



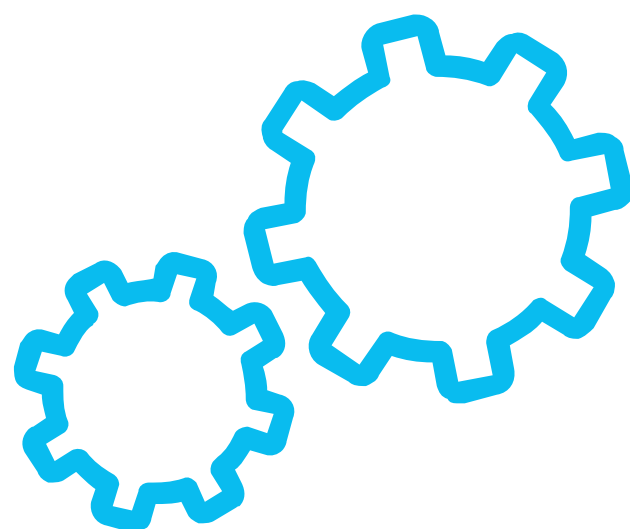
What's new in RightFax 20.2

Agenda

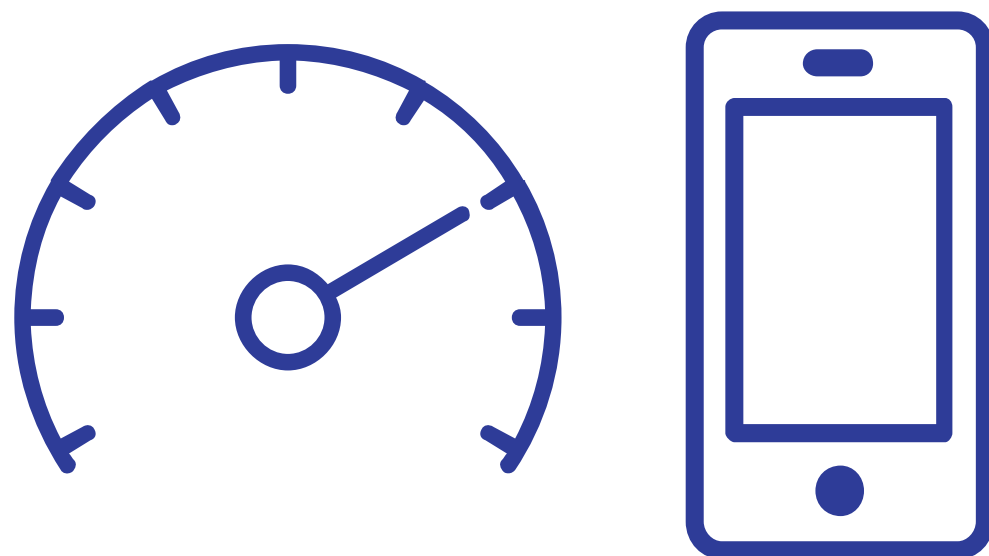
- Strategic investment themes
- Salient features:
 - New fax user experience for web and desktop applications
 - RightFax Workflow branching with built-in service level agreement option
 - Outlook integration enhancements
 - Comprehensive Web API update

Strategic investment themes for RightFax 20.2

Business Process



User Experience



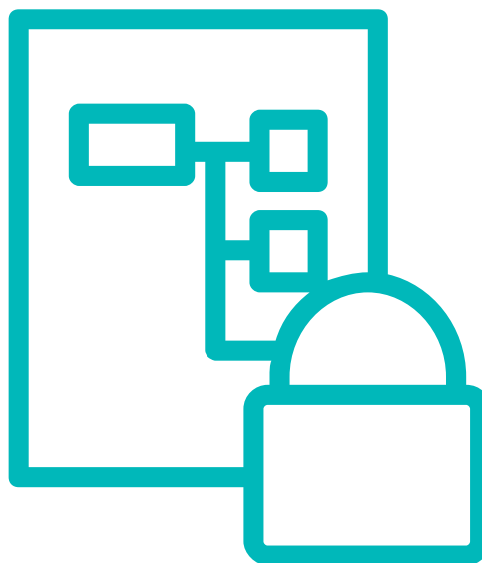
Industry & Compliance



Reach



Security



Industry & Compliance



Business Process



RightFax Workflow enhancements
Email gateway enhancements

RightFax Workflow enhancements

Business Issue

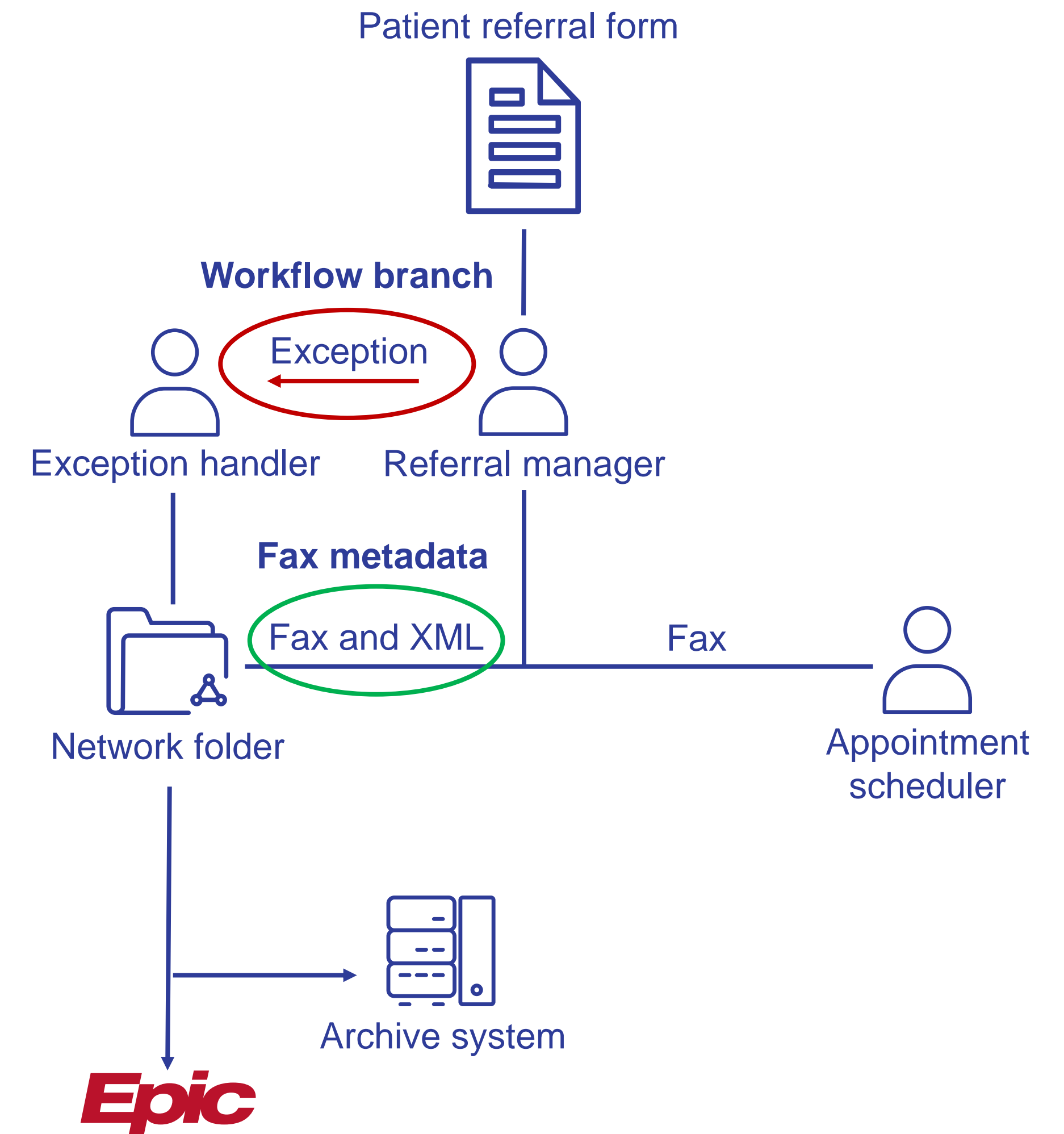
- Improve business processes and decrease time to revenue

