



# Switching API Guide

## Version History

Version	Description	Date
0.1	Initial draft	19-Jun-24
0.2	Internal review and publish	20-Jun-24
0.3	Updates following internal review	12-Jul-24
0.4	Updated for multiple brand accounts	21-Aug-24
0.5	Added searchQuery for search apis	04-Sep-24
0.6	Updated responses for the additional searchQuery parameter	06-Sep-24
0.7	Added reporting apis	02-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	<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.

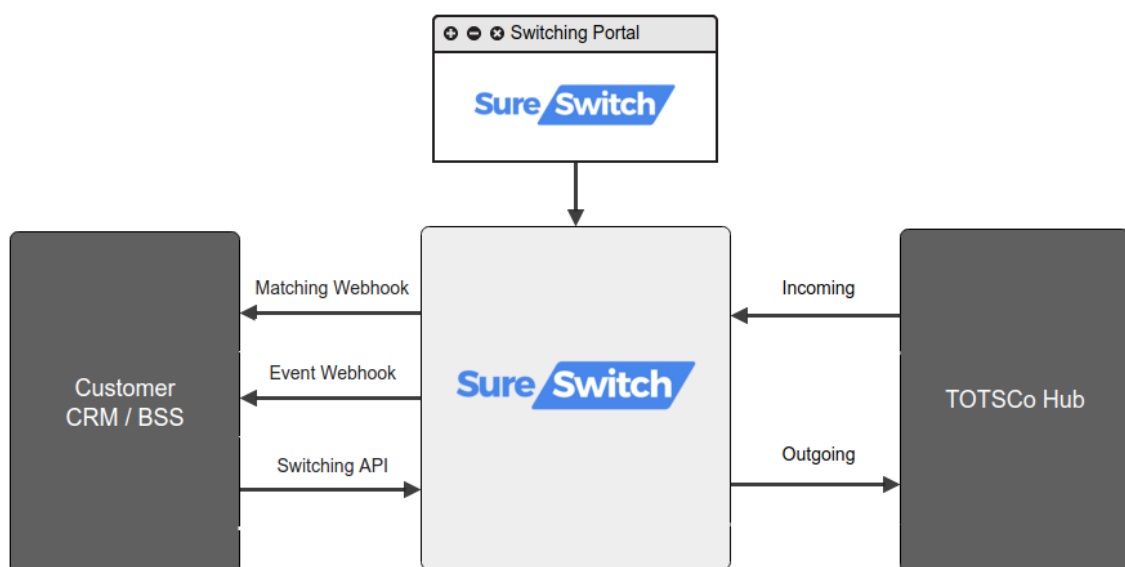
Multiple integration options are available, from light-touch and minimal, to full support for existing sales journeys. The level of integration will vary according to customer requirements and existing systems.

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:



The Switching APIs provide the capability to create, order, update, trigger, cancel, and query switches. This allows SureSwitch RCPs to fully integrate the switching process into their existing systems and sales journeys.

The API is based on restful principles with JSON payloads. The full API specification is detailed below.

Access to the switch management API is configured via the SureSwitch portal *System Settings*. The switching API uses HTTP Basic authentication; the authentication key and secret generated within the portal.

## API Listing

URI	Method	Description
api/providers	GET	Returns a list of provider RCPIDs that are available as a losing provider for a gaining switch
api/brands	GET	Returns a list of provider brand names and RCPIDs associated with the provider account
api/gaining	POST	Creates a new gaining switch and initiates a match request with the specified losing provider
api/gaining/{id}	PUT	Submits a new gaining switch match request where a match request previously failed. Available for switches with status MATCH_FAILED
api/gaining/{id}	GET	Returns all available details of a gaining switch
api/gaining/search	GET	Returns a summary list of gaining switches that meet the supplied criteria
api/gaining/{id}/order	PATCH	Places a gaining switch order for the supplied switch id and switch order

		reference. Available for switches with status MATCH_SUCCESS or ORDER_FAILED
api/gaining/{id}/update	PATCH	Updates the planned gaining switch date
api/gaining/{id}/trigger	PATCH	Indicates that the switch has been completed and triggers the losing provider to cease service
api/gaining/{id}/cancel	PATCH	Cancels an ordered switch
api/gaining/gaining-provider-listing	GET	Returns a list of provider RCPIDs that are the gaining provider for a gaining switch
api/gaining/losing-provider-listing	GET	Returns a list of provider RCPIDs that are the losing provider for a gaining switch
api/losing/gaining-provider-listing	GET	Returns a list of provider RCPIDs that are the gaining provider for a losing switch
api/losing/losing-provider-listing	GET	Returns a list of provider RCPIDs that are the losing provider for a losing switch
api/losing/search	GET	Returns a summary list of losing switches that meet the supplied criteria
api/losing/{id}	GET	Returns all available details of a losing switch
api/reports/gaining/overdue	PUT	Returns gaining switches that are overdue; triggerable with planned switch date in the past
api/reports/gaining/overdue/export	PUT	Export report of gaining switches that are overdue; triggerable with planned switch date in the past
api/reports/gaining/pending	PUT	Returns gaining switches that are pending; triggerable with planned switch date in the future
api/reports/gaining/pending/export	PUT	Export report of gaining switches that are pending; triggerable with planned switch date in the future



api/reports/gaining/summary	PUT	Returns gaining switches that are not at match failed status
api/reports/gaining/summary/export	PUT	Export report of gaining switches that are not at match failed status
api/reports/losing/overdue	PUT	Returns losing switches that are overdue; triggerable with planned switch date in the past
api/reports/losing/overdue/export	PUT	Export report of losing switches that are overdue; triggerable with planned switch date in the past
api/reports/losing/pending	PUT	Returns losing switches that are pending; triggerable with planned switch date in the future
api/reports/losing/pending/export	PUT	Export report of losing switches that are pending; triggerable with planned switch date in the future
api/reports/losing/summary	PUT	Returns losing switches that are not at match failed status
api/reports/losing/summary/export	PUT	Export report of losing switches that are not at match failed status

## API Specification

### GET api/providers

#### Query Parameters

Name	Description
Filter	The provider name

#### Response

```
[
  {
    "rcpid": "RTLL",
    "name": "NowYoYo"
  },
  {
    "rcpid": "RVPS",
    "name": "Jurassic Fibre"
  },
  {
    "rcpid": "RGVK",
    "name": "TalkTalk"
  },
  {
```

```

    "rcpid": "RVQD",
    "name": "Virgin Media (Virgin Media O2)"
  },
  {
    "rcpid": "RTMW",
    "name": "Sky"
  }
]

```

### Response Fields

Name	Description
rcpid	The provider id
name	The name of the provider

## GET api/brands

Request Parameters: none

### Response

```

[
  {
    "name": "FibreOne",
    "rcpid": "RFIB"
  },
  {
    "name": "Fibre Communications Ltd",
    "rcpid": "RFIV"
  },
  {
    "name": "FibreGold",
    "rcpid": "RFGG"
  },
]

```

### Response Fields

Name	Description
name	The name of the provider
rcpid	The provider id

## POST api/gaining

### Request

```

{
  "gainingRCPID": "RFIV",

```

```

"losingRCPID": "RTMW",
"losingAccount": "1245821002",
"customerFirstName": "Amber",
"customerLastName": "Anders",
"services": [
  {
    "serviceType": "IAS",
    "serviceAction": "cease"
  },
  {
    "serviceType": "NBICS",
    "serviceAction": "cease",
    "identifier": "01902654456"
  }
],
"address": {
  "uprn": "100031827458",
  "addressLines": [
    "41 PAXTON AVENUE, PERTON"
  ],
  "postTown": "WOLVERHAMPTON",
  "postcode": "WV6 7SG"
},
"externalSwitchReference": "ORD-001-ABC"
}

```

## Request Fields

Optional fields may be omitted.

