zPaper logo

zPaper:Transport

Multi-Channel Document Exchange and Document Generation for ServiceNow. Simplified.

zPaper:Transport empowers customers to seamlessly receive, generate, and send documents within a unified ServiceNow experience, all under the secure umbrella of zPaper's HITRUST CSF Certified & HIPAA Compliant platform. Experience the convenience and security **for an unlimited number of users per org.**

In today's dynamic environment, organizations are overwhelmed with consolidating and managing extensive amounts of inbound and outbound documents from multiple sources. The need to utilize separate document exchange and generation tools brings additional integrations and expanded costs, leading to disconnected and costly processes, risks of missed or lost documents, leakage of confidential information, multiple manual processes, countless delays.

zPaper:Transport quickly improves engagement processes between healthcare organizations and patients by streamlining the exchange and generation of documents within a native ServiceNow experience, enhancing operational efficiency, care coordination, and user satisfaction, **all with no additional integration work required.**

Key Benefits

- **Quick Setup:** Install the zPaper:Transport managed package with no integration work required.

- **Secure and Multi-Channel Capability:** Utilize zPaper's HITRUST Certified and HIPAA-compliant fax infrastructure to send and receive documents securely across multiple channels such as fax, email, and Stampz.

- **Intuitive User Interface:** Experience a simplified, flexible solution that can be placed on a ServiceNow Ticket or Case.

- **Unlimited Users:** Access is on a per-org basis, allowing each licensed ServiceNow user within an org to access all zPaper:Transport functionality with no additional user charges.

- **Object Flexibility:** Initiate outbound documents from a Ticket or Case.

- **Dynamic Document Generation**: Easily generate documents with data from various ServiceNow objects, maintaining flexibility and compliance.

- **Enhanced Template Accessibility and Control:** Secure and flexible template storage, access, and version control, allowing for quick modifications and adherence to brand standards.

- **Efficient Document Management:** Document bundling, and dynamic length fields that ensure clean representation of all merged data and adapt to content length.

zPaper:Transport

Inbound and Outbound Document Management

Features and Capabilities

- **Centralized Document Retrieval**: Receive documents seamlessly from fax into a centralized list view.

- **Automated Ticket or Case Association** - Inbound documents are associated with a ticket or case that has been automatically created once received.

- **Channel Scalability**: Opt for a zPaper-provided fax line or utilize your own, and expand your reach with additional channels like email and Stampz by zPaper. Address evolving needs by upgrading to include Direct Message.

- **Outbound Sending** - Send outbound documents from a ticket or case.

- **Reduced Processing Errors:** Minimize errors due to administrative mistakes or discrepancies between analog and digital channels.

- **Advanced Insights:** Gain deeper insights into document retrieval, delivery, and fax call statuses through comprehensive reports and dashboards leveraging zPaper data.

- **Automated Routing** - Automatically route and attach outbound document to their originating record once returned utilizing zPaper's barcode features.

zPaper:Transport

Document Generation
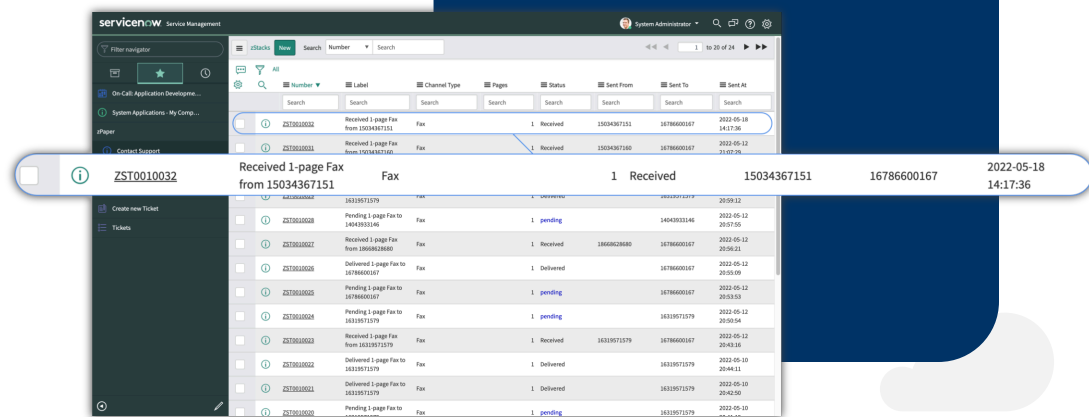
Features and Capabilities

- **Object Flexibility:** Generate documents effortlessly using data from a ticket or case.

