

ABSTRACT

MESSAGE CAPTURE IN A MULTI CHANNEL COMMUNICATION ENVIRONMENT

There is provided a method, system and computer readable medium for capturing electronic messages to specified addresses within an entity originating from external of the entity. An
5 integration module may be associated with a corresponding electronic messaging channel for receiving messages; including a first set of attributes conforming to one or more predetermined protocols of an electronic messaging channel. The integration module upon receipt of one or messages to specified address within the entity, generates one or more corresponding messages according to a common communication protocol for messaging within the entity which is different
10 from the one or more predetermined protocols. The one or more corresponding messages include at least some attributes of said first set of attributes which are unsupported by said common communication protocol in an associated data structure; which is stored at a data store.

<Figure 1>