PRODUCT OVERVIEW

ONBASE

COLLABORATION

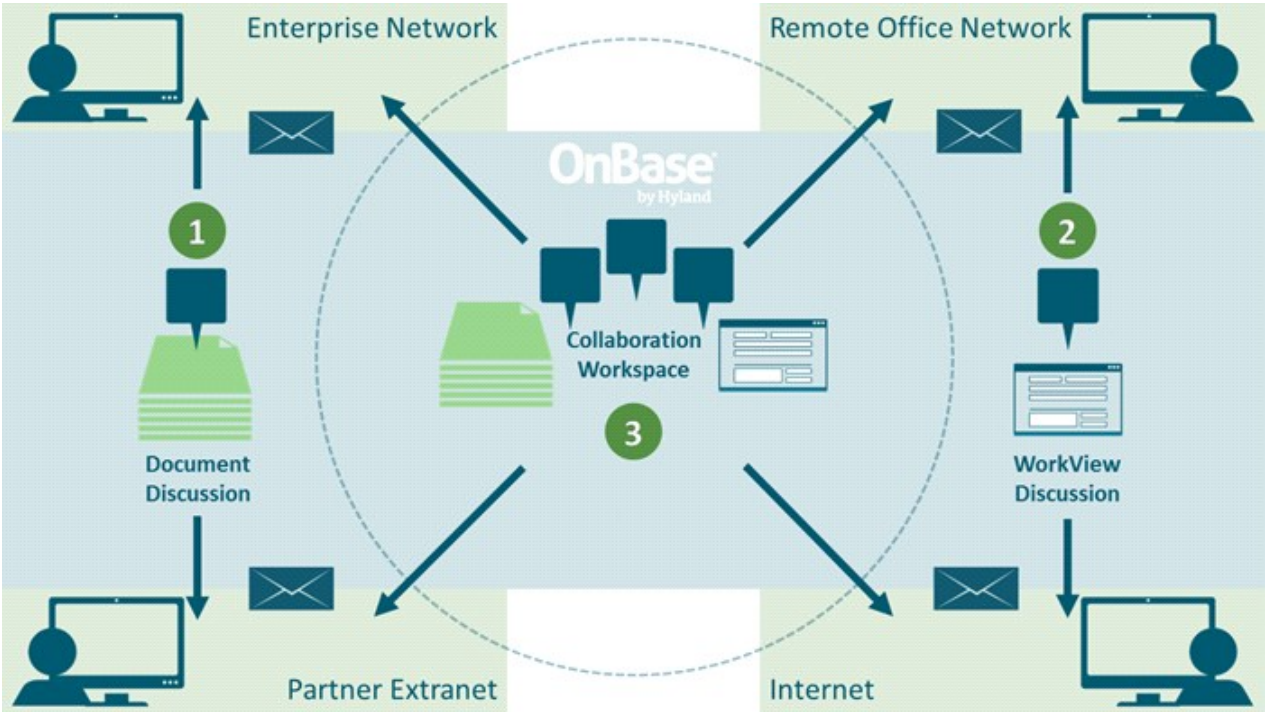
SUMMARY

Collaboration improves the speed and quality of group communications, providing a standardized method in which users can share documents and work together. Users can track their conversations with threaded discussions, invite other users to participate, and manage relevant information on a document or in a virtual workspace. Collaboration provides a centralized location in which users–regardless of their geography–can manage interactions and decision-making to more quickly resolve business process issues.

BENEFITS

- **Provides a standardized method** to manage and store document-level and other discussions
- **Increases speed and efficiency of communications** required for group decision making
- **Reduces dependency on individual communications tools** (such as e-mail, voicemail, fax, etc.) commonly used to manage group discussions and business issue resolutions
- **Captures and archives a traceable history** of group discussions and process issue resolutions
- **Minimizes common barriers to communication** such as different geographical locations and time zones

DESIGN



Threaded discussions can be created and managed on documents (1) and WorkView objects (2) with automatic e-mail notifications. Workspaces (3) can contain multiple documents, WorkView objects and Threaded Discussions within a single interface.

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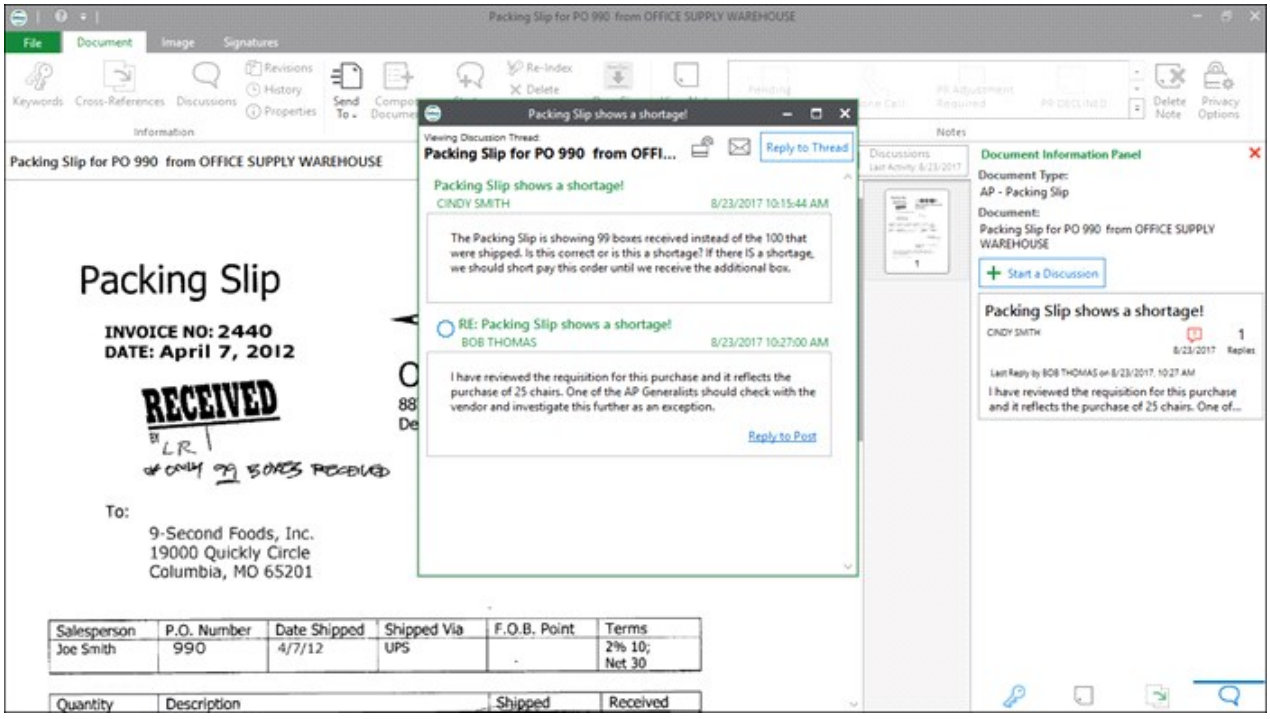
APPLICATIONS

