

A woman with dark hair, wearing a light pink patterned shirt and blue jeans, is sitting on a beige couch. She is holding a silver tablet and looking at it with a focused expression. The background is a bright, modern living room with a window and some plants.

# Actions on Document

Made by e-Boks. Convert information to action

# Convert information to action

e-Boks Actions on Document gives professional users a very powerful and flexible way to reach their customers.

With Actions on Document, e-Boks provides an easy way to handle payments, reminders, chat and much more in our familiar and secure environment.

In our quest to offer professional users more and more flexible solutions in an increasingly digital world, e-Boks Actions on Document comes as a digital multi-tool. With a simple setup based on recognisable interfaces and familiar implementation methods, Senders can now make use of a very wide range of functions.

When the Customer receives the letter in e-Boks, it is already clear that a special letter has landed in the inbox.

e-Boks Actions on Document inserts a button with a text of your choice in the text bar on the overview screen. This means that the Customer is immediately prompted to take action!

The possibilities for customising the button text and the service the embedded link points to are almost limitless.

For your Customers, this means an even easier everyday life, because with one click, they land exactly where they need to be: it's easy to book appointments, pay bills and much more.

For you as a Sender, this means that the conversion rate will be higher and that important business parameters in relation to Customers will be strengthened. For example, you will see fewer overdue invoices, better optimisation of working

hours, faster case processing and much more.

For the organisation, the improved communication will create stronger ties between you and the Customer or supplier.

For many organisations, security of delivery and assurance of compliance with data protection laws are high on the list of requirements for customer and supplier contact.

For Customers and Suppliers, the advert-free environment and the non-existence of phishing, GDPR compliance and convenience count highly.

e-Boks Actions on Document ensures delivery and GDPR compliance for your organisation, Customers, and Suppliers in a secure and ad-free environment.

# Sender benefits

## High opening rate

Our solution and presence in many markets for more than 20 years has shown that Customers are so confident in the importance and authenticity of the email, that almost everything is read.

## Quick responses

Once letters are opened, our Senders find that Customers respond. The high conversion rate and trust can lead to more satisfied Customers due to faster case handling, better cash flow because bills are paid on time, and much more.

## Full flexibility

Actions on Document adds a link on top of the letters you send to your Customers. The link can point to your own systems or to your Partners' systems. The choice is yours!

# End user benefits

## Effortless, direct action

The letters contain links that lead the Customer directly to the desired action. In addition to the cover letter, the letter can contain attachments.

## Secure link

In digitally insecure times with fake websites and skilfully executed phishing attacks, everything is done from a secure and familiar platform. No phishing.

## Receive letters from authorised senders

All letters users receive come from Senders they have approved themselves. No spam.



# Features and functions

e-Boks Actions on Document do not require large and complicated system integrations. The e-Boks solution you already use is capable to expand and improve your communication with your Customers. But there is also the option to use the solution in our app.

## **Your own services**

Your organisation has business systems and processes that are used to manage your customer contact and engagement.

e-Boks Actions on Document connects services and business systems and brings the Customer from information to action in an easy way.

## **e-Boks Plus services**

e-Boks Actions on document can also be used to activate Plus services: e-Boks Plus is a universe where companies can showcase their own services to e-Boks users, directly in the app.

You link to your own content in your own web pages or to dynamic content in Plus services.





