



Portal User Guide

Version History

Version	Description	Date
0.1	Initial draft	13-May-24
0.2	Updates	16-May-24
0.3	Updates	May-24
0.4	Added API Switching Key	14-Aug-24
0.5	Updates for multi brand accounts	23-Aug-24
0.6	Updated screenshots	04-Sep-24
0.7	Internal review	10-Sep-24
0.8	Changes to Reports view	18-Sep-24
0.9	Added Pending and Overdue Switches Reports	03-Dec-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.

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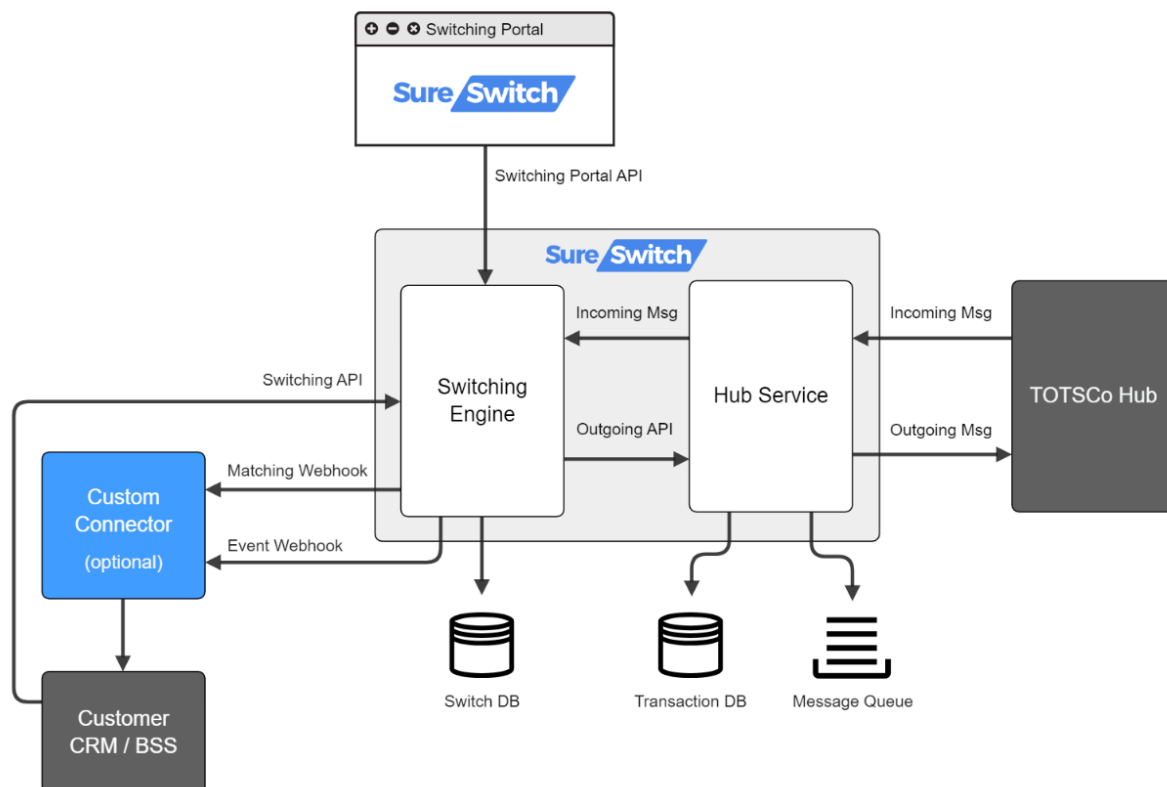
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Introduction

Involved with One Touch Switch (OTS) from the start, Zentive are an official Managed Access Provider (MAP) for The One Touch Switching Company (TOTSCo). Using our extensive knowledge of the OTS process we developed our SureSwitch solution with maximum flexibility for use by any Communication Provider or Reseller regardless of size or existing infrastructure.

Our SureSwitch Portal can be used to manage gaining switch orders, from matching to activation, communicating seamlessly with the TOTSCo Hub on your behalf. SureSwitch users can submit and manage Gaining Switches and can track the status of gaining and losing switch cases at any stage of the Switching process.

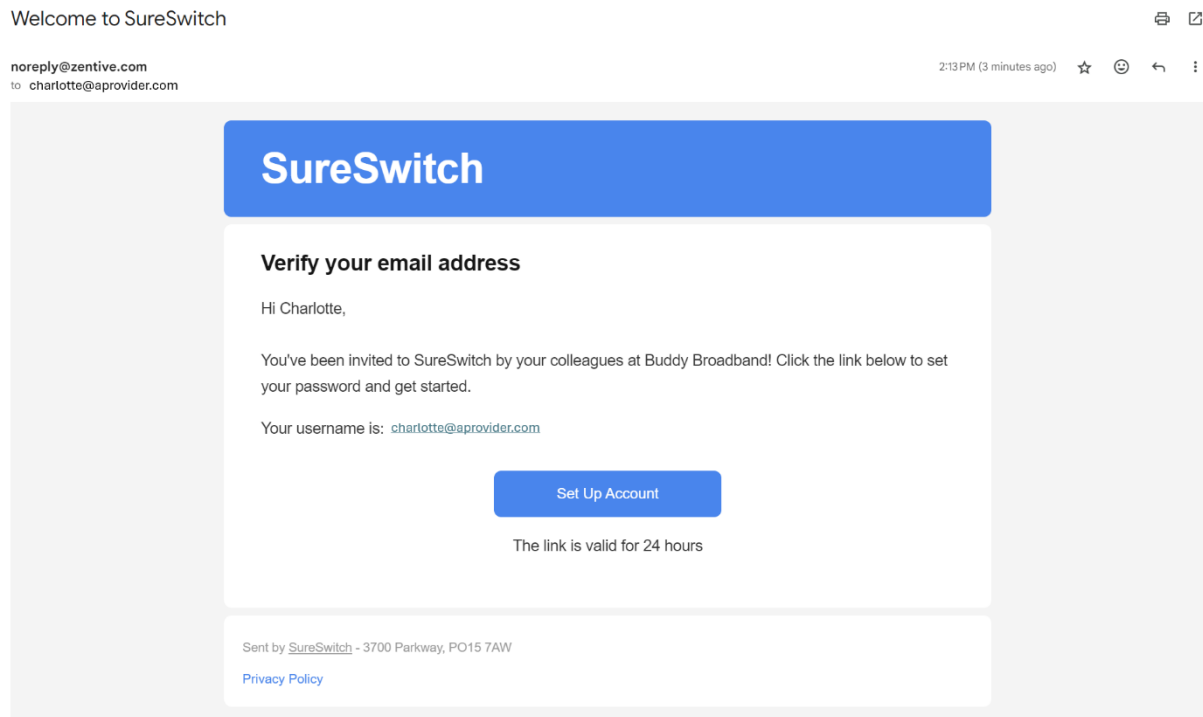
System Overview



Account Registration

All Communication Providers signing up to use SureSwitch will have their account created by Zentive with a main administrator user account. The account creation will trigger a Welcome email to your admin user so that registration can be completed, and the Portal accessed.