Name	Description	Required
gainingRCPID	The provider id of the gaining provider	Yes
losingRCPID	The provider id of the losing provider	Yes
losingAccount	Service customer account number	No
customerFirstName	Service customer first name	No
customerLastName	Service customer last name	Yes
services	List of services to be switched	Yes
serviceType	Possible values: IAS, Internet Service (Internet Access Service) NBICS, Telephony Service (Number Based Interpersonal Communications Service)	Yes
serviceAction	The action requested to be taken, possible values: cease, request to terminate the service, port, request to keep an existing telephone number,	Yes

	<b>identify</b> , used with a telephone number to identify an internet service to cease without ceasing or porting a telephone number	
<b>identifier</b>	For telephony this would be the telephone number. For internet services this could be something to identify the location e.g. Home Office Installed 30 Apr 2022	Yes, if porting
<b>address</b>	Customer service address	Yes
<b>uprn</b>	Service address Unique Property Reference Number	No
<b>addressLines</b>	Service address including house name and excluding post town and postcode	Yes
<b>postTown</b>	Service address post town	Yes
<b>postcode</b>	Service address postcode	Yes
<b>externalSwitchReference</b>	Switch reference used by Customer BSS	No

## Response Fields

Name	Description
id	Switch identifier

## PUT api/gaining/{id}

### Request

```
{
  "gainingRCPID": "RFIV",
  "losingRCPID": "RTMW",
  "losingAccount": "1245821002",
  "customerFirstName": "Amber",
  "customerLastName": "Anders",
  "services": [
    {
      "serviceType": "IAS",
      "serviceAction": "cease"
    },
    {
      "serviceType": "NBICS",
      "serviceAction": "cease",
      "identifier": "01902654456"
    }
  ],
  "address": {
    "uprn": "100031827458",
    "addressLines": [
      "41 PAXTON AVENUE, PERTON"
    ]
  }
}
```

```

    ],
    "postTown": "WOLVERHAMPTON",
    "postcode": "WV6 7SG"
  },
  "externalSwitchReference": "ORD-001-ABC"
}

```

## Request Fields

Optional fields may be omitted.

Name	Description	Required
id	Switch id	Yes
gainingRCPID	The provider id of the gaining provider	Yes
losingRCPID	The provider id of the losing provider	Yes
losingAccount	Service customer account number	No
customerFirstName	Service customer first name	No
customerLastName	Service customer last name	Yes
services	List of services to be switched	Yes
serviceType	Possible values: <b>IAS</b> , Internet Service (Internet Access Service) <b>NBICS</b> , Telephony Service (Number Based Interpersonal Communications Service)	Yes
serviceAction	The action requested to be taken, possible values: <b>cease</b> , request to terminate the service, <b>port</b> , request to keep an existing telephone number, <b>identify</b> , used with a telephone number to identify an internet service to cease without ceasing or porting a telephone number	Yes
identifier	For telephony this would be the telephone number. For internet services this could be something to identify the location e.g. Home Office Installed 30 Apr 2022	Yes, if porting
address	Customer service address	Yes
uprn	Service address Unique Property Reference Number	No

addressLines	Service address including house name and excluding post town and postcode	Yes
postTown	Service address post town	Yes
postcode	Service address postcode	Yes

## Response

STATUS - 200 OK

## GET api/gaining/{id}

### Path Parameters

Name	Description	Required
id	Switch id	Yes

## Response

```
{
  "id": 2,
  "gainingRCPID": "RFIV",
  "gainingBrandName": "Fibre Future",
  "losingRCPID": "RVPS",
  "losingBrandName": "Jurassic Fibre",
  "losingAccount": "1245821002",
  "customerFirstName": "Boris",
  "customerLastName": "Bloop",
  "generatedSwitchReference": "BUDG-0002",
  "externalSwitchReference": "ORD-002-BB",
  "switchStatus": "TRIGGER_SUCCESS",
  "plannedSwitchDate": "2024-05-03",
  "activationDate": "2024-05-03",
  "matchedDate": "2024-05-02",
  "orderedDate": "2024-05-02",
  "orderedSwitchOrderReference": "123e45-12b-12d3-a456-426614174000",
  "address": {
    "uprn": "100031827458",
    "addressSummary": "41 PAXTON AVENUE, PERTON",
    "postTown": "WOLVERHAMPTON",
    "postcode": "WV6 7SG"
  },
  "matchResults": [
    {
      "resultType": "PRIMARY",
      "switchOrderReference": "123e45-12b-12d3-a456-426614174000",
      "services": [
        {
          "serviceType": "IAS",
          "switchAction": "ServiceFound",
          "serviceIdentifiers": [
            {
              "identifierType": "ServiceInformation",
              "identifier": "Installed 23rd Mar 2019"
            }
          ]
        }
      ]
    }
  ]
}
```

```

    ]
  }
]
},
"services": [
  {
    "serviceType": "NBICS",
    "switchAction": "cease",
    "identifier": "01902445556"
  }
],
"orderedMatchResult": {
  "resultType": "PRIMARY",
  "switchOrderReference": "123e45-12b-12d3-a456-426614174000",
  "services": [
    {
      "serviceType": "IAS",
      "switchAction": "ServiceFound",
      "serviceIdentifiers": [
        {
          "identifierType": "ServiceInformation",
          "identifier": "Installed 23rd Mar 2019"
        }
      ]
    }
  ]
}
],
},
"switchingImplications": [
  {
    "sentMethod": "email",
    "sentTo": "d*****@gmail.com",
    "sentBy": "2024-05-02 17:00:00"
  }
]
}
}

```

## Response Fields

Name	Description
id	Switch id
correlationId	Id of the message from the losing provider
gainingRCPID	Gaining provider id
gainingBrandName	Gaining provider name
losingRCPID	Losing provider id
losingBrandName	Losing provider name
losingAccount	Service customer account number
customerFirstName	Service customer first name
customerLastName	Service customer last name
generatedSwitchReference	SureSwitch generated reference for this switch
externalSwitchReference	Switch reference used by Customer BSS

switchStatus	Status of the switch
pendingMessagesSent	Date and timestamp of the message waiting for a response from the opposite provider
plannedSwitchDate	Expected switch date
newPlannedSwitchDate	Updated expected switch date
activationDate	Switch activation date
matchedDate	Successful match date
orderedDate	Date switch was ordered
cancelledDate	Switch order cancellation date
orderedSwitchOrderReference	Switch order reference that has been ordered
faultCode	Fault code defining the nature of the fault during processing
faultMessage	Human readable description of the fault code
address	Service address details
uprn	Service address Unique Property Reference Number
addressSummary	Service address including house name and excluding post town and postcode
postTown	Service address post town
postcode	Service address postcode
matchResults	Primary and any secondary match options
resultType	Possible values: <b>PRIMARY</b> , this is the match for the requested services and action, <b>SECONDARY</b> , if additional services were identified by the match process
switchOrderReference	Order reference relating to the switch option
services	List of services
serviceType	Possible values: <b>IAS</b> , Internet Service (Internet Access Service) <b>NBICS</b> , Telephony Service (Number Based Interpersonal Communications Service)
switchAction	Either the action the losing provider will take when the switch is performed or information to the gaining provider about whether the service is matched or not.  Possible values:



