eFax Developer Product Overview

eFax Developer is an XML-based fax service that offers a secure, cost-effective and robust solution for businesses with high-volume fax environments. With the eFax Developer API, businesses can enjoy the benefits of an in-house faxing system without incurring the associated labor or expense.

To send a fax, your application can perform an HTTPS post via XML, which includes the fax number and file(s) to be faxed. eFax Developer quickly acknowledges and delivers the fax request. Upon completion, the service posts back the fax results including the transmission identifier, fax number, date/time of completion, fax status, recipient CSID, duration, number of pages, and number of retries. The status of any particular transaction can be queried at any time.

eFax Developer supports file formats such as Microsoft Word/Excel, Adobe PDF, Plain Text, HTML, and TIF Image files. For receiving faxes, eFax Developer provides a toll-free, local, or international number, and upon receipt of a fax, it will be delivered as a PDF or TIF via HTTPS, along with important wrapper information.

Applications can also add bar-coding to their eFax Developer service for more automation. With the barcode creator provided by eFax Developer, barcodes can easily be added to faxes. Upon receipt, eFax Developer scans the barcode image, captures the data from within the barcode, and quickly delivers it back to businesses via XML post.

Lastly, our clients can view, retrieve, and resend faxes via eFax Developer's secure online fax storage site. Comprehensive usage reports can also be generated through the online administrative interface.

Pain points eFax Developer Solves for our Clients

- *API performance*
- *System reliability*
- *Complex and lengthy development*
- *Barcode support*
- *Storage options*
- *Development support*
- *Moving off POTS lines*

Key eFax Developer Features and Capabilities

eFax Developer is a cloud-based API that enables secure and efficient digital fax workflows within your application. It offers real-time fax send and receive notifications, advanced security features, and easy implementation and administration. You can easily integrate eFax Developer with ERP/CRM systems and electronic medical record systems. eFax Developer also supports barcode reading for optimized workflow and enhanced compliance. The wrapper data includes all the essential fax details such as date/time of receipt, file type, number of pages, and fax status.

As a native cloud fax solution, eFax Developer requires no servers. eFax Developer API is an outsourced solution requiring no dedicated faxing hardware. Features include:

- eFax Developer, part of Consensus®, Inc. takes advantage of an enterprise grade, worldwide, redundant faxing and transport infrastructure.

- File transmission through a secure HTTPS POST protocol.

- Tier III and Tier IV centers with SSAE16 or SOC2 to protect your faxes 24/7/365.

- Real-time fax send and receive notifications.

- Admin feature to manage and monitor all fax traffic, configurations, and reports.

- Unparalleled reliability and geographically redundant Tier III and Tier IV Colocations.

- Barcode support for receiving faxes and support for creating barcodes.

- Our off-the-shelf Java and .NET/COM Object SDKs greatly simplify the development and implementation effort required to get you up and running with application faxing. The intuitive administration site lets your staff easily manage accounts, view detailed audit reports and query metadata about fax delivery status.

- Option to enforce enhanced TLS 1.2 encryption, which will help your organization stay on the right side of federal regulations such as HIPAA and GLBA.

- The XML wrapper for your inbound documents has many optional values you can use to optimize fax workflows, the most common of which is barcode reading, and supporting barcode symbologies, including Code 39 and DataMatrix. Wrapper data includes:

  - Date/time of fax receipt
  - File type (PDF or TIF)
  - Number of Pages
  - CSID (Caller ID)
  - ANI
  - Fax Status
  - MCFID (eFax's id for the fax)

  - Number of barcodes scanned (if applicable)
  - Barcode value (if applicable)
  - Barcode sequence (if applicable)
  - Barcode scan direction (if applicable)
  - Barcode symbology (if applicable)
  - Barcode page number (if applicable)
  - Barcode coordinates on page (if applicable)

Benefits

- Eliminate fax infrastructure and IT overhead that goes with it
- Easily integrate with off-the-shelf Java and .NET/COM Object SDKs
- Enhance compliance with HIPAA, GLBA, and related regulations

Supported by eFax Corporate, the World's 1# Cloud Fax Service

eFax Developer, part of the Consensus portfolio of products, supports the secure transmission of millions of faxes every day for businesses in the most heavily regulated industries, such as healthcare, finance, and legal. The robust eFax Corporate network is the result of millions of dollars of continued investment in infrastructure around the world, allowing eFax Developer to deliver:

Competitive Review

Feature	eFax Developer	EtherFax	RightFax
Cloud native services	Yes	Hybrid, Cloud	Hybrid
Unlimited porting capacity	Yes	Yes	No (varies)
Fax storage included	Yes	No	No
Barcode support	Yes	No	Yes
Encrypted storage	Yes	No	Yes

Typical KPIs Addressed

- 99.9% uptime so you can keep working with no outages
- Zero wait time to send out faxes as there is no need to queue
- Fax completion rates
- Speedy onboarding for minimal business disruption
- Reporting capabilities
- Meets important Compliance requirements

Q&A

How are faxes secured?
All faxes are transmitted securely using SSL encryption and include user authentication and optional IP restriction to comply with important security and privacy regulations like GLB and HIPAA.

How long does it take to send a fax?
A typical request takes less than 2 minutes to complete. We'll dial the fax number within 30-90 seconds, and the fax itself takes about 30-45 seconds per page to transmit. You'll receive status information within 15 seconds after the fax completes.

Does the system retry busy signals?
Yes, we use a dynamic retry process that can retry up to 5 times for busy signals with increasing delays between each retry. For "human answered" errors, we'll only attempt one retry. Our retry process can also be tailored to meet your needs.

Can existing numbers be ported?
Yes, we can easily port most numbers.

Your Consensus team is available for an integration consultation

Managing an entire system infrastructure and its integration needs can be complicated, time-consuming, and labor-intensive. With ever-changing objectives, new standards, protocols, and demand for meaningful data exchange, the IT environment has become more challenging than ever, especially for organizations with limited staff.

Our team of experts has extensive technology and industry knowledge, and proven experience working with vendors and third-party systems. To schedule a consultation or learn more, contact us at **amit.sharma@consensus.com**.

About consensus
Cloud Solutions

Consensus Cloud Solutions, Inc. (NASDAQ: CCSI) is the world's largest digital fax provider and a trusted global source for the transformation, enhancement and secure exchange of digital information. We leverage our 25-year history of success by providing advanced data transformation solutions for regulated industries such as healthcare, finance, legal, insurance, real estate and manufacturing, as well as technology for the state and federal government. Our solutions consist of cloud faxing; digital signature; interoperability; intelligent data extraction using natural language processing and artificial intelligence; robotic process automation; and workflow enhancement. For healthcare providers, we also offer a powerful integration platform that connects Consensus' products to EHR solutions, legacy systems, and other cloud applications.   Our solutions can be combined with managed services for optimal outcomes. For more information about Consensus, visit **consensus.com** and follow **@ConsensusCS** on Twitter to learn more.

API Documentation

The complete eFax Developer API specification, SDK, code samples, and technical resources can be found here:

https://enterprise.efax.com/online-fax-services/efax-developer-org

For more information, contact:

Tony Lambert

Global Partnerships & Alliances Manager

+1-317-504-0421

tony.lambert@consensus.com