

Inbound Fax Status Reporting Improvement – Guide to Dev Team

EPIC: FRD-23934: Inbound Fax Status Reporting - User Consumption ^{IN PROGRESS}

The Problem Statement

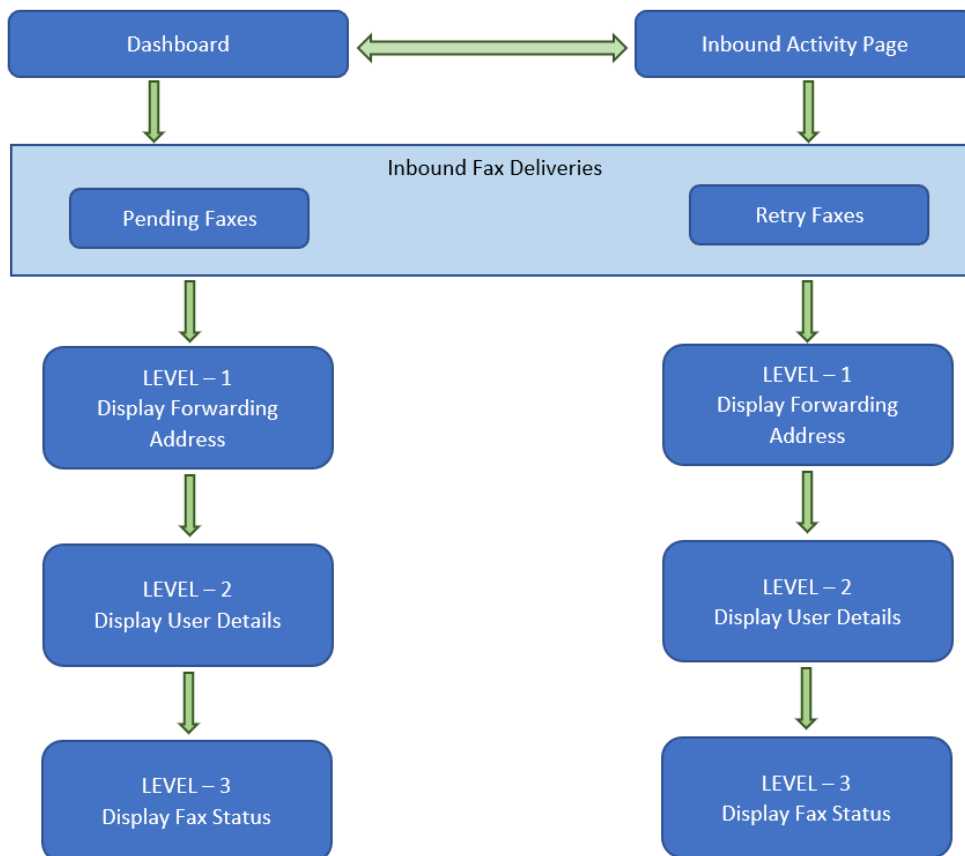
As a User sending faxes day in and day out, I need following answers

- Am I receiving all my faxes?
- Why hasn't this fax/these fax been delivered to me yet? My customers says that it was sent some time ago.
- Why didn't you let me know that you were unable to deliver anything to my (down) server?
- I just resubmitted this fax for forwarding again. Was it delivered?

Ideate

- Easier visibility into outstanding message delivery actions.
- Better organization of message events to the delivery actions that caused them.
- Easier calculation and storage of delivery statistics, such as Time to First Forward.
- Improved customer self-management and monitoring.

