

RightFAX v.6.0

Automatic Inbound Routing Methods

RightFAX lets you choose from several different methods for routing received faxes to their intended recipients in your organization. The routing method you choose will be based primarily on the type of telephone service you receive. Once RightFAX has determined who should receive an incoming fax, you then have several options for how that fax should be delivered (i.e., to the FaxUtil mailbox, as an attachment to an e-mail message, etc.)

DID/DNIS Routing

These two methods are considered the best for fax routing. DID lines support inbound phone service only, DNIS service supports bi-directional faxing.

A DID/DNIS interface assigns multiple telephone numbers to a single pair of wires (a telephone trunk). Often these numbers are sequential and all contain the same prefix. For example, a single DID/DNIS line may have 20 numbers associated with it ranging from 555-1001 to 555-1020. Your phone company will forward any or all of these dialed numbers to your system along with the call. RightFAX then uses these included numbers to route faxes to the proper recipients.

Each RightFAX user is assigned a personal fax mailbox which is assigned a DID/DNIS number (routing code). When a call comes in with a valid DID/DNIS number, the fax is placed in the corresponding user's fax mailbox.

Routing codes should be assigned in accordance with the number of DID/DNIS digits for which your services are configured. For example, if you have a set of DID/DNIS numbers of 555-1001 through 555-1020, and your phone service is configured to forward the last four digits of the dialed number, then you would assign the routing codes 1001 through 1020 to your users. If you have three digit service, then you would assign the routing codes 001 through 020 to your users.

DTMF Routing

Unlike DID/DNIS routing, DTMF uses Plain Old Telephone Service (POTS) with a single phone number assigned to each phone line. The person sending the fax dials this number and the call connects normally; however, before the fax transmission starts, the fax card prompts the caller with a tone or voice prompt to enter a routing code for the fax they are sending. If the caller enters a valid routing code (one which is assigned to a Right-FAX user) the fax is placed in that user's mailbox.

If the caller does not enter a code before a certain amount of time has elapsed, or if the code does not correspond to a valid RightFAX mailbox, the fax can be placed in the general mailbox and routed manually.

OCR Routing

OCR (Optical Character Recognition) is an optional module (sold separately) that converts the first page of an incoming fax from a graphic format to a text format and then scans it for specified words or phrases. Each word or phrase is associated (using a routing table) with an individual RightFAX user ID. When RightFAX matches a word or phrase on the fax cover sheet with an entry in the routing table, the fax is routed to the user ID associated with that text. If no match is found, the fax remains in the RightFAX administrator's fax mailbox.

OCR routing is an excellent "backup" for other routing methods. With other routing methods, mailboxes can be configured that receive all "lost" faxes, where the intended recipient can't be determined. These "lost fax" mailboxes can be configured for OCR routing to maximize your automatic inbound routing functionality. However, because large organizations usually have several members with the same or very similar names, OCR routing is not recommended as a primary routing method.

Channel Routing

With this type of routing, faxes are routed based on which phone line they came in on. This can work well if you have, for example, four departments and four incoming fax lines (channels). Each department can give out a different fax number and all faxes to that department will end up in a single fax mailbox. Each of the members of the department can then check their departmental mailbox for faxes, the faxes can all be directed to a printer located in the department, or the faxes can be routed manually or via OCR routing to the intended recipient.

ANI Routing

ANI (Automatic Number Identification) is a service provided by your telephone service provider that precedes each incoming phone call with a series of digits that tell you (among other things) the phone number calling you.

ANI routing lets you automatically route inbound faxes to a specific user mailbox based on the phone number that the fax originated from. Using ANI routing, all faxes from a certain fax number can be automatically routed to a specific recipient's routing code. Similarly, all faxes originating from a specific area code or phone number prefix can be routed to a specific recipient. This routing method can be useful to sales departments for routing faxes according to sales territories.

CSID Routing

CSID (Caller Subscriber Identification) routing automatically routes inbound faxes to a specific mailbox based on the ID of the sending device. Using CSID routing, all faxes from a certain fax number can be automatically routed to a specific recipient. Similarly, all faxes originating from a specific area code or phone number prefix can be routed to a specific recipient. This routing method can be useful to sales departments for routing faxes according to sales territories.

CSID routing precludes some other routing types like DTMF and channel routing. However, routing types that occur after arriving in a fax mailbox (like OCR routing) may still be used. If an ID for the sending device is not transmitted or cannot be determined, the fax is placed in the mailbox that corresponds to the **Channel Extension** setting for the channel it arrived on (or to the administrator of the Everyone group if no channel extension match is found).

Routing Destinations

Once you have configured a routing method for your organization, you have several options for how users can receive the faxes routed to them. The routing type is configured individually for each user (or group). To assign each user a routing type, edit the user in Enterprise Fax Manager, click on the Inbound Routing tab, and select the routing type you want in the **Routing Type** field:

Fax Mailbox

When you select this routing type, incoming faxes will be routed to the user's FaxUtil mailbox. For information on using the FaxUtil mailbox, see the RightFAX User's Guide, Chapter 2, FaxUtil Overview.

E-mail (Requires RightFAX E-mail Gateway optional module, purchased separately.)

When you select this routing type, incoming faxes will be forwarded to the user as an e-mail message. If you select this option, you must also provide the necessary post office routing information in the **Routing Info** field so that RightFAX can find the correct e-mail mailbox. For information on routing faxes to an e-mail mailbox, see the section specific to your e-mail type in the RightFAX Optional Modules Guide.

Network Directory

When you select this routing type, incoming faxes will be sent to a network directory of your choice. If you select this option, you must also provide the path of the desired directory in the **Routing Info** field and/or choose from several macros as to how you would like the faxes stored (i.e. by month, day, billing code, etc.).

OCR (Requires RightFAX OCR optional module, purchased separately.)

When you select this routing type, incoming faxes will automatically be OCR'ed for recognizable character strings and routed, compared to a table of RightFAX user ID's and matching strings, and, when a match is found, routed to the appropriate user. No additional routing information is necessary if you plan to use the default OCR routing table ROUTE.TXT.

RightFAX Interconnect (Requires RightFAX Enterprise.)

When you select this routing type, incoming faxes will be automatically redirected from one RightFAX server to another. In the **Routing Info** field, enter the destination RightFAX server name. The Interconnect service must be enabled on at least one of the receiving RightFAX server's Work-Servers. Auto-printing, auto-OCR, and auto-forwarding are not available with this routing type as they are performed by the destination fax server only.

TRS NetComm Message Server

When you select this routing type, incoming faxes will be automatically routed to your organization's TRS NetComm message server. No additional routing information is necessary.

Telephony Server

RightFAX can route incoming faxes to a CallXpress3 mailbox if you have installed AVT's CallXpress3 on your server and client workstations.