

everteam

everteam.correspondence

Manage and track communications, timely and accurately



AGENDA



01

Overview



02

Definition



03

Key Benefits



04

Features



05

Demo

Organizational Challenges



AGENDA



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everteam.correspondence



A completely integrated and fully web solution based on Everteam state of the art platform



Innovative solutions that uses and leverages Artificial Intelligence and Machine learning



A robust application for automating correspondence files in a manageable and organized way



Embedded capture capabilities, supporting both paper-based and electronic documents

everteam.correspondence Characteristics



Manage
Correspondence



Visually Track
Correspondences



Reports and
Dashboard



Mobile Availability



Digitally Sign



Authenticity and
Integrity

AGENDA



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Key Benefits of everteam.correspondence



Reduces costs of storage and efficiently manages correspondences within a common platform and a unified repository



Improves customer service by providing accurate, fast and trustworthy responses to inquiries



Enhances employee performance and reduces time spent on processing and responding to incoming correspondences



Achieves Return on Investment by optimizing content production, reducing paper usage and consolidating communications



Manages and archives all types of correspondence for legal and compliance obligations

AGENDA



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Demo

The Big Picture

Initiation

Channels



Scanner



Electronic



e-mail

Registration



Referencing



Metadata



Relation



Recipients

Processing

Collaboration



Attachments



Comments



Annotations



Activities

Routing



Signature



Transfer



Actions



Schedule

Regulation



Flow



Routing Rules



Organizational Chart



Security

Archiving

Retrieving



Search



Taxonomy



File Plan

Preserving



Content Storage

Controlling

Follow-up



Monitoring



Tracking



Due Date

Alerts and Escalation



Alerts



Notification



Delegation

Reports and Dashboards



Reports



Dashboards

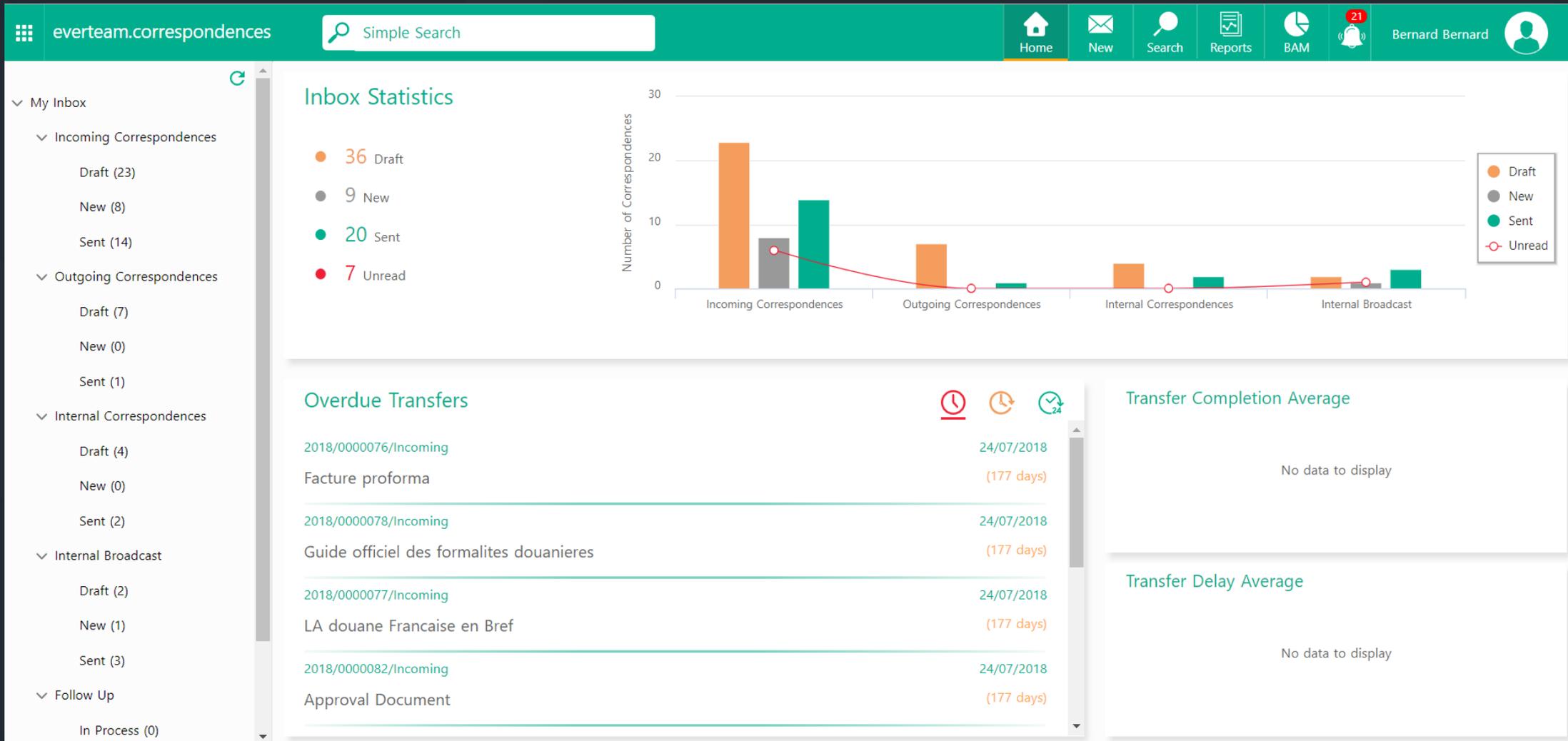


KPIs

Features



An Intuitive User Experience



everteam.viewer integration

- everteam.correspondence allows users to capture a new incoming correspondence or to create a new outgoing correspondence based on predefined template.
- Organizations can transform paper documents by capturing all types of paper-based or electronic documents (single or multiple) and no longer worry about losing critical information.
- everteam.viewer integrated with everteam.correspondence offers a wide array of document viewing and imaging functions during all correspondence phases.

Everteam.viewer



Allowing to open and view any type of image or document without having to install the native software on the client's machine.



Provide basic and advanced imaging capabilities such as image enhancement, annotations, stamping, blackouts, etc....

Correspondence Creation

- everteam.correspondence allows the users to record the incoming correspondence metadata and offers the users the options to either send the correspondence or save it as draft.
- The correspondence attributes are completely configurable allowing the administrator to easily add / remove specific fields to meet the customer needs.
- During correspondence creation, user can benefit from the Template Based Generation feature by:
 - ✓ Creating correspondences from predefined templates
 - ✓ Generating outgoing correspondences from the incoming correspondence
 - ✓ Creating public and private templates
 - ✓ Automatically generating cover pages
 - ✓ Generating envelope labels from custom templates

Barcode Generation

- A barcode containing the unique correspondence reference number is automatically generated to facilitate the registration and tracking process using the embedded Barcode Generation feature which provides:
 - ✓ Customized Settings
 - ✓ Auto-Barcode Generation
 - ✓ Ability to Print the barcode label
 - ✓ Ability to auto-embed the barcode on the electronic correspondence



Collaboration Feature

- An attachment can be added to the correspondence either directly from the user's PC or by scanning paper documents directly from the integrated scanner through the Collaboration features which helps also to:



Scan or Attach documents related to the initial correspondence



Link Incoming and Outgoing correspondence



Add public and private comments on correspondences using advanced editing tools



Perform several image processing operations



Add annotations and assign security privileges

Control your Correspondences

- During the correspondence workflow phases, we can benefit from the below features to archive and control our correspondence:
 - **Categorization and Filing feature:**
 - ✓ Customizable correspondence tree and list view
 - ✓ Easy to use and customizable toolbar containing all user actions
 - ✓ Customizable document attributes supporting a wide range of user controls
 - ✓ Customizable document classification plan
 - ✓ Multilanguage support on interface and data level
 - **Multiple Input Channels feature:**
 - ✓ Scan or upload electronic documents
 - ✓ Organize documents into electronic folders
 - ✓ Attach documents to correspondence tree
 - ✓ Work with various types of correspondences

Auto Classification

- evertteam.correspondence uses Machine Learning algorithms and combines rules for contextual analysis to incorporate real-time learning that adapts to changing business needs. As a result, the classification becomes accurate over time.
-
- During files upload, Auto Classification service will return the type of the attachment, which will automatically classify the uploaded document in its proper folder location.
 - This happens by automatically creating a folder, renaming it and adding the related attachment under it.
 - Auto classification reduces the burden of manually filing documents by automatically organizing information.

Entity Extraction



Whenever a new correspondence is created with a file or a new attachment is added to a correspondence, the Entity Extraction service will process the file and generate a list of extracted entities.



