

KC 1View™

Bringing Together the Power of Kcenter and the Familiarity of Outlook

Kcenter is KnowledgeCenter's flagship product, offering a full range of Document Management and Workflow functionality. KC 1View brings all the power of Kcenter into the familiar Outlook user interface and introduces a range of new features that integrate the flexibility of e-mail into your business processes.

Make Outlook a true Business Tool

Document Management and Workflow solutions have become critical to the success of knowledge-centric enterprises that need to constantly improve levels of business agility, customer service and compliance whilst reducing operating costs. But, until now, it has been difficult for businesses to integrate today's key communication tool – e-mail – into those solutions. KC 1View solves that problem and, by doing so, turns Outlook into a true information and process hub for knowledge-workers.

With KC 1View installed, Outlook exposes additional entries in its folder tree and toolbars. Using these familiar controls, users can access the extensive range of Kcenter and KC 1View features.

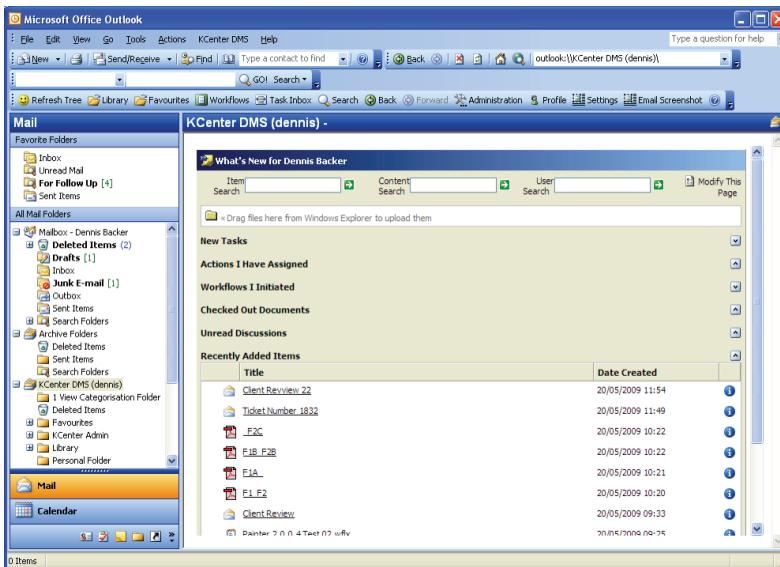
All of Kcenter right where you need it

With KC 1View, all of the Kcenter functionality is exposed via Outlook. Users can initiate, participate in and manage workflows. Users can add, view, modify, delete and search for documents in the Document Management System (DMS). Users with the relevant permissions can even administer the Kcenter system – all from within Outlook. The full capability of Kcenter is explained in a separate document.

Powerful e-mail integration with DMS

Great as it is to be able to offer all that DMS and Workflow functionality via Outlook, where KC 1View really comes into its own is in the way that it integrates e-mail with that functionality. Users can add an e-mail into the DMS by simply dragging and dropping it from an Outlook e-mail folder into a folder in the DMS. When a user does this, if there are attachments on the e-mail, KC 1View will automatically prompt the user to

find out whether the user wants to file the whole e-mail (with the attachments embedded) or file one or more of the attachments separately.



Centralised configuration in the Kcenter system controls how such filings are processed, ensuring that e-mail is handled consistently throughout the organisation. Crucially, KC 1View can work in the way that suits your business best. Kcenter can be configured to maximise control or to maximise flexibility, or indeed anywhere in between.

Under a tightly-controlled regime, whenever a user tries to file an e-mail KC 1View can check to see if that same e-mail is already in the system and either offer a warning or prohibit the re-filing of that e-mail. This works even when there is more than one recipient of a particular e-mail. The second user who tries to file that e-mail will be told by KC

1View that it is already in the system. More than that, KC 1View will name the user who originally filed the document and will allow the second user to navigate directly to the DMS folder where the document is stored.

Another great feature is the data field inheritance capability of Kcenter. With this feature enabled, a user can fully index an e-mail by simply dragging it to a particular folder and clicking to confirm that the correct folder has been chosen. That's it – an e-mail fully indexed with just drag, drop and click.

