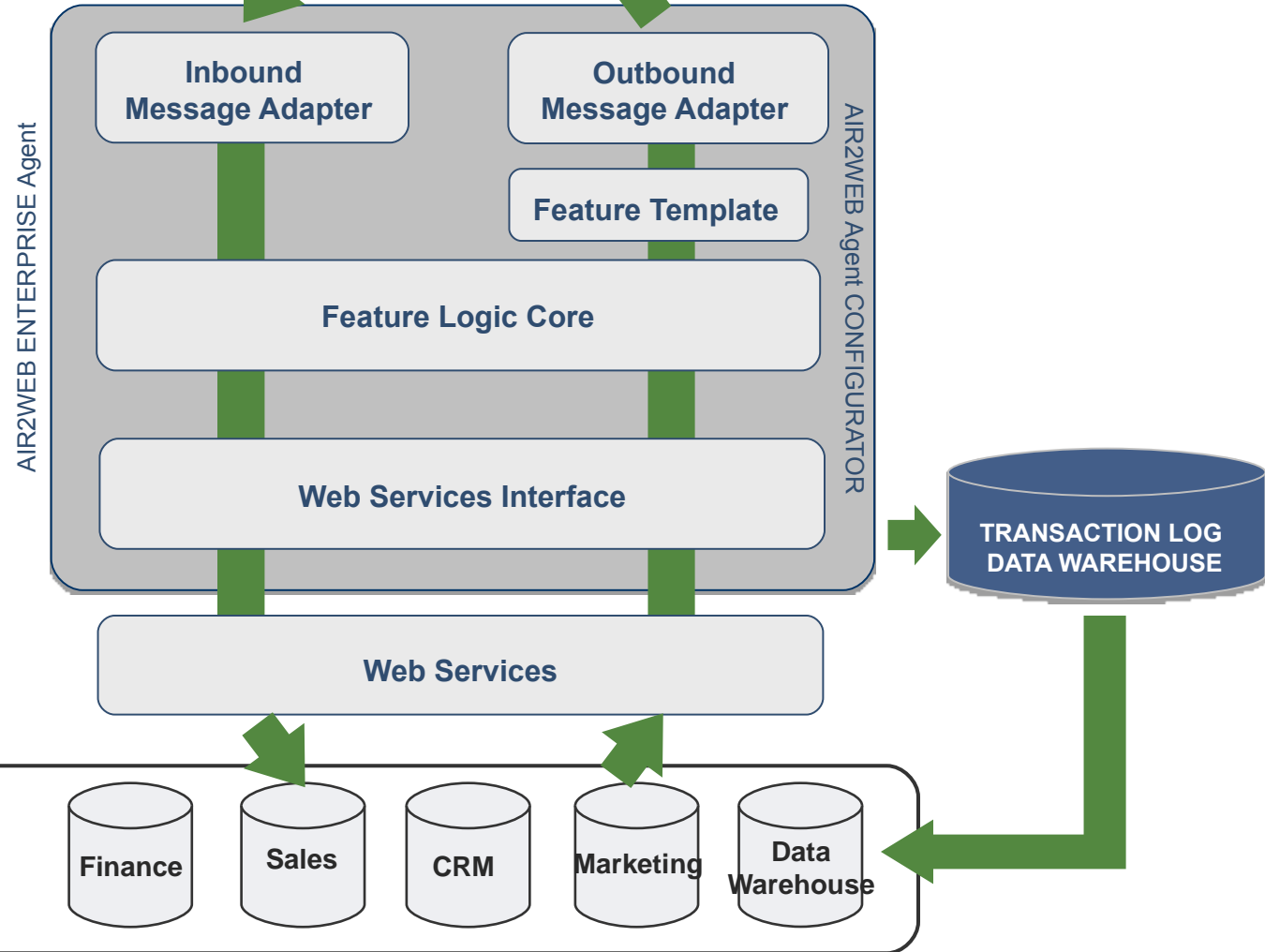


## Example: Customer balance inquiry



Text  
'Balance'  
to 43327

As of 9/23/09,  
your balance  
is \$63.43

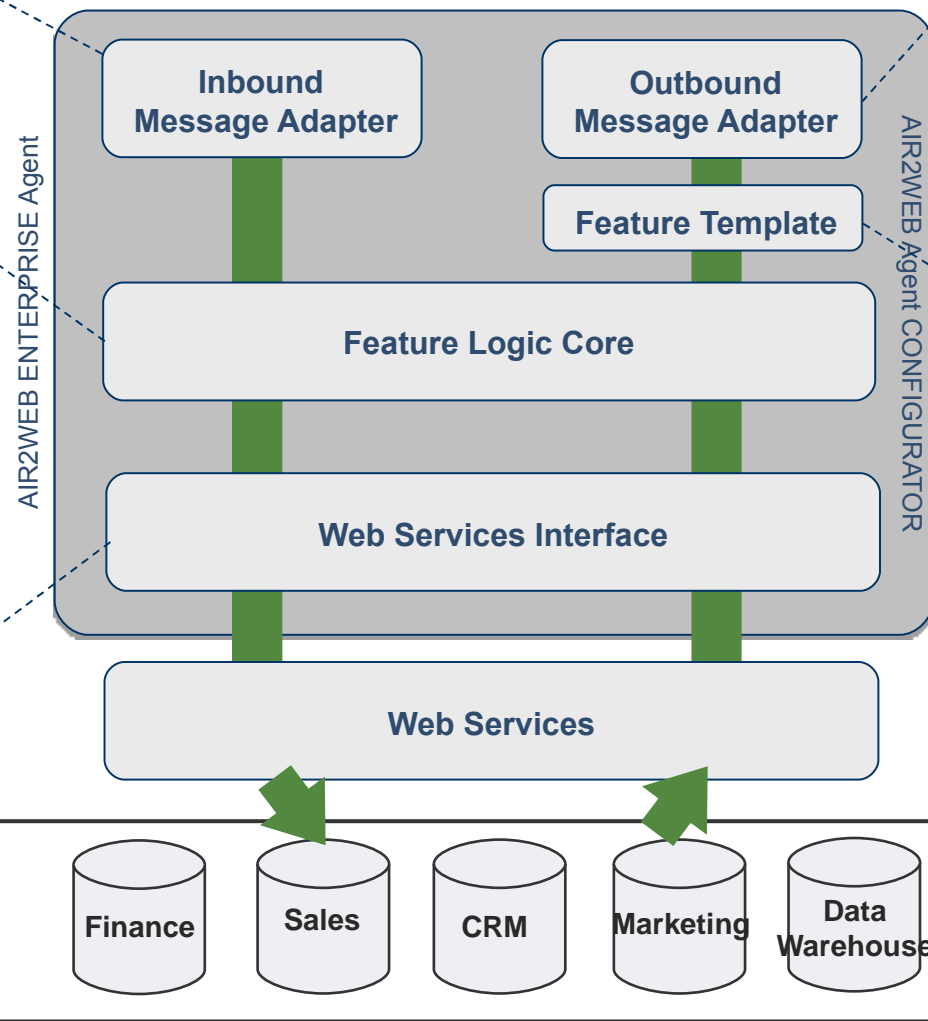


- Parses inbound message format into internal data structures to be passed through the Agent
- Logs all available information regarding the inbound message

- Consumes data structures passed on by the Inbound Message Adapter
- Determines which Web Service Interface to call based on message originator, message text, and inbound message channel (e.g. the shortcode in the case of SMS, the email address in the case of email, etc...)
- Determines which Feature Template to pass the result of the web service call to
- Logs all available information

- Using the originator's ID, queries the Mobile Registration Database for values to make the associated web service call
- Constructs and invokes the appropriate web service call
- Passes the result of the web service call to the Feature Logic Core
- Constructs an error message if the web service is not available
- Logs all available information regarding the web service call

### More Technical Detail



- Transforms internal data structures into an outbound message
- Logs all available information

- Consumes the result of the web service call
- Inserts the result into the appropriate "slots" within the outbound message
- Sends the resulting message to the Outbound Message Adapter
- Logs all available information



- Central repository for all information sent through the Air2Web system
- Supports scheduled data transfer feeds that allow your system to present an integrated view of all customer communications

