

Overview of FaxBack's Workflow Integration

An In Depth Look at Managing the Flow of Faxes

*Manage the
flow of faxes
by providing
a flexible,
paperless
option*



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Contents

Overview of FaxBack's Workflow Integration

Executive Summary	3
The Challenge Faced by Companies	3
Defining Integration and its Relationship with Fax	4
PDF Document Conversion.....	4
PDF Exporting & Archiving.....	5
DNIS/DID Export	5
Port Export	5
Partial Export	6
Custom Export File Names.....	6
Exporting Fax Header Information.....	6
Autoprint Exported Images	7
Export Page Splitting	7
Summary	7
More Info.....	7



Overview of FaxBack's Workflow Integration

Executive Summary

Integration is an essential requirement in virtually every IT strategy. The overwhelming demand for information integration has dramatically increased as many IT departments are under increasing pressure to streamline communication strategies while reducing costs.

The results of a recent "Morgan Stanley Dean Witter CIO Survey Series" show that the top five priorities for IT are: security software, and application and workflow integration. At the number two spot, application and workflow integration is receiving noticeably more attention than in prior surveys, jumping up several places in only one month.

If companies have learned anything in the past year on Wall Street, it's to consider the value of long-term investments that promise slow but steady payoffs. With IT and business executives needing to make smart investments that they can build upon for the future, it would follow that these executives would be seeking integration options that retain their value over the long term. FaxBack's Workflow Integration suite offers a number of benefits that support this requirement.

NET SatisFAXtion's Workflow Integration suite, a standard feature of this popular fax server line, provides the following benefits:

- Helps companies manage the flow of incoming faxes by providing a flexible, paperless option to automatically store faxes as TIFF images or PDF documents.
- Storing faxes electronically improves security and auditing capabilities and controls data by eliminating paper files that can be lost or altered.
- Exported faxes can be used with popular document management applications such as PC Docs, FileNet, DocLink and LaserFiche to further streamline the flow of information.
- Helps eliminate the paper intensive portion of your company's processes to increase staff productivity, improve customer service and eliminate the unnecessary costs of filing documents.

This guide is designed to give an overview of FaxBack's Workflow Integration suite, provide explanations for specific features like PDF Document Export, DNIS/DID Export, and Custom Export File Names while showing you the benefits these technologies can bring to any size organization.

The Challenge Many Companies Face

Throughout the past two decades, organizations spent heavily developing various management information systems. They implemented multiple and usually incompatible information and communication systems - one for human resources, one for manufacturing, one for finance, one for sales and so on. These systems gathered and handled various forms of data that was processed, analyzed and stored.

Overview of FaxBack's Workflow Integration

Purchasing, inventory, order entry, financials and other enterprise applications all generate large volumes of critical business communications – purchase order, invoices, order acknowledgements, bills of lading, to name only a few.

To address these document delivery challenges, companies are looking for tighter integration with in-house applications to better streamline the flow of information – letting them improve efficiency and lower costs. Many businesses are turning to proven messaging models to deliver what their customer, vendors, partners and even employees want, as quickly as possible.

In an accelerated business environment computer-based or LAN-based faxing is an application that continues to prove itself as a fast, effective and reliable information vehicle. Fax continues to be a universally popular method for reaching audiences.

Defining “Integration” and its Relationship with FAX

Critical for many organizations is successfully integrating “FAX,” a corporate, communications bedrock into an electronic environment of multiple and usually incompatible information and communication systems – without prodigious amounts of tweaking, spit and bailing wire.

NET SatisFAXtion's Workflow Integration suite helps companies manage the flow of incoming faxes by providing a flexible, paperless option to automatically store faxes as TIFF images or PDF documents. Storing faxes electronically improves security and auditing capabilities and controls data by eliminating paper files that can be lost or altered. Moreover electronic, exported faxes can be used with popular document management applications such as PC Docs, FileNet, DocLink and LaserFiche to further streamline the flow of information. NET SatisFAXtion's Workflow Integration suite goes one step further in helping you eliminate the paper intensive portion of a company's processes to increase staff productivity, improve customer service and eliminate the unnecessary costs of filing and storing documents.

The following sections provide explanations for specific features included in the Workflow Integration suite.

PDF Document Conversion

NET SatisFAXtion's PDF Convert option allows companies to take advantage of the universally popular Acrobat Portable Document Format (PDF). The module works by automatically converting incoming faxes directly to a PDF file format.

With it, email users can receive inbound fax images as PDF files directly to their Microsoft Outlook, Lotus Notes or any SMTP Internet mail client inbox. From any email inbox, incoming faxes appear as PDF files, which can be easily opened across a broad range of hardware and software, and appear just like the original file.

