OmniDocs WorkDesk

Modern enterprises rely on a huge influx of content for decision-making, operations, and engagements with internal and external stakeholders. While content plays a vital role in every business process, certain tasks or cases involve large volumes and require close collaboration between numerous internal and external stakeholders. Your employees working on a particular case often struggle to find the right content at the right time, resulting in low productivity and high processing time.

Organizations must invest in a tool that allows users to access and manage their case-related content from a single place, empowering them to **collaborate and work on their case files with speed and efficiency.**

Case in Point

Say your Operations Manager is working on a claim or handling a grievance/inquiry. The manager needs:

- All relevant documents, regardless of their complexity, in the context of the case in question. These documents include large contracts, office memos, employee and customer communications, MS Office files, videos, and more

- To quickly locate the required case-related documents

- To make notes on the documents, mark points in the videos, write down their assessments or recommendations, and invite colleagues or other agents to put down their notes

- An option to request the entire set of documents for legal advice or a specialist review

- To send case files to supervisors for final recommendations and approvals

- To be able to send out smart, template-based communications to customers, claimants, and regulatory authorities after making changes, combining, or splitting documents

- To maintain the security and confidentiality of documents and information based on defined policies, user access control, the ability to redact sensitive data from documents, etc.

Key Bottlenecks

Lack of collaboration between stakeholders

Lack of a single interface for accessing content anytime, anywhere

Difficulty in managing complex documents

Absence of advanced search capability, leading to difficulty in retrieving content

OmniDocs WorkDesk:
Making Content Collaboration Simpler and Faster

Newgen's OmniDocs WorkDesk allows comprehensive management of content, including creation, processing, maintenance, and long-term archival. It is a configurable framework built on Newgen's OmniDocs - a modern, scalable content services platform that provides end users with business use case-aligned desktops. For instance, Claims WorkDesk, Policy WorkDesk, Loan WorkDesk, HR WorkDesk, and more. WorkDesk can be used as an independent application from Newgen OmniDocs Content Management System or can be integrated with any other business applications, third-party business applications, or workflow tools.

Key Features of Newgen's OmniDocs WorkDesk
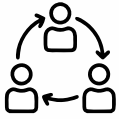
Seamless Collaboration: Foster a collaborative working environment by allowing employees to add/modify multiple notes and comments on documents. Users can also initiate video calls through integration with MS Teams and Zoom.

Single Window Access to Content: Access all the content, in context, including large and complex documents, images, audios, videos, MS Office files, and emails, through a single interface. All relevant stakeholders, including legal counsel, specialists, supervisors, and business users, can build on notes and comments from others on the team

Easy and Quick Document Discovery: Locate desired documents quickly and easily using the in-built powerful search engine with advanced filters that narrow down search results. Also, users can track all highlights, comments, and annotations within a document through a dedicated annotation search tool

Comprehensive Document Operations: Capture documents, apply classification schemes, and set multi-level access rights on folders and documents for persona/role-based access. Furthermore, enable employees to perform various operations, such as annotate content including audio and video files, compare documents with synchronous scrolling and highlight differences, merge documents, save PDF renditions, and more

Smart Communications: Easily generate customer-facing documents such as response letters, agreements, contracts, policies, and more using pre-defined templates which comply to company branding guidelines. Communicate effectively and quickly with customers through templatized e-mails

Security and Compliance: Control access to content based on the user/group/role rights and privileges, redact sensitive information for PII protection, and apply retention policies for long-term content archival for information security and compliance

Key Business Benefits

- Enhanced productivity
- Significant time and cost savings
- Intelligent, informed, and faster decision-making
- Delightful customer experience
- Personalized and timely communications
- Information security and compliance

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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