

# 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.

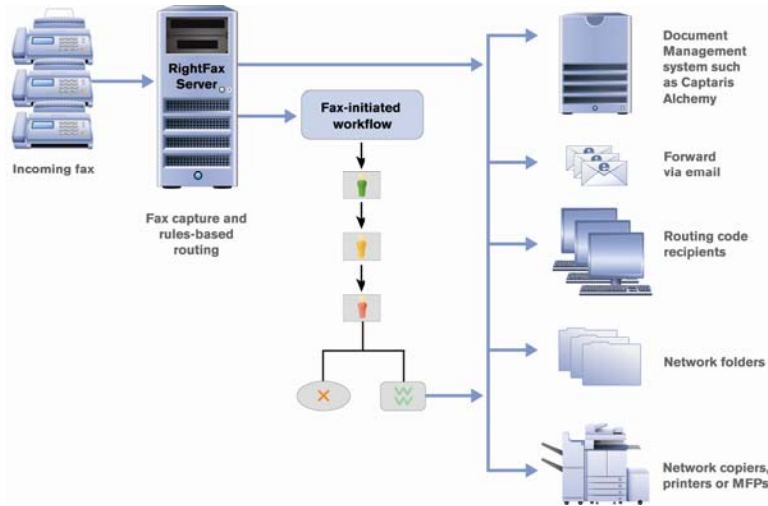


Figure 1: Open Text Fax Server captures inbound fax documents and applies intelligent routing rules to automate document distribution.

## 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.

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