

ONBASE

MAILBOX IMPORTER

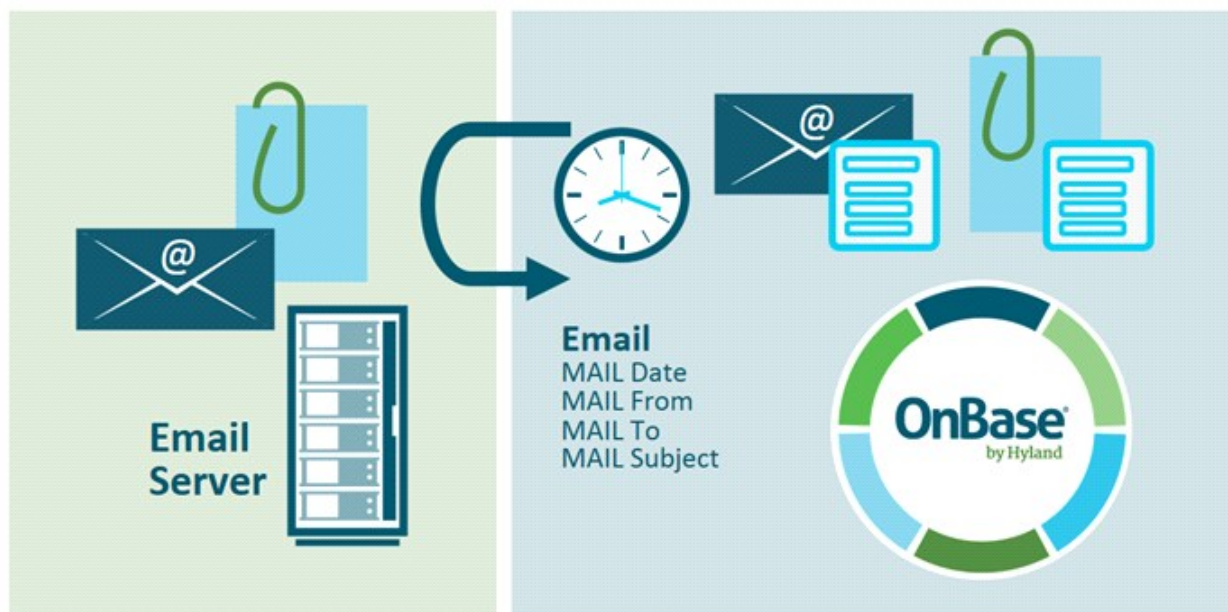
SUMMARY

Mailbox Importer automatically classifies and stores incoming e-mails and attachments from an organizations designated e-mail inboxes. It brings in those business-critical documents from your customers and business partners, and can classify them and send them directly to Workflow, so your business processes that include e-mails can be more efficient. When used with Workflow, users can access e-mails directly in OnBase Workflow without needing to find them or import them from e-mail system inboxes.

BENEFITS

- **E-mails from designated accounts are imported automatically**, without user intervention.
- **E-mails are classified based on incoming account**, and can be routed to specific Workflows.
- **Access e-mails and attachments throughout the enterprise**, with appropriate security and control.
- **Manage e-mail centric processes within OnBase**, using its automation and validation capability.

DESIGN



The Mailbox Importer NT service polls the designated external mail system (using IMAP, POP3, or EWS protocols). New mail messages and attachments that arrive in designated inboxes are automatically entered into OnBase. E-mail messages become documents and are assigned a Document Type. E-mail messages and attachments can be dynamically identified and imported retaining their native file format.

APPLICATIONS

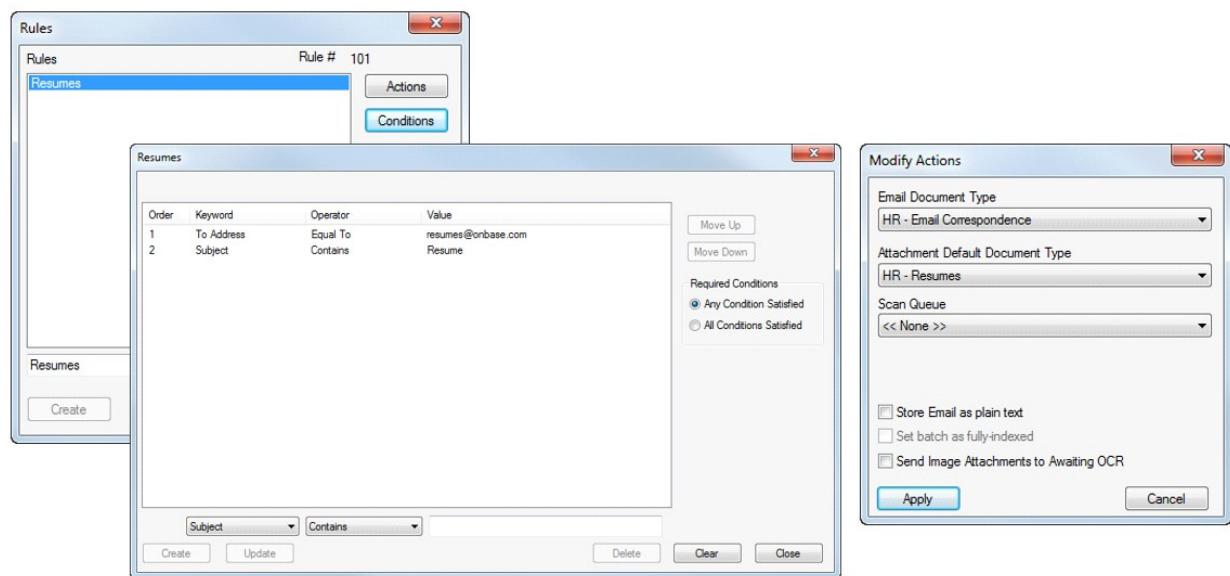
- **Human Resources** departments can use Mailbox Importer to sort and archive resumes. For example, subscriptions can be configured to separate resumes based on the position applied. The resumes can then be configured to enter Workflow, which automatically routes to the appropriate hiring manager.

- **Loan Processing Centers** can use Mailbox Importer to identify and archive incoming loan inquiries. The incoming inquiries then populate Workflow allowing brokers to quickly act on the new business.
- **Insurance Organizations** use Mailbox Importer to allow them to quickly act on potential new business and manage claims correspondence.

KEY FEATURES

- **Automatically captures, indexes and stores** e-mail and attachments based upon e-mail characteristics.
- **Automatically assigns Document Type and indexes Keywords** (MAIL keywords).
- **Automatically route e-mails/attachments to specific Workflow** based on the incoming account.
- **Supports traditional and cloud-based e-mail servers.**

INTERFACE



Set up Mailbox Importer rules in OnBase Configuration.

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