OpenText Fax Intelligent Workflows

Optimize and transform your content-centric workflows with automated capture and routing of fax data and documents.

Benefits

- Accelerates and automates fax data extraction to drive workflows
- Automatically route documents and data to the right team members or system based on defined workflows
- Automates data entry and eliminates manual tasks

Automating and optimizing business processes is the heart of digital transformation initiatives but improving the flow of documents and integration with enterprise applications remain challenges. Many companies rely on fax in their content-centric workflows and then struggle to unlock data trapped in faxed documents. OpenText™ Fax Intelligent Workflows removes that obstacle, dramatically reducing the time, cost, and risk of making fax content available to the right people and systems.

Digital fax is an excellent solution for the fast, secure and reliable exchange of business-critical documents, but it can be even better. OpenText Fax Intelligent Workflows builds upon the power of our digital fax solutions by enabling end-to-end processing of fax information. The tool intelligently captures and extracts data from fax documents, identifies the process or workflow where the document belongs, and then seamlessly routes the data to its correct destination – whether that be a person or application.

Intelligently capture and extract data

Leveraging OpenText™ Capture, this solution combines intelligent document and character recognition to locate and extract information from digital faxes. Once data has been extracted, OpenText Fax Intelligent Workflows provides the appropriate metadata and tagging to create actionable information that can be intelligently routed to its destination. Where required, data verification, correction, and approval can be easily built into the workflow.

Research suggests only 50% of healthcare referrals result in a completed appointment. This means that, for hospitals and healthcare providers, an effective referral system is key to ensuring patients don't fall through the cracks and receive the best care at the right time.

Services

- OpenText™ Fax Managed Services
- OpenText™ Professional Services
- OpenText™ Learning Services

Quickly create and optimize workflows

OpenText Fax Intelligent Workflows includes an easy-to-use, visual Workflow Manager to optimize the flow of inbound fax data. With this tool organizations can create an unlimited number of workflows to shorten process cycle times. Workflows are controlled via role-based access to ensure that your inbound fax content is automatically routed and processed by the appropriate people and systems.

Improve information quality

By reducing manual tasks and data entry, OpenText Fax Intelligent Workflows significantly removes human error and improves data quality. Its OCR automation template designer allows for fast and accurate capture of data from commonly received documents - such as invoices, POs, claims forms, etc.

Increase information sharing and productivity

This solution includes comprehensive search functionality to ensure any fax can be found and returned in seconds. Using an intuitive user interface, fax information can be quickly and securely accessed from web and desktop clients, then shared across the organization.

OpenText Fax Intelligent Workflows brings intelligence and ease-of-use to the capture, extraction and routing of fax data across the organization. It enables companies to gain the full value of received information by automating workflows to deliver end-to-end processes. Content is intelligently tagged and classified to facilitate the rapid retrieval and sharing of fax documents wherever they're stored on your OpenText™ Fax system. With minimal training, users can quickly design their own fax workflows that improve efficiency and productivity.

OpenText Fax Intelligent Workflows allows a modern, efficient, and timely referral process by intelligently capturing appropriate data from incoming referrals and automatically routing the information to everyone involved (see Figure 1). This facilitates automated information flows that drive better outcomes for both healthcare providers and their patients.
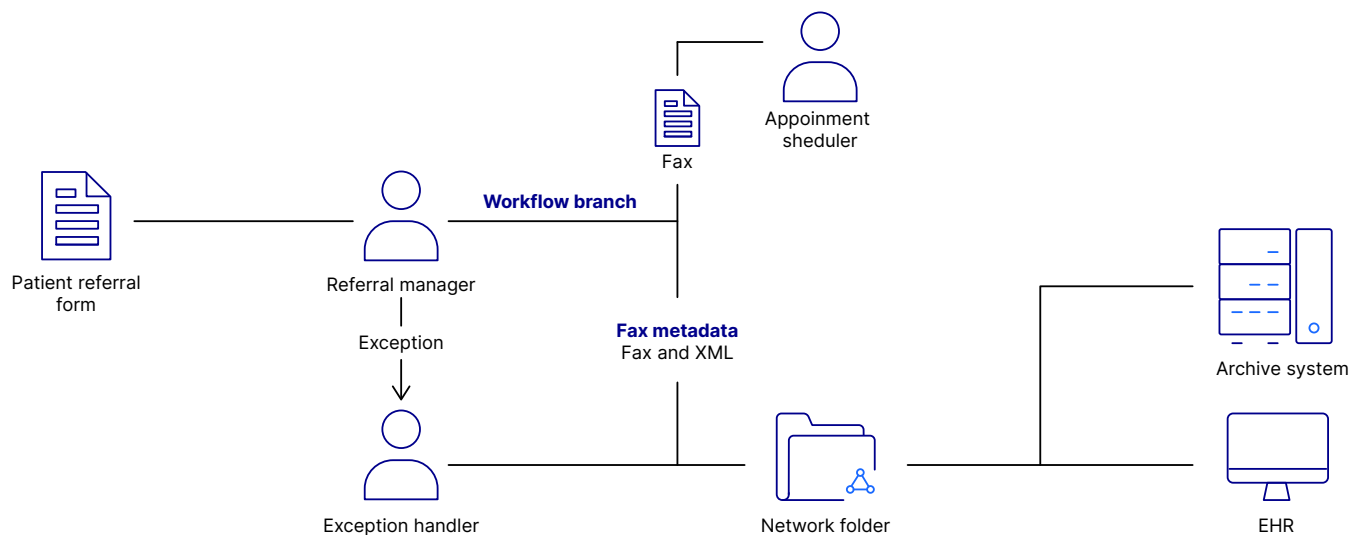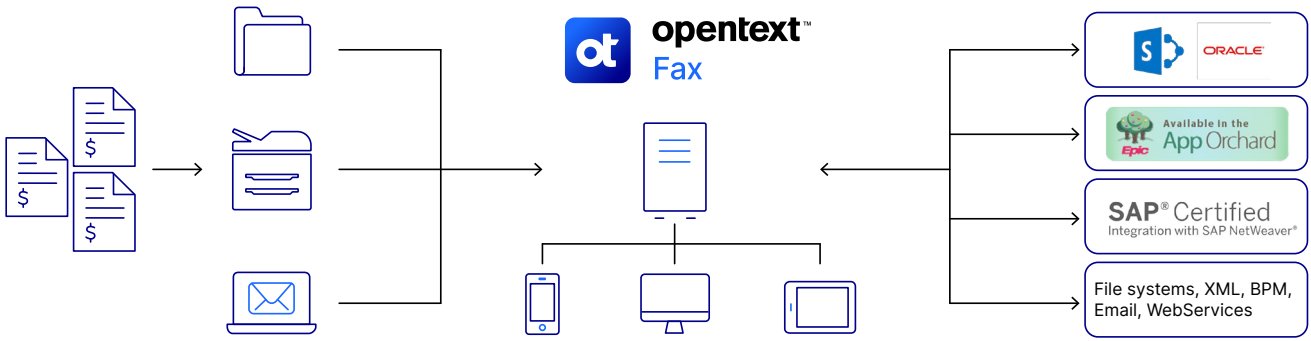

Figure 1: Automated inbound patient referral workflow

| Fax-based content from various sources… | extract and deliver actionable data to clients… | …and feed data into business applications |

opentext™ Fax

File systems, XML, BPM, Email, WebServices

Resources

OpenText Fax Cloud Connect overview ›

OpenText™ Fax Cloud Connect Connect overview ›

Fax + Capture explainer video ›

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