



# 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 |
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| 0.5     | Added searchQuery for search api                           | 04-Sep-24 |
| 0.6     | Updated responses for the additional searchQuery parameter | 06-Sep-24 |
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| 0.10    | Updated sentMethod values                                  | 07-Apr-25 |
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| 0.12    | Added faultCorrelationId                                   | 04-Sep-25 |
| 0.13    | Added document classification                              | 17-Apr-26 |

## 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.

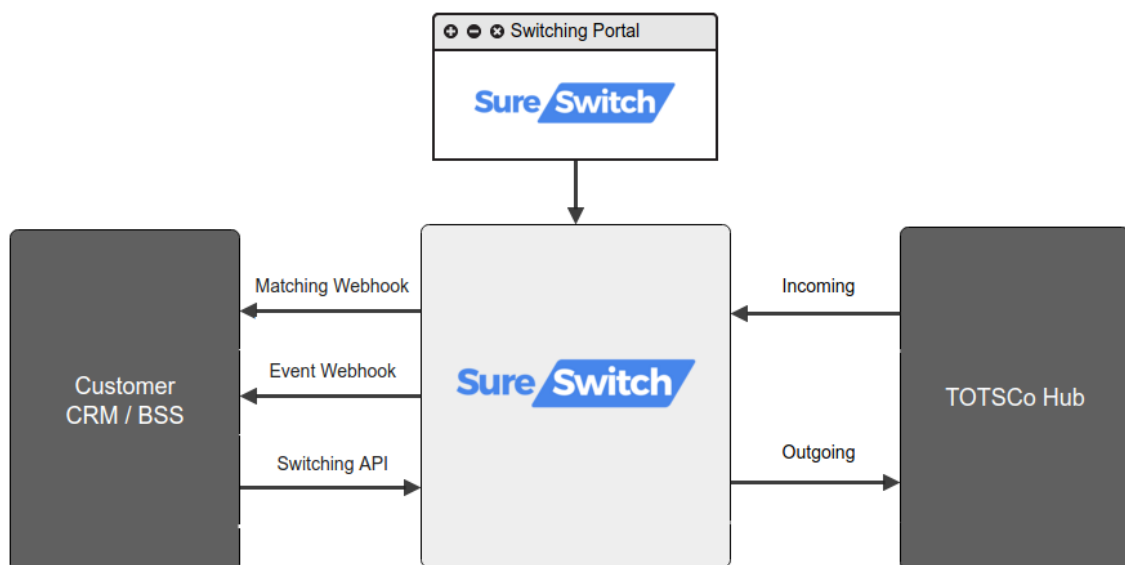
Multiple integration options are available, from light-touch and minimal, to full support for existing sales journeys. The level of integration will vary according to customer requirements and existing systems.

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. The base url will be displayed when the key is created.

## 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/{id} | DELETE | Delete switch case and all associated data  |

|                                      |        |   |
|--------------------------------------|--------|---|
| 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/losing/{id}                      | DELETE | Delete switch case and all associated details   |
| 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      |

|                                |  |                 |
|--------------------------------|--|-----------------|
| <b>serviceType</b>             | Possible values:<br><b>IAS</b> , Internet Service (Internet Access Service)<br><b>NBICS</b> , Telephony Service (Number Based Interpersonal Communications Service)  | Yes             |
| <b>serviceAction</b>           | The action requested to be taken, possible values:<br><b>cease</b> , request to terminate the service,<br><b>port</b> , request to keep an existing telephone number,<br><b>identify</b> , used with a telephone number to identify an internet service to cease without ceasing or porting a telephone number | Yes             |
| <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:<br><b>IAS</b> , Internet Service (Internet Access Service)<br><b>NBICS</b> , Telephony Service (Number Based Interpersonal Communications Service)   | Yes      |
| serviceAction     | The action requested to be taken, possible values:<br><b>cease</b> , request to terminate the service,<br><b>port</b> , 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             |

