

# Portrait Foundation



## Document Management - Add- in Functional Overview

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 **Pitney Bowes**  
Software



# Portrait Foundation Document Management - Add-in Functional Overview

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# About this document

## Purpose of document

The purpose of the document is to provide a functional description of document management in Portrait Foundation.

## Intended audience

The intended audience is those concerned with the planning and initial studies for a project using Portrait Foundation.

## Related documents

Contact Centre Functional Overview

## Software release

Portrait Foundation 3.1 or later.



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# 1 Introduction

## 1.1 Document management concepts

Portrait Document Management enables the system to display to the agent documents stored in a document management system. The Agent accesses the list of documents relating to a customer in the customer information folder, and can view their stored content.

To do this, the system must manage the association of documents with the customers and processes to which they belong.

Documents such as forms, which are given to customers to complete and sign, can have a bar-code printed on them which is read by the scanner when the form is returned. This supports an automatic rendez-vous. That is to say, the system uses the details supplied from the bar-code to associate the document with its process. The process recognises the arrival of the document, and goes to the next step.

Documents which do not have a bar-code, such as a letter from a customer, cannot be associated automatically in this way. After the letter has been received and scanned into the system, an agent must associate the document manually with the customer, and ensure that it is processed correctly. It is preferable to do this after the document has been scanned, because there will be fewer errors than if it is done at the scanning stage. The Portrait Foundation system provides workflow and user interface to pass new, unassociated documents to an agent for association.

The same procedures can be used with e-mails. Typically a customer-facing website will provide customers with forms on which to send e-mails. These will carry information which the Portrait Foundation system will recognise and associate them to the appropriate process.

Agents may also need to see the text of documents which have been sent out to customers. Portrait Foundation supports the automatic association of stored copies of outbound documents with the customer, so that they can be accessed from the customer information folder.

## 1.2 Functional components

Portrait Document Management has the following functional components.

- **Document viewers** - viewers supplied with the system enable the user to view documents stored in image format, in text format, and as pdfs. Refer to page 8 for further information.
- **Inbound document handling** - a process on CRM Server that handles the automatic rendez-vous of new documents arriving in the system. The same process is used for both inbound and outbound documents. Refer to the *Document Management User Guide* for further information on how to use this functionality.
- **Manual association** - enables the agent to make the association between a new document and the customer(s) and processes to which it relates. Refer to page 10 for further information.

## 1.3 Pre-requisites

Portrait document management supports use of the Portrait Contact Centre with external software for scanning and storage of documents. There are the following options for setting up this integration.

- **Supported integrations** - Portrait Foundation supports integrations to the following:  
An integration to Eastman Document Management. Refer to Portrait Software for information on implementing Portrait Foundation using Eastman Document Management.
- **Other document management vendors** - refer to Portrait Software for information on integration of Portrait Foundation to other scanning and document management software.
- **Evaluation and demonstration use** - the supplied Portrait Foundation system contains a set of demonstration components which provide an environment in which Portrait document management can be exercised. To use these components, they must be installed from the Portrait Installation CD. Refer to the document *Portrait Demonstration Components User Guide* for information on installing and using these components.

After installing the selected document management option, add the Portrait *Document management* package to your workspace and deploy it to complete the set up of Portrait document management.

## 1.4 Using document management

Portrait document management handles the arrival of documents from outside the system. To use document management, you can provide documents in one of the following ways.