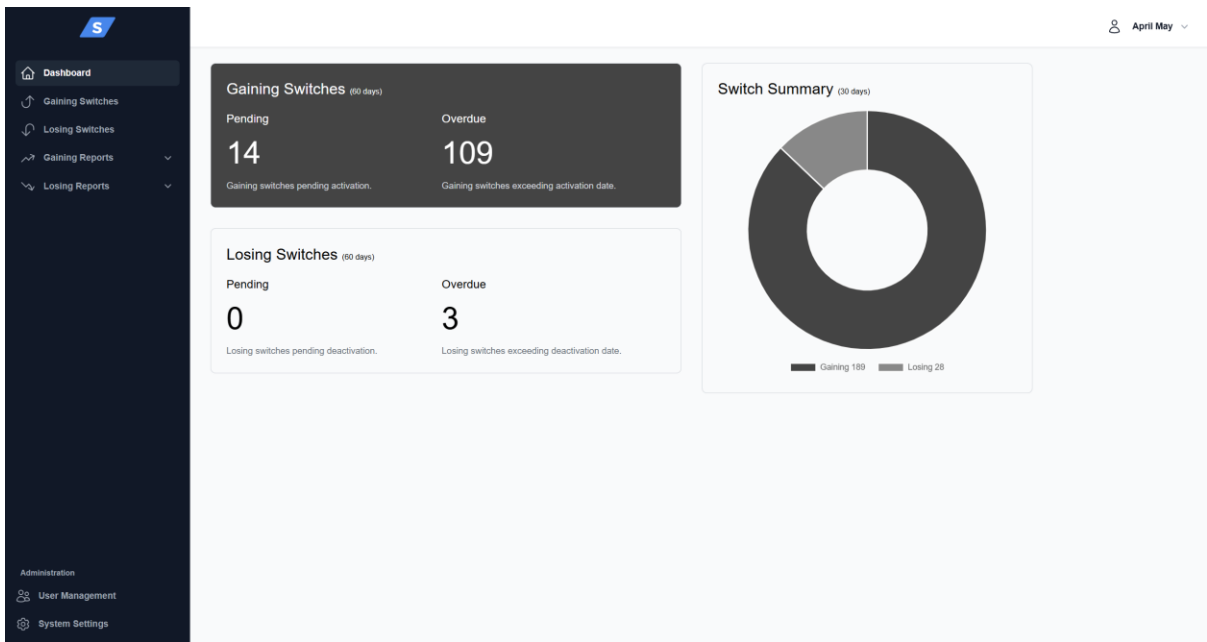
Example Welcome Email



On receipt of the Welcome email, clicking Set Up Account will navigate to the Register User screen, where you can create, confirm, and set your password. From here your user account is complete and you will be navigated to the SureSwitch Portal Dashboard.

User Dashboard

The Dashboard gives an overview of the switches in progress with the provider for both gaining and losing switches, and a count of pending and overdue cases that need attention. Clicking on Pending and Overdue switch figures navigates to the report which can be generated to see the pending and overdue switches.



Gaining Switches

The SureSwitch Portal allows you to manage your gaining switch cases throughout the entire process to completion.

Selecting the Gaining Switches menu option displays a list of gaining switch cases currently in your system, showing a summary of information including status, planned switch date, and losing provider. If the account has multiple registered brands, the Gaining Switches view will include a filter for Gaining provider and will also include the Gaining Provider in the table.

Gaining switches that have not been updated within the last 60 days will be marked as abandoned. These switches can be displayed by checking the Show abandoned checkbox.

The screenshot shows the 'Gaining Switches' page with a sidebar on the left containing navigation options: Dashboard, Gaining Switches (selected), Losing Switches, Reports, Administration, User Management, and System Settings. The main content area has a title 'Gaining Switches' and a 'Create New' button. Below the title are filters for 'Generated/Switch order reference', 'Switch status', 'Losing provider', and a 'Show abandoned' checkbox. The table below contains 13 rows of data.

Created Date	Generated Reference	Status	Ordered Switch Order Reference	Planned Switch Date	Losing Provider
9th Sep 2024 at 09:38	ZEN-G-0134	Match failed			Zentive-Test
9th Sep 2024 at 05:55	ZEN-G-0133	Match success			Zentive-Test
9th Sep 2024 at 04:57	ZEN-G-0132	Trigger success	731831d1-aaa3-4b77-a114-b98d3d74a234	11th Sep 2024	Buddy Broadband
9th Sep 2024 at 04:57	ZEN-G-0131	Cancel failed	944e90bb-c298-4738-b531-08b77bfe9034	10th Sep 2024	Tippy Telecomms
9th Sep 2024 at 04:56	ZEN-G-0130	Trigger failed	5492d1f8-f841-4054-88f1-932424abaa66	10th Sep 2024	Buddy Broadband
9th Sep 2024 at 04:55	ZEN-G-0129	Cancel failed	7be0e908-d07b-4fe7-b8d6-7dec64e0c3a1	10th Sep 2024	Zentive-Test
9th Sep 2024 at 04:54	ZEN-G-0128	Update failed	32deb90e-d5a8-41ec-9b14-294d2d248280	10th Sep 2024	Tippy Telecomms
9th Sep 2024 at 04:53	ZEN-G-0127	Trigger failed	69471271-04b8-4225-948e-35e16a6f9810	10th Sep 2024	Grapevine Communications
9th Sep 2024 at 04:51	ZEN-G-0126	Cancel failed	ee87ae91-48bf-4a8e-97c1-c97302c47f4f	10th Sep 2024	Grapevine Communications
9th Sep 2024 at 04:50	ZEN-G-0125	Update failed	b2a97451-d30c-4689-8d46-7bbdac7baf69	10th Sep 2024	Zentive-Test
9th Sep 2024 at 04:50	ZEN-G-0124	Order failed	2de834d1-03cf-453c-9f60-929cfcfbc04294	8th Sep 2024	Buddy Broadband
9th Sep 2024 at 04:49	ZEN-G-0123	Match failed			Zentive-Test

Stages of the Gaining Switch process:

Switch Stage	Description
Matching	Customer and their existing service details are collected and sent to the losing provider to match with their subscriber data.
Matched	Losing provider makes a match and returns switching options for the customer to select
Ordered	Customer selects the required switch action and places the order to proceed with switching their services
Updated	Successful orders can be updated with new planned switch dates if required
Triggered	Successful orders are triggered when the gaining provider activates the service. This is a notice to the losing provider to cease services and billing
Cancelled	Successful orders can be cancelled at any stage prior to being triggered

Create a Gaining Switch Case

On the Gaining Switches screen select Create New to display the New Gaining Switch screen. The details on this screen are used for matching the customer with data held by the losing provider. The mandatory fields are indicated with an asterisk, all other details are optional.

The Our reference value is any id that may refer to the customer in your BSS, allowing you to create a link between a customer and a switch case.

As most customers will not be aware of their address Unique Property Reference Number (UPRN), their address can also be found by searching on postcode. If the address provided by the customer is not found, or any provided UPRN does not match, then the switch cannot continue via the SureSwitch Portal.

The customer's existing provider should be selected from the Losing Provider dropdown, this is a list of all Providers registered with the TOTSCo Hub. If the customer's provider is not listed, the switch cannot continue via the SureSwitch Portal, and the customer must contact their losing provider directly.

