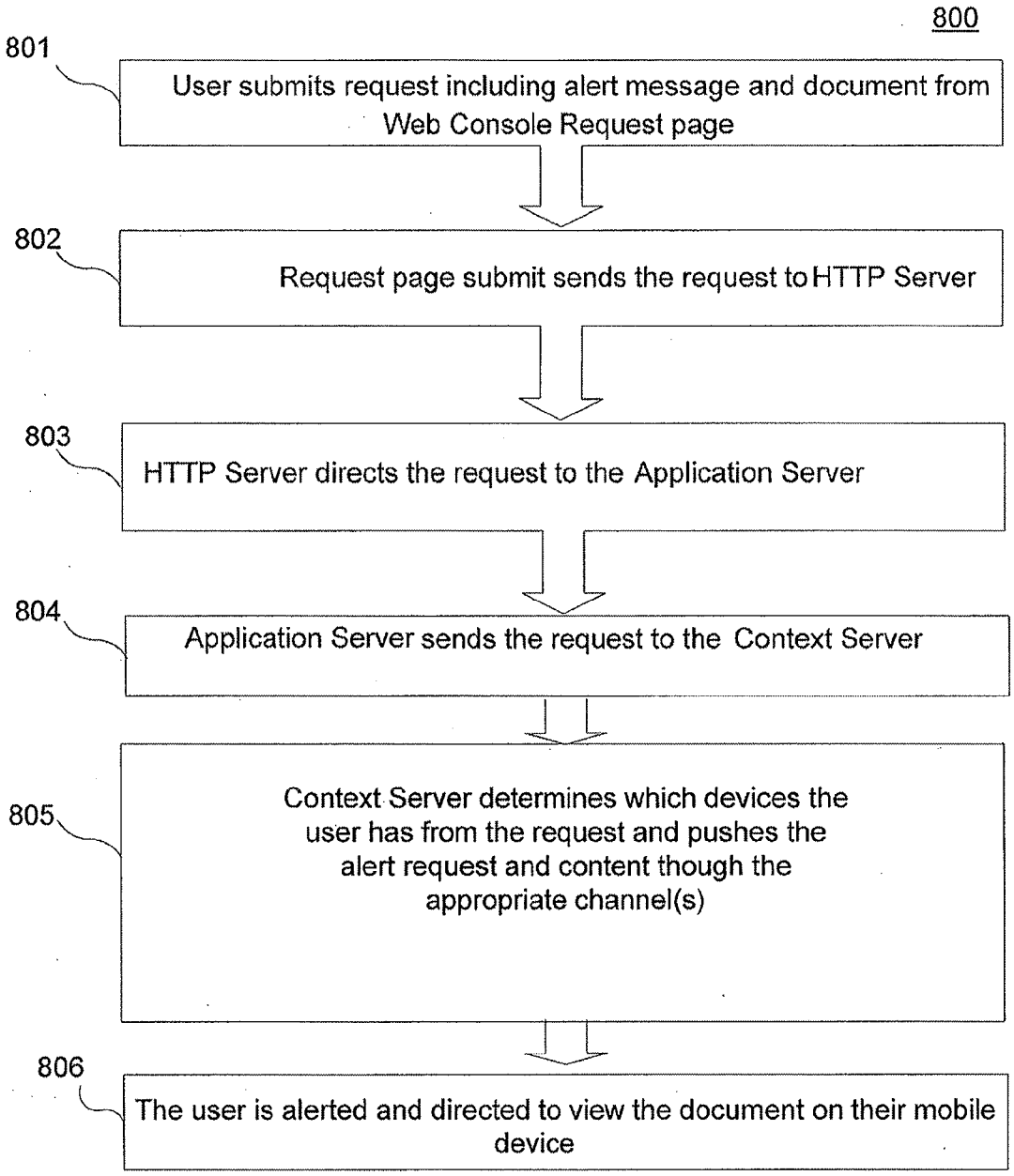

800
801
User submits request including alert message and document from Web Console Request page
802
Request page submit sends the request to HTTP Server
803
HTTP Server directs the request to the Application Server
804
Application Server sends the request to the Context Server
805
Context Server determines which devices the user has from the request and pushes the alert request and content though the appropriate channel(s)
806
The user is alerted and directed to view the document on their mobile device

