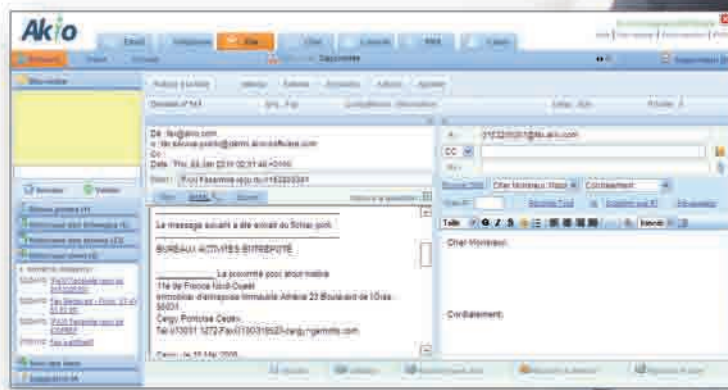


# Akio Fax Center

An Akio™ Interaction Center Module



Manage  
your faxes!



In your line of business, do you need to manage lots of faxes (orders, vouchers, probative documents, etc.)? With Akio Fax Center, make these flows paperless and process them quickly and carefully. All faxes are turned into electronic copies, processed, tracked and archived. You send quality replies within a time limit that meets your commitments.

➔ Reap the benefits of  
paperless management!

Moving from a traditional system to a practically paperless organization results in fast return on investment. With Akio Fax Center, you will get an almost immediate ROI!

Akio™ Interaction Center

Web SelfService • Mail Center • Chat Center • Web CallBack • Web Phone  
Fax Center • Doc Center • SMS Center • Online Survey • Direct Email

GLOBAL INTERACTION  
MANAGEMENT SOFTWARE

**Paperless • Convert your faxes into electronic files**

The fax is scanned, analyzed using optical character recognition, and then converted into an electronic file to process. The copy created by scanning is attached to the file.

**Routing • Automatically sort faxes**

Files are analyzed intelligently, then routed to the inboxes of agents with the skills required to answer them.

**Escalation • Transfer faxes**

Each received message can be transferred to another agent, to another inbox or referred to an expert or external operator.

**Response support • Optimize fax processing quality and time**

You can set up a knowledge base and leverage the powerful text mining engine that, using key words or natural language, will search for and suggest the best templates.

**History • Archive all your communications**

Single click access to all customer communications records including status and attachments.

**Contact Manager • Know your customers better**

Is your business multichannel? Centralize all available information about your customer and view a communications history for each channel.

**Reply • Quality control**

Use the Word preview (RTF), classification and approval functions to control the quality of your replies.

**Monitoring • Monitor activity in real-time**

Real-time monitoring of your agents' activity and productivity.

**Management • Easy access to progress reports**

Over 200 HTML statistical reports that can be exported using MS Excel, and tracking indicators.



↑  
**End paper-based management and immediately reap the rewards!**

Many companies use Akio Fax Center, including Cetelem, Domofinance, La Documentation française, and NM Medical.

Save on costs including manual fax transmission, reams of paper and repairs.

Never misplace a fax again and prevent duplicates.

Greatly increase the quality of replies and agents' productivity

Easily archive all faxes.

Using Web Services, easily integrate all fax communications with the company's electronic document management back-office.

Know your customers better and manage your activity with precision by activating statistics and real-time reporting.

Use our teams of specially trained consultants to optimize your projects.

**Your choice**

Paperless  
Advanced routing  
Multichannel relay  
Simplified archiving



« (...) We needed to stop using faxes and get out of the stone age! We wanted to process large amounts of paper electronically to save money and to decrease response time. We currently respond to financing requests within twenty-four or forty-eight hours. ROI was almost immediate. »

Laurence Lallau for O1 Informatique,  
Customer Relations Manager, Domofinance



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