Innovation

- Enhance RightFax Workflows to provide branching, exception handling, rejections, SLAs and metadata viewing

Business Benefits

- Transforms fax images into structured files with actionable data
- Increase document security with defined visibility according to the user's role
- Optimize processes to automatically route documents to the right team members based on SOPs
- Simple code-free workflow manager lets users create and manage workflows
- Design the path data takes through the process, using an easy visual workflow configurator



RightFax Workflows- availability and metadata columns

opentext™ | RightFax™

FaxUtil Web

Administrator [0]

Phonebook

Options

Delegates

ADMINISTRATOR

All

Main

Trash

Workflows (7)

Denied Referral (1)

Procedure Scheduling (3)

Referral (3)

Referral Exception

Other Users

EVERYONE

ADMINISTRATOR

BUSINESS_APPROVER

DEFAULT

ERIK

INTAKE

INVALID_REFERRAL

PROCEDURE_INTAKE

REFERRAL_CHECK

REJECTION

SCHEDULER

TEST

WALKUP

New Fax View Folder

Pages

Time

To/From

Fax Number

Status

Availability

Patient First Name

Patient Last Name

Date of Birth

M.R.N.

2 04/01/2020 11:34:55 AM OK Administrator

2 04/01/2020 11:34:30 AM OK

2 04/01/2020 11:33:53 AM OK

FAX

Metadata columns

Status Availability Patient First Name Patient Last Name Date of Birth M.R.N.

OK Administrator

OK

OK

Erik Enderson 01-01-1999 1234567

Metadata

Workspace

50 per page Page 1 of 1 3 items, 1 selected

IF THERE IS A CLINICAL NEED FOR A SAME DAY/NEXT DAY CONSULTATION OR PROCEDURE, Please write "URGENT" on the top of the form and follow the same instructions as listed below for routine Referrals.

REFERRING PHYSICIAN'S REQUEST

AUTHORIZATION OF SERVICE

Referring Physician: Mike Bower

Referring Physician's NPI: 1234567890

Patient Name: Erik Enderson

Patient M.R.N.: 1234567

Patient's DOB: 01-01-1999

Assigned Authorization Number: 23456789

Requested Start Date: 03-15-2020

Assigned Start Date: 03-15-2020

Anticipated Expiration Date: 06-15-2020

Assigned Expiration Date: 06-15-2020

Requested Number of Visits: 1

Assigned Number of Visits: 1

Diagnosis: Torn ACL

ICD-9 code: 844.2

Assigned ICD-9 code: 844.2

Procedure: ACL reconstruction

CPT code: 8642

Assigned CPT code: 8642

Servicing Provider Name, Phone # and Fax #: (Preferred Specialty Name)

Any Penny

Provider specialty:

Requested Hospital: Tucson Medical Center

Clinical Information:

Please attach all pertinent medical records

Please indicate if this Referral was initiated by a Physician or a Physician's Assistant

Dr. Signature: [Signature]

RightFax Workflow metadata – fax history and XML

RightFax Viewer - 3:48 PM 4/2/2020 Received (INTAKE)