Crafting Solution

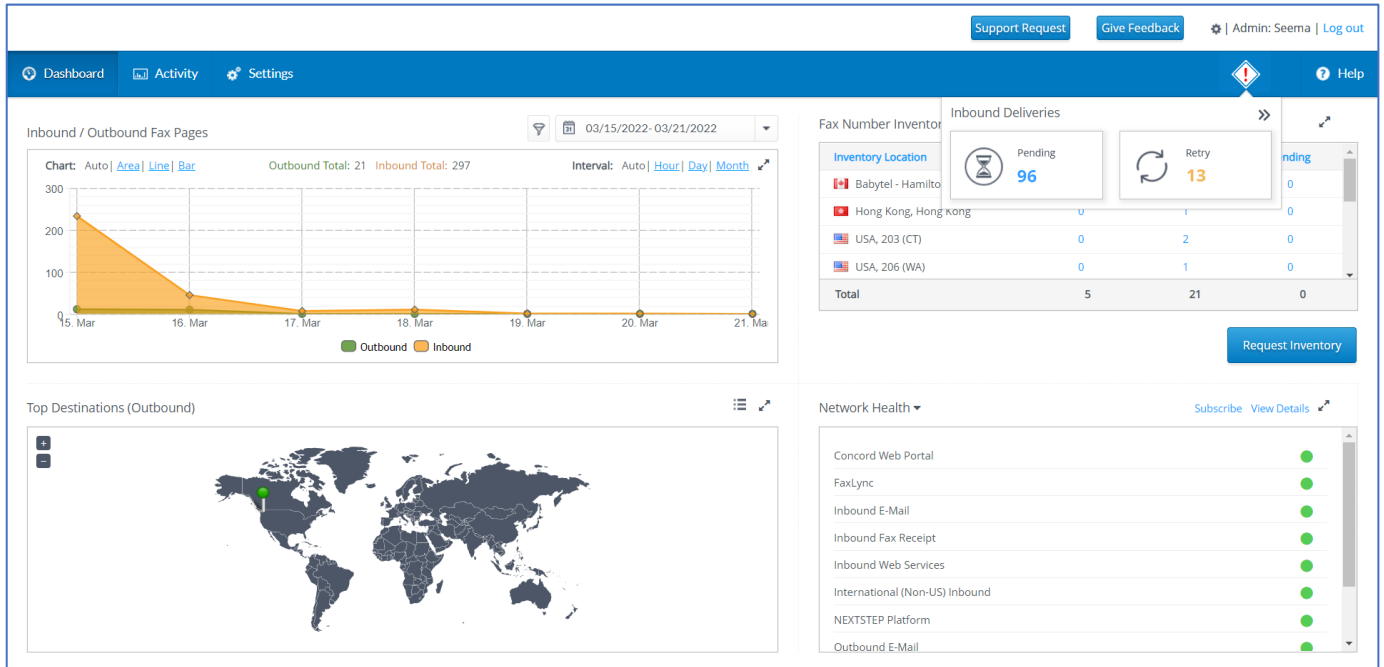


Mock-ups with Description

1st - Dashboard

1. The Alert icon will be displayed if either of the following criteria is met:

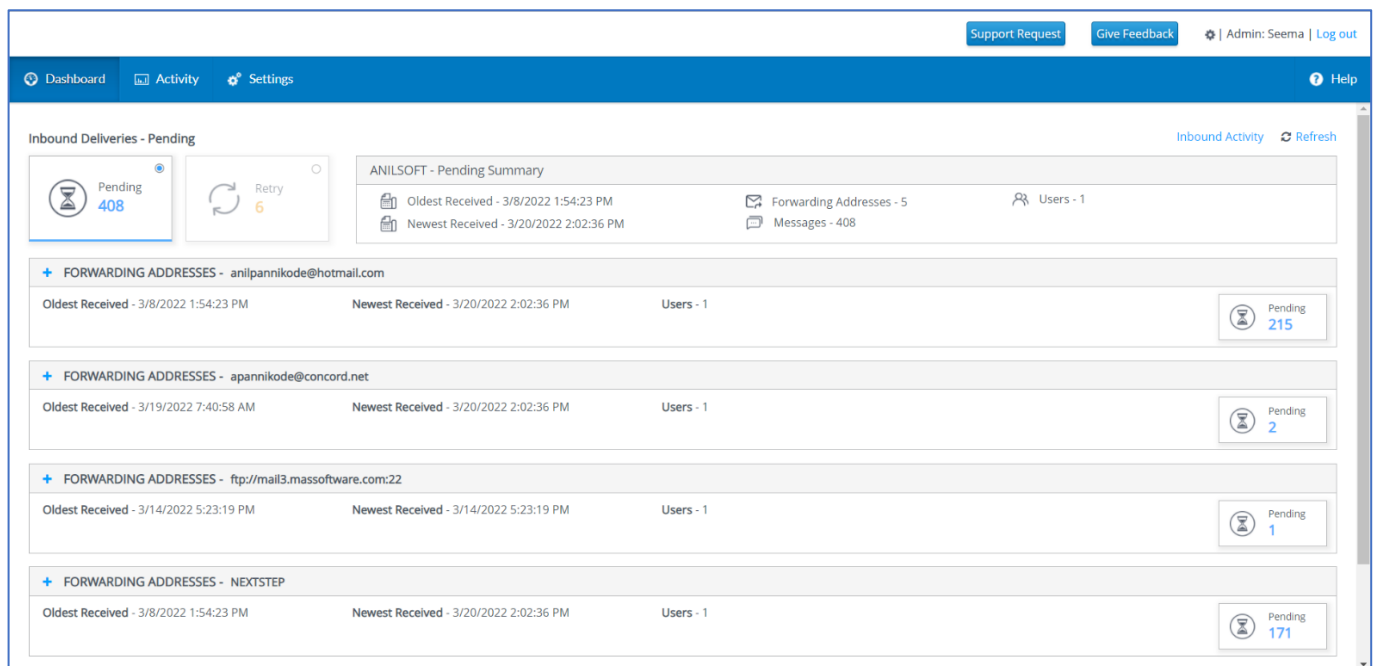
- a. Retry Count > 0
 - b. There are Pending messages older than **15** minutes
2. The view displayed would be based on the criteria that caused the alert icon to be shown:
 - a. If Pending age met the criteria – show Pending view
 - b. If Retry count met the criteria – show the Retry view
 - c. If both criteria were met – default to Pending view



2nd - Inbound Deliveries - LEVEL 1

Behavioural Differences

1. If the user comes to the Inbound Deliveries page from the Dashboard and they click on the Inbound Activity hyperlink – the Inbound Activity page should be displayed as a new page



If the user comes to the Inbound Deliveries page from the Inbound Activity page and they click on the Inbound Activity hyperlink – the Inbound Activity page should be displayed with the **same content** that was

displayed before they came to the Inbound Deliveries page. So the behaviour would be as if they clicked a "back" button

Support RequestGive FeedbackAdmin: Narendra Jain | Log out

Dashboard

Activity

Settings

Help

03/02/2022 - 03/02/2022

No Filter

Search

Exact Match

Partial: No Filter

Status: Success

Search

Inbound Activity

Inbound Deliveries

enable auto-refresh

Fax Number	Caller	Page(s)	Date & Time	Message ID
Click search to load activity.				
Go to page: 1 Row count: 10				