- **Ease of Use:** Benefit from minimal configuration requirements and utilize DOCX documents for faster creation and updates compared to interactive PDFs.

- **Field Merge Wizard** - zPaper's merge wizard provides available fields from tickets and cases to which can be copied and pasted into DOCx template.

- **Rich Text Field Support:** Uphold style and brand standards with documents reflecting the required font types, styles, and colors.

- **DOCX Support** - Easily build merge templates from any solution that can save documents as docx files (ex: MS Word, Google Docs, and Adobe Acrobat).

- **Document Source Flexibility -** Generate documents with data merged from a ServiceNow ticket or case.

- **Structured File Naming:** Assign specific names to documents to ensure consistent template usage.

- **Dynamic Length Fields:** Adapt document fields to ensure all merged data is cleanly represented, adding new pages as necessary.

- **Document Bundling:** Create document bundles of up to 10 pages from a single experience with ease.

- **PDF File Attachment:** Generated documents are attached on the originating ticket or case.

How it Works

Inbound and Outbound Documents
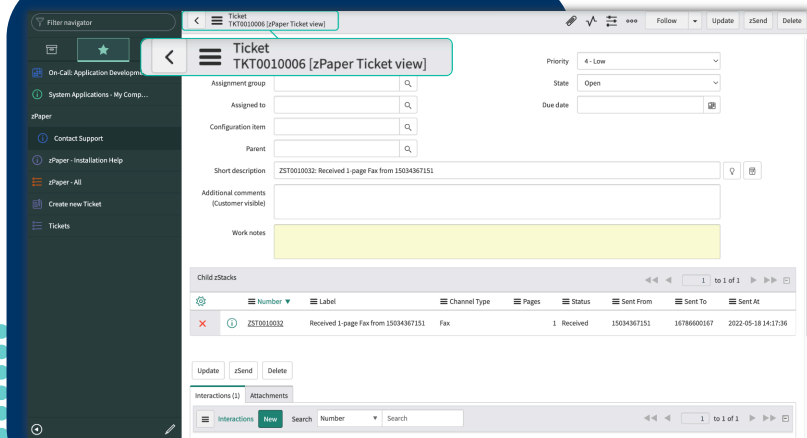
Receive documents from directly into ServiceNow.

Newly received documents are associated to a ticket or case that has been automatically created upon receipt.

zPaper:Send

Send To ⓘ

14043933146

Document Title ⓘ

J Massey SIG Missing Information

☑ Include barcode on first page

Source

Hard Drive

Uploaded File-1

Taiho Patient Communication Template.docx

Source

Attached Files

Attachment-2

Jonathan Massey Intake.pdf

Generate and Deliver

Merge Assistant...

Append Section

Pages

All

Delete Section

Pages

All

Upload

Send an outbound document directly from a ticket or case.

Automatically route and attach documents to their originating record once returned utilizing zPaper's intelligent barcode feature.

		Number ▼	Label	Channel Type	Pages	Status	Sent From	Sent To	Sent At
✕	ⓘ	ZST0010039	Received 2-page Fax from 13055037548	Fax	2	Received	13055037548	16786600167	2022-05-18 15:08:15
✕	ⓘ	ZST0010038	Delivered 2-page Fax to 14043933146	Fax	2	Delivered		14043933146	2022-05-18 15:01:13

Track all document generation
and delivery status information
automatically as interactions.

