Product Guide
eFax Enterpise API
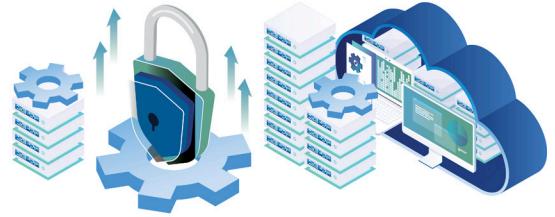
Version: 1.1
Author: Consensus Cloud Services
Date: 19/3/2019

Revision History

Version: 1.0
Date: March 12, 2019
Comments: First release version

Version: 1.1
Date: March 19, 2019
Comments: Second release version.
Documented temporary deactivation of the
Generate API Key function.

The eFax Enterprise API

Accelerate digital transformation, improve data interoperability, and streamline communications with the new eFax Enterprise RESTful Application Programming Interface (API).

Our highly scalable, standards-based API integrates easily with mission-critical applications in high-volume production fax environments, especially for highly regulated industries such as healthcare where compliance and security come first. It enables high volume faxing directly from customer applications, while also providing a unified faxing and billing environment that simplifies the fax administration process.

Based on the RESTful programming standard preferred by developers, the eFax Enterprise API integrates digital cloud fax with the customer's workflow applications such as CRM, ERP, and healthcare EMRs and EHRs.

eFax Enterprise API has three main components:

Component	Description
Fax API	• Send Faxes • Receive Faxes • List Recent faxes (sent/received) • List Faxes (sent/received) based on query parameters • Get information about a fax • Delete Faxes
Admin API (Future Release — Expected Q2 2019)	• Allows customers to create and manage (list, update, delete users) • View user lists and get information about users • Download Usage Reports – Daily, Weekly, Monthly, and past 12 months
Portal	A Secure Developer API Portal provides all needed documentation, specifications, and a test platform in one place.

Key Value Points

The API offers superb value for your organisation's faxing needs.

• The eFax Enterprise API streamlines healthcare communications by accessing digital cloud fax capability directly from within electronic healthcare applications, eliminating "swivel chair management" and reducing the need for printing documents before faxing.

• The eFax Enterprise API uses the RESTful standard for application development. Developers strongly prefer the REST (**RE**presentational **S**tate **T**ransfer) protocol because it simplifies the integration process compared with SOAP and XML (the older protocols that formed the basis of the original Developer API).

• The eFax Enterprise API presents a unified faxing and billing experience.
  o Customers using both the eFax Corporate and eFax Enterprise API services receive a single bill.
  o All eFax Corporate features and functionality are available to API users.
  o A single account can have a mix of fax-by-email and API users.

• A new secure, controlled-access API Portal for customers only.
  o Access controlled by required Customer Login with ID and Key.
  o Token-based authentication using the OAuth2 standard.
  o Provides access to all needed documentation, specifications, and a sandbox for testing.
  o Allows customers to view Account Settings.

• The eFax Enterprise API will soon include both Faxing and Provisioning capabilities. This will allow customers to create and manage users themselves. (Provisioning release expected Q2 2019.)

• The complete network redundancy offered by our four heavy colocation sites supports the eFax® Enterprise API, load-balancing traffic across all sites to manage performance and reliability. Even if two sites were to fail simultaneously, which is highly unlikely, the remaining sites can share the load with no discernable degradation in performance. (Refer to the eFax White Paper on Reliability for more details.)

eFax Enterprise API - Use Cases

Typical use cases in the Healthcare, Accounting, and Service Organisation professions include the following:

• My hospital sends large numbers of medical orders to third-party healthcare providers. By integrating faxing directly with our Electronic Health Record (EHR) system, the API streamlines the fax workflow to manage the volume. We no longer have to print and manually fax the documents.

• We are a large service organisation that sends and receives faxes daily for placing orders with suppliers and responding to customer requests that come in by fax. Where we used to receive two separate bills for eFax and Developer. The eFax Enterprise API provides a unified environment for faxing and billing, simplifying the administration process.

