

OpenText™ RightFax™ Analytics

Providing rich insights into faxing operations, allowing for greater visibility 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 with RightFax.

Because faxing remains such a vital and important method of secure information exchange, organizations need visibility into the performance of fax 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 of 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 through RightFax, including faxes sent via OpenText™ RightFax™ Connect.

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™ RightFax™ 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, and make data-driven decisions based on current and historical performance indicators.

SUMMARY

OpenText™ RightFax™ Analytics provides a comprehensive view of fax history for RightFax, 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 faxing performance*

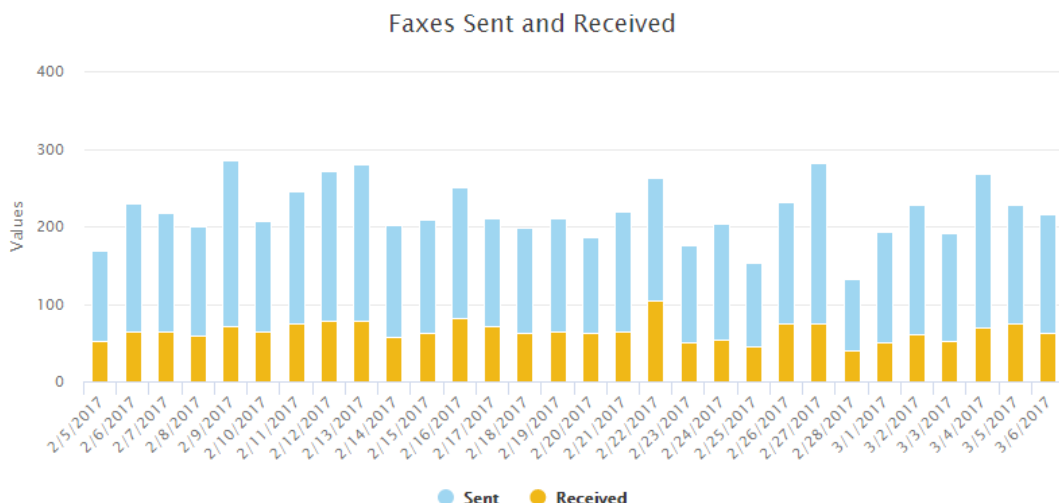


Figure1: Visibility into faxes sent and received

With easy access to data, quickly evaluate the state of fax activity that allows you to:

- Monitor and investigate messaging activity for mission-critical applications
- Understand enterprise use and trends for faxing
- Identify and react to faxing bottlenecks
- Observe and respond to unacceptable fax 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 fax delivery?
- How many faxes are currently in transit?
- Why aren't I hitting my deliverability targets?
- If a fax failed to deliver, what was the reason?

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

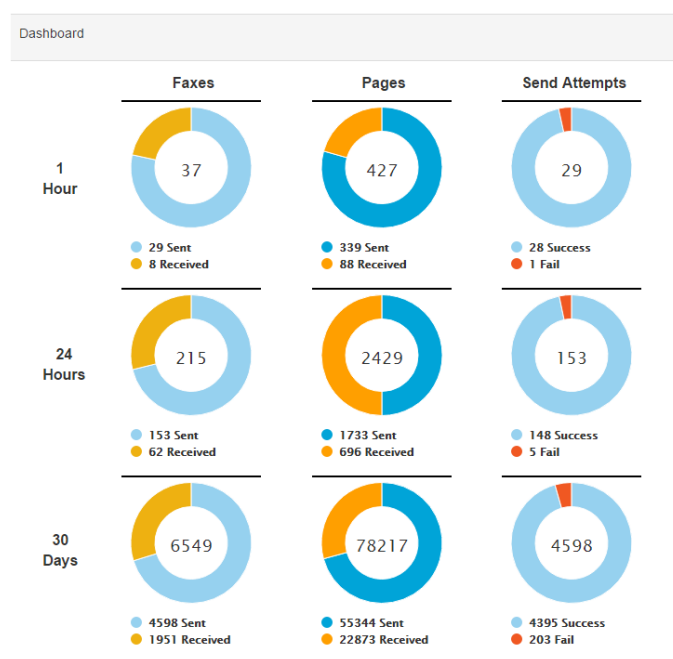


Figure2: Dashboard View

RightFax Analytics

Analytics for RightFax provides access to both summarized and detailed information for the transaction and delivery of faxed messages. Through the application of sophisticated data visualization tools, instantly and easily assess the current state or view up to 30 days of detailed history for three key performance indicators: fax volume count for sent and received faxes with drill down capabilities, fax page count for sent and received faxes with drill down capabilities, and send attempt information.

Available through the RightFax web administration console, RightFax Analytics provides a quick-view dashboard that visually conveys the last one hour of data, last 24 hours of data, and a rolling 30-day display in all categories:

- **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.
- **Fax Volume Counts:** Summarizes total fax counts by month, day, or hour for faxes delivered to and from an organization.
- **Fax Page Counts:** Summarizes total fax pages by month, day, or hour for faxes delivered to and from an organization.
- **Send Attempts:** Show the success and failure rates for faxes, including drill down capabilities to view first call success rate, failure rate, and detailed failure reason.



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