



Splynx Integration Guide

Version History

| Version | Description | Date |
|---------|---|-----------|
| 0.1 | Initial draft | 19-Jun-24 |
| 0.2 | Internal review and published | 20-Jun-24 |
| 0.3 | Updated references to Splynx API Key and Secret | 24-Jun-24 |
| 0.4 | Added Splynx fields details | 15-Aug-24 |
| 0.5 | Updated Implications Email image | 01-Sep-24 |
| 0.6 | Added specific field format details | 05-Sep-24 |

Glossary

| Term | Description |
|----------------|--|
| RCP | A retail communications provider that sells IAS or NBICS to residential customers |
| SureSwitch RCP | An RCP that makes use of SureSwitch as their managed access solution |
| Subscriber | An end-user consumer of broadband or telephony services. |
| IAS | Internet Access Service |
| NBICS | Number Based Interpersonal Communications Service Telephone Number |
| Switch | The process of one RCP taking over the provision of services for a subscriber, from another RCP |
| Event | Events are requests carried out by a Gaining RCP. These could be Match, Order, Update, Trigger, or Cancel |
| Gaining RCP | The RCP that is gaining a subscriber from another provider in a switch |
| Losing RCP | The RCP that is losing a subscriber in a switch |
| Implications | <p>Consequences for the customer switching from their provider. They could incur a charge for early exit of a contract, may lose other services, etc. These implications are sent by the Losing RCP on receipt of a match request.</p> <p>The method and date of the implications being sent is provided to the Gaining RCP during match confirmation.</p> |
| Match | The process of one RCP asking another RCP if the details provided to them by a prospective subscriber match details they already hold |
| Order | When a match has been confirmed, and the subscriber agrees to switch, the Gaining RCP submits an Order to the Losing RCP to proceed with a switch on a Planned Switch Date |
| Update | A request from the Gaining RCP to the Losing RCP to change the Planned Switch Date |
| Trigger | After the Switch has been processed and new service started by the Gaining RCP, a Trigger is sent to the Losing RCP to disconnect services and cease billing |
| Cancel | Cancel event instruction can be sent by the Gaining RCP, instructing the Losing RCP that the subscriber no longer wishes to switch. This is possible at any point from the initial Match being confirmed, up until a trigger is |

| | |
|--------------------------------|--|
| | confirmed as received. After a Trigger has been confirmed as received, a cancellation cannot be carried out |
| {Event} Request | A Request submitted by the Gaining RCP to the Losing RCP. This could be a Match, Order, Update, Trigger, or Cancel Request |
| {Event} Confirmation | A Response, sent by a Losing RCP to a Gaining RCP, following a Request. Confirmation indicates the request has been successful |
| {Event} Failure | A Response, sent by a Losing RCP to a Gaining RCP, following a Request. Failure indicates the request has been unsuccessful. A reason for failure will be returned in the response |
| Switch Order Reference | Provided by the Losing RCP to the Gaining RCP with a Match Confirmation or Alternative Match Confirmation |
| Alternative Match Confirmation | <p>Provided to a Gaining RCP, by a Losing RCP, when a match has been requested and either fully or partially confirmed, and alternatives to the requested match are possible.</p> <p>For example, a Gaining RCP may request the cease of Broadband and Telephony. The Losing RCP will confirm this as a Match Result, but they may also provide an Alternative Match Result when the subscriber can port their telephone number.</p> |

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Introduction

SureSwitch is the leading managed access platform for One Touch Switch, enabling service providers to easily adopt the industry process, while providing the opportunity to streamline sales journeys for new customers.