The generated list will be added to a meta data available under the correspondence attributes.



The entity extraction can provide a useful view of unknown data sets, by immediately revealing at a minimum, who, and what, the information contains.

Digital Signature

- Everteam.correspondence also embeds a Digital Signature functionality to electronically and digitally sign correspondence documents, ensuring that the contents of a correspondence have not been altered.
- A digital signature is a digital code that can be attached to an electronically transmitted message that identifies the sender.
- Like a written signature, the purpose of a digital signature is to guarantee that the individual sending the message is really whom it claims to be.
- The client, using the server's public key, can then validate the sender as well as the integrity of message contents.



Keep track of your Correspondence

- The embedded Visual Tracker provides the ability to view the process status and history and track the full lifecycle of the correspondence.
- Audit Trail keeps full or partial audit trails for further reports related to audits and/or statistics. It provides the capability of logging all correspondence information such as login name, login date and actions taken on a given document such as updates, check in/out, etc.
- Task Management feature:
 - ✓ Lock correspondences in use
 - ✓ Correspondence circulation
 - ✓ Rescan, print or archive correspondences
 - ✓ Track correspondence deliveries and automatic delivery note generation
 - ✓ Define due dates and delegation
 - ✓ Integrated email notification

Store your correpondences

- everteam.correspondence presents various types of Reports that can be customized to meet the client needs.
- everteam.correspondence offers the ability to establish a relation between the correspondence record and the physical Archived Correspondence. It consists of:

- ✓ Cabinets
- ✓ Shelves
- ✓ Binders
- ✓ Folders



- Users can assign the electronic record that represents a physical correspondence to a related location in the filing plan to store its physical for later usage.
- The Administrator Section that appears in the home page, automates and facilitates multiple administrative tasks, such us: View Departments, Department Users, Manage Correspondence, Manage Out of Office, Manage Purposes, etc...

Improve your decision-making

Integration with Analytics:



The Search Center menu provides various search functions available within the system (Simple, advanced and search within delivery notes) to provide us an accurate analytics.



The practice of analytics is all about supporting decision making by providing the relevant facts that will allow you to make a better decision.



The integration with analytics will accelerate and automate some aspects of decision-making through machine learning, artificial intelligence, and blockchain.

Responsive UI

Mobile Version

- everteam.correspondence Management System is also provided in a mobile version which supports iOS and Android platforms.
- This solution supports similar functionality to the desktop version. The mobile version is designed with a user-friendly interface to allow business elite users to interact within the system and to track correspondence through a mobile or tablet device.



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Capturing a new correspondence

In this scenario, the Secretary needs to upload using `everteam.correspondence` a new application he received from a citizen to get a building license in the town.

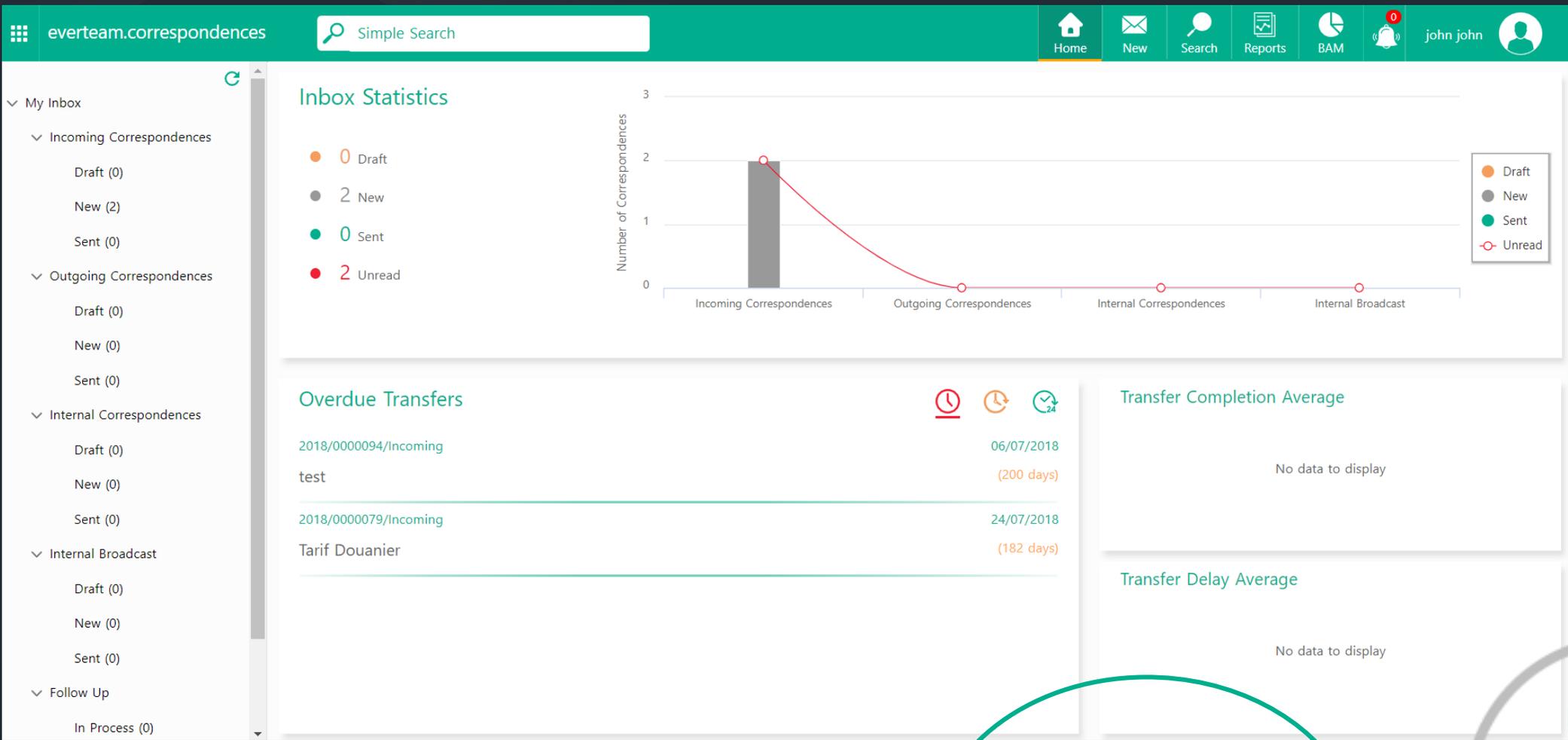
"I want to start using `everteam.correspondence` by uploading the citizen application."



Secretary

everteam

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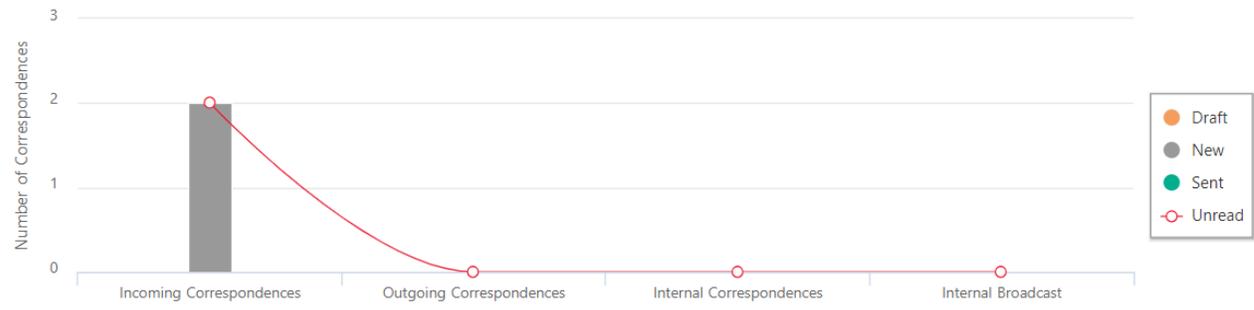
everteam.correspondences has a dynamic UI with a user centric dashboard



- My Inbox
 - Incoming Correspondences
 - Draft (0)
 - New (2)
 - Sent (0)
 - Outgoing Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
 - Internal Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
 - Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (0)
 - Follow Up
 - In Process (0)

Inbox Statistics

- 0 Draft
- 2 New
- 0 Sent
- 2 Unread



Overdue Transfers

Transfer ID	Due Date	Days Overdue
2018/0000094/Incoming test	06/07/2018	(200 days)
2018/0000079/Incoming Tarif Douanier	24/07/2018	(182 days)

Transfer Completion Average

No data to display

Transfer Delay Average

No data to display

This section has the folder tree



everteam.correspondences

Home New Search Reports BAM john john

My Inbox

- Incoming Correspondences
 - Draft (0)
 - New (2)
 - Sent (0)
- Outgoing Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
- Internal Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
- Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (0)
- Follow Up
 - In Process (0)