Between them, these features for handling incoming e-mail allow a business to turn e-mail into a valuable business information asset rather than a chaotic distribution of information trapped in the silos of each user's private Inbox.

KC 1View also enables intergration with outgoing e-mail. When composing a new e-mail, a button is available to allow the user to add attachments directly from within the DMS. Those attachments can be added as URL links to the DMS document or as full copies of the files held in the DMS.

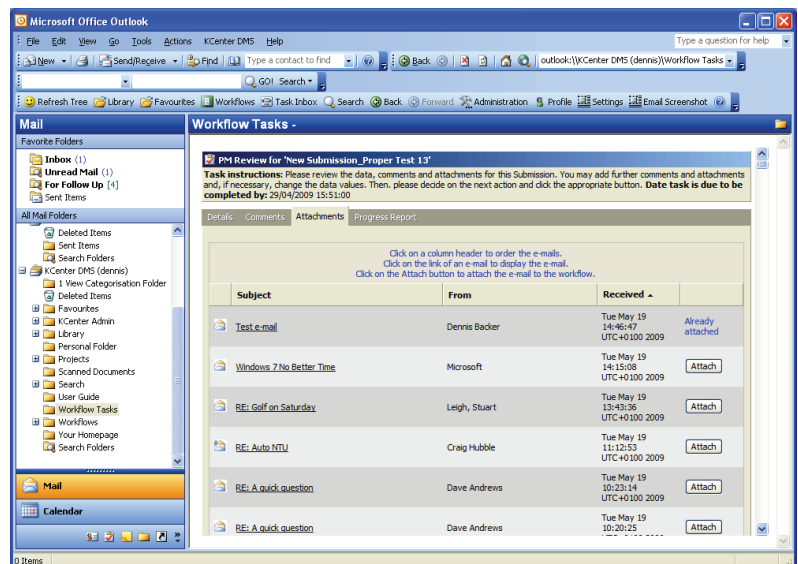
KC 1View can also be configured to automatically capture outgoing e-mails. This can be made mandatory, so that every outgoing e-mail is always captured into the DMS. Alternatively, the user can be prompted as each e-mail is sent and choose whether or not to capture it. Even with this automated feature switched off, the user can still manually capture an outgoing e-mail into the DMS, by dragging and dropping it from the Outlook Sent Items folder in just the same way as a received e-mail would be captured from the Outlook Inbox.

Powerful E-mail Integration with Workflow

KC 1View also provides a range of features to enable e-mail integration with workflow.

A user can easily initiate a workflow by simply dragging and dropping an e-mail from an Outlook folder to the icon that represents a workflow in Kcenter. A new instance of the chosen workflow will be initiated with the e-mail automatically attached to it. As with the DMS integration, Kcenter can be configured to ensure that the same e-mail is not used to start more than one workflow instance.

Of course, workflows can still be started in all the normal ways, whether that is by and automated trigger or by simply clicking on a workflow name to create a new instance of a workflow with no e-mail attachment. When working on a workflow task within KC 1View, an additional button is available to allow the user to send an e-mail from within the context of that workflow. The e-mail is composed and sent in the usual way, but it will be automatically added to the workflow as an attachment. Kcenter can also be configured to provide an additional button to create an e-mail from a pre-defined template. Data from the workflow will be automatically merged into the template to create a complete, fully-composed e-mail for the user to send and the resulting e-mail will again be automatically attached to the workflow.



Received e-mails can be easily attached to a workflow in two ways. The user can simply drag and drop a particular e-mail to the icon representing a specific workflow instance and that e-mail will be automatically attached to that workflow instance. Alternatively, when operating a workflow task, the user can click the "List Inbox Emails" button. A list of all the e-mails in the user's Outlook Inbox will be presented and the user can select from there which e-mail to attach to the workflow case.

Focus on Usability

Throughout the development of KC 1View, the focus has been on usability. There are a host of detailed features and configuration options that allow operation of Kcenter via Outlook to be even more efficient, including:

- Configurable automated removal of e-mails from Outlook when they are captured into Kcenter.
- Extensions to Kcenter search capabilities to make it easy to locate e-mails using e-mail headerfields.
 - Pop-up previews of e-mail header information when hovering over an e-mail item.
- Operation through toolbars and/or menu.