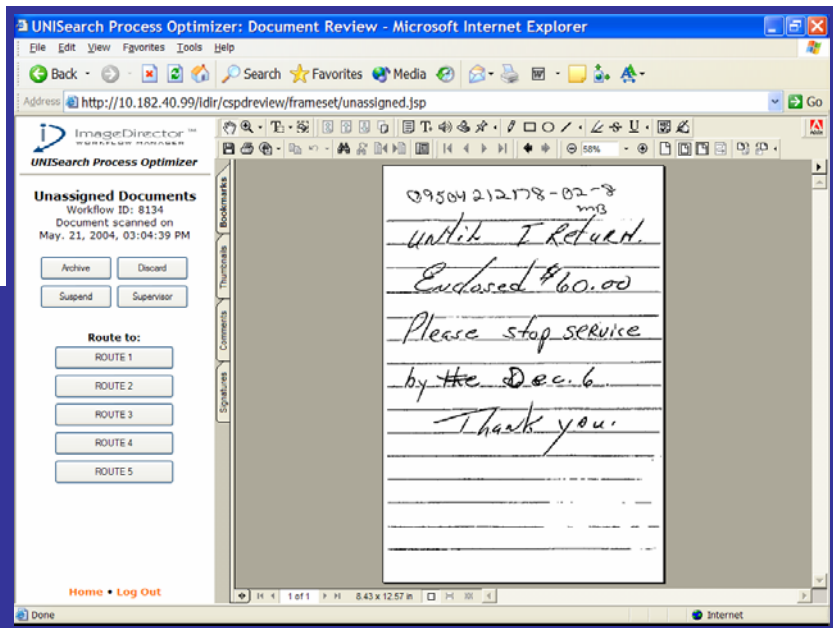


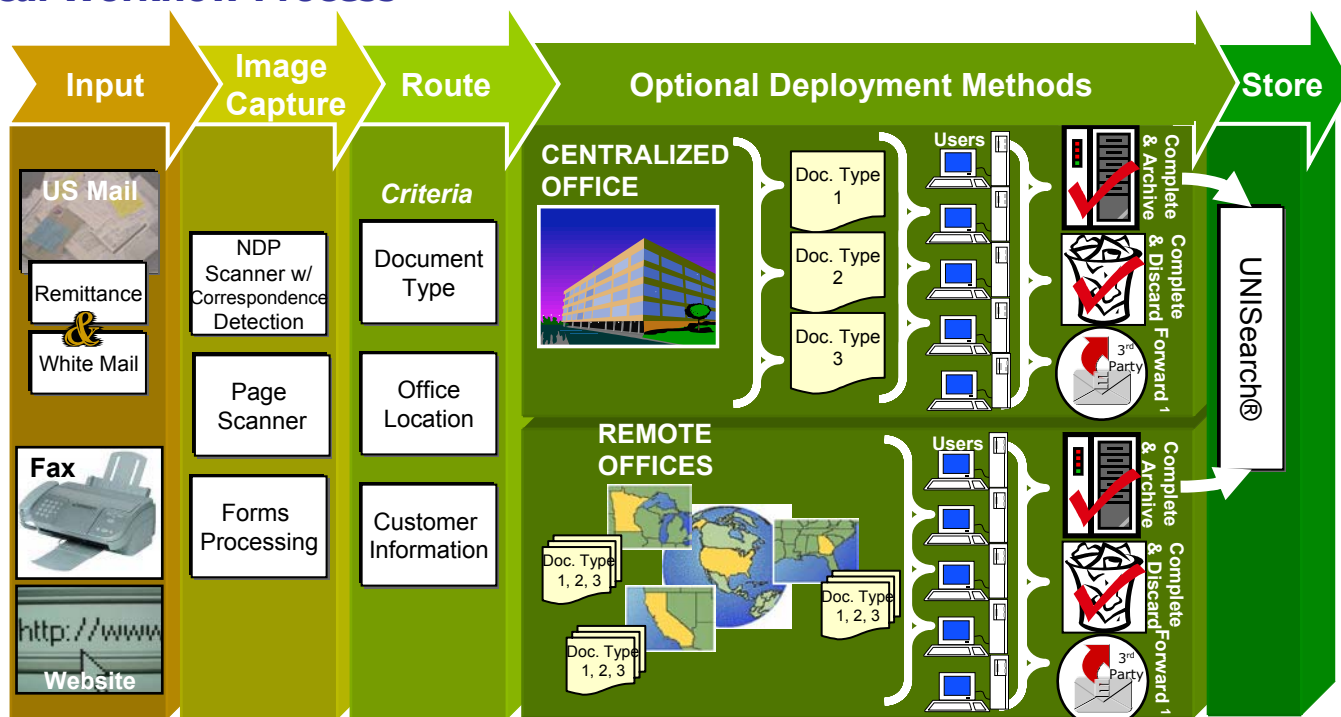
Correspondence Manager



Correspondence Manager provides electronic management of customer correspondence, including all scraps of paper and post-its notes.