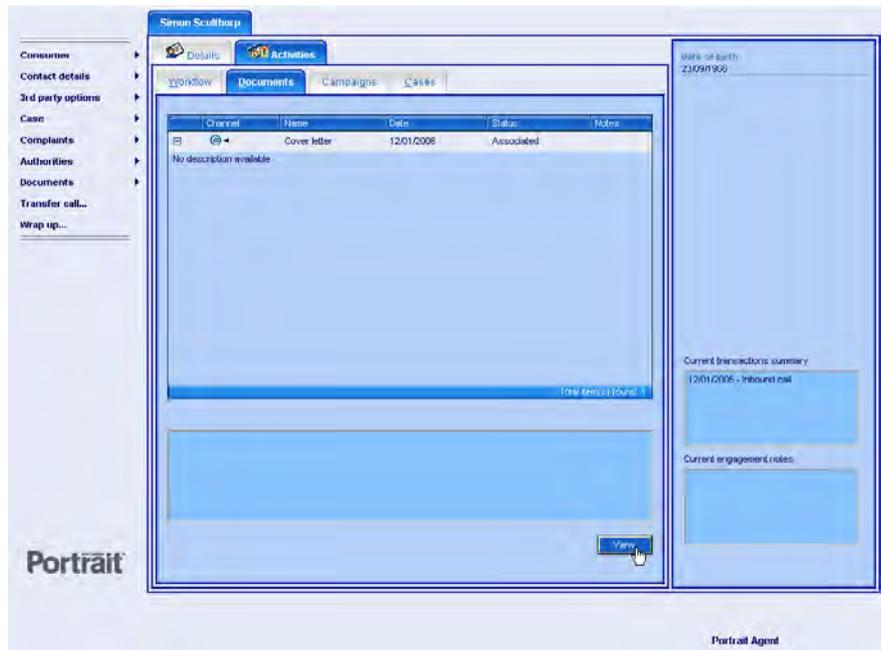
- By scanning documents into the external document management system, if this has been installed.
- By sending e-mails to the system.
- If *Portrait Demonstration Components* has been installed, text and image files placed on a named directory will be read into Portrait document management. Refer to the *Portrait Demonstration Components User Guide* for further information on this.
- When a document arrives in Portrait Foundation, the system initiates a workflow for a user to associate the document to the customer it concerns. Refer to page 10 of this document for a description of document association.
- Once the document has been associated to a customer, it will appear in the **Documents** page of the **Customer information folder** for that customer. Refer to the *Contact Centre Functional Overview* for a description of the **Documents** page. From the **Documents** page, the imaged document or e-mail can be viewed in one of the document viewers provided in the system. Refer to page 8 of this document for further information on the document viewers.
- To implement an automatic rendez-vous, a document such as an application form should be printed with a bar-code on it containing appropriate information, such as a customer identifier or an application identifier. When the document is scanned in, and arrives in Portrait Foundation, the information in the bar-code is read. The system as supplied will associate the document automatically to the customer, avoiding the need for the document to be associated manually. The system will also associate the document to any process event to which it relates.. This requires the process event to have been configured in the Portrait Foundation implementation of the process.

## 2 Document viewers

The user can display a document listed on the **Documents** page in a document viewer. (For further information on the **Documents** page, refer to the description in the *Contact Centre Functional Overview*.)

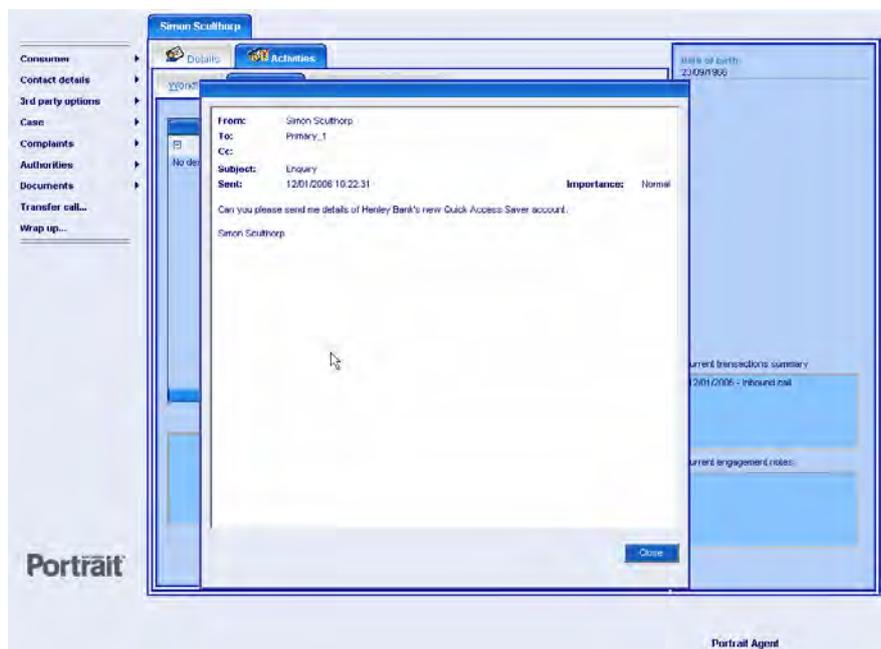
To open a document in a document viewer, select the document on the **Documents** page and press the **View** button.

