

Inbound Fax APIs

General Overview

This document provides an overview and method details for the FaxAgent Extended Services. The extended services provide user options to process fax requests from remote locations.

This reference is divided into the following sections:

Section	Description
S1 Service Invocation Overview	Overview of syntax needed to invoke service methods
S2 Service Data Elements	Field definitions for common elements used in service methods
S3 Service Method Listing	Method listing for supported services grouped by category
S4 Service Output Header	Specifications for output header including parameters and structure
S5 Service Output Envelope	Specifications for output envelope including parameters and result payloads

S1: Service Invocation Overview

All Service Methods are invoked in a consistent manner using a simple socket based request. Requests must originate from a tenant approved network location.

Service Method Invocation – Socket Based Example

```
https://fax.example.com/xws/?XM=FaxApi.ApiTest&XSC=ABC&XSK=123&
```

Protocol Option Socket Based Protocol

fax.example.com Server DNS name

XM Parameter Service Method

XSC Parameter Security Context or Tenant Code

XSK Parameter Security key or Tenant API Integration Code

S2: Service Data Elements

The table below lists common field definitions used in service methods.

Header	Type	Values	Sample	Description
UserName	String		admin	Unique username field
Company	String		NEWCO	General company name
Phone	Int		18005551212	General phone number
Email	String		user@example.com	General email address
Name	String		Test User	General display name
TrackingKey	String		1234	General tracking key to locate fax transmission
CoverPage	String		C1000	Option to include specific cover page
CoverPageFlags	Int	0,1	1	Option to include user default cover page
FaxNumber	String		18005551212	General fax number including country code
FaxCSID	String		FAXAGENT	Fax CSID option -must be 20 characters max
FaxCPN	String		8005551234	Caller ID option -10 numeric digits typically
NotifyFlags	Int	0,1	0	Option to include user default notifications
ChargeCode	String		1234	General charge code for reporting if needed
FilterType	String		T1	Filter type name or 19 digit id
FilterFolder	String		F1	Filter folder name or 19 digit id
FilterNotes	String		N1	Filter notes used for archiving
HoldForPreview	Int	0,1	0	Option to hold fax for user preview

AsAttachment	Int	0,1	0	Option for file handling in response disposition
Simulate	Int	0,1	0	Tag request for simulation mode
OutputFormat	String	XML,CSV	CSV	Output format in XML or CSV format
OutputSeparator	String			Change the field separator instead of a comma
OutputEscapeChar	String			Change escape character in data when needed
DataIncludeFlags	Int	0,1,2,4,8	0	Option to return extended response information

S3: Service Method Listing

Detailed specifications for service methods are provided below.

Test Methods – Available for Testing Connectivity and Error Handling

Method Name	Parameters	Req	Description
FaxApi.ApiTest	IsError InputValue		Used to test connectivity and API protocol handshaking Set IsError = 1 to generate an error response InputValue will be included in Response headers and XML payload ReturnData TransmissionId is returned by the OutboundFaxCreate function OutputFormat default is XML OutputSeparator default is a comma OutputEscapeChar default is a space
FaxApi.InboundFaxInfo	TransmissionId OutputFormat OutputSeparator OutputEscapeChar	Y	NOTE: This function is restricted and requires special authorization for use. Customers should use the OutboundFaxRetrieveSet function to get fax status information.
FaxApi.InboundFaxDownload	TransmissionId FileName AsAttachment BookmarkLabel	Y	TransmissionId is returned by the OutputFaxCreate function FileName = optional name for the file downloaded AsAttachment = document disposition (0 or 1) BookmarkLabel = optional bookmark label WatermarkId is in the CYYMMDDHHMMSSXXXXXX format OutputFormat default is XML OutputSeparator default is a comma OutputEscapeChar default is a space OutputMaxResults default is 500 records Simulate option keeps the watermark from moving
FaxApi.InboundFaxRetrieveSet	WatermarkId DataIncludeFlags OutputFormat OutputSeparator OutputEscapeChar OutputMaxResults Simulate		This function should NOT be called more than every 20 seconds For custom watermark processing, use the RecordId field in the DeliveryInfo result data returned

S4: Service Output Header

When invoking Service Methods, some Methods return XML wrapped results, and some methods utilize Direct Streaming of the result data directly to the Response Stream. Success or Failure is determined for each as follows:

For all methods, success is determined by inspecting the Response Header: XwsSuccess. This allows high-volume service calls to be very efficient when the consumer does not care about inspecting the detailed Response Data payload in the case of success.