FIG. 8

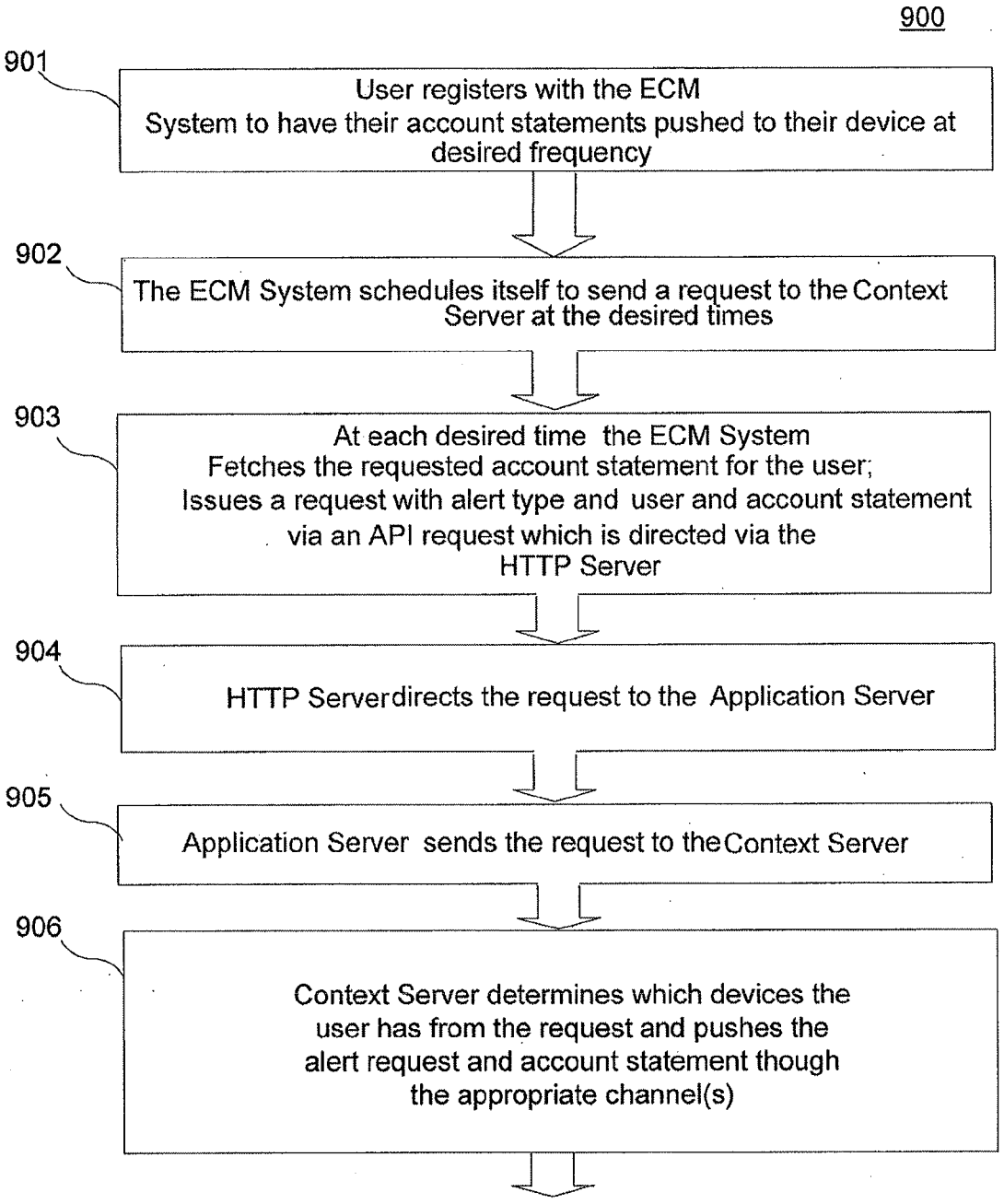

900
901
User registers with the ECM System to have their account statements pushed to their device at desired frequency
902
The ECM System schedules itself to send a request to the Context Server at the desired times
903
At each desired time the ECM System Fetches the requested account statement for the user; Issues a request with alert type and user and account statement via an API request which is directed via the HTTP Server
904
HTTP Server directs the request to the Application Server
905
Application Server sends the request to the Context Server
906
Context Server determines which devices the user has from the request and pushes the alert request and account statement though the appropriate channel(s)

