

COPIAFACTS™



Powerful Business Communication Solutions

Communication with your customers is the most important aspect your business. Your ability to provide your customers with the information they need, when they need it, in the format they need, is crucial to a successful customer relationship. A **COPIAFACTS** messaging server allows you to quickly and easily deliver your message to your customers using the media format they prefer.

The **COPIAFACTS** engine supports fax, voice, or e-mail ports that coexist to provide a consistent interface for delivering your message.



COPIAFACTS uses proven high performance hardware or VoIP/FoIP software from Dialogic and Commetrex, to ensure that your message is delivered every time. Each system is designed specifically for your needs and is designed to grow with your business. Systems from one line to thousands have the same easy to use interface. There's no need to learn a new system, no matter how large you grow.



FAXFACTS®

- Fax Server
- Fax Directly from Windows
- Fax-on-Demand (FOD)
- Fax Mail
- Fax Broadcast
- Mail Merge to fax
- DID, DTMF, OCR, CSID & Manual Inbound Routing
- Fax-to-E-Mail Routing
- E-Mail-to-Fax Routing
- Load Balancing Servers
- Centralized Management
- Intelligent Fax Retry
- Reporting Capable
- Job Administration
- Automated Do Not Send (DNS) Lists
- Scalable Architecture (Unlimited Lines)
- **COPIAFACTS** API
- Fax-over-IP Options

VOICEFACTS™

- Voice Broadcast
- IVR (Interactive Voice Response)
- Unlimited Voice Mailboxes
- Voice Mail
- **COPIAFACTS** API
- PBX Integration
- Unlimited Menu Levels
- Voice Notifications
- Full Scripting Language
- Speech Recognition Capable
- Text To Speech Capable

E-MAILFACTS™

- Outbound E-Mail Engine (SMTP)
- E-Mail Broadcasting
- Mail Merge to E-Mail
- Customized PDF Attachments
- Over 1,000,000 Customized E-Mails/Hr Possible
- Full HTML/MHTML Support
- Automated Do Not Send (DNS) List
- Unlimited Macro Substitutions
- Clear Error Messages
- Supports All Accented & International Character Sets
- **COPIAFACTS** API
- Integrate into your own custom applications
- SMTP Gateway for custom processing and e-mail to fax

WORKSTATION Client

- 32-bit Windows (98+/XP/Vista)
- Custom Address Books
- Exchange/Outlook Address Book linking
- GoldMine/ACT Contacts
- LDAP and Active Directory services
- Universal Database Access
 - ADO/OLE DB/ODBC
 - Access
 - SQL Server
 - xBase
 - Excel
 - Oracle
 - FoxPro and more...
- Advanced Fax Status Viewer
- Desktop Fax Viewer

COPIAFACTS API

- Custom Call Control Scripting Language
- Unlimited Nested Menu Support
- Custom Playback & Recording
- Database Connectivity Using ADO for Updates & Reads
- SQL Stored Procedure Support
- User Written DLL Interfaces
- Ability To Launch External Process
- Hooks For Message Pre-Processing & Post-Processing Using Script or External Applications
- Variable Controlled Phrase Speaking
- Read/Write Access to Internal Variable Name Space
- Fax, Voice, and E-Mail Message Generation Using Scripting Commands or Simple Text Command Files
- Custom Application Launch From Fax Print Drivers
- Fax/E-Mail Support for Reporting Packages
- Open, Extensible, Text File Driven

Client Requirements

- 32-bit Windows (98+/XP/Vista)
- 200 MHz+ Processor
- 128 MB of RAM Minimum
- 15 MB Available Hard Disk space
- Supported LAN/WAN
- E-Mail client (Outlook, Notes, etc)

Server Requirements

- Windows 2000/XP/2003
- 500 MHz+ Processor
- 1 GB of RAM Minimum
- 4 GB Available Hard Disk space
- Supported Fax Hardware
 - Cantata/Brooktrout
 - Intel/Dialogic/Eicon
 - Commetrex
 - FoIP "Boardless" Servers also supported
- Supported Voice Hardware
 - Intel/Dialogic/Eicon
 - Cantata/Brooktrout
 - VoIP "Boardless" Servers also supported



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