



SECURE MESSAGE PORTAL

Protect your Customers Protect your Business

THE INDUSTRY CHALLENGE

More and more customers are using email to communicate in their personal business relationships. Telephone inquiries are becoming rare as the Internet becomes the preferred communication channel. Businesses are increasingly relying on email to conduct day-to-day business communications and need to be able to exchange information instantly and securely. Yet, with the Internet's wide-spread accessibility of data and concerns regarding data protection, the risk of exposing sensitive information through direct email communications poses a real threat to businesses of all sizes. By simply using standard email technology, companies may be faced with customer concerns regarding identity theft and the protection of private information.

THE MOXIE SOLUTION

Moxie's Secure Message Portal allows companies to successfully exchange secure messages with customers, prospects, partners and other business constituents through an easy-to-use Web interface. The solution combines Moxie Email, enterprise-class email management system, and Web portal technology to protect your customer's sensitive information. End-users authenticate themselves through a simple registration, send email using a secure Web form, and receive notifications when new messages arrive. Agents process secure and standard emails similarly, improving productivity and reducing training times.

By realizing this inexpensive communication channel, companies increase customer satisfaction and retention and ensure private information is never sent in clear text via the Internet. With Moxie's Secure Message Portal your customer's confidential information is protected.

Benefits

- **Security:** Authenticate users, encrypted HTTPS connection, secure responses to customer queries
- **Easy to Use:** Intuitive point-and click interface, easily integrated framework and form-based portal, manage secure and regular emails identically
- **Configurable:** Design email forms that address customer needs, apply branding standards to forms and responses
- **Customizable:** Easily integrate with existing portal technologies to provide a seamless end-user experience

Moxie's Secure Message Portal combines both a best-of-breed email management software and secure Web portal technology to protect sensitive information and reduce liability.



KEY FEATURES

Security

- User validation with challenge/ response, encrypted, Web portal secure server login. The learning algorithm is based upon selforganization, employs an adaptive neural network learning law, and does not require external dictionaries, thesauruses, or semantic networks.

Powered by Moxie Email

- Award-winning enterprise-class email management tool, robust rules and routing delivers emails to the most appropriate available agent, integrated analytics tool provides cross channel reporting.

Ease of Use

- User-friendly web form structure, no additional software required for the end-user, alleviates the need for individual account creation, autoresponse without agent management, optional Moxie Knowledge integration.

Compliance

- Emails are tracked, managed, and time stamped for complete customer records, archive email capabilities meet legal mail retention requirements, encryption prevents releasing sensitive personal information or identification

Moxie's Secure Message Portal is a natural extension of Moxie Email. An easy-touse customer interface and Moxie's rapid deployment methodology enable companies to securely interact online in days, not months.

