

# | e-Boks Two-way communication

Both private and public companies increasingly want communication with customers and citizens to be digital, because it is both faster and more effective than standard post. The transition to digital communication can be a challenge to some companies. E-mail does not provide the necessary security if the content contains sensitive data and if delivery to the right person cannot be guaranteed. It is also time-consuming and challenging to maintain the e-mail addresses of all your customers.

## **Flexibility**

There is a requirement for an open, flexible and shared solution for the whole company, based on a widespread infrastructure in Denmark for digital communication.

With e-Boks, in addition to distributing post, your company can also enable customers to contact you and to respond to documents received in e-Boks. Two-way communication in e-Boks is a secure channel for communication with a sensitive content, such as social security numbers or similar, as responses can be retrieved directly in the company's business systems.

## **Reliable delivery**

e-Boks Two-way communication means a 100% reliable delivery. Confidentiality between parties is also maintained, as is integrity in the content sent and received. That's why e-Boks Two-way communication is ideal for sending and receiving e.g. binding contracts, meter readings or case management correspondence.

## **BENEFITS FOR SENDERS**

- Opportunity for secure digital dialogue with customers
- Authentication, integrity and confidentiality guaranteed in correspondence
- Optimisation of processes through integration with own systems and link to metadata
- Time-saving case management

## **BENEFITS FOR USERS**

- Opportunity for secure digital dialogue with companies and municipalities
- Free use of e-Boks
- Overview of correspondence history
- Option to dispatch own files to sender
- Better overview - All important documents gathered in one place
- Secure and easy access directly on e-Boks.dk with help of NemID

## Integrated response

The option to define one or more post boxes for your company makes communication easier to manage. It ensures that communication reaches the right contacts in the company, and streamlines case and response management.

In addition to making your company contactable via e-Boks, the post boxes can also enable responses to the documents customers have received. This function is useful for e.g. answering holiday requests, meter readings or reporting mileage. The customer's response options can be configured so that all they need to do is fill in a number of relevant fields. Responses are automatically delivered in the company's administrative system for further processing.

## Digital contracts

e-Boks Two-way communication also provides the option of signing contracts with suppliers and customers. By using the response function, work processes surrounding contractual documents are streamlined. The recipient can easily accept the contract by responding in e-Boks.

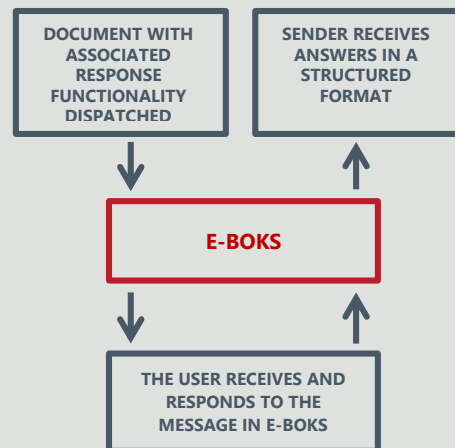
## Getting started

Setting up documents and structuring customer-directed forms is done together with e-Boks. The users are asked to fill in specific fields or choose a subject, which ensures the correct receipt in the sender's administrative systems. Heavy work processes around customer responses are therefore significantly lightened.

### SET-UP OF POSTBOXES AND CUSTOMER-DIRECTED FORMS

- Existing integration with e-Boks can be reused to a high level
- Interfaces are available via REST or S/MIME
- Response options on documents can be configured on a document type level
- Specific fields of choice of subject matter can be set up according to post box configuration
- Enquiries and forms can be directed straight to a specific matter

### A 100% DIGITAL SOLUTION CONTAINING INTEGRATION WITH OWN SYSTEMS



### OPPORTUNITIES WITH E-BOKS TWO-WAY COMMUNICATION

- Free text communication between senders and receivers via secure channel
- Customer-directed forms with structured response fields
- Option to sign contracts through the response function on documents
- Configuration and set-up of post boxes in the company for internal distribution

**FOR FURTHER INFORMATION CONTACT E-BOKS ON TELEPHONE 70 21 24 00  
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