## 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 (UTC) 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  |
| faultCorrelationId          | Correlation id for failed match, order, update or cancel requests                         |
| 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   |
| <b>switchOrderReference</b>  | Order reference relating to the switch option  |
| <b>services</b>              | List of services   |
| <b>serviceType</b>           | Possible values:<br><b>IAS</b> , Internet Service (Internet Access Service)<br><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.<br><br>Possible values:<br>ForcedCease, OptionToCease, OptionToRetain, ServiceFound.<br>ServiceNotFound, ServiceWithAnotherCust,<br>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:<br>ONTReference, ONTPortNumber, NetworkOperator,<br>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.<br>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>            | Method by which implications are sent, possible values EMAIL, SMS, FIRST_CLASS_POST or OTHER   |
| <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 in UTC  |

## DELETE api/gaining/{id}

### Path Parameters

| Name | Description | Required |
|------|-------------|----------|
| id   | Switch id   | Yes      |

### Response

STATUS - 200 OK

## GET api/gaining/search

### Request Parameters

| Name                    | Description  | Required |
|-------------------------|--|----------|
| switchStatus            | Status of the gaining switch   | No       |
| losingRcpid             | Losing provider id   | No       |
| searchQuery             | Use exact Generated reference, Ordered Switch Order Reference, Our Reference or customer last name | No       |
| externalSwitchReference | Switch reference used by Customer BSS  | No       |
| gainingRCPID            | Gaining provider id  | No       |
| retrieveAbandoned       | 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 in UTC |
| 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 in UTC               |

### 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      |
| switchOrderReference | Switch order reference for the switch being ordered | Yes      |
| plannedSwitchDate    | 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       | Use exact Generated reference, Ordered Switch Order<br>Reference or customer last name | No       |
| losingRCPID       | Losing provider id   | No       |
| retrieveAbandoned | Retrieve switch cases that have been abandoned due to<br>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 in UTC |
| 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 in UTC               |

## 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             |

|                                 |  |
|---------------------------------|--|
| <b>customerName</b>             | Service customer last name   |
| <b>generatedSwitchReference</b> | SureSwitch generated reference for this switch   |
| <b>switchStatus</b>             | Status of the switch   |
| <b>matchedDate</b>              | Successful match date  |
| <b>plannedSwitchDate</b>        | Expected switch date   |
| <b>orderedDate</b>              | Date switch was ordered  |
| <b>activationDate</b>           | Switch activation date   |
| <b>cancelledDate</b>            | Switch order cancellation date   |
| <b>faultCode</b>                | Fault code defining the nature of the fault during processing  |
| <b>faultMessage</b>             | Human readable description of the fault code   |
| <b>orderedSwitchReference</b>   | Switch reference that has been ordered   |
| <b>address</b>                  | Service address details  |
| <b>uprn</b>                     | Service address Unique Property Reference Number   |
| <b>addressSummary</b>           | Service address including house name and excluding post town and postcode  |
| <b>postTown</b>                 | Service address post town  |
| <b>postcode</b>                 | Service address postcode   |
| <b>services</b>                 | List of services   |
| <b>serviceType</b>              | Possible values:<br><b>IAS</b> , Internet Service (Internet Access Service)<br><b>NBICS</b> , Telephony Service (Number Based Interpersonal Communications Service)  |
| <b>serviceAction</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.<br><br>Possible values:<br>ForcedCease, OptionToCease, OptionToRetain, ServiceFound.<br>ServiceNotFound, ServiceWithAnotherCust,<br>ServiceWithAnotherRCP |
| <b>serviceFoundAction</b>       | Action to be taken for the found service; cease or port  |
| <b>matchResults</b>             | 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:<br><b>IAS</b> , Internet Service (Internet Access Service)<br><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.<br>Possible values:<br>ForcedCease, OptionToCease, OptionToRetain, ServiceFound.<br>ServiceNotFound, ServiceWithAnotherCust,<br>ServiceWithAnotherRCP |
| <b>serviceIdentifiers</b>          | List of service identifiers  |
| <b>identifierType</b>              | Possible values:<br>ONTReference, ONTPortNumber, NetworkOperator,<br>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.<br>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>                  | Method by which implications are sent, possible values EMAIL, SMS, FIRST_CLASS_POST or OTHER   |
| <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 in UTC  |

## DELETE [api/gaining/{id}](#)

### Path Parameters

| Name | Description | Required |
|------|-------------|----------|
| id   | Switch id   | Yes      |

