

Image Indexing

Image Processing for Data Capture & Document Workflows

Image Indexing is an application for processing document images – typically as part of a business workflow where roles are assigned to perform specific functions. In a typical workflow, document images progress from role to role based on information specified in data entry fields. In response to the data entry, Image Indexing updates the status of the image and, if specific criteria have been met, transitions the image from role to role. In addition, Image Indexing supports Alert roles, where an individual can receive a visible and audible alarm if escalation is required. Such a role enables a manager to efficiently leverage the live business process information being recorded by the Image Indexing application. Image Indexing supports document inputs such as received faxes, scanned paper documents, and electronic files.

Participating in Workflows

The Image Indexing workspace consists of some or all of the following components (depending on workflow role):

- » Image view – of the current image
- » Dialogs view – for managing data associated with images
- » Search view – for filtering the list of displayed images based on search criteria
- » Image List view – a list of available images with live data
- » Processing functions – that include entering data, searching, splitting, copying, deleting, printing, emailing, and faxing
- » Web view – adds a Web browser pane.

Figure 1 shows the client with the Image, Dialogs, and Image List views.

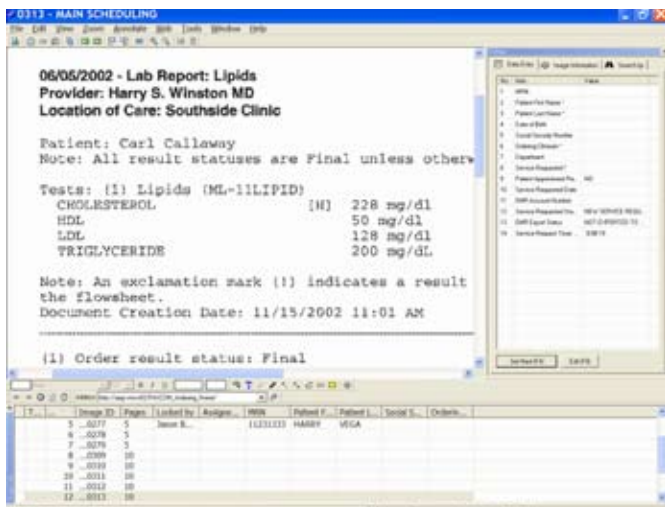


Figure 1: Image Indexing Client GUI

Real-World Image Indexing Examples

A hospital worked with Biscom to create an Image Indexing workflow that streamlined their scheduling process.

- » Received faxes are automatically routed to an individual assigned the Scheduling role.
- » Using the Image Indexing Client to access and view the received fax, the Scheduling role enters data retrieved from the service request into Image Indexing Client data entry fields specifically assigned to the Scheduling role when the workflow was created.
- » Depending on whether or not the Scheduling role was able to specify all required information, and whether or not a date is required for the requested service, the fax is either removed from the Scheduling queue, saved and removed from the Scheduling queue, or saved in the queue for future processing when missing information becomes available.
- » Scheduling can also use the Image Indexing Client to annotate images, split images, and staple images together.
- » Once the Scheduling role has entered and applied all required fields, the image is viewable in a sorted list to an individual assigned the Appointment role. This role verifies and makes changes as needed, and exports the image and data to a health record document management application.

A manufacturing company uses Image Indexing to process Purchase Orders received from a number of different retail stores. Each order initiates a workflow in which data from the order is captured to a searchable database, the order is confirmed to the originator, and then the order is delivered internally for fulfillment. Increasing the complexity of the process is that each store use its own order forms with handwritten instructions. Biscom helped this manufacturing company capture information from the Purchase Orders, eliminate order processing steps, and process orders faster.

A government customs office uses Image Indexing to process requests from shipping carriers to release shipments for international delivery. Multiple documents are sent in that must be correlated with one another. Each workflow step generates alarms if it is not completed in the time expected. Biscom helped this government office capture and store document data to a searchable database, to easily associate related documents with one another, and to generate alarms when document reviews are not completed in defined time periods.

