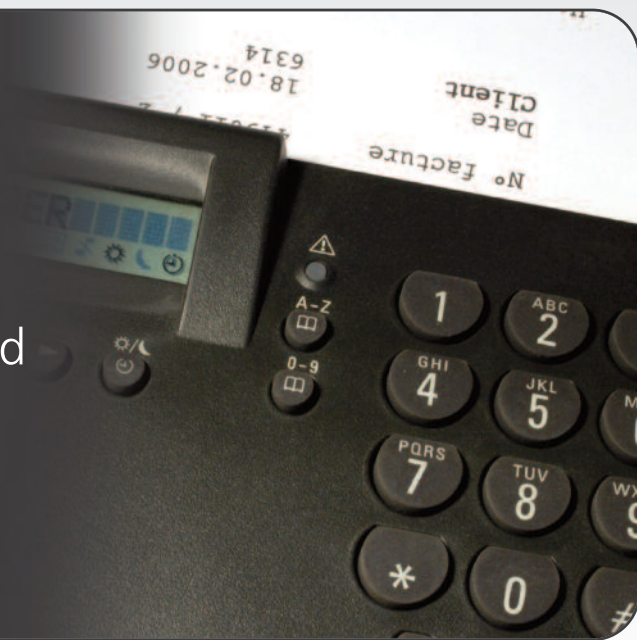


Fax ME

The ultimate way to manage fax communication without dedicated fax machines and lines



Fax ME enables you to integrate the world of fax into your standard email system. With **Fax ME**, incoming faxes are routed based on DDI to the inbox of the relevant person or department, where they can be opened in the same manner as a standard email and forwarded and archived.

Quick returns on your investment

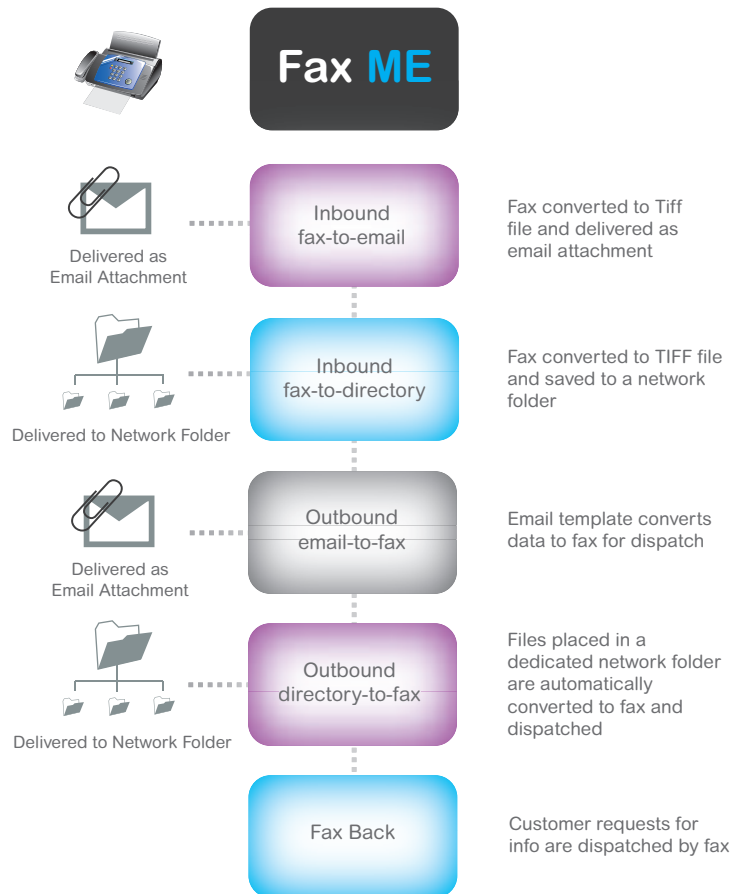
By utilising the latest in Integrated Voice Response (IVR), the **Fax ME** application can

- Utilise existing IVR investment to avoid the need for expensive fax machine and fax server equipment
- Avoid cumbersome filing administration processes for inbound faxes
- Improve staff productivity by faxing directly from the desktop
- Reduce debtor days with improved order-to-cash processes

“Fax ME has made a direct contribution to our continued success by improving our order-to-cash processes”

Finance Director, Midlands Manufacturer

The Fax ME call flow process



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Fax ME features & benefits

- Inbound faxes converted to TIFF files, for easy distribution to the right person or department.
- Simple central management of fax back requests associated with sales promotions, order confirmations and other business processes.
- Outbound faxes can be created by simply copying a document or letter into a defined network folder. The document is automatically converted to fax and dispatched.
- Outbound faxes can be created by completing a simple email template, which is then automatically converted to fax and dispatched.
- Inbound and outbound faxes can be added to the customer record for complete customer contact history.
- TIFF files can be delivered as standard email attachments or posted to a department folder on your network.

Fax ME tailored to your needs

The following options can be configured within the **Fax ME** application:

- Design and maintain your own fax management processes using the application portal.
- Faxing may be monitored and/or recorded, to enforce users' quotas, charge users, or ensure compliance with data-retention laws.
- Faxes can be received for all departments using a single DDI and then routed appropriately, so you no longer have to publish different fax numbers for key departments.
- Fax management plans can take rotas, time/day, skills and locations into account.
- The server can maintain a blacklist of numbers that it will not accept faxes from or a whitelist of numbers that it will accept faxes from.
- Fax back application can be set for fax backs of a single document or for selection from a range of available documents.
- Standard reports available in many formats, including web browser, PDF and Excel.

A Flexible Approach

Fax ME is a key application module within our packaged office productivity suite and can be integrated seamlessly into your existing environment either as a standalone module or collectively with other **ME** application modules. These packaged solutions are available as either on premises or hosted deployments providing reliable, flexible and scalable on demand services.

About ME

ME is a set of pre-built voice and media enabled applications designed to help organisations improve productivity, extend self-service and empower their workforce.

ME utilises CTI, IVR and SMS to deliver twelve standard applications, ranging from **Pay ME**, which takes secure card payments from customers, to **Schedule ME**, which enables organisations to automate appointment requests.

Each application can be deployed individually to address a specific issue, or applications can be combined to address even the most complex of requirements.

Further information:

If you would like further information on the **Fax ME** solution or any other of the **ME** applications please:

Call us: **+44 (0)800 082 6282**

Email us: **info@ctilabs.com**

Visit: **www.ctilabs.com**



Pay ME



Tell ME



Send ME



Alert ME



Ask ME



Q4 ME



ID ME



Remind ME



Schedule ME



Connect ME



Conference ME



Fax ME

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