

OpenText™ Fax2Mail™ Analytics

Gain rich insights into faxing operations and system performance—allowing for better decision-making and improved visibility

In a digital, data-driven world, the flow of information to and from customers is vital to support business processes. Businesses require analytics-powered applications that deliver insights and contextual information about application performance. With these applications, companies can stay competitive by better monitoring the flow of secure information exchange with their customers—improving service, increasing engagement, boosting satisfaction, and nurturing loyalty. With deeper insights into faxing operations and information exchange, companies can take appropriate and effective actions—and enjoy the results.

Because faxing remains such a vital method of secure information exchange, organizations need visibility into message deliverability, volumes, and system performance to manage the seamless flow of information to and from their organization. In an age of digital disruption, organizations must maintain full visibility into the transactions that fuel their business.

If deliverability errors occur or system performance struggles for any reason, exceptions must be monitored and managed closely to ensure messages are faxed at optimal efficiency. This requires a solution that enables organizations and administrators to analyze traffic flow across the OpenText Cloud fax network.

SUMMARY

OpenText™ Fax2Mail™ Analytics provides a comprehensive view of transactions on the OpenText Cloud fax network, which enables companies to easily access, analyze, and identify system performance, volume statistics, and delivery information.

BENEFITS

- *Make better business decisions with deeper insights into transactions and performance trends*
- *Identify exceptions earlier, allowing corrective action to be taken sooner and to prevent messaging delays*
- *Collaborate more closely with key stakeholders on user and application messaging performance*

Applying analytics to faxing operations

Organizations are now truly global in nature and need to support secure information exchange around the world. OpenText Fax2Mail Analytics delivers transactional data intelligence and the visibility into volume trends needed to improve operational efficiencies and drive company profitability. With a comprehensive view of system performance, companies can quickly and easily identify and isolate operational issues, and make data-driven decisions based on current and historical performance indicators.

Easily access data to:

- Monitor and investigate messaging activity for mission critical applications
- Understand enterprise use and trends for cloud messaging
- Identify and react to messaging bottlenecks
- Observe and respond to unacceptable message delivery rates

Analytics for faxing operations provides a rich stream of data that can be mined for communication trends, and allows administrators to answer key questions, such as:

- How many fax pages are being sent daily, weekly, monthly?
- What are the peak times for sending and receiving faxes?
- Are there any delays in message delivery?
- How many messages are currently in transit?
- Why aren't deliverability targets being met?
- If a message failed to deliver, what was the reason?
- Which users are inactive on the service and for how long?

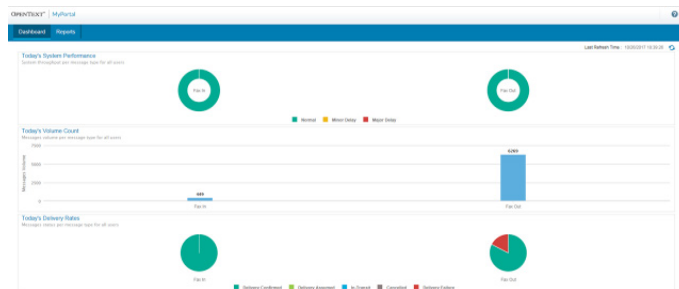
Fax2Mail Analytics improves engagement with stakeholders and creates a culture of performance-driven outcomes with greater visibility into volume, performance, and deliverability metrics.

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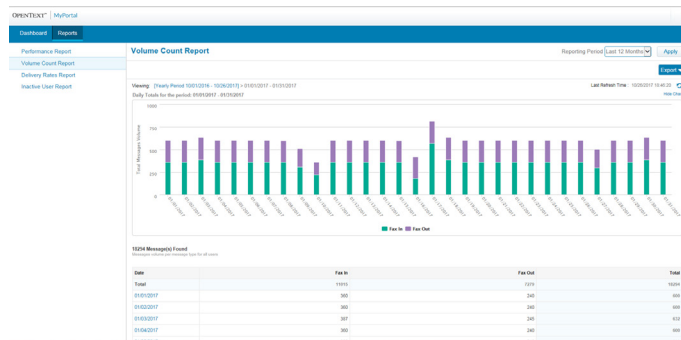
Fax2Mail Analytics provides access to both summarized and detailed information on the transaction and delivery of faxed messages, for both users and applications. Sophisticated data visualization tools allow users to instantly and easily assess the current state of, or up to one year of, detailed history for three key performance indicators: messaging volume, system performance, and message deliverability.

Available through OpenText™ MyPortal, Fax2Mail Analytics provides a quick-view dashboard that visually conveys the current day's performance in all three categories, plus the ability to view data in summary or down to the individual message. Users can also export data for further investigation.

- **Dashboard:** Leverages embedded analytics technology and intelligence capabilities from OpenText™ Analytics. The main dashboard page provides a simple and intuitive user interface with a quick-view summary and allows users to drill down into any one of the available reports
- **Message Volume Report:** Summarizes counts for faxes delivered to and from an organization
- **System Performance Report:** Displays the average or specific time faxes take to be processed by the OpenText Cloud fax network
- **Delivery Report:** Shows the average and detailed success, failure, and status information for a customer's messages, with detailed information regarding the disposition of each message



The main dashboard provides a quick-view summary of the day's system performance, volume, and delivery information.



The Volume Count Report shows summary counts of sent and received messages for any time period within the last year, plus drill down capabilities.