CLAIMS

1. A computer-implemented method for capturing electronic messages to specified addresses within an entity originating from external of the entity on a plurality of electronic messaging channels; said method comprising executing instructions on one or more processors for:

associating at least one integration module with a corresponding electronic messaging channel for receiving the electronic messages thereon; said electronic messages including a set of attributes conforming to one or more predetermined protocols of said electronic messaging channel;

generating, by the at least one integration module, one or more corresponding messages according to a common communication protocol for messaging within the entity which is different from the one or more predetermined protocols; and wherein the one or more corresponding messages include

(a) at least some attributes of said set of attributes which are unsupported by the common communication protocol in an associated data structure; and

(b) one or more indicia indicating the presence of unsupported attributes of the set of attributes in the one or more corresponding messages generated;

storing at one or more data stores the corresponding messages generated according to said common communication protocol;

further comprising:

recreating one or more messages received on one of the plurality of electronic messaging channels by a corresponding interface module, by retrieving corresponding one or more messages generated according to said common communication protocol from the one more data stores; and

extracting the values of the attributes unsupported by the common communication protocol from the associated data structure and any supported attributes from the message stored at said one or more data stores for an audit, compliance or combination thereof.

2. The computer-implemented method for capturing electronic messages received by an entity across a plurality of electronic messaging channels according to claim 1 wherein recreating of said one or more messages comprises specifying the values of the first set of attributes from supported attributes of the common communication protocol extracted from the stored message; and specifying the values of the attributes unsupported by the common

communication protocol from the associated data structure extracted from the one or more stored messages retrieved from the one or more data stores.

3. The computer-implemented method for capturing electronic messages received by an entity across a plurality of electronic messaging channels according to claim 1 wherein the associated data structure is a lightweight text data object.

4. The computer-implemented method for capturing electronic messages received by an entity across a plurality of electronic messaging channels according to claim 1 wherein the associated data structure is a Java Script Object Notation (JSON) object.

5. The computer-implemented method for capturing electronic messages received by an entity across a plurality of electronic messaging channels according to claim 1 further including modifying the common communication protocol for electronic messaging within an entity to include at least one or more previously unsupported attributes.

6. A computer-implemented method for capturing one or more electronic messages to a specified address within an entity from one or more parties external to the entity via one of a plurality of electronic messaging channels;

said method comprising executing instructions on one or more processors for:

receiving at a first integration module said one or more messages to a specified address within an entity via a first electronic messaging channel; said messages including a first set of attributes in accordance with a first communication protocol for messages on said first electronic messaging channel;

generating one or more corresponding messages to said specified address within the entity at the first integration module according to a common communication protocol for messaging within the entity which is different from the first communication protocol upon receiving one or more messages at the integration module;

wherein the one or more corresponding messages include

(a) at least some attributes of said first set of attributes of the message which are unsupported by said common communication protocol in an associated data structure from the one or more received messages; and

(b) one or more indicia indicating the presence of unsupported attributes of said set of attributes in said generated one or more corresponding message.

storing the one or more corresponding messages at one or more data stores for an audit, compliance or a combination thereof; and

transmitting the one or more corresponding messages to the specified address within the entity.

7. A computer system for capturing one or more electronic messages to a specified address within an entity from one or more parties external to the entity via one of a plurality of electronic messaging channels; said system comprising

a plurality of integration modules, wherein one or more integration modules are associated with a unique electronic messaging channel of the plurality of electronic messaging channels for receiving messages thereon; said electronic messages including a set of attributes conforming to a predetermined protocol of the unique electronic messaging channel;

a central messaging module communicatively coupled to said plurality of integration modules for receiving messages generated by the integration modules, said central messaging module configured to :

extract upon receipt of one or more messages from one or more parties external of the entity, unsupported attributes of a common set of protocol from the set of attributes, wherein the common communication protocol is for messaging within the entity and is different from the predetermined protocol;

generate one or more corresponding messages with supported attributes of the common communication protocol from the set of attributes; wherein the one or more corresponding messages comprise a data structure comprising the unsupported attributes; and one or more indicia indicating the presence of unsupported attributes of said set of attributes in said one or more corresponding messages;

transmit the one or more corresponding messages to the specified address within the entity;

one or more data stores for storing messages generated according to said common communication protocol for an audit, compliance or combination thereof;

the central messaging module further being configured to retrieve corresponding one or more messages generated according to said common communication protocol from the one more data stores and extract the attributes unsupported by the common communication protocol from the associated data structure and any supported attributes from the message stored at said one or more data stores for recreation of the one or messages.

8. The computer system according to claim 7 wherein the recreation of said one or more messages by said interface module comprises specifying the values of the first set of attributes from supported attributes of the common communication protocol extracted from the stored message; and specifying the values of the attributes unsupported by the common

communication protocol from the associated data structure extracted from the one or more stored messages retrieved from the one or more data stores.

9. The computer system according to claim 8 wherein the attributes unsupported by the common communication protocol are stored in a lightweight text data object.

10. The computer system for capturing electronic messages received by an entity across a plurality of communication channels according to claim 7 wherein the generalised abstraction of the attributes unsupported by the common communication protocol is a Java Script Object Notation (JSON) object.

11. A non-transitory computer-readable storage medium, storing program instructions computer-executable by a processor of a computer to capture electronic messages to specified addresses within an entity originating from external of the entity on a plurality of electronic messaging channels by performing operations comprising:

associating at least one integration module with a corresponding electronic messaging channel for receiving messages thereon; the electronic messages including a set of attributes conforming to one or more predetermined protocols of the electronic messaging channel;

extracting unsupported attributes of a common communication protocol from the set of attributers, wherein the common communication protocol is for messaging within the entity and is different from the one or more predetermined protocols;

generating by the at least one integration module, one or more corresponding messages according to the common communication protocol from the set of attributes wherein the one or more corresponding messages comprise a data structure comprising the unsupported attributes; and one or more indicia indicating the presence of unsupported attributes of said set of attributes in said one or more corresponding messages;

storing at one or more data stores the corresponding messages generated according to the common communication protocol for an audit, compliance or a combination thereof; and

transmitting the one or more corresponding messages to the specified address within the entity.