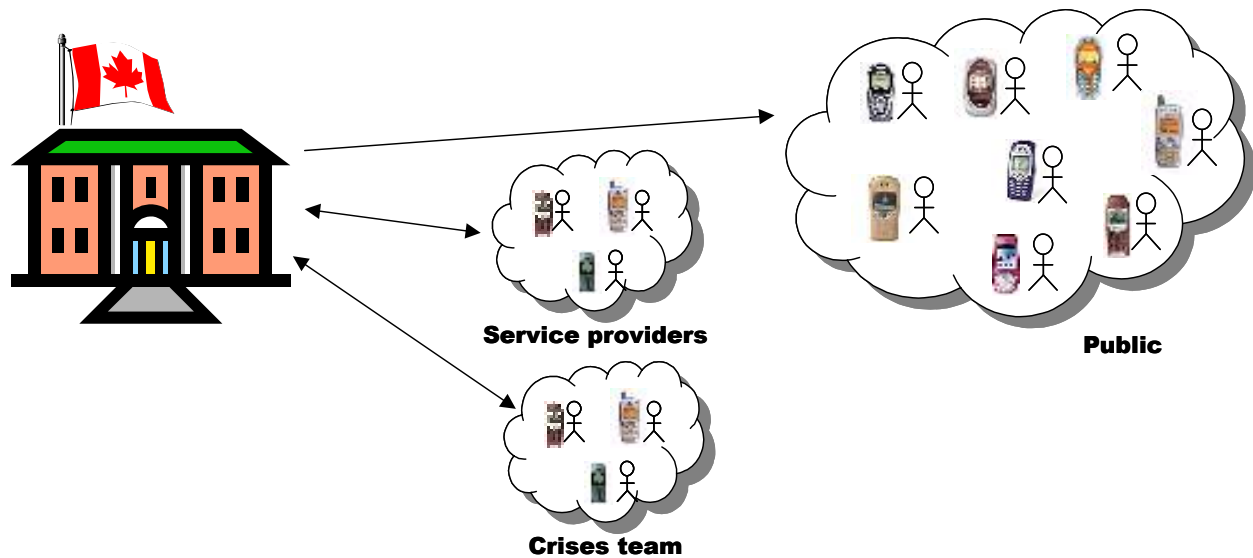


**Concept type**  
Corporate SMS

**Business Sector**  
Embassy

**Date**  
May 2003

## Mobile services for embassies



In a world where a terror action suddenly can change the security situation in a country, it's important for embassies to be able to contact their citizens efficiently. The embassy itself may also use wireless communication to improve some of their routines.

### Information service to the citizens

The citizens may get information on their mobile phone for instance when security level is changed. If the embassy wants to call a meeting they can send SMS messages.

In case of an emergency, important messages can be sent to the citizens via the mobile phone.

### Mobile information to crises management

Members of the crises team may receive information on their mobile phones. They must return a receipt once they have read the message. This gives the ability to automate calling routines to mobile phones, and only start manual calls to those members of the crises team who haven't responded within a given time limit.

### Request for various services

An embassy needs some local services, for example interpreters. The embassy may define a group of local interpreters, which will be notified when there is an assignment available. The first to respond get the job.