

OpenText™ Fax2Mail™ Analytics

Providing rich insights into faxing operations, allowing for greater visibility and insights into system performance

In a digital, data-driven world, the flow of information to and from customers is vital as a means of communication that supports 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, so they can provide higher levels of service, increase engagement, boost satisfaction, and nurture loyalty. One way is to become empowered with deeper insights into faxing operations and information exchange to take appropriate and effective actions.

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

With critical secure messaging, if deliverability errors occur or system performance struggles for any reason, exceptions need to be monitored and managed closely to ensure messages are faxing at optimal efficiency. This requires a solution that enables organizations and administrators to analyze traffic flowing 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

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

With easy access to data, quickly evaluate the state of messaging activity that allows you 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 allow administrators to answer 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 I hitting my deliverability targets?
- If a message failed to deliver, what was the reason?

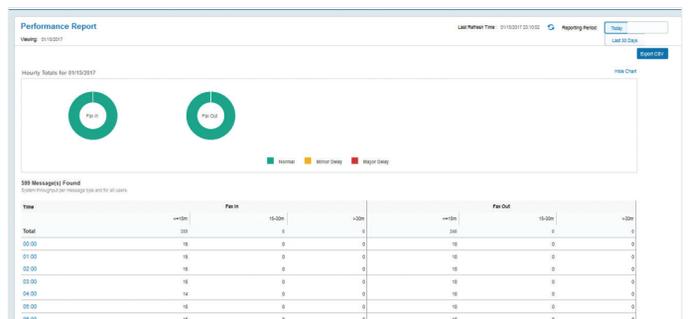
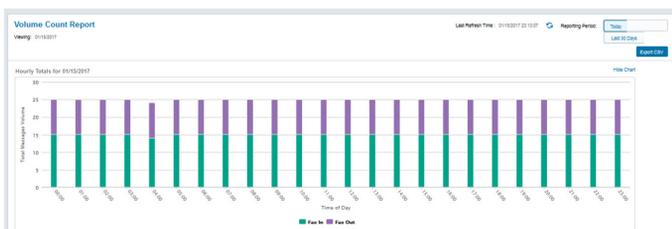
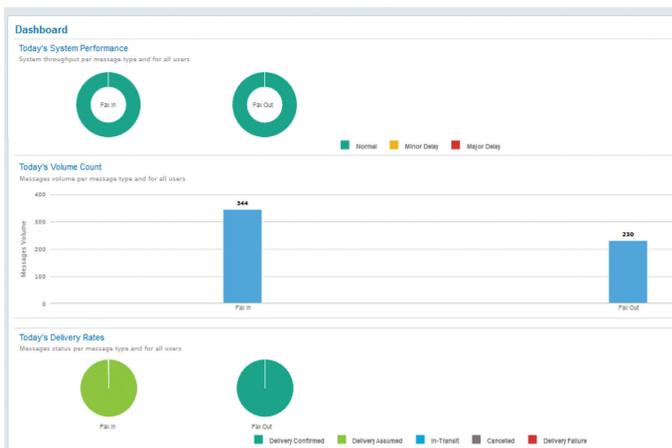
Fax2Mail Analytics improves your engagement with stakeholders and creates a culture of performance-driven outcomes with greater visibility into volume, performance, and deliverability metrics.

OpenText Fax2Mail Analytics

Analytics for Fax2Mail provides access to both summarized and detailed information for the transaction and delivery of faxed messages for both users and applications. Through the application of sophisticated data visualization tools, instantly and easily assess the current state or view up to 31 days of detailed history for three key performance indicators: Messaging Volume, System Performance, and Message Deliverability.

Available through OpenText™ MyPortal, analytics for Fax2Mail provides a quick-view dashboard that visually conveys the current day’s performance in all three categories with the ability to view data for each of these for the past month, by day, or down to the individual message and allows users to export data for further investigation:

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



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