

OPX Email Gateway

Transform your digital operations with OPX

opx

Overview

The OPX email gateway is a module designed to allow for the automation of both inbound email routing to the correct team and for the production of outbound templated emails from within the OPX Workflow or OPX Robotics processes.

Inbound Email

For every inbound email, the OPX email gateway can:

- listen on the mail boxes from Microsoft Exchange
- listen on the mail boxes of Lotus Notes
- gather the email and convert this into a workflow payload
- gather the email attachments and include them in payload or virtual folders
- classify the email subject line to see what the email is about
- classify the email body to see what the email is about
- start one or more OPX processes with the email as the payload based on classification
- start a triage process for emails with no strong classification

Outbound Email

The OPX email gateway can be used to send automated emails as part of the OPX or Robotics Process handling, providing a facility to:

- create an automated activity in OPX that creates and sends an email
- create an automated activity in OPX Robotics that creates and sends an email
- create email templates using the document production module

This allows for automated emails informing the customers of the following:

- the current stage of their service request
- requests for further information
- the outcome of their service request

