

**Powerful Features** for your records requests

# NextRequest

By The Numbers









#### **ADMINISTRATIVE TOOLS**

- Staff user roles allow controlled access to specific feature sets
- Configurable departments and related request routing
- User-configurable alerts
- User-configurable templates for responses and request closures
- Customizable tags to categorize requests

## **MESSAGING AND COMMUNICATION**

- Private messages for internal staff communication
- Private documents facilitate internal review and redaction before release
- Email bridge that allows users to send personal messages via email without logging into the application
- Automatic email notifications for "request received," "due soon," "overdue," and other actions and statuses related to a request

## **PUBLISHING AND PERMISSIONS**

- Publish individual requests to the public or only the requester
- Control staff permissions
- Review documents internally before release
- Time-based publishing
- Publish requests, even if they have sensitive internal content on them
- Visibility by department

#### **CUSTOMER SUPPORT**

- Online documentation, including video tutorials
- Phone, email, and chat support

## **REQUEST DIVERSION**

- Real-time keyword search that deflects requests by routing people to existing information online
- The ability to review and reference past requests and documents to reduce duplicates



Our records request software empowers organizations to collaborate remotely and asynchronously.



#### REDACTION

- Area and text-based redaction in browser
- Auto-generates an exemption annotation
- Search-based batch redaction
- Automatically generates both redacted and original versions of your documents

#### **DOCUMENT HOSTING**

- Supports any file type, including PDF, email extracts, audio, and video
- Document viewer in application

#### **ROUTING AND ROLES**

- Automatically send requests to predefined user groups or departments
- Set roles within a group or department
- Define global user abilities with roles

#### **COST, INVOICING, AND PAYMENTS**

- Time tracking and cost calculation
- Send and track invoices
- Receive payments online via credit card (PCI compliant)
- Option to create custom invoicing templates

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#### **RAPID REVIEW MODULE**

- Extract PST and MSG files for review directly in the NextRequest platform
- Rapidly review documents and emails in context and create document workflows
- Redact hundreds of documents at once
- Take bulk actions on documents to release, delete, and move, all at once
- Optical character recognition (OCR) available to decipher the text on scanned documents

#### **DRAFT REDACTION**

- Autosaves redactions so you won't lose your work
- Share and collaborate on redactions before finalizing and releasing
- Leave comments on documents for internal review

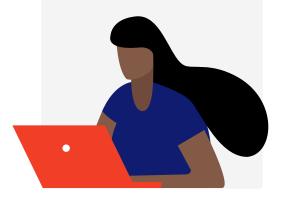
#### **RISK MODULE**

• Machine learning capabilities to search a document for potential risk in sensitive data



# **PUBLIC ACCESS AND INFORMATION**

Our records request software empowers organizations to collaborate remotely and asynchronously.



#### **BULK DOWNLOAD**

• Honor requests so requesters can download some or all documents published for their requests in two clicks

## **CUSTOM FORMS**

- Staff can customize requester forms on the public side to select by department, requester subject, etc.
- It makes requests more accessible and easy to understand for requesters
- Saves time to get request to the correct department or connect requester with necessary resources



