

DATA
SHEET

Sendmail Intelligent Inbox

Personal delivery filters provide
per-user control of email

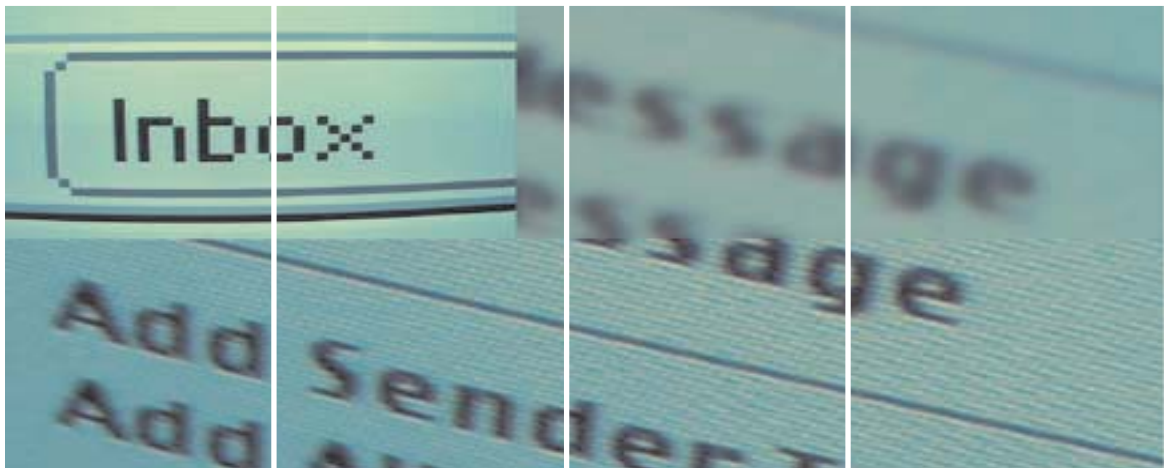
Overview

Sendmail Intelligent Inbox is a powerful management tool that allows administrators and end users to create and maintain fine-grained filters that apply to entire sites, domains or to individuals. Intelligent Inbox gives administrators the email policy control that they need, while providing self-service access to end users to manage their personal mail stream. With email filtering control delegated at the appropriate level of the organization, the result is a fast, clean, organized mailbox that is accessible anytime, from anywhere.

The Sendmail Advantage

Intelligent Inbox allows administrators to create and manage site-or domain-wide delivery filters to enforce corporate policy, while providing end users with a mechanism to create and manage their own personal delivery filters. Administrators are freed from having to maintain thousands of individual user preferences for blacklist and whitelist entries, spam disposition, notifications or email forwarding.

These filtering rules are powered by Sieve, a standards-based email processing language that evaluates email before it is delivered to individual mailboxes. Rules are created using an intuitive web interface and are stored in the network, so users can choose multiple access clients—from traditional user agents such as Outlook, Eudora, Netscape or Pine, to PDAs, smart phones and webmail—and still enjoy the same rules-based management of their mailboxes.



Operating Systems:
Solaris 8 and 9, RHS AS/ES 2.1, SLES 7

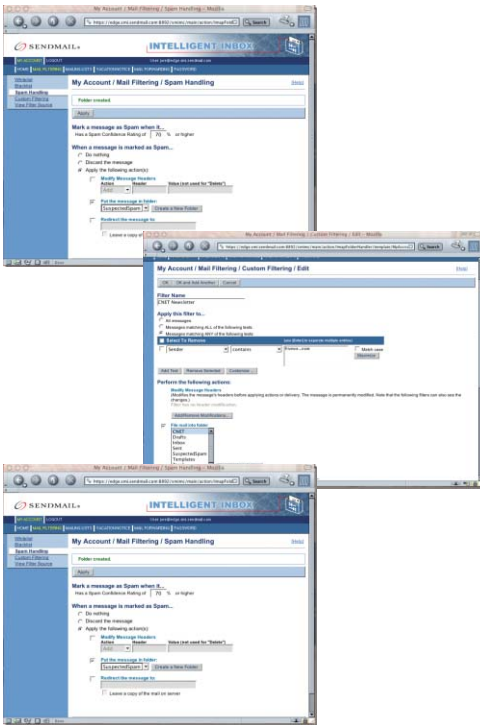

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Intelligent Inbox features allow email administrators to:

- Set site-or domain-wide spam handling rules for spam control and disposition
- Enforce corporate policy by whitelisting or blacklisting certain domains globally
- Assist end users by logging in as the user to reset passwords or configure rules
- Focus on corporate-level email control, allowing end users to manage their own personal preferences for mail disposition

Intelligent Inbox enables end users to:

- Control their personal mail streams via self-service creation of personal filtering rules based on sender, message body, time of day, priority, etc.
- Manage their own personal whitelists or blacklists to explicitly allow or block senders, delete or bounce unwanted mail



Intelligent Inbox provides an intuitive web-based interface for rules creation and mail management, independent of client or access method.




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- Manage a “graymail” spam folder to trap what they consider suspected spam for review
- Set specific vacation responses based on message sender
- Forward mail to other addresses or users
- Send a short message (SMS) or notification to cell phone addresses
- Sort mail into specific IMAP folders based on sender, priority, subject, etc.
- Keep the message and deliver it to their inbox

Administrators no longer have to manage a myriad of individual user filters, and users no longer have to maintain separate filtering rules locally with each mail client. Users enjoy a consistent, efficient and manageable email flow regardless of where they access their mail.

Intelligent Inbox can be used to pre-sort email into the Sendmail Advanced Message Server, or route mail to another SMTP backend.

The Intelligent Inbox product includes the following:

- *Message Organizer*—Provides an intuitive and secure web-based graphical interface to create filtering rules. From simple rules to the most complex, Message Organizer provides a “wizard” for constructing rules that are automatically generated as Sieve scripts. Users do not need to understand the Sieve language in order to create filtering rules, but advanced users can enter their own Sieve scripts for more powerful and customized email filtering.
- *Sieve Engine*—Serves as the message-processing engine for Intelligent Inbox. Sieve Engine retrieves and processes rules generated by Message Organizer, and delivers messages to the Sendmail Advanced Message Server or another SMTP backend.
- *Sendmail Directory Services (SDS)*—Includes both the Sendmail Messaging Directory Server (the repository for storing users’ Intelligent Inbox Sieve scripts) and the Sendmail LDAP Console (the provisioning interface).

Features and Benefits

- *Administrative Control*—Intelligent Inbox gives administrators the control they need to manage filtering rules on a site, domain or per-user basis, ensuring that corporate email policy can be enforced at the appropriate level. At the same time, users can self-provision their personal filtering rules, freeing administrators from having to maintain thousands of per-user preferences.
- *Pre-Sorted Mail*—The filtering functions in most mail clients, like Outlook or Netscape, rearrange mail after it has arrived in an inbox, and operate as the user requests their mail, which can slow down mail access significantly. Intelligent Inbox uses powerful, end-user defined Sieve scripts to dynamically sort mail into IMAP folders, reject, forward and respond to messages. The scripts, stored in the directory, are retrieved and executed in stream, before mail arrives in the mailbox, resulting in faster client access.
- *Multiple Access Options*—Intelligent Inbox delivery filters are mail reader independent, and are available to every user, regardless of the kind of access they prefer. And Intelligent Inbox users also have the liberty to choose multiple access clients, without the need to define filters in each of the mail clients they use. Webmail, wireless, PDA, Outlook and Netscape are presented the same clean view of the mailbox, using the same centrally-managed rules for sorting email.
- *Standards-Based*—Intelligent Inbox delivery filters use the Internet Draft Standard Sieve filtering language (RFC 3028), of which Sendmail is a major contributor. Numerous Sieve draft extensions are available, including sub-address and message body tests, and notification and vacation drafts.

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