

# Open Text Fax Server (RightFax) Inbound Fax Routing

## Provide Timely, Accurate Service and Reduce the Costs of Fax-triggered Business Processes with Secure Inbound Fax Routing

Your organization receives and processes large volumes of inbound faxes as it fulfills business transactions. If these faxes are being sent to stand-alone fax machines, printed or re-keyed, then manually sorted, routed, scanned and finally stored in filing cabinets, your organization may be experiencing significant security issues as well as inefficiencies that lead to higher costs.

Open Text Fax Server (RightFax) automates and optimizes fax-triggered business processes by enabling organizations to electronically receive and route inbound fax documents directly to the appropriate people or systems needed to fulfill business transactions.

### Benefits of Inbound Routing with Open Text Fax Server

The intelligent inbound fax routing capabilities of Open Text Fax Server enable organizations to:

#### **Improve response times**

Initiate business processes and speed customer service by routing inbound faxes directly to the people and systems needed to accurately complete transactions and answer customer inquiries.

#### **Shorten the business cycle**

Accelerate order fulfillment and reduce days sales outstanding by instantaneously routing documents directly to the people and systems needed to complete business transactions.

#### **Reduce costs**

Cut costs by eliminating the equipment, supplies and labor associated with manual fax-handling.

#### **Use staff more effectively**

Provide desktop access to inbound faxes and stop chasing down paper-based faxes.

#### **Eliminate lost or mishandled faxes**

Use intelligent routing rules to capture and electronically deliver inbound fax documents directly to the person, department or system that needs it, when they need it.

#### **Support compliance and enhance security**

Safeguard document privacy and support compliance to Sarbanes-Oxley (SOX), Health Insurance Portability and Accountability Act (HIPAA) and other regulations by providing electronic routing and audit trail of regulated documents.

### **Common inbound documents**

- Claims
- Collections
- Contracts
- Customer communications
- Financial statements
- Human resource forms
- Investment applications
- Invoices
- Licenses, permits and registration
- Loan applications
- Medical lab reports
- Purchase orders
- Sales orders
- Trade confirmations and notifications
- Work or service orders



## How Does It Work?

Open Text Fax Server can be the first step in automating a host of important business processes. It captures inbound faxes and initiates important business processes.

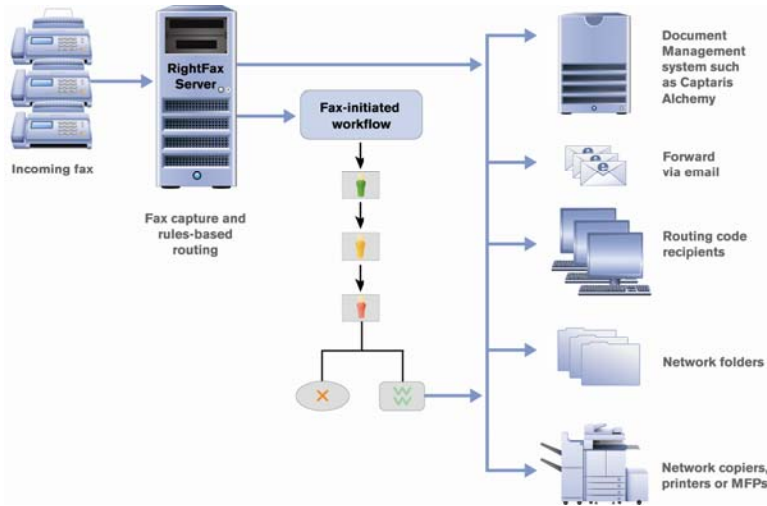


Figure 1: Open Text Fax Server captures inbound fax documents and applies intelligent routing rules to automate document distribution.

## Inbound Routing Options

<b>Route based on information about the sending device or Telco line configuration</b>	Direct Inward Dialing (DID), Dialed Number Identification Service (DNIS), ANI/CSID, Dual-tone Multiple-frequency (DTMF)
<b>Route to workflow for "people processing"</b>	Smart fax distribution; route to user mailboxes; route to email boxes; route to delegates
<b>Route to network folders for pickup by other applications</b>	Route to network folders for pickup by other applications ERP, imaging systems, OCR, workflow systems, document management systems
<b>Route to network copiers, printers, MFPs or directories</b>	Imaging systems, OCR, workflow systems, document management systems, route to network printer or directory
<b>Multiple actions upon inbound receipt</b>	Route, OCR, print, archive, split, combine, AutoReply, etc.

# OPEN TEXT

The Content Experts™

Sales	Americas	Europe	Asia/Pacific	
www.opentext.com sales@opentext.com North America Sales 1 800 499 6544 International Sales +1 8004996 5440	United States 100 Tri-State Int'l Parkway Lincolnshire, IL USA 60069 Phone: +1 847 267 9330 Fax: +1 847 267 9332	Germany Technopark 2 Werner-von-Siemens-Ring 20 D-85630 Grasbrunn Phone: +49 89 4629 0 Fax: +49 89 4629 1199	United Kingdom Grosvenor House Horseshoe Crescent Beaconsfield, Bucks HP9 1LJ Phone: +44 1494 679700 Fax: +44 1494 679707	Australia Level 23 100 Miller Street North Sydney NSW 2060 Phone: +61 2 9026 3400 Fax: +61 2 9026 3455

Copyright © 2008 by Open Text Corporation. Open Text, The Content Experts, Livelink, and Livelink ECM are trademarks or registered trademarks of Open Text Corporation. All other trademarks or registered trademarks are the property of their respective owners. All rights reserved.  
Printed in Canada. SKU

If you are an Open Text partner or customer, visit [online.opentext.com](http://online.opentext.com) for more information about this and other Open Text solutions. Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).