File Help

Show: ☒ Transmission ☒ Conversion ☒ Handling ☒ General

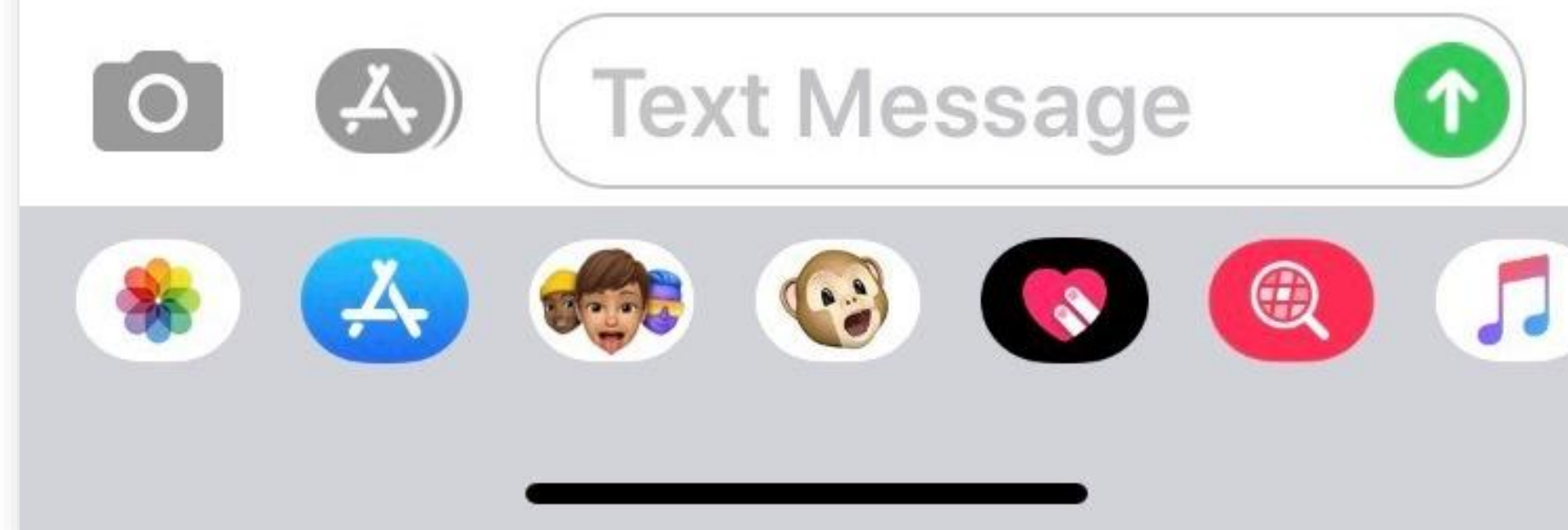
Image Prior Versions History

- 4/2/2020 3:48:59 PM Transmission Record
Received from remote ID ""
Unique ID: "INT5E86098AD45A"
- 4/2/2020 3:49:30 PM Workflow Start Record
Referral workflow started
- Ad 4/2/2020 3:51:55 PM Metadata Record
Referral workflow metadata entered by ADMINISTRATOR:
Patient First Name: Erik
Patient Last Name: Enderson
Date of Birth: 01-01-1999
M.R.N.: 1234567
- Ad 4/2/2020 3:51:55 PM Workflow Exception Record
Excepted from Referral workflow by ADMINISTRATOR
Needs approval from exception handling specialist.
- Ad 4/2/2020 3:51:55 PM Workflow Start Record
Referral Exception workflow started
- Ad 4/2/2020 3:52:34 PM View Record
Partly viewed by ADMINISTRATOR

```
<?xml version="1.0" encoding="UTF-8"?>
- <Workflows>
  - <Workflow Name="Procedure Scheduling">
    <Value Name="Procedure" Value="CAT Scan"/>
  </Workflow>
  - <Workflow Name="Referral">
    <Value Name="Date of Birth" Value="01-01-1999"/>
    <Value Name="M.R.N." Value="1234567"/>
    <Value Name="Patient First Name" Value="Erik"/>
    <Value Name="Patient Last Name" Value="Enderson"/>
  </Workflow>
  - <Workflow Name="Referral Exception">
    <Value Name="Approval" Value="Approved: Authorization Code 12345"/>
  </Workflow>
</Workflows>
```

Reminder: A fax in workflow First must be processed within 5 minutes.

WARNING: A fax in workflow First must be processed within 3 minutes.



RightFax
Workflow
SLA: SMS
reminder
and warning

Email gateway enhancements

Business Issue

- Businesses require a way to control the distribution of incoming RightFax email traffic across their organization's network

Innovation

- Assign RightFax gateways to specific RightFax groups
- Schedule email gateway faxing in hourly intervals

Business Benefits

- Manages traffic and prevents email server spikes
- Minimizes user request response time
- Ensures performance and reliability of email server resources

The screenshot shows the 'Group Edit' window with the following tabs: Smart Fax Distribution, Fax Dialog Customization, Post Fax Processing, Basic Information, Access Control, Aging and Archiving, and Restrictions. The 'Forced Scheduling' section is expanded, showing the following settings:

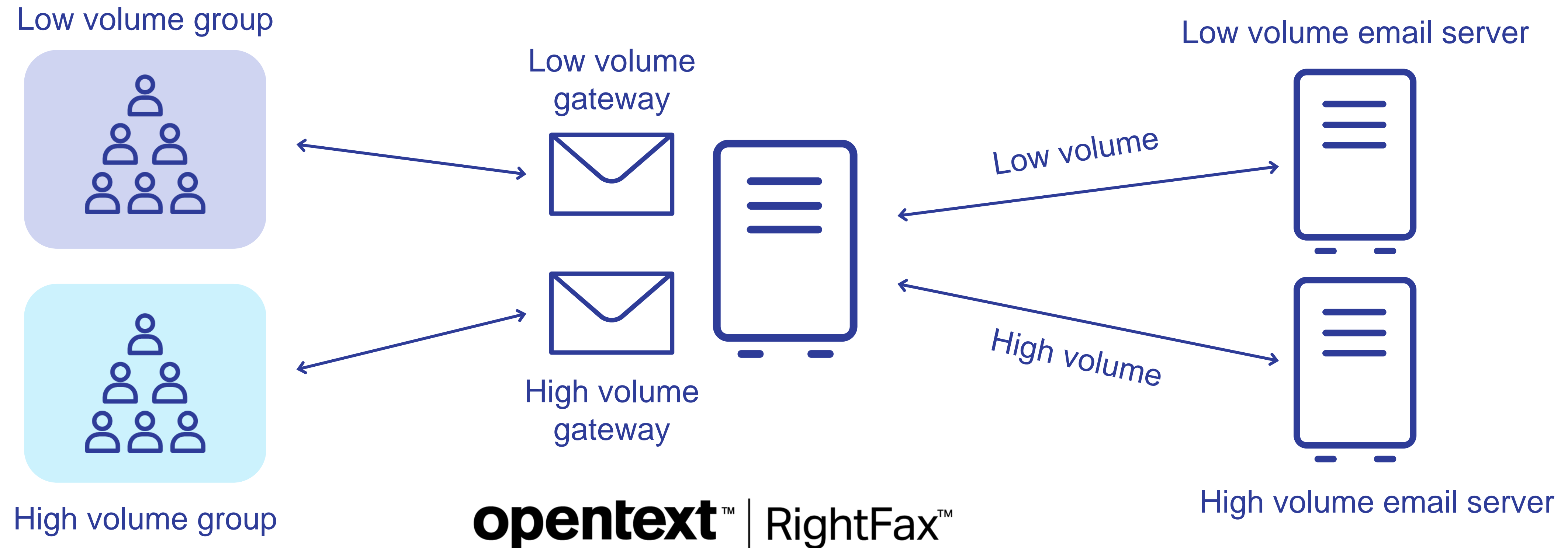
- Enable forced scheduling: ☒
- Maximum Concurrent Pages: 0
- Maximum Concurrent Faxes: 0
- Starting Time (HHMM): 0000
- Ending Time (HHMM): 0000
- Delay Until Time (HHMM): 0000

The 'Preferred Email Gateway' section is also expanded, showing a dropdown menu with the following options:

