Interfaces



Fast Link to External Applications

Versatile interfaces link ArcFlow to other systems.

Functions can be called up everywhere

All ArcFlow functions can be controlled using various programming languages.

Administration at the Push of a Button

Using commands ArcFlow can execute orders independently.

Internal Control Mechanisms

ArcFlow can be adapted to individual needs using event control functionality.

External Control

ArcFlow can be completely controlled by external systems.

Automatic Data Transfer

Customer structures are implemented in ArcFlow based on rules.

Seamless Connection to E-Mail Systems

Using SMTP and POP3 ArcFlow can be linked to any e-mail system.

Printing and Filing in One Go

Printed documents can automatically be stored by ArcFlow as PDF in the respective folders.

Data Interfaces

Link to IT systems

Customer, supplier and project data can be transferred to ArcFlow automatically using a data interface. The interface enables the transfer of data from an ERP system using ASCII data, such as, for example, CSV, or using XML files. Based on this data customer, supplier and project structures can be implemented and updated taking the authorization system into account. Therefore, manual data maintenance is not necessary.

Document Interfaces

Transfer Directories

File folders on network and local drives can be defined as transfer directories. A document filed to any of these folders is automatically transferred to ArcFlow. Using the flexible interface definition for transfer directories documents are automatically allocated to their respective workfolders based on their content and file name.

Printer Driver

ArcFlow can distribute self-defined printer drivers to target systems across the company. Printouts are not only sent to a printer but also to the DMS. This means that print jobs are simultaneously printed and filed to ArcFlow. Documents can be printed and transferred over to the document management system as either PDF or TIFF files at the time of print, without any additional costs for licensing the PDF generation tool. Users can keep their familiar workflows, at the same time automatically securing all printed order and invoice form sheets in ArcFlow.

E-Mail Interface

ArcFlow can be connected to all standard e-mail systems that use SMTP and POP3. A proxy server processes all incoming and outgoing e-mails and sends them to the mail server and client, respectively. The electronic messages are sorted automatically and filed to the allocated workfolders. Depending on what has been defined, allocation is carried out using e-mail header data, such as the sender‘s or recipient‘s address, certain terms in the subject header line, the message content (body) or the content of the attached files.

Internal Control Mechanisms

Script API

The central task of a DMS is to provide optimal support for business processes. Event control provides flexibility in adapting ArcFlow to suit specific needs by allowing the administrator to link self-composed scripts to certain events. This lets the administrator individually manage workflows. For example, ArcFlow can be set to check the total amount due in an incoming invoice. If the total is above a certain set value then instead of being passed on to the department head the document is passed on to his/her superior.

The administrator can also use the event control to set up the system to check all incoming e-mails to see whether they match previously defined criteria before they are archived – in the process either filtering out all messages defined as containing spam or archiving these in a separate area within the system. Initiating a workflow or having a task run at specific intervals when a certain electronic message arrives is also conceivable. The ODBC interface also allows incoming documents and their contents to be compared with data stored in other systems, thus enabling individual process control.

Add-ons for Optimum Project Handling

In addition, add-ons let you optimally modify ArcFlow to suit your own individual needs. Use them to set the system up so that certain user-defined actions are performed when a newly-integrated button or menu item is clicked. This method can, for example, be applied by a user to generate a new ArcFlow project folder. The project master data sheet can be directly linked to a workflow so that the substeps and the whole project procedure can be illustrated for the user in a transparent and clear manner. Furthermore, flexible reporting is also made easy. For example, one can see at a glance which projects have been successfully completed during the past month, which projects are still in progress and what their current status is.

ODBC Interface

ArcFlow provides access to other databases using ODBC. This means that information such as customer and order data available in the ERP system is automatically imported into ArcFlow. Not only does ArcFlow import customer and order data but also current event information, such as, for example, that a certain invoice has been booked in the accounting system. On top of this, ArcFlow also pulls supplementary information from other documents together when needed. If, for example, an invoice number has been provided ArcFlow can also determine the supplier-related data even if this data is contained in a different document within the ERP system. The DMS thus provides the link between all the various documents.

External Control Mechanisms

API

The API (Application Programming Interface) enables the control of all ArcFlow functions using various programming languages. Using a C-DLL almost all DMS functions can be provided where they are needed. For example, a document search can be integrated into an existing ERP system.

Command Line Control

Using commands ArcFlow can execute certain orders independently, e.g. to set the database to backup-status or to stop services without it being necessary for a system administrator to be logged in at the machine.

Application Remote Control

Using the ARC (Application Remote Control) interface ArcFlow can be completely controlled by external systems. This control function allows arbitrary programs to send commands to the current ArcFlow window using a previously set-up socket connection. Using this method, for example, documents can be displayed, workfolders can be created or documents opened for processing. Administrators can make use of this interface for navigating within existing workfolder structures.

Peripheral Units

TAPI

The Telephony Application Programming Interface (TAPI) is an interface to telephony applications. The interface enables ArcFlow to control telephone calls. Vice versa ArcFlow identifies the number of an incoming call and automatically jumps to the correct (customer) workfolder. Thus, the employee is provided with an overview of all the documents at a glance without needing to search for information in the directory structure. Furthermore, ArcFlow logs all incoming and outgoing phone calls and makes them traceable using the respective customer workfolder.

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