

## Confidential and secure communication

Digital communication is in demand as it is faster and more efficient than physical mail. However, standard e-mail correspondence does not offer sufficient security when it comes to sending mail that contains sensitive information.

Most messages delivered to e-Boks fall under the category of static messages that leave no option for end-user to make a reply or otherwise take actions. However, there is a growing request for sending action mails to end-users.

The e-Boks Secure dialog solution is an obvious choice as the vehicle for sensitive data. The solution offers a secure channel for sensitive and confidential information, such as SSN (that is social security numbers, or similar type of unique user ID), financial statements, etc. Any replies are directed straight to the company's own business systems.

The e-Boks Secure dialog solution provides sender with the option to establish confidential, reliable, and secure communication to end-user.

Sender controls the communication for the e-Boks Secure dialog, which means that sender decides whether end-user can start a mail conversation, make replies, or provide a signature for certain mails.

Using the e-Boks Secure dialog solution together with an e-Boks Portal solution allows sender to communicate through own channel, for example for virtual banking.

## Sender benefits

Upon implementation of the e-Boks Secure dialog solution, sender will experience the benefits of digital communication. The following is a list of some of the benefits that come with the e-Boks Secure dialog.

- Confidential, reliable, and secure communication to end-user
- Authentication, integrity, and confidentiality in communication  
Process optimization via integration to own systems and link to metadata
- Time-saving case management

## End-user benefits

End-user can be granted certain rights such as contacting the sender directly, making replies to mails, sign contracts, etc. The following is a list of some of the benefits that come with the e-Boks Secure dialog solution.

- Secure digital communication with a large community, such as banks, local and national authorities
- Free use of e-Boks
- Mail archive
- Send own files to sender
- Access to and archiving of all important documents in one place
- Secure and easy access directly to e-Boks.dk with proper authentication, such as NemID, or BankID
- End-user will receive a notification when there is new mail. The mail can be viewed on the web, using a computer or a mobile device, or using the e-Boks app

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**Features**

The e-Boks Secure dialog solution offers a number of features that will benefit both sender and end-user.

- Flexibility**

Sender’s mailbox can be configured to use a specific entry form rather than a standard mail dialog. This allows for sender to receive responses from business processes in a structured format, such as customer registration or self-service processes. Sender’s mailbox can be open for contact to end-user, or it can appear hidden to limit the variety of incoming mails. Sender can create one or more mailboxes to optimize the communication processes within the company.
- Reliable delivery**

The essence of a reliable secure dialog is the safe-keeping of the confidentiality between sender and end-user. The e-Boks Secure dialog preserves the integrity and safety in contents sent and received through state-of-the art authentication approaches.
- Digital contracts**

Signing is typically used to conclude agreements or contracts, but can also be used as a sophisticated form of return receipt. Based on the signing feature, the digital processes for contractual documents can be streamlined. The end-user can easily accept the contract by responding in e-Boks.

**Process of getting started**

The process of setting up documents and structuring end-user forms is done as a collaboration between sender and e-Boks.

End-users are asked to fill in specific fields or choose a subject to ensure the correct receipt process at sender site. The process flow for the setup involves some of the following actions:

- Reuse of existing integration setup with e-Boks
- Interfaces are available via REST or file services, or S/MIME
- Response options on documents can be configured on a document type level
- Specific fields or subject matter can be set up to match mailbox configuration
- Enquiries and forms can be directed to a specific item

The below figure shows the flow for a 100% digital solution with e-Boks Secure dialog that contains integration to own systems.

