

# Nexiwave Email Gateway Service - Realtime Blacklist Check Function

V 1.2

Nexiwave Email Gateway Realtime Blacklist feature is a simple HTTP/S based integration method. Nexiwave customers can integrate with this feature to easily control whether a Voicemail-to-text task should be processed by Nexiwave. This check is performed using a pre-shared HTTP/S URL (WebHook).

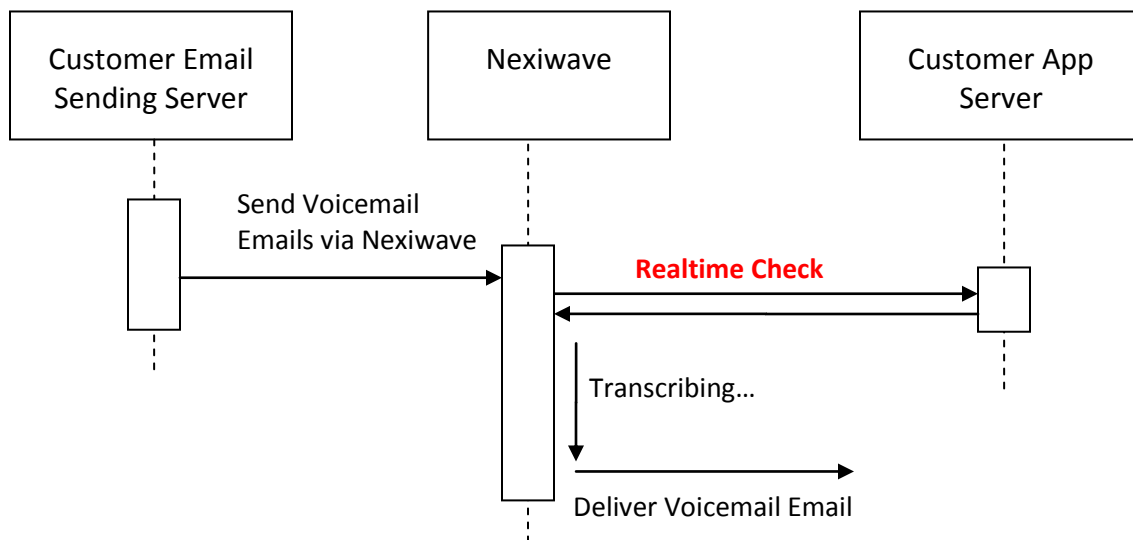
## 1. Preparation

Currently, a base WebHook URL must be provided to Nexiwave. Nexiwave staff will manually configure this URL into Nexiwave system. A sample WebHook URL can be:

<https://api.customer.com/nexiwave/realtime-check?preauth=shared-passwd>

**Note:** The example URL contains a simple pre-shared-passwd security measure. The base WebHook URL, however, can be of any valid HTTP/S URL. It is up to the customer to decide whether to embed some simple security measure in the URL.

## 2. CallFlow



When Nexiwave receives an email for the customer, Nexiwave will construct a realtime check URL with these additional parameters:

Value	Type	Description
fromAddr	String	The URL encoded "from" email address
toAddr	String	The URL encoded "to" email address
monthlyMsgCountByFrom	Integer	Monthly message count used by the "From" address
monthlyMsgCountByTo	Integer	Monthly message count used by this "To" address
accountingValue	String	Accounting value if any supported by Nexiwave for the account.

An example URL:

```
https://api.customer.com/nexiwave/realtime-check?preauth=shared-  
passwd&fromAddr=vm@customer.com&toAddr=john.doe@gmail.com&monthlyMsgCountByF  
rom=800&monthlyMsgCountByTo=5
```

Nexiwave expects one of these string values to be returned from the URL:

Value	Description
<b>Process</b>	The happy path. Nexiwave should go ahead and proceed normally.
<b>RelayOnly</b>	No voicemail-to-text function should be performed. Nexiwave should just relay the email to its original recipients;
<b>Drop</b>	Nexiwave should ignore this voicemail message. This voicemail message will be deleted in Nexiwave server.

### 3. Notes:

#### 3.1 Multi-recipient

In the case of multiple recipients, the toAddr field will have composite value.

Example, if a voicemail email is instructed to transcribe and send to user1@customer.com and user2@customer.com, and cc to user3@gmail.com, the toAddr query field will have this value:

```
to=user1@customer.com;to=user2@customer.com;cc=user3@gmail.com
```

## 3.2 Failure Handling

In the case of service failures while invoking the URL, such as timeouts, the default result of "Process" will be used.

## 3.3 Caching

To improve performance, Nexiwave caches the happy path result ("Process") for each fromAddr and toAddr combination for up to five (5) minutes.

## 3.4 Security Considerations

Besides the pre-shared-key method demonstrated by the example URL, this feature can also be secured with Nexiwave's existing security measures, such as IP whitelisting and strong two-way SSL security. Please refer the latest Nexiwave API guide (<http://nexiwave.com/static/api/Nexiwave.Speech.Indexing.SaaS.api.pdf>) and contact Nexiwave for setup.