

**Title of Webinar:** Overview of the Laserfiche Suite

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**Webinar recording:** <https://youtu.be/1LhXecBfGy4>

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**Answer Sheet:**

**Q:** Can you save OCR data as a .txt or .doc type file?

**A:** Yes, the text generated by OCR is saved as a .txt file.

**Q:** Within Healthcare - can Laserfiche support HL7 documents types as used by Commonwell and Sequoia (US data sharing for meaningful use)?

**A:** If you are talking about how to configure Laserfiche to talk to one of the HL7 interfaces, this is possible. We don't have any pre-built integrations or connections, but we do have several partners that print output and convert it to formatted TIFF files, which can be used with HL7 streams! Specifically, take a look at [Planet Press](#) and [FabSoft Reform](#).

**Q:** Is Web Access browser specific? Can you use Chrome?

**A:** Web access allows users full access to the repository through a web browser. Laserfiche is compatible with Safari, Google Chrome, Internet Explorer, Mozilla Firefox, as well as mobile accessibility.

**Q:** Must a document be OCR'd in order to use functions such as "Despeckle"? Also, where can I find these pre-built process templates?

**A:** No, image enhancements may be applied in any order. Pre-built process templates can be found in the Business Process Libraries within Laserfiche Forms 10.1.

**Q:** How can I access User Groups?

**A:** Information about user groups and registration for those events can be found here: <https://www.laserfiche.com/events/workshops/usergroups>

**Q:** Does Laserfiche have eSignature and digital signatures?

**A:** Yes, a digital signature in Laserfiche is a way of indicating a document is authentic, has been signed by a particular person, and has not been modified since the signature was applied.

Q: You stated that records could be viewed and edited by everyone. If I put minutes up, is there a way to lock that down so that editing cannot be done?

A: Yes, Laserfiche WebLink is a user-friendly public portal site for providing read-only access to documents.

Q: Can Forms templates include business specific headers?

A: Yes, you can modify the forms to meet your needs.

Q: Is integration with Office 365 available yet?

A: No

Q: Can folder structures be based on the document metadata?

A: Yes, workflow can also be used to automate the creation of folders based on document metadata.

Q: Can you describe metadata?

A: Metadata is additional information that can be assigned to a document, such as field values, templates, tags, version history, and document relationship information.

Q: What happens to the original documents which has been scanned and processed by the OCR? Does it stay saved or does it get deleted?

A: This is an option a user may configure when scanning documents. A user may specify a folder to move the scanned documents to or delete all processed documents.

Q: Can we drag & drop emails from Outlook to Laserfiche? If so, are the emails fields automatically saved (e.g. From, To, distribution groups names, etc.)?

A: Yes, drag and drop functionality is available. Users will be prompted to enter metadata upon import.

Q: Can we limit web forms and search forms to a certain group of users?

A: Yes, security can be assigned to a forms process.

Q: Is there Laserfiche Cloud in Canada now or US only?

A: Laserfiche Cloud is currently supported in the US and it is planned to expand to Canada.

Q: How many library and/or federal government agency clients do you have, and how many of these clients are using Laserfiche for original, content-heavy processes (such as legal research report creation, publishing, and dissemination, and related project management)?

A: We work with many federal agencies and have an office in Washington D.C. to support our federal clients. We have quite a few customers who compile packets of content using Laserfiche. For example, council agenda packets are often 300+ pages in length, with content coming from many different departments. The City of Thousand Oaks has automated this process. Durham County has also automating the process of compiling case files for court. Feel free to click on those links to read their case studies.

Q: Does Laserfiche have any internal word processor or does it only work with external word processing software like MS Word? If internal, is it able to go back and forth—for example, could a Word document be brought into Laserfiche and then repurposed into different formats? And could content be created within Laserfiche then reformatted as a Word document?

A: Laserfiche features an out-of-the-box integration with Microsoft Office that allows users to save, index, and update documents directly from the Office applications.

Q: Can Laserfiche handle footnotes, endnotes, tables, graphics, maps, etc. that may be embedded within larger text-heavy documents? Is this also true for Laserfiche's OCR capabilities?

A: Yes, Laserfiche can import any document containing footnotes, endnotes, tables, graphics, maps, etc. OCR can also recognize them as well. However, if the text is too small or illegible, it might be difficult for OCR to pick up.

Q: Can Laserfiche deal with Word documents that contain foreign languages, including non-Roman languages like Chinese and Arabic? Is this also true for Laserfiche's OCR capabilities?

A: Yes, Laserfiche can import documents of foreign languages. OCR is supported in seven languages: English, Spanish, Arabic, French, Portuguese, and Chinese.

Q: Can Laserfiche handle documents in their native format, whatever that may be, or is it limited in its repertoire?

A: Laserfiche can open documents in their native format.