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Intelligent business object

In addition to a collection of attributes that ordinary business objects have, intelligent business objects are capable of processing information and communicating in a meaningful way. This includes human beings, software systems and electronic devices. For example, a customer would be an intelligent object because an organization needs to keep certain information about its customers, and may need to communicate with them. **AwareIM** can communicate with intelligent objects via communication channels in two ways: sending notifications or requesting services.

A business space in **Aware IM** is an intelligent business object because it can both communicate and process information. The information is processed according to the rules defined in the business space. As far as communication is concerned, a business space can both provide services and handle incoming notifications.