

OpenText Fax (RightFax) Roadmap

Last updated December 2024

Continue to improve the security, usability, and automation of the product. Future enhancements to the product by improving the functionality of RightFax with AI for data capture and workflow automation. OpenText Fax will also continue to expand upon our existing healthcare E.H.R. integrations by enhancing workflow capabilities. Evolve customer choice around product deployment supporting cloud, off-cloud and hybrid models.



Delivered Recently [24.4]

Private Cloud

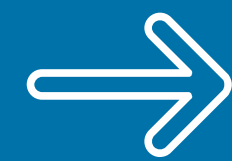
- AWS deployment
- Updates to architectural frameworks
- Enhanced DR/HA, RPO/RT0

Expansion of E.H.R. Integrations

- Meditech Expanse

Enhancements

- OT Fax Connect support for Australia
- Print to Fax - Web Client – Admin deployment
- Phonebook sharing via delegate permissions for FaxUtil (Web)
- MFP apps on Managed service no longer reliant on VPN
- New Outlook support
- Integration FCL Dashboard



Q2-Q4 2025 [25.4] in progress

Expansion of E.H.R. Integrations

- Improved integration for inbound/outbound workflows

Enhancements

- JATO UI changes to Web Fax Util
- AI Smart file naming for improved inbound workflow identification
- AI Fax Summary for inbound and outbound workflow improvement
- AI Next best action for inbound fax identification
- AI Cover sheet
- Hi resolution faxing within OpenText faxing network
- Integration with CRM solution



2026 and beyond planned

OpenText Fax (Private Cloud)

- Reduction of VPN endpoints
- Certifications for SOC2/HITRUST

Expansion of E.H.R. Integrations

- Inbound workflows for EHRs

Advanced Enablement

- Integrate to OpenText Core Signature
- Integrate to OT Intelligent Capture
- Integrate OT Fax client and server components to OT Cloud Fax services
- OT Fax Aviator AI: Fax Search-&-Assist, Smart Help chat bot