

# Correspondence Management

## Record, Track, Manage, and Review Inbound and Outbound Correspondences with Tasker

All organizations engage in correspondence to perform critical daily functions. Correspondence is often how work is assigned, initiated, and completed. Correspondence Management is about managing a request from an external source through a collaborative process and tracking it to completion. With industry standards and government regulations regarding response time requirements, organizations need to streamline and automate how these requests are processed and completed. Governments have congressional, citizen and inter-agency requests, as well as the Freedom of Information Act and some industries are processing appeals, claims or complaints. Others are processing internal and external compliance inquiries and audits.

Tasker is built to handle the volume of data and content in the case folder within the unique requirements for any industry or agency. While other solutions are difficult to manage and lack the level of security found in Tasker. The platform's flexibility allows for different requests to be easily updated to accommodate different processes while maintaining document security protecting confidential information and personal identifiable information.



**Tasker**



**DocIntegrator**

### APPLICATIONS

- Correspondence Management
- Freedom of Information Act (FOIA)
- Interdepartmental Requests
- Claims Processing
- Executive/Judicial Commitments
- Right to Know
- Appeals Process
- Legislative Inquiries
- Complaints Processing
- Background Document Requests for Press/Media

### CORRESPONDENCE MANAGEMENT PROCESS

#### Request

Capture  
Online Form  
Capture

#### Intake

Create Case  
Add to Existing  
Rules/Assign

#### Process

Subtasks  
Collaborate  
Approvals

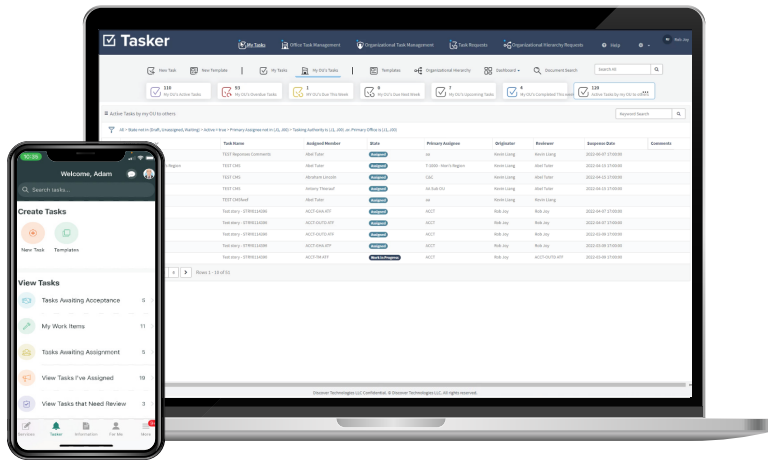
#### Fulfill

Final Approval  
Template Library  
Storage

#### Output

Final Correspondence

## Tasker, Built for Today's Technology-Forward Organizations

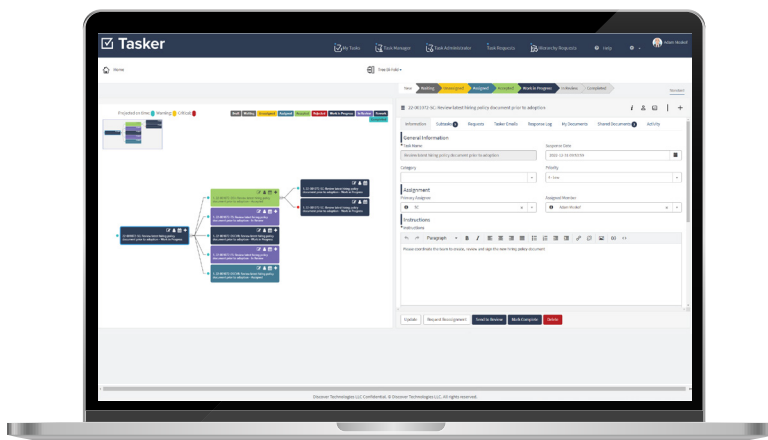
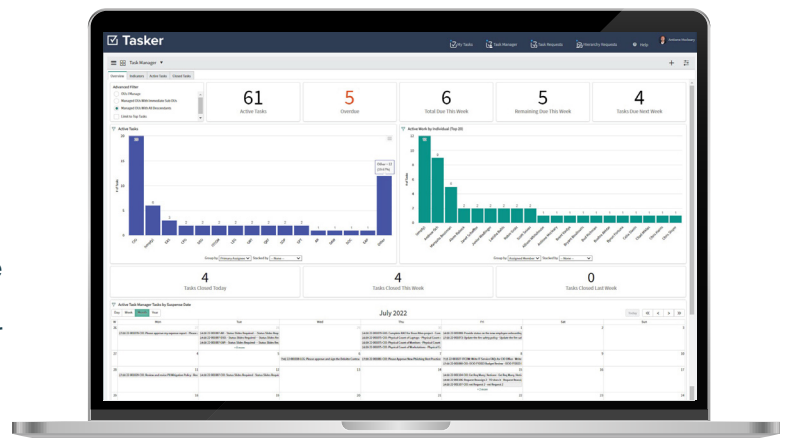


### Tasker WorkUI™

Manage your work easily all in one place with the Tasker WorkUI™. Designed with collaborative work management best practices in mind so your critical, ad-hoc, and routine work is completed regardless of location or device. Quickly find all your assigned work or have delegated. Access each assignment, access attachments, approve, complete or delegate with ease.

### Reports & Dashboards

Robust and dynamic standard and custom dashboards capture the state of work being performed throughout the organization. Executives can review organizational performance while business unit and team leaders can see who is getting work done and where bottlenecks are impacting productivity. All dashboard data can be easily exported in one-click to .csv and .xlsx formats for further analysis or review.



### Intuitive TaskFlow™ Designer

Easily build complex tasks and projects using Tasker's unique TaskFlow Designer. Build and review templates in "task-tree" views. Quickly make tasks and subtasks, adjust assignments, or make ad-hoc changes on the fly to adjust for unexpected challenges or staff turnover. The flexibility and proactive features of Tasker ensure work is completed and nothing is lost when changes impact the market, business, or workforce.