



## Sent-by-Mistake

### Overview

Sent-by-Mistake Prevention is an extension to the Sentrion policy engine that allows a sender to recall a message after it has been sent by mistake. Because it allows email users to catch and correct their own sending mistakes, this application helps protect against embarrassing gaffes, information leaks and even legal problems that you may not always anticipate when specifying formal email policies.

### Audience

Any company that wants to prevent the harm that could result when an employee accidentally sends an email intended for one recipient to another, mistaken recipient.

### Key Features and Functionality Overview

You know that sick feeling in the pit of your stomach. You've just sent a sensitive email to the wrong person, and there's no way to get it back—no way to control the damage.

Maybe you've just received an unpleasant email from a client, and you wanted to forward it on to a colleague—along with a few harsh comments of your own regarding the original sender. But just as the message leaves your desktop, you realize your mistake. You clicked "Reply" instead of "Forward." Now the client is going to know exactly what you think of her. You can forget about any repeat business, and you might even want to polish up your résumé, just in case.

Or maybe you have completed a legal brief and are ready to send it to your client for review. But you don't notice until after you've hit the "Send" button that your email program's auto-complete function entered the opposing law firm in the "To" field. Or perhaps your company contracts for design work through two competing businesses, and in a moment of confusion you send your mark-ups on one contractor's designs to the other contractor.

There are a thousand ways to make this kind of mistake, but only one thought that comes immediately after: "If I could, I'd reach right through the screen to get that message back." Now, there's a way to take back your mistakes, with no need to break any glass.

Sent-by-Mistake Prevention plugs into your Sentrion Policy Engine to provide an automatic lag time after you click "Send," and before the message actually leaves your email system. If you realize you made a mistake at any point during this configurable lag time, you can recall the message directly from your email client. It's just as if the message was never sent:

- Compose your message
- Mistakenly send it to the wrong recipient (we've all done it)
- Realize your mistake within the next few minutes (we usually manage to do that, too)
- Recall the message, enter the correct address, and send it again
- Heave a sigh of relief

Email programs such as Microsoft Exchange often have recall features, but they're practically useless since nothing can be done once a message has left the Exchange server. Sendmail Sent-by-Mistake Prevention is the only solution that gives users a meaningful period of time in which to realize their mistakes and fix them on their own, without repercussions. That means better corporate security—not to mention calmer nerves.