

SECURE DIALOGUE

Made by e-Boks. Confidential and secure communication



 eBoks

Confidential and secure communication

Digital communication is in demand, as it is faster and more secure than physical mail.

But standard email correspondence does not provide enough security when it comes when it comes to sending mail that contains sensitive information.

Most messages delivered to e-Boks fall under the category of static messages, which do not give the end user the end user the opportunity to respond or otherwise take action.

However, there is a growing demand for the ability to send response emails to end users.

e-Boks Secure dialogue solution is an obvious choice as a basis for sensitive information.

The solution offers a secure channel for sensitive and confidential information such as CPR (i.e. the Central Personal Register or similar unique user IDs), financial statements etc. Reply emails are sent directly to the company's own business systems.

e-Boks Secure dialogue solution allows the sender the opportunity to establish confidential, reliable and secure communication with the end user.

This means that the sender always has control over the dialogue. When two-way communication is enabled, the sender can decide whether the end user should be able to:

- initiate a new correspondence
- respond to messages or
- digitally sign certain documents.

In other words, it is not a given that the end user can communicate freely – it is the sender who sets the framework and defines which options are made available in each situation

Using the e-Boks Secure dialogue solution together with an **e-Boks Portal Solution** enables the sender to communicate via their own channel, for example virtual banks.

Sender benefits

Upon implementation of **e-Boks Secure dialogue**, you as a 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 public authorities
- Free, life-long use of e-Boks document 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 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 quantity 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.

Streamline document workflows

Personal letters and sensitive information flow seamlessly in **e-Boks Secure dialogue**.

Recipients can respond directly within a protected, GDPR-compliant environment, ensuring confidentiality and trust.

Various document types and communication flows integrate effortlessly, streamlining processes and supporting your company's existing procedures.



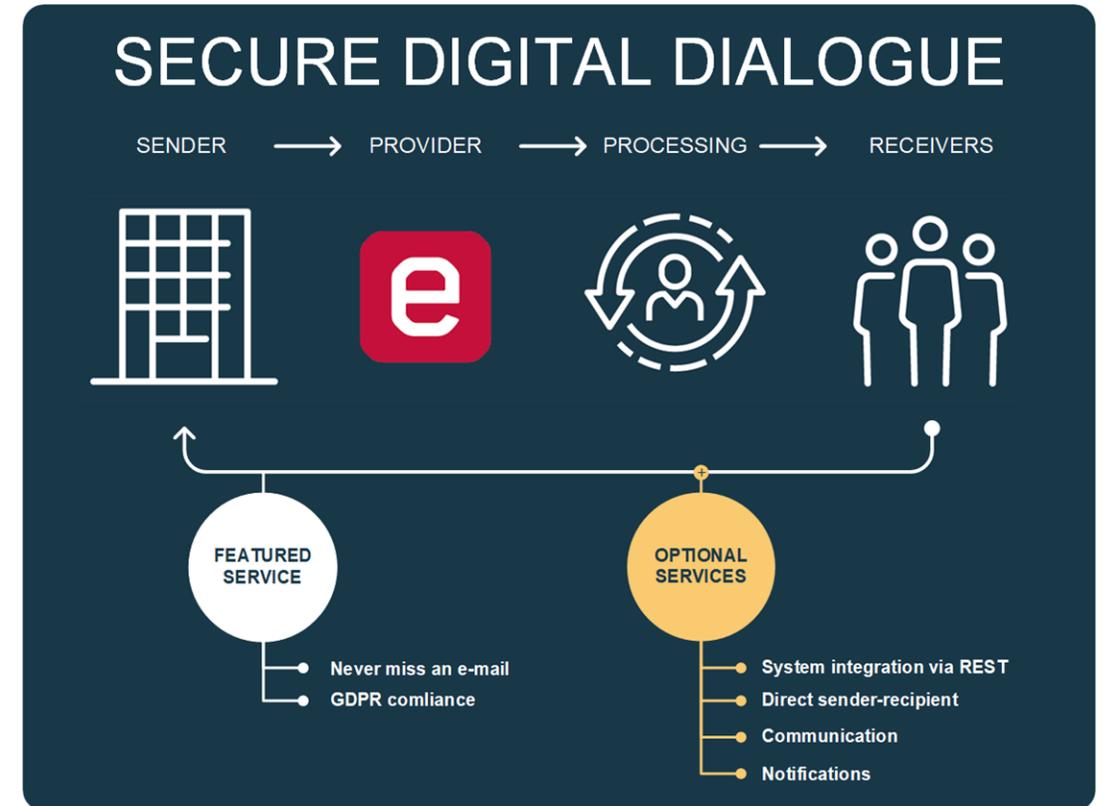
Process

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 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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