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RightFAX Adapter

consulting
sales
staffing
support

Contact Center Interactions. Displayed. Simple.

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED



RIGHT FAX ADAPTER

• INCREASED PRODUCTIVITY

– When agents are not on calls they will be able to work on Faxes.

• **EASY TO USE** – Incoming faxes and calls arrive to the agents through the same softphone.

• **FULLY CUSTOMIZABLE** – Solutions can be tailored to your organizations needs

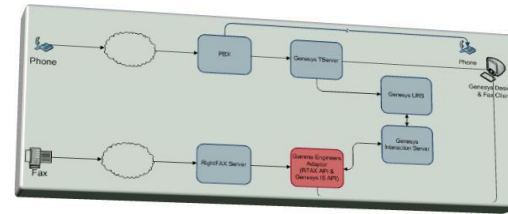
• **REPORTING** – Integrates into Existing CCA and InfoMart reports.

The Gamma Engineers RightFax Adapter brings the routing for faxes into the same routing tool your organization uses to route calls. Faxes can be queued to agents just like calls, so that agents can work in a blended environment to reduce downtimes, and increase Service Level Agreements. Increasing your agents' productivity will have great impact on your organization's bottom line.

flexible solutions for your business needs

HOW IT WORKS

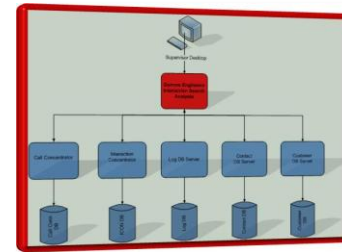
- Faxes are received by RightFAX
- Faxes are put in queues in the RightFAX (like call queues)
- The RightFAX Adapter then collects the fax information (ANI, DNIS, OCR as attach data) and makes a Request to Genesys Interaction Server and URS for which agent should handle the fax.
- URS runs a Strategy and decides on the most appropriate agent to work on the fax
- A Fax screen pop is delivered to the agent softphone.
- The agent can click on the screenpop and open the RightFAX client to view the fax.
- Agents can then generate faxes back, pass the fax on to other agents, or other resolution methods for your organization.
- The agent then becomes ready to take the next interaction, whether it is a fax or a call.



SOFTWARE SOLUTIONS PROVIDING A TOTAL END TO

EASY TO USE

Gamma Engineers RightFax Adapter takes the data scanned by the right fax server and routes the faxes just like calls through routing strategies to agents via a SoftPhone that can be customized to your organizations needs.



Most Agents have points of downtime during their shift. The integration of faxes into routing strategies allows your agents to be working on faxes during those down times. The RightFAX Adapter will increase the productivity of your contact center.



CUSTOM SOLUTIONS

Tailor the RightFax Adapter with your existing Genesys call routing solution to fit the needs of your organization.



WEB SOLUTIONS

RightFax Adapter provides your organization with the necessary integration to allow your agents to work more efficiently.



EBUSINESS SOLUTIONS

RightFax Adapter provides your organization the integration to Genesys Customer Interaction routing with one unified solution for all customer contacts.