Inbox Statistics

0 Draft
2 New
0 Sent
2 Unread

Category	Draft	New	Sent	Unread
Incoming Correspondences	0	2	0	0
Outgoing Correspondences	0	0	0	0
Internal Correspondences	0	0	0	0
Internal Broadcast	0	0	0	0

Overdue Transfers

2018/0000094/Incoming	06/07/2018
test	(200 days)
2018/0000079/Incoming	24/07/2018
Tarif Douanier	(182 days)

Transfer Completion Average

No data to display

Transfer Delay Average

No data to display

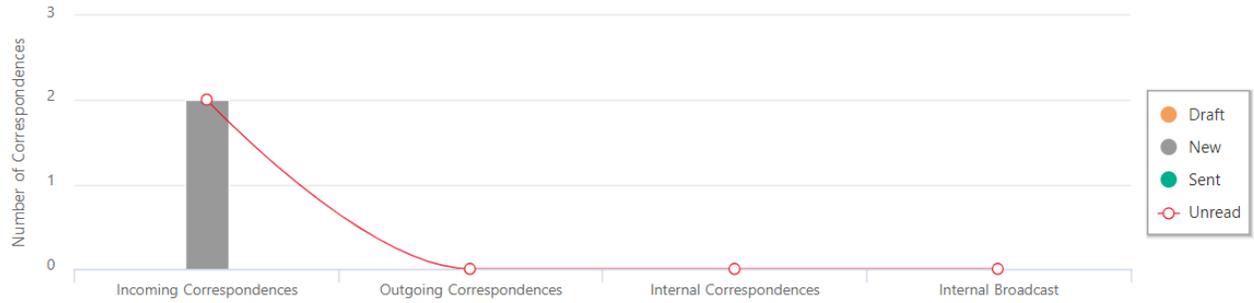
This section has my dashboard, it shows my correspondence statistic



- My Inbox
 - Incoming Correspondences
 - Draft (0)
 - New (2)
 - Sent (0)
 - Outgoing Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
 - Internal Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
 - Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (0)
 - Follow Up
 - In Process (0)

Inbox Statistics

- 0 Draft
- 2 New
- 0 Sent
- 2 Unread



Overdue Transfers

Reference	Date	Days Overdue
2018/0000094/Incoming test	06/07/2018	(200 days)
2018/0000079/Incoming Tarif Douanier	24/07/2018	(182 days)

Transfer Completion Average

No data to display

Transfer Delay Average

No data to display

This section has my pending correspondence



everteam.correspondences

Home New Search Reports BAM john john

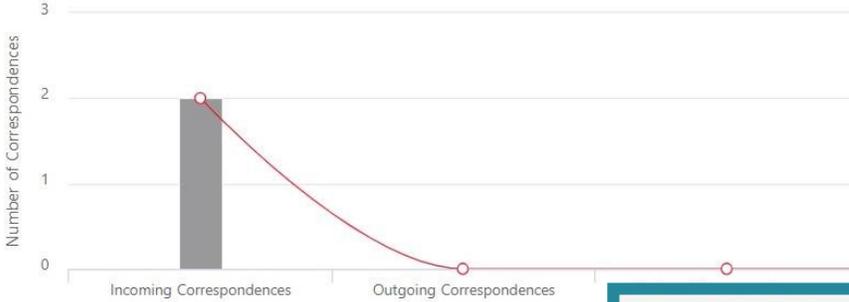
My account
 **john john**
la réception

Profile settings
 Change Language
 Create Custom Rule
 Out of Office
 Log Out

English (United States)
 Arabic (Saudi Arabia)
 French

Inbox Statistics

- 0 Draft
- 2 New
- 0 Sent
- 2 Unread



Category	Number of Correspondences
Incoming Correspondences	2
Outgoing Correspondences	0

Overdue Transfers

2018/0000094/Incoming	06/07/2018	(200 days)
test		
2018/0000079/Incoming	24/07/2018	(182 days)
Tarif Douanier		

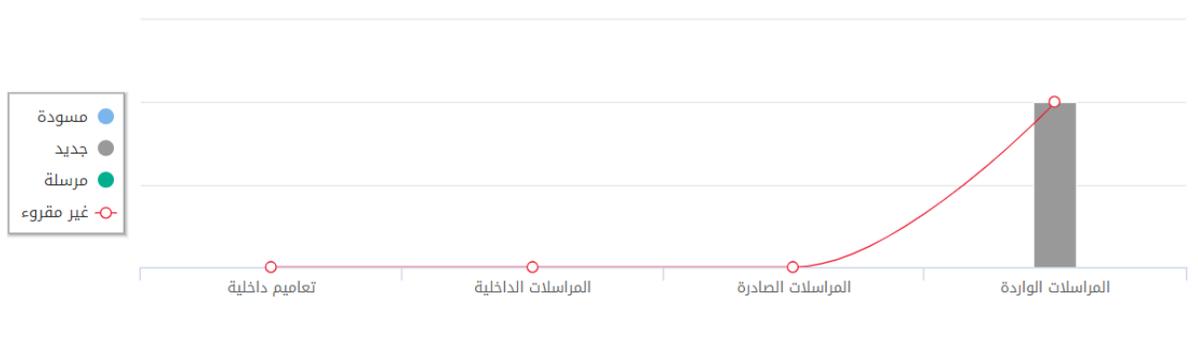
Transfer Delay Ave

My Inbox

- Incoming Correspondences
 - Draft (0)
 - New (2)
 - Sent (0)
- Outgoing Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
- Internal Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
- Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (0)
- Follow Up
 - In Process (0)

This section has my account settings





إحصائيات البريد

- مسودة 0
- جديد 2
- مرسلة 0
- غير مقروء 2

- صندوق البريد الخاص بي
- المراسلات الواردة
 - مسودة (0)
 - جديد (2)
 - مرسلة (0)
- المراسلات الصادرة
 - مسودة (0)
 - جديد (0)
 - مرسلة (0)
- المراسلات الداخلية
 - مسودة (0)
 - جديد (0)
 - مرسلة (0)
- تعاميم داخلية
 - مسودة (0)
 - جديد (0)
 - مرسلة (0)
- متابعة البريد
- متداولة (0)

متوسط مدة إنجاز الإحالة

لا توجد بيانات لعرض



06/07/2018

(200 يوم)

24/07/2018

(182 يوم)

إحالات متأخرة

2018/0000094/Incoming

test

2018/0000079/Incoming

Tarif Douanier

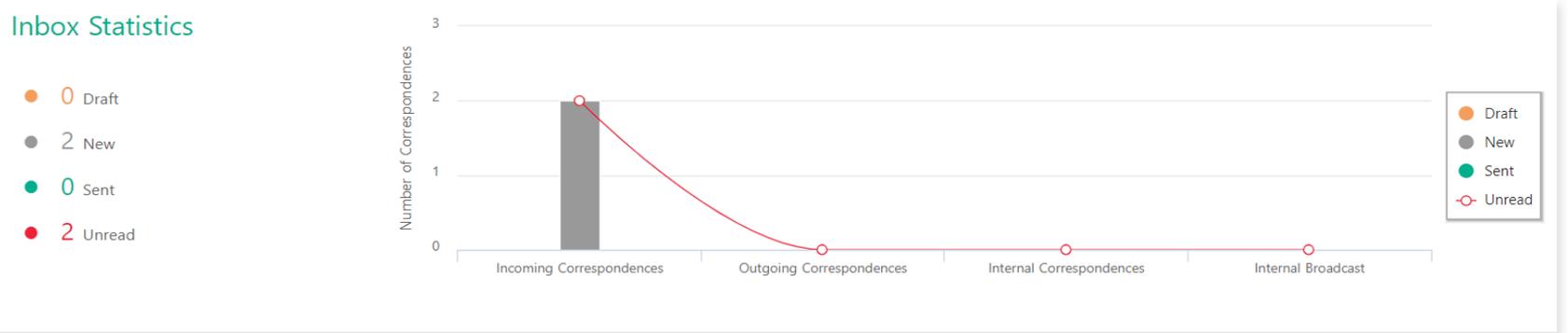
متوسط مدة تأخير الإحالة

لا توجد بيانات لعرض

I can switch to Arabic or French interface



- Home
- New
 - Incoming Correspondence
 - By File
 - Without File
 - Outgoing Correspondence
 - By Template
 - By File
 - Without File
 - Internal Correspondence
 - By File
 - By Template
 - Without File
 - Internal Broadcast
 - By File
 - By Template
- Search
 - Advanced Search
 - Delivery Notes Search