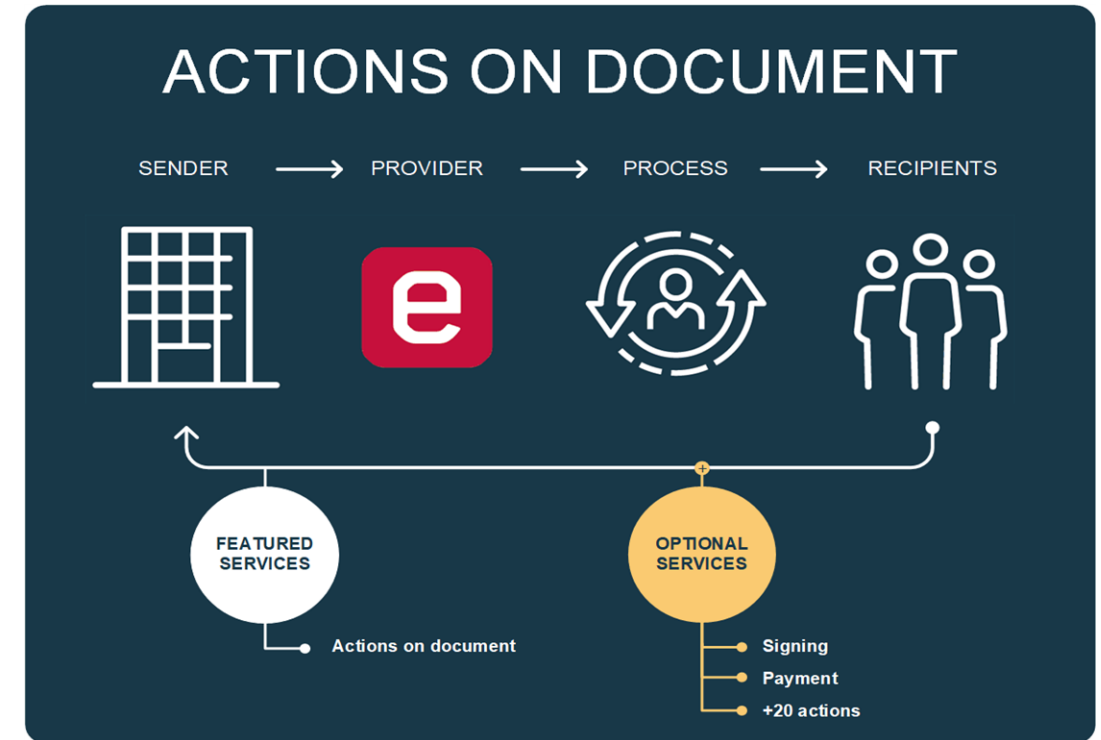
# Process

The process of integrating e-Boks Actions on Document can either be done via your current distributor or you can create it yourself via our REST interface.

Adding an action on a document requires only limited integration work. The most important steps are summarised below:

- Sender system must be extended with Actions on Document field
- Distributor needs to set up system
- At the right time, the letter with added actions is sent to the recipients. Sender generates a batch shipment with a link (action) to a payment module
- Depending on the type of message, the action must point to a service, which does not have to be an e-Boks service
  - Possible services include: payment, appointment booking, signing, acceptance of customer terms and many others
- Responses from Customers loop back to the Sender.

If you want to link to an e-Boks Plus service, we provide an integration guide.



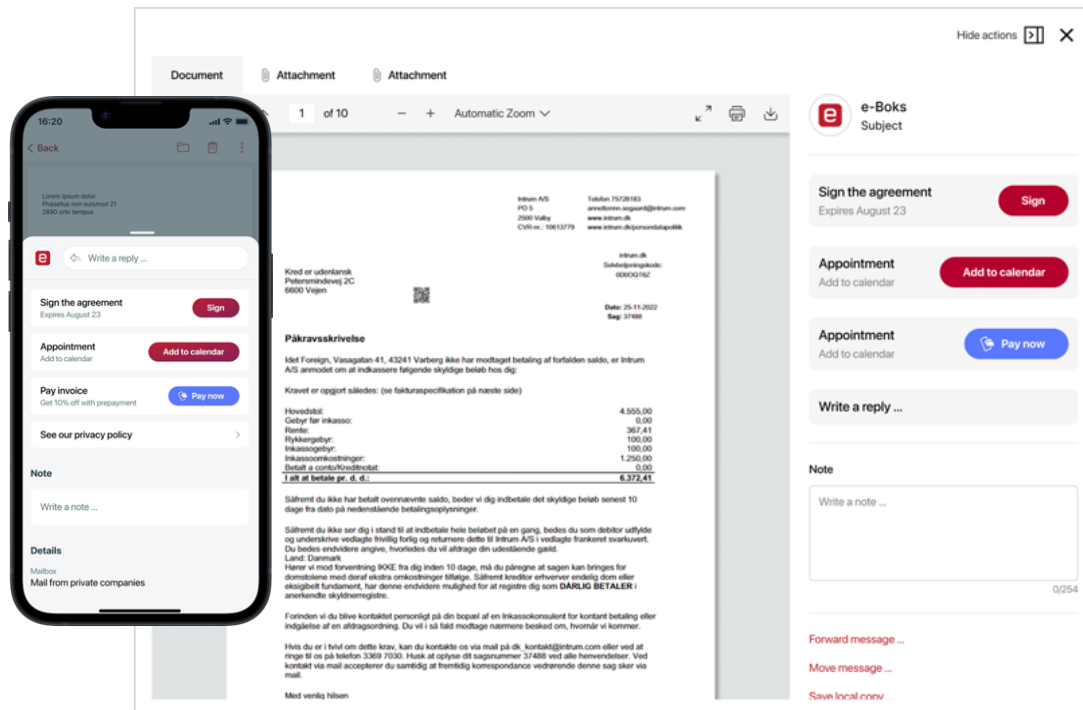
*Process overview for Actions on document.*

The next pages show examples of how a letter with actions might look:

## Link to web and Plus from web or mobile phone

When your Customer receives mail that has Actions on document, a button will appear in 'My overview'.

To keep the user interface clean, e-Boks only shows 'Sign', 'Pay' and 'Pay now'. The rest of the available actions will only appear when the Customer opens the document.