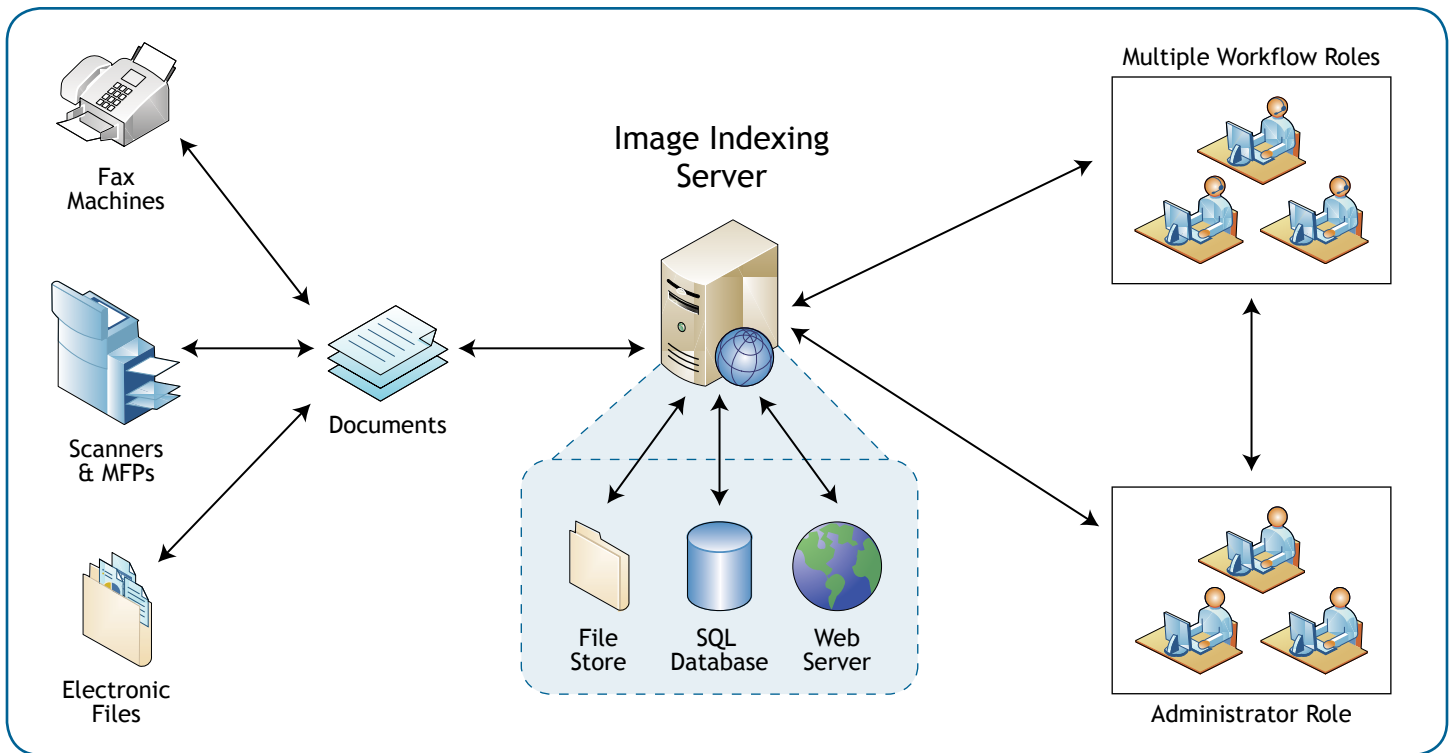


Figure 2: Image Indexing Architecture

Participants use the Dialogs view to enter, view, and modify data associated with fax images, and for filtering the list of displayed images based on search criteria.

A read-only timer, viewable in the Data Entry Dialog View, can be implemented, enabling supervision of the length of time a fax is in a certain role. The capability to monitor processing times is key to understanding and improving workflow efficiency.

Searchable Document Database

The Image Indexing application stores the data captured by workflow recipients to a searchable database, along with records on document access and user actions. This database, Biscom's Job Tracking application, tracks all Image Indexing documents, records events in a Microsoft SQL relational database, and generates alarms when workflow steps exceed time limits. Job Tracking includes a Web-based report generator for generating many different reports summarizing and detailing system activity.

Creating and Configuring Workflows

The workflow creator/administrator can do all of the following:

- » Add workflows, which includes:
 - » Specifying workflow details
 - Creating workflow roles
 - Defining the data entry fields required for the workflow
 - Configuring data entry fields specific to each role
 - Configuring templates for sending outgoing faxes
 - Configuring outgoing fax authorization
 - Configuring image criteria
 - » Import/export workflows
 - » Specify User Proxies
 - » Specify workflow routes
 - » Configure LDAP integration

The Role of Biscom's Application Engineering Group

Biscom's Application Engineering Group (AEG) provides consulting services to Image Indexing customers who need assistance in creating and configuring workflows, particularly the configuration of Image Criteria. Image Criteria determines which specific images can be retrieved, viewed, and processed by a specific role, as well as how duplicate images are detected.

Configuring Image Criteria requires an understanding of writing If-then and If-then-else statements. Such statements answer the question of whether a specified condition is true or false in order to determine what actions to take. AEG is available to work with customers to take advantage of Biscom's in-house experience in implementing highly complex document processing workflows.

About Biscom

Biscom was founded in 1986 and pioneered the fax server marketplace, providing many of the world's largest organizations with its award-winning FAXCOM fax servers. In addition to enterprise fax server products, Biscom also offers hosted fax services, secure file transfer and messaging solutions, file conversion software, and document workflow and automation tools. The company is headquartered in Chelmsford, Massachusetts.

BISCOM

321 Billerica Road, Chelmsford, MA 01824
 p: 800-477-2472 | sales@biscom.com
 www.biscom.com