Overdue Transfers

2018/0000094/Incoming	06/07/2018
test	(200 days)
2018/0000079/Incoming	24/07/2018
Tarif Douanier	(182 days)

Transfer Completion Average

No data to display

Transfer Delay Average

No data to display

I'm ready now to capture the new incoming correspondence. I will choose the option "By File" to attach the citizen application

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New Incoming Correspondence

Attach a Single Document

Scan Multiple Documents

 Upload  Clear  Cancel

Choose a file Building License.pdf

Browse

Attach a Single Document

Scan Multiple Documents

Scan Properties

File Format

PDF

Select Source

Show UI

Auto Feeder

Duplex

Pixel Type

B&W

Gray

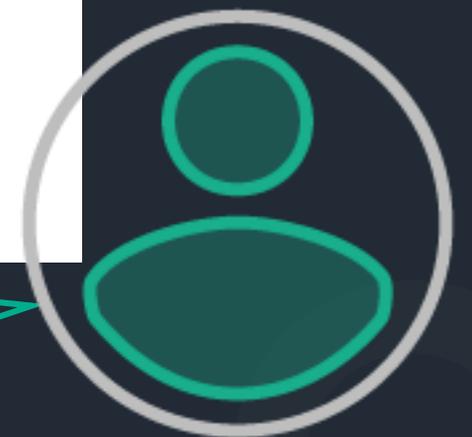
Color

Resolution 300

 Scan  Upload  Cancel



By selecting New Incoming Correspondence By File , I can add files by upload or by using single and multiple scanning



New Incoming Correspondence

Metadata Attachments [1] Notes ...

File

Save Register Transfer Other Actions

Page 1 of 1

Sending Entity *
Sender
Receiving Entity * la réception
Receiver john john
Carbon Copy
Subject *
External Reference
Document Date * 23/01/2019
Due Date * 24/01/2019
Privacy * Normal
Document Type
Priority * Normal

Thumbnails

المستدعي: مواطن ١ مواطن ١
العنوان: بيروت
تاريخ الطلب: ٢٠١٩/٠١/٢٣

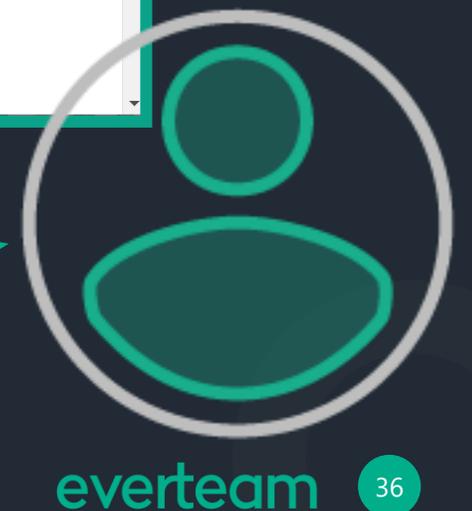
طلب رخصة بناء

بلدية بيروت

الجمهورية اللبنانية
وزارة الداخلية والبلديات

Annotations +
Versions +

The universal viewer contains the properties of the document on the left hand-side and the document itself on the right hand-side



New Incoming Correspondence

Metadata Attachments [1] Notes ...

File

Save Register Transfer Other Actions

Thumbnail

1

Annotations +

Versions +

Sending Entity *

Sender

Receiving Entity * la réception

Receiver john john

Carbon Copy

Subject *

External Reference

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type

Priority * Normal

Classification

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

طلب رخصة بناء

بلدية بيروت

الجمهورية اللبنانية
وزارة الداخلية والبلديات

In the first section, the document highlights will show, such as the pages, versions, and annotations



Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Name X

Phone X

Date X

Annotations +

Versions +

numbnais

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

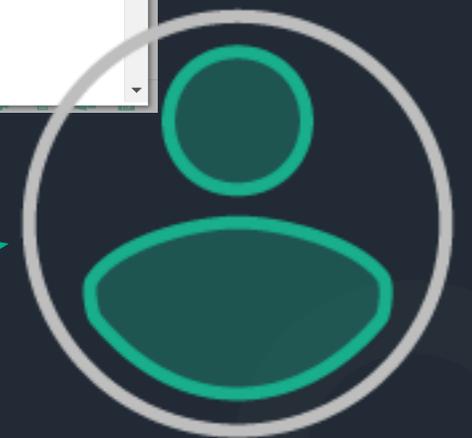
طلب رخصة بناء

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وزارة الداخلية والبلديات

Page 1 of 1

The first tab contains the check-in and check-out option, along with print and download with viewing magnifiers



Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Name

Phone

Date

Save

Page 1 of 1

Thumbnails

1

Annotations +

Versions +

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

طلب رخصة بناء

بلدية بيروت

الجمهورية اللبنانية
وزارة الداخلية والبلديات

The second tab includes all the main document editing functions

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Name Phone Date

Annotations +

Versions +

Save

Page 1 of 1

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

طلب رخصة بناء

بلدية بيروت

الجمهورية اللبنانية
وزارة الداخلية والبلديات

The third tab is the annotation

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Name X

Phone X

Date X

Annotations +

Versions +

2

1

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

طلب رخصة بناء

2019/0000005/Incoming

A barcode containing the unique correspondence reference number is automatically generated and can be added to the attachments

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Annotations

Page 1

2019/0000005/Incoming

المستدعي: مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

APPROVED

System Account

Manage Permission

Delete

Bring to Front

Send to Back

Annotations

- Page 1
- Barcode
- Blackout
- Highlight
- Approved

Versions

I can add blackouts, highlights, watermarks, etc. and manage the permission of each, and I can force an annotation on users

New Incoming Correspondence

Metadata Attachments [1] Notes ...

File Edit **Signature** Review

Save Register Transfer Other Actions

Save Signatures

Thumbnail

Signatures

Annotations

Versions

Deleting a signature from the document

Document Content:

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

طلب رخصة بناء

Logo of the Ministry of Internal and Municipalities of Lebanon

Logo of the Municipality of Beirut

Document Metadata:

Sending Entity *	
Sender	
Receiving Entity *	la réception
Receiver	john john
Carbon Copy	
Subject *	
External Reference	
Document Date *	23/01/2019
Due Date *	24/01/2019
Privacy *	Normal
Document Type	
Priority *	Normal
Classification	

The fourth tab is the Signature that allows me to easily add my legally binding signature

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Name Phone Date

Annotations

Page 1

Approved

Manage Permission

Delete

Bring to Front

Send to Back

المستدعي: مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

APPROVED

System Account

بلدية بيروت

2019/0000005/Incoming

وزارة الداخلية والبلديات

الجمهورية اللبنانية

Page 1 of 1

Once an annotation is added,
it will automatically be listed
in the Annotations tab

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019 2

Privacy * Normal

Document Type Application

Priority * Normal

Classification License X

Filing Plan Municipality/Citizens/Licenses/Buildi X

Importance Level Normal

Body

Note

Comment

Tags

Name X

Phone X

Date X

Annotations

Page 1

Zone OCR Full OCR Zone OCR

Page 1

Barcode

Blackout

Highlight

Approved

System Account

المستدعي: مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

الجمهورية اللبنانية
وزارة الداخلية والبلديات

بلدية بيروت

طلب رخصة بناء

APPROVED

OCR can be executed on the document, either as a full or a zone OCR

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Name X

Phone X

Date X

Zone OCR

Save Execute OCR Close

Language Arabic

طلب رخصة بناء

طلب رخصة بناء

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

Annotations +

Versions +

Page 1 of 1

The OCR service scans the selected area and extracts text content from it.

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File Edit Review

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Thumbnail Annotations Versions

Current 5.0

Version 4.0

Version 3.0

Version 2.0

Version 1.0

المستدعي: مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

طلب رخصة بناء

APPROVED

System Account

بلدية بيروت

2019/0000005/Incoming

Page 1 of 1

The version is always controlled on every check in and check out

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File

Save Register Transfer Other Actions

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan Municipality/Citizens/Licenses/Buildi

Importance Level Normal

Body

Note

Comment

Tags

Name X

Phone X

Date X

Thumbnails +

Annotations +

Versions -

Current 5.0

Version 4.0

Version 3.0

Version 2.0

Version 1.0

Restore

Delete

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

طلب رخصة بناء

بلدية بيروت

الجمهورية اللبنانية
وزارة الداخلية والبلديات

I can delete all versions and keep the original, or only delete minor versions and keep the major published versions

New Incoming Correspondence

Metadata Attachments [1] Notes ...

