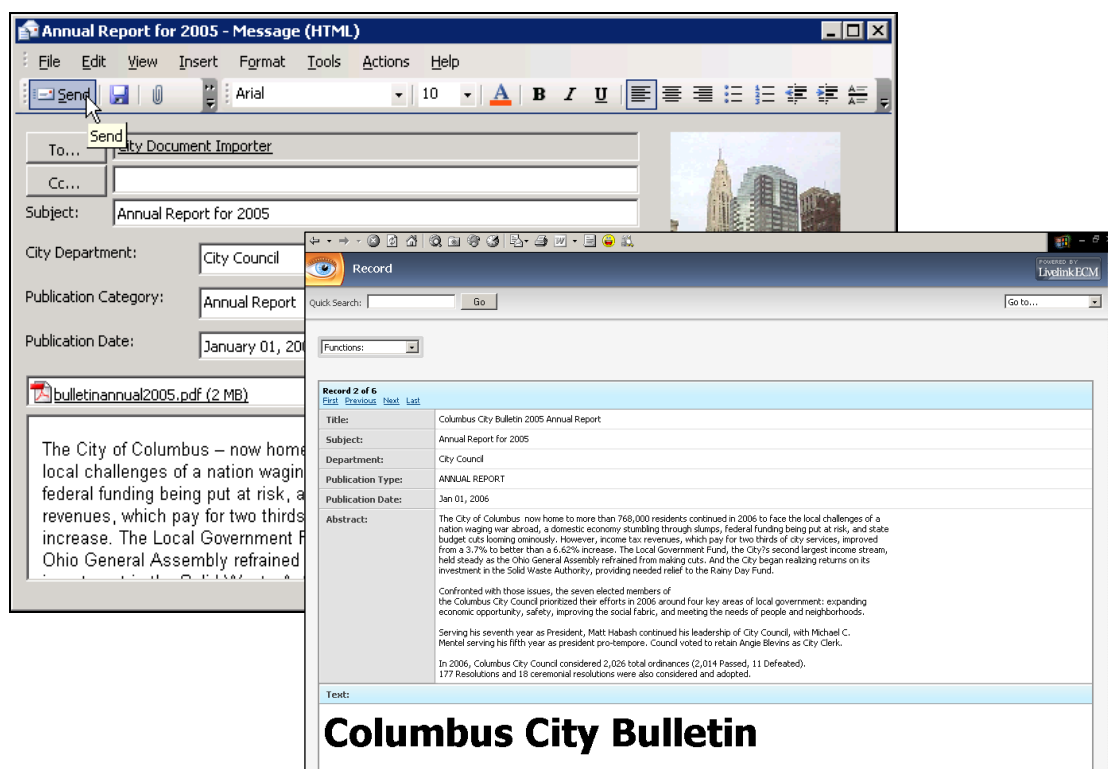


■ Data Sheet

Open Text Collections Server Email Enabled Import

Extending collection development with email

Open Text Collections Server Email Enabled Import provides an easy way to add content to a collection by sending email messages directly to the Collections Server repository. Document producers and remote contributors can add content to a collection without leaving the familiar email interface.



Many Collections are populated by content originating in distributed work groups: research teams; field staff, department managers. The more sources of content there are, the harder it is to ensure that the Collection is a complete representation of enterprise knowledge assets. Email Enabled Import is designed to mitigate that problem by making it extremely easy to contribute content to the Collection. Many Collection managers set up email accounts to receive contributions. Then when mail arrives, they must access the account, save the attachments, log in to Webtop, cut and paste details from the message into the database and upload the document. With Email Enabled Import, all of these steps are automated: email attributes, message body, attachments, and document properties are added to the database, no intervention required.

Besides streamlining updates to an existing collection, Email Enabled Import enables a variety of new email-centric applications. Consider these examples. The city clerk emails agendas and minutes to council members and then opens a browser to check-in the two documents. Simply by adding the Importer email address to the distribution, those documents are automatically added to the Meeting Archive, indexed and made immediately accessible to the entire community. A distributed product support team uses email to discuss technical questions and resolve implementation issues. With Email Enabled Import, hundreds of mail messages with questions, answers, problems and solutions are preserved in a structured, searchable knowledge base. This valuable resource helps support analysts to dramatically improve inquiry response times and customer satisfaction.



Reduces barriers to knowledge input and increases adoption

By allowing users to work from within familiar email programs, Email Enabled Import makes it easy to add knowledge to the Collections Server repository, thereby increasing user adoption and accelerating return on investment.

Provides better access to valuable email correspondence

Collections Server provides a secure repository for indexing email messages, attributes and attachments. Making email searchable by sender, subject, date, and message text along with document content allows your organization to capture and reuse valuable email correspondence.

Improves collection coverage

When contributing content is easy, maintaining a complete Collection of enterprise achievement representing all users and roles is a realistic objective.

Enhances collaboration

Email Enabled Import lets users email important information directly to Collections Server, enhancing collaboration and knowledge-sharing in your organization. The archived content can be accessed from anywhere via Web browser.

Facilitate collection and preservation of enterprise assets and corporate memory

Recurring email notices are often viewed as ephemeral with little value, but newsletters, press releases, status reports, product announcements, sales messages, etc. provide a valuable record of achievements which can be used more effectively when organized into a Collection. Email Enabled Import makes Collection creation easy.

Features

- Populates records in your Collection by mapping:
 - Email attributes (to, from, subject, date) to structured fields,
 - Message body to an abstract field,
 - Attachments as the full-text object,
 - Document properties to structured fields, and/or
 - Outlook form attributes to structured fields.
- Provides configurable confirmation of import success and failure.
- Maintains database integrity by respecting all security and validation criteria.
- Allows the Collection owner to review imported content using automatic status and date fields.
- Includes support for multiple document formats.
- Provides a flexible architecture to support sophisticated custom applications.
- Enables users to cc: a Collection on any appropriate correspondence.
- Extends digital collections features of Open Text Library Management.



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If you are an Open Text partner or customer, visit online.opentext.com for more information about this and other Open Text solutions.

Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).