



FACSys®



5.1

FAH ENABLE YOUR WORLD®

## FACSYS® 5.1 ENTERPRISE FEATURE ENHANCEMENTS

**THE** FACSys® Fax Messaging Gateway is a network fax platform that entirely eliminates the need for a manual fax machine in order to send and receive fax transmissions. It allows organizations to enable their staff to transmit and obtain faxes directly through applications, through a desktop client or browser interface, and/or through e-mail applications.

The elimination of the manual fax machine allows organizations to reduce paper consumption and storage requirements, improve worker efficiency and maintain compliance with legislative requirements by leveraging the ability to store the audit records of incoming and outgoing transmissions.

FACSys® 5.1 Enterprise maintains the core features and functionality of FACSys® 5.0, while providing the following enhancements to meet the changing needs of the organization, particularly:

- Routing Enhancements
- Collaboration Enhancements
- Compliance & Content Management Enhancements
- Enhancements to Support Changing Infrastructure
- Usability Enhancements

### ROUTING ENHANCEMENTS

These enhancements have been developed to provide administrators with more options with regards to how FACSys® documents will be routed, and to increase the ease of routing these documents within the organization.

#### BARCODE-BASED INBOUND ROUTING

This feature allows administrators to assign each user a unique and predefined barcode value. Incoming transmissions with barcode values are cross referenced against the user assigned barcodes and routed to the appropriate recipient. Alternatively, if the barcode value matches the messageid of a fax already in the FACSys® system (i.e., an outbound fax), the inbound fax is routed to the user associated with that particular fax document.

Inbound routing rules can be setup to identify specific barcodes on incoming faxes and route the document to the associated user/group.

#### ENHANCED INBOUND ROUTING LIST

FACSys® now captures not only the CSI (Call Sender Information) inbound transmissions, but also the ANI (Automated Number Identification) and any specified Caller ID. This provides administrators with more routing options, as transmissions can now be routed based on DID or CSI, ANI or Caller ID.

This enhanced routing list provides Administrators with the option of assigning weight to the various metadata captured, allowing rules to be set up that stipulate the necessary mix required to route documents to specific users and enabling exceptions for DID (Direct Inward Dial) routing.

### COLLABORATION ENHANCEMENTS

These enhancements have been designed to improve communication and collaboration amongst team members that require both access to, and knowledge of the same FACSys documents within the organization.

#### MANAGED USER

This enhancement offers supervisors full access to their staff FACSys® folders, including Inbox, Outbox, Sent Items and Deleted Items, and allows them to send faxes on behalf of these users. Full Administrative rights are not longer required to achieve this.

#### INTEGRATION WITH SHAREPOINT CONTENT MANAGEMENT SYSTEM

Leveraging the SharePoint Content Management System allows all fax transmissions for working groups to be stored in a central document library. Enabling the use of document permissions ensures that users requiring access to FACSys® documents have access, and those that should not have access are restricted.



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### ENHANCED NOTIFICATIONS

#### INPUT COMMENTS FOR APPROVAL/REJECTION OF FAXES

This allows users to append any necessary comments to faxes sent for review, thus saving the step of auxiliary communications to the approver and capturing this data for later reference, if required.

#### NOTIFICATION TO THE SENDING USER OF THE IDENTITY OF THE USER CANCELLING A FAX

If a fax is cancelled, this notification provides the user sending the fax with the identity of the user that has cancelled the fax, thus creating an environment of transparency and enabling superior user communication.

#### NOTIFY REVIEWER OF FAXES PENDING APPROVAL

These notifications ensure the timely review of outbound faxes, thus facilitating transparency and efficiency within working groups, and the organization as a whole.

#### NOTIFICATIONS SENT TO MULTIPLE E-MAILS

This allows users to have multiple e-mail addresses within their single FACSys® user profile, ensuring that regardless of location or medium, they can be reached at their preferred address at a chosen time.

### COMPLIANCE & CONTENT MANAGEMENT ENHANCEMENTS

These features have been developed in order to facilitate the search, storage and retrieval of FACSys® documents, in order to maintain corporate compliance with legislative requirements and content management policies.

#### TOKEN-BASED FORMAT FOR NETWORK SHARE ARCHIVED FILENAMES

Administrators now have the ability to specify what data will be contained within the chosen filename. This allows the organization to not only create meaningful filenames, but to stay within the constraints of corporate naming conventions.

### ENHANCED TTI HEADER FORMAT

The TTI (Time Transmission Interval) Header will now capture any assigned Caller ID. This feature allows organizations to maintain the granular level of metadata required to maintain proper access control and regulatory compliance.

### INTEGRATION WITH SHAREPOINT CONTENT MANAGEMENT SYSTEM

Inbound and Outbound FACSys® documents can be stored directly into SharePoint, maintaining all associated metadata, and leveraging the document and access control of SharePoint. This creates a working environment that facilitates easy search and retrieval of FACSys® documents, allowing organizations to manage the lifecycle of critical documents, and ensuring compliance with legal regulations.

### USER-DEFINED PROPERTIES

Users now have the ability to define four (4) properties/keywords on the Fax cover page, which are maintained as metadata. These properties can be assigned default values or can be filled out manually at the time of transmission. These properties allow the FACSys® documents to be easily searched, and with the effective and prescribed use of these properties, organizations can ensure that key information is captured in context. The user defined properties of a message can be assigned at any point, even after the fax has been sent or received.

### ENHANCEMENTS TO SUPPORT CHANGING INFRASTRUCTURE

These enhancements have been developed to provide IT managers with the freedom to change and improve the corporate infrastructure, while maintaining the full functionality of FACSys®.

### SUPPORT FOR 64-BIT WINDOWS

For organizations that are moving toward high powered servers or thin client architectures, FACSys® now supports Win 64.



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### ENHANCEMENTS TO ACTIVE DIRECTORY SYNCHRONIZATION

This enhancement will allow Administrators to both synchronize and perform Schema Extensions with Active Directory based on Groups, and will also the ability to automatically generate Groups of FACSys® Users to replicate the existing Active directory environment.

### USABILITY ENHANCEMENTS

These enhancements have been designed to improve the end-user experience with FACSys®.

### ENHANCED NOTIFICATION TEMPLATES

As part of the Microsoft® Office 2007 and SharePoint Add-On, users have the option to use enhanced templates for their notifications. These can be designed and edited in HTML (XSL), providing users with the ability to specify and receive notifications that suit their needs.

### EACH USER CAN MAINTAIN A UNIQUE CALLER ID

With each user being assigned a unique Caller ID, the transmission can maintain the ID of that individual in lieu of the number associated with the sending device. This enhances the user experience by allowing the receiving user to associate the number with a particular individual instead of an organization. This is also beneficial to organizations offering faxing as a service.

### CUSTOMIZABLE DR/NDR REPORTS

Delivery Reports (DR) and Non Delivery Reports (NDR) are now customizable to reflect both the brand requirements of the organization, as well as the desired content for the reports.

### SEAMLESS INTEGRATION WITH MICROSOFT® OFFICE 2007 SYSTEM

The Microsoft® Office 2007 Add-In provides full FACSys® Fax Messaging capabilities within the core Office 2007 applications. Users can send faxes directly out of Word, Excel and PowerPoint using a Wizard, or using the same model as the 'Send Message' functionality inherent to the applications.

The Send FACSys® Message option will launch the FACSys® Message Window in Outlook with the document attached. Both Sending options provide users with core FACSys® functionality such as Billing Codes, Peak Times, User-Defined Properties and more.

