Cloud-based Virtual Fax for Contact Centers

Fax has been around for decades and is used by millions of businesses around the world every day. However, there are problems that come with analog fax such as security, cost, flexibility and mobility. We offer a solution that solves these problems and reduces cost.

Benefits of eComFax

- **Developed for Call Center needs-** Automatically connect your contact center applications with quick deployment and no hardware, implementing eComFax is quick and hassle free. You can also send and receive documents by Fax, SMS or other advanced messaging methods.

- **Straightforward integration - API Enabled.** Use our RESTFull API or SMTP integration to easily connect with document management systems and call center ACDS

- **Easy access to any document**. By using automatic OCR your faxes can be indexed in your email or DMS to get quick access to a document using simple keywords such as contract number, invoice number or customer name.

- **Cost savings** Avoid on premises telephony costs related to fax phone lines or IT costs to support on-premises fax infrastructures. That means no investments in hardware, licensing, software and a huge reduction in telephone lines and maintenance fees.

- **Scalability** Easy to scale, you can increase or decrease usage at any time. It is fully flexible to your company's needs. This eliminates investments at peak time periods in hardware, software, databases and phone lines.

- **Compliance** eComFax is compliant with data security and legislation such as GDPR and MiFId II. Under these laws, it is imperative that companies utilize technology that can keep data and communications safe and traceable, as well as being legally valid.

- **Encryption** Faxes are encrypted before sending, during processing and transfer. Therefore, it is almost impossible for someone to get unauthorized access to private documents event if a hacker intercepted data, it would be completely unreadable.

- **Secure messaging platform** Imagine you need to send a document urgently to a client or vice versa. eComFax lets you take a picture of any document and send it via email through our secure and encrypted network.

Additional advantages and benefits of eComFax

- It is available immediately with the highest level of cloud security
- You can **keep your own number** or get a new one
- Send certified SMS to any international number
- Send and receive documents in multiple formats: Microsoft Office, txt, pdf, tif, jpeg, etc.
- Securely store sensitive documents and data. We offer unlimited cloud storage where you can store faxes and documents in our highly secured cloud for as long as you need.
- Reduce costs get rid of your fax machines and the endless amount of paper files and documents cluttering your office. Eliminate costly infrastructure maintenance fees and material costs.

Why use virtual fax?

There are many reasons virtual fax can benefit your company. Virtual fax uses the same protocols and basic processes of traditional faxing, but without the need for machines or maintenance fees, telephone lines and consumables. Everything is done in digital format via Internet.

This can promote productivity and efficiency of employees and lead to better customer service and client retention. It also eliminates all the risks that traditional faxing and email carry.

Why eComFax?

eComFax is the cloud solution your company needs. It responds to the current needs of on premises fax users. It allows you to send and receive faxes from any smartphone, tablet or PC using only an email or web browser.

Unique Features

Use **CertiFAX®** for delivering secure faxes with certified Proof of Delivery for Legal compliance. Valid in Europe and many countries around the world.

Use **SecureFax®** to provide secure Fax delivery for highly sensitive documents, according to worldwide regulations for Data Protection. (Dodd-Frank Act, PCI-DSS).

Provide **PCIFAX** service to financial institutions to deliver documents with sensitive payment card information, according to PCI-DSS standards.