

AWD[®]

AWD/Fax[®]

As a comprehensive business process management (BPM) solution, the Automated Work Distributor™ (AWD[®]) includes support for seamlessly capturing and integrating faxes into AWD workflow.

AWD/Fax[®] is a client server running with a third-party application to enable inbound and outbound faxing capabilities. AWD/Fax can be integrated with numerous third-party fax applications.

AWD/Fax:

- Manages inbound and outbound fax transmissions.
- Monitors the progress of all outbound faxes from local and/or remote locations.
- Logs error and fax management information messages in a daily log file.
- Displays the status of inbound faxes.
- Automatically indexes inbound faxes.

Fax Inbound Processor

An inbound fax can be indexed and routed through the AWD workflow based on a pre-defined identifier, such as the sender's phone number or account number, or the fax number dialed.

All requested transmissions are logged with the server. The information logged is capable of identifying the requester, document, time and receiver. Faxes that are not identified are placed in high-priority queue for manual identification and routing within the AWD workflow.

Fax Outbound Processor

Outbound faxes can be sent in three different ways:

1. Any authorized user can access the desktop fax function to send a fax from most programs.

2. AWD can automatically send a fax when a work item reaches a pre-defined step in its workflow.
3. Any line-of-business system application can generate and send a fax through use of a standard API. Outbound faxes can be sent individually, in groups, or can be sent at a designated time.

Faxes can be sent to one number or to a distribution list of numbers. AWD monitors the status of all outbound fax transmissions.

Each fax server supports multiple concurrent inbound and outbound fax transmissions.

For more information about AWD/Fax and other AWD products, contact us at (816) 843-8200, email us at awdinfo@dstawd.com, or visit our Web site at www.dstawd.com.



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