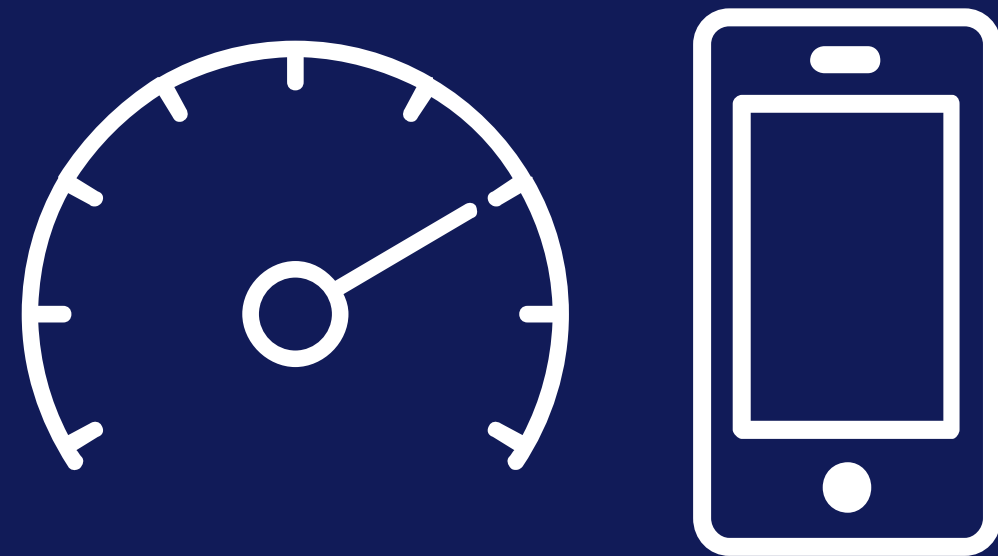
- Any (selected)
- Any
- Gateway - SMTP/POP3
- Gateway 1 - SMTP/POP3

A purple arrow points to the dropdown menu in the 'Preferred Email Gateway' section.

Email gateway volume-based assignment scenario



User Experience



Interface enhancements
Outlook integration enhancements
Simplified management of fax enabled connectors

New fax user experience for web and desktop applications

Business Issue

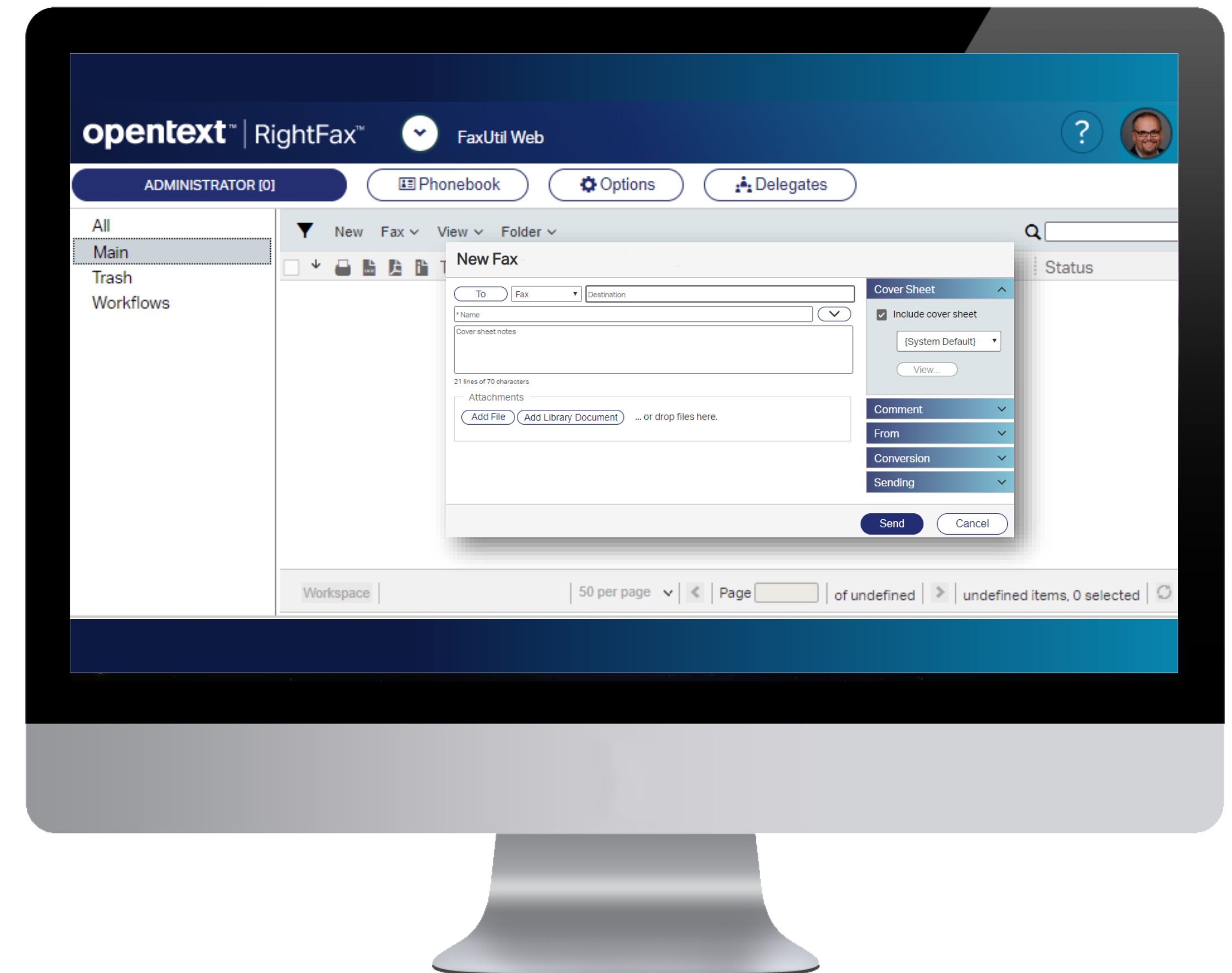
- Organizations seek to increase the productivity and efficiency of their workforce

Innovation

- A new enhanced interface for RightFax desktop and web client applications

Business Benefits

- Simplifies the process of creating a new fax. Users can create a new fax message in as few as two clicks
- Reduces effort needed to create, track and manage fax documents
- Instantly view fax documents with new preview pane
- Decreases the need for training, documentation, and internal support



FaxUtil Web interface enhancements: Preview Pane

The screenshot displays the FaxUtil Web interface. The top navigation bar includes the 'opentext™ | RightFax™' logo, a dropdown menu, and the 'FaxUtil Web' title. Below this, a user profile for 'MICHAEL STOVER [0001]' is shown with buttons for 'Phonebook', 'Options', and 'Delegates'. The left sidebar lists the user's folders: 'All', 'Archive', 'Main', 'Trash', and 'Other Users'. Under 'Other Users', there are sub-folders for 'Jamie R. Wayne [0002]' and 'Charles M. Vasquez [0003]', each with 'All', 'Archive', 'Main', and 'Trash' sub-folders. The main area shows a list of fax transactions with columns for 'Time', 'To/From', 'Fax Number', 'Pages', and 'Status'. The status column includes icons for 'Received', 'Sent', 'Held for Preview', 'In FCS Conversion', 'Information Incomplete', and 'Sending'. The right pane displays a 'Fax Cover Sheet' with fields for 'To:', 'From:', 'Company:', 'Fax:', 'Phone:', 'Email:', 'Pages:', 'Date:', and 'Time:'. The cover sheet also includes a 'Notes' section.