- ◆ Gain **Management Control** of a Paper-Based Process
- ◆ Increase **Accountability** with performance reporting
- ◆ **Electronic Routing** – no loss or misplace documents
- ◆ **Boost Employee Productivity**
- ◆ **Full Management Reporting**
- ◆ **Auditing**
- ◆ **Improve Customer Service**
- ◆ **Save Paper, Shipping Expense and Time**
- ◆ **No Workstation Software Administration**
-Adobe's PDF is utilized for document display

Typical Workflow Process

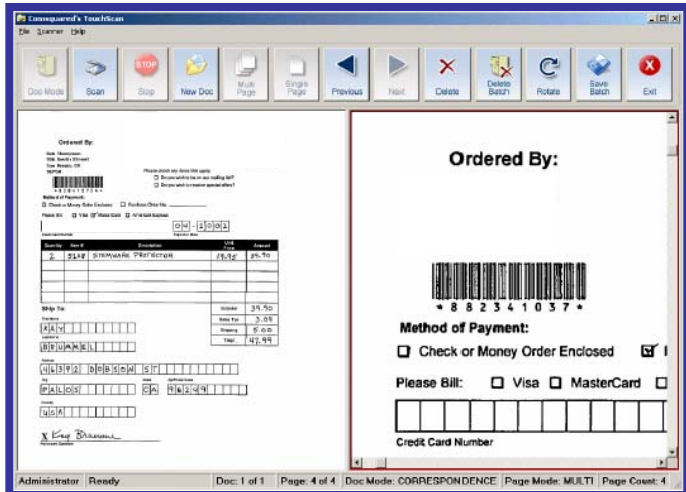
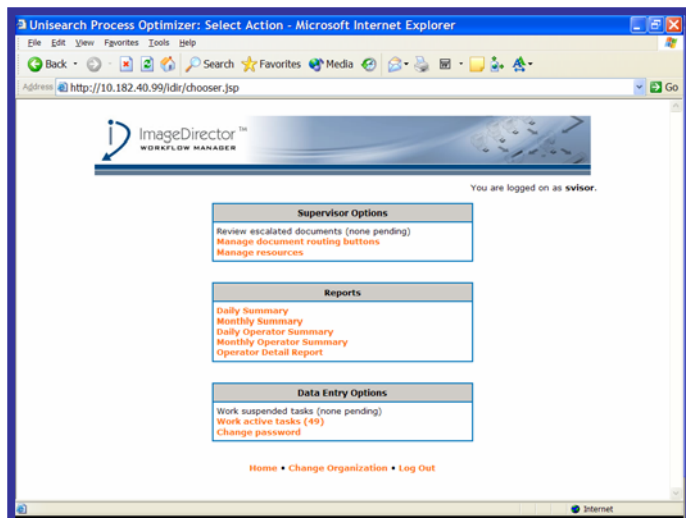


¹ External organizations can receive documents via Email, Print, Fax, DVD, or FTP

Correspondence Manager provides Management Control of the entire customer correspondence process.

Utilizing an efficient web based architecture, Correspondence Workflow provides the flexibility to electronically route, and manage to completion, the work requested by the customer. Documents may be selectively archived as required to meet business and regulatory requirements. Documents may also be sent to third-party organizations when required.

Correspondence Manager fully integrates with *UNIsearch* and maybe integrated with remittance systems. It provides efficiency and accountability for all levels in the task of customer correspondence processing.



FEATURES

- **Electronic Routing** – Destinations can be internal and external. Items are routed to the proper group based upon system parameters.
 - Internal users access *UNIsearch* Correspondence Manager or their Email
 - External organizations receive documents via Email, Print, Fax, DVD, or FTP
- **Automatic Task Prioritization** - Prioritizes work based on urgency and type of work.
 - Work is distributed to each operator based on its priority level
 - Operators get the next in line assignment, no favorites
 - Fair distribution of work to operators
- **Audit Trail** – All operator activities are logged
 - Accountability
- **Archiving**
 - Automatic – Documents can be automatically archived based upon the document type
 - Selective – Documents can be chosen for archiving during the workflow process, account number indexing information is added at this time
- **Integration** - Fully integrates with *UNIsearch* Content Manager & remittance systems.
- **Management Reporting** – Standard reports provide daily and monthly employee statistics.
 - Utilize any standard report writer, such as Crystal, to create customized reporting.

About Comsqared Systems

Comsqared Systems, headquartered in Atlanta, GA, is a leading provider of document workflow and imaging solutions for Enterprise Content Management (ECM) and business process automation. With more than 25 years of industry experience, our *UNIsearch*® and *ImageDirector*® family of content software solutions help organizations transform unmanageable paper-based processes into efficient, easy-to-use electronic solutions, providing companies with the ability to manage content, streamline processes, and drive a significant return on investment.

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S Y S T E M S

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