

# everteam.correspondence

Manage and track  
communication with  
everteam.correspondence

Faced with the constant need to manage correspondence in a timely, consistent and efficient manner, managing and tracking correspondences has become a major challenge for every organization looking to take a competitive edge.

**everteam.correspondence** provides seamless automation to help organizations save millions of dollars spent on managing customer correspondence, while enhancing their service quality, increasing customer satisfaction and improving overall productivity.

## Key Benefits

- Reduce costs of storage and efficiently manage correspondences within a common platform and unified repository.
- Enhance employee performance and reduce time spent on processing and responding to incoming correspondences.
- Improve customer service by providing accurate, fast and trustworthy responses to inquiries.
- Manage and archive all types of correspondence for legal and compliance obligations.
- Achieve return on investment within a year by optimizing content production, reducing paper usage and consolidating communications.

## Features

### Multiple Input Channels

- Scan or upload electronic documents.
- Organize documents into electronic folders.
- Attach documents to correspondence tree.
- Work with various types of correspondences: Incoming, Outgoing, Internal, Memos, Announcements etc...

### Categorization and Filing

- Customize correspondence tree, list views and toolbar containing all user actions.
- Customize document attributes supporting a wide range of user controls such as lists, date, calendar...
- Customize document classification plan.
- Support multiple languages on both the interface and data levels.

### Tasks Management

- Manage correspondence circulation: approve, reject, transfer, reply etc...
- Add reference number and description to a document, file or email...
- Define and notify user of due date, delegate correspondences and tasks, start and end dates for correspondence actions.

## Barcode Generation

- Customize barcode settings (format, size, font text, etc...).
- Generate automatic barcode.
- Print barcode label.
- Embed barcode automatically on the first page of the document.

## Collaboration

- Link Incoming and Outgoing correspondences.
- Perform several image processing operations, such as zooming, rotation, noise processing, image cleaning, etc...
- Add annotations, public and private comments, digital signature and assign security privileges to view and print them.
- Apply optical character recognition to convert images into editable text formats and extract text from PDF files.

## Template Based Generation

- Create correspondences from predefined templates, and create outgoing from incoming.
- Create public and private templates.
- Generate cover pages automatically.
- Generate envelope labels from custom templates.

## Search and Audit Trail

- Search correspondences, documents, files, etc... using advanced search capabilities.
- Keep full or partial audit trails, monitor and create different types of analytical reports, and check dashboard to view KPIs and progress.

## Address Book

- Define different entities in the organization.
- Add internal and external contacts in their appropriate location in the organization.

## Visual Tracking

- View the process status, history and track the full lifecycle of the correspondence visually.

## Delegation

- Delegate all correspondences to another user for a period of time.
- Allow delegated person to sign on his behalf.

## Follow Up

- Follow up on correspondences status.
- Set reminders and send follow up actions to specific users.

## Executive Portal (VIP)

- Provide a light version of correspondence management solution for elite and VIP users with managerial functionality.
- Support desktop version and web browsers.

## Mobile CTS

- Support iOS and Android platforms.
- Interact within the system and track correspondence through a mobile or tablet device.
- Send internal and external broadcasts.