Fax Cover Sheet

To: Lorem ipsum From: Dolor Sit

Company: Venenatis Corp Company: Consectetur, Inc.

Fax: (555) 555-1234 Fax: (555) 555-4321

Phone: (555) 555-1244 Phone: (555) 555-4341

Email: dolor.sit@consectetur.com

Pages: 12

Date: May 6, 2020 Time: 11:00 A.M.

Notes:
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec consequat laoreet lacus, eu elementum tellus eleifend eget. Pellentesque egestas neque.

Fax preview pane
new in RightFax 20.2

FaxUtil Web interface enhancements: New Fax window

New Fax - ERIKENDERSON [5551212]

To

Fax

5551214

Mike Stover

▼

Please submit order for processing

21 lines of 70 characters

Attachments

Add File

Add Library Document

... or drop files here.

<input type="checkbox"/> Description	Native	Alt. Body	Size
Sample Library Document	<input type="checkbox"/>	<input type="checkbox"/>	1 page
simpsons.tif	<input type="checkbox"/>	<input type="checkbox"/>	42KB
SampleForm.tif	<input type="checkbox"/>	<input type="checkbox"/>	23.2KB
POFax.tif	<input type="checkbox"/>	<input type="checkbox"/>	449.9KB

↑

↓

✕

4 items, 0 selected

Cover Sheet

▼

Comment

▼

From

▼

Conversion

▼

Sending

▼

Send

Cancel

Business Benefits

- Simplifies the process of creating a new fax
- Increases efficiency - users can send a new fax in as few as two clicks

FaxUtil Web interface enhancements: unified options

Cover Sheet ^

☒ Include cover sheet

FCS.docx ▼

View...