Feature Highlights

- Automatically converts inbound faxes from fax images to PDF's
- No manual intervention required
- Save and store received faxes in PDF format for easy, fast, reliable retrieval later
- Includes the industries best file compression to minimize file sizes
- Provides email users with familiar attachments that can be easily forwarded to other users
- Supports exporting faxes as PDF's for archiving or importing into workflow or document management systems

Overview of FaxBack's Workflow Integration



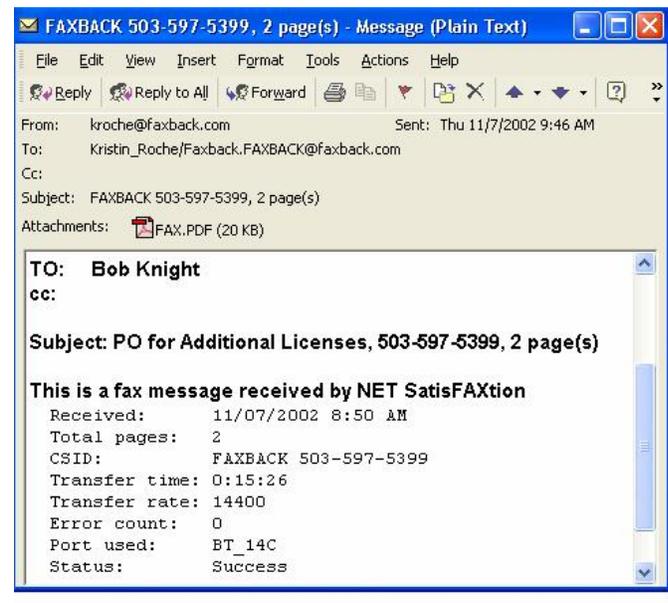
Any NET SatisFAXtion fax server can be configured to automatically convert incoming fax images on-the-fly to a PDF format. Unlike other document conversion solutions, no manual intervention is required. The conversion process is a function handled by the fax server automatically.

Email recipients click on the PDF attachment to open the file just as they would with any email attachment.

A range of inbound fax routing methods are supported including AIR (automatic inbound routing), CSID (call subscriber identification), DID (direct-inward dial), DTMF (dual-tone multi-frequency), line routing and manual routing.

PDF Exporting & Archiving

The fax export option supports exporting faxes as PDF or TIF files for off-server archiving or importing into workflow or document management systems.



Via NET SatisFAXtion fax images can be automatically exported to be archived. Storing fax images electronically as PDF's or TIF files allows virtually any computing environment to manage and control network-based information across a variety of platforms, applications, databases, networks and even geographic locations

DNIS/DID Export

Another unique feature of NET SatisFAXtion's Workflow Integration suite is the ability to export faxes to administrator-defined, dedicated directories based on the DNIS/DID routing address of the incoming fax. Upon arrival, the NET SatisFAXtion server can be easily configured to auto-route a fax to a specific network directory.

This feature allows companies to set-up individual, dedicated directories for specific DNIS or DID numbers and is useful for archiving purposes or even for exporting fax files to work with various workflow applications. There is no limit to the number of directories you may have. Archive incoming faxes for permanent storage or export for immediate workflow integration.

Port Export

Every NET SatisFAXtion fax server is designed to handle anywhere from 2 up to 96 ports of fax per fax server. Companies can export faxes based on the fax port it was received on. Administrator-defined directories can be easily set-up where incoming faxes can be auto-routed based on the port they arrived on.

Special Note: This feature cannot be used in conjunction with DNIS/DID routing. Each fax server can only use one export method.

Overview of FaxBack's Workflow Integration

Partial Fax Export

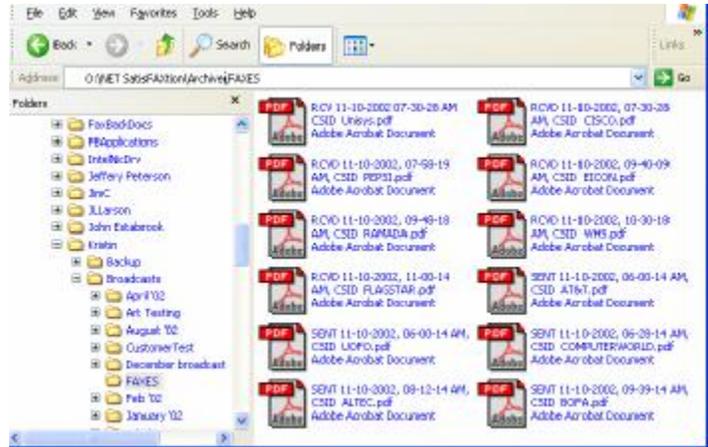
If you're implementing DNIS/DID or port export, you can set all partial faxes - these are faxes that had an error or were missing pages - to a separate, dedicated directory. This allows you to make note of potential 'problem' faxes. Having these type of faxes automatically routed to a special directory gives users the ability to contact the sender immediately to resend the fax if they have not already done so. A useful feature for environments that handle high-volume inbound fax.

Custom Export File Names

Incoming faxes can be assigned customized, unique file names for quick searching and retrieval or to meet your workflow application's file requirements.

A NET SatisFAXtion server can be easily configured to automatically archive sent and received faxes to an administrator-specified network directory.