• My department processes insurance claims, approvals, denials, and appeals for healthcare customers. We process thousands of faxes per day. The eFax Enterprise API integrates Inbound faxes with our workflow applications, automatically routing faxes to the correct folders, saving us countless hours of manual fax distribution.

• I am a human resources manager at a large accounting firm that provides eFax accounts to employees. The eFax Enterprise API streamlines the onboarding process for new hires by directly provisioning eFax accounts without adding extra tasks for administrators. (Provisioning release expected Q2 2019.)

Tour the eFax Enterprise API Web Portal

The secure eFax® Enterprise Developer Portal provides all needed documentation, specifications, and a test platform in one place.

The Portal contains three main sections:
- Getting Started
- API Specifications/Sandbox
- Settings

Getting Started

The Getting Started section allows you to understand the essential characteristics of the eFax Enterprise API, including:

- Obtaining Authentication Credentials (tokens expire after 24 hours)
- Understanding the API Nomenclature and Endpoints
- View the API Specifications
- Understanding allowable message sizes and payload limits
- Understanding supported file types
- Viewing applicable transmission error codes
- Troubleshooting your instance of the API
- Generating a new API Key
- Importing a Postman Collection of the API to exercise the API and monitor system responses
- Send feedback to the API team or contact us for assistance

API Specifications Page

The API Specifications page lists all of the end-points and calls available in the API, with all needed request parameters, return values, and possible error codes.

Each method allows you to send a test request using a variety of different code types. In addition, you can also generate the necessary bearer tokens needed to authenticate your use of the API.

Settings

The Settings page in the eFax Enterprise API portal is where key account information is stored for viewing. You also use this page to generate new API Keys when needed (API Keys are an important part of establishing and maintaining authorization access to the API).

IMPORTANT!
At this time, you must contact Sales Engineering to create/reset your API Key. Click the Generate button for details.

eFax Enterprise API - Feature Matrix

	Included in eFax Enterprise API?
Environment/Setup	
Redundant inbound facilities	Yes
Redundant outbound facilities	Yes
Scalable API service	Yes
Authentication	
OAuth2	Yes
Inbound	
Call to retrieve/download a fax	Yes
Call to retrieve list of faxes	Yes
Call to retrieve list of most recent faxes	Yes
Call to retrieve metadata for a specific fax	Yes
Delete fax	Yes
Search for a fax	Yes
Auto inbound post to URL	Q2 2019
Barcode scanning	Future Release
Page splitting	Future Release
Outbound	
Submit Outbound fax to single destination	Yes
Submit Outbound fax to multiple destinations	Yes
Retrieve Outbound status	Yes
Pass transmission ID	Yes
Set fax quality (standard or fine mode)	Yes
Set disposition email	Yes
Set recipient name	Yes
Set recipient company	Yes
Set recipient fax number	Yes
Base 64 encoded fax content	Yes
Custom retry scheme per DID (fax number)	Yes
Include cover page	Yes
Include cover page details	Yes
Include custom customer data for tracking	Yes
Outbound disposition auto post to URL	Future Release
Dynamic fax headers	Future Release
Self-busy (enable or disable)	Future Release
Set disposition level (error, success, both, none)	Future Release
Set disposition URL	Future Release
Provisioning	
Create a user	Q2 2019
Edit a user	Q2 2019
Delete a user	Q2 2019
List users	Q2 2019
Get details on a specific user	Q2 2019
Download reports	Q2 2019
Invoicing and Reporting	
API usage part of single eFax invoice	Q2 2019

About eFax

eFax launched its digital cloud fax service with the goal of using the convenience of email and the speed of the internet to make it easier for people to send and receive faxes. eFax lets users and our 11 million customers receive, review, edit, sign, send and store faxes by email or through a web interface. Our appeal and success are built around three key features: the widest selection of phone numbers; an easy way to send and receive faxes and voicemail by email; and a fast, reliable and secure communications network.

To learn more about outsourcing to a digital cloud fax model with eFax, visit us at: eFaxCorporate.com

European Headquarters

eFax
European Headquarters
Unit 3, Woodford Business Park
Santry, Dublin 17, Ireland

Contact Sales:
UK 0800 689 0588
Rest of Europe +353 (1) 656 4950

Web:
eFaxCorporate.com

Follow Us