Comment ^

Comment for your records

From ^

Name

Fax number

Voice number

Company fax number

Company voice number

Conversion ^

Conversion bias

Use Server Default ▼

☒ Create PDF image

PDF Options

☒ Use form

COPY ▼

☒ Hold for preview

Sending ^

☒ Use Certified Delivery

☒ Use smart resume

☒ Use cheap rates

☒ Delay send

3/11/2020 11:07 AM

Priority

Normal ▼

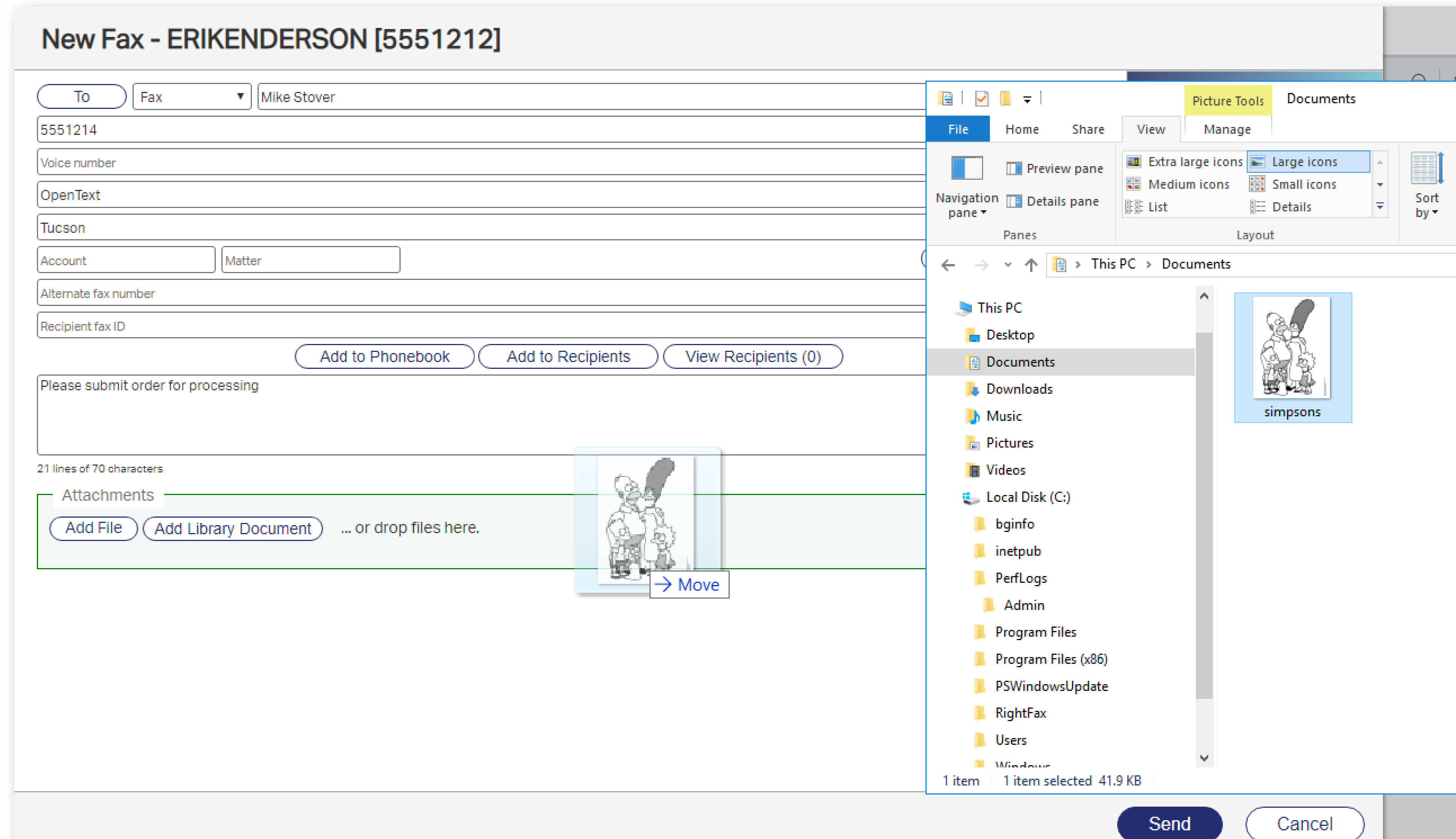
Automatically delete

Never ▼

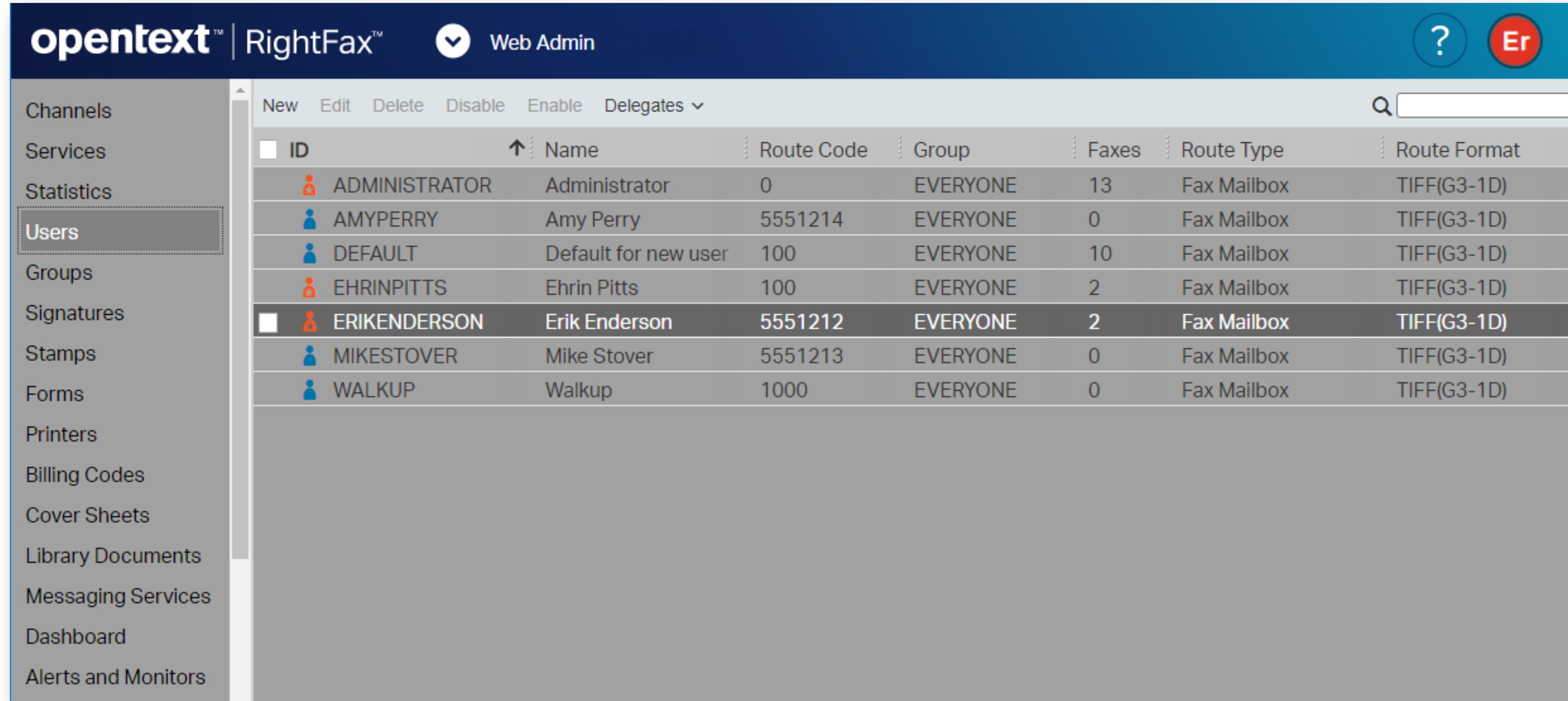
Notification address

RFnotification@domain.cor

FaxUtil Web interface enhancements: drag and drop



FaxUtil Web interface enhancements: dark mode



The screenshot displays the 'opentext RightFax Web Admin' interface. On the left is a sidebar menu with options: Channels, Services, Statistics, Users (highlighted), Groups, Signatures, Stamps, Forms, Printers, Billing Codes, Cover Sheets, Library Documents, Messaging Services, Dashboard, and Alerts and Monitors. The main area shows a table of users with columns: ID, Name, Route Code, Group, Faxes, Route Type, and Route Format. The table lists several users, with 'ERIKENDERSON' (Erik Enderson) highlighted. Above the table are action buttons: New, Edit, Delete, Disable, Enable, and Delegates. A search bar is located in the top right corner of the main area.

ID	Name	Route Code	Group	Faxes	Route Type	Route Format
ADMINISTRATOR	Administrator	0	EVERYONE	13	Fax Mailbox	TIFF(G3-1D)
AMYPERRY	Amy Perry	5551214	EVERYONE	0	Fax Mailbox	TIFF(G3-1D)
DEFAULT	Default for new user	100	EVERYONE	10	Fax Mailbox	TIFF(G3-1D)
EHRINPITTS	Ehrin Pitts	100	EVERYONE	2	Fax Mailbox	TIFF(G3-1D)
ERIKENDERSON	Erik Enderson	5551212	EVERYONE	2	Fax Mailbox	TIFF(G3-1D)
MIKESTOVER	Mike Stover	5551213	EVERYONE	0	Fax Mailbox	TIFF(G3-1D)
WALKUP	Walkup	1000	EVERYONE	0	Fax Mailbox	TIFF(G3-1D)

Business Benefits

- Reduces eye strain
- Improves visibility for users with low vision and those who are sensitive to bright light

