

UEM Notifications

Improve Productivity and Compliance
With Built-In Messaging Tools



BlackBerry
UEM

One Console to Manage and Communicate with Users and Devices

With UEM Notifications, BlackBerry® UEM administrators message users via SMS, phone, and email directly from the UEM console. This add-on simplifies communications to end users and user groups, by eliminating the need for additional messaging solutions. It cuts through the clutter of everyday messages, resulting in more users taking action.

Key Capabilities

- Leverage UEM for simplified communication
- Multiple delivery methods (text, phone, email)
- Increased engagement from users

Unify Communication Processes and Tools for Improved Productivity

Take control of user messaging: Effective device management requires UEM administrators to communicate with the users they manage. With UEM Notifications, administrators can manage devices and notifications within their UEM, eliminating the need to manage and reconcile user contact information across multiple systems as well as external system access issues. Managing user messaging from a single solution empowers administrators with more control and improves their productivity.

Trade in email blasts for messages that users will actually read: When email is used as the main tool to notify users, messages can easily get lost, overlooked, or ignored, reducing their effectiveness. This leads to increased support calls, raising your costs and hampering productivity. With flexible delivery options, like Text-To-Speech voice calls, SMS, and email, employees get alerts via their preferred channel, increasing the likelihood of action and compliance.

Trust users will receive and view your notifications: Common communications channels lack an easy way to track and store the status and history of messages, forcing administrators to reconcile against external notification systems. With UEM Notifications' FedRAMP-authorized delivery services, you can rest easy knowing the messages sent reach their intended destination. UEM Notifications features a comprehensive report of all sent messages and their statuses.

Simplify Notifications to Users

Single Interface for Messaging Users and Managing Devices: This "single pane of glass" approach eliminates confusion and streamlines two functions: managing devices, and notifying users of important announcements.

Mobile Device Information Identifies Which Users Are Affected: UEM Notifications leverages information collected from mobile devices to identify the specific users who need a given notification. This means there's less noise for the user, because each notification pertains to them. The more targeted approach means the users will always know that the alerts they receive are reliable.

New notification

Title*
Email is down since 2pm

Body
The team is working on a fix and will send updates periodically. Please don't call support.

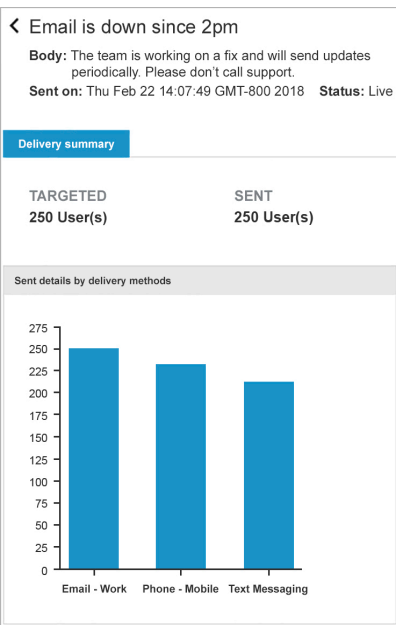
Target recipients*

Available groups (8)
All Users (250)
Bay Area (31)
East Coast (43)
Operations (12)
Southwest (19)

Selected groups (0)

Delivery methods*
 Phone - Mobile
 Email - Work
 Text Messaging

Cancel Send Notification





Improved End-to-End Message Workflow: Administrators can test and review messages before sending them broadly, to ensure accuracy.

Active Directory Sync Streamlines User Data: Your company's active directory contains all user data, including telephony, email, and user groups. UEM Notifications leverages contact information via an active directory sync to ensure notifications reach your users.

Supports Text-To-Speech (Phone), Email, and SMS Notifications: Multiple delivery options enable UEM administrators to choose which methods are best for each type of message.

View Message Details and History: Track and manage notifications sent including detailed message status by delivery method.

Common Use Cases

Planned Downtime: Inform affected users of scheduled upgrades and outages ahead of time.

Manage Email Outages: Let affected users know an unexpected outage has occurred and provide an anticipated time line for the issue to be resolved. This can help you avoid support line flooding.

Compliance Warning: Alert users to upgrade their software in order to comply with corporate policies and external regulations.

| Capabilities | Email | Mass Communication System | UEM Notifications |
|---|-------|---------------------------|-------------------|
| Send email | ✓ | ✓ | ✓ |
| Send SMS | | ✓ | ✓ |
| Make phone call leveraging TTS | | ✓ | ✓ |
| Real-time reports | | ✓ | ✓ |
| Severity-based messages | | ✓ | ✓ |
| FedRAMP-certified delivery services | | | ✓ |
| Targeting users based on mobile device attributes | | | ✓ |