### Response

STATUS - 200 OK

## 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",
    "faultCorrelationId" : "c29f88f4-e95e-4f02-99c1-e4f0bfaa84e2",
    "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 in UTC |
| 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  |
| faultCode                   | Fault code defining the nature of the fault during processing     |
| faultMessage                | Human readable description of the fault code                      |
| faultCorrelationId          | Correlation id for failed match, order, update or cancel requests |

## PUT api/reports/gaining/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",
  "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 |
|-------------|---|----------|
| <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 pending switches created since date                     | Yes      |
| <b>endDate</b>            | End date for search to include pending switches created until date. endDate is exclusive | Yes      |
| <b>losingRcpidFilters</b> | 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 in UTC |
| 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      |

|                            |  |    |
|----------------------------|--|----|
| <b>switchStatusFilters</b> | Filter results by switch status, possible filters<br>MATCH_SUCCESS, MATCH_FAILED, ORDER_SUCCESS,<br>ORDER_PENDING, ORDER_FAILED, UPDATE_SUCCESS,<br>UPDATE_PENDING, UPDATE_FAILED, TRIGGER_SUCCESS,<br>TRIGGER_PENDING, TRIGGER_FAILED, CANCEL_SUCCESS,<br>CANCEL_PENDING, 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<br>provider is a multi-brand account   | No |
| <b>retrieveAbandoned</b>   | Include or exclude switches that have been abandoned due<br>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",
      "faultCorrelationId": "c29f88f4-e95e-4f02-99c1-e4f0bfaa84e2",
      "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 in UTC |
| 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                                    |

|                             |   |
|-----------------------------|---|
| <b>newPlannedSwitchDate</b> | New planned 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                      |
| <b>faultCorrelationId</b>   | Correlation id for failed match, order, update or cancel requests |

## PUT api/reports/gaining/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" : ["RLGF"],
  "gainingRcpidFilters" : ["RGTV"],
  "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.<br>endDate is exclusive              | Yes      |
| <b>switchStatusFilters</b> | Filter results by switch status, possible filters<br>MATCH_SUCCESS, MATCH_FAILED, ORDER_SUCCESS, | No       |

|                            |   |    |
|----------------------------|---|----|
|                            | ORDER_FAILED, UPDATE_SUCCESS, UPDATE_FAILED, TRIGGER_SUCCESS, TRIGGER_FAILED, CANCEL_SUCCESS, CANCEL_FAILED |    |
| <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                                      | 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 |
|-------------|---|----------|
| <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",
  "gainingRcpidFilters" : ["RLGF"],
  "losingRcpidFilters" : ["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>gainingRcpidFilters</b> | 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 in UTC       |
| 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 in UTC |
| 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.<br>endDate is exclusive   | Yes      |
| switchStatusFilters | Filter results by switch status, possible filters<br>MATCH_SUCCESS, MATCH_FAILED, ORDER_SUCCESS,<br>ORDER_FAILED, UPDATE_SUCCESS, UPDATE_FAILED,<br>TRIGGER_SUCCESS, TRIGGER_FAILED, CANCEL_SUCCESS,<br>CANCEL_FAILED | No       |
| losingRcpidFilters  | Filter results by losing provider id  | No       |
| gainingRcpidFilters | Filter results by gaining provider id, available when the<br>provider is a multi-brand account  | No       |
| retrieveAbandoned   | Include or exclude switches that have been abandoned due<br>to inactivity   | 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   |
| createdAt                   | Date and timestamp the switch entered the system in UTC |
| 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                                    |

|                      |   |
|----------------------|---|
| 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/losing/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" : ["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.<br>endDate is exclusive  | Yes      |
| switchStatusFilters | Filter results by switch status, possible filters<br>MATCH_SUCCESS, MATCH_FAILED, ORDER_SUCCESS,<br>ORDER_FAILED, UPDATE_SUCCESS, UPDATE_FAILED, | No       |

|                            |   |    |
|----------------------------|---|----|
|                            | TRIGGER_SUCCESS, TRIGGER_FAILED, CANCEL_SUCCESS, CANCEL_FAILED                              |    |
| <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                      | 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.