At least one service must be added to attempt a match. To add a service click Add +, enter the broadband or telephony details and select the action that is required. For broadband, you can only cease service from the losing provider, for telephony, porting should be used if the customer wishes to keep their telephone number. Identify can also be used to assist with match requests where the phone service exists but will not be included in the switch. Once the details are complete, click Add Service and repeat the process for all known services that are required to be actioned by the switch.

When using the SureSwitch Portal for switching, the customer must consent to their existing provider contacting them with the implications of their required switch. If the customer does not consent, the switch cannot proceed via the SureSwitch Portal.

Once all the details are complete, clicking Submit Request will start the matching process.

New Gaining Switch

1 Matching 2 Matched 3 Ordered 4 Activated

Customer Details

Our reference
ZEN-000-00057

First name: Dermot Last name: Anderson

Address

Postcode / UPRN: po20jd Search

Address: 81 STUBBINGTON AVENUE, PORTSMOUTH, PO2 0JD

Losing Provider

Losing provider: Zentive-Test

Losing provider account: A11920144

Services

Service Type	Identifier	Action	Remove
Phone	0148900001	Cease	

Match Consent

Does the customer consent to their current provider sending leaving implications?

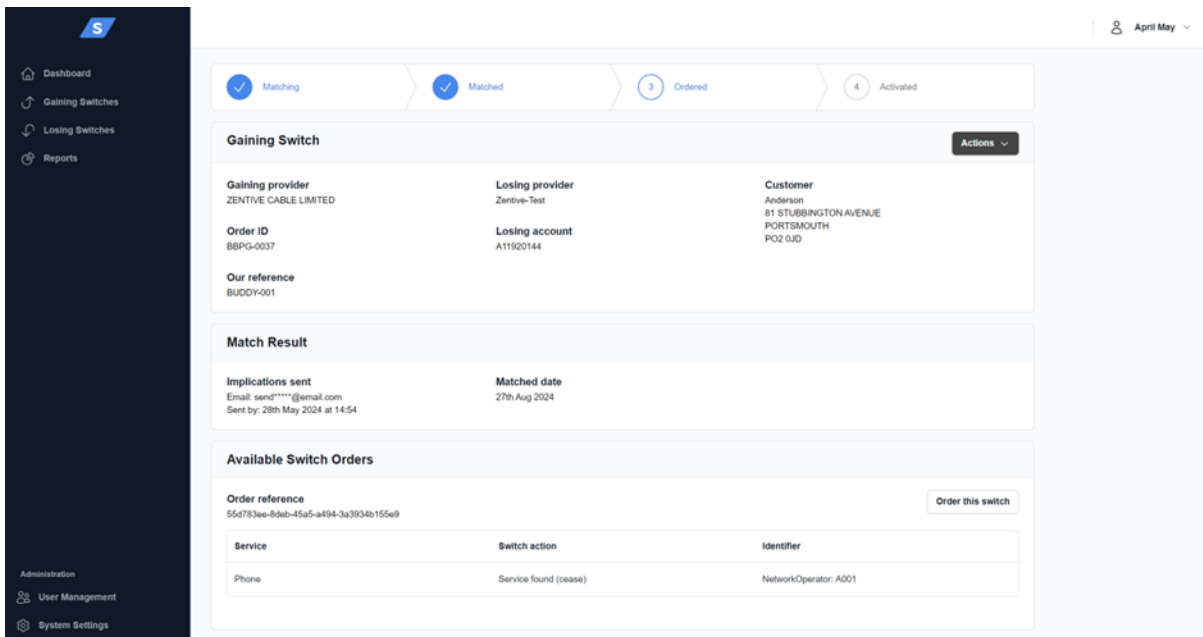
Consent given

Cancel Submit Request

If the matching process fails, the details provided can be amended and the match request resubmitted.

Matched Gaining Switch Case

On receipt of a successful match the switch case will move to the matched step of the process.



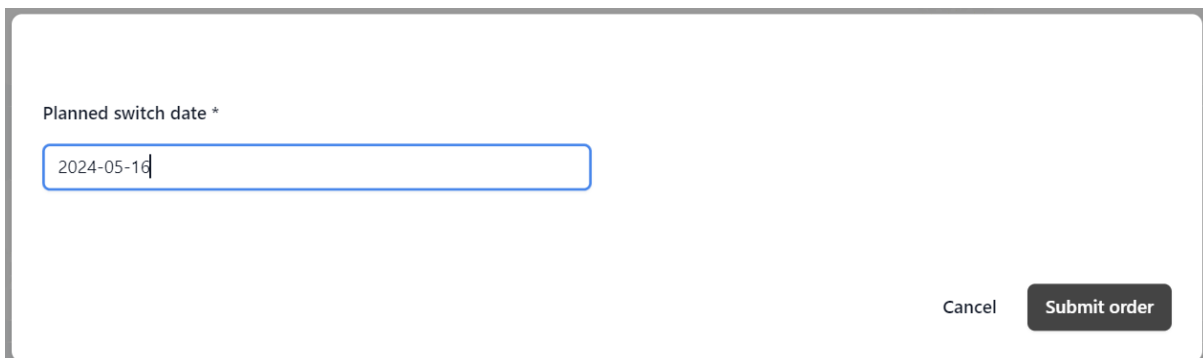
The Match Result section shows the matched date, and information about how and when implications of switching were sent to the customer by their existing provider.

The Available Switch Orders section shows the switch options given by the losing provider, generally this will be a single option, matching the customer request. However, it is possible for the losing provider to also provide alternative options. For example, if a customer requested to cease their broadband and retain their telephony service, the alternative option could be to cease both services.

Once successfully matched, a switch case can be ordered.

