PRODUCT BRIEF – CCMS

Get notified every step of the way with CCMS

IN Groupe offers a host of dematerialization services that ranging from Electronic Registered Letters to digital invoicing and payroll, to archival services. Alongside these secure, compliant, and flexible services, a key component that allows for end-to-tracking is the Component Content Management System (CCMS).

CCMS is a complementary service that allows the sending of emails and/or SMS notifications regarding file transfers, successful delivery, failed attempts, etc.

It offers hybrid management via paper and email notifications. There are two possible approaches:

✔ Multi-channel

Notifications are sent with different platforms at the same time or in a very short time (spam method)

✔ Cross-channel

Notifications are sent on one channel and reminders, if needed, are sent via another channel, which allows for more precise follow-ups

Key benefits

- Easy management with a single, centralized platform
- Automated service for faster turn-around time
- Quick dissemination of information
- Real-time status check
- Complete traceability with legal proof of retention
- Save costs on postal charges and storage of physical files

How does it work?

The CCMS module defines the entire disbursal process in 4 stages and each stage includes different statuses of which the customers can be notified.

CCMS Disbursal Process
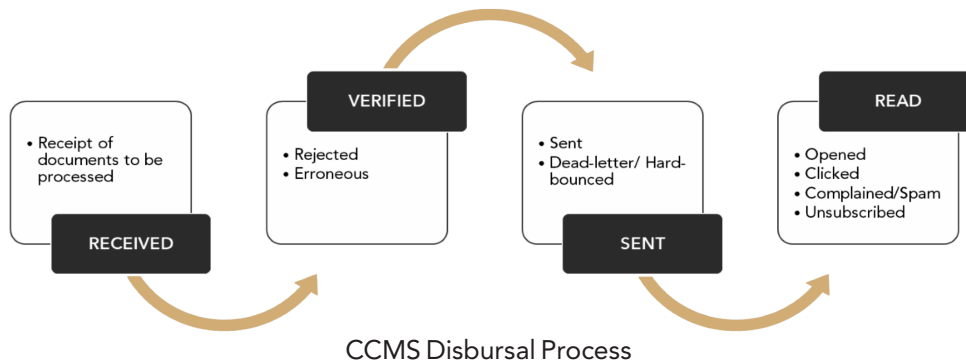
What to each of the statuses mean

Rejected: The platform has refused to send the email. This refusal mainly concerns the blocking of email addresses by the blacklist

Erroneous: This occurs when there is a syntax error that prevents the email from being sent, such as an error in the recipient's email address

Sent: Emails that have been sent from our infra-structure and for which we have not received a NPAI return.

Dead letter (hard-bounced): Emails that have been sent from our system and for which we have received a NPAI return immediately. This can be due to misspelling of the email address, deletion of the email address or the domain.

Opened: Successfully delivered and opened emails. The count based on downloading an invisible image contained in the email.

Clicked: Tracked emails where the recipient has clicked on at least one of the links.

Complained/Spam: List of recipient addresses who have reported email as "unwanted" to their provider. Some providers agree to forward these complaints to the sender via the "Feed Back Loop".

Unsubscribed: List of recipient addresses who have submitted their wish to no longer receive emails by clicking on the unsubscribe link.

CCMS module as a part of the complete platform