Figure 1 - Documents page



This opens the appropriate document viewer for the selected document. In the illustrated example, the document is an e-mail.

Figure 2 - Document viewer



Three Document Viewers are provided.

- **Image Viewer** - displays graphics file formats such as tif or gif. This is used to display documents which have been stored in an image format. The Viewer contains standard functionality to pan and zoom within the image.
- **Text viewer** - displays documents stored in a text format. Typically this would be used for storage of e-mails.
- **Acrobat pdf viewer** - displays documents stored in pdf format. Typically this would be used for storage of documents sent out by the system, where it was important to make the content of these available to agents.

Access to the display of a document in the Document Viewer can be restricted. This facility is used to control access to documents holding secure information.

## 3 Associate documents

### 3.1 Introduction

When a document arrives in Portrait Foundation, and does not carry any bar-coded information to support an automatic rendez-vous, the system sets up workflow for a user to associate the document manually. This section describes the user interface used for this in the Associate Documents task.

### 3.2 Main scenario

**Documents arrive in the system as “envelopes”.** An envelope may contain one or more than one document, depending on the procedures used in scanning. This arrangement makes it easier to implement the scenarios, common in financial services, where a number of documents arriving together must be associated separately.

On arrival, the system determines whether or not the documents in the envelope can be associated automatically. If an automatic association is not possible, a workflow is created for the association to be done manually. The association is **done using a “wizard” style of dialog.** The wizard consists of a sequence of four dialogs, as follows.

- **Classify** - the Agent selects the classification for the document, such as a type of form.
- **Identify** - the Agent identifies the customer to which the document relates. There may be more than one customer, as in the case of a joint application form.
- **Associate to process** - the Agent has a view of any processes associated with the customer for which a document is expected. If there is he selects it. That process will then resume.
- **New process** - If there is no existing process then the Agent must start a new process to deal with the document. In many cases this will be given directly from the classification, but if it is not then he must select the process explicitly.
- **Confirm** - the system displays the associations which the Agent has made, so that the Agent can check them, and if necessary go back and change any selection. Once he has confirmed the associations, the system will initiate processing.

These dialogs are described further below.