FIG. 9

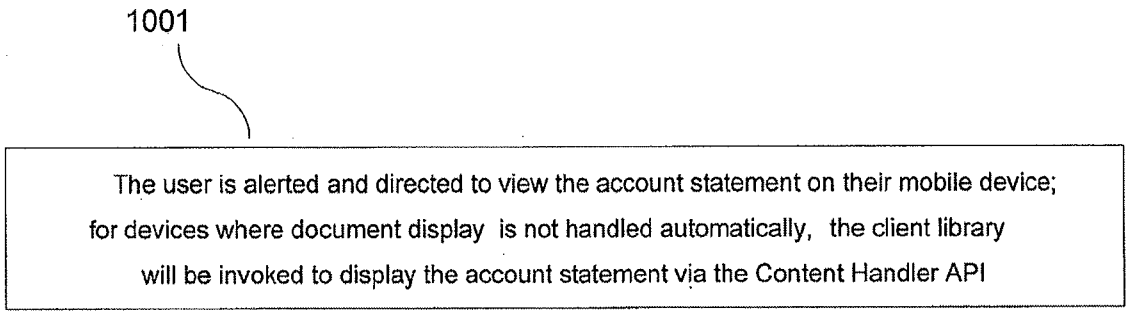

1001
The user is alerted and directed to view the account statement on their mobile device;
for devices where document display is not handled automatically, the client library
will be invoked to display the account statement via the Content Handler API

FIG. 10

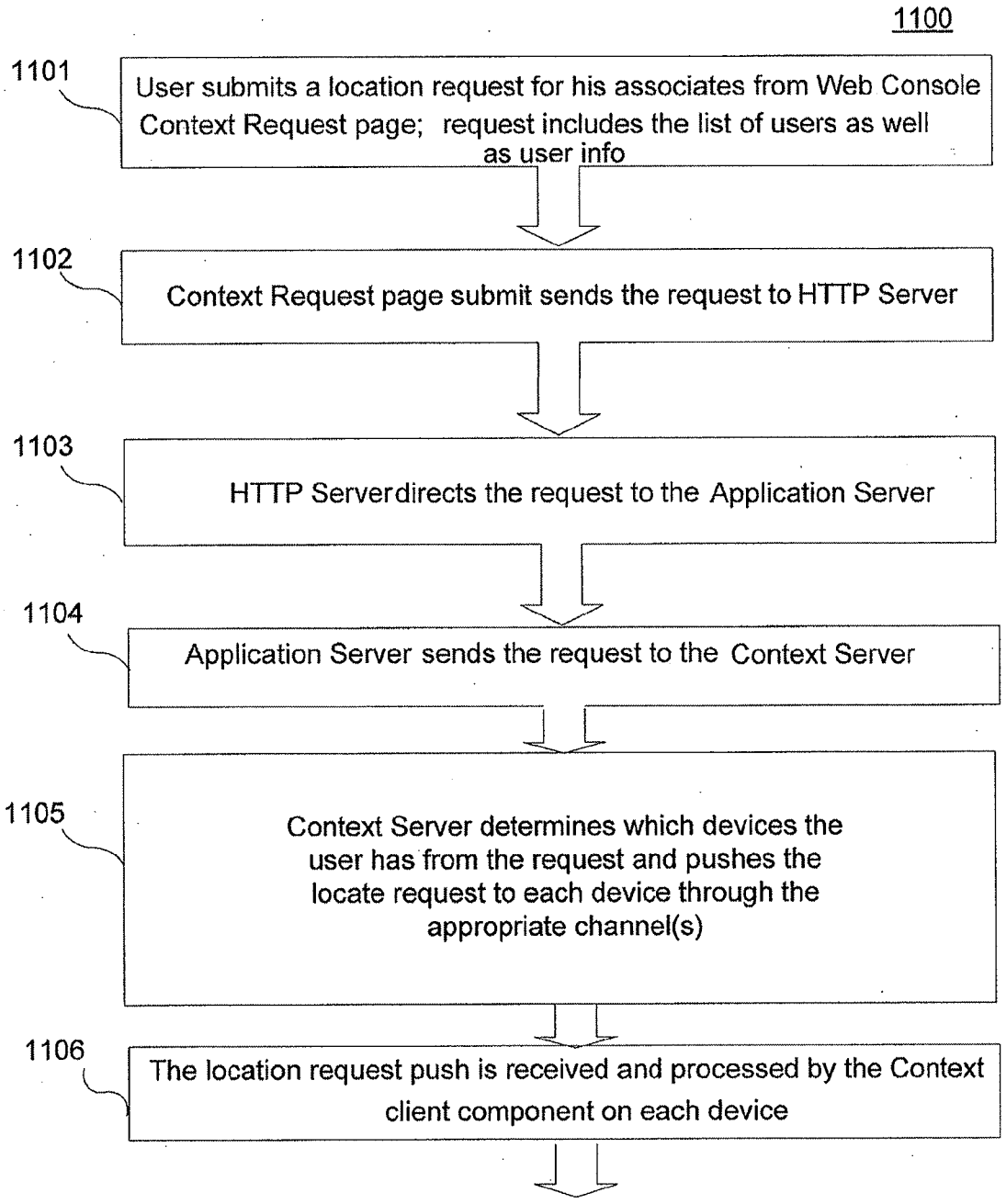

1100
1101
User submits a location request for his associates from Web Console Context Request page; request includes the list of users as well as user info
1102
Context Request page submit sends the request to HTTP Server
1103
HTTP Serverdirects the request to the Application Server
1104
Application Server sends the request to the Context Server
1105
Context Server determines which devices the user has from the request and pushes the locate request to each device through the appropriate channel(s)
1106
The location request push is received and processed by the Context client component on each device