	ForcedCease, OptionToCease, OptionToRetain, ServiceFound. ServiceNotFound, ServiceWithAnotherCust, ServiceWithAnotherRCP
<b>serviceFoundAction</b>	Action to be taken if the service is found; cease or port
<b>serviceIdentifiers</b>	List of service identifiers
<b>identifierType</b>	Possible values: ONTReference, ONTPortNumber, NetworkOperator, ServiceInformation, CUPID, DN, PartialDN
<b>identifier</b>	For telephony this would be the telephone number. For internet services this could be something to identify the location e.g. Home Office Installed 30 Apr 2022
<b>orderedMatchResult</b>	Details of the ordered match
<b>switchingImplications</b>	Implications of switching services sent to the customer
<b>sentMethod</b>	Possible values are email, sms or first_class_post
<b>sentTo</b>	Masked email address or masked mobile number
<b>sentBy</b>	The date and time the notification was or will be sent in the format CCYY-MM-DD hh:mm:ss

## GET api/gaining/search

### Request Parameters

Name	Description	Required
<b>switchStatus</b>	Status of the gaining switch	No
<b>losingRcpid</b>	Losing provider id	No
<b>searchQuery</b>	Generated reference for this switch OR The Ordered Switch Order Reference for this switch	No
<b>externalSwitchReference</b>	Switch reference used by Customer BSS	No
<b>gainingRCPID</b>	Gaining provider id	No
<b>retrieveAbandoned</b>	Retrieve switch cases that have been abandoned due to inactivity	No

### Response

```
{
  "content": [
```

```

{
  "id": 6,
  "switchStatus": "TRIGGER_SUCCESS",
  "gainingBrandName": "Fibre Future",
  "losingBrandName": "Jurassic Fibre",
  "losingAccount": "1245821002",
  "plannedSwitchDate": "2024-05-03",
  "createdAt": "2024-05-03 07:49:36",
  "generatedSwitchReference": "BUDG-0006",
  "externalSwitchReference": "ORD-003-BB",
  "orderedSwitchOrderReference": "bd0f9220-2710-406b-823d-24bd32c4623b",
  "abandonedAt": "2024-05-03 07:49:36"
}
],
"page": 0,
"numberOfElements": 1,
"totalPages": 1,
"totalElements": 1
}

```

### Response Fields

Name	Description
id	Switch id
createdAt	Date and timestamp the switch entered the system
switchStatus	Status of the switch
gainingBrandName	Gaining provider name
losingBrandName	Losing provider name
losingAccount	Customer service account number
plannedSwitchDate	Planned switch date
generatedSwitchReference	SureSwitch generated reference for this switch
externalSwitchReference	Switch reference used by Customer BSS
orderedSwitchOrderReference	Ordered switch order reference
abandonedAt	Date and time switch was abandoned

### PATCH api/gaining/{id}/order

#### Request

```

{
  "switchOrderReference": "8fc74ef9-dd99-4365-bc2e-a76350e65f1a",
  "plannedSwitchDate": "2024-05-03"
}

```

#### Request Fields

Name	Description	Required
id	Switch id	Yes

<b>switchOrderReference</b>	Switch order reference for the switch being ordered	Yes
<b>plannedSwitchDate</b>	Date the switch is planned for	Yes

Response

STATUS - 200 OK

## PATCH api/gaining/{id}/update

### Field Listing

```
{
  "newPlannedSwitchDate": "2024-05-03"
}
```

### Request Fields

Name	Description	Required
id	Switch id	Yes
newPlannedSwitchDate	New date the switch is planned for	Yes

Response

STATUS - 200 OK

## PATCH api/gaining/{id}/cancel

### Request Parameters

Name	Description	Required
id	Switch id	Yes

Response

STATUS - 200 OK

## PATCH api/gaining/{id}/trigger

### Request

```
{
  "activationDate": "2024-05-03"
}
```

### Request Fields

Name	Description	Required
id	Switch id	Yes
activationDate	Date the switch was completed	Yes

## Response

STATUS - 200 OK

## GET api/gaining/gaining-provider-listing

Request Parameters: none

## Response

```
{
  "gainingProviderBrands" : [
    {
      "gainingRCPID" : "RLLF",
      "gainingBrandName" : "Beacon Broadband"
    }
  ],
  "hasMultipleRCPIDs" : false
}
```

## Response Fields

Name	Description
gainingRCPID	The gaining provider id
gainingBrandName	The name of the gaining provider
hasMultipleRCPIDs	Indicates if there are multiple brands associated with the provider account

## GET api/gaining/losing-provider-listing

Request Parameters: none

## Response

```
[
  {
    "losingRCPID" : "RGTV",
    "losingBrandName" : "ZENTIVE CABLE LIMITED"
  },
  {
    "losingRCPID" : "RLGF",
    "losingBrandName" : "Zentive-Test"
  }
]
```

## Response Fields

Name	Description
losingRCPID	The losing provider id
losingBrandName	The name of the losing provider

## GET api/losing/gaining-provider-listing

Request Parameters: none

### Response

```
[
  {
    "gainingRcpid" : "RGTV",
    "gainingBrandName" : "Buddy Broadband"
  },
  {
    "gainingRcpid" : "RGTV",
    "gainingBrandName" : "Tippy Telecommunications"
  }
]
```

## Response Fields

Name	Description
gainingRcpid	The gaining provider id
gainingBrandName	The name of the gaining provider

## GET api/losing/losing-provider-listing

Request Parameters: none

### Response

```
{
  "losingProviderBrands" : [
    {
      "losingRCPID" : "RGDF",
      "losingBrandName" : "CABLE LIMITED"
    },
    {
      "losingRCPID" : "RVGF",
      "losingBrandName" : "FIBRE FIX"
    }
  ],
  "hasMultipleRCPIDs" : true
}
```

## Response Fields

Name	Description
losingRCPID	The losing provider id
losingBrandName	The name of the losing provider
hasMultipleRCPIDs	Indicates if there are multiple brands associated with the provider account

## GET api/losing/search

### Query Parameters

Name	Description	Required
switchStatus	Status of the losing switch	No
gainingRCPID	Gaining provider id	No
searchQuery	Generated reference for this switch OR The Ordered Switch Order Reference for this switch	No
losingRCPID	Losing provider id	No
retrieveAbandoned	Retrieve switch cases that have been abandoned due to inactivity	No

### Response

```
{
  "content" : [
    {
      "id" : 4,
      "switchStatus" : "ORDER_SUCCESS",
      "gainingBrandName" : "Buddy Broadband",
      "losingBrandName" : "Fibre Future",
      "plannedSwitchDate" : "2024-05-29",
      "createdAt" : "2024-05-29 07:15:06",
      "generatedSwitchReference" : "GCPG-0012",
      "orderedSwitchOrderReference" : "4cd9c2bc-966f-47c2-a061-9e54de",
      "abandonedAt" : "2024-05-03 07:49:36"
    },
    {
      "id" : 3,
      "switchStatus" : "MATCH_SUCCESS",
      "gainingBrandName" : "Buddy Broadband",
      "losingBrandName" : "Fibre Future",
      "createdAt" : "2024-05-29 06:59:36",
      "generatedSwitchReference" : "GCPG-0008"
    },
    {
      "id" : 2,
      "switchStatus" : "ORDER_FAILED",
      "gainingBrandName" : "Buddy Broadband",
      "losingBrandName" : "Fibre Future",
      "createdAt" : "2024-05-28 09:04:52",
      "generatedSwitchReference" : "GCPG-0007"
    }
  ]
}
```

```

    },
    {
      "id" : 1,
      "switchStatus" : "TRIGGER_SUCCESS",
      "gainingBrandName" : "Buddy Broadband",
      "losingBrandName" : "Fibre Future",
      "plannedSwitchDate" : "2024-06-01",
      "createdAt" : "2024-05-28 08:48:46",
      "generatedSwitchReference" : "GCPG-0005"
    }
  ],
  "page" : 0,
  "numberOfElements" : 4,
  "totalPages" : 1,
  "totalElements" : 4
}