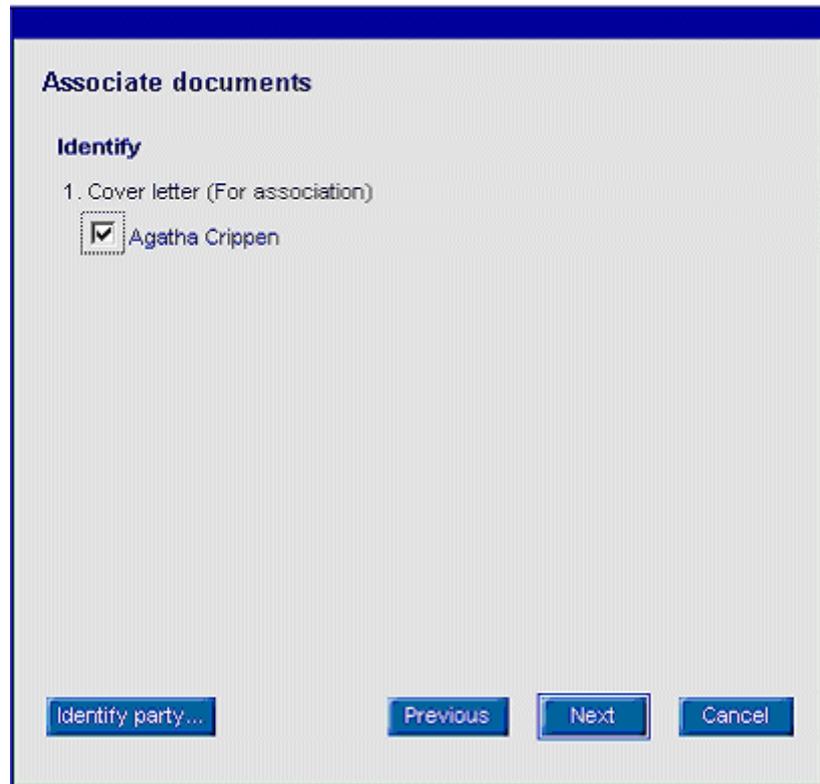
#### Classify

When the **Associate document** action is selected from either of these three tasks, the **Classify** dialog is launched.



