Tungsten
Communications Manager™

Product Summary

TUNGSTEN
AUTOMATION

Tungsten Communications Manager

Engage and Communicate with Your Customers Across Multiple Channels with Minimal IT Intervention

Communications Manager™ enables organizations to better engage with customers and constituents, in the manner they prefer, by producing and managing personalized correspondence (e.g., contracts, proposals, insurance or mortgage documentation, etc.). These documents can be delivered across a wide variety of channels, including e-mail, print and online formats, making it a key component in digital transformation strategies.

Communications can be generated automatically or through an interactive process. The software's template engine automatically combines data (structured content) from various sources and converts it into tailored, intelligent documents and communications, producing output in paged (print or pdf) and non-paged formats (email, HTML, XML). It requires very little IT effort and is easy to use and integrate with existing systems.

Communications Manager empowers organizations to manage all use cases: high-volume batch, real-time on-demand and interactive customer correspondence. The unified platform eliminates the need for multiple document generation and output management tools. This helps organizations respond to changes faster and more quickly author personal communications for improved customer service.

Automatically combine data from various sources and convert it into tailored and intelligent documents and communications.

Communications Manager enables organizations to:

Improve visibility of information

- Provide complete, correct and timely information customers can rely on—with complete control over the content, tone and branding—in the format they prefer

Achieve operational excellence

- A single platform to gather data from various sources and create and manage tailored, intelligent communications optimizes business processes, saves time and improves operational efficiency

Increase customer intimacy

- Moving from "personalized" to truly "personal" tailored communications improves customer conversations
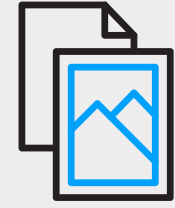
Deliver enterprise agility

- Empowering business users to respond quickly to changes with accurate, relevant and personalized content creates a more agile organization
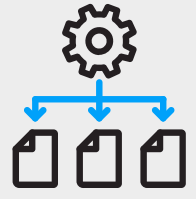
Guaranteed standards and compliance

- Using Communications Manager makes it easy to ensure that all of an organization's documents are compliant with defined internal and external standards, avoiding costly non-compliance penalties
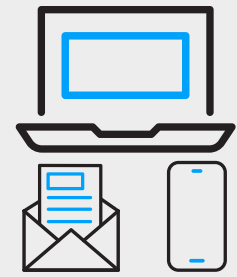

Communications Manager includes the following powerful capabilities:

- **Browser-based, interactive document composition:** Web-based wizards for document composition enable users to select text and content elements and enter additional data not available from an application

- **Back-end, on-demand document composition:** Server- based communications engine produces documents on demand in real-time without user interaction based on application data

- **Text blocks and documents review:** Preview individual text blocks and the document, as a whole, during the interactive composition process

- **Personal documents:** Client information and profiles can drive content selection, standard documents can be personalized within the framework of the template and edited in a word processing program

- **Multi-branding:** Style and brand information can be updated easily and applied to documents based on data and business rules, and a single template can support all brands

- **Strong text block management capabilities**: Documents are built with text blocks which can be easily managed separately, used with different templates, and reused in other documents

- **Central template and content repository:** Templates and other building blocks are stored and versioned in one central database and a complete audit trail is built of all content and template changes

- **Industry standard authoring tools:** Standard word processing applications (e.g., Microsoft Word and Openoffice.org), with full use of their features are supported in the authoring environment

- **Stop/resume and re-run capabilities:** Simple wizards to create correspondence can be paused and saved to finish later, as well as re-run to customize or quickly create new documents like a contract or order

- **Smart document packs:** Easy composition of complex communications that combine several documents into a single outreach and delivering them automatically via the customer's channel of choice

- **High volume batch processes:** Define processes to automatically generate and manage high volume output with high flexibility to interact with customer applications, databases and system management solutions

- **Change management:** Keep track and simplify deployment of content changes across functions and departments through changesets.

- **Omni-channel delivery:** Provides several options for sending device-aware correspondence via email, multi-function products (MFP), web portal, production press including postage optimization or enterprise content management (ECM) system workflows

- **Full digital customer engagement:** The integration of Communications Manager with Tungsten TotalAgility® and Tungsten SignDoc® enables on-demand and interactive document generation and e-signature processes that fully digitize customer communications

Create
standarized templates and document guidelines

Tailor
communications with custom information and graphics

Populate
documents automatically with data from core systems

Deliver
correspondence through the customer's preferred channel

Discover more about Communications Manager at www.TungstenAutomation.com

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit **www.TungstenAutomation.com**

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