FIG. 11

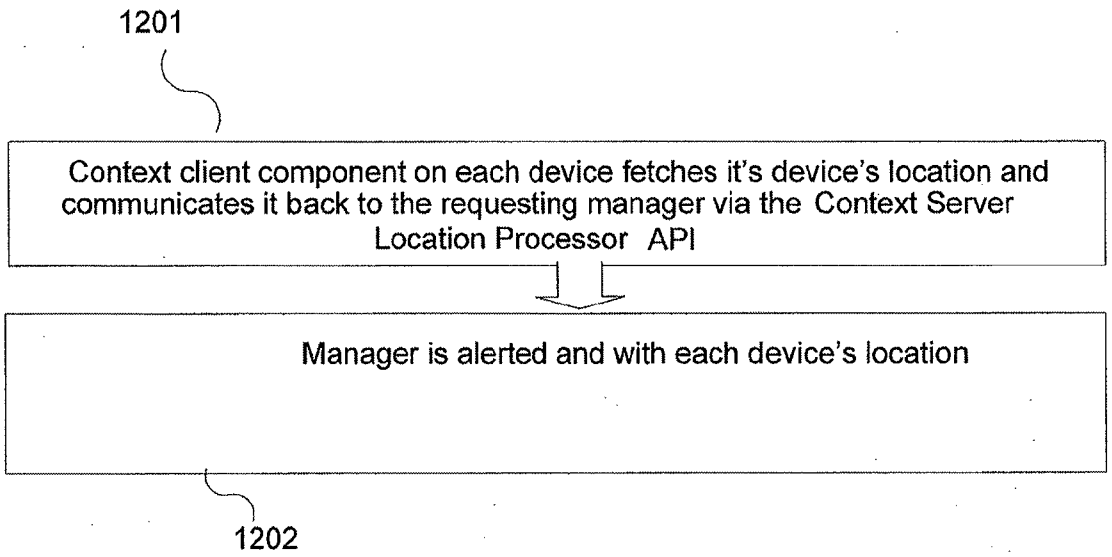

1201
Context client component on each device fetches it's device's location and communicates it back to the requesting manager via the Context Server Location Processor API
Manager is alerted and with each device's location
1202