## Identify

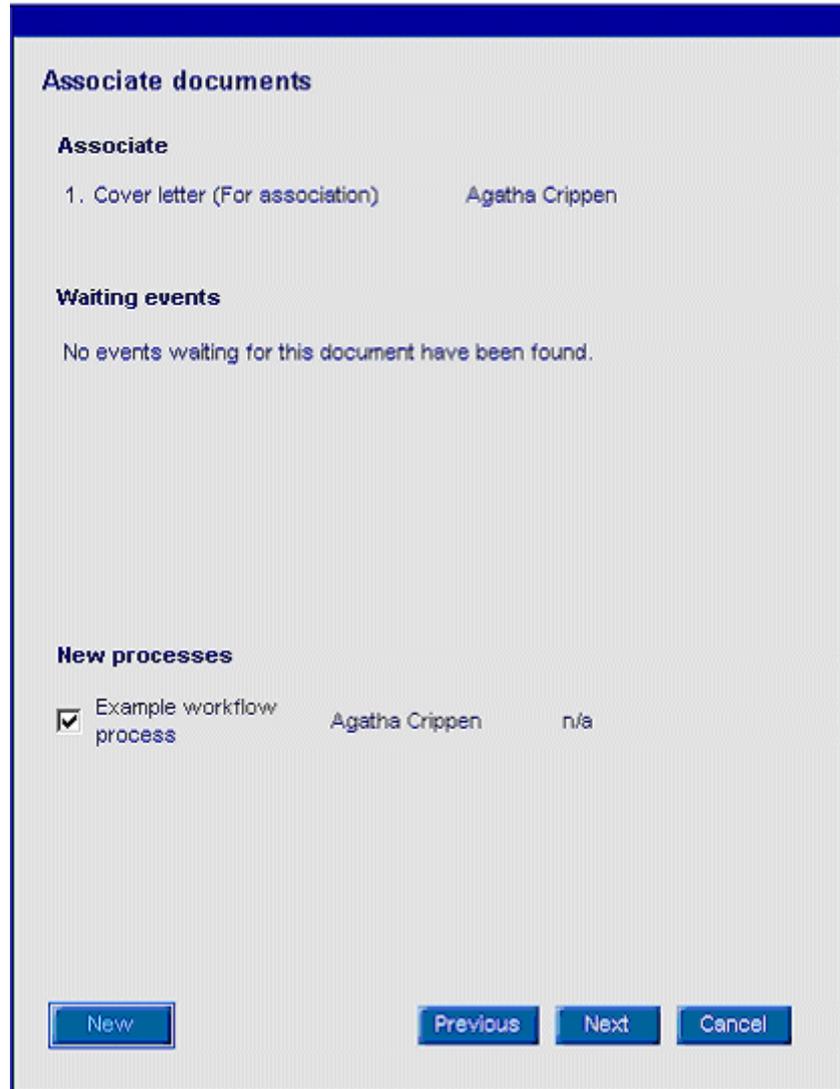
Figure 4 - Identify dialog



The **Identify** dialog displays a list of the documents in the envelope. The agent can associate a party to all the documents using the **Identify party** button to bring up the standard **Identify party** function. The check boxes default to unselected and are selected by the agent to confirm a relationship between document and party. Selecting **Next** will launch the **Associate** dialog. **Previous** may be clicked to return to the **Classify** dialog. **Cancel** can be selected to close the dialog without saving data.

**Associate to process**

Figure 5 - Associate to process dialog

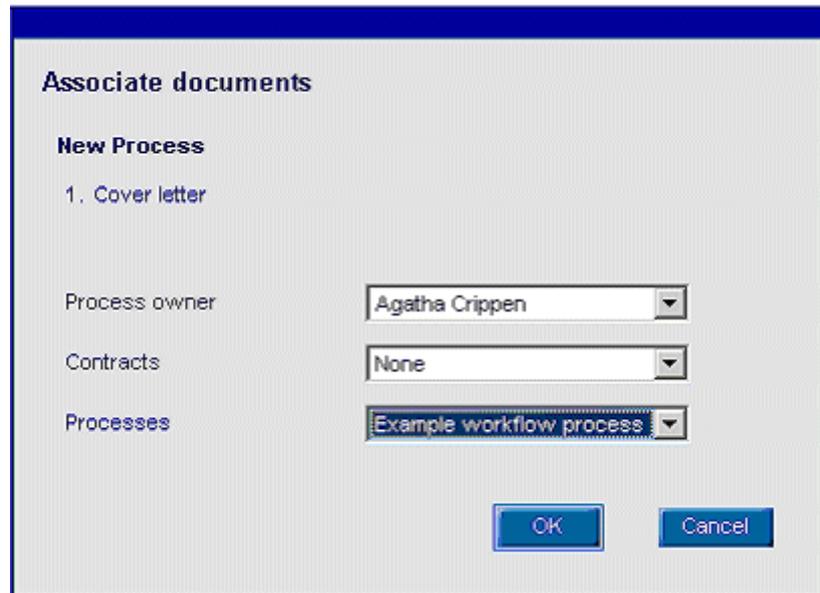


The **Associate** dialog enables agents to associate each document to the appropriate process. The dialog displays the document name for a single document in the envelope, together with a list of any active events configured to wait for a document of that type which belongs to one of the clients identified on the previous screen.

In addition, the **New** button is used to launch the **New process** dialog.

