
Integrating Siebel CRM with FAXCOM Server

Integrating the FAXCOM Server application with Siebel CRM systems is achieved through development tools provided by Siebel. A request to send a fax containing documents that originate from the Siebel environment is transmitted through Siebel's SMTP gateway. The SMTP mail message is sent to the FAXCOM SMTP Fax Queue, with the fax number and other fax recipient details contained in the address string of the message.

When the FAXCOM Queue receives the message, the fax delivery instructions and attachments are extracted from the message and queued for fax delivery by the FAXCOM Server.

Status on the success or failure of a fax delivery is also returned via SMTP. The FAXCOM Queue creates a message containing information that includes the fax job ID, number of pages successfully transmitted, the fax phone number and the date and time that the call was completed. The messages noting fax transmission results are often delivered to separate email addresses for successful and failed fax transmissions.

The Siebel CRM system can retrieve these status messages through Siebel's SMTP gateway and process them by mailbox. Many organizations perform exception processing on failed faxes only. Thus, a fax is assumed to have been delivered by the sender unless the sender is specifically notified of a failed delivery.

If more information than success or failure is required, then information must be extracted from the body of the SMTP message containing the status information. In this case, Siebel tools can be used to extract the information and deposit it into specific database tables that are managed within the Siebel CRM environment.

Configuring Siebel to work with FAXCOM is easily accomplished by a Siebel-trained professional. Performing the integration is a matter of configuration, not software programming. There is no special software connector that needs to be installed.