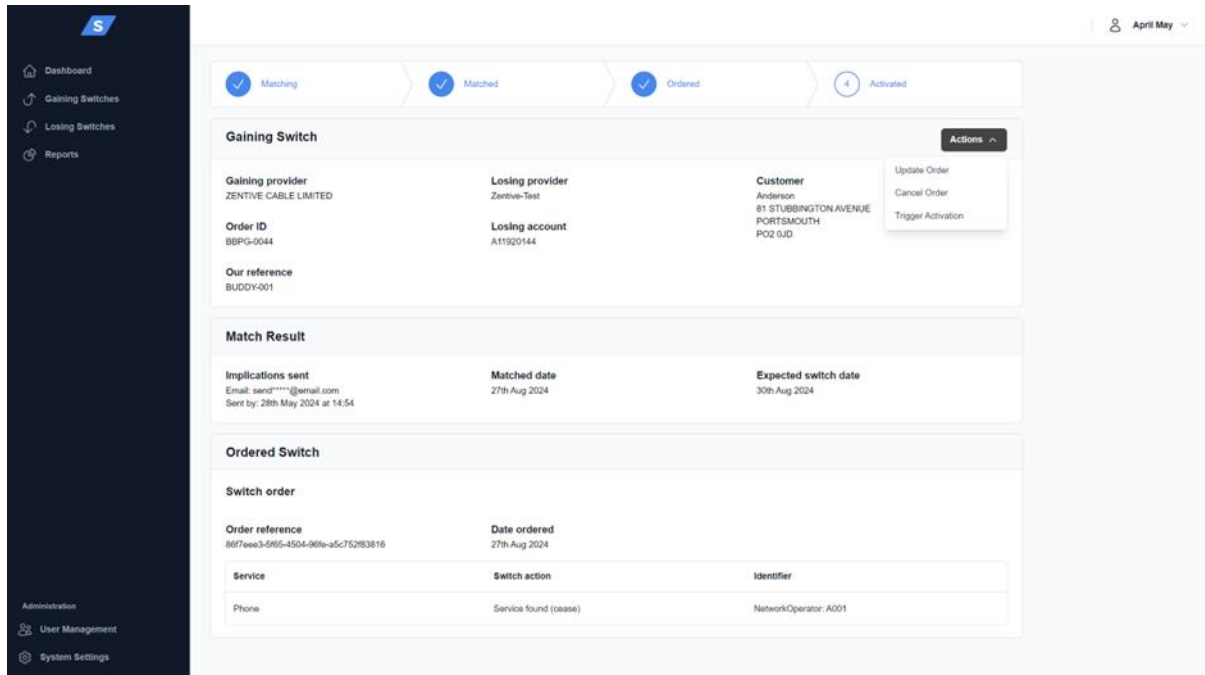
Ordering a Gaining Switch Case

Ordering a switch case via the SureSwitch Portal is very simple, just click Order this switch, for the required switch option. This displays a date field for the planned switch date to be selected.



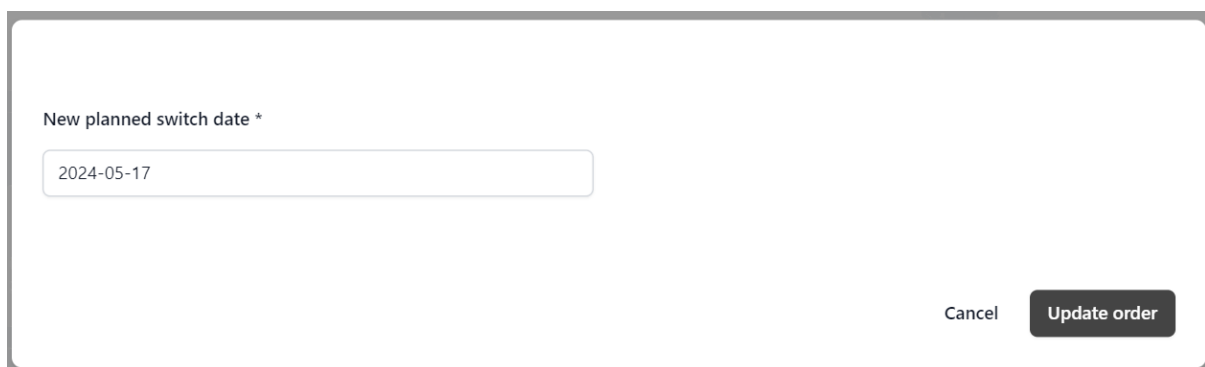
Select the required switch date and click Submit order. If for any reason, the order process fails, it can be reordered by selecting the Reorder option from the Actions menu.

When a successful response is received the selected switch option is now displayed as ordered, with the date, and the expected switch date. From this stage in the process the switch can be updated, activated, or cancelled.



Updating a Gaining Switch Case

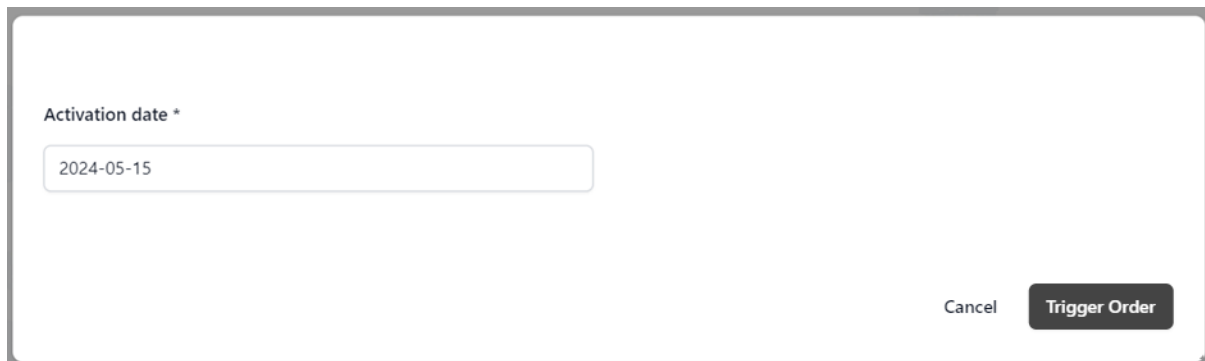
An ordered switch case can have the planned switch date updated by selecting Update order from the Actions menu. Then simply enter the new planned switch date and click Update order. Ordered switch cases can be updated as many times as necessary before a trigger disconnection request is sent to the losing provider.



Triggering a Gaining Switch Case

When a switch has been completed, a trigger order is sent to the losing provider instructing them to cease services and billing. When the trigger is ordered, the activation date is set confirming the date that the gaining provider completed the switch process.

To set the activation date, select Trigger Activation from the Actions menu, enter the date the switch was completed and click Trigger Order.

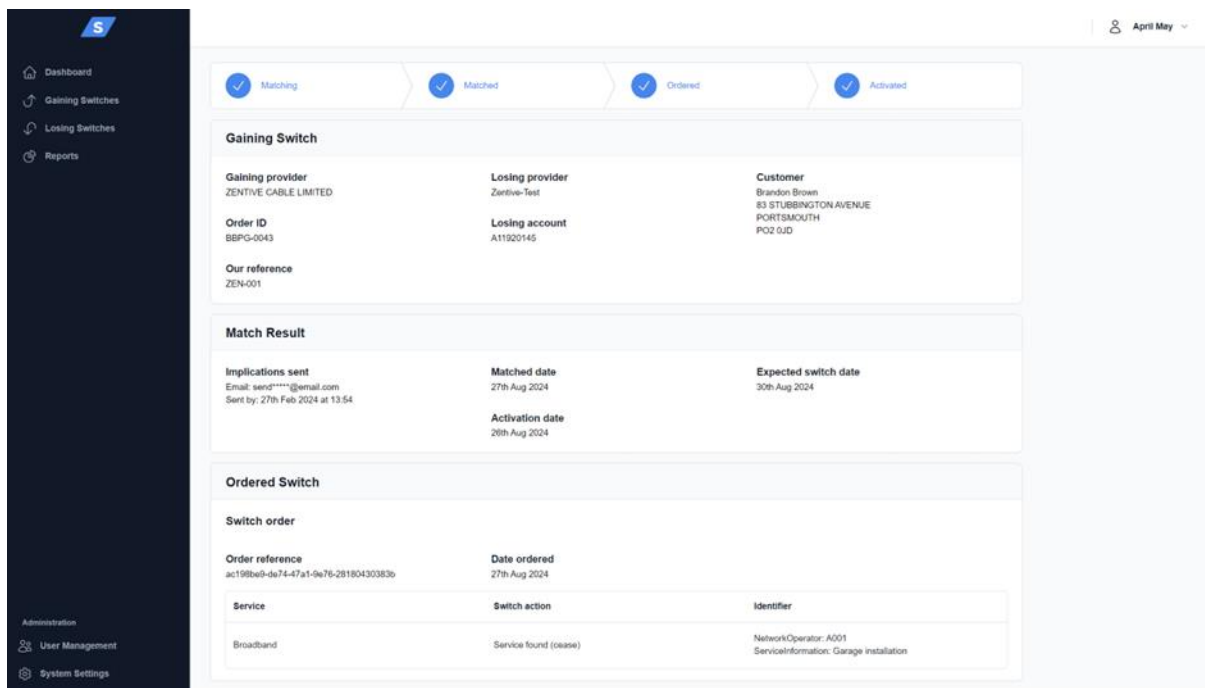


Activation date *

2024-05-15

Cancel **Trigger Order**

If the trigger activation fails it can be re-triggered by again selecting Trigger Activation from the Actions menu. Once a successful trigger response is received the process is complete and the activation date is displayed against the switch order.



