

COPIAFACTS release 7.2!

Some of you might have noticed that when you recently renewed your support and maintenance agreements, you were also shipped the latest version of our **COPIAFACTS** engine. There was no "official" rollout or fanfare on this release, but version 7.2 of the **COPIAFACTS** engine has introduced some great new features as well as improved performance. Rather than list every incremental or new feature here, we will highlight a few of these items over the next few issues of Lately.



Removal of Drive letter dependence

The dependence on drive letters for clients and system clusters has been removed. Previously all WorkStation clients and load-balanced servers mapped to a common drive letter (Q: by default). This made it easy for a server to change or move with no changes needed by the client application suite, but had introduced some performance degradation on recent versions of Windows. This dependence has been replaced by standard UNC mapping and the universal Copia Application Data (CAD) directory. This change improves speed locally on high volume systems, simplifies the client WorkStation installation and eases implementation in WAN/VPN environments distributed across locations.

Easier Installation

The famous "Do It Now" steps have been expanded to now include 6 steps. It is easier to configure multiple servers as well as the initial CAD and shared directory setup procedure. Also, many of the configuration options are taken care of for you. Also improved are the Brooktrout TR1034 and Eicon Diva Server installation procedures. A client installation button has been added to load the WorkStation directly from the CD and a new NETBIN directory houses the WorkStation setup files. The improved client install has also eliminated most of the dialog boxes making the installation easier than ever!

Brooktrout is now Cantata



Many of you know that back in August of 2005 Brooktrout Technologies announced that it was to be purchased by the parent of Excel Switching, EAS Group. That deal completed at the end of 2005 and paved the way for a creation of a new company. Recently this new company has been unveiled as Cantata Technology.

Copia is proud to extend our relationship with Brooktrout into this new exciting endeavor. We remain a technology partner and key systems integrator and look forward to expanding **COPIAFACTS** on the established fax and voice platforms. You can check out their website @ www.cantata.com.

Eicon Driver Support

With the recent release of version 7.2, **COPIAFACTS** now requires Eicon drivers to be version 8.0 or above. These drivers are available on your **COPIAFACTS** Update CD or from the Eicon website @ www.eicon.com.

Contact Us for more Information:

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Come check out **COPIAFACTS** at these upcoming shows:



**Western States Conference for
the Financial Services Industry**
<http://www.cfsponline.com/>

Las Vegas, NV
May 7th-9th
Booth #12



Hyatt Regency Grand Cypress
<http://www.callcenterdemo.com/>

Orlando, FL
May 16th-17th
Pedestal #A-5