

ACTIONS ON DOCUMENT

Made by e-Boks. Secure distribution. 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.

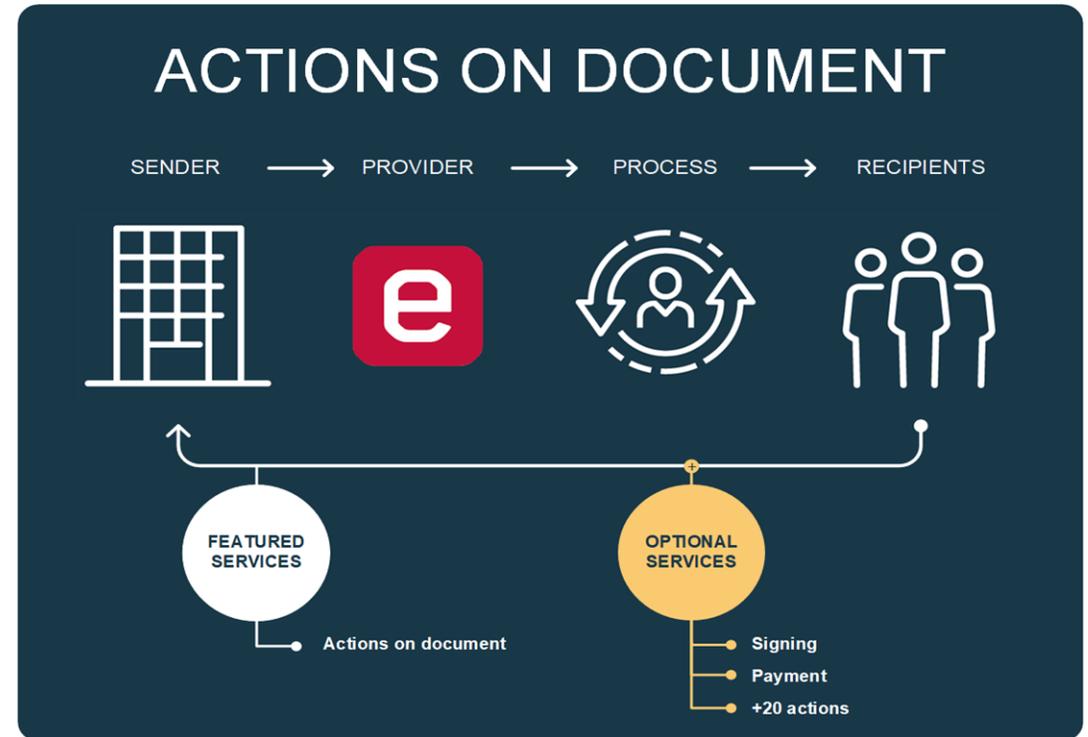


Process

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.



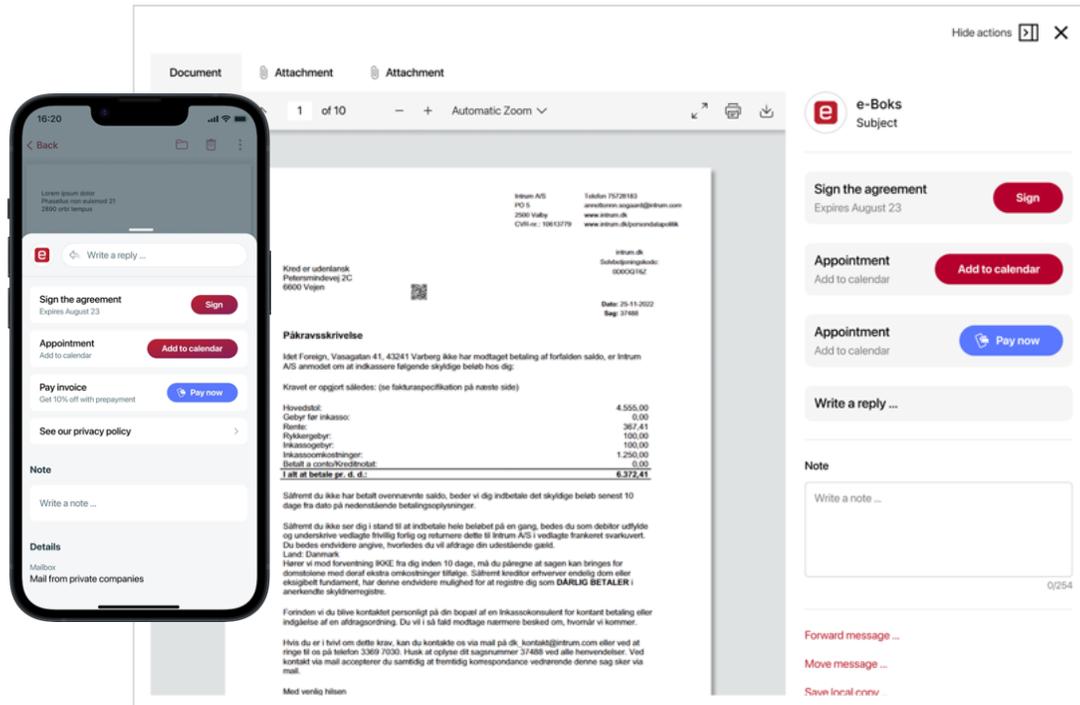
Process overview for Actions on document.

