CONCORD**Fax**
Online. All the time.

Concord Fax

Getting Started with Web Services

Getting Started

You already know that you want to take advantage of Concord's Fax Services, but may be concerned about the complexity or effort in using web services. Concord Fax Web Services APIs are robust, secure and feature rich. But don't let this frighten you – they are easy to use as well. This brief document will help you get started. In just a few minutes you will be able to automate your application, send a fax, see the results of your sent fax, and also receive a fax.

Requirements:

Step 1:

The Concord's Developer Portal was specifically designed for users like you who are looking to integrate with Concord Fax. It provides one-on-one support from Concord's team of developers and architects. It offers high-level guidance and support and a best-practice framework. The portal also includes support documentation and sample code for ASP, JSP, C/C++, Java, VB, .NET, C# and PHP. It contains a vast library of simple-to-use utilities to facilitate rapid integration.

Step 2:

Obtain a Concord Account

Step 3:

Choose your interface. Concord Offers 5 interfaces to tie your applications in with Outbound Fax Delivery Services

- Fax Web Service Interface (chosen for this document)
- SMTP Interface
- Push Notification Interface
- Fax Assist (NO development required)
- FolderFax (NO development required)

Factors to consider when deciding which interface to use should include: simplicity, development availability and expertise, features, security, and more. Additional information on each interface and considerations when choosing can be found on the Concord Developer Portal.

Both FaxAssist and FolderFax are inbound and outbound utilities (respectively) that utilize the Concord's Web Services but have been completely developed and are ready to use. After an easy install, a few minutes of configuration and you can be sending and receiving faxes. For more information on these solutions please visit the developer portal by clicking the links provided.

Step 4:   Ensure Connectivity and Development Environment The FaxWS Interface requires HTTPS access through port 443. The URL for the web service is ttps://ws.concordfax.com/fax/v5/faxws.wsdl. As expected, a development environment that supports web services is required.

Ready, Set and Fax

Now that you are ready to begin your development, you will see just how simple it is to utilize Concord's extensive API suite. We have chosen to display the syntax of the examples in this document in C#. All of the examples provided, plus many more, are available on the Concord Developer Portal.

Send a Fax

Sending a fax is very simple, and a basic requirement of your application. When sending a fax, there are a few methods to choose from, some of which provide additional functionality. All methods to send a fax can be found on the Developer Portal under Outbound Fax Delivery. Below is a brief outline of these methods, and the functionality supported by each.

Method	Description
SendFax	The most commonly used method. Used to send 1 or more files to 1 or more recipients.
SendFaxEx	In addition to all the functionality offered in SendFax, includes: -Scheduling the delivery -Override default Cover Page setings -Override default notification settings -Identify each job with a customer provided ReferenceId
SimpleSendFax	Used to send a single Tiff file to a single recipient

As mentioned above, the most commonly used function is the SendFax method.

As you can see, it is very easy to submit a fax. You will need to include:

```C#
bool SendFax(
    string UserID,
    string strPIN,
    FaxJobRecipient [] Recipients,
    FaxJobFile [] FaxJobFiles,
    out FaxJobId [] FaxJobIds,
    out long TTFP,
    out WSError WSError
)
```

- Credentials for authentication (UserID, strPIN)

- The recipients (fax numbers)

- FaxJobFiles - The document (s) to be sent and in return you will receive:

  - FaxJobID(s) - 1 per recipient)
  - Estimated time until your job begins
  - Error details (if the submission failed)

To see what this would look like, review the code here.

Collect Status Information

Now that you've sent a fax we will look at collecting status information. Knowing the status of your faxes is clearly an important facet of your business process. As with sending faxes, collecting status information is again, a very simple process. There are a few methods to choose from depending on the information you are looking to collect.

Method	Description
GetFaxStatus	Most Commonly used method. Query the current 'general' status of 1 or more previously submitted fax jobs to find a "Success", "Pending", or "Failure" for each job.
GetRealTimeFaxStatus	Query a more detailed status of 1 or more previously submitted fax jobs. Example: In lieu of Pending would return "Dialing" or "Sending"
GetRealTimeFaxStatusEx	In addition to all functionality offered in GetRealTomeFaxStatus, includes: -Time of delivery (or completion if error) -Duration
GetRealTimeFaxStatusEx2	In addition to all functionality offered in GetRealTimeFaxStatusEx, includes: -Remote Fax CSID

As mentioned above, the most commonly used function is the GetFaxStatus method.

```C#
bool  GetFaxStatus(
      string UserID,
      string strPIN,
      FaxJobID []  FaxJobIds,
      out  FaxStatus []  FaxStatusList,
      out   WSError  WSError
)
```

To request status, you will need to include:

• Credentials for authentication

• FaxJobID(s)

Option: You can use the customer provided ReferenceId prefixed with 'JRI-' ('JRIReferenceId'), in lieu of the JobID (which is supported in the SendFaxEx method. If you choose this option, you must ensure the uniqueness of the ReferenceId while submitting the fax requests.

