INTELLIGENT COMMUNICATIONS SOLUTIONS

Smart Communications for Any Device, Any OS, Anywhere

Honeywell Smart Talk API Services

Honeywell

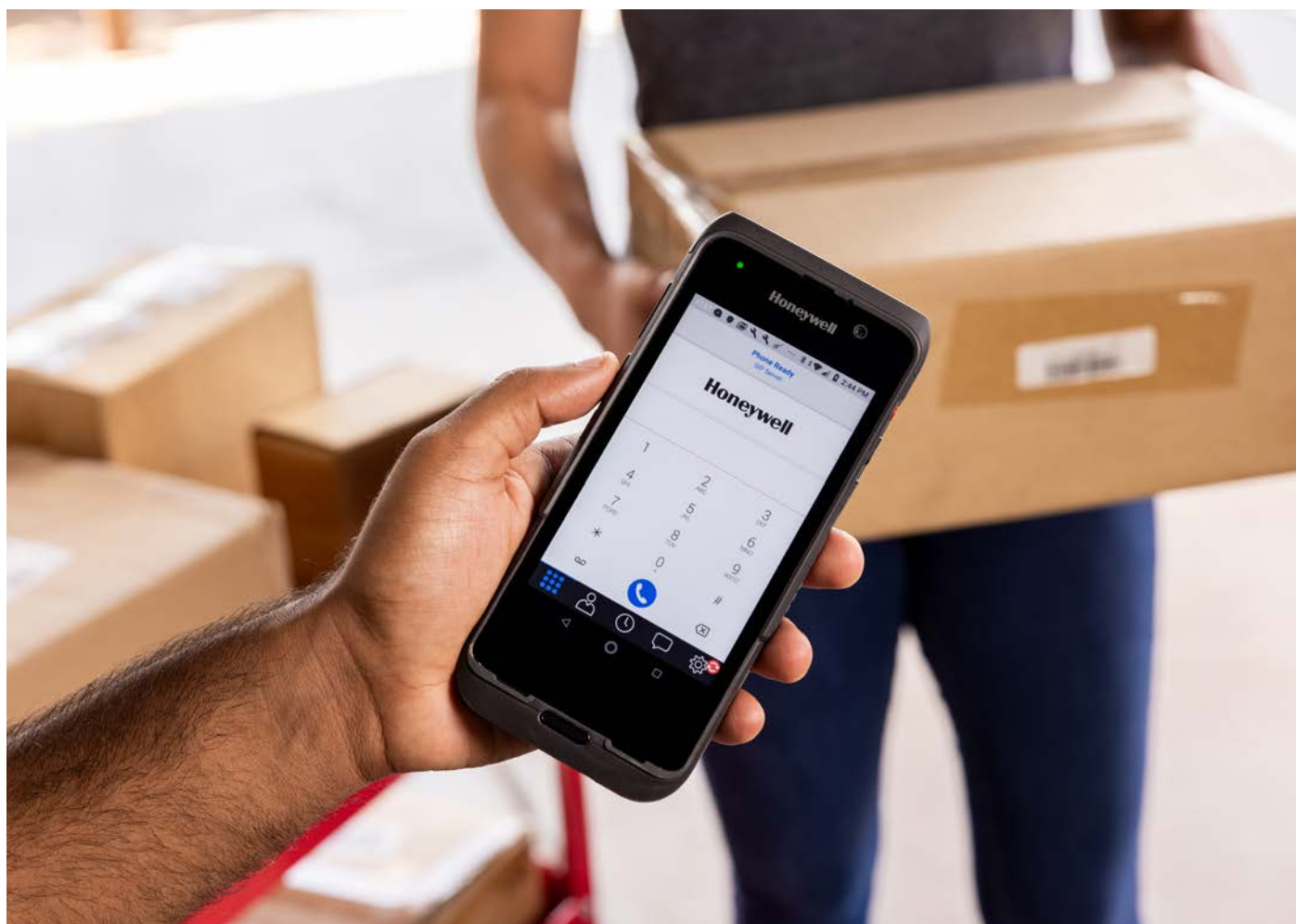# SMART TALK API: AN API ECOSYSTEM ENABLING DIGITAL TRANSFORMATION

Smart Talk API services provide a powerful tool for building your tailored communications solution.

Smart Talk API Services allow customers and third-party developers to build unique solutions leveraging the power of the Smart Talk platform in concert with their other systems.

Smart Talk REST APIs provide an interface that allow for the unifications of communications with business logic that is connected with mobile native capabilities and web access. Your solutions can come together quickly and safely by using Smart Talk's existing functionalities; including event management, notifications, communication, geolocation, secured directory, and future enhancements. These abilities unleash the value of the Smart Talk solution. Smart Talk API service is available on the Smart Talk SaaS platform.

KEY BENEFITS

- **Integration**
  Enhance your business solutions by combining your own solutions with a wide range of features Smart Talk

- **Customization**
  Simplify your customization and develop your own unique logic and interconnections

- **Acceleration**
  Accelerate the application development process and reduce resources and time

USE CASES

Add communication features to your applications

- Add message delivery features to your integrated solutions
- Allow user response to drive IT and OT actions

Customize Smart Talk user experience

- Configure the Smart Talk communications experience (User grouping, communications mode, etc.) to suit your organizations requirements

Access Smart Talk information (Push/Pull Data)

- Access user data via an external platform and generate customized reports

Add capabilities via third-party software

- Customize Smart Talk according to your business needs and integrate with third-party systems. E.g. Provide communications capabilities within your WMS, LMS, ERP, HR, and other systems

Develop business logic for your particular industry

- Customize your solution to perfectly fit the business needs of your industry or operations, such as warehouse, retail, logistics, manufacturing, medical, facility management, etc.

