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ZEBRA WFC-ZEMS Enterprising Messaging Service
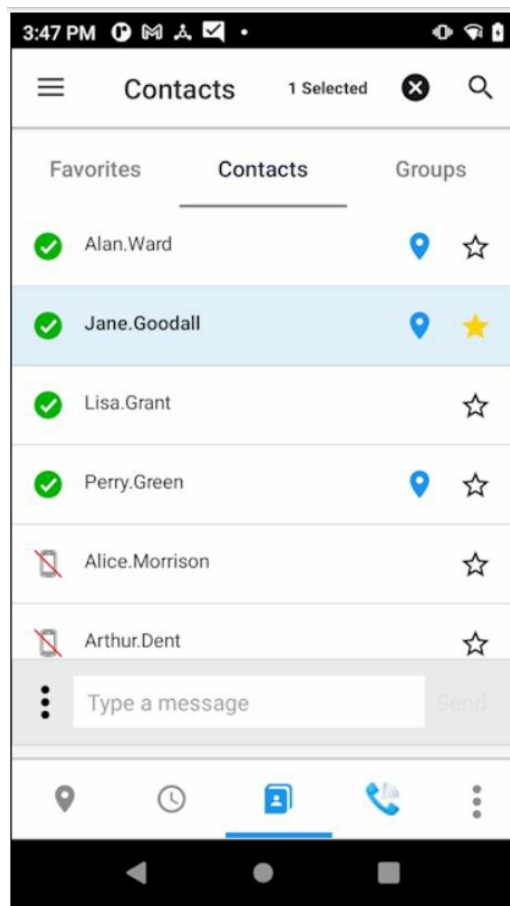
ZEBRA WFC-ZEMS Enterprising Messaging Service User Guide

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ZEBRA WFC-ZEMS Enterprising Messaging Service

Specifications

- ZEMS Server Version: 3.0.23202
- Web Client Version: v2.1.23202
- Release Notes: Oct 2023

Highlights
ZEMS is a messaging service that offers advanced features to PTT Pro users. Some of the highlights of ZEMS v3.0.23202 include:

- Device Support
- Sending prioritized messages
- Infobip WhatsApp Support

Device Support
ZEMS v3.0.23202 supports a wide range of devices, ensuring compatibility and seamless integration with your existing communication infrastructure.

Sending Prioritized Messages
ZEMS now allows PTT Pro customers to set priority levels for their messages. Priorities can be assigned to messages sent to individual contacts or groups. Managers also have the ability to assign priority to broadcast messages. To send priority messages, make sure you have PTT Pro for Android version 3.3.10235 or later installed on your device. Additionally, ensure that you have the ZEMS Web Client version 2.1.23202 or later.

Infobip WhatsApp Support
ZEMS now integrates with Infobip WhatsApp, providing enhanced messaging capabilities for users. With this integration, you can leverage the power of WhatsApp for seamless communication within your organization.

Usage Notes

ZEMS is a product offered by Zebra Technologies, designed to provide advanced messaging services to PTT Pro users. Some key features of ZEMS include:

- Sending messages to regions or corporate-wide
- Scheduling messages for future delivery
- Tracking message read status
- Integration with SMS
- State-of-the-art messaging features

Known Issues

There are currently no known issues with ZEMS v3.0.23202. However, for the latest updates and information, please refer to the documentation provided.

Documentation

For detailed documentation on ZEMS and its features, please refer to the official documentation provided by Zebra Technologies.

About WFC ZEMS

ZEMS, short for Zebra Enterprise Messaging Service, is a robust messaging platform developed by Zebra Technologies. It offers advanced messaging services to PTT Pro users, enabling efficient communication within organizations.

Release History

The release history of ZEMS is as follows:

1. ZEMS Server Version 3.0.23202 – Oct 2023
2. Web Client Version v2.1.23202 – Oct 2023

Highlights

Zebra is proud to announce the general availability of the Zebra Enterprise Messaging Service (ZEMS) version 3.0.23202 which provides the following features:

- Sending prioritized message
- Infobip WhatsApp Support
- Maintenance updates

Device Support

- ZEMS server v3.0.23202 or later works with the following PTT Pro Clients:
    - PTT Pro for Android version 3.3.10199 or later
    - PTT Pro for iOS version 1.0.11088 or later
    - ZEMS Web Client version 2.1.23202 or later
- **IMPORTANT**: Earlier versions of PTT Pro Android are not compatible with this version of the ZEMS server.