Support Request

Give Feedback

Admin: Seema | Log out

Dashboard

Activity

Settings

Help

Inbound Deliveries - Pending

Pending 408

Retry 6

ANILSOFT - Pending Summary

Oldest Received - 3/8/2022 1:54:23 PM

Newest Received - 3/20/2022 2:02:36 PM

Forwarding Addresses - 5

Messages - 408

Users - 1

+

FORWARDING ADDRESSES - anilpannikode@hotmail.com

Oldest Received - 3/8/2022 1:54:23 PM

Newest Received - 3/20/2022 2:02:36 PM

Users - 1

Pending 215

+

FORWARDING ADDRESSES - apannikode@concord.net

Oldest Received - 3/19/2022 7:40:58 AM

Newest Received - 3/20/2022 2:02:36 PM

Users - 1

Pending 2

+

FORWARDING ADDRESSES - ftp://mail3.masssoftware.com:22

Oldest Received - 3/14/2022 5:23:19 PM

Newest Received - 3/14/2022 5:23:19 PM

Users - 1

Pending 1

+

FORWARDING ADDRESSES - NEXTSTEP

Oldest Received - 3/8/2022 1:54:23 PM

Newest Received - 3/20/2022 2:02:36 PM

Users - 1

Pending 171

3rd - Inbound Deliveries - LEVEL 2

1. Inbound Deliveries - Pending
 - a. Pending Summary is displayed
 - b. Retry tile is subtle

Support RequestGive FeedbackAdmin: Seema | Log out

DashboardActivitySettingsHelp

Inbound Deliveries - Pending

Pending408

Retry6

ANILSOFT - Pending Summary

Oldest Received - 3/8/2022 1:54:23 PM

Newest Received - 3/20/2022 2:02:36 PM

Forwarding Addresses - 5

Messages - 408

Users - 1

FORWARDING ADDRESSES - anilpannikode@hotmail.com

Oldest Received - 3/8/2022 1:54:23 PM

Newest Received - 3/20/2022 2:02:36 PM

Users - 1

Pending215

+ User

Messages

Oldest Received

Newest Received

a pannikode

215

3/8/2022 1:54:23 PM

3/20/2022 2:02:36 PM

FORWARDING ADDRESSES - apannikode@concord.net

Oldest Received - 3/19/2022 7:40:58 AM

Newest Received - 3/20/2022 2:02:36 PM

Users - 1

Pending2

FORWARDING ADDRESSES - ftp://mail3.masssoftware.com:22

Oldest Received - 3/14/2022 5:23:19 PM

Newest Received - 3/14/2022 5:23:19 PM

Users - 1

Pending1

FORWARDING ADDRESSES - NEXTSTEP

3rd - Inbound Deliveries - LEVEL 3

Inbound Deliveries - PENDING

concordtax.atlassian.netSupport RequestGive FeedbackAdmin: Seema | Log out

DashboardActivitySettingsHelp

Inbound Deliveries - Pending

Pending408

Retry6

ANILSOFT - Pending Summary

Oldest Received - 3/8/2022 1:54:23 PM

Newest Received - 3/20/2022 2:02:36 PM

Forwarding Addresses - 5

Messages - 408

Users - 1

FORWARDING ADDRESSES - anilpannikode@hotmail.com

Oldest Received - 3/8/2022 1:54:23 PM

Newest Received - 3/20/2022 2:02:36 PM

Users - 1

Pending215

+ User

Messages

Oldest Received

Newest Received

a pannikode

215

3/8/2022 1:54:23 PM

3/20/2022 2:02:36 PM

ServerMessageId

Event Description

Received Date

State

ct12065772912-20220308105419031-981-31

3/8/2022 1:54:26 PM

Pending

ct12065772912-20220308105932032-981-32

3/8/2022 1:59:38 PM

Pending

ct12065772912-20220308150005033-981-33

3/8/2022 6:00:18 PM

Pending

ct12065772912-20220308150901034-981-34

3/8/2022 6:09:10 PM

Pending

ct12065772912-20220308151323035-981-35

3/8/2022 6:13:33 PM

Pending

<<<12...4243>>>

Go to page:1

Row count:5


Showing 1-5 of 215

Inbound Deliveries – RETRY


The retry tile, once selected, would show simar levels of information as depicted below.

Inbound Deliveries - Retry

[Inbound Activity](#) [Refresh](#)





Pending
408





Retry
6


ANILSOFT - Retry Summary


 Oldest Received - 3/10/2022 3:48:20 AM

 Newest Received - 3/15/2022 12:38:29 PM

 Latest Attempt - 3/15/2022 12:42:55 PM

 Forwarding Addresses - 2

 Messages - 6

 Users - 1

FORWARDING ADDRESSES - ftp://mail3.masssoftware.com:22


Oldest Received - 3/14/2022 5:26:09 PM

Newest Received - 3/15/2022 12:38:29 PM

Latest Attempt - 3/15/2022 12:42:55 PM

Users - 1

Last Error - Unable to Authenticate to sftp server.