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.

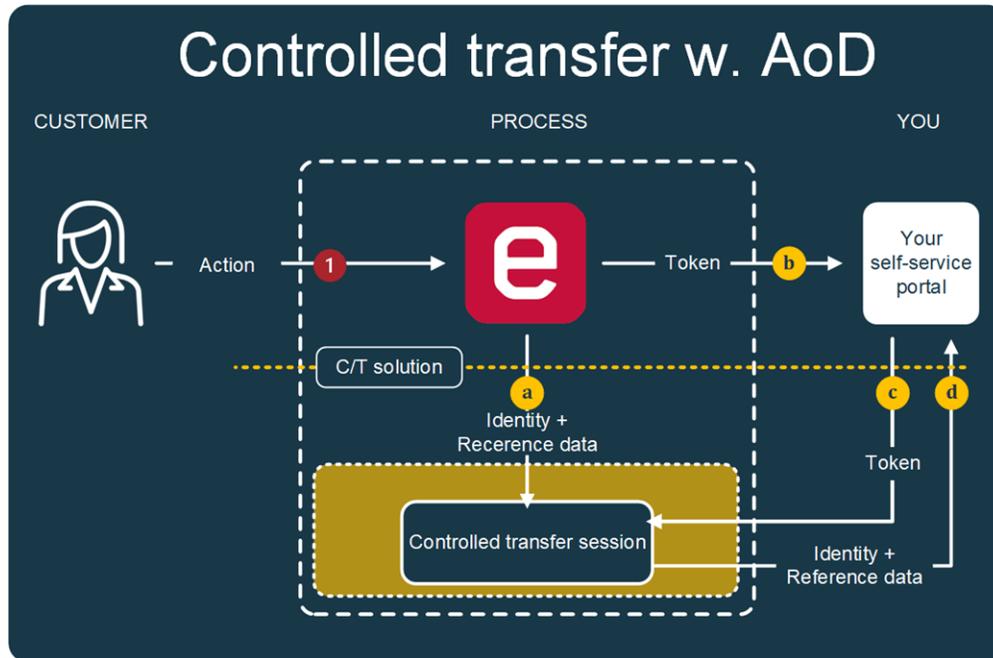
When the Customer opens their mail in the digital postbox, the selected actions are shown.

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

Controlled transfer for seamless system access

This feature improves the user experience by integrating mail sent in e-Boks with your own self-service solutions.



Actions on Document enables seamless integration between mail in e-Boks and your self-service solutions, making the process simpler for the customer.

When the customer receives a meter reading request, they can easily use your self-service portal: verify the information, enter the reading, and submit the form. This saves time and increases accuracy.

For instance, when your Customer receives a request to submit their meter reading, they can conveniently use your online self-service portal. The customer only needs to verify the details, enter their current meter reading, and submit the form. This streamlined approach ensures accuracy and saves time.

Pre-fill your Customer's billing information in your on-line system.

1. Customer logs on e-Boks, opens your mail, and selects the action in the document
 - a. e-Boks shares the identify of your customer AND reference with the controlled transfer solution.
 - b. e-Boks redirects your customer to your self-service solution with a one-time token
 - c. You inquire the identity and reference data from the controlled transfer solution using the one-time token
 - d. You populate the form with customer number, bill number, consumption and billing address based on the information you retrieved from e-Boks.
2. Your on-line system opens, and the Customer enters the meter reading and clicks "Submit". These final steps aren't shown because they lie outside the e-Boks solution.

This feature allows a Sender to use their own data securely, while enriching with information from e-Boks.

Controlled transfer is available with Actions on Documents only, requiring minimal changes to client handling.

About us

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

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

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

e-Boks ensures that business communications meet the highest global security standards, giving customers complete confidence that their data is secure.

With more than 24 million users, we are now an important part of the global infrastructure.

[Read more](#)

Facts about the platform

598 million

documents sent 2025

193,346

signed documents each month

41,095

invoices for payment each day

68,264

documents are sent every hour

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If you want to know more about our services ..



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