April May

Matching Matched Ordered **Activated**

Gaining Switch

Gaining provider ZENTIVE CABLE LIMITED	Losing provider Zenite-Test	Customer Brandon Brown 83 STUBBINGTON AVENUE PORTSMOUTH PO2 0UD
Order ID BBPG-0043	Losing account A11920145	
Our reference ZEN-001		

Match Result

Implications sent Email: send*****@email.com Sent by: 27th Feb 2024 at 13:54	Matched date 27th Aug 2024	Expected switch date 30th Aug 2024
	Activation date 28th Aug 2024	

Ordered Switch

Switch order		
Order reference ac198be9-9a74-47a1-9a76-28180430383b	Date ordered 27th Aug 2024	
Service Broadband	Switch action Service found (issue)	Identifier NetworkOperator: A001 ServiceInformation: Garage installation

Once a Trigger Activation request has been confirmed by the losing provider, the switch can no longer be updated or cancelled.

Canceling a Gaining Switch Case

Switch cases that have been ordered or updated, and not yet triggered, can be cancelled by selecting Cancel Order from the Actions menu. When the cancel option is selected it must be confirmed to ensure that cancellation is required. Confirming the cancellation notifies the losing provider that the switch should no longer be processed.

When a cancellation confirmation response has been received, the switch can no longer proceed.

Losing Switches

The SureSwitch Portal allows you to view your losing switch cases throughout the process to their completion.

Selecting the Losing Switches menu option displays a list of losing switch cases currently in your system, showing a summary of information including status, planned switch date, and gaining provider. Losing switches that have not been updated within the last 60 days will be marked as abandoned. These switches can be displayed by checking the Show abandoned checkbox.

If the account has multiple registered brands, the Losing Switches view will include a filter for Losing provider and will also include the Losing Provider in the table. Full switch case details can be viewed from here.

Created Date	Generated Reference	Status	Ordered Switch Order Reference	Planned Switch Date	Gaining Provider
5th Sep 2024 at 13:53	ZEN-L-0749	Order failed			ZENTIVE CABLE LIMITED
5th Sep 2024 at 13:53	ZEN-L-0748	Match failed			Buddy Broadband
5th Sep 2024 at 13:53	ZEN-L-0747	Cancel success	36286d64-271e-40af-b7d8-fbbc26d596ce	11th Sep 2024	ZENTIVE CABLE LIMITED
5th Sep 2024 at 13:52	ZEN-L-0746	Trigger success	0aa90624-d3d9-4b44-b841-8abfe5da899c	11th Sep 2024	ZENTIVE CABLE LIMITED
5th Sep 2024 at 13:52	ZEN-L-0745	Order success	83a11981-e046-4078-87c6-fc168be47390	10th Sep 2024	ZENTIVE CABLE LIMITED
5th Sep 2024 at 13:51	ZEN-L-0744	Order success	612424da-da5d-40a9-a568-d9d3d9589a6e	10th Sep 2024	Grapevine Communications
5th Sep 2024 at 13:51	ZEN-L-0743	Order success	c087c16-cf59-460d-bbc7-be1c300c4f8e	10th Sep 2024	Grapevine Communications
5th Sep 2024 at 13:49	ZEN-L-0742	Order success	762d0be9-a834-4d4c-86aa-fc8a18105bfd	10th Sep 2024	ZENTIVE CABLE LIMITED
5th Sep 2024 at 13:49	ZEN-L-0741	Order success	81da976e-f92-4c58-a9c5-d3d33f8b572	10th Sep 2024	Tippy Telecomms
5th Sep 2024 at 13:48	ZEN-L-0740	Order success	46994028-a781-4135-bd0f-e105f0e568e7	10th Sep 2024	Buddy Broadband
5th Sep 2024 at 13:46	ZEN-L-0739	Order failed			ZENTIVE CABLE LIMITED
5th Sep 2024 at 13:46	ZEN-L-0738	Match failed			ZENTIVE CABLE LIMITED

Selecting any losing switch case and selecting View displays more details.

Example of a triggered switch case:

The screenshot shows a web application interface with a dark navigation menu on the left and a main content area. The main content area has a progress bar at the top with four steps: Matching, Matched, Ordered, and Activated, each with a blue checkmark. Below the progress bar, there are three sections:

- Losing Switch**

Losing provider Zenfive-Test	Gaining provider ZENFIVE CABLE LIMITED	Customer Anderson 81 STUBBINGTON AVENUE PORTSMOUTH PO2 0JD
Order ID GCPL-0034	Account A11920144	
- Match Result**

Implications sent Email: s*****n@zenfive.com Sent by: 27th Aug 2024 at 15:05	Matched date 27th Aug 2024	Expected switch date 30th Aug 2024
	Activation date 26th Aug 2024	
- Ordered Switch**

Switch order		
Order reference g37cd6d3-4d90-4812-8238-631471108b2e	Date ordered 27th Aug 2024	
Service	Switch Action	Identifier
Phone	Service found (cease)	NetworkOperator: A001 PartialDN: 00

Reports

Selecting Gaining or Losing Reports from the menu displays the reports available to be run against the gaining or losing switch cases associated with the provider account.

Switch Summary Report

The Switch Summary Report is available for both gaining and losing switches. The report is simply run by clicking Generate Report. With the default filters applied this will return all gaining or losing switches for the past month. The results can be filtered by date period up to a maximum of one year, switch status, and gaining or losing provider. Checking the Show abandoned checkbox will also include abandoned switches. Each row in the results can be selected to view the switch details, and all results can be exported to Excel.

If the account has multiple registered brands, the Gaining Summary report will also include the option to filter by gaining provider, and the Losing Summary report will include the option to filter by losing provider.

Pending Switches Report

The Pending Switches Report is available for both gaining and losing switches and is run by clicking Generate Report. With the default filters applied this will return all gaining or losing switches for the past month that are pending activation. This means, the switch case is in a triggerable state, and the planned switch date is today or in the future.

The results can be filtered by a date period up to a maximum of one year and gaining or losing provider. Each row in the results can be selected to view the switch details, and all results can be exported to Excel.

If the account has multiple registered brands, the Gaining Pending report will also include the option to filter by gaining provider, and the Losing Pending report will include the option to filter by losing provider.