## New process

Figure 6 - New process dialog



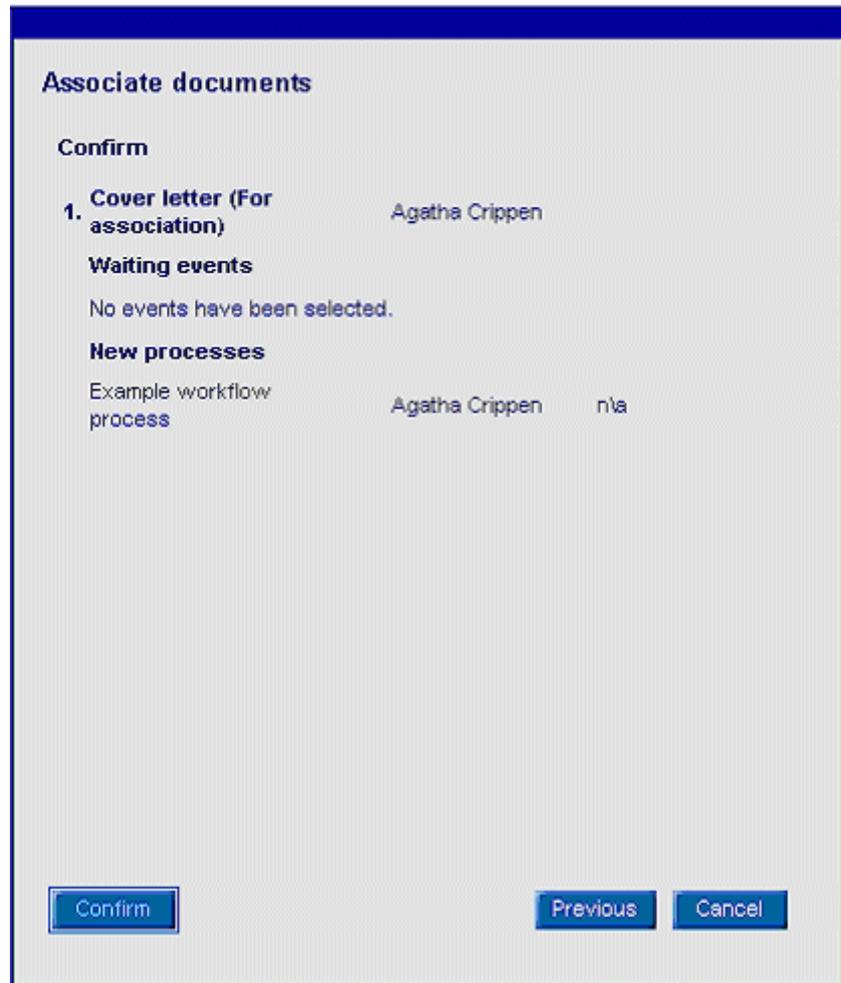
The screenshot shows a dialog box titled "Associate documents" with a "New Process" section. The section contains three dropdown menus: "Process owner" with "Agatha Crippen" selected, "Contracts" with "None" selected, and "Processes" with "Example workflow process" selected. At the bottom right, there are "OK" and "Cancel" buttons.

This dialog enables an agent to specify a new process to be started for the current document being managed on the **Associate** dialog.

The agent can select a Contract to be associated to the document, (selection is made from the Contracts in which the Document parties have a participation.) The agent then selects the Process to be started from a list of available processes. The workflow created will be associated with all the party specified and to the selected contract. Clicking **OK** will add the selection to the list of processes on the **Associate** dialog.

## Confirm

Figure 7 - Confirm dialog



The **Confirm** dialog lists all associations that have been created. Each document is displayed with the parties, process and events to which it has been associated. The dialog has four outcomes:

- **Confirm** - causes the selected events to be triggered or any new processes to be started. The party associations are also saved.
- **Refer** - (not visible on screenshot) initiates a workflow task (**Associate documents referral**) for a Supervisor to complete the association. The data captured is stored but not exercised.
- **Previous** - returns the agent to the previous dialog in the sequence.
- **Cancel** - cancels the operation and returns the agent to the Workflow task folder without saving any changes.

## 3.3 Document association error scenarios

### 3.3.1 Overview

The following error scenarios are supported.

- Referral
- Incorrect association
- Rescan

### 3.3.2 Referral

The agent responsible for association has the option to refer a document where there is doubt about the association. The system updates the workflow to route the task to a supervisor.

To refer a document, the user selects the option **Refer** from the **Associate documents** user interface.

### 3.3.3 Incorrect association

If an incorrect association is detected, the document can be sent back for the association to be corrected. The system sets up the appropriate workflow..

To re-associate a document, the user selects "Remove association" in the **Documents** page.

### 3.3.4 Rescan

The agent may need to send a document back to be rescanned if it has been poorly scanned. This can be done both from the manual association dialog and from the **Documents** page in the customer information folder.