

INFINITI SUITE



Email-to-Fax

A cost-effective tool
allows the user to
continue using their
favorite email
solution!

inoria

Send a fax by email. So simple, so easy!

Got Genesys? Then you already benefit from the world's leading customer experience platform.

But sometimes, even the best of the best, need a little extra assistance. That's where we come in. The Infiniti Email-to-Fax for Genesys PureConnect gives agents the ability to easily fax documents to customers using email. How does this work?

Configured to replace fax server solutions, the Infiniti Email-to-Fax value-added application is a cost-effective solution, curtailing both user license fees and total application costs. Users can continue using their favorite email client software while obtaining historical reporting through Interaction Reports.



Let's look at faxing a document by email:

- Faxes are initiated by sending an email to an email address within a specific domain
- All emails sent to this domain are monitored by the PureConnect server
- Destination name and fax number are managed by the email address with the format: First name+last name/@fax domain which looks like:
FirstNameLastName/5146236244
@ yourcompanyname.com
- Email fields at subject, address and content level are listed on the PureConnect coverage page as defined by the domain

The cover page is defined according to the message's email address of reception, i.e. @companyname1, @companyname2, etc..., with several fax domains possible

Technical Requirements

A configured rendering server is required as fax processing is managed through the Genesys PureConnect server which acts as the prime contractor for the Infiniti Email-to-Fax solution. The different sources of information are the remote faxes and the email server.

Supported File Formats

/ PDF

/ MS Word

/ MS Excel

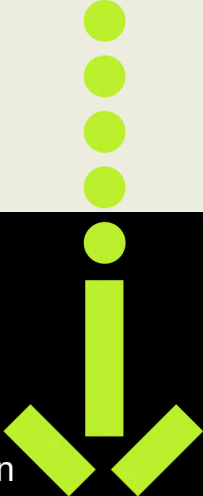
/ MS PowerPoint

/ JPG and other image file formats

Features

/ Out-Going Email

/ Incoming Fax



Other Features

- / Cover page
- / Blacklist
- / Sent notification
- / Sent failure notification
- / Invalid email address format notification

Here's a scenario:

A customer account manager rings your contact center requesting a change in their service plan. Your agent describes the services and related fees and after some discussion, the ideal service plan is signed off by the customer. The customer would like to receive their new service plan confirmation by fax. Once the call has ended and the agent has disconnected from PureConnect, a simple email can be created within Microsoft Outlook by adding the account manager's name, fax number and domain name to the email recipient section. An attachment confirming the account fees and new monthly fees is added to the email. From there, the Email-to-Fax solution will automatically convert the email into a fax, behind the scenes and completely transparent to the agent. The agent will even receive a confirmation of the sent email, like a true email.



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