Created Date	Status	Losing Provider	Planned Switch Date	Postcode	Fault Message
26th Nov 2024 at 17:09	Trigger failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Trigger request discarded due to timeout
26th Nov 2024 at 17:05	Update failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Update request discarded due to timeout
26th Nov 2024 at 16:20	Trigger failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Trigger request discarded due to timeout
26th Nov 2024 at 16:17	Trigger failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Trigger request discarded due to timeout
26th Nov 2024 at 16:11	Update failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Update request discarded due to timeout
26th Nov 2024 at 16:05	Update failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Update request discarded due to timeout
26th Nov 2024 at 12:33	Trigger failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Trigger request discarded due to timeout
26th Nov 2024 at 12:31	Update failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Update request discarded due to timeout
26th Nov 2024 at 12:23	Trigger failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Trigger request discarded due to timeout
26th Nov 2024 at 12:19	Update failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Update request discarded due to timeout
26th Nov 2024 at 11:49	Trigger failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Trigger request discarded due to timeout
26th Nov 2024 at 11:47	Update failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Update request discarded due to timeout
26th Nov 2024 at 11:41	Trigger failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Trigger request discarded due to timeout
26th Nov 2024 at 11:35	Update failed	Zentive-Test	3rd Dec 2024	PO2 0JD	Update request discarded due to timeout

Overdue Switches Report

The Overdue Switches Report is available for both gaining and losing switches and is run by clicking Generate Report. With the default filters applied this will return all gaining or losing switches for the past month that are overdue for activation. This means, the switch case is in a triggerable state, and the planned switch date is in the past.

The results can be filtered by a date period up to a maximum of one year and gaining or losing provider. Each row in the results can be selected to view the switch details, and all results can be exported to Excel.

If the account has multiple registered brands, the Gaining Overdue report will also include the option to filter by gaining provider, and the Losing Overdue report will include the option to filter by losing provider.

Losing Report - Overdue Switches

09/11/2024 - 03/12/2024 Gaining provider **Generate Report** **Export to Excel**

Created Date	Status	Gaining Provider	Planned Switch Date	Postcode	Fault Message
7th Nov 2024 at 08:46	Update success	Buddy Broadband	19th Nov 2024	TR1 3SU	
4th Nov 2024 at 16:19	Order success	Buddy Broadband	6th Nov 2024	TR1 3SU	

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User Management

The User Management screen is accessible if your profile has an admin role.

User Management **Create New**

Name Roles User Status

Login Email	Name	Roles	Status
jeff.palmer@tippytelecoms.com	Jeff Palmer	Admin, Gaining, Losing	Active
charlotte.smith@tippytelecoms.com	Lottie Smith	Losing	Active
grayson.chambers@tippytelecoms.com	Gray Chambers	Gaining	Active
anna.black@tippytelecoms.com	Anna Black	Gaining, Losing	Disabled

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Create a User

As an Administrator, you can invite as many users to the SureSwitch Portal as required, those users just need an email address to receive the invitation and complete their account setup.

To create a new user, click Create New, all the fields are mandatory so enter the login email address, user first and last names and select the required roles.

The screenshot shows a 'Create User' form with the following fields and values:

- Login Email:** cliff.matthews@tippytelecommunications.com
- Status:** INVITED
- First Name:** Cliff
- Last Name:** Matthews

The Roles dropdown menu is open, showing the following options:

- Admin
- Gaining** (selected)
- Losing

Buttons: Cancel, Create

Clicking Create commits the details to the account and sends an invitation to the user's login email address.

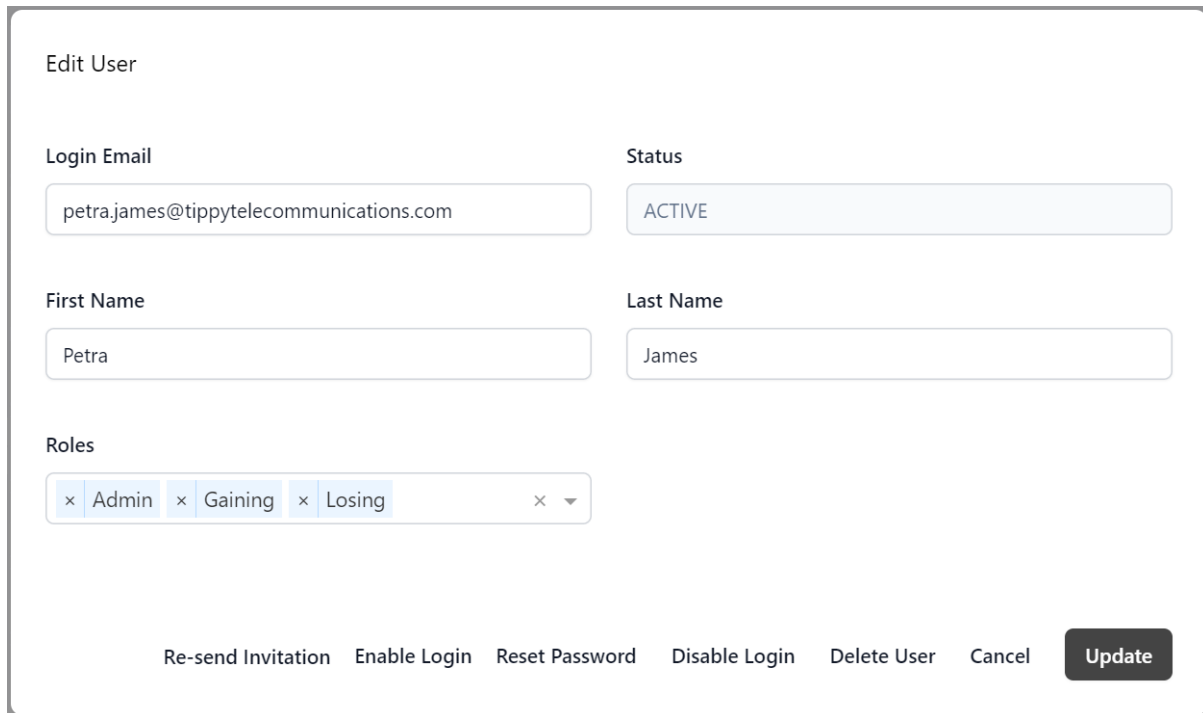
On receipt of the Welcome email, the new user should continue to set up their account. Clicking Set Up Account will navigate them to the Register User screen, where they can create, confirm, and set their password.

Users with a status of Invited cannot login to the SureSwitch Portal until they have completed their account set up. The invitation expires after 24 hours. Administrators can resend an invitation to a user's login email address should the invitation expire, or the initial email be lost, replacing the previous invitation.

Edit a User

As an Administrator, you can edit existing user details. From the User Management screen, select edit and the Edit User screen is displayed.

Example edit user screen with all possible available options.



The screenshot shows the 'Edit User' interface. It features several input fields: 'Login Email' with the value 'petra.james@tippytelecommunications.com', 'Status' with 'ACTIVE', 'First Name' with 'Petra', and 'Last Name' with 'James'. Below these is a 'Roles' section with a tag-based list containing 'Admin', 'Gaining', and 'Losing'. At the bottom, there are buttons for 'Re-send Invitation', 'Enable Login', 'Reset Password', 'Disable Login', 'Delete User', 'Cancel', and a prominent 'Update' button.

Login Email, First and Last names, and Roles can be modified, and changes confirmed by selecting Update.

For active users, you can choose to reset a password which will trigger an email to the user's login email address. The login can also be disabled to temporarily prevent the user from accessing the Portal or deleted to permanently remove the user from the account.

