



DATASHEET

RightFax Inbound Fax Routing

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

OVERVIEW

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. Captaris 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 RightFax

The intelligent inbound fax routing capabilities of RightFax 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.

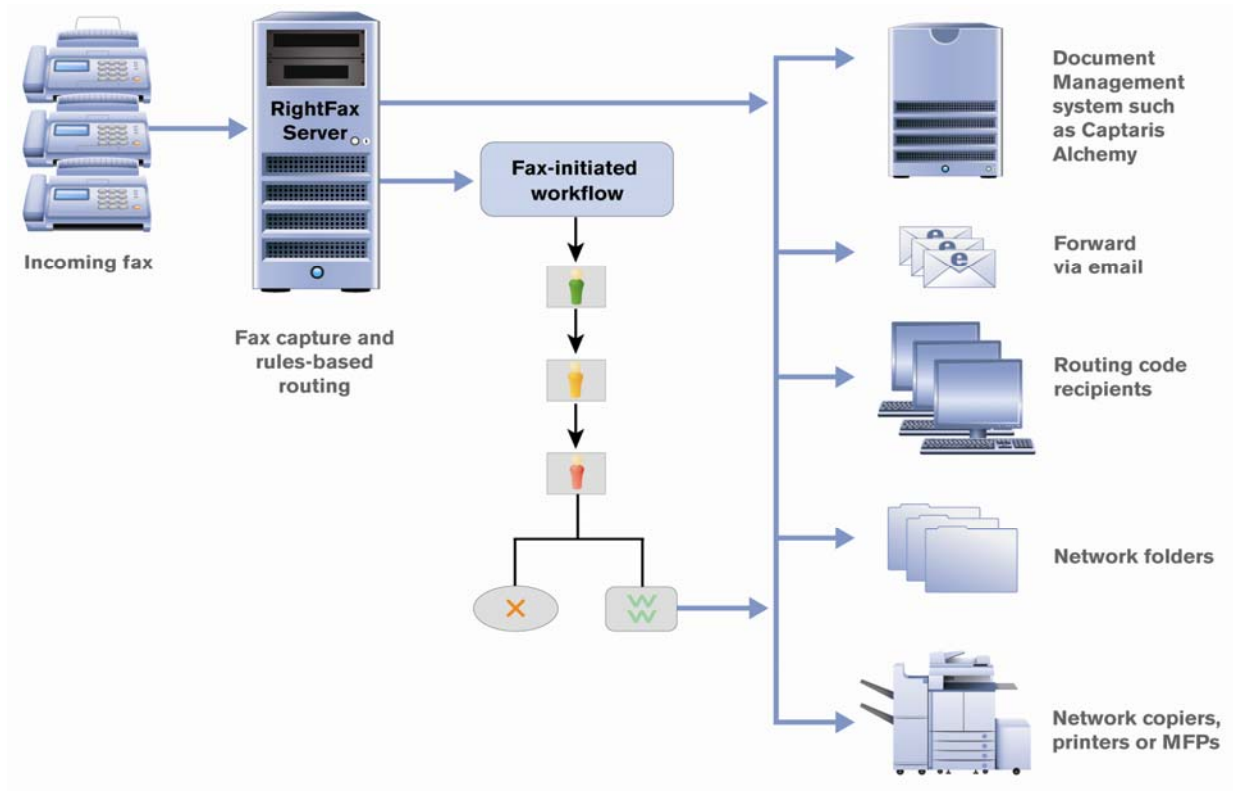
Support compliance and enhance security Safeguard document privacy and support compliance to Sarbanes-Oxley (SOX), Health Insurance Portability and Accountability Act (HIPAA) and other regulations by providing electronic routing and audit trail of regulated documents.

HOW IT WORKS

RightFax can be the first step in automating a host of important business processes. It captures inbound faxes and initiates important business processes. Common inbound documents include:

- 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

Figure 1: RightFax captures inbound fax documents and applies intelligent routing rules to automate document distribution.



RIGHTFAX INBOUND ROUTING OPTIONS	
Route based on information about the sending device or Telco line configuration	Direct Inward Dialing (DID), Dialed Number Identification Service (DNIS), ANI/CSID, Dual-tone Multiple-frequency (DTMF)
Route to workflow for "people processing"	RightFax Workflow Wizard; Smart fax distribution; route to user mailboxes; route to email boxes; route to delegates
Route to network folders for pickup by other applications	Enterprise Resource Planning (ERP), imaging systems, Optical Character Recognition (OCR), workflow systems, document management systems
Route to network copiers, printers, Multifunction Products (MFPs) or directories	Imaging systems, OCR, workflow systems, document management systems, route to network printer or directory
Multiple actions upon inbound receipt	Route, OCR, print, archive, split, combine, auto reply, etc.

ABOUT CAPTARIS, INC.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the Nasdaq National Market under the symbol CAPA. For more information, please visit www.Captaris.com.

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