FIG. 12

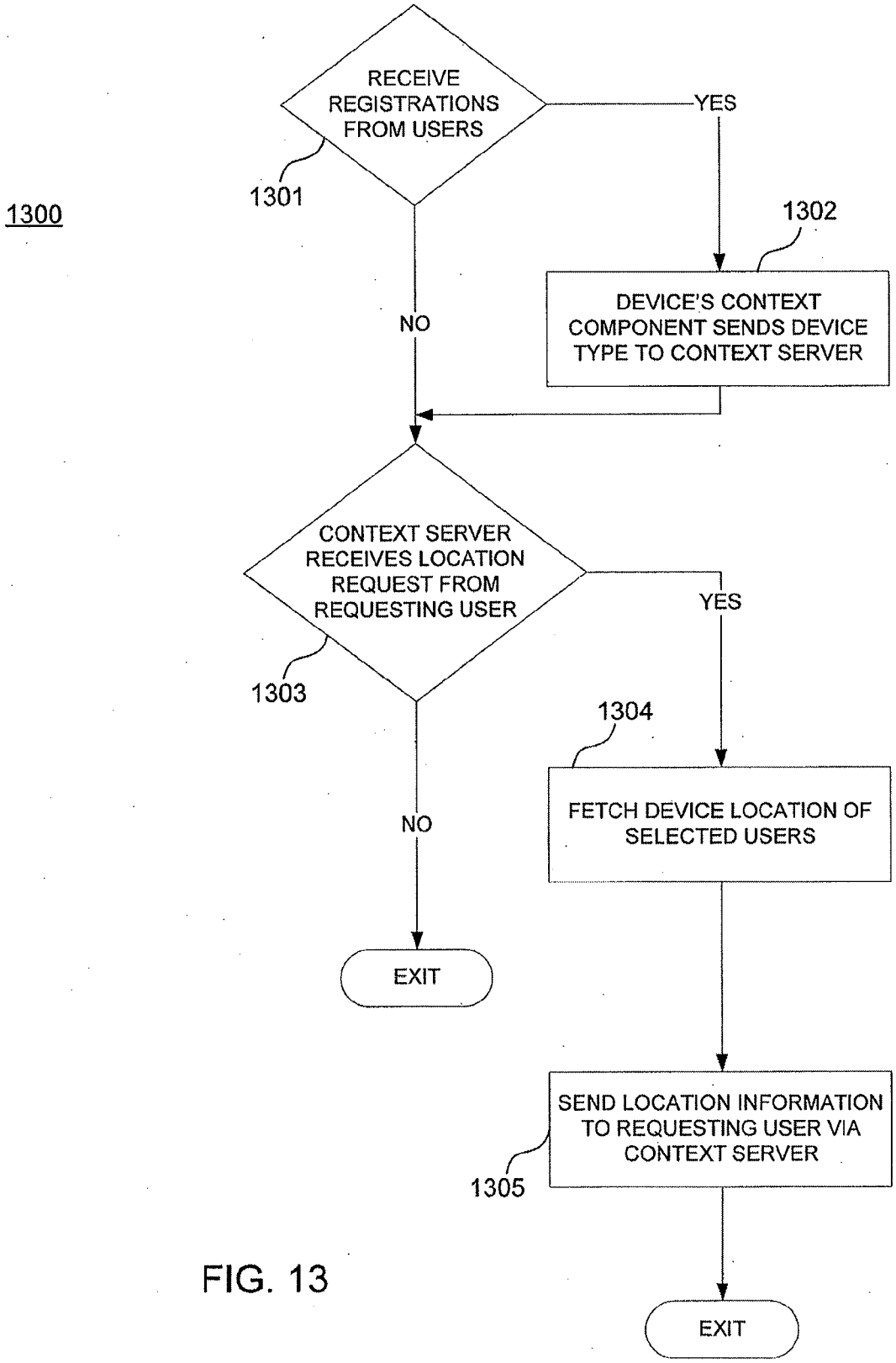

1300
RECEIVE REGISTRATIONS FROM USERS
1301
YES
NO
1302
DEVICE'S CONTEXT COMPONENT SENDS DEVICE TYPE TO CONTEXT SERVER
CONTEXT SERVER RECEIVES LOCATION REQUEST FROM REQUESTING USER
1303
YES
NO
1304
FETCH DEVICE LOCATION OF SELECTED USERS
EXIT
SEND LOCATION INFORMATION TO REQUESTING USER VIA CONTEXT SERVER
1305
EXIT