Save Register Transfer Other Actions

Sending Entity * Citizens

Sender Citizen1 Citizen1

Receiving Entity * la réception

Receiver john john

Carbon Copy

Subject * Building License

External Reference 245/123456

Document Date * 23/01/2019

Due Date * 25/03/2019 44

Privacy * Normal

Document Type Letter

Priority * Normal

Classifications General

File

Page 1 of 1

Thumbnails

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

طلب رخصة بناء

الجمهورية اللبنانية
وزارة الداخلية والبلديات

بلدية بيروت

I'm ready now to fill the metadata

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [3] Notes [1] ...

File

Save Register Transfer Other Actions

Subject * Building License

External Reference 245/123456

Document Date * 23/01/2019

Due Date * 24/01/2019

Privacy * Normal

Document Type Application

Priority * Normal

Classification License

Filing Plan

Importance Level Normal

Body

Note

Comment

Annotations +

Versions +

Choose Filing Plan

Choose Add Edit Delete Cancel

Filing Plan

Municipality

Citizens

Licenses

Building License

طلب رخص

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

A filing plan can be added to organize my correspondences

New Incoming Correspondence

Metadata Attachments [1] Notes ...

File

Print Send Via Email

Original Correspondence

- Building License.pdf
- Attachments

Thumbnails

1

Annotations +

Versions +



الجمهورية اللبنانية
وزارة الداخلية والبلديات



بلدية بيروت

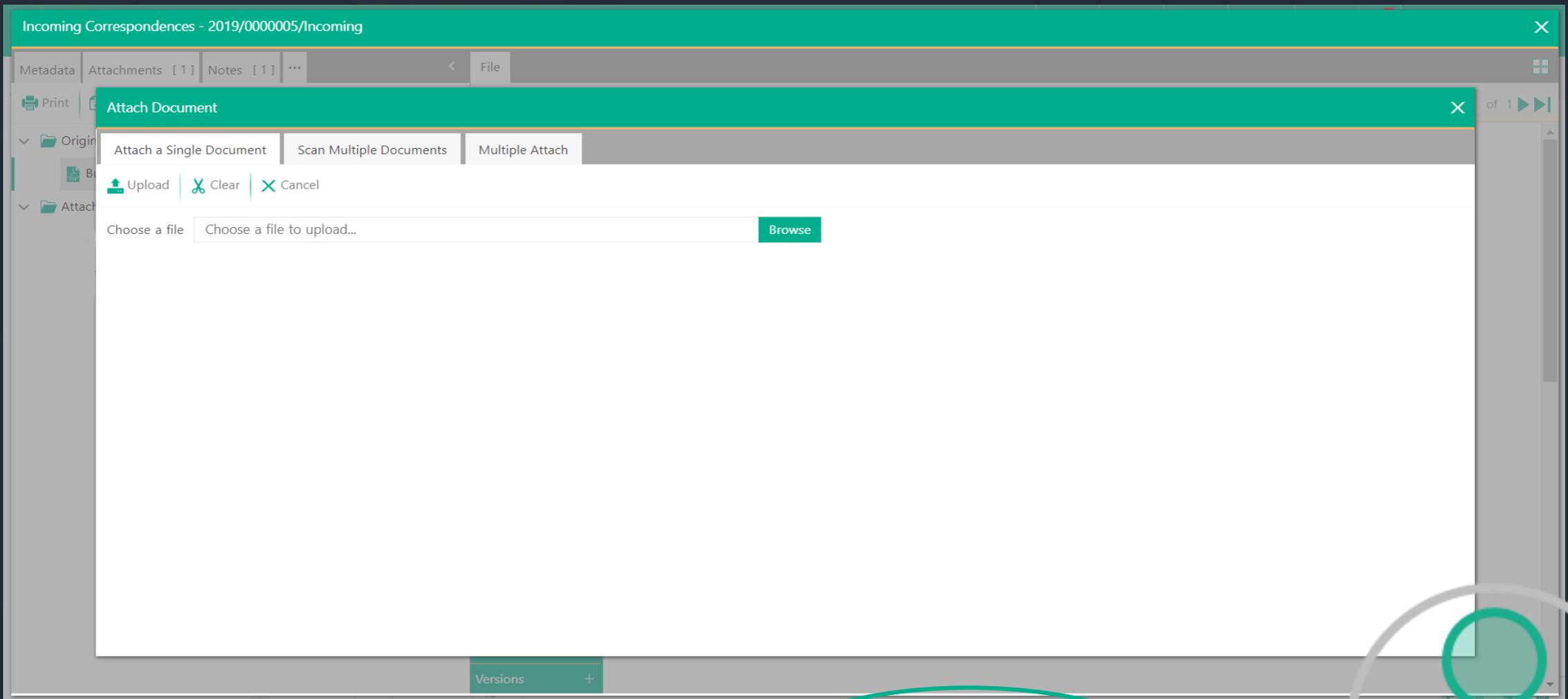
طلب رخصة بناء

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

The Attachments tab contains the original scanned version of the correspondence



I can attach extra documents to the correspondence from PC or scan documents directly from the scanner.

Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [1] Notes [1] ... File

Print Attach Document

Origin

Attachments

 **Scanned**

Created 23/01/2019 12:59:30 PM System Account
Last Modified 23/01/2019 12:59:30 PM System Account
Not Checked Out

Close

Content Type Document

Name* .pdf

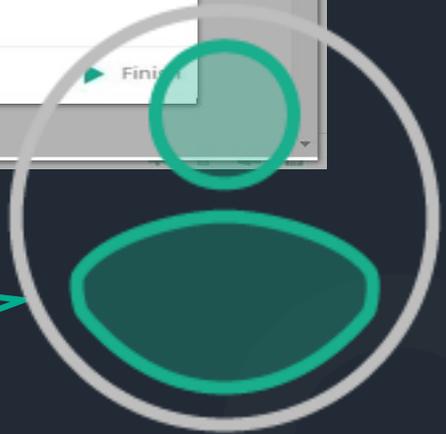
Title

- Audio
- Basic Page
- CertificatesContentType
- Document**
- Dublin Core Columns
- Form
- Image

Final

Versions +

Once the document is added,
a type should be selected;
each type has its related
metadata



Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [1] Notes [1] ... File

Print Attach Document

Scanned

Created 23/01/2019 12:59:30 PM System Account
Last Modified 23/01/2019 12:59:30 PM System Account
Not Checked Out

