



## Email Reader

The Net2Voice Email Reader is an application/service which allows anyone with an email account to receive their email over a telephone, text pager or SMS enabled digital cell phone. The customer controls when an email is forwarded by setting data and time windows when messages should be forwarded. The customer also has the ability to perform message filtering based on importance, sender and subject information.

There are two choices for this service:

1. An application is deployed and executed on the customer's computer  
In this implementation, the customer will need to install a small application on their computer that will check their email account and forward message information to Net2Voice's central servers.
2. Net2Voice central servers are used to monitor a customer's email account.  
This requires that the customer visit Net2Voice's web-site to setup their email account information and date/times when the customer would like messages forwarded to them.

## Core Components

### Message Manager

1. Checks our email account(s) for new messages
2. Monitors user's e-mail account(s) for messages to be forwarded.
3. Receives incoming messages from Web-site
4. Verifies user account information through the *Account Manager*
5. Delivers messages to *Call Center Manager*

### Billing Manager

Maintain database of user usage including, total number of calls, call success, time per call, locations called, etc.

### Call Center

1. Receives messages for delivery in the local area.
2. The message is converted to either voice or text for pagers and digital cell phones.
3. An outbound call is made to the recipient
4. Call statistics are delivered to *Billing Manager*

### Account Manager

1. Store user account information

2. Accept requests for user information
3. Update / remove user accounts
4. Store and update Denial of service database

## Call Center Manager

1. Receives and stores all messages
2. Maintain database of *Call Centers* with information about which *Call Center* is responsible for which area. This could also be another *Call Center Manager*.
3. Delivers message to the appropriate *Call Center*.

## End-User Components

### Web/Email Interface

1. Allow for customers to create messages for delivery
2. Update account information
3. Control Personal Email Reader

### Personal Email Reader

Allows for customers to automatically forward email to Net2Voice for delivery to a standard telephone, text pager or SMS enabled digital Cell Phone