

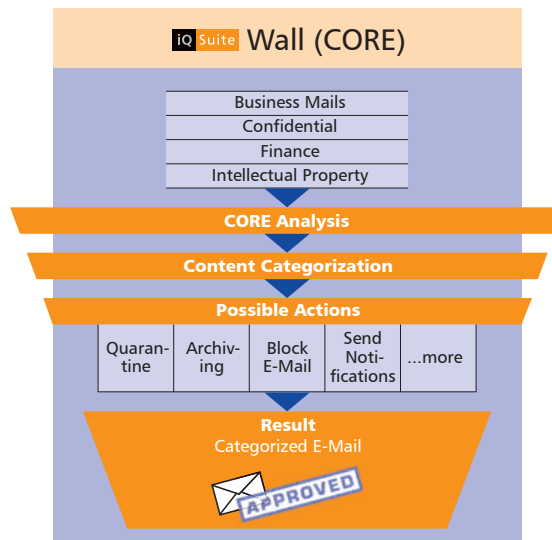
E-Mail Pre-Processing	E-Mail Firewall	E-Mail Classification	E-Mail Compliance	E-Mail Archiving	E-Mail Retrieval	E-Mail Retention
En-/Decryption	Anti-Virus	Intelligent Content Analyzing	Pre-/Post-Review	Storage	Search	Long-Term Storage
Pack/Unpack	Anti-Spam	Content Based Routing	Delegation Management	Indexing	Restore	Automated Deletion
Signature	Image Recognition		Auditing	Content Management		
Disclaimer	Content Filtering		Risk Management			



iQ Suite Wall

More than just e-mail sorting.

- Intelligently categorizes and classifies e-mail based on a content check (CORE technology).
- E-mail Response Management optimizes internal workflows.
- Faster processing of customer inquiries.
- Prevents unauthorized transmission of sensitive or confidential information.
- Creates company-specific e-mail categories.
- Classes are optimized by the CORE teaching capability, which uses small learning quantities.
- Automatically classifies e-mails into one or more categories (multiple classifications).
- Uses CORE, a statistical method based upon Support Vector Machines (SVM), to examine and automatically classify e-mails.
- Response management through defined classifications, such as customer support and automated forwarding of e-mail to qualified employees.
- Document protection: For example, all outgoing mails can be checked for company-relevant content, based upon corresponding categories. E-mail attachments can also be checked for content.



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E-mail Classification

Detection and classification of content, and additional content-based e-mail processing.

Rule sets are an integral feature of the iQ.Suite, permitting companies to individualize their business processes based upon internal policies. Using e-mail classification, a company can automatically categorize, forward, or further process e-mail based upon predefined contents or recipient addresses.

The rule sets are implemented in the CORE technology, which is integrated into iQ.Suite. CORE is a statistical method for automatic e-mail verification and classification. As a self-learning filter, CORE can also detect complex content based upon individual criteria.

Using the classification function, incoming e-mail can be forwarded to the appropriate recipient automatically. For example, a customer support request sent to a general e-mail address can be forwarded directly to the employee who is best-suited to address the problem.

This address- and content-based routing guarantees that critical messages go to the right mailbox, and that any actions needed for further processing are initiated immediately.