

Perceptive Content Email Agent

Email is the lifeblood of many organizations. It is a powerful tool for communicating, collaborating and getting things done. But, the extensive use of email can result in information scattered throughout the organization, inefficient business processes with little control or visibility, and difficulty properly retaining and managing important information. With Perceptive Content Email Agent, organizations can automatically capture email messages and attachments and import them directly into Perceptive Content.

With Email Agent, you can gain more control over the disparate information being sent outside your core systems. Advanced indexing capabilities improve information management and sophisticated audit features support compliance initiatives. Workflow features ensure important emails are included in the business process, and easily accessible from within Perceptive Content.

Business Challenges

Scattered information: In most organizations, vital business information is spread across multiple inboxes, resulting in information silos, tribal knowledge and the risk of losing valuable information.

Inefficient business processes: Heavy reliance on email for driving business processes results in inconsistency, lack of control and visibility, and redundant information and process steps.

Benefits

Organized information: Organizations can automatically capture email messages and attachments and import them directly into Perceptive Content.

Efficient business processes: Email Agent streamlines your business processes with the flexibility to assign email properties to index keys. It also has the capability to send out automatic replies and automatically forward captured emails to other email accounts.

Features

Flexibility: Email Agent gives you the flexibility to assign email properties (from, to, subject and simple email body searching) to index keys. It also provides the ability to exclude certain attachment types during import. Emails can also be full-text searched based on email body and attachment contents.

Process efficiency: The capability to send automatic replies and automatically forward captured emails to other email accounts cuts down on administrative tasks and ensures information is sent to the right place. Emails and attachments can also be sent directly into business workflow processes based on email content, cutting down on manual work.

Functionality

Supported Protocols

- EWS (Exchange Web Services), IMAP (Internet Mail Access Protocol) or POP3 (Post Office Protocol Version 3) protocol support for receiving email messages while monitoring an unlimited number of email accounts.
- SMTP (Simple Mail Transfer Protocol) protocol for sending email messages between servers.

Security

- SSL (Secure Socket Layer) and TLS (Transport Layer Security) encryption is available for all supported protocols listed above.

Common Email Servers

- Microsoft Exchange and Office 365, IBM Lotus Domino Email Server, Novell GroupWise, Oracle Collaboration, Eudora WorldMail Server, Sendmail and others.

System Requirements

- Can be deployed within a Microsoft Windows Server environment and access Perceptive Content server on any supported Windows operating system environment.

Perceptive Content Email Agent in action:

Perceptive Content Email Agent captures emailed document attachments, message body text and delivers them to Perceptive Content.

1. A message is sent to an email address being monitored by Email Agent.
2. Email Agent automatically captures the email and all attachments.
3. The document and attachments are instantly accessible by appropriate users and groups.
4. Using Perceptive Content workflow, advanced archiving and storage methods are available for compliance-related processing.

Learn more about Perceptive Content at www.Hyland.com/Perceptive »