```

### Response Fields

Name	Description
id	Switch id
createdAt	Date and timestamp the switch entered the system
switchStatus	Status of the switch
gainingBrandName	Gaining provider name
losingBrandName	Losing provider name
plannedSwitchDate	Planned switch date
generatedSwitchReference	SureSwitch generated reference for this switch
orderedSwitchOrderReference	Ordered switch order reference
abandonedAt	Date and time switch was abandoned

### GET api/losing/{id}

#### Path Parameters

Name	Description	Required
id	Switch id	Yes

#### Response

```

{
  "id" : 5,
  "correlationId" : "cd83455f-0770-436b-be6a-41f4f01a1348",
  "gainingRCPID" : "RGTV",
  "gainingBrandName" : "Buddy Broadband",
  "losingRCPID" : "RFIV",
  "losingBrandName" : "Future Fibre",
  "customerAccount" : "100-1001008",
  "customerName" : "Hillyhock",
}

```

```

"generatedSwitchReference" : "GCPG-0005",
"switchStatus" : "TRIGGER_SUCCESS",
"matchedDate" : "2024-05-28",
"faultCode" : "1203",
"faultMessage" : "Invalid or missing planned switch date",
"plannedSwitchDate" : "2024-06-01",
"orderedDate" : "2024-05-28",
"activationDate" : "2024-05-16",
"orderedSwitchReference" : "4cd9c2bc-966f-47c2-a061-9e54de1a4d3b",
"address" : {
  "uprn" : "200000752260",
  "addressSummary" : "AMARISK FARM, BEACH ROAD, WEST BEXINGTON",
  "postTown" : "DORCHESTER",
  "postcode" : "DT2 9DF"
},
"services" : [
  {
    "serviceType" : "IAS",
    "serviceAction" : "cease"
  }
],
"matchResults" : [
  {
    "resultType" : "PRIMARY",
    "switchOrderReference" : "4cd9c2bc-966f-47c2-a061-9e54de1a4d3b",
    "services" : [
      {
        "serviceType" : "IAS",
        "switchAction" : "ServiceFound",
        "serviceIdentifiers" : [
          {
            "identifierType" : "ONTReference",
            "identifier" : "123456789"
          }
        ]
      },
      {
        "serviceType" : "NBICS",
        "switchAction" : "OptionToRetain",
        "serviceIdentifiers" : [
          {
            "identifierType" : "PartialDN",
            "identifier" : "13"
          }
        ]
      }
    ]
  },
  {
    "resultType" : "SECONDARY",
    "switchOrderReference" : "d2a11437-e46e-4af5-8fdb-ccc2f45f1fa5",
    "services" : [
      {
        "serviceType" : "IAS",
        "switchAction" : "ServiceFound",
        "serviceIdentifiers" : [
          {
            "identifierType" : "ONTReference",
            "identifier" : "123456789"
          }
        ]
      }
    ]
  }
]

```



```

    },
    {
      "serviceType" : "NBICS",
      "switchAction" : "OptionToCease",
      "serviceIdentifiers" : [
        {
          "identifierType" : "PartialDN",
          "identifier" : "13"
        }
      ]
    }
  ]
},
"orderedMatchResult" : {
  "resultType" : "PRIMARY",
  "switchOrderReference" : "4cd9c2bc-966f-47c2-a061-9e54de1a4d3b",
  "services" : [
    {
      "serviceType" : "IAS",
      "switchAction" : "ServiceFound",
      "serviceIdentifiers" : [
        {
          "identifierType" : "ONTReference",
          "identifier" : "123456789"
        }
      ]
    }
  ],
  {
    "serviceType" : "NBICS",
    "switchAction" : "OptionToRetain",
    "serviceIdentifiers" : [
      {
        "identifierType" : "PartialDN",
        "identifier" : "13"
      }
    ]
  }
],
"switchingImplications" : [
  {
    "sentMethod" : "email",
    "sentTo" : "*****@zentive.com",
    "sentBy" : "2024-05-28 08:48:00"
  }
]
}

```

### Response Fields

Name	Description
id	Switch id
correlationId	Id of the message from the gaining provider
gainingRCPID	Gaining provider id
gainingBrandName	Gaining provider name

losingRCPID	Losing provider id
losingBrandName	Losing provider name
customerAccount	Service customer account number
customerName	Service customer last name
generatedSwitchReference	SureSwitch generated reference for this switch
switchStatus	Status of the switch
matchedDate	Successful match date
plannedSwitchDate	Expected switch date
orderedDate	Date switch was ordered
activationDate	Switch activation date
cancelledDate	Switch order cancellation date
faultCode	Fault code defining the nature of the fault during processing
faultMessage	Human readable description of the fault code
orderedSwitchReference	Switch reference that has been ordered
address	Service address details
uprn	Service address Unique Property Reference Number
addressSummary	Service address including house name and excluding post town and postcode
postTown	Service address post town
postcode	Service address postcode
services	List of services
serviceType	Possible values: <b>IAS</b> , Internet Service (Internet Access Service) <b>NBICS</b> , Telephony Service (Number Based Interpersonal Communications Service)
serviceAction	Either the action the losing provider will take when the switch is performed or information to the gaining provider about whether the service is matched or not.  Possible values: ForcedCease, OptionToCease, OptionToRetain, ServiceFound. ServiceNotFound, ServiceWithAnotherCust, ServiceWithAnotherRCP
serviceFoundAction	Action to be taken for the found service; cease or port
matchResults	Primary and any secondary match options

<b>resultType</b>	Possible values: <b>PRIMARY</b> , this is the match for the requested services and action, <b>SECONDARY</b> , if additional services were identified by the match process
<b>orderedSwitchOrderReference</b>	Order reference relating to the switch option
<b>services</b>	List of services
<b>serviceType</b>	Possible values: <b>IAS</b> , Internet Service (Internet Access Service) <b>NBICS</b> , Telephony Service (Number Based Interpersonal Communications Service)
<b>switchAction</b>	Either the action the losing provider will take when the switch is performed or information to the gaining provider about whether the service is matched or not.  Possible values: ForcedCease, OptionToCease, OptionToRetain, ServiceFound, ServiceNotFound, ServiceWithAnotherCust, ServiceWithAnotherRCP
<b>serviceIdentifiers</b>	List of service identifiers
<b>identifierType</b>	Possible values: ONTReference, ONTPortNumber, NetworkOperator, ServiceInformation, CUPID, DN, PartialDN
<b>identifier</b>	For telephony this would be the telephone number. For internet services this could be something to identify the location e.g. Home Office Installed 30 Apr 2022
<b>orderedMatchResult</b>	Details of the ordered match
<b>switchingImplications</b>	Implications of switching services sent to the customer
<b>sentMethod</b>	Possible values are email, sms or first_class_post
<b>sentTo</b>	Masked email address or masked mobile number
<b>sentBy</b>	The date and time the notification was or will be sent in the format CCYY-MM-DD hh:mm:ss

