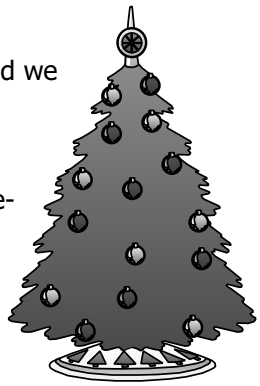
LATELY

COPIA SEND

Latest Releases & Product News from Copia

December 2002

Happy Holidays from Copia



We at Copia want to thank all of our customers for doing business with us this past year and we look forward to serving you in 2003.

For those of you who have not done business with us we hope that we can help you implement a **COPIAFACTS** system in 2003. Whether it is a fax server system, fax, voice or e-mail broadcasting system, fax to e-mail system, IVR system, e-mail to fax system, Artisoft TeleVantage phone system, or anything else that Copia offers, we know that we can help your business become more efficient and save you money in 2003.

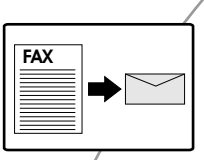
Maintenance Toll-Free Calling

Even though we announced our new Toll-Free technical support number a few months ago, many still do know about it. To reach our technical support staff toll-free simply dial 888.335.4272, and when prompted enter code 6964. You will still need to have your valid serial number and have a current maintenance subscription to receive support.

Our US and UK offices will be closed from December 25th through January 1st

Holiday Schedule - Technical Support

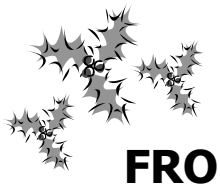
Technical support will be working during this break, but we will be very short handed – please be patient. You may experience a delay in our response to you, longer wait times, or busy signals. Please leave a detailed message describing the problem along with your current serial number and company name. We will respond to you as quickly as possible. For non-emergency issues remember that you can submit support requests by e-mail at support@copia.com



CopiaFacts Automates to E-mail and Fax

Did you know that invoices or purchase orders that are generated by your SQL server database, or reports generated by your report writer can be automatically be sent by either fax or e-mail depending on your customers preferred method of communication. With your **COPIAFACTS** system you have complete control over when, where and how your message will be delivered.

Also, did you know that, by using "smart retry" technology, **COPIAFACTS** can automatically re-send your message by fax if an e-mail fails or by e-mail if your fax fails. For example, if your recipient's fax machine is in use, not answering, or if you encounter a busy signal, your message will be automatically routed to an alternate e-mail address. This process also works in reverse for e-mail. Should an e-mail fail you can re-route by fax. You can specify virtually any number of custom combinations of delays and retries you want. Additionally you can even be notified of the results via e-mail or messaging.



HAPPY HOLIDAYS FROM COPIA INTERNATIONAL

Copyright ©2002 Copia International. All rights reserved.

www.copia.com

This fax was generated and sent using **FAXFACTS**, part of the **COPIAFACTS** suite of business solutions.
Copia's means of information delivery is fax; a request to be removed from our fax list will take you out of our information loop.
To be removed please call Copia's Do Not Send (DNS) number toll-free and we will remove you from our list: 800-251-6654