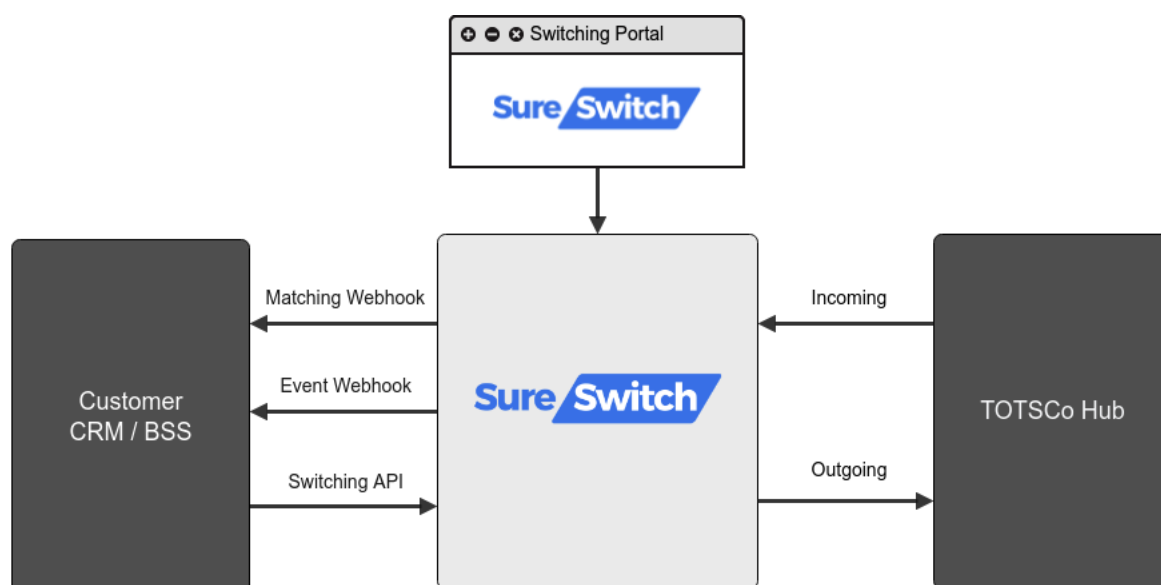
Multiple integration options are available, from light-touch and minimal, to full support for existing sales journeys. The level of integration will vary according to customer requirements and existing systems.

As well as out-of-the-box integrations with popular network management platforms, SureSwitch provides APIs to allow easy integration of any existing system.

Integration in SureSwitch is provided via three separate features: Match Providers, Event Publishers, and the Switching API.

It is mandatory to configure a match provider as this is required to allow SureSwitch to respond to switching requests on your behalf.

The available integration interfaces are shown below:



Match Providers

SureSwitch does not store customer data for the purpose of matching against incoming switching requests. This removes the need to upload and synchronise large customer datasets and increases platform security.

When a request is received, SureSwitch uses the configured match provider (in this case Splynx) to query customer data in real-time, retrieving only the data necessary to fulfil the request.

This document covers Splynx as the match provider. For alternative match provider options including Http Webhook, and bespoke integrations see the relevant integration guides.

The Splynx match provider integrates seamlessly with your Splynx environment to respond to match requests using your existing customer records.

Event Publishers

When a switching event occurs, either triggered by you, or by a message received from a gaining provider, SureSwitch can publish a switching event via one of the available event publishers.

Switching events are published asynchronously and automatically retried in the event of a failure.

The Splynx event publisher creates and updates Splynx tickets to notify you of switching events such as a new switch order, switch order update, cancellation, and switch order trigger.

This document covers the Splynx event publisher. For alternative event publishers including Http Webhook and bespoke integrations see the relevant integration guides.

Splynx Match Provider

The Splynx match provider connects to your Splynx environment and matches against your active residential customers. Support is provided for Internet services, Voice services, and Bundles.

Configuration

From the SureSwitch portal select 'Splynx' under 'Customer Matching' and provide your Splynx API key and Secret. Use the Test button to check the details entered are correct by making a test GET call into your Splynx.

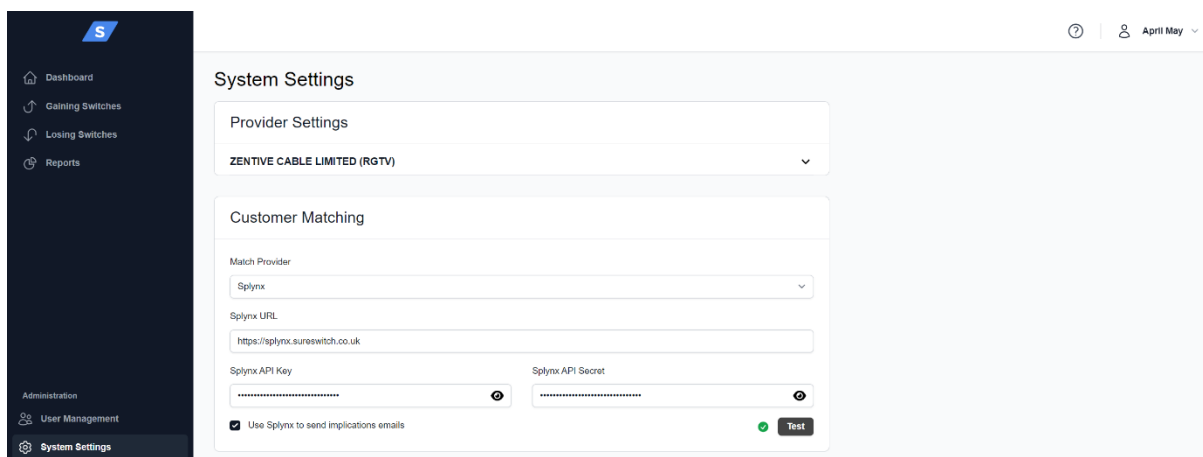
Save the changes by selecting 'Save' at the bottom of the screen. SureSwitch will now use Splynx as its source of matching data.

