

OpenText Fax Aviator

Simplify fax-heavy workflows with AI to assist users, route faxes, summarize content, and extract data



Benefits

- Turn static fax documents into workflow-ready data
- Cut manual routing, reading, and rekeying from faxes
- Speed decisions in healthcare, financial services, and government
- Scale secure, compliant fax operations in any environment

In many regulated industries, fax still carries mission-critical information, but the processes around it haven't kept up. Staff hunt through pages, manually route documents, and retype data into downstream systems, slowing care delivery, claims processing, and client service. OpenText™ Fax Aviator™ changes that by bringing AI directly into your fax workflows.

Modernize fax from static pages to live, usable information

OpenText Fax Aviator builds on the strength of OpenText digital fax solutions to turn incoming and outgoing faxes into live information that your systems and teams can use immediately. Instead of treating fax as a standalone channel, Fax Aviator reads, understands, and structures fax content. It flows directly into workflows that drive patient care, claims processing, banking operations, and client servicing. The result is less manual effort and more time spent on high-value work.

One AI experience. Four powerful fax capabilities.

• Assist

Guides users through everyday tasks and answers "how do I?" questions in real time, so even occasional users work with confidence.

• Route

Automatically analyzes incoming faxes and sends them to the right queue, user, or system, eliminating manual sorting.

Deployment options

Accelerate cloud strategies with OpenText cloud experts

- OpenText Fax Private Cloud and OpenText Fax Cloud Connect

Develop, connect, and extend your information management capabilities

- APIs from OpenText Developer Cloud

- **Summarize**

Transforms long or complex faxes into clear, concise highlights so teams immediately understand what matters.

- **Extract**

Captures critical data such as IDs, dates, amounts, and codes, and delivers it as structured information ready for downstream systems.

The result: Simplified workflows, faster processing, and higher productivity powered by AI, purpose-built for fax-centric line-of-business workflows.

Apply AI across fax-heavy industries

In healthcare, Fax Aviator helps intake teams, care coordinators, and prior authorization specialists move faster by summarizing referrals, routing clinical documents into the appropriate EMR workflows, and extracting fields for patient and billing systems. In banking, insurance, and wealth management, it accelerates account changes, loan packets, claims, and client instructions by eliminating manual review and rekeying. In government, it streamlines high volumes of faxed applications, forms, and citizen communications by routing them accurately and extracting the data required for case management and compliance systems.

Across sectors, users can see at a glance what each fax contains, while AI keeps work flowing to the right people and processes—without disrupting existing systems or compliance controls.

Get enterprise-grade security, broad integration, and cloud flexibility

Fax Aviator is delivered as part of the trusted OpenText™ Fax platform and integrates with leading EMR/EHR, ERP, ECM, and CRM systems to keep fax content aligned with the rest of your business. Organizations can deploy in the cloud and leverage Fax Aviator AI with enterprise-grade security and governance. As a result, teams can modernize fax workflows while meeting stringent regulatory, privacy, and data residency requirements across regions and industries.

Key OpenText Fax Aviator capabilities

Assist

Guides users through fax tasks and answers questions, reducing training time and errors.

Route

Automatically directs faxes to the right user, queue, or system, eliminating manual sorting.

Summarize

Condenses long faxes into concise overviews so users can act quickly.

Extract

Captures key data fields and feeds them into downstream workflows and applications.

Enterprise integrations

Connects to EMR/EHR, ERP, ECM, CRM, and MFPs to streamline end-to-end fax operations.

Resources

OpenText Fax

[Learn more >](#)

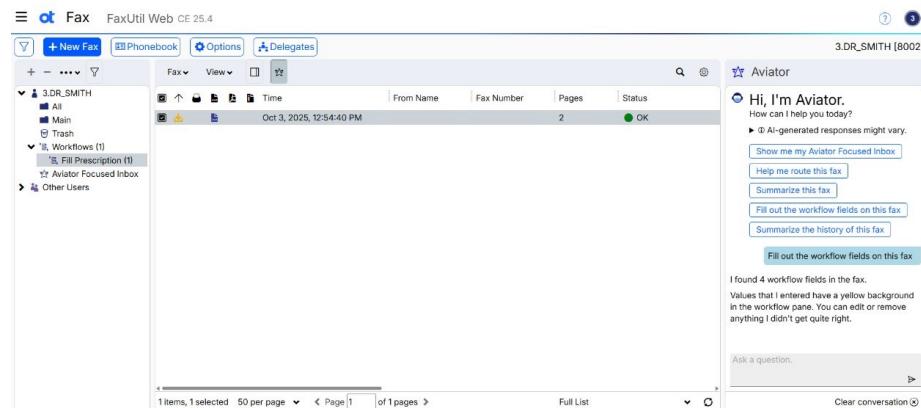
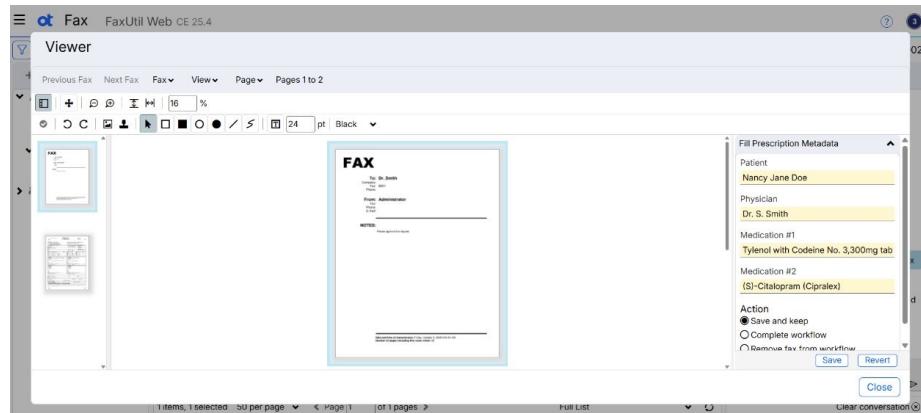
Blog: Fax isn't dead—it's getting smarter with AI

[Learn more >](#)

From incremental efficiency to measurable business impact

By turning every fax into structured, workflow-ready data, Fax Aviator reduces cycle times, shrinks backlogs, and lowers the risk of errors or lost documents. Teams no longer need to chase missing information or decipher handwritten notes buried in multipage faxes. Instead, they get clear summaries, instant routing, and extracted fields ready for automation—supporting better patient outcomes, faster claims decisions, and more responsive financial services.

OpenText Fax Aviator brings AI directly to the heart of fax-heavy operations, transforming static documents into actionable information that moves at the speed of your business. The solution combines role-aware assistants—Assist, Route, Summarize, and Extract—with deep integrations and flexible deployment options. It simplifies workflows, saves time, and boosts productivity with AI, all while maintaining the security and compliance organizations depend on.



Fax Aviator Extract automatically identifies key fax details, including patient ID, referring physician, demographics, medical record number, and more.