

Extensive eDOCS document info view

Document Info Manager for eDOCS is a tool to provide extensive document information for eDOCS helpdesk, supervisors and admins.

A detailed metadata overview

Document Info Manager for eDOCS is a valued tool for helpdesk staff when specifying input for a recovery process and in trouble shooting. Fundamentally, the tool is extracting information for 2nd level support.

If a document accidentally is deleted in eDOCS DM the user must either – with agony – create it from scratch or request a usually time consuming recovery from the backup system. A stressful situation if you have a short deadline!

With Document Info Manager there is a way to speed up the process.

Document Info Manager is a tool that provides extensive information about documents to helpdesk staff. Metadata like document versions, user rights, author, typist and last edits etc.

Providing helpdesk with a detailed information about a lost document, they can pass it on to the recovery team. Reduce support time and cost with Document Info Manager!

Document access and security

All steps of the information access procedure are secure! Helpdesk staff and admins go through a wizard with security check and authorization.

Once helpdesk have found the requested document, only the meta-data of the document are available. The support team have no access to the document content. So even in confidential matters, you can safely request document information, unlock of a document, or a recovery if it is lost.

Document Info Manager accesses document information with eDOCS DM integrated security!





Document Info Manager for eDOCS is a part of the web-based framework Admin Portal. Great tools for eDOCS admins and helpdesk!

Effective eDOCS admin tools

Document Info Manager for eDOCS is a module in the web-based framework Admin Portal for eDOCS DM.

Developed to ease work procedures for eDOCS admins and helpdesk.

The main vision is to provide safe and easy support and administration procedures when performing unlock or recovery for locked or accidentally lost documents in eDOCS DM.

Admin Portal contains the following tools:

- Document Info Manager
- Recover Manager
- Unlock Manager

More about The Managers

Please visit our website for more information about the role of each Manager and how they add-on to eDOCS DM.

mirandapartners.com/adminportal

Communication element

Admin Portal for eDOCS provides a communication element to make the processes transparent and to inform users, helpdesk and other participants about the actions performed.

The Managers provide eDOCS DM integrated security all the way.

Book a web demo today!

We will be happy to tell you more and do an online demonstration of Document Info Manager for you. Scheduled for your time zone of course!

You are welcome to contact our sales director Jesper Friis directly at +45 22650 502 or send an email to

info@miranda.dk

We are looking forward to be sharing the great benefits of eDOCS DM and The Managers with you!

opentext™ | Partner