

## Can your customers chat via Mobile Instant Messaging?



Instant Messaging – the real time text based communication between two or more participants – is well known on the desktop, like Skype, ICQ, MSN etc. This instant messaging (IM) has made the leap from the PC to the mobile phone connecting friends, peers, colleagues while they are on the go.

To get connected to either fixed IM users or mobile IM users, Java applets installed on mobiles deliver branded user interfaces that reflect the operator-owned mobile IM community or the most popular Internet IM services. A single client gives access to multiple IM systems and can transmit and receive presence information. The clients are compliant to the Open Mobile Alliance (OMA) Instant Messaging and Presence Service (IMPS). Which also means the needed IM protocol for mobile devices is defined by the OMA.

Keynote SIGOS offers Mobile IM test cases based on OMA, optimized to customer requirements. Operators who test with SITE can get KPIs about:

- ▶ registration at the IM server
- ▶ successful login
- ▶ “get presence”-information of other users and whether two parties can “see” each other
- ▶ text message receipt from IM server
- ▶ successful logout from the IM server