Splynx API Key

The basic authentication key (ID) that SureSwitch will use to authenticate with Splynx.

Splynx API Secret

The basic authentication secret (password) that SureSwitch will use to authenticate with Splynx.



Implications Emails

To enable Splynx to send the implications emails, check the checkbox, left unselected the emails will be sent from SureSwitch.

The header and footer text in the emails can be customised by selecting the Set Implications Email Text button in the Provider Settings section. This shows the text that is currently being included in implications emails and allows new text to be set at provider brand level.

Implications Email Text

Active email footer text
Email footer set during account onboarding

Override email header text

Normal **B** *I* U ☰ ☷ 🔗 🔗✕

If override text is added it will be displayed here rather than as the active email header text

Override email footer text

Normal **B** *I* U ☰ ☷ 🔗 🔗✕

Insert text here ...



Cancel Save

Splynx Event Publisher

The Splynx event publisher updates your Splynx environment when there is a switching event that requires your attention.

These events are represented in Splynx as service tickets held against the impacted customer.

When a switch order is received a new ticket is created against the customer with the expected switch date and switching services:

 **John Jones**
Created (Source: Admin panel) about 15 hours ago (2024-06-18 19:00:49) 

A new order has been created by BT to switch services.

Switch order reference: 4767b08b-3cd2-445f-9a3a-f233f1ce5a15



Expected switch date is: 2024-06-30

Service Details:

- **Voice:** 07544222223, PORT
- **Voice:** *****25, CEASE

Changes to the expected switching date, as well as a cancellation of the switch are appended to this ticket as comments, if the ticket still exists. If this ticket has been deleted, a new ticket is created. If the ticket exists, but is closed, it is reopened automatically.

When the gaining provider confirms that they have provided service via a switch order trigger, a separate ticket is created. This is your instruction to cease the customers service(s) and cease billing.

 **John Jones**
Created about 10 hours ago (2024-06-18 23:54:40) 

The order reference: 4767b08b-3cd2-445f-9a3a-f233f1ce5a15 has been triggered.

BT started providing services to the customer since: 2024-06-17

Service Details:

- **Voice:** 07544222223, PORT
- **Voice:** *****25, CEASE

Required action is needed from your end to cease those services on that date.

Additional Fields

Splynx has the capability to store extra information via additional fields. SureSwitch uses additional fields for extra optional information that is then used to support customer matching.

The following optional additional fields are supported.

| Name | Stored Against | Description |
|-----------------|---------------------|---|
| UPRN | Customer | The customers unique property reference. If supplied SureSwitch uses this as the primary address field for customer matching. |
| CUPID | Services (Internet) | An identifier for the operator of the network on which the service is provided (if different from default). |
| NetworkOperator | Services (Voice) | Communications provider identity code (if different from default). |

Configuration

From the SureSwitch portal select 'Splynx' under 'Switching Events' and provide your Splynx API key and Secret.

Save the changes by selecting 'Save' at the bottom of the screen. SureSwitch will now publish switching events to Splynx.

The screenshot shows the configuration interface for Splynx integration. It is divided into two main sections: 'Customer Matching' and 'Switching Events'. Both sections have a dropdown menu set to 'Splynx'. The 'Splynx URL' field is populated with 'https://karpinskii.dev.spl.co.ua/'. There are two password fields for 'Splynx API Key' and 'Splynx API Secret'. In the 'Customer Matching' section, the checkbox 'Use Splynx to send implications emails' is checked. A 'Test' button is located at the bottom right of each configuration section. At the bottom of the page, there is a 'Switching API Keys' section with a 'Create New' button.

Splynx API Key

The basic authentication key (ID) that SureSwitch will use to authenticate with Splynx.

Splynx API Secret

The basic authentication secret (password) that SureSwitch will use to authenticate with Splynx.

