

About lexicon policies (block and redact certain content)

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Read on to learn about Redaction, a feature that can block or redact a message containing information that violates your communication policies.

Overview

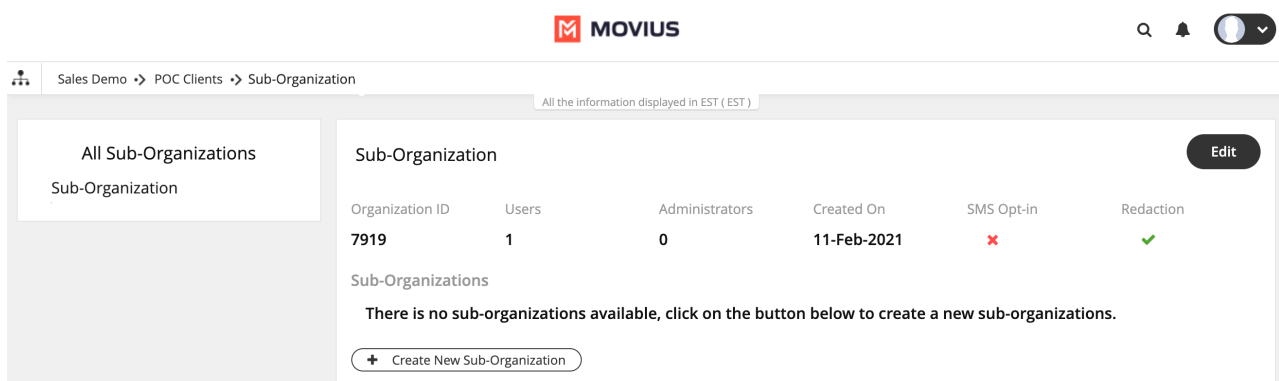
Some organizations want to prevent users from sending or receiving certain information, such as credit card numbers or profanity. We offer the ability to redact this information from a message or block the message entirely. You can also set up an alert that will notify you whenever a user sends or receives a message that triggers redaction.

Before you start

- Only Movius can enable this feature for an organization that request it. Work with your customer care team if you need to make changes.
- Movius can enable the feature by organization. If you add a sub-organization, that organization will inherit the policy.

How to know if an organization has Redaction turned on

To check that the Redaction feature is enabled for an organization, go to the organization and then click sub-organization from the profile menu.



The screenshot shows the Movius web interface. At the top, there is a navigation bar with the Movius logo and search, notification, and user profile icons. Below the navigation bar, there is a breadcrumb trail: Sales Demo > POC Clients > Sub-Organization. The main content area is titled 'Sub-Organization' and includes an 'Edit' button. A table displays the following data:

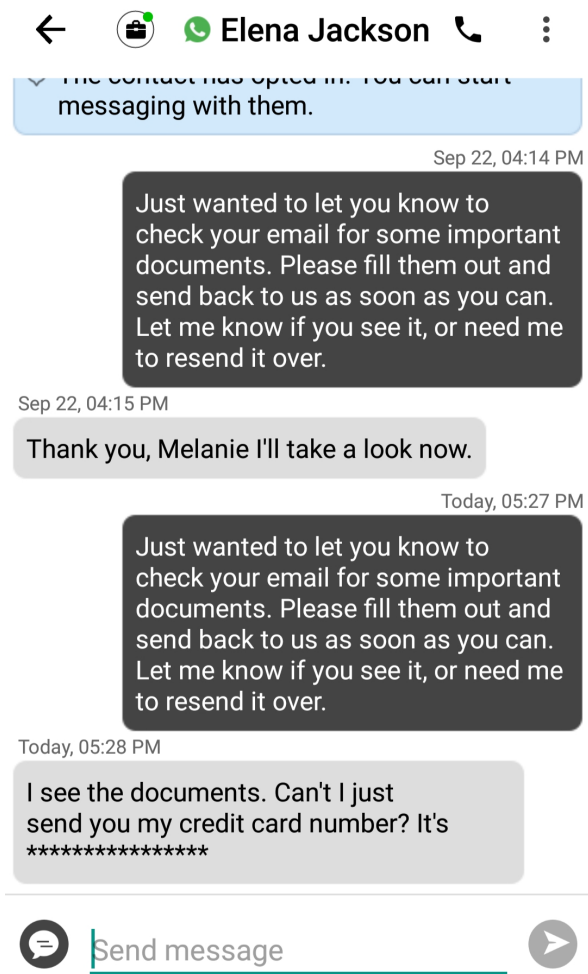
Organization ID	Users	Administrators	Created On	SMS Opt-in	Redaction
7919	1	0	11-Feb-2021	×	✓

Below the table, there is a section titled 'Sub-Organizations' with the message: 'There is no sub-organizations available, click on the button below to create a new sub-organizations.' and a '+ Create New Sub-Organization' button.

To check that the Redaction feature is enabled for an organization, go to the organization and then click sub-organization from the profile menu.

How it works

Redaction from a WhatsApp Messaging user



Redaction in an SMS conversation



Elena Jackson



Today, 08:32 PM

Hi Elena, I've sent over the documents. Please fill them out and I will take care of the trade for you.

Today, 08:34 PM

Melanie, can you just fill them out for me?
My cc number is *****

Send message

