



# SECURE DIALOGUE

Made by e-Boks. Confidential and secure communication



# Confidential and secure communication

e-Boks offers both secure digital communication and gives the possibility for two-way communication between sender and recipient - a solution that experiences increased demand from both end users and senders.

The transition to digital communication and the stricter EU personal data management requirements (GDPR) pose new safety demands that, to some companies, are challenging.

With **e-Boks Secure dialogue** your company is GDPR compliant because the dialogue between sender and end user takes place in one, designated channel where access is granted through a verified, electronic ID – like BankID, NemID and others.

At the same time, **e-Boks Secure dialogue** lets sender and end user communicate securely and directly in the e-Boks universe.

**e-Boks Secure dialogue** is an obvious choice as the vehicle for sensitive data. The solution offers a secure channel for sensitive and confidential information, such as financial statements (tax and loans), medical files etc.

Replies from end users are directed straight to the sender's own business systems.

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

Sender controls the communication for the two-way communication, which means that sender decides whether end user can start a conversation, make replies, or provide a digital signature for certain documents.

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

# Sender benefits

Upon implementation of **e-Boks Secure dialogue**, sender will experience the benefits of digital communication.

- Confidential, reliable, and secure communication to end user
- Authentication, integrity, and confidentiality in communication (GDPR compliant)
- Process optimization via integration to own systems and link to meta-data
- Time-saving case management due to dedicated inboxes.

# End user benefits

End user can be granted certain rights such as contacting the sender directly, making replies to documents, sign contracts, etc.

- Secure digital communication with a large community, such as banks, local and national authorities
- Free, life-long use of e-Boks document archive
- Access to and archiving of all, important documents in one place
- Secure and easy access directly to e-Boks with proper national eID authentication
- Never miss new mails from senders. Receive an e-mail or a text message when a new mail is received.



# Features

The **e-Boks Secure dialogue** 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 dialogue. 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 two-way communication is the safe-keeping of the confidentiality between sender and end user.

The **e-Boks Secure dialogue** 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.





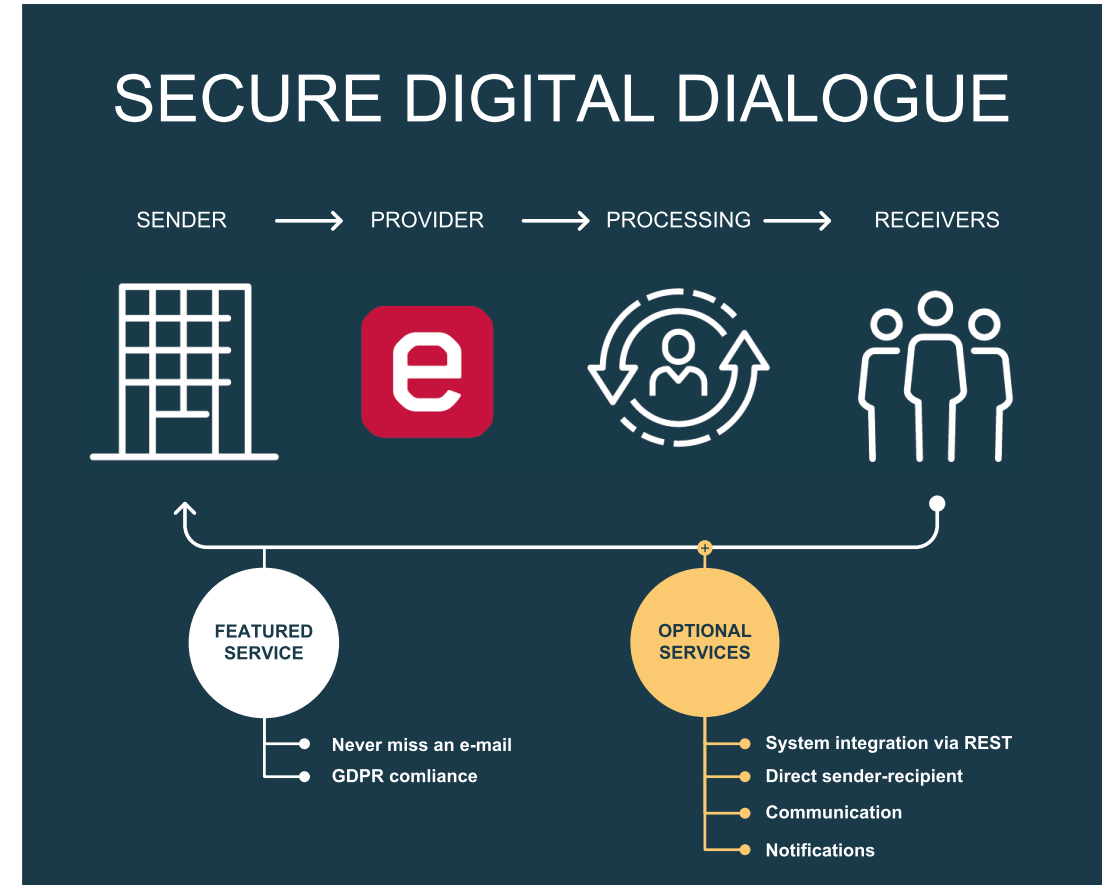
# Process

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 set-up involves some of the following actions:

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





# 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 23 million users.

[Read more](#)

# Facts about the platform

559 million

letters sent 2023

275,000

signed documents each month

25,000

invoices for payment sent each day

23 million

users globally



# 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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