Outlook integration enhancements

Business Issue

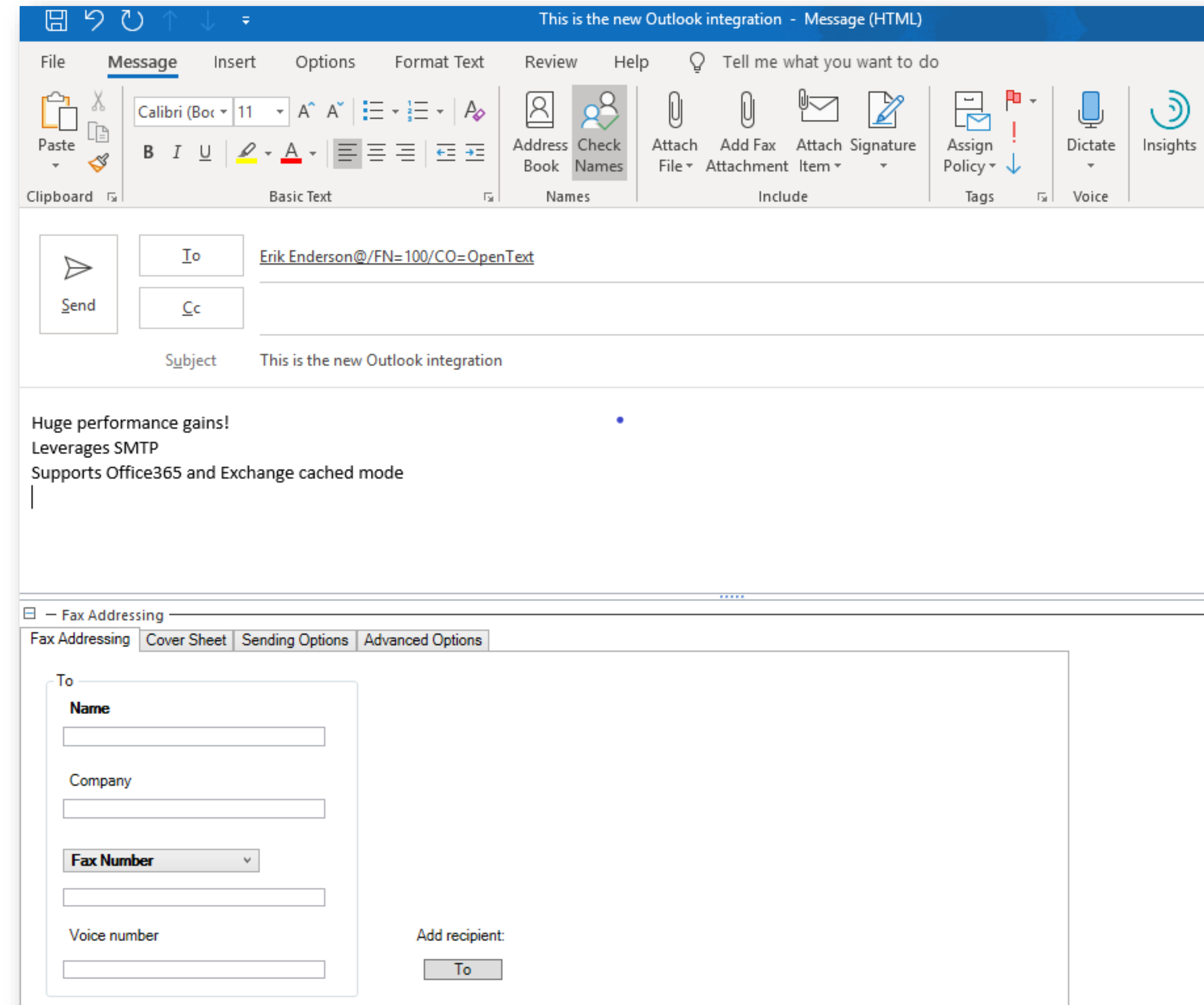
- Organizations leveraging Outlook for faxing require support for Office365 and Exchange cached mode

Innovation

- Enhance RightFax to support Office365 and Exchange cached mode
- A new SMTP based Outlook integration to maximize performance and usability

Business Benefits

- Fax enables remote workforce
- Reduces IT burden by leveraging SMTP
- Simplifies the fax user experience with familiar Outlook interface
- Offers significant performance improvements over foreign connectors



Simplified management of fax enabled connectors

Business Issue

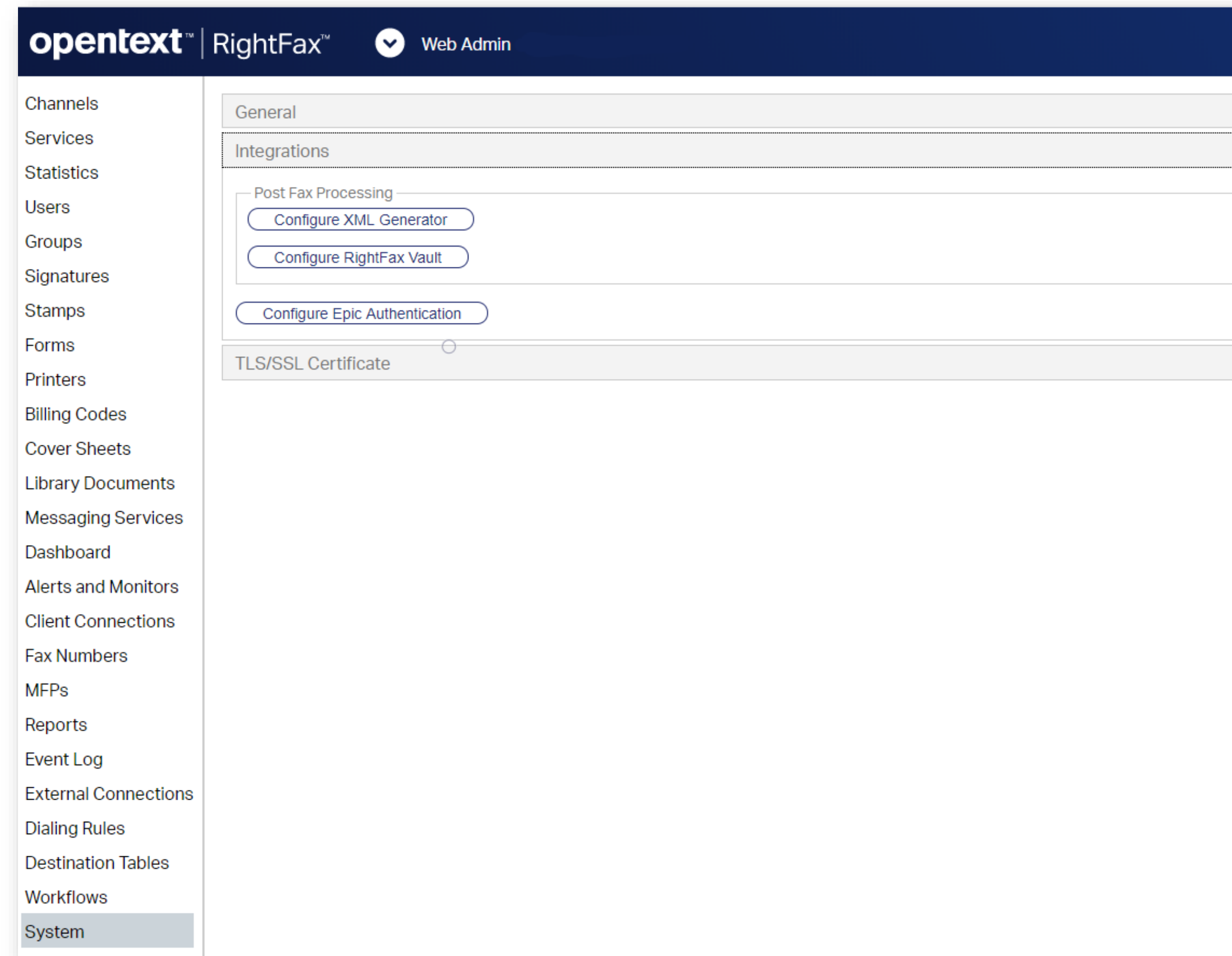
- Businesses require a simpler way to manage RightFax enabled MFPs, XML Generator, and Vault connections