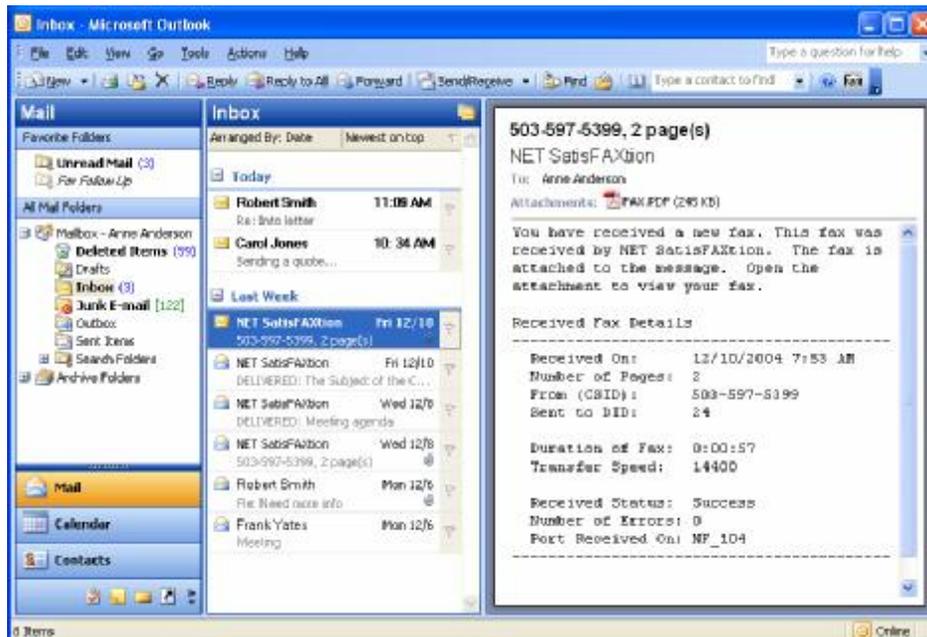
Users determine a customized naming scheme so that each sent or received fax is automatically assigned a file name that matches the company's corporate messaging strategy.



Automatically archive sent/received faxes to a specified directory.

Exporting Fax Header Information

A critical component for most workflow and document management applications is being able to imprint the received date and time on electronic fax images. NET SatisFAXtion Workflow Integration suite automatically adds an additional header to every fax image that includes the date and time the fax was received, the file name and the number of pages.



NET SatisFAXtion automatically imprints the received date, time and filename on electronic fax images.

Overview of FaxBack's Workflow Integration

Autoprint Exported Images

The Workflow Integration suite supports automatic printing of exported fax images and/or log files to any administrator-specified network printer.

Incoming faxes can be delivered to any network printer for which multiple users are given access.

Export Page Splitting

A NET SatisFAXtion fax server supports page splitting of exported multiple page images (saves each page to a separate file). Each time a multiple page is exported a separate file is created for each page instead of a single multiple page file. The exported image file names are indexed with the page number.



The NET SatisFAXtion server automatically processes inbound fax jobs, separating multiple page faxes, converting each page into a TIFF file and exporting these files to a specified directory. These TIFF files can be easily stored and indexed as needed. These TIFF files, which are now in a format recognizable by most applications, can also be easily imported to a range of workflow or document management applications.

Summary

NET SatisFAXtion's Workflow Integration suite helps companies manage the flow of incoming faxes by providing a flexible, paperless option to automatically store faxes as TIFF images or PDF documents. Storing faxes electronically improves security and auditing capabilities and controls data by eliminating paper files that can be lost or altered. Moreover electronic, exported faxes can be used with popular document management applications such as PC Docs, FileNet, DocLink and LaserFiche to further streamline the flow of information. NET SatisFAXtion's Workflow Integration suite goes one step further in helping you eliminate the paper intensive portion of a company's processes to increase staff productivity, improve customer service and eliminate the unnecessary costs of filing and storing documents.

For nearly twenty-five years FaxBack has been a leading fax messaging company with solutions that radically simplify the way organizations communicate. We provide award-winning network fax servers, fax-on-demand, broadcasting and web-to-fax solutions that streamline information processes, get time-sensitive information into the hands of your audience faster than ever before while reducing the cost of doing business.

First introduced in 1990, NET SatisFAXtion is an award-winning fax server with tens of thousands of fax servers installed in North America alone. Designed for organizations that need to control and simplify their fax communications, it is enjoyed by thousands of global organizations including AT&T, Arco, Bank of America, Compaq, Kaiser Permanente, Kodak, NEC, Sherwin-Williams and Wells Fargo. Countless other organizations in nearly every industry from real estate to manufacturing and travel to education and healthcare trust FaxBack and NET SatisFAXtion for their fax communications needs.

More Info

FaxBack, Inc.
7409 SW Tech Center Drive, Ste. 100
Tigard, OR 97223

Voice: (503) 597-5350
Fax: (503) 597-5399
Web: <http://www.faxback.com>
E-mail: info@faxback.com