Features in ZEMS v3.0.23202

Sending prioritized messages

PTT Pro customers can now set the priority to the message while sending. Priority can be assigned to messages to contacts and messages to groups. If you are a manager, you assign a priority to broadcast messages. Sending priority messages requires PTT Pro for Android version 3.3.10235 and ZEMS Web Client version 2.1.23202 or later.

Infobip WhatsApp Support

PTT Pro customers can now communicate with external devices using WhatsApp by integrating Infobip into their ecosystem. Infobip in combination with ZEMS v3.0.23202 allows enterprises to communicate with their customers by providing them a phone number. For example, a customer picking up their purchases at curbside sends a WhatsApp message to the store's Infobip number. Infobip forwards the communication to ZEMS and the appropriate group or individual who brings the customer's purchases to the curbside.

Usage Notes

- ZEMS is only available to PTT Pro customers. ZEMS is an alternative to PTT Pro messaging. A PTT Pro client may use ZEMS or PTT Pro messaging but may not use both at the same time.
- Zebra must configure the customer for ZEMS before ZEMS can be used. Contact Zebra Support to be configured for ZEMS.
- In order for the PTT Pro client to use ZEMS, the client must be configured with ZEMS parameters including the ZEMS Server URL and a customer-specific API key. These parameters are provided by Zebra.
- Messages sent using ZEMS will not reach PTT Pro clients using PTT Pro messaging and vice versa. This includes the Windows PTT Pro Desktop client users who need to communicate with ZEMS users must use the ZEMS Web client.
- ZEMS Web Client users are required to be OAuth enabled. Android and iOS users may be OAuth enabled but are not required to be.
- ZEMS Webhooks have been validated with Microsoft Teams version 1.5.00.2164.
- Twilio interoperability has been validated with SMS and WhatsApp.
- Infobip interoperability has been validated with SMS and WhatsApp. Attachments are not supported in SMS and some of the attachment types are not supported in WhatsApp.
- Existing IWG customers will be migrated to the ZEMS IWG by Zebra. Contact Zebra Support if you have questions.

Known Issues

- None

Documentation

- ZEMS documentation is available on the Zebra PTT Pro support site at https://www.zebra.com/us/en/support-downloads/software/productivity-apps/push-to-talk-pro.html. Documentation at this location includes the following:
    - MN-004513-03EN: ZEMS Customer Administration Guide
    - MN-004512-07EN: ZEMS Client User Guide

About WFC ZEMS

The Zebra Enterprise Messaging Service provides advanced messaging services to PTT Pro users, including sending messages to regions or corporate-wide, scheduling messages, seeing how many users have read the messages, integration with SMS, and other state-of-the-art messaging features.

Release History

- Release 3.0.23106 offers the following features:
    - Infobip SMS support Release 3.0.22406 offers the following features:
- Interworking Gateway (IWG) Integration
- Release 2.1.22307 of ZEMS offered the following features:
    - Twilio support
    - Improved security between client and server
- Release 1.0.21 of ZEMS offered the following features:
    - Messaging to PTT Pro individual and group contacts
    - Seamless integration with PTT Pro clients
    - Attachments such as images, video, and audio
    - Broadcast messages to regions that span the enterprise
    - Teams messaging integration
    - Automatic sync of groups, users, and sites between PTT Pro and ZEMS

FAQ

Q: What devices are supported by ZEMS?

ZEMS supports a wide range of devices, ensuring compatibility with your existing communication infrastructure.

Q: How do I send priority messages?

To send priority messages, you need to have PTT Pro for Android version 3.3.10235 or later installed on your device. Additionally, ensure that you have the ZEMS Web Client version 2.1.23202 or later. Once you meet these requirements, you can assign priority levels to your messages for individual contacts, groups, or broadcast messages.

Q: Can I integrate ZEMS with WhatsApp?

Yes, ZEMS now integrates with Infobip WhatsApp, allowing you to leverage the power of WhatsApp for seamless communication within your organization.

Q: What are some key features of ZEMS?

ZEMS offers features such as sending messages to regions or corporate-wide, scheduling messages, tracking message read status, integration with SMS, and state-of-the-art messaging capabilities.

Q: Are there any known issues with ZEMS v3.0.23202?

No, there are currently no known issues with ZEMS v3.0.23202. However, it is recommended to refer to the documentation for the latest updates and information.

Documents / Resources

ZEBRA WFC-ZEMS Enterprising Messaging Service [pdf] User Guide
WFC-ZEMS Enterprising Messaging Service, WFC-ZEMS, Enterprising Messaging Service, Messaging Service, Service

References

- **Workcloud Communication: Push-to-Talk Pro Support & Downloads | Zebra**
- **User Manual**