Innovation

- Replace the External Document Connector with new Web Admin based configuration
- New Post Fax Processing area within user Group settings

Business Benefits

- Simplifies configuration of all RightFax Post Fax processing integrations
- Seamless experience within Web Admin



Reach



Comprehensive Web API update Web Reporter

Web API enhancements

Business Issue

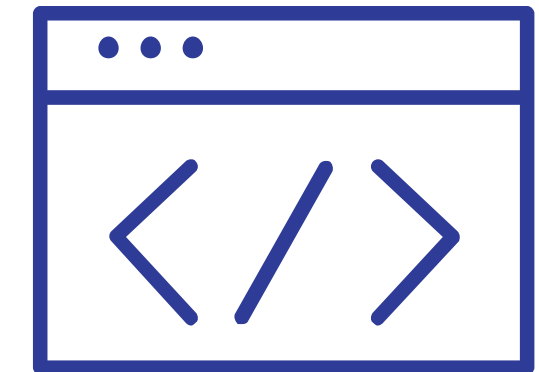
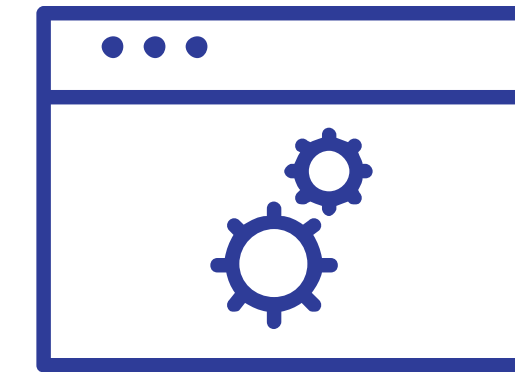
- RightFax customers require a fully-featured Web API to create custom applications, integrations, and solutions to support business processes

Innovation

- A comprehensive update to the RightFax Web API that provides feature parity with core RightFax desktop applications

Business Benefits

- Leverage internal development resources to create cost-effective custom applications
- Extends faxing capabilities to custom web and mobile applications
- Strengthens brand recognition by customizing the look and feel of custom applications



opentext™
RightFax™



RightFax Web Reporter

Business Issue

- Administrators and RightFax power users require anywhere anytime access to RightFax reports

Innovation

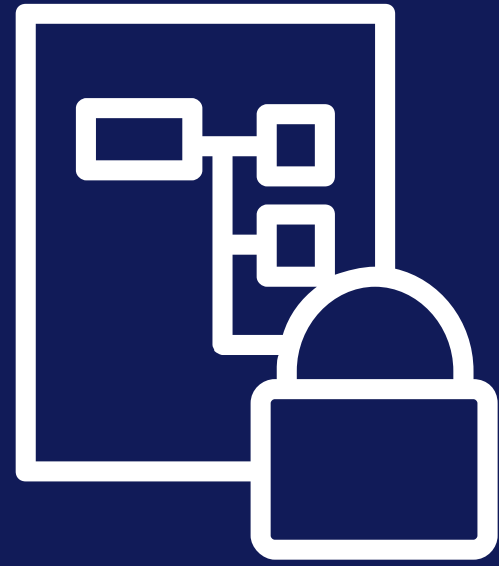
- New web-based version of Enterprise Fax Reporter

Business Benefits

- Allows administrators to easily detect or identify suspicious activities such as excessive login attempts
- Simplifies access to all RightFax reports

The screenshot displays the opentext RightFax Web Admin interface. The top navigation bar includes the opentext logo, RightFax™, and a user profile icon labeled 'Web Admin -'. A left sidebar lists various system components: Channels, Services, Statistics, Users, Groups, Signatures, Stamps, Forms, Printers, Billing Codes, Cover Sheets, Library Documents, Messaging Services, Dashboard, Alerts and Monitors, Client Connections, Fax Numbers, MFPs, Reports (highlighted), Event Log, External Connections, Dialing Rules, Destination Tables, Workflows, and System. The main content area shows a table with columns for 'Name' and 'Status'. Two entries are listed: 'Permissions_by_User_03-16-2020_02:23:47' and 'Time_of_Day_Usage_03-16-2020_02:22:02', both with a green 'Done' status. A 'Parameters' dialog box is open in the foreground, containing sections for 'Advanced Audit' (with 'Export format' set to 'CSV'), 'Users' (with a text input field), 'Action' (set to 'All'), 'Object' (set to 'All'), 'Date Range' (with 'No lower limit' and 'No upper limit' selected), 'Users and groups' (with a text input field), and 'Corollary action' (set to 'All'). The dialog box has 'Back', 'OK', and 'Cancel' buttons at the bottom right.

Security



Enhanced installation security

Enhanced installation security

Business Issue

- Client applications require secure connectivity protocols such as TLS, SSL, and secure TCP

Innovation

- All web-based client connectivity is secured by default via a self-signed certificate
- All desktop client connectivity is secured by Secure TCP
- All RightFax user and administrative accounts are password secured by default

Business Benefits

- Enhances the already strong security of RightFax
- Helps organizations meet security mandates
- Ensures secure, private information exchange

The screenshot displays the 'opentext | RightFax' Web Admin interface. The left sidebar contains a navigation menu with items: Channels, Services, Statistics, Users, Groups, Signatures, Stamps, Forms, Printers, Billing Codes, Cover Sheets, Library Documents, Messaging Services, Dashboard, Alerts and Monitors, Client Connections, Fax Numbers, MFPs, Reports, Event Log, External Connections, Dialing Rules, Destination Tables, Workflows, and System (highlighted). The main content area is titled 'General' and 'Integrations'. Under 'Integrations', the 'TLS/SSL Certificate' section is active, showing options for 'Signing Request' (Create), 'Certificate' (Upload, Download), and 'Self-Signed Certificate' (Create). The 'Security' section at the bottom shows a 'Change' button and the status 'SSL enabled'.

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