Retry
5

FORWARDING ADDRESSES - https://lognotification.dev3.com/api/notification/SimplePost


Oldest Received - 3/10/2022 3:48:20 AM

Newest Received - 3/10/2022 3:48:20 AM

Latest Attempt - 3/10/2022 5:22:46 AM

Users - 1


Last Error - "ChilkatLog: SynchronousRequest: DllDate: Jul 24 2019 ChilkatVersion: 9.5.0.79 UnlockPrefix: CNCFAX.CBX082022 Architecture: Little Endian; 32-bit Language: Visual C++ 10.0 (32-bit) VerboseLogging: 0 domain: lognotification.dev3.com port: 443 ssl: True httpRequest: httpVersion: 1.1 verb: POST path: /api/notification/SimplePost contentType: multipart/form-data charset: windows-1252 sendCharset: 0 mimeType: requestParams: requestItem: name: AuthUser value: --requestItem requestItem: name: AuthPassword...




Retry
1

Inbound Deliveries - Retry

[Inbound Activity](#) [Refresh](#)





Pending
408





Retry
6


ANILSOFT - Retry Summary


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FORWARDING ADDRESSES - ftp://mail3.masssoftware.com:22


Oldest Received - 3/14/2022 5:26:09 PM

Newest Received - 3/15/2022 12:38:29 PM

Latest Attempt - 3/15/2022 12:42:55 PM

Users - 1

Last Error - Unable to Authenticate to sftp server.



Retry
5

User	Messages	Attempts	Oldest Received	Newest Received	Latest Attempt
a pannikode	5	0	3/14/2022 5:26:09 PM	3/15/2022 12:38:29 PM	1/1/0001 3:00:00 AM

FORWARDING ADDRESSES - https://lognotification.dev3.com/api/notification/SimplePost


Oldest Received - 3/10/2022 3:48:20 AM

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Latest Attempt - 3/10/2022 5:22:46 AM

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Retry
1

Inbound Deliveries - Retry

[Inbound Activity](#) [Refresh](#)





Pending
408





Retry
6


ANILSOFT - Retry Summary


 Oldest Received - 3/10/2022 3:48:20 AM

 Newest Received - 3/15/2022 12:38:29 PM

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FORWARDING ADDRESSES - ftp://mail3.masssoftware.com:22


Oldest Received - 3/14/2022 5:26:09 PM

Newest Received - 3/15/2022 12:38:29 PM

Latest Attempt - 3/15/2022 12:42:55 PM

Users - 1

Last Error - Unable to Authenticate to sftp server.



Retry
5

User	Messages	Attempts	Oldest Received	Newest Received	Latest Attempt
a pannikode	5	0	3/14/2022 5:26:09 PM	3/15/2022 12:38:29 PM	1/1/0001 3:00:00 AM

ServerMessageId	Error Reason	Event Description	Received Date	Last Failed Date
ct12065772912-20220315093808019-971-1	CloudFax Forwarding	Unable to Authenticate to sftp server.	3/15/2022 12:42:55 PM	3/15/2022 12:42:55 PM
ct12065772912-20220315021912018-971-1	CloudFax Forwarding	Unable to Authenticate to sftp server.	3/15/2022 12:38:17 PM	3/15/2022 12:38:17 PM
ct12065772912-20220315021839017-971-1	CloudFax Forwarding	Unable to Authenticate to sftp server.	3/15/2022 12:37:48 PM	3/15/2022 12:37:48 PM
ct12065772912-20220314145815016-971-1	CloudFax Forwarding	Unable to Authenticate to sftp server.	3/15/2022 12:18:14 PM	3/15/2022 12:18:14 PM
ct12065772912-20220314142548015-971-1	CloudFax Forwarding	Unable to Authenticate to sftp server.	3/15/2022 11:45:27 AM	3/15/2022 11:45:27 AM

<<

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Go to page:

Row count:

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