- **Contract Finalization:** Members of a legal department could use Collaboration to manage discussions and decision-making around contract terms and conditions. As items need clarification, colleagues in the Sales department or Customer Service division could be invited into the discussion in order to help answer questions or add customer-related insight and information.
- **Government:** Instead of relying on email, phone calls, and marked-up paper copies to exchange information about a candidate's insurance eligibility, members of a social services organization could use Collaboration to manage the discussions and determination of benefits.
- **Insurance:** Field agents – regardless of their geographic location – could use Collaboration to manage documents and discussions around the claims process, to more easily communicate and participate in the problem-solving process.

KEY FEATURES

- **Hierarchical Discussion Threads** with reply posting capabilities create a running discussion on documents, WorkView objects or within a Workspace
- **Collaboration Workspaces** provide a single interface to manage multiple documents, WorkView objects and related Threaded Discussions
- **Workspace Templates** automate the generation of new Workspaces
- **Granular security** for Workspaces and Discussion Threads is managed at the user and user group levels

INTERFACE



Discussion Thread interface in Unity

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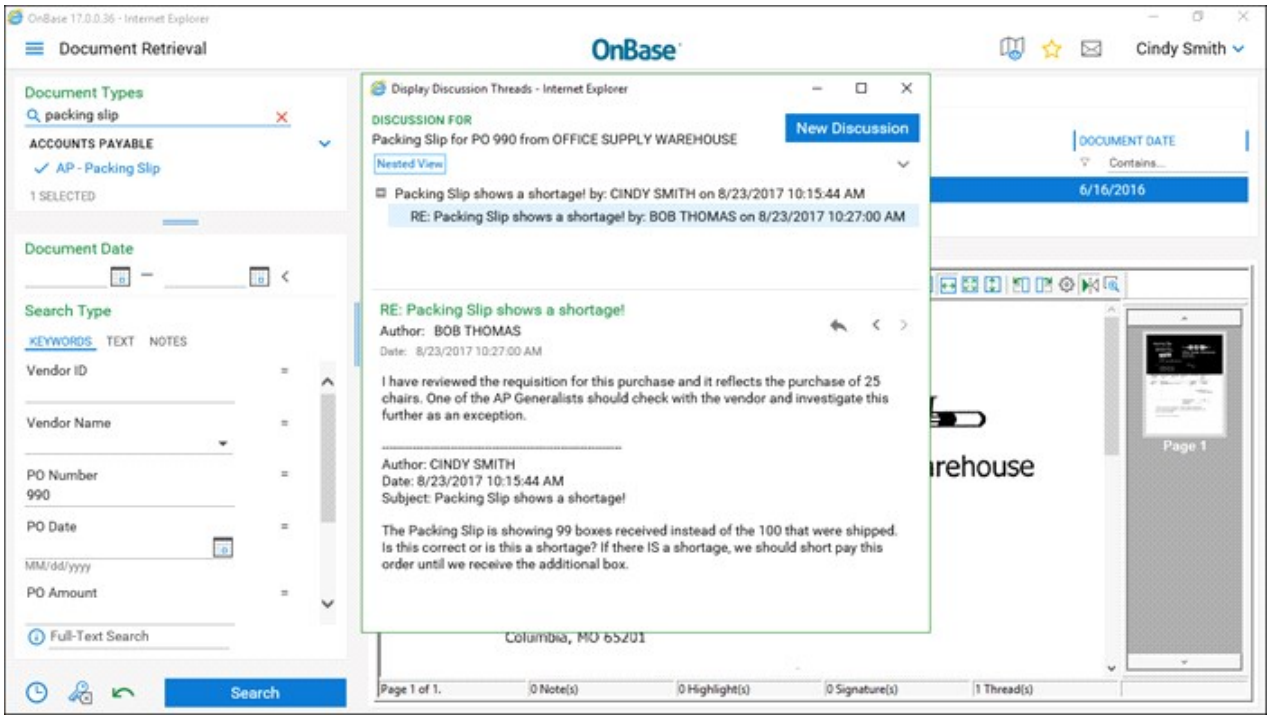

Discussion Thread interface in the Web Client

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