MACROS eDISTRIBUTE:

INTELLIGENT INCOMING POST DISTRIBUTION BY THE DEPARTMENTS

AT A GLANCE

The first step to efficient order processing lies in the intelligent distribution of the incoming post. Staff should only receive the documents and processes for which they are the correct contact partner. Differing skills, working hours and leaves of absence must be considered when the incoming post is distributed. However, generally the IT department in a company is needed for this type of rule-based, intelligent distribution. With Macros eDistribute the departments can independently determine the distribution and assignment of documents to team or staff mailboxes. The department defines and administers its distribution rules and the corresponding criteria according to which the documents are to be assigned. The administrators are only responsible for the one-time setup. The separation of the distribution rule system from the underlying destination application means Macros eDistribute can be operated with Macros products as well as with third-party products.

MACROS eDISTRIBUTE MEANS:

- Departments independently define and administer the rules for the distribution of the incoming post to the team and staff mail boxes.
- The distribution rule system can be triggered ad hoc or regularly
- Can be combined with Macros products; third-party products and core systems
- High degree of user friendliness with easy to operate interface
- Control with status monitoring, rule versioning and Simulation
- Simple application without configuration or development

THE WAY TO INTELLIGENT INCOMING MAIL DISTRIBUTION

1. THE ADMINISTRATORS SET UP MACROS eDISTRIBUTE

In the first step, the IT department defines all departments that will work with Macros eDistribute in future. In addition, the administration also creates the fields and criteria for the subsequent rule distribution (post code, tariff, etc.).

This includes, among other things, determining whether a field is to be used by one single or several departments and which field type this concerns (e.g. date, text or number).

With these "field selects", administrators can include third-party systems to add additional data to the incoming mail (such as to check a tariff from the insurance system for the distribution of an order).

Top: Simple creation of new rules and criteria
Bottom: Overview of all previously created fields/criteria

2. THE SPECIALIST DEPARTMENTS DESIGN THE DISTRIBUTION MECHANISM

Based on the previously defined fields, the specialist departments set up their distribution rules (e.g. type of document). These are compiled into rules using the easy to operate interface. This makes AND/OR linking just as feasible as the illustration of complex rules. Drag&Drop makes it easier to re-sort the criteria. The resulting distribution can be performed regularly at specific times or "at the press of a button".

3. RULE ADMINISTRATION

The administration interface for Macros eDistribute illustrates all distribution rules, criteria and recipients in a department with versions and prioritization in a clear overview. Logging provides the department with an overview of the results or the actual distribution at any time.