



Correspondence Management Workspace - CMW

Organizations are facing serious problems when capturing documents, processing Workflows and Tracking Correspondence manually, specially by accessing the huge number of correspondences. Managing manual correspondence is a very slow process, unsecure, and inefficient. Users may lose track of correspondences which results in losing time, effort and money. This will be subject to human error, valuable correspondence could be lost or misplaced, and the level of productivity and growth will be low, thus reducing profitability.



Correspondence Management Workspace for Open Text (CMW)

Correspondence Management Workspace by MGS is a unified, secured & integrated solution for managing physical or electronic correspondences. CMW is built on top of Open Text Content Server system & Automation Anywhere, the leaders in automation & robotic capture & processing.



CMW Role

CMW enables organizations to manage complex correspondences and large volume of content, across the enterprise easily and smoothly, using robotic capture machine learning, advanced content and collaboration system. CMW delivers secured, centralized, personalized and interactive correspondences, as well as an automated processing and archiving at any stage of the correspondences lifecycle. CMW can capture, track, manage, monitor, index, save, and link various types of correspondences which can be accessed at any time. Correspondences information can be a collection of letters, mails, faxes, Internal, External, incoming, outgoing communications in addition to physical correspondence.



Product Features and Function

CMW has a simple, friendly, smart and customizable user interface with several languages, including Arabic and English. It uses Intelligent Robotic Capture - IRC system with robotic and machine learning tool to capture incoming correspondence documents and automatically classify and initiate a process. CMW runs on top of OpenText ECM and use the native features provided by the content Server such as View as Web Page, Browsing Folders, Workflow Maps, Workflow Forms, Search Templates, Categories and more... It integrates as well with third party application: Microsoft -Office 365, SAP, Salesforce and others ... CMW also integrates with Right Fax, Electronic Signature, Documents, mails, and other CMW.

Easy conversion with integrated imaging

With CMW, physical correspondences and faxes could be converted to electronic correspondences eliminating business errors such as losing physical documents...Users can receive correspondence either electronically via file or system integration or through scanning any paper correspondence directly to the system, capture and rearrange all the types of correspondences easily and conveniently, recognize content using OCR, and edit them with annotations, and seals.

DAS Integration

Suite of tool enabling swift system adoption, communication & collaboration, and creating understanding of business process. DAS provides guiders, guided learning, usage analytics, notifications, FAQ, process & IOT viewer, audit trails, built-in chat & support (text, voice, video, screen & file sharing), sticky notes.

Automatic Reference Generation

Each correspondence that is entered to the system and created will instantly get a reference number, can be searched, viewed, automatically classified, added to the correspondence folders and checked for current status.

Accessibility and Relations

User can also track the lifecycle of a correspondence, attach and add/remove relations between correspondences. The relation allows to refer to an existing content or workflows during the execution of the assignment.

Barcode Generation

User is capable to create a barcode to label documents, track them and seal the barcode on the scanned documents.

Instant Notification

User is immediately notified of new tasks through his inbox. He can also configure the inbox refresh rate to control when new assignment will show in his interface.

Smart UI

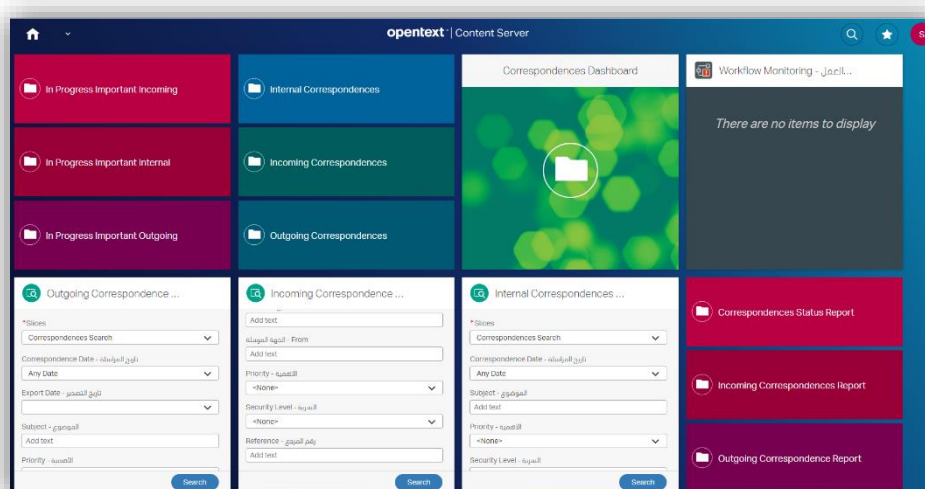
Through the smart user interface, you can create, design your own workflow and decide the next assignee and due duration.