FIG. 13

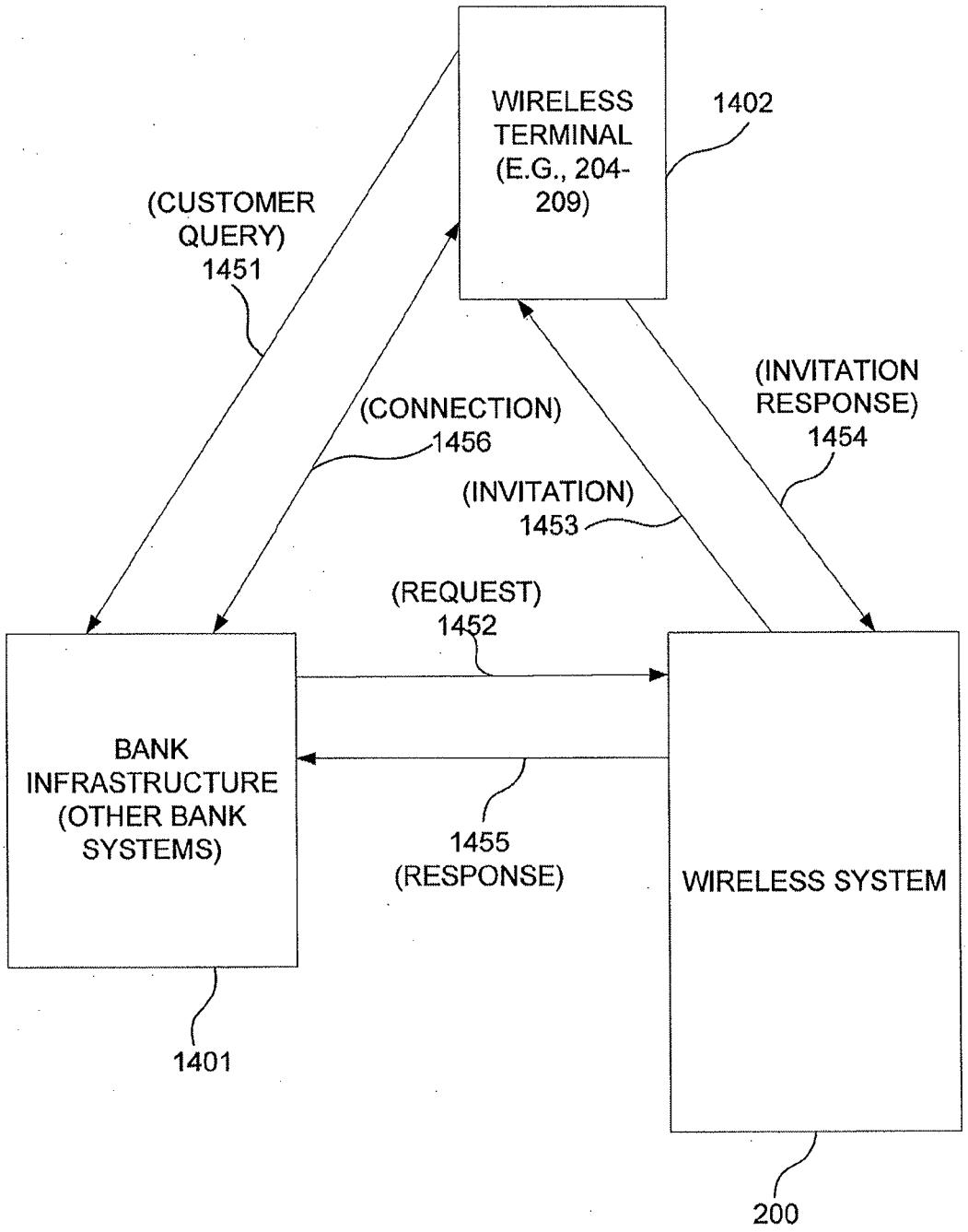

WIRELESS TERMINAL (E.G., 204-209)
1402
(CUSTOMER QUERY) 1451
(CONNECTION) 1456
(INVITATION RESPONSE) 1454
(INVITATION) 1453
(REQUEST) 1452
BANK INFRASTRUCTURE (OTHER BANK SYSTEMS)
1455 (RESPONSE)
WIRELESS SYSTEM
1401
200