Close

Content Type Image

Name Scanned .pdf

Title

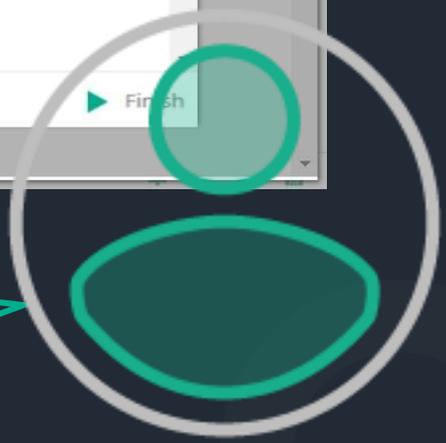
Keywords

Comments

Finish

Versions +

I selected an Image type, so that the related metadata will show



Incoming Correspondences - 2019/0000005/Incoming

Metadata Attachments [1] Notes [1] ... File

Print Attach Document

Properties

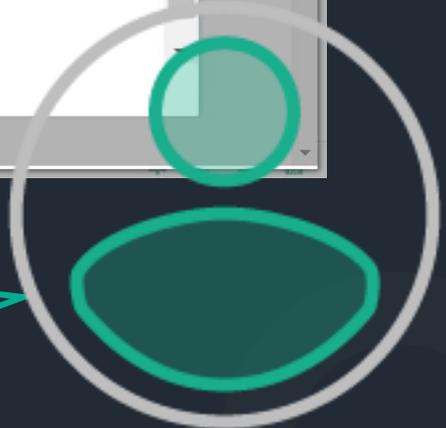
 **Image**

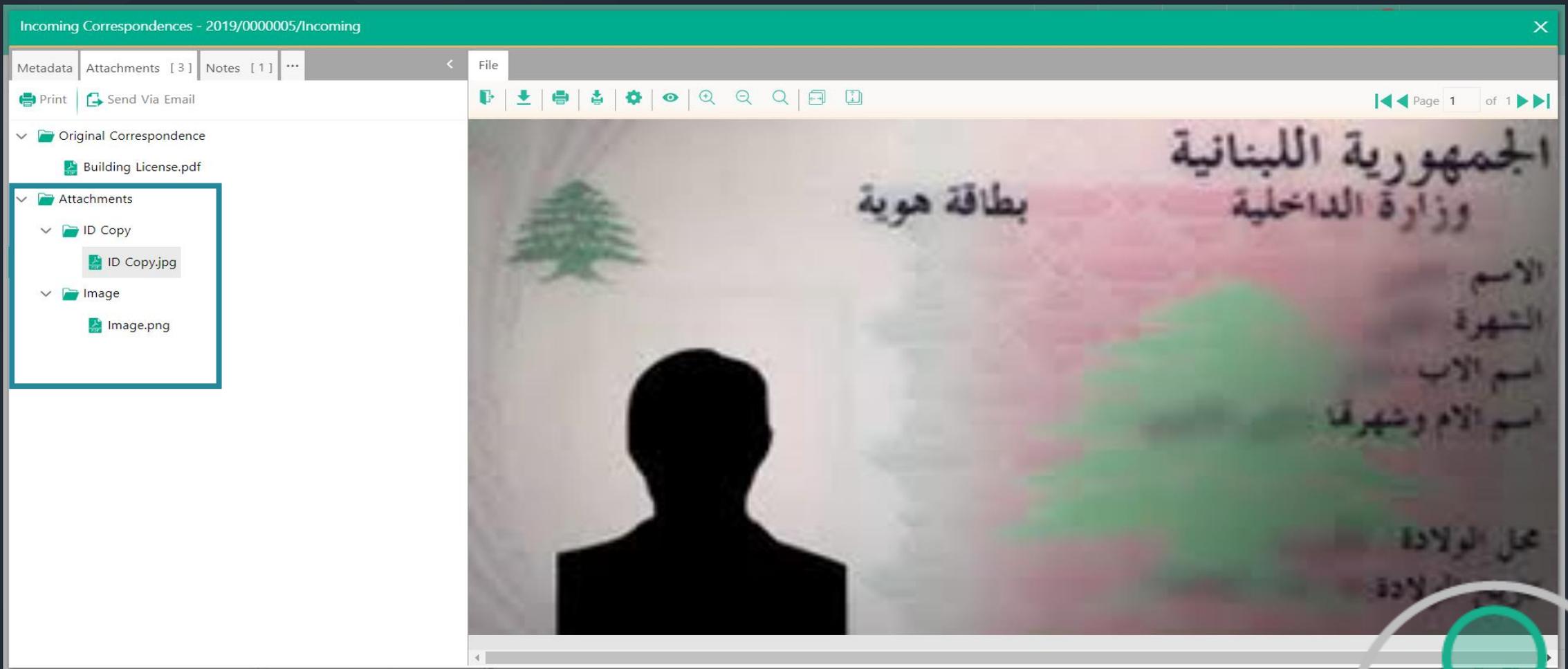
Created 20/07/2018 10:59:23 AM System Account
Last Modified 13/08/2018 12:55:36 PM System Account
Not Checked Out

Content Type	Image
Name	Image.png
Created	20/07/2018 10:59:23 AM
Title	
Modified	13/08/2018 12:55:36 PM
Keywords	
Picture Width	707
Picture Height	758
Comments	
Author	Mazen
Date Picture Taken	19/07/2018 12:00:00 AM
Copyright	MNA

Versions +

I filled the metadata and saved it





The Auto Classification service will return the type of the attachment, after which a folder will be created with the name being the attachment type and this attachment will be placed under it.

The screenshot displays a document viewer window titled "Incoming Correspondences - 2019/0000005/Incoming". The interface includes a top navigation bar with "My Transfer", "Metadata", "Attachments [3]", and "Notes [1]". A toolbar at the top contains icons for "Print" and "Send Via Email". The left sidebar shows a file tree with folders "Original Correspondence" and "Attachments", and files "Building License.pdf", "ID Copy", "ID Copy.jpg", and "Image.png". The main content area shows a document page with a "Thumbnails" panel on the left and a "Show all" button at the bottom right. The document content is annotated with several text boxes containing extracted entities in Arabic:

- المستدعي: مواطن ١ مواطن ١
- العنوان: بيروت
- تاريخ الطلب: ٢٠١٩/٠١/٢٣
- رقم العقار: ١٢٣٤٥٦
- رقم القسم: ٢٤٥
- رقم الهاتف: ١٢٣٤٥٦/٧٠

The Entity Extraction service will be integrated in the system to process the attachments and generate a list of extracted entities. The generated list will be added to a meta data available under the correspondence attributes.

Incoming Correspondences - 2019/0000005/Incoming

My Transfer Metadata Attachments [3] Notes [1] ... File

Print Send Via Email

Original Correspondence

- Building License.pdf

Attachments

- ID Copy
 - ID Copy.jpg
- Image
 - Image.png

Thumbnails

Annotations +

Versions +

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

تاريخ الطلب: ٢٠١٩/٠١/٢٣

رقم العقار: ١٢٣٤٥٦

رقم القسم: ٢٤٥

رقم الهاتف: ١٢٣٤٥٦/٧٠

Name

Address

Date

Phone

Show all

The Auto Tagging service will be integrated in the system also to process the attachments and generate a list of tags. The generated tags will be added to the correspondence attributes.

Incoming Correspondences - 2019/0000006/Incoming

Metadata Attachments [3] Notes [1] ... File

Save Register Transfer Other Actions

Multiple Transfer

Send + Multiple Transfer Clear Cancel Purpose

Transfer To *	Purpose *	Priority *	Transfer Due Date	Instructions	Public	Copy
julie julie	For Approval	Normal	25/02/2019		<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Normal	25/02/2019		<input checked="" type="checkbox"/>	<input type="checkbox"/>

Annotations +
Versions +

المستدعي: ...
العنوان: بير ...
تاريخ الالب: ٢٠١٩/٠١/٢٣

After adding all my notes, I can transfer my correspondence for the concerned person to validate it



User Story -2- Process Correspondence

In this scenario, the Real Estate Manager needs to proceed and approve using everteam.correspondence a new application she received from the Secretary for a building license in the town.

**"I want to check the
Citizen application sent
by the Secretary."**



Real Estate Manager

everteam.correspondences

Simple Search

Home New Search Reports BAM 25 julie julie

My Inbox

- Incoming Correspondences
 - Draft (1)
 - New (5)**
 - Sent (19)
- Outgoing Correspondences
 - Draft (1)
 - New (0)
 - Sent (0)
- Internal Correspondences
 - Draft (1)
 - New (1)
 - Sent (1)
- Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (2)
- Follow Up
 - In Process (0)

Incoming Correspondences - New

Building License
2019/0000005/Incoming | john john | julie julie | la réception | 23/01/2019 4:49 PM | 24/01/2019 Show details

LA douane Francaise en Bref
2018/0000077/Incoming | Bernard Bernard | julie julie | la réception | 23/08/2018 11:08 AM | 24/06/2018 Show details

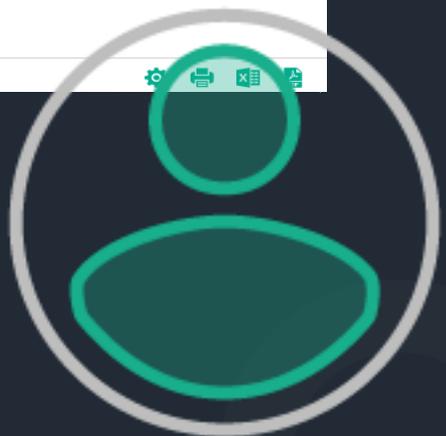
Sample Agreement
2018/0000090/Incoming | Bernard Bernard | julie julie | direction général | 25/06/2018 2:32 PM | 05/07/2018 Show details

Guide officiel des formalites douanieres
2018/0000078/Incoming | sabrina sabrina | julie julie | la réception | 14/06/2018 12:57 PM | 24/06/2018 Show details

LA douane Francaise en Bref
2018/0000077/Incoming | sabrina sabrina | julie julie | la réception | 14/06/2018 12:32 PM | 24/06/2018 Show details

Page 1 of 1 10 (filtered from 10 total entries)

I received a new correspondence from the Secretary that needs my review and approval



everteam.correspondences

Simple Search

Home New Search Reports BAM 25 julie julie

Incoming Correspondences - New

Search table

Building License
2019/0000005/Incoming | john john | julie julie | la réception | 23/01/2019 4:49 PM | 24/01/2019 Show details

LA douane Francaise en Bref
2018/0000077/Incoming | Bernard Bernard | julie julie | la réception | 23/08/2018 11:08 AM | 24/06/2018 Show details

Sample Agreement
2018/0000090/Incoming | Bernard Bernard | julie julie | direction général | 25/06/2018 2:32 PM | 05/07/2018 Show details

Guide officiel des formalites douanieres
2018/0000078/Incoming | sabrina sabrina | julie julie | la réception | 14/06/2018 12:57 PM | 24/06/2018 Show details

LA douane Francaise en Bref
2018/0000077/Incoming | sabrina sabrina | julie julie | la réception | 14/06/2018 12:32 PM | 24/06/2018 Show details

My Inbox

- Incoming Correspondences
 - Draft (1)
 - New (5)
 - Sent (19)
- Outgoing Correspondences
 - Draft (1)
 - New (0)
 - Sent (0)
- Internal Correspondences
 - Draft (1)
 - New (1)
 - Sent (1)
- Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (2)
- Follow Up
 - In Process (0)

Complete
Transfer
Create Follow Up
Audit Actions
Dismiss Copy
Add Note
Archive and Complete
Delivery Note
Send Via Email
Export Correspondence

Preview
Lock/Unlock
Visual Tracking
Other Actions

Page 1 of 1 10 (filtered from 10 total entries)

By clicking on the above highlighted area, all actions will be shown

Incoming Correspondences - 2019/000005/Incoming

My Transfer Metadata Attachments [3] Notes [1] ...