Powerful Enterprise Viewer

CMW has a powerful enterprise viewer, viewer can add electronic signature of your document easily, comment and respond to correspondence, as well as the features of social networking programs, including @ Mention. Also users can view all correspondences related to the current correspondence being linked with each other's.

Powerful SE

With CMW powerful search engine, user can search for saved or archived correspondence.



Physical Content Circulation

Correspondence may include a physical package, you can track the movement of the correspondence and print delivery and receipt reports.

Cloud flexibility

CMW cloud flexibility allows you to work on a variety of browsers and devices. You can manage your business without the need to be in your office, and access it through phone, tablet or computer. CMW can be deployed on Premise, Cloud or Hybrid environment.

Customized Workflows

User can easily create and design his own workflows, he can decide the next assignees and due duration.

Monitoring employee task

CMW assures a monitoring employee task, Managers can stay informed about every employee activities, assignments and set reminders for team members with priorities for all business tasks/actions that must be

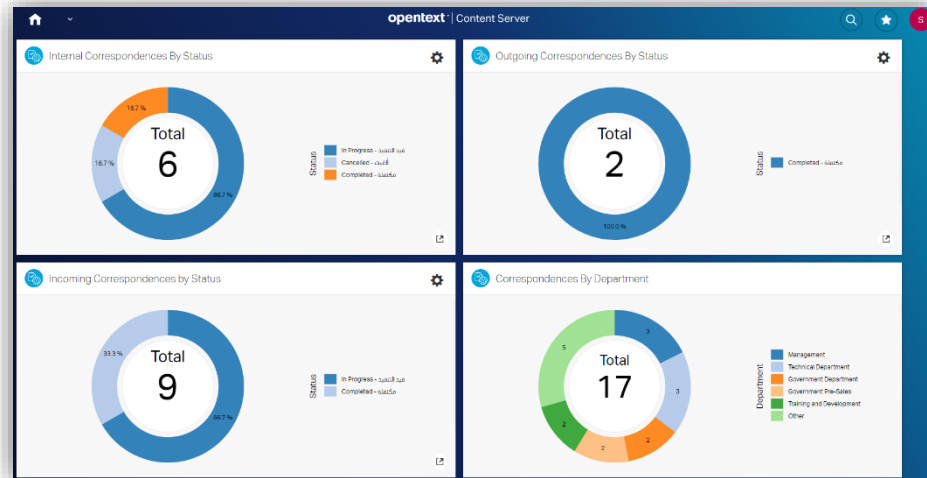
accomplished. With CMW, you can control the level of users by distributing their roles, assigning tasks and giving them the level of access.

Flexible Reports

The interface shows correspondences and tasks through flexible reports with their updated status in a simple graphical and statistical way which help users to follow up easily on their assigned tasks.

Analytics tool

Key performance indicators provides facts about running and completed work, late and executing assignments to be able to compare results.



Cloud Control

CMW cloud control your correspondences content to save and store them on Open repository.

Automatic Escalation

The system administrator can configure the automatic escalation rules, including the idle time the system should wait before escalating late tasks through the system or SMS notifications. Administrator can provides as well the convenient level of security to keep control on the sensitive correspondences, including document expiry, password and accessibility.

Value Proposition

- Leverage Open Text Content Server capabilities and invests heavily in creating a simple, responsive and creative UI so that there's less training required and more productivity and growth.
- Improve administrative processes and the quality of collaboration and communication by automating processes between different departments and managing the approvals in effective manner.
- Deploy a robotic capture and artificial intelligent technology which allows less manual involvement and human errors, paperless environment, and digital transformation.
- Support compliance with assurance to regulatory compliance and consistency with secure tools for dealing with the confidentiality of correspondences.