The following Response Headers are set for all Method invocations.

Header	Type	Values	Sample	Description
XwsRequestDate	Date		20091201T154300	UTC Timestamp when the Request was received
XwsRequestId	String		2110110153110012080	Unique request id for transaction
XwsApiStatusCode	String	S,F,X	S	S = success, F = fail, X = internal unexpected error
XwsApiLogRef	String			Unique reference to any generated request logs
XwsSuccess	Bool	0,1	1	“1” indicates successful. “0” indicates failure
XwsResponseDate	Date		20091202T164523	UTC Timestamp when the Response was completed
XwsResultCode	Int		0	0 for success or result code on failure
XwsResultInfo	String			Result info corresponding to the ResultCode
XwsResultInfoEx	String			Extended result info. Method specific
XwsReturnData	String		20092342423482348	Simple return data field for simple methods
XwsErrorCode	Int		0	0 for success or error code on failure
XwsErrorInfo	String			Error info corresponding to the Error Code
XwsErrorInfoEx	String			Extended error info if needed
XwsExternalKey	String			External key passed from the invoking application
XwsExternalInfo	String			External info passed from the invoking application

For XML wrapped method results, success can also be determined by inspecting the Success attribute of the <ServiceResponse> envelope, where a value of “1” indicates success. This is functionally equivalent to the XwsSuccess Response Header.

For Direct Streaming methods, success may also be determined by inspecting the Status Code to indicate success or failure. If Successful, the Status Code will be set to the standard OK value of 200. For errors, the Status Code will be set to a standard Status Error Code that most closely represents the actual Application error that occurred. E.g.: 404 for “object not found”.

For Direct Stream Methods, the Response Content-Type headers will be set appropriately, thus allowing for “straight-through” stream writing to the calling application and subsequently to the Browser if required. For example, if the Container.DocumentDownload is invoked that returns the Faxed document in PDF format, the Response Content-Type will be set to “application/pdf”.

S5: Service Output Envelope

All Non-Direct Stream Methods return their result data wrapped in a common Response XML envelope. This gives the invoking application an additional consistent way to interpret success or failure and retrieve the result data from the method, as well as detailed error information.

Response XML Envelope

```

<ServiceResponse
  ServiceName=""
  ServiceMethod=""
  RequestDate=""
  RequestId=""
  ApiStatusCode=""
  ApiLogRef=""
  Success=""
  ResponseDate=""
  ResultCode=""
  ResultInfo=""
  ResultInfoEx=""
  ReturnData=""
  ErrorCode=""
  ErrorInfo=""
  ErrorInfoEx=""
  ExternalKey=""
  ExternalInfo="" >
<ResponseData> varies by service method </ResponseData>
<ResponseTrace> error or debug stack trace </ResponseTrace>
</ServiceResponse>

```

Attribute	Type	Values	Sample	Description
ServiceName	String		Container	Name of the Service Class being invoked.
ServiceMethod	String		ContainerInfo	Name of the Method being invoked.
RequestDate	Date		2009-12-01T15:43:00	UTC Timestamp when the Request was received.
RequestId	String		12345	Unique generated GUID of the Request. Used for tracing and logging.
ApiStatusCode	String	S,F,X	S	S = success, F = fail, X = internal unexpected error.
ApiLogRef	String			Unique reference to any generated logs for the request.
Success	Bool	0,1	1	“True” or “1” indicates method success. “False” or “0” indicates failure.
ResponseDate	Date		2009-12-02T16:45:23	UTC Timestamp when the Response was completed.
ResultCode	Int		0	0 for success or result code on failure.
ResultInfo	String			Result info corresponding to the ResultCode
ResultInfoEx	String			Method specific extended result info
ReturnData	String		20092342423482348	Varies by method. Usually the internal Object Id of the related object.
ErrorCode	Int		0	0 for success or error code on failure
ErrorInfo	String			Error info corresponding to the ErrorCode
ErrorInfoEx	String			Extended error info if needed
ExternalKey	String			External key passed from the invoking application
ExternalInfo	String			External key passed from the invoking application