



Kofax Technical Support Usage Guidelines

The Kofax Technical Support (KTS) group can assist with product issues related to Kofax Capture solutions, including Kofax Transformation Modules (KTM) and KTM related products, Kofax Front Office Server (KFS), Distributed Capture, and Capture High-Availability and Disaster Recovery. KTS is trained on these products which are designed to expand on the basic Kofax Capture application.

Our team can assist with straightforward product usage and configuration questions, product issue diagnosis, and product defect related issues. More complex document, environment, or business requirement specific applications, which require detailed analysis and implementation, are best accomplished by engaging our Kofax Professional Services (KPS) organization. Some examples of where KPS is better equipped to assist:

- Best practices in gathering documents to build a classification/separation model
- How to build a model using Project Planner (T-Studio)
- Improving the accuracy of a classification/separation model
- Best practices to set up project file for extraction
- Improving accuracy results for extraction using Kofax Transformation Modules and related KTM products
- Assistance to embed business rules based on customer requirements using Kofax Transformation Modules and related KTM products
- Configuration of Kofax Transformation Modules to support multiple languages in a single batch
- Any custom programming, using any API's, to meet business requirements
- Configuring High-Availability and/or Disaster-Recovery configurations
- Development of Workflow Agents for routing of data or documents

Implementation specific configurations and customizations as identified above can be addressed by the Kofax Professional Services (KPS) organization. You can contact Joanne Oldfield at joanne.oldfield@kofax.com or +1 (949) 727-1733 ext. 31475 for details on how to engage our KPS organization.

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