To see an example of GetFaxStatus review the sample code [here](#)

If your fax was not delivered, it is important for you to understand the reason it failed, so that you may take the best course of action. A full list of status codes and descriptions are available on the developer portal [here.](#)

In addition to Sending Faxes, you can also improve your processes and reduce costs for Receiving Faxes, by taking advantage of Concord's 'Never Busy Fax' inbound service. This service will allow you to eliminate costly infrastructure, and focus on your core business.

Receive a Fax

Concord makes receiving a fax and integrating it directly into your business process an easy task. All methods to receive a fax can be found on the Developer Portal under Inbound Fax Delivery.

Step 1: Retrieve the list of received faxes (each fax will have an item ID)

Step 2: Retrieve the items (faxes) per item ID

Step 3: Delete the faxes you have retrieved.

Inbound Fax Delivery »
Set of programming interfaces for managing inbound fax delivery
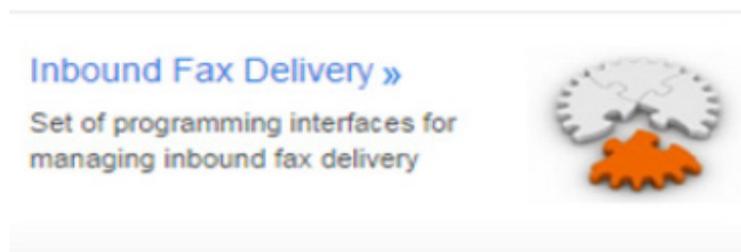
Method	Description
GetInboundList	Use this method to retrieve the list of received items (Item Identifiers). Provides flexibility when retrieving faxes. If desired, you can retrieve faxes based on a specific fax number, a date range, or a maximum number of faxes.
GetInboundByID	Use this method to retrieve items based on list of item IDs You can use this methos to retrieve multiple items.
RemoveInboundByID	Use this method to remove a fax from the server based on a messageID.

Concord also supports Enterprise Outbound To retrieve your fax or faxes, you will first need to request a list of items by providing your credentials for authentication, and the number of items you wish to be returned. The GetInboundItemRequest object also allows you to narrow your request by fax number, specific date and time strings, and more.

Then, you can receive your fax or faxes by providing the InboundItemIds provided from the previous method, along with your credentials. It is important to note that your faxes will not be deleted from the server after they are retrieved. To delete your faxes, you will need to call the RemoveInboundByID method passing in the list of ID's retrieved that you wish to remove.

Sample code is provided for these methods:

• GetInboundList

• GetInboundByID

• RemoveInboundByID

Account Management

The Account Management Automation API is a powerful inventory of API calls to support the automation of any account provisioning, billing, or traffic reporting task that you could imagine.

Using Account Management Automation to manage your own Concord account allows you to make changes in real time, and the information you receive in response to queries is the most recent information available. You have the ability to create or delete users, modify their permissions, manage your cover pages and administer your fax number inventory.

In addition the Account Management Automation also provides 2 flavors of reporting – Activity Reports and Call Detail Records.

Activity Reports:

Activity Reports are used to provide faxing detail about inbound and outbound fax delivery events. They are designed to act as a primary activity log. In addition the Account Management Automation also provides 2 flavors of reporting – Activity Reports and Call Detail Records.

Call Detail Records:

The Call Detail Record (CDR) is a monthly comprehensive report that provides details on all fax activity. The data is provided in CSV/XLS format which can be easily integrated into a workflow. It is the purpose of CDR to provide in a standard format, information about all fax delivery events that may have a billing impact on the customer.

The Concord Team is here for you

Now that you have begun to use the Concord Fax Web Services APIs, you see how easy it can be. Please take advantage of the Developer Portal – for it will certainly facilitate your development. And don't forget Concord is here to support you. So if you have questions, please feel free to contact our team of experienced developers and architects.

- Free support: Our support team is there to ensure you have everything you need to get your application up and running.

- Best Practice Guidance: Experienced developers will join you on a call to provide guidance on best practices to addess your integration needs.

- Access to Sample Code: Your choice of ASP, JSP, C/C++, Java, VB, .NET, C# and PHP.

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