FIG. 14

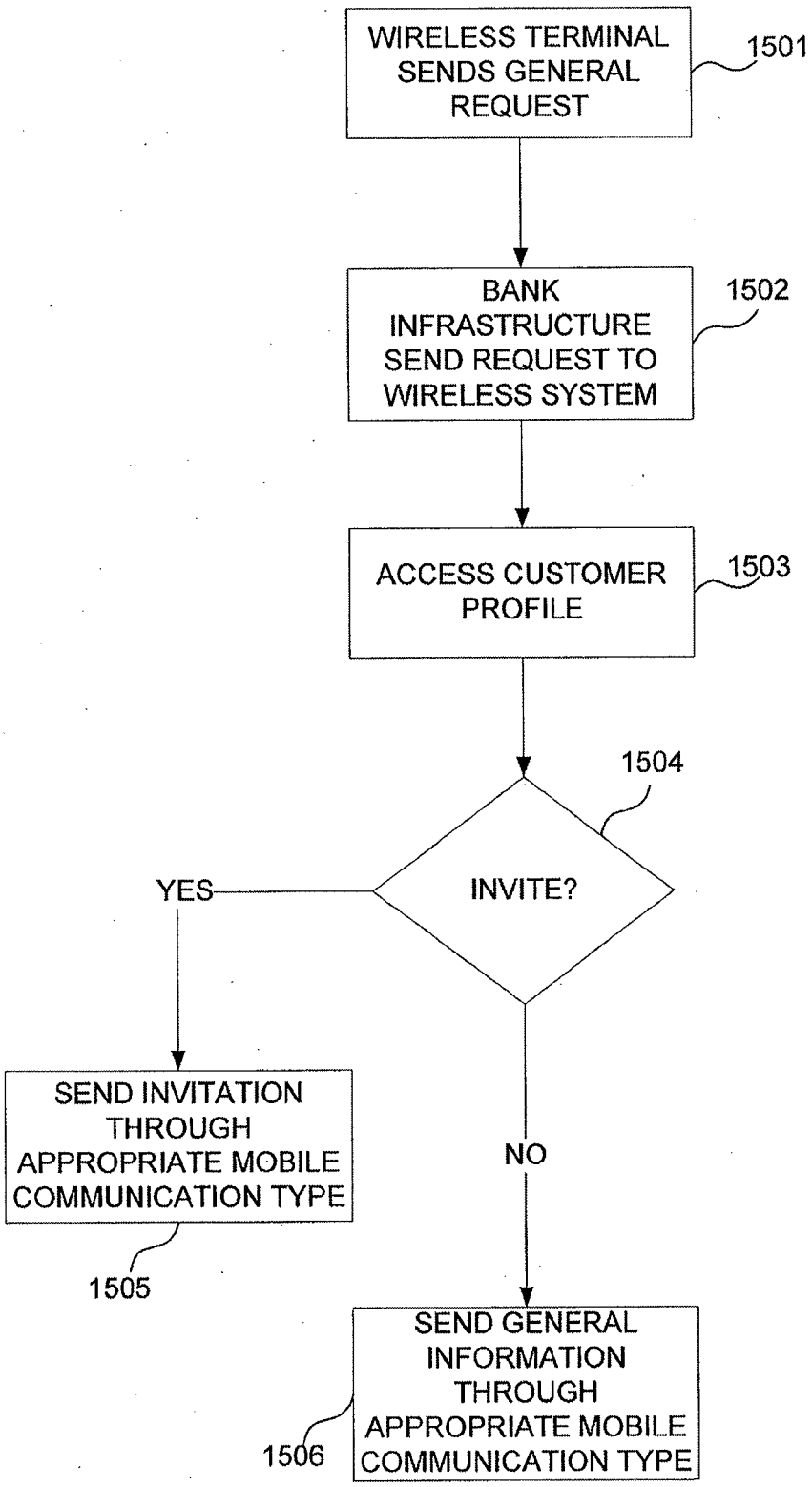

WIRELESS TERMINAL SENDS GENERAL REQUEST
1501
BANK INFRASTRUCTURE SEND REQUEST TO WIRELESS SYSTEM
1502
ACCESS CUSTOMER PROFILE
1503
1504
INVITE?
YES
NO
SEND INVITATION THROUGH APPROPRIATE MOBILE COMMUNICATION TYPE
1505
SEND GENERAL INFORMATION THROUGH APPROPRIATE MOBILE COMMUNICATION TYPE
1506

FIG. 15

FIG. 16

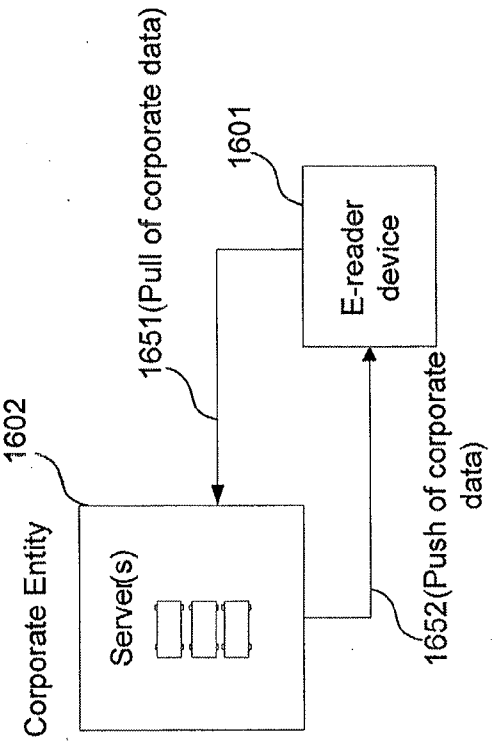
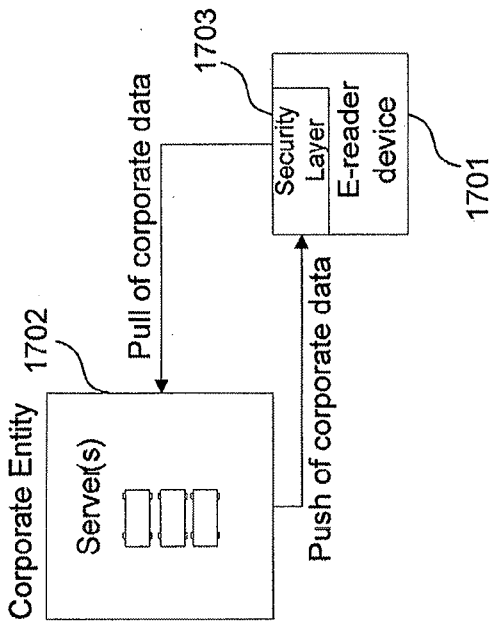

