



## One2One Communications' electronic document service **DocView** creates an exact electronic image of the document mailed to your customer.



DocView can be hosted on your own system. Or, we offer a full service solution that comes with the following features:

- Archive Manager
- Transmission Manager
- Application Service Provider (ASP)
- e-Bill Presentation

### *Advantages of DocView:*

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- Customer service representatives can view exact replicas of documents mailed to the customer.
- Call time reductions to inbound call center – up to 20%!
- Formatting options (PDF, TIFF, JPEG, etc...)
- Flexible indexing capabilities.
- Minimal startup time/cost for ASP users.
- Customized archiving capabilities.
- Electronic documents are securely transferred to your CSRs before paper or electronic documents are mailed to customer.

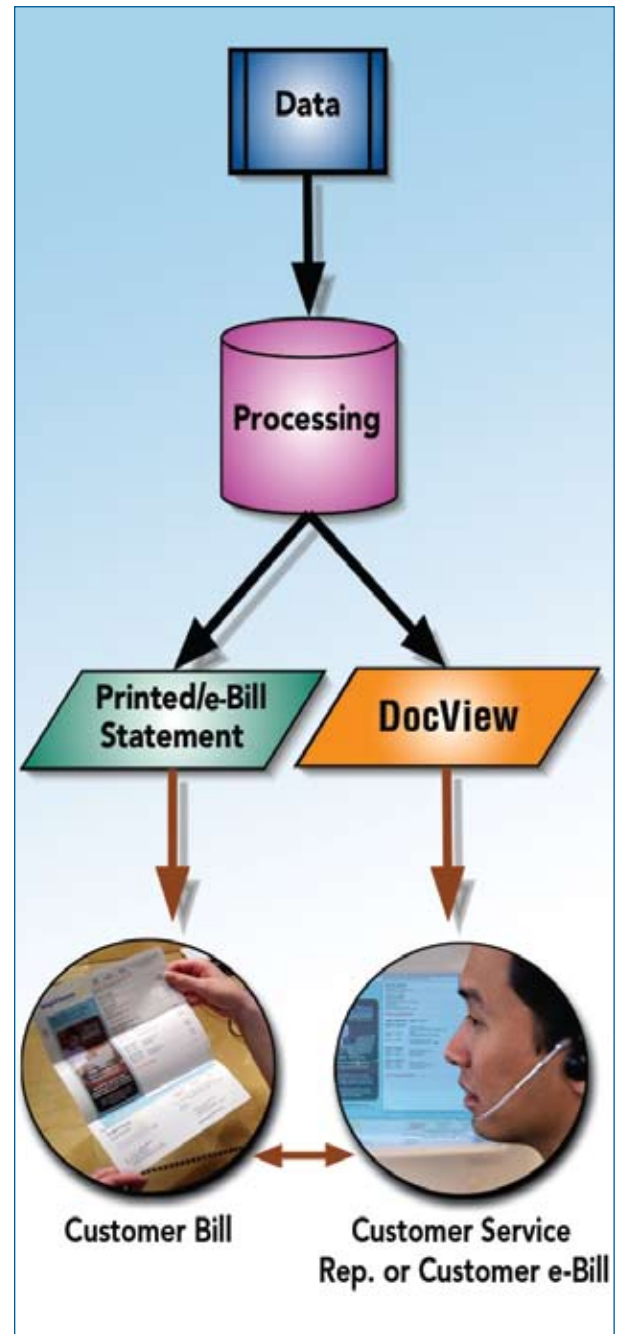
## How does DocView work?

**Archive Manager**—DocView Archive Manager generates a physical electronic media, such as a CD or DVD, with the fully rendered statement images. Each CD/DVD has a unique, customized volume code printed on it to facilitate your physical library management needs.

**Transmission Manager**—DocView Transmission Manager allows the electronic images to be securely transmitted to any selected location and can be customized to meet your exact loading needs. The images can even be transmitted before the associated billing statements are even mailed to your customer!

**Application Service Provider (ASP)**—DocView's ASP is a high-performance and full-featured secure web-based electronic document management and presentation system that allows for the rapid search and display of exact replicas of customer communications. ASP can also log all transaction activity and includes a suite of standard detail and summary reports. Files delivered out of ASP are fully text-searchable, allowing customers with large accounts to quickly locate individual transactions within their statements.

**EBPP (Electronic Bill Presentment and Payment)**—DocView can be integrated into your company's EBPP functionality to provide electronic statement presentation directly to your customers. Adaptable to Web Self Care services, our EBPP solutions can also provide a 'push' e-statement directly to the customer using our *E-Push: Secure e-Statement Delivery* product.



One2One Communications specializes in the design, development, processing and multi-platform delivery of high quality billing statements. Offering partners a flexible data platform, we present a unique value proposition that enables clients to lever the power of TransPromotional documents to enhance branding, advertising, and communications strategies directly through the use of the billing statement and other frequent customer interactions.