



eDOCS Solutions

by Formpipe



"Email Resolver ensures all email profiles are correctly related and updated with the relevant information."

Email Resolver – Ensures all your emails are saved with the correct metadata

Keep your DM library in tip-top condition, Email Resolver reads and updates the profiles for saved emails, making sure all messages are saved with the correct metadata to ensure business critical information in emails can be searched, found and utilized in the best possible way.

eDOCS DM has the capability to store email properties such as receiver, sender, carbon copy and date. It also captures and stores information about mail thread/ID to ensure the same mail is not saved more than once and that its relationship to other emails is retained within the repository. But what if you have an installation where strong email integration has not been in place for an appropriate length of time, where some clients are missing registry mapping, or where the cc field mapping was not added from the beginning?

This can lead to emails being stored in the repository with incomplete data, losing quality, structure and security in your DM library. Other common scenarios where the quality of your DM library can be affected include the receiver field being to short or when a user has imported emails to DM Explorer or through drag and drop but DM does not recognise the email format. As a result, important email-specific metadata fields can be lost.

Keep your library in tip-top condition

Email Resolver ensures all email profiles are correctly related and updated with the relevant information. Email Resolver also restores hidden information saved by the email integration so the user can be warned if an email is already saved.

This is particularly helpful where the strong integration was not turned on when the solution was initially implemented or where emails have been saved by drag-and-drop/import to DM explorer and gives a complete trust in your email searches. For reporting purposes a comprehensive log is recorded of all actions.

Solution Highlights

- Reads and update the profile for already saved emails
- Restores information that has been put aside by the email integration
- Updates audit trails for compliance purposes

About Formpipe

Formpipe is a leading developer of Enterprise Content Management solutions, enabling organizations to capture, process, store archive and supply information in a systemized and controlled manner.

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