1601
E-reader device
1651(Pull of corporate data)
1602
Corporate Entity
Server(s)
1652(Push of corporate data)

FIG. 17


1703
Security Layer
E-reader device
1701
Pull of corporate data
1702
Corporate Entity
Server(s)
Push of corporate data

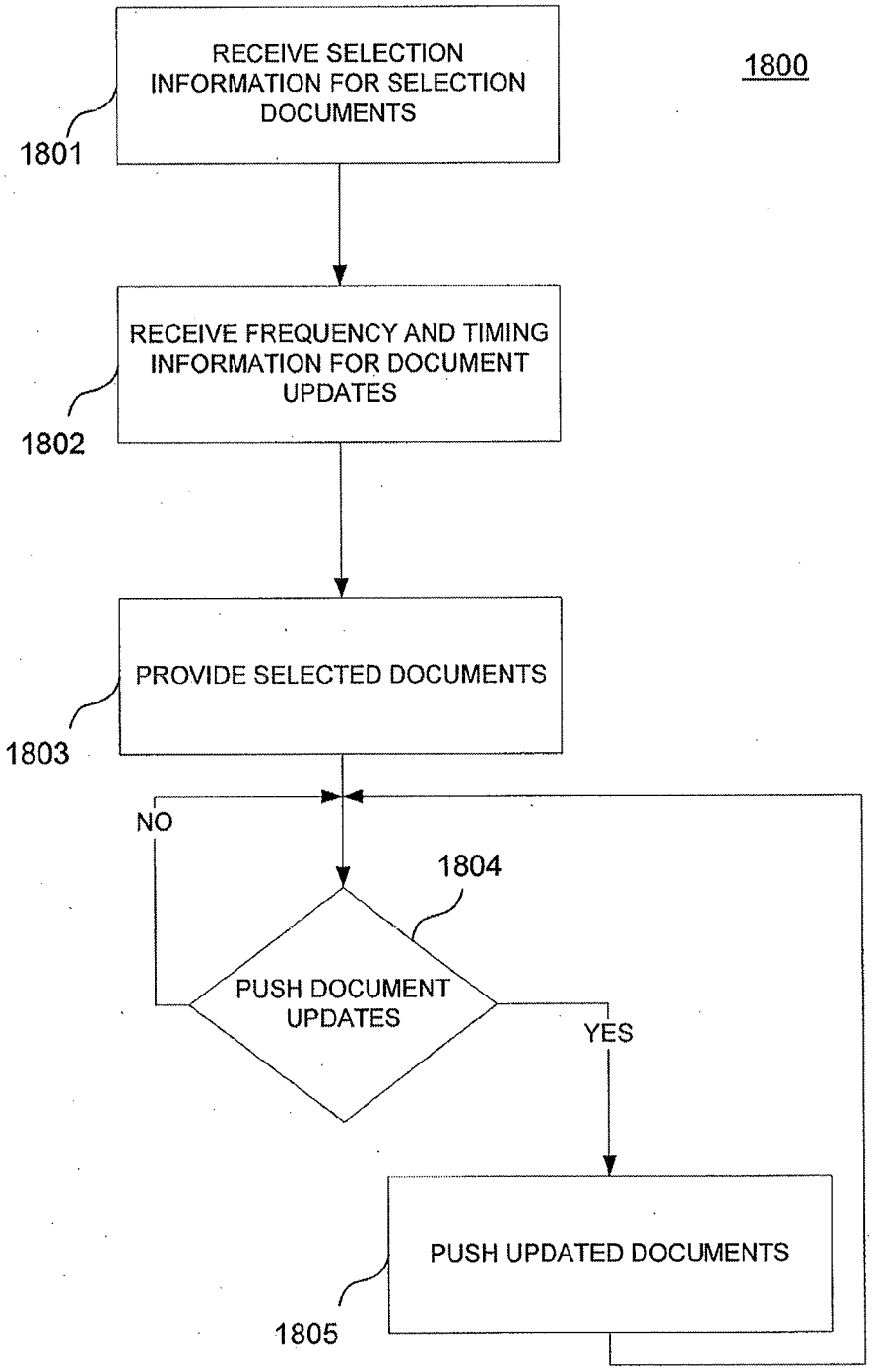

1800
RECEIVE SELECTION INFORMATION FOR SELECTION DOCUMENTS
1801
RECEIVE FREQUENCY AND TIMING INFORMATION FOR DOCUMENT UPDATES
1802
PROVIDE SELECTED DOCUMENTS
1803
NO
1804
PUSH DOCUMENT UPDATES
YES
PUSH UPDATED DOCUMENTS
1805

FIG. 18