[PUT api/reports/gaining/overdue](#)

## Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

## Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "losingRcpidFilters" : ["RLGF"],
  "gainingRcpidFilters" : ["RGTV"]
}
```

## Request Fields

Name	Description	Required
startDate	Start date for search to include overdue switches created since date	Yes
endDate	End date for search to include overdue switches created until date. endDate is exclusive	Yes
losingRcpidFilters	Filter results by losing provider id	No
gainingRcpidFilters	Filter results by gaining provider id, available when the provider is a multi-brand account	No

## Response

```
{
  "content" : [
    {
      "id" : 403,
      "createdAt" : "2024-11-21 08:12:01",
      "gainingRcpid" : "RGTV",
      "gainingBrandName" : "Buddy Broadband",
      "losingRcpid" : "RLGF",
      "losingBrandName" : "Zentive-Test",
      "switchStatus" : "ORDER_SUCCESS",
      "orderedSwitchOrderReference" : "9878cc50-1fce-4852-bed1-3139012e60fc",
      "externalSwitchReference" : "ORD-002",
      "generatedSwitchReference" : "BBPG-0402",
      "matchedDate" : "2024-11-21",
      "orderedDate" : "2024-11-21",
      "plannedSwitchDate" : "2024-11-28",
      "matchingAccount" : "A11920145",
      "matchingCustomerName" : "Brown",
      "address" : "83 STUBBINGTON AVENUE, PORTSMOUTH",
      "postcode" : "PO2 0JD"
    },
    {

```

```

    "id" : 375,
    "createdAt" : "2024-11-20 16:40:08",
    "gainingRcpid" : "RGTV",
    "gainingBrandName" : "Buddy Broadband",
    "losingRcpid" : "RLGF",
    "losingBrandName" : "Zentive-Test",
    "switchStatus" : "TRIGGER_FAILED",
    "orderedSwitchOrderReference" : "35c1da5e-c859-4b76-9162-
0d12ca74425f",
    "externalSwitchReference" : "ORD-002",
    "generatedSwitchReference" : "BBPG-0374",
    "matchedDate" : "2024-11-20",
    "orderedDate" : "2024-11-20",
    "plannedSwitchDate" : "2024-11-27",
    "activationDate" : "2024-11-20",
    "matchingAccount" : "A11920144",
    "matchingCustomerName" : "Anderson",
    "faultCode" : "1402",
    "faultMessage" : "Response from Zentive-Test: Switch order
reference is no longer available",
    "address" : "81 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode" : "PO2 0JD"
  },
],
"page" : 0,
"numberOfElements" : 25,
"totalPages" : 3,
"totalElements" : 71
}

```

## Response Fields

Name	Description
id	The switch id
createdAt	Date and timestamp the switch entered the system
gainingRcpid	Gaining provider id
gainingBrandName	Gaining provider name
losingRcpid	Losing provider id
losingBrandName	Losing provider name
switchStatus	Status of the gaining switch
orderedSwitchOrderReference	Ordered switch order reference
externalSwitchReference	Switch reference using by Customer BSS
generatedSwitchReference	SureSwitch generated reference for this switch
matchedDate	Successful match date
orderedDate	Date switch was ordered
plannedSwitchDate	Expected switch date
newPlannedSwitchDate	New planned switch date
activationDate	Date the switch was activated

<b>matchingAccount</b>	Account name of the matched customer
<b>matchingCustomerName</b>	Last name of the matched customer
<b>address</b>	Service address details
<b>postcode</b>	Service address postcode
<b>faultCode</b>	Fault code defining the nature of the fault during processing
<b>faultMessage</b>	Human readable description of the fault code

## PUT api/reports/gaining/overdue/export

### Query Parameters

Name	Description	Required
<b>page</b>	Page number of results to be returned	No
<b>size</b>	Number of elements to be returned by page	No
<b>sort</b>	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "losingRcpidFilters" : ["RLGF"],
  "gainingRcpidFilters" : ["RGTV"]
}
```

### Request Fields

Name	Description	Required
<b>startDate</b>	Start date for search to include overdue switches created since date	Yes
<b>endDate</b>	End date for search to include overdue switches created until date. endDate is exclusive	Yes
<b>losingRcpidFilters</b>	Filter results by losing provider id	No
<b>gainingRcpidFilters</b>	Filter results by gaining provider id, available when the provider is a multi-brand account	No

### Response

STATUS - 200 OK

Content-Type: application/vnd.openxmlformats-officedocument.spreadsheetml.sheet

Content-Disposition: attachment; filename="gaining-details-report-overdue-yyyy-mm-dd-HHdd.xlsx"

## PUT api/reports/gaining/pending

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "losingRcpidFilters" : ["RLGF"],
  "gainingRcpidFilters" : ["RGTV"]
}
```

### Request Fields

Name	Description	Required
startDate	Start date for search to include pending switches created since date	Yes
endDate	End date for search to include pending switches created until date. endDate is exclusive	Yes
losingRcpidFilters	Filter results by losing provider id	No
gainingRcpidFilters	Filter results by gaining provider id, available when the provider is a multi-brand account	No

### Response

```
{
  "content" : [
    {
      "id" : 491,
      "createdAt" : "2025-01-02 13:43:41",
      "gainingRcpid" : "RGTV",
      "gainingBrandName" : "Buddy Broadband",
      "losingRcpid" : "RLGF",
      "losingBrandName" : "Zentive-Test",
      "switchStatus" : "UPDATE_SUCCESS",
      "orderedSwitchOrderReference" : "5fa5c077-b145-4cf2-a79d-cf41a22ea8c3",
      "externalSwitchReference" : "ORD-002",
      "generatedSwitchReference" : "BBPG-0490",
      "matchedDate" : "2025-01-02",
      "orderedDate" : "2025-01-02",
      "plannedSwitchDate" : "2025-01-10",
      "matchingAccount" : "A11920144",
      "matchingCustomerName" : "Anderson",
      "address" : "81 STUBBINGTON AVENUE, PORTSMOUTH",
    }
  ]
}
```

```

    "postcode" : "PO2 0JD"
  },
  {
    "id" : 490,
    "createdAt" : "2025-01-02 13:31:09",
    "gainingRcpid" : "RGTV",
    "gainingBrandName" : "Buddy Broadband",
    "losingRcpid" : "RLGF",
    "losingBrandName" : "Zentive-Test",
    "switchStatus" : "ORDER_SUCCESS",
    "orderedSwitchOrderReference" : "aef215f3-9697-4907-8734-52d817e27ba8",
    "externalSwitchReference" : "ORD-002",
    "generatedSwitchReference" : "BBPG-0489",
    "matchedDate" : "2025-01-02",
    "orderedDate" : "2025-01-02",
    "plannedSwitchDate" : "2025-01-09",
    "matchingAccount" : "A11920145",
    "matchingCustomerName" : "Brown",
    "address" : "83 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode" : "PO2 0JD"
  }
],
"page" : 0,
"numberOfElements" : 25,
"totalPages" : 3,
"totalElements" : 71
}

```

## Response Fields

Name	Description
id	The switch id
createdAt	Date and timestamp the switch entered the system
gainingRcpid	Gaining provider id
gainingBrandName	Gaining provider name
losingRcpid	Losing provider id
losingBrandName	Losing provider name
switchStatus	Status of the gaining switch
orderedSwitchOrderReference	Ordered switch order reference
externalSwitchReference	Switch reference using by Customer BSS
generatedSwitchReference	SureSwitch generated reference for this switch
matchedDate	Successful match date
orderedDate	Date switch was ordered
plannedSwitchDate	Expected switch date
newPlannedSwitchDate	New planned switch date
activationDate	Date the switch was activated



matchingAccount	Account name of the matched customer
matchingCustomerName	Last name of the matched customer
address	Service address details
postcode	Service address postcode

## PUT api/reports/gaining/pending/export

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "losingRcpidFilters" : ["RLGF"],
  "gainingRcpidFilters" : ["RLGF"]
}
```