File Edit Review

Reply Transfer Other Actions Prepare Reply

Save

Page 1 of 1

Replying Entity	Citizens
Receiving Entity	la réception
Sender	Citizen1 Citizen1
Receiver	----
Position	Secretary
Transfer From	la réception - john john
Transfer To	Finance - julie julie
Carbon Copy	----
Due Date	24/01/2019 00:00 AM
Transfer Due Date	24/02/2019 10:00 PM
Transfer Date	23/01/2019 4:49 PM
Purpose	Approve
Priority	Normal
Instructions From Sender	----

Annotations +

Versions +

Thumbnail



1



الجمهورية اللبنانية
وزارة الداخلية والبلديات



بلدية بيروت

طلب رخصة بناء

المستدعي: مواطن 1 مواطن 1

العنوان: بيروت

Double click on the
correspondence to open it

Incoming Correspondences - 2019/0000005/Incoming

My Transfer | Metadata | Notes [1] | Barcode

Print Barcode

Save

Page 1 of 1

2019/0000005/Incoming

Thumbnails

1

Annotations +

Versions +



طلب رخصة بناء

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

A barcode containing the unique correspondence reference number is automatically generated

Incoming Correspondences - 2019/0000005/Incoming

My Transfer Metadata Attachments [3] Notes [1] ...

File Edit Review

Print Send Via Email Save

Original Correspondence

- Building License.pdf

Attachments

- ID Copy
 - ID Copy.jpg
- Image
 - Image.png

Annotations +

Versions +

System Account

المستدعي: مواطن ١ مواطن ١

العبران: بيروت

I can add annotation or digital signature to the correspondence or attachments before proceeding

Incoming Correspondences - 2019/0000005/Incoming

My Transfer Metadata Attachments [3] Notes [1] ...

Reply Transfer Other Actions Prepare Reply

Reply to previous user
Reply to previous structure
Reply all

Receiver john john
Positon Secretary
Transfer From la réception - john john
Transfer To Finance - julie julie
Carbon Copy ----
Due Date 25/01/2019 00:00 AM
Transfer Due Date 25/02/2019 10:00 PM
Transfer Date 24/01/2019 09:50 AM
Purpose For Approval
Priority Normal
Instructions From Sender ----

System Account
1/24/2019 9:52:31 AM

المستدعي: مواطن ١ مواطن ١
العنوان: بيروت
تاريخ الطيب: ٢٠١٩/٠١/٢٣

طلب رخصة بناء

بلدية بيروت

وزارة الداخلية والبلديات
الجمهورية اللبنانية

Annotations +

After checking the correspondence documents, I click on "Reply", then "Reply to previous user" for correspondence approval, otherwise I can decline it and send back to the previous user

Incoming Correspondences - 2019/0000005/Incoming

My Transfer | Metadata | Attachments [3] | Notes [1] | ...

File

Reply | Transfer | Other Actions | Prepare Reply

Reply Entity: Citizens
Receiving Entity: la réception
Sender: Citizen1 Citizen1
Receiver: john john
Positon: Secretary
Transfer From: la réception - john john
Transfer To: Finance - julie julie
Carbon Copy: ----
Due Date: 25/01/2019 00:00 AM
Transfer Due Date: 25/02/2019 10:00 PM
Transfer Date: 24/01/2019 09:50 AM
Purpose: For Approval
Priority: Normal
Instructions From Sender: ----

Annotations +
Versions +

Reply to Previous User [john john]

Send | Cancel

Transfer To * john john

Transfer Due Date 24/01/2019

Purpose * Approve

Instructions

Public

طلب

المستدعي: مواطن ١ مواطن ١

الاحنوان: بيروت

تاريخ الطيب: ٢٠١٩/٠١/٢٣

The correspondence is approved by me

everteam.correspondences

Home New Search Reports BAM Notifications

My Inbox

- Incoming Correspondences
 - Draft (0)
 - New (2)
 - Sent (0)
- Outgoing Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
- Internal Correspondences
 - Draft (0)
 - New (0)
 - Sent (0)
- Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (0)
- Follow Up
 - In Process (0)

Inbox Statistics

- 0 Draft
- 2 New
- 0 Sent
- 2 Unread

Category	Count
Incoming Correspondences	2
Outgoing Correspondences	0
Internal Correspondences	0
Internal Broadcast	0

Notifications

julie julie sent you a new transfer with reference number 2019/0000005/Incoming.
23/01/2019 5:13 PM

Clear All Notifications

Overdue Transfers

Reference	Subject	Due Date	Days Overdue
2018/0000094/Incoming	test	06/07/2018	(201 days)
2018/0000079/Incoming	Tarif Douanier	24/07/2018	(183 days)

Transfer Completion Average

Average Type	Value
Your average	0.0
Department average	0.0
Company average	0.0

Transfer Delay Average

No data to display

Secretary

I received a notification from the real estate manager

2019/0000005/Incoming

My Transfer | Metadata | Attachments [3] | Notes [1] | ...

File | Edit | Review

Save | [Icons]

Page 1 of 1

Sending Entity	Citizens
Receiving Entity	la réception
Sender	Citizen1 Citizen1
Receiver	----
Positon	Department Manager
Transfer From	Finance - julie julie
Transfer To	la réception - john john
Carbon Copy	----
Due Date	24/01/2019 00:00 AM
Transfer Due Date	24/02/2019 10:00 PM
Transfer Date	23/01/2019 5:13 PM
Purpose	Approve
Priority	Normal
Instructions From Sender	----

Annotations +

Versions +

Thumbnail



1



الجمهورية اللبنانية
وزارة الداخلية والبلديات



System Account
1/23/2019 5:17:42 PM



بلدية بيروت

طلب رخصة بناء

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

Application approved by real estate manager and it is ready now for the next step (Send it to the Ministry of Interior)

Secretary

Incoming Correspondences - 2019/000005/Incoming

My Transfer | Metadata | Attachments [3] | Notes [1] | ... | File

Reply | Transfer | Other Actions | Prepare Reply

Complete
Return Transfer

Thumbnail

1

Annotations +

System Account
1/24/2019 9:52:31 AM

المستدعي: مواطن ١ مواطن ١

العنوان: بيروت

تاريخ الطاب: ٢٠١٩/٠١/٢٣

طلب رخصة بناء

الجمهورية اللبنانية
وزارة الداخلية والبلديات

بلدية بيروت

I can Archive the correspondence by clicking on the Complete button.

Secretary

Incoming Correspondences - 2019/0000005/Incoming

My Transfer | Metadata | Attachments [3] | Notes [1] | ... | File

Reply | Transfer | Other Actions | Prepare Reply

Sending Entity: Other Actions
Receiving Entity: la réception
Sender: Citizen1 Citizen1
Receiver: john john
Position: Department Manager
Transfer From: Finance - julie julie
Transfer To: la réception - john john
Carbon Copy: ----
Due Date: 25/01/2019 00:00 AM
Transfer Due Date: 25/02/2019 10:00 PM
Transfer Date: 24/01/2019 10:04 AM
Purpose: Approve
Priority: Normal
Instructions From Sender: ----

Annotations +
Versions +

Complete

Are you sure you want to complete "2019/0000005/Incoming"

Ok Cancel

المستدعي: مواطن ١ مواطن ١
العنوان: بيروت
تاريخ الطلب: ٢٠١٩/٠١/٢٣

طلب رخصه

بلدية بيروت

System Account

Page 1 of 1

By clicking on "OK", the correspondence will disappear from the Inbox and will be archived. It will only appear in the search results.