Authenticate Users across platforms

- Enable secure authentication of Smart Talk users on all your platforms/ applications/software using their Smart Talk account (ID/PWD)
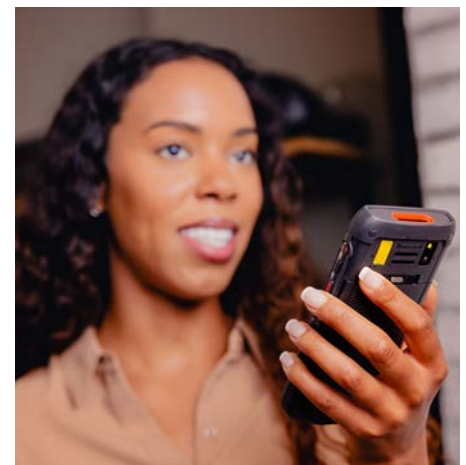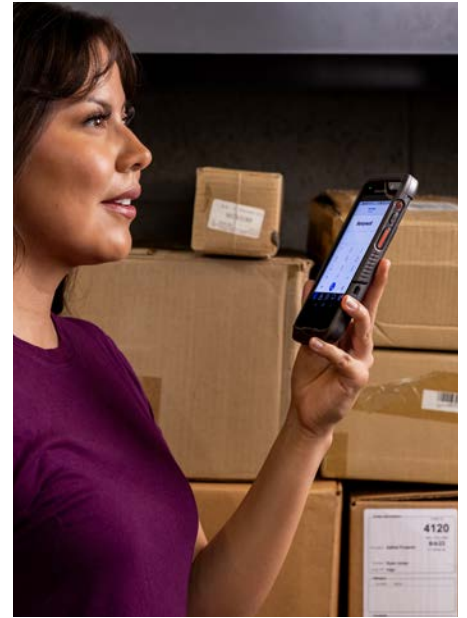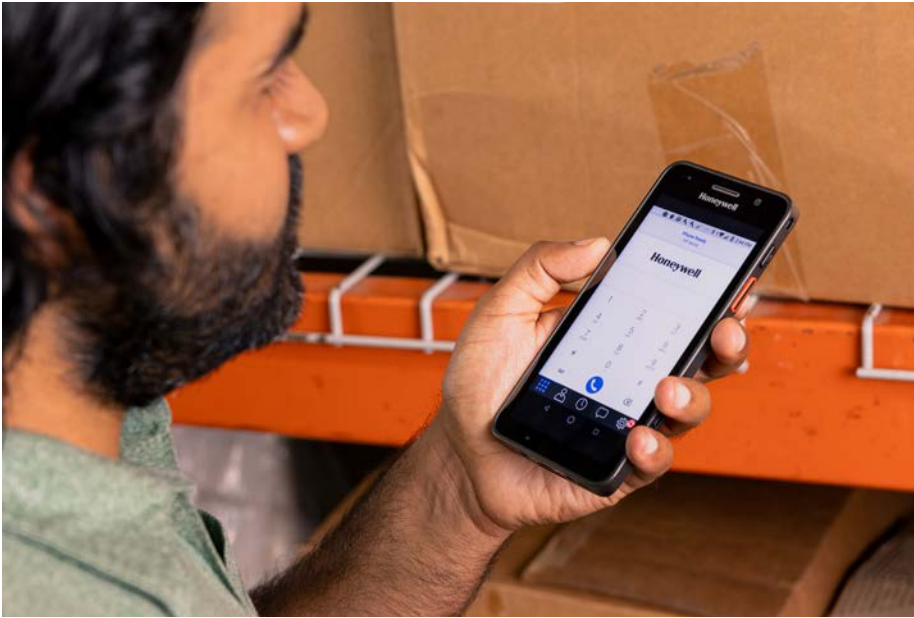- Authenticate Smart Talk users from corporate identity management systems

Users/Group Provisioning

- Provision users from/to your ERP system
- Create communications groups tailored by live operational data

Connect your IT/OT systems and other Internet-of-Things (IoT) sensors to Smart Talk

- Automated response to OT system data and alarms
- E.G. Machine status and error alerts automatically communicated with on-duty maintenance staff
- IoT-sensor initiated business process management
- E.G. facility management process activated by a fire or water leakage sensor

API FEATURES

The Smart Talk API system contains an extensive set of individual APIs capable of interfacing at both the user and administrator level.

The following examples provide a sample of the common functionality enabled by Smart Talk's APIs:

SYSTEM ADMINISTRATION

Provisioning: The ability to; Create, Read, Update, Delete (CRUD):

- Departments, Groups
- Subscribers, users
- Geolocation tracking rules
- Retrieve subscriber detail

Reporting

- Statistics and reporting
- Authentication
- Authenticate users using Smart Talk account communications

COMMUNICATIONS

Messaging

- Send message, delete message
- Retrieve conversation list/message list/message attachment.
- Messaging to on-duty only
- Message delivery report

Voice, PTT and Video calls

- Start/stop calls; accept/ reject calls, callbacks
- Get channel participant list
- Get contact list/group list
- Full duplex one-to-one private voice call
- Create a voice or video call

GEOLOCATION AND SAFETY FEATURES (ROADMAP)

Geolocation

- Send position, get location
- Get points of interest

Priority and Safety messaging (Roadmap)

- Send and receive Priority and Safety messages

For more information

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