Users with a login status of disabled can be re-enabled, allowing access to the Portal to be restored, or the user can be deleted.

User Roles

There are two types of users in the SureSwitch Portal, admin and non admin users and this is defined by the roles they are given. There are three roles available, admin, gaining and losing.

Admin Role

This gives you access to everything, User Management, System Settings, Reports and both the Gaining and Losing Switches.

Gaining Role

This allows you to create, manage and view gaining switch cases.

Losing Role

This allows you to view losing switch cases.

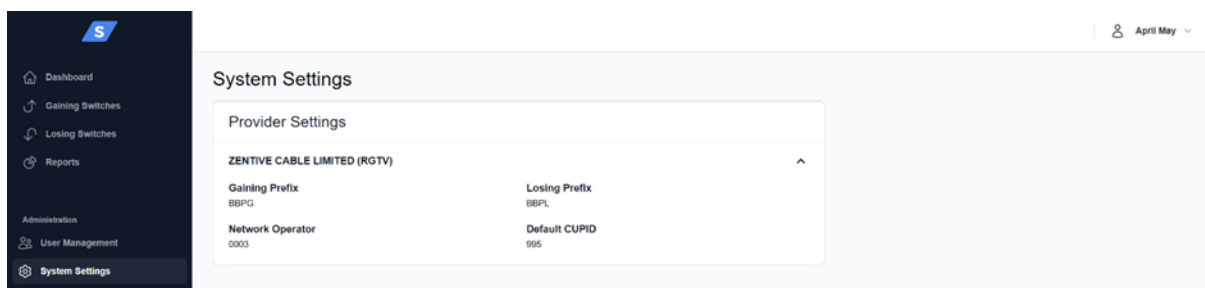
Change Password

Regardless of roles, all users can change their password, by selecting their name and then Change Password on menu bar. Simply enter your current password, a new password that meets the criteria, confirm the password and click Submit.

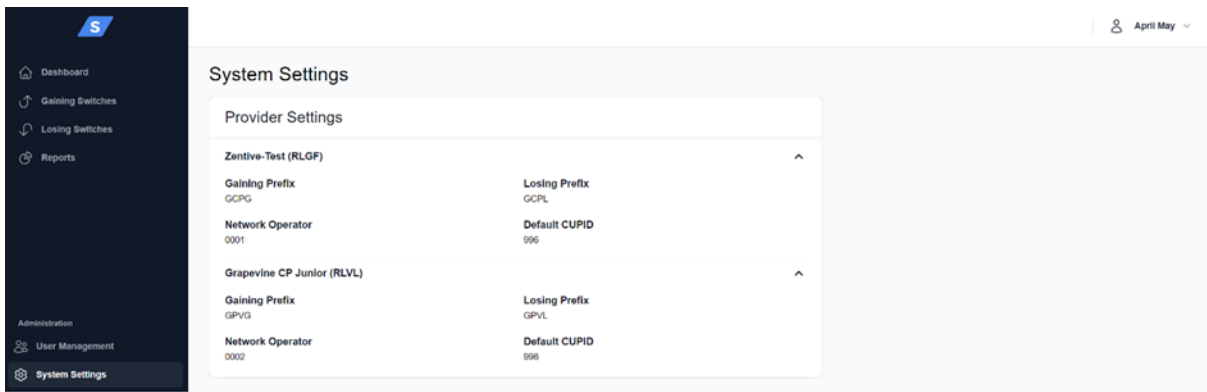
System Settings

The System Settings are only accessible if you have the administrator role. This will display Provider, Customer Matching, Switching Events and Switching API settings.

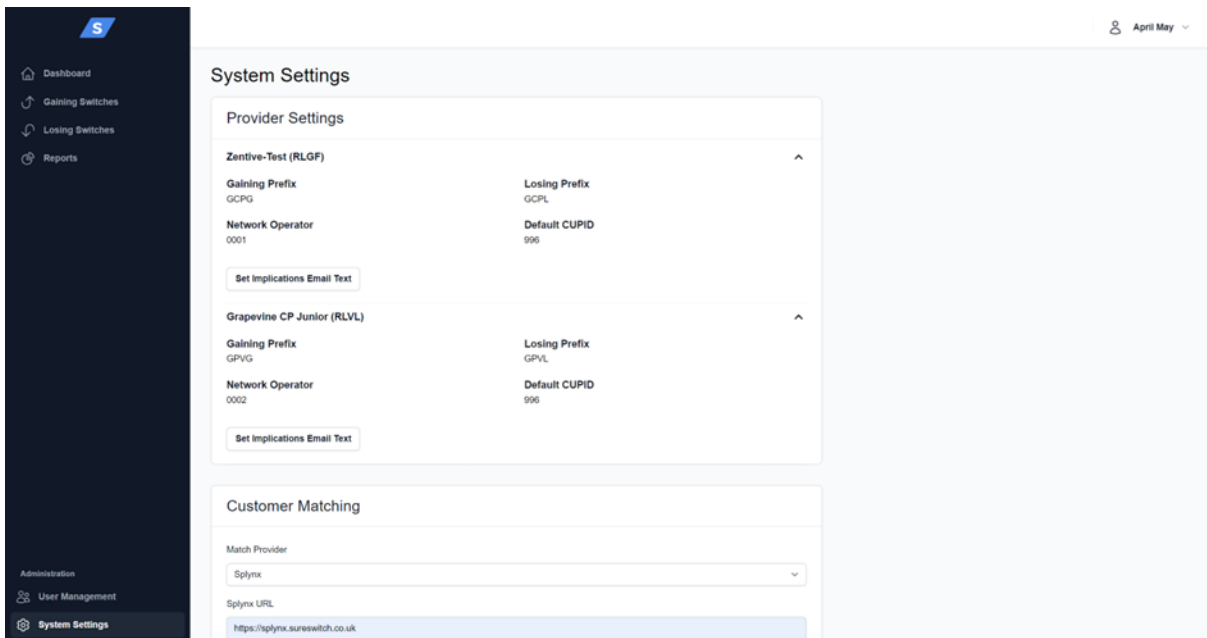
Provider Settings



The Provider Settings show the RCPID allocated by a Company's registration with the TOTSCo Hub, account name and prefixes for gaining and losing switch cases. The prefixes form part of an auto generated identifier for each gaining and losing switch case to enter the portal. If an account has multiple registered brands, then these details will be displayed when the expand arrow is selected.



When the Match Provider in Customer Matching is selected as Splynx, it will be possible to customise the header and footer text that is included in the switching implications email. The header and footer can be specific to each account brand.



The Set Implications Email Text button will only be displayed when Splynx is saved as the match provider. Clicking Set Implications Email Text displays the text that is currently being displayed in the implications email, this value could be the default text e.g. Here is your switching information as of today, or it could be the text held at account level, e.g. Please return your equipment within 14 days of your switch date. Either or both the header and footer text can be overwritten by setting new text in the Override text fields and clicking Save.