### Request Fields

Name	Description	Required
startDate	Start date for search to include pending switches created since date	Yes
endDate	End date for search to include pending switches created until date. endDate is exclusive	Yes
losingRcpidFilters	Filter results by losing provider id	No
gainingRcpidFilters	Filter results by gaining provider id, available when the provider is a multi-brand account	

### Response

STATUS - 200 OK

Content-Type: application/vnd.openxmlformats-officedocument.spreadsheetml.sheet

Content-Disposition: attachment; filename="gaining-details-report-pending-yyyy-mm-dd-HHdd.xlsx"

## PUT api/reports/gaining/summary

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "switchStatusFilters" : ["MATCH_SUCCESS", "ORDER_SUCCESS"],
  "losingRcpidFilters" : ["RLGF"],
  "gainingRcpidFilters" : ["RGTV"],
  "retrieveAbandoned" : true
}
```

### Request Fields

Name	Description	Required
startDate	Start date for search to include switches created since date	Yes
endDate	End date for search to include switches created until date. endDate is exclusive	Yes
switchStatusFilters	Filter results by switch status, possible filters MATCH_SUCCESS, MATCH_FAILED, ORDER_SUCCESS, ORDER_PENDING, ORDER_FAILED, UPDATE_SUCCESS, UPDATE_PENDING, UPDATE_FAILED, TRIGGER_SUCCESS, TRIGGER_PENDING, TRIGGER_FAILED, CANCEL_SUCCESS, CANCEL_PENDING, CANCEL_FAILED	No
losingRcpidFilters	Filter results by losing provider id	No
gainingRcpidFilters	Filter results by gaining provider id, available when the provider is a multi-brand account	No
retrieveAbandoned	Include or exclude switches that have been abandoned due to inactivity for more than 60 days	No

### Response

```
{
  "content": [
    {
      "id": 261,
      "createdAt": "2024-11-06 06:45:04",
      "gainingRcpid": "RGTV",
    }
  ]
}
```

```

    "gainingBrandName": "Buddy Broadband",
    "losingRcpid": "RLGF",
    "losingBrandName": "Zentive-Test",
    "switchStatus": "UPDATE_FAILED",
    "orderedSwitchOrderReference": "8daf4da9-d219-4606-b736-54934e965b89",
    "externalSwitchReference": "ORD-002",
    "generatedSwitchReference": "BBPG-0260",
    "matchedDate": "2024-11-06",
    "orderedDate": "2024-11-06",
    "plannedSwitchDate": "2024-11-13",
    "abandonedDate": "2024-11-06 06:53:00",
    "matchingAccount": "A11920144",
    "matchingCustomerName": "Anderson",
    "faultCode": "1303",
    "faultMessage": "Response from Zentive-Test: Invalid or missing planned switch date",
    "address": "81 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode": "PO2 0JD"
  },
  {
    "id": 236,
    "createdAt": "2024-11-04 12:29:01",
    "gainingRcpid": "RGTV",
    "gainingBrandName": "Buddy Broadband",
    "losingRcpid": "RLGF",
    "losingBrandName": "Zentive-Test",
    "switchStatus": "ORDER_SUCCESS",
    "orderedSwitchOrderReference": "3f1ebc16-f8cd-46a8-9ba9-fd9ceaf2e371",
    "externalSwitchReference": "BUDDY-001",
    "generatedSwitchReference": "BBPG-0235",
    "matchedDate": "2024-11-04",
    "orderedDate": "2024-11-04",
    "plannedSwitchDate": "2024-11-06",
    "abandonedDate": "2025-01-03 13:05:26",
    "matchingAccount": "A11920145",
    "matchingCustomerName": "Brown",
    "address": "83 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode": "PO2 0JD"
  },
  {
    "id": 234,
    "createdAt": "2024-11-04 10:33:55",
    "gainingRcpid": "RGTV",
    "gainingBrandName": "Buddy Broadband",
    "losingRcpid": "RLGF",
    "losingBrandName": "ZENTIVE CABLE LIMITED",
    "switchStatus": "MATCH_SUCCESS",
    "generatedSwitchReference": "BBPG-0233",
    "matchedDate": "2024-11-04",
    "abandonedDate": "2025-01-03 11:00:00",
    "matchingCustomerName": "Vainoris",
    "address": "2B KENWYN ROAD, TRURO",
    "postcode": "TR1 3SU"
  }
],
  "page": 0,
  "numberOfElements": 3,
  "totalPages": 1,
  "totalElements": 3

```

```
}
```

## Response Fields

Name	Description
id	The switch id
createdAt	Date and timestamp the switch entered the system
gainingRcpid	Gaining provider id
gainingBrandName	Gaining provider name
losingRcpid	Losing provider id
losingBrandName	Losing provider name
switchStatus	Status of the gaining switch
orderedSwitchOrderReference	Ordered switch order reference
externalSwitchReference	Switch reference using by Customer BSS
generatedSwitchReference	SureSwitch generated reference for this switch
matchedDate	Successful match date
orderedDate	Date switch was ordered
plannedSwitchDate	Expected switch date
newPlannedSwitchDate	New planned switch date
cancelledDate	Date the switch was cancelled
activationDate	Date the switch was activated
abandonedDate	Date the switch was abandoned
matchingAccount	Account name of the matched customer
matchingCustomerName	Last name of the matched customer
address	Service address details
postcode	Service address postcode
faultCode	Fault code defining the nature of the fault during processing
faultMessage	Human readable description of the fault code

## PUT api/reports/gaining/summary/export

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No

sort	Sort order of results to be returned	No
------	--------------------------------------	----

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "switchStatusFilters" : ["MATCH_SUCCESS", "ORDER_SUCCESS"],
  "losingRcpidFilters" : ["RLGF"],
  "gainingRcpidFilters" : ["RGTV"],
  "retrieveAbandoned" : true
}
```

### Request Fields

Name	Description	Required
startDate	Start date for search to include switches created since date	Yes
endDate	End date for search to include switches created until date. endDate is exclusive	Yes
switchStatusFilters	Filter results by switch status, possible filters MATCH_SUCCESS, MATCH_FAILED, ORDER_SUCCESS, ORDER_FAILED, UPDATE_SUCCESS, UPDATE_FAILED, TRIGGER_SUCCESS, TRIGGER_FAILED, CANCEL_SUCCESS, CANCEL_FAILED	No
losingRcpidFilters	Filter results by losing provider id	No
gainingRcpidFilters	Filter results by gaining provider id, available when the provider is a multi-brand account	No
retrieveAbandoned	Include or exclude switches that have been abandoned due to inactivity for more than 60 days	No

### Response

STATUS - 200 OK

Content-Type: application/vnd.openxmlformats-officedocument.spreadsheetml.sheet

Content-Disposition: attachment; filename="gaining-details-report-yyyy-mm-dd-HHdd.xlsx"

