

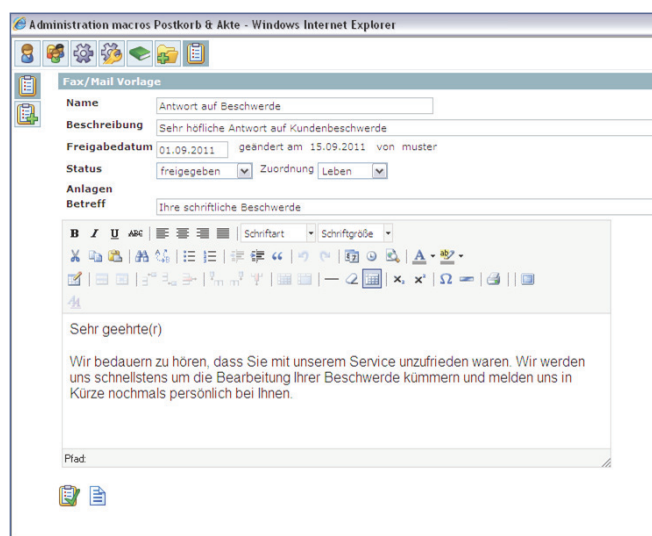
MACROS eMAX:

E-MAILS AND FAXES STRAIGHT FROM THE MACROS CLIENT



AT A GLANCE

To have all customer information within easy reach, many companies have already switched over to electronic files. However, e-mails continue to be sent separately and faxes are commonly sent from devices that are often in other rooms. After the response fax has been sent to the customer, it must also be digitized, i.e. scanned. Isn't there a simpler way? With the Macros eMax, the employee can send the customer response from various points in the Macros eClient and choose from various templates according to the context. Along with the degree of automation in filling out fields, the employee profits from the huge time saved by working across all media: faxes and e-mails are saved immediately to the correct customer folder, they do not need to be printed or scanned and can be viewed by any other authorised employee. Macros eMax optimally supports the cross-media, 360-degree view and processing of the customer, which is a benefit for the customer as well as the employee.



MACROS eMAX MEANS:

- Processing across all media: send faxes and e-mails straight from the Macros client
- Always the right template for the context
- Easy text editing in the text editor
- Signatures for employees, departments and the entire company
- Template and signature management via the Admin client
- Mail sent per SMTP, independent of the type of mail server used

THE RIGHT TEMPLATE FOR EVERY PROCESS

The fax & e-mail client can be called from various points in the Macros client: from the processing of an order or document in the mailbox, centrally from the file or at the document level from a search-hit list. The staff member selects from various templates. Signatures can also be added as needed for employees, for each department or company-wide.

Sender and recipient addresses or fax numbers can be added from files, documents or process attributes or pre-assigned depending on the sender.

This makes it possible to answer incoming faxes or e-mails as well as the basic use and pre-assignment of company-wide, department or topic-based service sender addresses/fax numbers. The template selected is automatically filled with the message body and the subject of the message and can be changed by the employee. The outgoing fax or e-mail document can then be sent automatically to the archive for storage. The data are recorded in the dialog and information is added for further processing.

Documents from the archive, assigned to a template or any other document can be sent as an attachment. The templates as well as the signatures are created and managed with the AdminClient. This includes the assignment in accordance with specific criteria for template selection or the release for the use of a template in the client. A template can be pre-defined with a subject, body text and corresponding attachments.

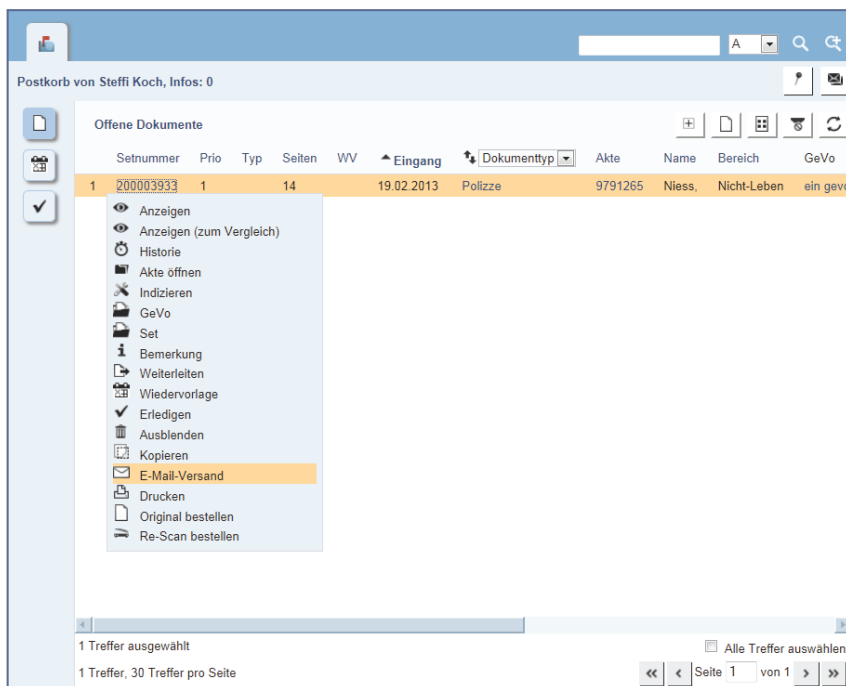


Illustration: Calling Macros eMax with the context menu



As a specialist for document management systems within the Reply Group, Macros Reply uses innovative software to optimise its customers' business processes. Company-wide information and document management systems, archive solutions, process monitoring and mailbox / file systems from Macros Reply have won over numerous renowned customers.

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