



# ABBYY FlexiCapture for Mailrooms

## Digital Mailroom Solution for Customer-Oriented Businesses

Managing customer communications is a complicated multichannel activity that involves correspondence via traditional mail, email and fax. In all these cases customers expect an immediate response to their inquiries. ABBYY FlexiCapture for Mailrooms helps enterprises and government agencies automate the capture, classification and routing of incoming mail – thereby accelerating transactions, reducing costs, and improving customer engagement and satisfaction.

**With ABBYY FlexiCapture for Mailrooms, enjoy the following benefits:**

### Faster Decision-Making

Shorten your decision-making cycle with automated mail classification and routing. Send each document to the right personnel automatically.

### Higher Customer Satisfaction

Keep customers happy by answering inquiries in a fraction of expected response times.

### Accelerated Transactions

Accelerate time to revenue. Make information available to enterprise business systems faster in order to initiate, support or complete transactions.

### Greater Visibility and Control

Gain real-time understanding of the information entering your enterprise while exercising the right levels of security, priority, management and control.

### Cost Reduction

Reduce the costs of sorting, organizing, and manually tagging documents and refocus resources on revenue-generating opportunities.

## Highlights

- Advanced classification of incoming documents and communication
- Identification of multiple topics per document/email
- Real-time system training that improves classification results
- Fast and accurate data capture
- Automated document routing according to business rules
- Web-based scanning and review
- Immediate visibility of all incoming documents
- Control over productivity metrics via data reports
- Integration with line-of-business applications



# Functionality

## One Solution for All Mail

ABBYY FlexiCapture for Mailrooms automates the processing of all incoming mail – from paper to fax and email. All documents that enter an organization are automatically digitized, classified, captured and routed to the right workflow or person.

## Distributed Mail Capture

All incoming documents can be scanned centrally, or captured at remote points with the use of scanners, MFPs and mobile devices, eliminating sorting and shipping costs. Early capture makes documents visible and actionable immediately.

## Visual and Content-Based Classification

ABBYY FlexiCapture for Mailrooms offers the most advanced classification capabilities on the market. It combines visual classification technology that identifies document types based on their appearance, with a content-based classification mechanism that looks at the text of a document in order to detect its type. Content-based classification delivers precision results for unstructured documents and emails.

## Intelligent Data Extraction

Some incoming documents may require not only classification, but also data extraction for the purpose of tagging, reporting or initiating a financial transaction. Those documents are subjected to additional analysis and OCR to capture the data in accordance with the document type.

## Document Routing

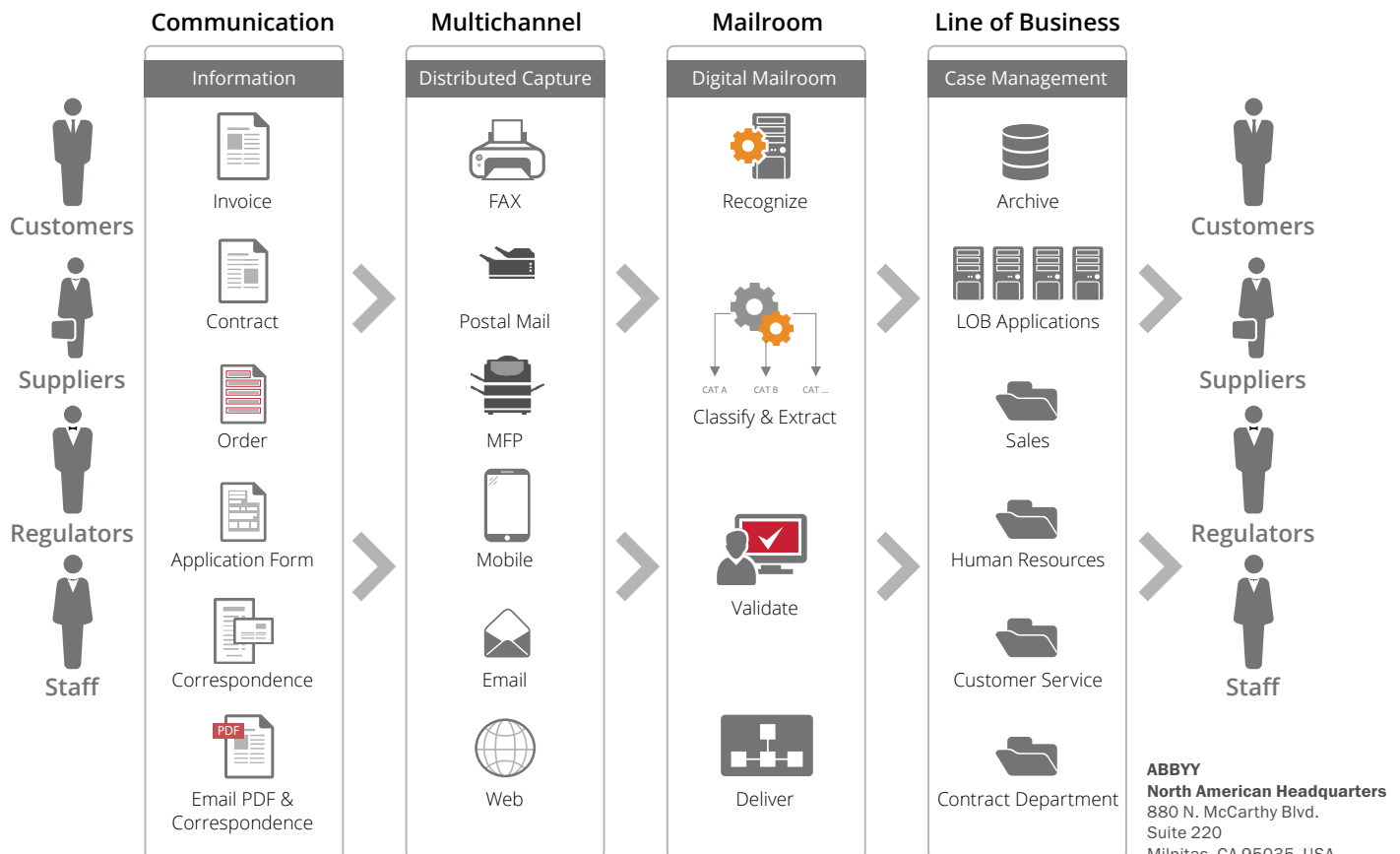
Based on classification results, documents are routed to a downstream business process, triggering workflows that support an organization's business logic.

## Real-Time System Training

Classification results can be fine-tuned and system intelligence increased as new documents arrive that require the adjustment of class definitions. The system supports continuously increasing amounts of customer communication; it learns as your business grows.

## Monitoring and Reports

Captured and classified documents become visible upon receipt, allowing supervisors to monitor system performance and report on productivity metrics – and management to visualize ROI.



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