## PUT api/reports/losing/overdue

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No

size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

## Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "gainingRcpidFilters" : ["RLGF"],
  "losingRcpidFilters" : ["RGTV"]
}
```

## Request Fields

Name	Description	Required
startDate	Start date for search to include overdue switches created since date	Yes
endDate	End date for search to include overdue switches created until date. endDate is exclusive	Yes
gainingRcpidFilters	Filter results by gaining provider id	No
losingRcpidFilters	Filter results by losing provider id, available when the provider is a multi-brand account	No

## Response

```
{
  "content" : [
    {
      "id" : 469,
      "createdAt" : "2024-11-26 16:42:35",
      "switchStatus" : "ORDER_SUCCESS",
      "gainingRcpid" : "RGTV",
      "gainingBrandName" : "ZENTIVE CABLE LIMITED",
      "losingRcpid" : "RLGF",
      "losingBrandName" : "Grapevine Communications Provider",
      "matchingCustomerName" : "Brown",
      "matchingAccount" : "A11920145",
      "generatedSwitchReference" : "GCPL-0413",
      "matchedDate" : "2024-11-26",
      "plannedSwitchDate" : "2024-12-03",
      "orderedDate" : "2024-11-26",
      "orderedSwitchOrderReference" : "72520269-e3ac-49f7-9530-ee0065a9d4c0",
      "address" : "83 STUBBINGTON AVENUE, PORTSMOUTH",
      "postcode" : "PO2 0JD"
    },
    {
      "id" : 465,
      "createdAt" : "2024-11-26 16:11:14",
      "switchStatus" : "UPDATE_FAILED",
      "gainingRcpid" : "RGTV",
      "gainingBrandName" : "ZENTIVE CABLE LIMITED",
      "losingRcpid" : "RLGF",
      "losingBrandName" : "Grapevine Communications Provider",
    }
  ]
}
```

```

"matchingCustomerName" : "Brown",
"matchingAccount" : "A11920145",
"generatedSwitchReference" : "GCPL-0409",
"matchedDate" : "2024-11-26",
"plannedSwitchDate" : "2024-12-03",
"orderedDate" : "2024-11-26",
"orderedSwitchOrderReference" : "c20f757a-07af-423f-98c1-
70b96cf797c6",
"faultCode" : "1303",
"faultMessage" : "Invalid or missing planned switch date",
"address" : "83 STUBBINGTON AVENUE, PORTSMOUTH",
"postcode" : "PO2 0JD"
},
{
  "id" : 464,
  "createdAt" : "2024-11-26 16:05:42",
  "switchStatus" : "UPDATE_SUCCESS",
  "gainingRcpid" : "RGTV",
  "gainingBrandName" : "ZENTIVE CABLE LIMITED",
  "losingRcpid" : "RLGF",
  "losingBrandName" : "Grapevine Communications Provider",
  "matchingCustomerName" : "Brown",
  "matchingAccount" : "A11920145",
  "generatedSwitchReference" : "GCPL-0408",
  "matchedDate" : "2024-11-26",
  "plannedSwitchDate" : "2024-12-04",
  "orderedDate" : "2024-11-26",
  "orderedSwitchOrderReference" : "71bb9e00-c0fb-4184-834a-
9d99486fba6b",
  "address" : "83 STUBBINGTON AVENUE, PORTSMOUTH",
  "postcode" : "PO2 0JD"
},
],
"page" : 0,
"numberOfElements" : 25,
"totalPages" : 3,
"totalElements" : 71
}

```

## Response Fields

Name	Description
id	The switch id
createdAt	Date and timestamp the switch entered the system
switchStatus	Status of the gaining switch
gainingRcpid	Gaining provider id
gainingBrandName	Gaining provider name
losingRcpid	Losing provider id
losingBrandName	Losing provider name
matchingCustomerName	Last name of the matched customer
matchingAccount	Account name of the matched customer
generatedSwitchReference	SureSwitch generated reference for this switch

matchedDate	Successful match date
plannedSwitchDate	Expected switch date
orderedDate	Date switch was ordered
orderedSwitchOrderReference	Ordered switch order reference
activationDate	Date the switch was activated
address	Service address details
postcode	Service address postcode
faultCode	Fault code defining the nature of the fault during processing
faultMessage	Human readable description of the fault code

## PUT api/reports/losing/overdue/export

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "gainingRcpidFilters" : ["RLGF"],
  "losingRcpidFilters" : ["RGTV"]
}
```

### Request Fields

Name	Description	Required
startDate	Start date for search to include overdue switches created since date	Yes
endDate	End date for search to include overdue switches created until date. endDate is exclusive	Yes
gainingRcpidFilters	Filter results by gaining provider id	No
losingRcpidFilters	Filter results by losing provider id, available when the provider is a multi-brand account	No

### Response



STATUS - 200 OK

Content-Type: application/vnd.openxmlformats-officedocument.spreadsheetml.sheet

Content-Disposition: attachment; filename=" losing-details-report-overdue-yyyy-mm-dd-HHdd.xlsx"

## PUT api/reports/losing/pending

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "losingRcpidFilters" : ["RLGF"],
  "gainingRcpidFilters" : ["RGTV"]
}
```

### Request Fields

Name	Description	Required
startDate	Start date for search to include pending switches created since date	Yes
endDate	End date for search to include pending switches created until date. endDate is exclusive	Yes
losingRcpidFilters	Filter results by losing provider id, available when the provider is a multi-brand account	No
gainingRcpidFilters	Filter results by gaining provider id	No

### Response

```
{
  "content" : [
    {
      "id" : 518,
      "createdAt" : "2025-01-02 13:43:44",
      "switchStatus" : "UPDATE_SUCCESS",
      "gainingRcpid" : "RGTV",
      "gainingBrandName" : "ZENTIVE CABLE LIMITED",
      "losingRcpid" : "RLGF",
      "losingBrandName" : "Grapevine Communications Provider",
      "matchingCustomerName" : "Brown",
    }
  ]
}
```

```

    "matchingAccount" : "A11920145",
    "generatedSwitchReference" : "GCPL-0456",
    "matchedDate" : "2025-01-02",
    "plannedSwitchDate" : "2025-01-10",
    "orderedDate" : "2025-01-02",
    "orderedSwitchOrderReference" : "5fa5c077-b145-4cf2-a79d-
cf41a22ea8c3",
    "address" : "83 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode" : "PO2 0JD"
  },
  {
    "id" : 517,
    "createdAt" : "2025-01-02 13:31:14",
    "switchStatus" : "ORDER_SUCCESS",
    "gainingRcpid" : "RGTV",
    "gainingBrandName" : "ZENTIVE CABLE LIMITED",
    "losingRcpid" : "RLGF",
    "losingBrandName" : "Grapevine Communications Provider",
    "matchingCustomerName" : "Brown",
    "matchingAccount" : "A11920145",
    "generatedSwitchReference" : "GCPL-0455",
    "matchedDate" : "2025-01-02",
    "plannedSwitchDate" : "2025-01-09",
    "orderedDate" : "2025-01-02",
    "orderedSwitchOrderReference" : "aef215f3-9697-4907-8734-
52d817e27ba8",
    "address" : "83 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode" : "PO2 0JD"
  }
],
"page" : 0,
"numberOfElements" : 25,
"totalPages" : 3,
"totalElements" : 71
}

```

## Response Fields

Name	Description
id	The switch id
createdAt	Date and timestamp the switch entered the system
gainingRcpid	Gaining provider id
gainingBrandName	Gaining provider name
losingRcpid	Losing provider id
losingBrandName	Losing provider name
switchStatus	Status of the gaining switch
orderedSwitchOrderReference	Ordered switch order reference
generatedSwitchReference	SureSwitch generated reference for this switch
matchedDate	Successful match date
orderedDate	Date switch was ordered

plannedSwitchDate	Expected switch date
activationDate	Date the switch was activated
matchingAccount	Account name of the matched customer
matchingCustomerName	Last name of the matched customer
address	Service address details
postcode	Service address postcode

## PUT api/reports/losing/pending/export

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "losingRcpidFilters" : ["RLGF"],
  "gainingRcpidFilters" : ["RGTV"]
}
```

