MAIL MANAGEMENT

Control mail records and routing

Feel the need for unified organization of all incoming and outgoing mail, whether it is on paper, electronic or email support? e-grou controls and organizes all your incoming and outgoing mail the way that suites your needs best.

You may register your mail in e-grou, associate incoming or outgoing documents to a particular mail record, route with ease these documents within your organization, monitor the routing process, view participants and the tasks they carried-out. Users may access mail according to their access rights.

Organize all incoming and outgoing mail

e-grou allows you to register in the same way all incoming and outgoing mail regardless of its physical support.

You may digitalize any document from within e-grou or from a net scanner and associate it with a particular register. You may also manage paper documents with e-grou.

You may register emails directly from within *MS Outlook*. Only available for *Windows* clients. The email message and the attached documents are kept in e-grou in annex to the register. There is no more the need for each user to maintain personal email archives, allowing for better email management and search.
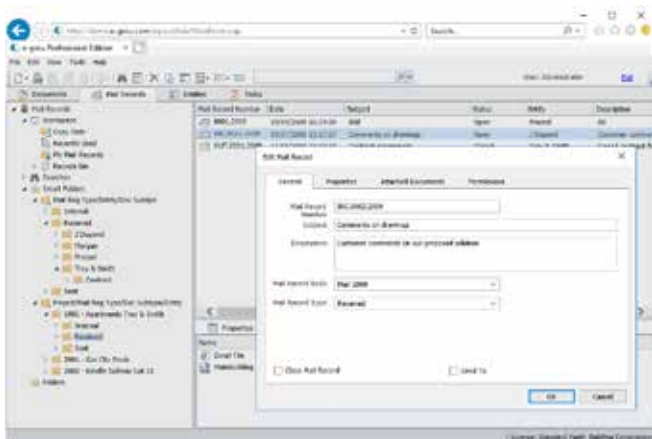
Configure e-grou to your organization needs

e-grou provides a large number of configuration options to ease meeting your organization's working environment needs and to a certain degree each user's preferences, without further programming. You may configure:

• User and group mailboxes for mail distribution tasks and associated user rights.

• Companies and contacts associated with your mail.

• Private and public searches to quickly search for your mail registers and who can create them.

• Private and public smart folders that you can use to organize mail the way you want and who can create them.

• Attributes to organize and search for mails. With e-grou you can organize documents according to any classification system used in your organization.

• Many other features are made available to help configuring e-grou to your organization's needs.

Search in no time for the mail you need

Do you need to quickly locate and access mail records in your organization? Do you need to organize mail according to different criteria? With e-grou you can access and organize mail records and appended documents the way that suites you the best.

You may use searches, to quickly locate the mail register you want to access. You may use mail attributes to define your searches, such as Register No., Insertion Date, Subject, Project, etc. You can save searches for later use.
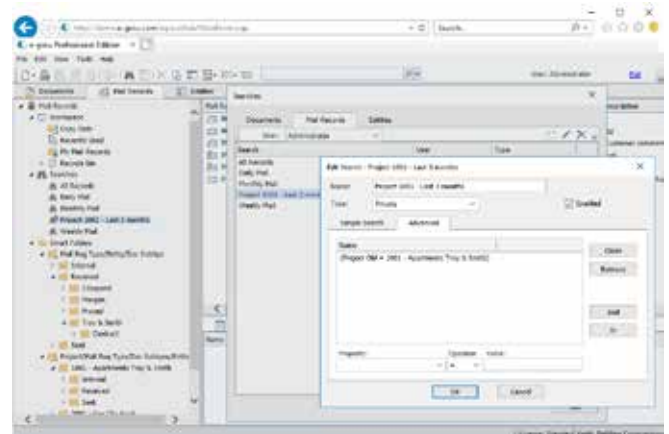
You may define several viewing criteria to organize mail registers, called smart folders. Each view is associated with a folder hierarchy. e-grou organizes automatically mail registers and the associated mail according with these views. You do not have to create and manage any folders; e-grou takes care of that for you.
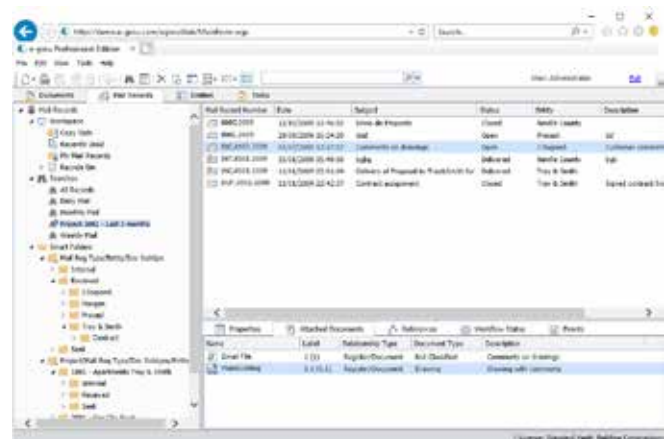
Control mail routing

With e-grou you can control that mail is distributed to the right peo-
ple and monitor their participation in the process, minimizing errors,
reducing distribution and communication times and improving your
organization's overall productivity.

Ad-hoc and structured workflows are available to distribute mail.
You may define alerts and deadlines for each distribution task.
Only users with the appropriate access rights may access the task
box.

You may monitor the workflow process in e-grou and visualize
tasks, participants, and actions. In any step of the distribution
process you can add new documents and comments.
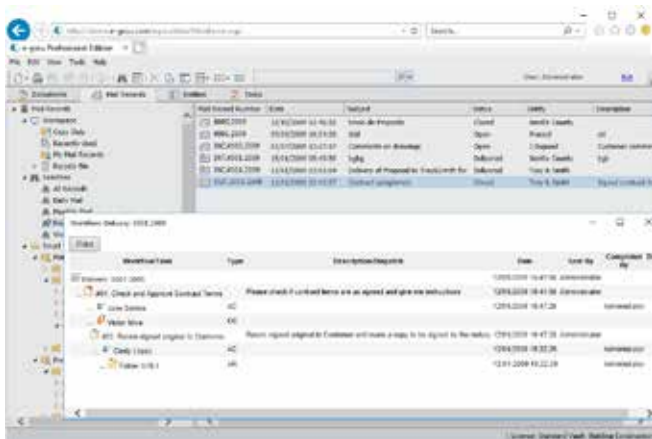
Get automatic and subscribed notifications

Every time a user is required to perform a new mail routing work-
flow task he receives an automatic notification from e-grou. The
notification may be sent by the OS and by email.

Users may also request to be notified when a specific mail routing
workflow ends.

Make sure your information is in safety

e-grou controls access to mail registers and mail documents
according to each user´s access rights. It is not possible to directly
access any mail documents that are managed by e-grou.

User´s default access rights to mail registers and documents are
defined during the initial configuration stage. Only users with the
appropriate access rights may access the information. Since more
than a document may be associated with a single mail register,
each of these documents may be assigned different access rights.

e-grou writes to a log file all user events that were chosen to
be relevant for auditing the system. A variety of reports may be
configured to obtain a complete audit trail of all mail registers and
documents and users. In e-grou, all items that have been deleted
are sent to a recycle bin. Only the e-grou Administrator can delete
permanently or recover any of these items.