



send word now®  
EVERY MESSAGE COUNTS®

## WEB SERVICES API

The Send Word Now® Web Services API allows third-party applications to **automate** and **integrate** Send Word Now functionality.

Send Word Now's Web Services use the XML and SOAP standards and are based on an open service platform that supports easy integration with existing customer applications without the need to change existing business processes.

### Group/Contact Management Web Service API

The GCM Web Services API allows you to automatically add, update, or delete data stored in the Send Word Now database from your organization's database.

### Alerting Web Service API

The Alerting Web Services API allows you to trigger alerts automatically from your organization's existing business applications based on defined conditions or thresholds.

# GROUP CONTACT MANAGEMENT WEB SERVICES API

Using the GCM API, your application, in the role of Web Service Client, will send data maintenance requests to our service via authenticated, 128-bit encrypted SOAP messages. The GCM Web Service, acting as the Server, will execute the requested transactions and return a response indicating the operation's success or failure.

Your GCM Web Service Client can be configured to maintain your Send Word Now contact data in a fashion consistent with your requirements and the dictates of your internal data management systems and practices.

## Group/Contact Management Web Service Allows Your Application to:

- Create, update, and delete groups
- Retrieve group summary information
- Retrieve group membership lists
- Retrieve contact information
- Create, update, or delete contacts
- Add contacts to a group
- Remove contacts from a group
- Determine whether a contact exists in the account
- Determine whether a contact exists in a group
- Synchronize data at configurable time intervals

# ALERTING WEB SERVICES API

When utilizing the Alerting API, contact data is stored and maintained on your organization's system. The user simply accesses an interface on their own organization's system to send the message, and Send Word Now delivers it using the data stored in the customer's own data repository. In this way, the customer takes advantage of Send Word Now's robust, high-speed messaging platform, while using their institution's existing internal business applications.

## Alerting Web Service Allows Your Application to:

- Send a notification
- Get overall notification results
- Get notification results for specific recipients of current notification
- Get notification results for all notifications associated with a specific recipient, both current and historical
- Use many standard features such as Get Word Back and on-demand conference bridging



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