



## FACSys® 5.1 ENTERPRISE ROUND-ROBIN ROUTING

### INTRODUCTION

Round-robin routing is a feature included in FACSys 5.1, which is designed to provide basic work distribution functionality.

Inbound fax messages are distributed in a sequential fashion to any members of a defined user group who are logged into the FACSys® desktop application.

In this manner, multiple users can be assigned to handle the inbound fax in order to distribute work evenly.

### FUNCTIONALITY

Fax messages are routed to the appropriate user group(s) through the assignment of DNIS or DID digits to the group queue. In the event that no user group members are logged on, any fax messages received by the server will be held in the server's unrouted folder until they are successfully delivered to the next user that logs on.

Any group user, assigned the appropriate permissions, can further distribute messages from his/her inbox folder to other group members, other fax server users or even forward them to email addresses.

Furthermore, by making use of the managed user functionality found in FACSys® 5.1, a single group supervisor can view and redistribute (if required) the contents of all the folders each member of the workgroup. All routing activities performed through the desktop client are fully tracked and a history of the activity is available through the audit tools functionality.

See next page for workflow diagram 



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