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
0.7	Dark mode images	10-Jan-25

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	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. The method and date of the implications being sent is provided to the Gaining RCP during match confirmation.
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	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. 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.

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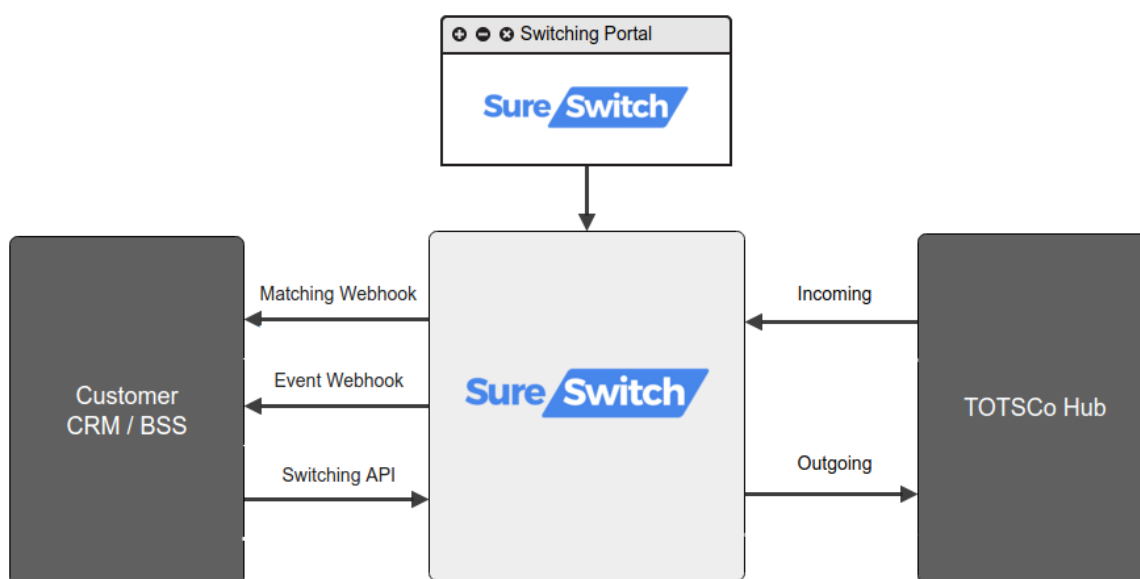
Multiple integration options are available, from light-touch and minimal, to full support for existing sales journeys. The level of integration will vary according to customer requirements and existing systems.

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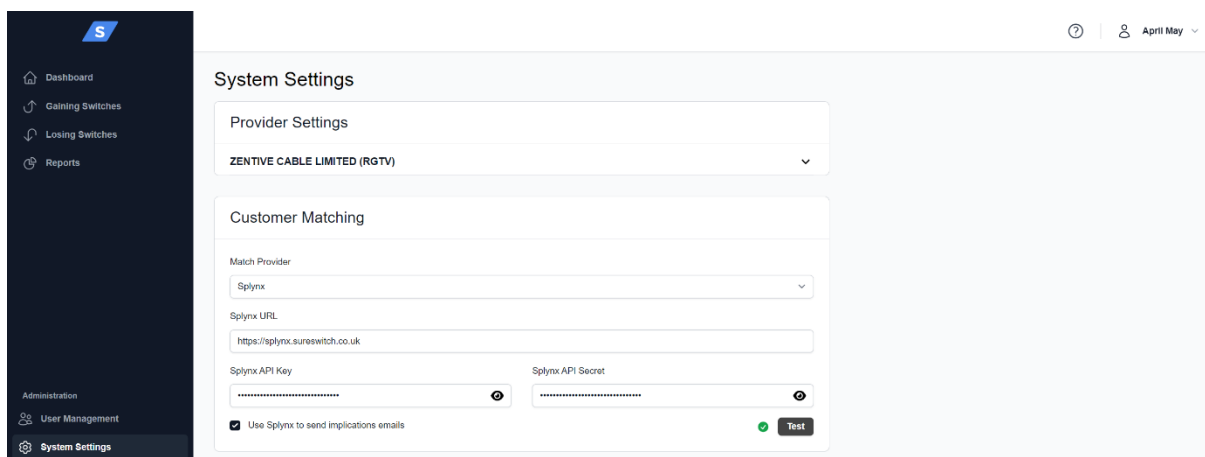
Save the changes by selecting 'Save' at the bottom of the screen. SureSwitch will now use Splynx as its source of matching data.

Splynx API Key

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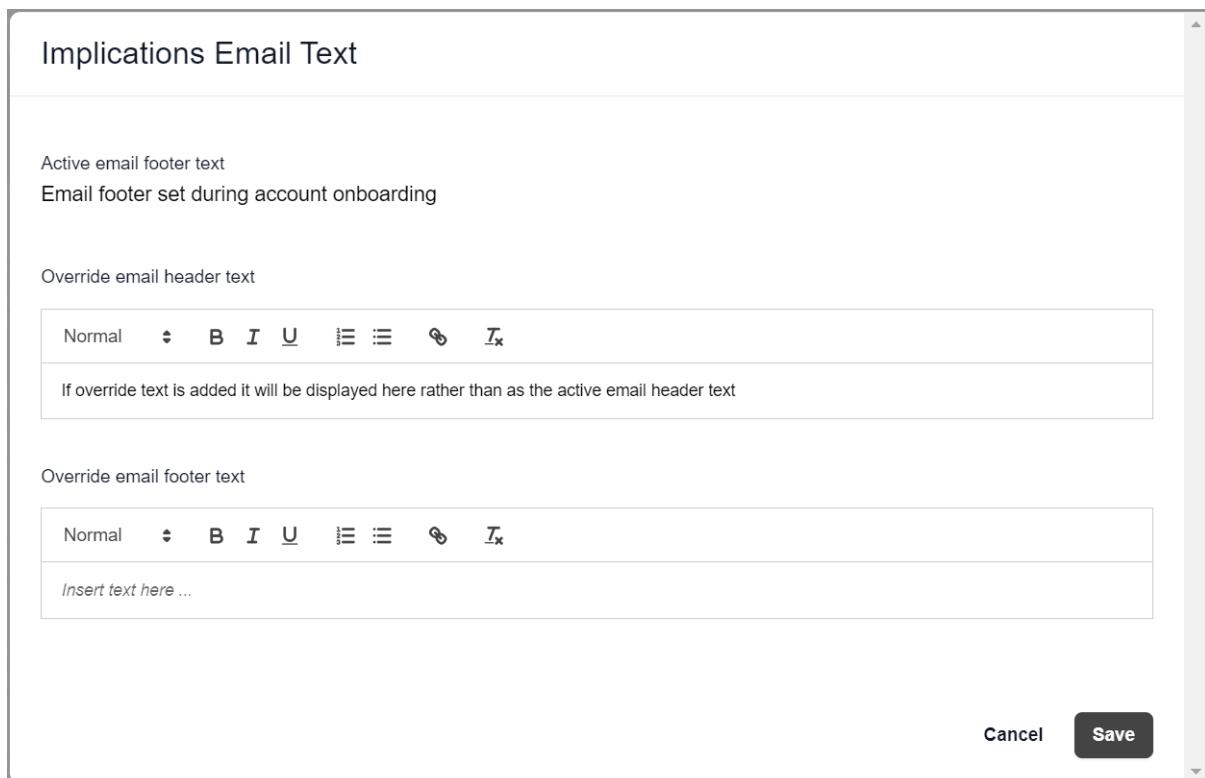
Splynx API Secret

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.

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:

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.

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.

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.