



Beyond Customer Expectations



Dematerialization benefits

Your fax servers are blocked, you use massive quantity of paper, and you do not know how to cope with incoming fax storage, sorting and dispatch? **Akio™ Fax Center** is the dematerialization and fax management tool dedicated to your contact centre.

Akio™ Fax Center changes the way document control manages volumes of incoming faxes.

► Incoming fax electronic handling

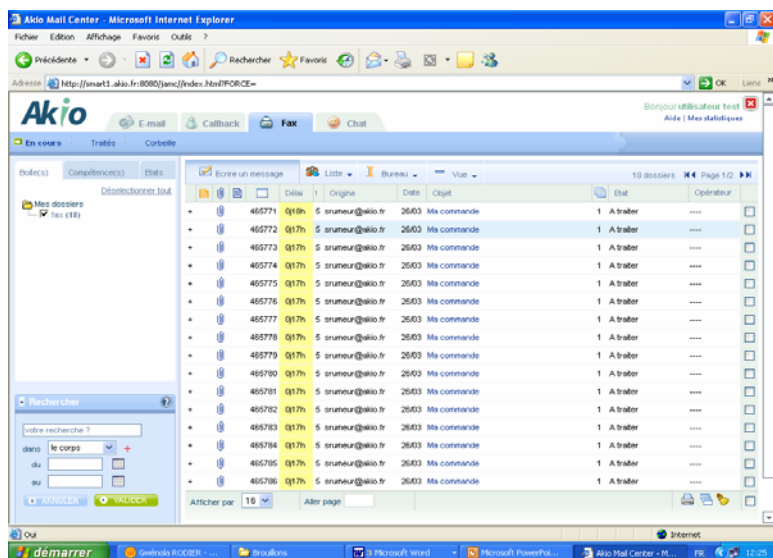
Incoming faxes are analyzed via Optical Character Recognition (OCR) technology and are automatically converted into email format for routing and response. Original incoming faxes are also stored as an attached file on the email.

With **Akio™ Fax Center**, you can reduce consumable costs (ink cartridges, paper, and so on), avoid manual sorting, eliminate paper storage.

► Incoming Process Automation

Akio™ Fax Center ensures that incoming faxes will be routed to the relevant queues or skills by applying the same powerful routing rules used for emails. Those rules can be defined according to your organization and your priorities: message language, skill group, operator availability, etc.

Operators can work with two different modes: PULL and PUSH. With the PULL mode, they access a list of messages to be processed, whereas with the PUSH mode incoming faxes are automatically assigned to them for processing. Incoming faxes are routed according to their content, the skills required by operators and operator availability.



The fax is attached to the generated email

► *Smart fax archiving*

Fax electronic handling enables easier sorting - faxes can be archived locally or on your intranet. APIs enable to automatically fill your Information Systems with the faxes' content, or to archive faxes in an EDM solution.

► *Customised reporting*

Akio™ Fax Center offers a complete reporting on the fax activity. The activity tracking provides real-time reporting (queuing fax number, currently processed fax number, closed fax number...). Advanced statistics include many quantitative reports (incoming flow by fax type, number of fax processed by an operator...) and reports on quality (performance, service quality...).

Akio™ Fax Center allows measuring inbound and outbound loads, service quality and performance, converting results into MS Excel or HTML format. Customised statistic reports are automatically sent to you at defined intervals.

You can then measure and track the effectiveness of your Client service.

► *Immediate ROI*

Switching from a traditional system to a paperless organization often means a very quick Return On Investment (ROI). Forget cabinets cluttered with faxes, forget repetitive fax server crashes, and forget invoices for paper and toner cartridges!

"With **Akio™ Fax Center**, our Customer Service representatives are much more efficient now" says Laurence Lallau, Customer Relationship Manager at Domofinance.

Main functionalities	Benefits
<ul style="list-style-type: none">- Fax dematerialization- Intelligent routing- Template base- Easy and quick archiving- Faster handling- Complete statistics	<ul style="list-style-type: none">- Savings, reactivity- Pertinent responses- Expansion of the database- Client relation tracking- Decision-making reporting- Saving time

AKIO, french CRM editor, offers a complete and multi-channel Web contacts management solution. Akio i-Contact Center manages emails, fax, chat, web call-back and self-service.

Leader in its market, Akio counts more than 150 clients in France and in Europe, in any sector (Banking, Insurance, Health cover, Commerce, Telecom, Public Sector, Services, Industry, etc.) , among others : Agrica, ANPE, Caisse des dépôts, Cetelem, Crédit Agricole, Crédit Mutuel, Damart, Darty, Debitel, DHL, Service Public, EDF, France Télécom, France Télévisions, GDF, GMF, JM Bruneau, Mairie de Paris, Novalis, Octopus Travel, Oseo, Prévadiès, Quelle, Ratp, Skyrock, Selftrade, Sofinco, ViaMichelin, Voyages-SNCF, ...



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Akio - 43, rue de Dunkerque 75010 Paris France
www.akio-solutions.com
Phone: +33 (0)1 53 20 63 80 - Fax: +33 (0)1 53 20 63 81