Splynx Permissions for SureSwitch

To enable SureSwitch to match against customer data and create the switching implications emails certain permissions need to be set.

Within Splynx navigate to **System > Administration > Splynx > API Keys > Permissions** and then enable the following permissions:

| Module | Permission Name | Permissions |
|--------------|-----------------------------|-------------------|
| Customer | Customer | View |
| Customer | Customer information | View |
| Customer | Customer billing | View |
| Customer | Customer bundle services | View |
| Customer | Customer internet services | View |
| Customer | Customer voice services | View |
| Customer | Customer recurring services | View |
| Support | Tickets | Add, View, Update |
| Support | Tickets Messages | Add, View, Update |
| Support | Ticket Types | View |
| Support | Ticket Statuses | View |
| Tariff Plans | Internet | View |
| Tariff Plans | Voice | View |
| Tariff Plans | Bundles | View |
| Tariff Plans | Recurring | View |

By default, the switching implications email will be sent from SureSwitch, to send the email from Splynx instead the following permissions are required.

| Module | Permission Name | Permissions |
|--------|-----------------|-------------|
| Config | Email | Add, View |

The SMTP settings in the User Profile and the email configuration needs to be enabled in **System > Config > Main**

| Module | Section |
|--------|---------------------------------------|
| Email | Email address, Transport, SMTP config |

Splynx Additional fields for SureSwitch

SureSwitch uses some additional fields for matching purposes, which need to be added to your Splynx instance, depending on whether your process requires them.

Within Splynx navigate to Config > System > Additional fields and add the following fields:

| Module | GUI Field | Database Field | Type |
|----------------------|--------------------|------------------|---------|
| Customer | UPRN | uprn | String |
| Services (Internet) | Minimum Term End | minimum_term_end | Date |
| Services (Internet) | Monthly ETC | monthly_etc | Decimal |
| Services (Internet) | Notice Period Days | notice_period | Integer |
| Services (Internet) | Can Retain | can_retain | Boolean |
| Services (Voice) | Minimum Term End | minimum_term_end | Date |
| Services (Voice) | Monthly ETC | monthly_etc | Decimal |
| Services (Voice) | Notice Period Days | notice_period | Integer |
| Services (Voice) | Can Retain | can_retain | Boolean |
| Services (Recurring) | Minimum Term End | minimum_term_end | Date |
| Services (Recurring) | Monthly ETC | monthly_etc | Decimal |
| Services (Recurring) | Notice Period Days | notice_period | Integer |
| Services (Bundle) | Minimum Term End | minimum_term_end | Date |
| Services (Bundle) | Monthly ETC | monthly_etc | Decimal |
| Services (Bundle) | Notice Period Days | notice_period | Integer |

UPRN: If this value is known and held then it will be used for matching the customer service address.

Minimum Term End: Holds the contract end date, if left blank termination charges will not be included in the switching implications email.

Monthly ETC: When the termination fee differs from the monthly service charge, populating the Monthly ETC (early termination charge), will result in the termination charges being calculated against this value.

Notice Period Days: When populated the cancellation date would be today plus the notice period and any termination charges will take the notice period into account.

Can Retain: Indicates whether a service can be retained when another service is ceased, e.g. cease internet and retain voice. Can Retain only applies to Internet and Voice modules and must be set to true (1) when added.

Splynx Data for SureSwitch

There are some details held against a Splynx customer record, that need to be formatted for a match request to be successful.

Street: Addresses are held as a single line in Splynx, where the address is multiple lines, it needs to be comma separated. E.g. 1 Bluebell Crescent, Wimborne Minster

Email: Multiple emails should be comma separated. If the customer does not have an email address, or a billing email address, a match failure will be returned as the switching implications cannot be sent to the customer.

Billing Email: If this value is stored for the customer and they do not have an email set, the switching implications email will be sent to the billing email. Multiple emails in the billing email

field should be comma separated. If the customer does not have a billing email address, or an email address a match failure will be returned as the switching implications cannot be sent to the customer.

Test Data for Integration Testing

Integration Testing can commence once the Splynx Permissions and Additional Fields have been set and TOTSCo have generated an RCPID. At this stage, test data is required from you for Zentive to perform the necessary integration testing on your behalf.

As a minimum, one test customer would be required to prove all the messages are able to pass between you and the TOTSCo Hub.

We would need to know:

- Customer last name
- Address, including street number and name and postcode or UPRN
- Service identifier e.g. telephone number or internet service

Additional Information

For more information or technical help please speak to your Zentive account manager.