End-User Bad Credential messaging for Windows

SERVICE UPDATE

Scope:

iPass has built a messaging capability in the Windows app that receives messages based on predefined triggers. The trigger is based on a collection of quality, billing and authentication records that indicate a bad credential event.

System Requirements

Open Mobile Windows version 2.3.2 and above

Background

In an attempt to increase end-user satisfaction of the iPass service, iPass has been reviewing end-user error codes and success rates daily. Further to this, iPass has been sharing this data with customers along with email templates to communicate the solution to end-users to overcome these errors. To help streamline this process, iPass has developed a mechanism to automate this communication through the Windows application. A message to help the end-user overcome the bad credential situation (usually a credential hint or the contact information of the IT help desk) will appear in the Open Mobile app only after the end-user experiences a bad credential event when using the Windows app.

Limitations

Only one message can be applied to each profile to provide credential assistance. There is also a 160-character limit for the message.

Future releases

A similar solution for smart phone and tablets will be available next month to automatically trigger the appropriate communication in the situation that the end-user has a bad credential event on their smart phone and tablet device.