

The FAXCOM 2012 Windows and Web-based Fax Clients

Next-generation fax clients provide advanced collaboration and workflow features.



Figure 1. Basic FAXCOM 2012 Implementation

Introducing Biscom's Next-generation Fax Clients

Increasingly, organizations are including fax in their business processes, and thus require fax clients that are optimized for retrieving, viewing, and processing document images. In addition, organizations are demanding document archiving features that help them comply with government regulations for protecting and storing information. In response to such business needs, Biscom has developed the FAXCOM 2012 Windows-based desktop client and the FAXCOM 2012 Web-based client.

FAXCOM 2012 Features

Optimized Fax Processing Workflows

As a merging of the classic FAXCOM Client and the FAXCOM Workflow Client, the FAXCOM 2012 Client was specifically designed to optimize user participation in, and supervisor management of, fax processing workflows. Fax service supervisors can automate inbound fax workflows by setting timers and creating robotic actions. If, for example, a fax is not processed by a user within a pre-specified time frame, data entry can trigger a robotic action that automatically moves the fax to the next user.

In addition, fax service supervisors have an enhanced view of fax user mailboxes. Because supervisors can easily display fax processing activity in all user mailboxes, they can make sure all faxes are being processed. Supervisors, can, for example, configure a setting whereby they can quickly grant themselves access to the mailbox of User2 when they discover User2 is out of the office.

- Optimizes fax processing workflows.
- Streamlines the process of archiving faxes and restoring previously-archived faxes.
- Provides enhanced searching for faxes in user mailboxes and archives.
- Includes enhanced fax broadcast capabilities.
- Supports the use of Active Directory for managing fax client users.
- Provides a detailed audit trail of all user actions.

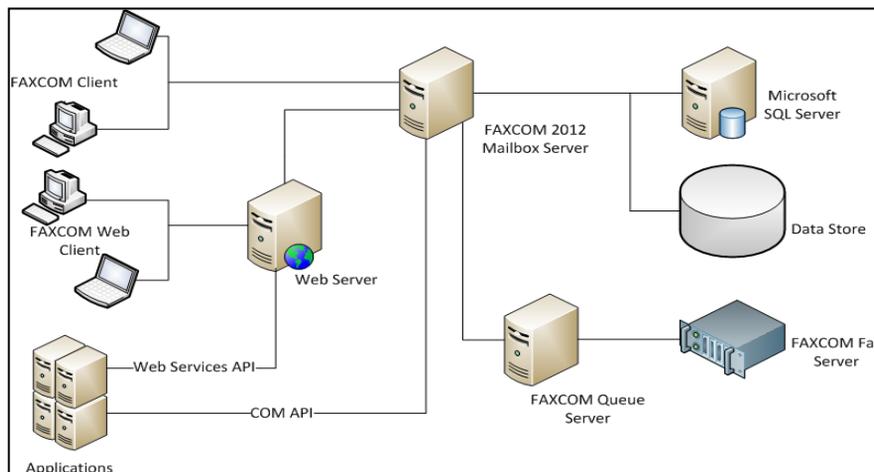


Figure 2. FAXCOM 2012 System Architecture

Enhanced Fax Broadcast Capabilities

The FAXCOM 2012 Clients include simplified broadcast fax management tools. Senders of fax broadcasts can switch between a summary view and an expanded view of the broadcast, enabling them to resend in one attempt each fax that failed to be transmitted.

Enhanced Searching and Archiving

The FAXCOM 2012 Clients provide both automated and user-initiated archiving of sent and received faxes. In order to help companies satisfy regulatory and compliance mandates, not only the fax image, but also all known fax details – Caller ID, TSI, all users who had access to the fax, etc. – are also archived.

How Are the New Clients Implemented?

As shown in Figure 2, the Mailbox Server accesses the following two components: a Microsoft SQL Server storing the metadata that uniquely identifies each fax; the Data Store containing the fax images themselves. Such an implementation isolates the fax images from the clients, ensuring there is neither unauthorized access nor conflicts when multiple users attempt to access the same pool of images.

Identifying and managing the 2012 Client users is done through integration with Active Directory (AD). There is no need to maintain a separate fax user list. Users login to their 2012 Client application with their AD login. The fax service supervisor then easily controls just which fax functions the AD list users can perform by checking/unchecking a list of user properties.

System Requirements

- Licensed option for FAXCOM Suite for Windows (supporting FAXCOM Queue 10.0.0 or above)
- Microsoft SQL Server
- Microsoft Active Directory
- Microsoft IIS (for the FAXCOM 2012 Web Client)
- Microsoft .NET 4.0
- On-premises FAXCOM Server or Biscom hosted fax service

ABOUT BISCOM

Biscom was founded in 1986 and pioneered the fax server marketplace, providing many of the world's largest organizations with its award-winning FAXCOM fax servers. Biscom also offers hosted fax services, secure file transfer and messaging solutions, file conversion software, and document workflow and automation tools. Biscom is headquartered in Chelmsford, Massachusetts. Visit www.biscom.com