### Request Fields

Name	Description	Required
startDate	Start date for search to include pending switches created since date	Yes
endDate	End date for search to include pending switches created until date. endDate is exclusive	Yes
losingRcpidFilters	Filter results by losing provider id, available when the provider is a multi-brand account	No
gainingRcpidFilters	Filter results by gaining provider id	No

### Response

STATUS - 200 OK

Content-Type: application/vnd.openxmlformats-officedocument.spreadsheetml.sheet  
 Content-Disposition: attachment; filename="losing-details-report-pending-yyyy-mm-dd-HHdd.xlsx"

## PUT api/reports/losing/summary

### Query Parameters

Name	Description	Required
page	Page number of results to be returned	No
size	Number of elements to be returned by page	No
sort	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "switchStatusFilters" : ["MATCH_SUCCESS", "ORDER_SUCCESS"],
  "losingRcpidFilters" : ["RGTV"],
  "gainingRcpidFilters" : ["RLGF"],
  "retrieveAbandoned" : true
}
```

### Request Fields

Name	Description	Required
startDate	Start date for search to include switches created since date	Yes
endDate	End date for search to include switches created until date. endDate is exclusive	Yes
switchStatusFilters	Filter results by switch status, possible filters MATCH_SUCCESS, MATCH_FAILED, ORDER_SUCCESS, ORDER_FAILED, UPDATE_SUCCESS, UPDATE_FAILED, TRIGGER_SUCCESS, TRIGGER_FAILED, CANCEL_SUCCESS, CANCEL_FAILED	No
losingRcpidFilters	Filter results by losing provider id	No
gainingRcpidFilters	Filter results by gaining provider id, available when the provider is a multi-brand account	No
retrieveAbandoned	Include or exclude switches that have been abandoned due to inactivity for more than 60 days	No

### Response

```
{
  "content" : [
    {
      "id" : 498,

```

```

    "createdAt" : "2024-12-18 08:44:48",
    "switchStatus" : "MATCH_SUCCESS",
    "gainingRcpid" : "RGTV",
    "gainingBrandName" : "Buddy Broadband",
    "losingRcpid" : "RLGF",
    "losingBrandName" : "Grapevine Communications Provider",
    "matchingCustomerName" : "Andersons",
    "matchingAccount" : "A11920144",
    "generatedSwitchReference" : "GCPL-0436",
    "matchedDate" : "2024-12-18",
    "address" : "81 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode" : "PO2 0JD"
  },
  {
    "id" : 496,
    "createdAt" : "2024-12-16 08:26:52",
    "switchStatus" : "MATCH_FAILED",
    "gainingRcpid" : "RGTV",
    "gainingBrandName" : "Buddy Broadband",
    "losingRcpid" : "RLGF",
    "losingBrandName" : "Grapevine Communications Provider",
    "matchingCustomerName" : "Anderson",
    "matchingAccount" : "A11920144",
    "generatedSwitchReference" : "GCPL-0435",
    "faultCode" : "1117",
    "faultMessage" : "Services not included or invalid",
    "address" : "81 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode" : "PO2 0JD"
  },
  {
    "id" : 481,
    "createdAt" : "2024-12-05 05:38:40",
    "switchStatus" : "ORDER_SUCCESS",
    "gainingRcpid" : "RGTV",
    "gainingBrandName" : "ZENTIVE CABLE LIMITED",
    "losingRcpid" : "RLGF",
    "losingBrandName" : "Grapevine Communications Provider",
    "matchingCustomerName" : "Brown",
    "matchingAccount" : "A11920145",
    "generatedSwitchReference" : "GCPL-0425",
    "matchedDate" : "2024-12-05",
    "plannedSwitchDate" : "2024-12-12",
    "orderedDate" : "2024-12-05",
    "orderedSwitchOrderReference" : "91781b11-c14f-4e42-a7d2-
e7efb4f4798e",
    "address" : "83 STUBBINGTON AVENUE, PORTSMOUTH",
    "postcode" : "PO2 0JD"
  }
],
"page": 0,
"numberOfElements": 3,
"totalPages": 1,
"totalElements": 3
}

```

## Response Fields

Name	Description
id	The switch id

<b>createdAt</b>	Date and timestamp the switch entered the system
<b>gainingRcpid</b>	Gaining provider id
<b>gainingBrandName</b>	Gaining provider name
<b>losingRcpid</b>	Losing provider id
<b>losingBrandName</b>	Losing provider name
<b>switchStatus</b>	Status of the gaining switch
<b>orderedSwitchOrderReference</b>	Ordered switch order reference
<b>generatedSwitchReference</b>	SureSwitch generated reference for this switch
<b>matchedDate</b>	Successful match date
<b>orderedDate</b>	Date switch was ordered
<b>plannedSwitchDate</b>	Expected switch date
<b>cancelledDate</b>	Date the switch was cancelled
<b>activationDate</b>	Date the switch was activated
<b>abandonedDate</b>	Date the switch was abandoned
<b>matchingAccount</b>	Account name of the matched customer
<b>matchingCustomerName</b>	Last name of the matched customer
<b>address</b>	Service address details
<b>postcode</b>	Service address postcode
<b>faultCode</b>	Fault code defining the nature of the fault during processing
<b>faultMessage</b>	Human readable description of the fault code

## PUT api/reports/losing/summary/export

### Query Parameters

Name	Description	Required
<b>page</b>	Page number of results to be returned	No
<b>size</b>	Number of elements to be returned by page	No
<b>sort</b>	Sort order of results to be returned	No

### Request

```
{
  "startDate" : "2024-06-20",
  "endDate" : "2024-12-20",
  "switchStatusFilters" : ["MATCH_SUCCESS", "ORDER_SUCCESS"],
  "losingRcpidFilters" : ["RGTV"],
  "gainingRcpidFilters" : ["RLGF"],
}
```

```

    "retrieveAbandoned" : true
  }

```

### Request Fields

Name	Description	Required
<b>startDate</b>	Start date for search to include switches created since date	Yes
<b>endDate</b>	End date for search to include switches created until date. endDate is exclusive	Yes
<b>switchStatusFilters</b>	Filter results by switch status, possible filters MATCH_SUCCESS, MATCH_FAILED, ORDER_SUCCESS, ORDER_FAILED, UPDATE_SUCCESS, UPDATE_FAILED, TRIGGER_SUCCESS, TRIGGER_FAILED, CANCEL_SUCCESS, CANCEL_FAILED	No
<b>losingRcpidFilters</b>	Filter results by losing provider id	No
<b>gainingRcpidFilters</b>	Filter results by gaining provider id, available when the provider is a multi-brand account	No
<b>retrieveAbandoned</b>	Include or exclude switches that have been abandoned due to inactivity for more than 60 days	No

### Response

STATUS - 200 OK

Content-Type: application/vnd.openxmlformats-officedocument.spreadsheetml.sheet

Content-Disposition: attachment; filename="losing-details-report-yyyy-mm-dd-HHdd.xlsx"

## Additional Information

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