How it Works

Document Generation

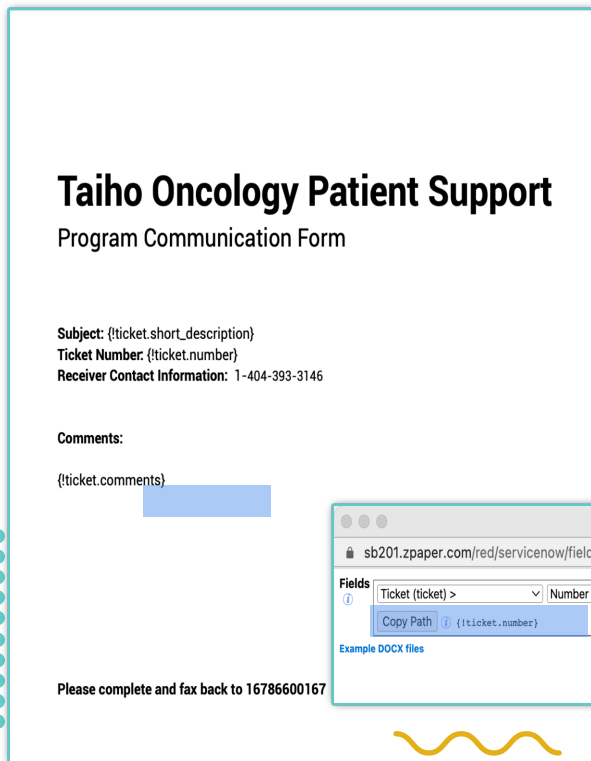Create templates from any solution that allows you to save and export a document in DOCX format.

Taiho Oncology Patient Support

Program Communication Form

Subject: {!ticket.short_description}
Ticket Number: {!ticket.number}
Receiver Contact Information: 1-404-393-3146

Comments:

{!ticket.comments}

Please complete and fax back to 16786600167

Taiho Oncology Patient Support

Program Communication Form

Subject: {!ticket.short_description}
Ticket Number: {!ticket.number}
Receiver Contact Information: 1-404-393-3146

Comments:

{!ticket.comments}

Please complete and fax back to 16786600167

zPaper Merge Field explorer

🔒 sb201.zpaper.com/red/servicenow/fields/ticket?orgId=00D016786600167&SNhost=ven05238.service-now.com&SNuser=a...

Fields
ⓘ

Ticket (ticket) >   Number (number)

Copy Path ⓘ {!ticket.number}

Example DOCX files
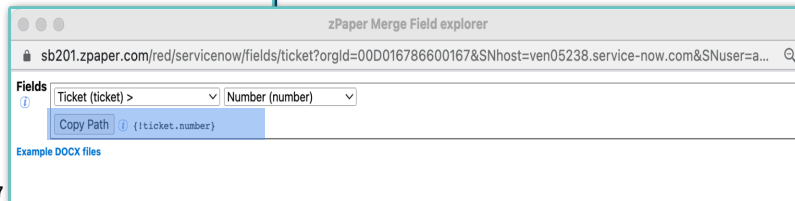
Quickly access fields across tickets or cases to map within your template utilizing zPaper's intuitive merge tool.

zPaper:Send

Send To ⓘ

PDF

Merge Assistant...

Document Title ⓘ

J Massey SIG Missing Information

☑ Include barcode on first page

Source

Hard Drive

Append Section

Uploaded File-1

Taiho Patient Communication Template.docx

Upload

Pages

All

Generate and Deliver

Select and generate templates within a single experience.

View generated document(s) within the ticket or case it was initiated from.

Taiho Oncology Patient Support

Program Communication Form

Subject: ZST0010032: Received 1-page Fax from 15034367151
Ticket Number: TKT0010006
Receiver Contact Information: 1-404-393-3146

Comments:

Patient SIG information needed

Please complete and fax back to 16786600167

ZP-0000001dA1g0bq13t5-sf-TKT0010006-D1   ZP-0000001dA1g0vobnse-0000568A1g0bq18dF-V1

zPaper:Transport is reshaping how organizations handle document exchange and generation by delivering a secure, intuitive, and scalable solution built natively into ServiceNow This ensures elevated operational efficiency, superior user satisfaction, and enriched patient interactions, establishing a new benchmark for multi-channel engagement.

Interested in learning more?

Visit us at www.zpaper.com

For additional questions, contact us at:

Sales
sales.zpaper.com

Support
support.zpaper.com

Phone
770.643.9297