*Actions on Document on mobile and web respectively.*

When the Customer opens their mail in the digital postbox, the selected actions are shown.

When the Customer clicks on an action, the following happens:

1. For mobile phones:
  - The page the link points to opens.
2. For web solution:
  - A warning message. As the Customer is leaving the e-Boks secure environment, they must accept before activating the link
  - The target page opens

## Link to e-Boks Plus

If the Customer opens the link in our Plus app, the process is different. When the Customer logs into the mobile app and opens a message, the button is visible.

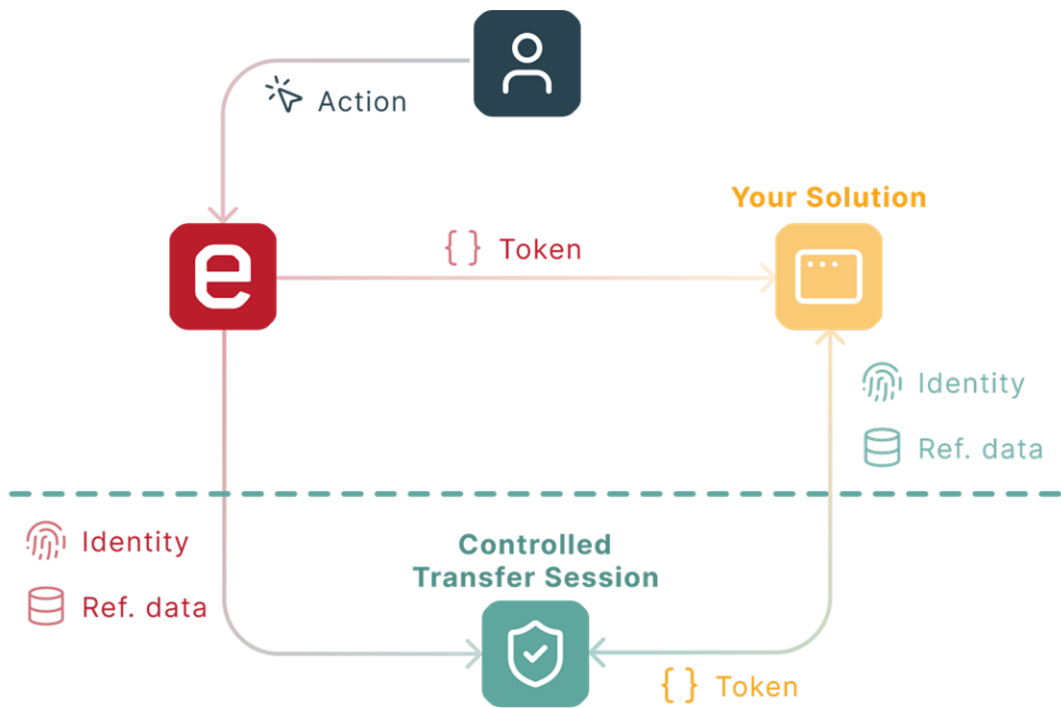
The sender (and partners) have the option to create services in the the app. These services are the target of the URL solution. When the Customer clicks the button, the preferred service is opened in e-Boks Plus.



# Controlled transfer for seamless system access

This feature allows you as a Sender to improve the user-experience by integrating mail sent in e-Boks with your own on-line solutions.

For instance, a Customer receiving a meter reading request can be redirected to a self-service portal where the necessary information is pre-filled.



Controlled transfer ensures secure, one-time data access, providing a Sender with user identity and reference data.

Initially, this can include user identity, with future updates to support email, mobile number, and more. This feature allows a Sender to use their own data securely, supplementing information from e-Boks.

Controlled transfer is available with Actions on Documents only, requiring minimal changes to client handling. When a Customer selects an action, e-Boks creates a session with the relevant information. You as a Sender receives a controlled transfer token upon redirection, allowing them to fetch the information securely. This process ensures data is accessed only once, maintaining security and integrity.

Overall, controlled transfer aims to improve customer interactions and streamline processes for Senders, making it a valuable addition to your communication strategy.

# About us

e-Boks is a trusted Nordic provider of secure platforms and digital postboxes.

We offer companies and public authorities a user-friendly, effective, intuitive, compliant and secure platform for digital communication.

Since 2001, e-Boks has empowered companies and governmental organisations to send millions of documents through the platform each year and bring their organisations into the digital age.

e-Boks helps businesses' communications meet the strictest global security standards; giving their customers the trust that their data is safe.

Today, we are an important infrastructural component across the globe, where we have passed more than 24 million users.

[Read more](#)

# Facts about the platform

582 million

letters sent 2024

211,000

signed documents each month

25,000

invoices for payment sent each day

24 million

users globally

Get in touch

If you want to know more about our services ..





# Want to know how e-Boks can help you and your business?

Please contact us for more information:

[Get in touch](#)



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