Control Correspondences

In this scenario, The Real Estate Manager needs to control the correspondences using [everteam.correspondence](#).

"I want to view the process status, the history and track the full lifecycle of the correspondence."



Real Estate Manager

everteam.correspondences

license

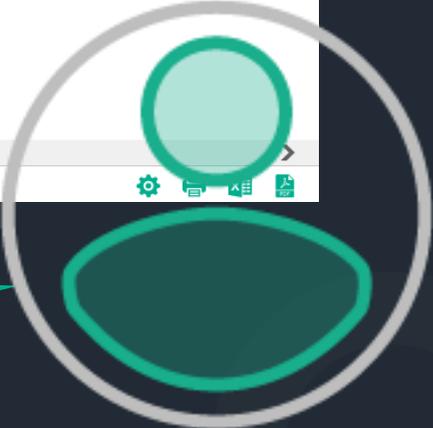
Home New Search Reports BAM 26 julie julie

Simple Search

Preview Search Edit Clear

	REFERENCE	SUBJECT	DOCUMENTDATE	Sending Entity	TransferredFrom	TransferredTo	Receivi
<input type="checkbox"/>	2019/0000004/...	Building Licens...	23/01/2019	Citizens	la réception /...	Finance / julie...	la récé
<input type="checkbox"/>	2019/0000004/...	Building Licens...	23/01/2019	Citizens	la réception /...	Finance / julie...	la récé
<input type="checkbox"/>	2019/0000005/...	Building Licens...	23/01/2019	Citizens	la réception /...	Finance / julie...	la récé
<input type="checkbox"/>	2019/0000005/...	Building Licens...	23/01/2019	Citizens	Finance / julie...	la réception /...	la récé
<input type="checkbox"/>	2019/0000005/...	Building Licens...	23/01/2019	Citizens	la réception /...	Finance / julie...	la récé

Page 1 of 1 10



The Search Engine provides various search functions available within the system. For example, by clicking on Simple Search, I can search directly from home page.

ES Visual Tracker | 2019/0000005/Incoming (Incoming Correspondences)

Legend Search

la réception
john john

Transfer Date 23/01/2019 04:49 PM

Finance
julie julie
Approve

Transfer Date 23/01/2019 04:49 PM
Read Date 23/01/2019 04:59 PM

The embedded visual tracker provides the ability to view the process status, the history and track the full lifecycle of the correspondence

everteam.correspondences

Home New Search Reports BAM 26 julie julie

My Inbox

- Incoming Correspondences
 - Draft (1)
 - New (4)
 - Sent (19)
- Outgoing Correspondences
 - Draft (1)
 - New (0)
 - Sent (0)
- Internal Correspondences
 - Draft (1)
 - New (1)
 - Sent (1)
- Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (2)
- Follow Up
 - In Process (0)

Reports

Overdue Transfers	Overdue Correspondences	Correspondence Detail
Correspondences	Operation By User	Operation By Correspondence
Registered Correspondences	Completed Correspondences	Archived Correspondences
Completed With Delay Correspondences	Completed Transfers	Completed With Delay Transfers
Pending Transfers	Statistical Correspondences	Pending Correspondences

everteam.correspondence presents various types of reports.



everteam.correspondences

license

Home New Search Reports BAM 26 julie julie

Business Activity Monitoring

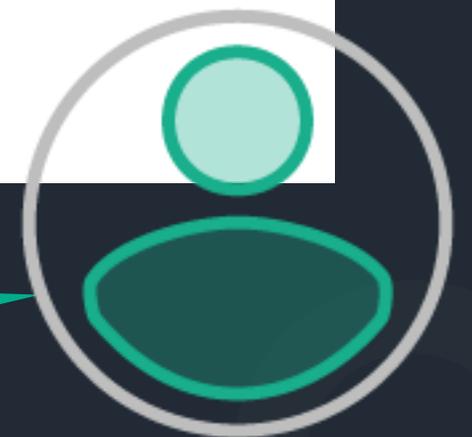
My Inbox

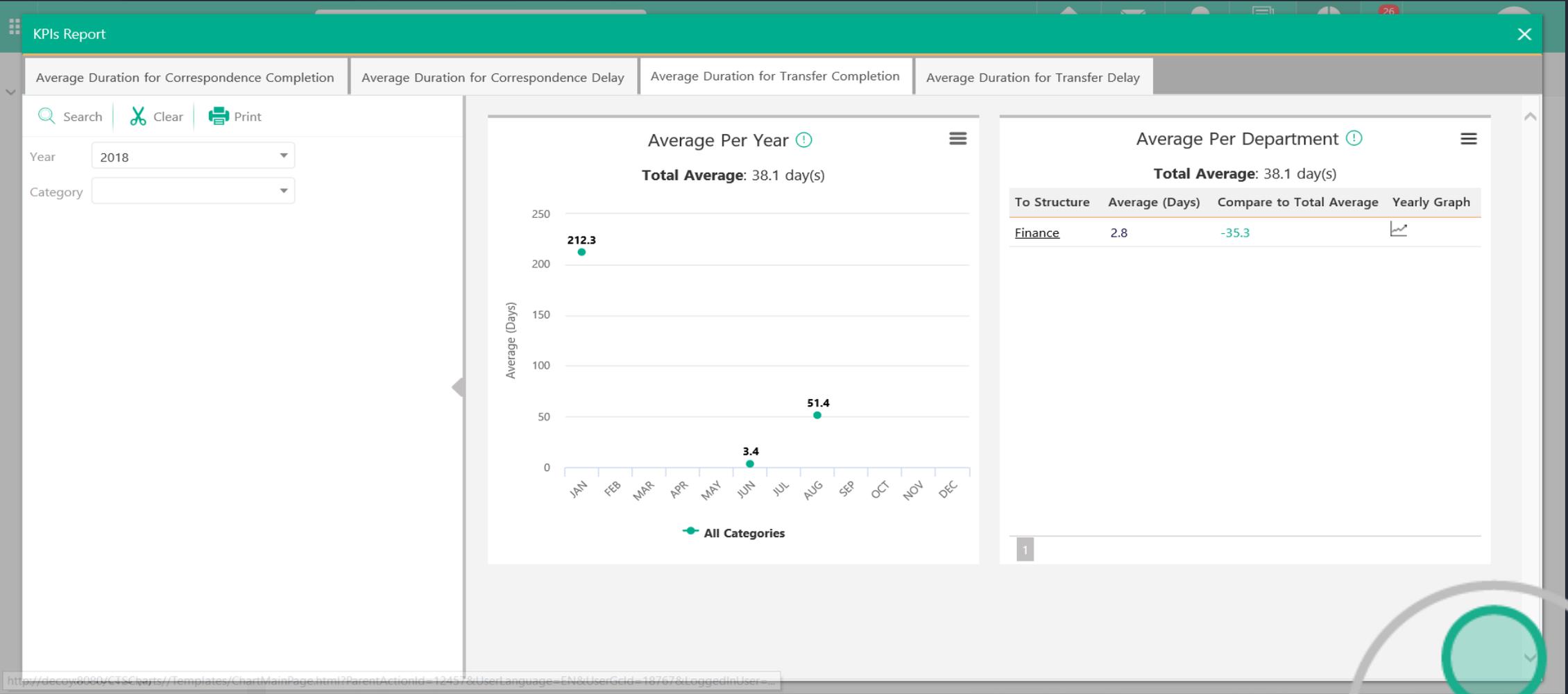
- Incoming Correspondences
 - Draft (1)
 - New (4)
 - Sent (19)
- Outgoing Correspondences
 - Draft (1)
 - New (0)
 - Sent (0)
- Internal Correspondences
 - Draft (1)
 - New (1)
 - Sent (1)
- Internal Broadcast
 - Draft (0)
 - New (0)
 - Sent (2)
- Follow Up
 - In Process (0)

Statistical Report

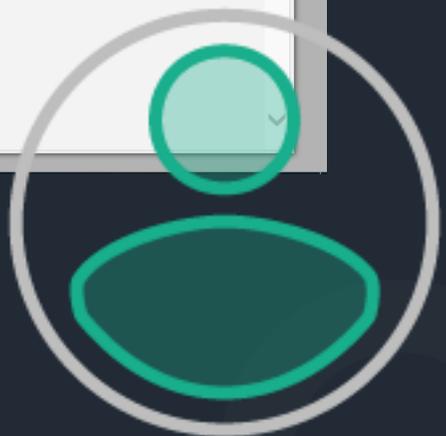
KPIs Report

The Business Activity Monitoring is used to provide visibility, measurement and assurance of key business activities.





KPI Report example



THANK YOU



Everteam-gs



Everteam-gs



Everteam



EverteamGS

