



Contact Centre

Quick capture for **one stop** shops

shared resources • submission receipting • minimum click profile • quick turn-around



flowmatrix

Quick turnaround capture for contact centres

FlowMatrix allows companies and organisations to optimise the management of information through efficient, secure and audited business process automation. FlowMatrix connects MFP devices, mailroom scanners, client desktops and core business applications through a highly powerful rules-based delivery engine and client collaboration tools.

Enhancements to a crucial service

Contact centres provide a crucial service to members of the public with a high demand for submission and receipt of information, covering a wide range of public serving processes. The public need to be sure that information is handled sensitively & securely, and be assured that processes are triggered to meet their needs.

The FlowMatrix Contact Centre solution provides a very fast way of receiving documents and supporting information from members of the public. Considerable attention is paid to auditing, receipting and fast turnaround to minimise frustration and maximise the public confidence in the service they are being provided. The primary component of the solution is the ScanPort Touchscreen which has built in workflow components defined for different document

The connector can be hosted on a PC or special ScanPort all-in-one touch screen unit that can connect to any TWAIN compliant production scanner. With simple interfaces the FlowMatrix engine will automatically reconcile and index data.





Key Features

- ScanPort Touchscreen Connects to any Production Scanner
- Solution Submits to Workflows with Minimum Click Interfacing
- All Submissions via the System are Audited and Received
- Contact Centre Staff Spend More Time with the Public and Less Time Processing Information

Slick scanning interfaces ensure **minimum time spent** capturing information

When a clerk selects a document type the system will be able to background check the validity of a submission reference, look ahead the address of the client for QA and then hone the completion of any remaining information and supporting document capture with simple check boxes and choices. In addition the clerk can request a receipt to give back to the member of public showing the time and nature of submission.



The ScanPort Touchscreen can connect to any scanner of choice and provides the fastest way to submit documents with document type intelligence decisions



About our business

we pride ourselves

Paper River is a leading UK developer of information capture and processing tools. We have a full suite of in-house tools for Forms Processing, Invoice Processing, Digital Mail Room and Correspondence Routing all built around a rules based processing engine. Our products are designed to automate the capture and processing of information by extracting and using the intelligence within a document. Built around a system of user, group and document work queues, users can easily and simply make decisions if needed by using fully collaborative desktop interfaces. Our solutions save time and reduce costs almost immediately.

We also develop other solutions

Business Process Automation

Full automation of unique client information processes

Contact Centre Processing

Minimum click capture, audit and receipting for one-stop shops

Distributed Capture

Capture by MFDs & network scanners into electronic content

Digital Mail Room

Capture, categorisation, batch process and workflow

EDRMS Migration & Legacy Archive Capture

Migration between content systems and paper archive digitisation

Invoice Processing

Comprehensive automation with line item, approval and goods receipting.

Planning Processing

Fast planning application capture with publishing, archive and redaction – including plans.

Remote Mobile Capture

Remote wireless capture of documents and images for mobile workers.

Secure and Controlled Printing

Pull printing, print room, information firewall and cost management

Web & Forms Capture

Production of web, smart phone, tablet and paper forms.



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