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**

Customer Matching

The screenshot shows the 'System Settings' page with a sidebar on the left containing 'Dashboard', 'Gaining Switches', 'Losing Switches', 'Reports', 'Administration', 'User Management', and 'System Settings'. The main content area is titled 'System Settings' and includes a 'Provider Settings' section with a dropdown menu set to 'ZENTIVE CABLE LIMITED (RGTV)'. Below this is the 'Customer Matching' section, which contains the following fields:

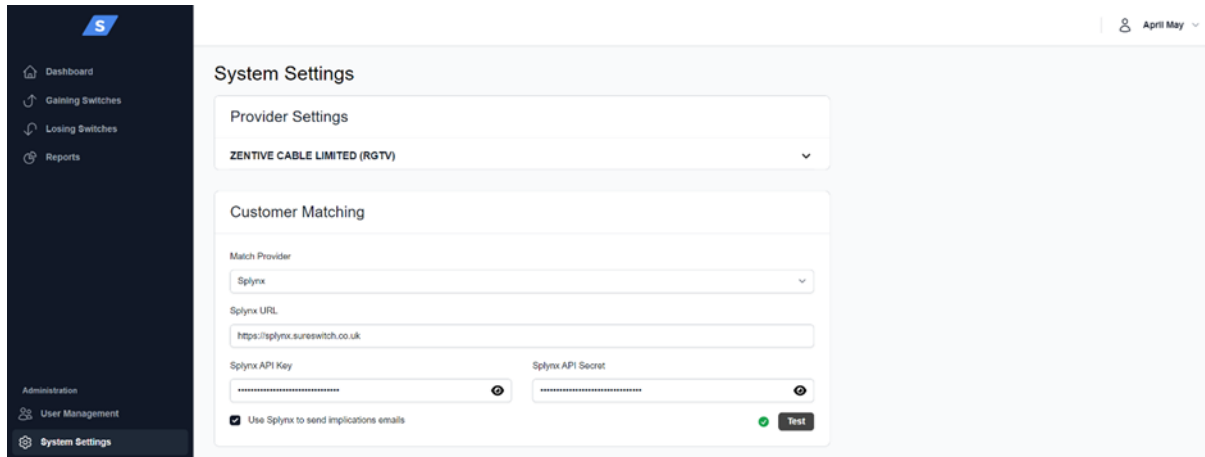
- Match Provider:** A dropdown menu set to 'Customer Matching Webhook'.
- Webhook URL:** A text input field containing 'https://192.168.1.83:8080/matching/customer'.
- Webhook User:** A text input field with masked characters (*****).
- Webhook Password:** A text input field with masked characters (*****).

The Customer Matching settings show the match provider, url, user and password required to connect your BSS to the SureSwitch Switching Engine. These settings can be edited, should your Match Provider change.

Whether the Match Provider is set as Splynx or CUSTOMER_WEBHOOK it is possible to test the connection by clicking the Test button. This will make a test call into your Splynx instance or webhook

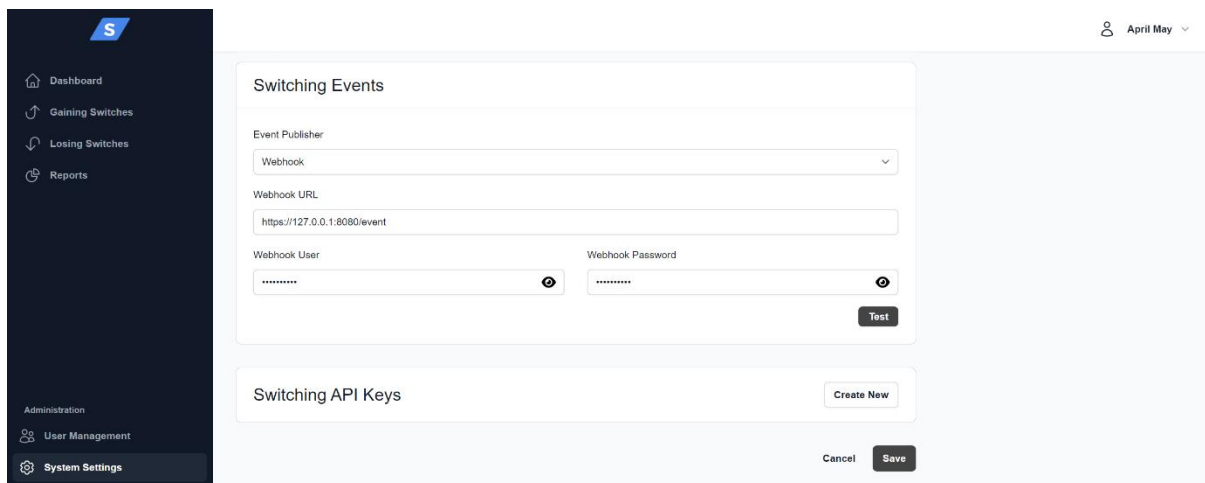
using these settings and will return a success or failure message. For CUSTOMER_WEBHOOK, you will additionally need to implement a GET method returning HTTP status 204 with no content.

If Splynx is selected as the Match Provider you have the option to use Splynx to send the implications emails, if the checkbox is unselected, the emails will be sent from SureSwitch.



Switching Events

Switching Events settings are required to enable SureSwitch to communicate with the TOTSCo Hub to process your gaining switch cases.



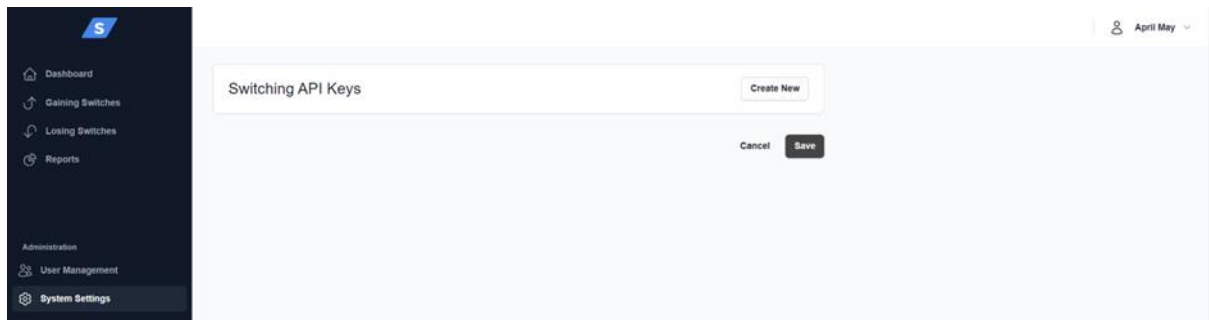
The Switching Events section shows the Event Publisher, webhook url, user and password for connecting the SureSwitch Switching Engine to your Customer BSS.

It is possible to test the connection by clicking the Test button. This will make a test call into your Splynx instance or webhook using these settings and will return a success or failure message. For WEBHOOK, you will additionally need to implement a GET method returning HTTP status 204 with no content.

Switching API Keys


Switching API Key settings are required to call the SureSwitch Switching APIs directly, integrating the switching process into your existing systems and sales journey.

To create a Switching API Key click the Create New button.



Enter a name for the key and click Add Key.

The API Key is created and stored. Please note that the API Secret can only be viewed here, now and will not be accessible again.



API Key Created

Copy and store the API key and secret in a secure location.

**For security reasons, we cannot show the secret to you again.
If you lose it, you will need to create a new API key.**

API Key

API Secret

Close

In the event you lose the Secret or the Key is no longer needed it can be deleted by selecting the Delete button.

