



Use an API to activate customer-defined manual forwarding scenarios

What is the API to Manual Forwarding Scenarios?

Forwarding scenarios allow Enterprise SIP customers to forward incoming calls to pre-defined phone numbers (mobile or landline). A scenario may contain a unique number, a set of numbers (e.g. all employees of an organizational unit) or any combination of individual numbers. The call forwarding scenarios are configured within the Enterprise SIP application available in the Swisscom Business Center. A destination number can be set individually for each number to be forwarded. In the event of a failure or planned maintenance of the voice system the scenarios can be activated or deactivated in three different ways:

- Manually via the Enterprise SIP application in the Business Center
- Scheduled at a certain date and time via the Enterprise SIP application in the Business Center
- By means of an API

The main advantage for the customer of using the API is to integrate the control over its forwarding scenarios in its own service management system including specific user access roles and concepts. Additionally, using the API allows for scenario activation also in case the Business Center is in maintenance and therefore not running.

The use of the API requires an Enterprise SIP service contract with the «Forwarding Scenarios» option. One-time and recurring charges for the API are billed directly on the existing invoice for the Enterprise SIP service.

How the API works

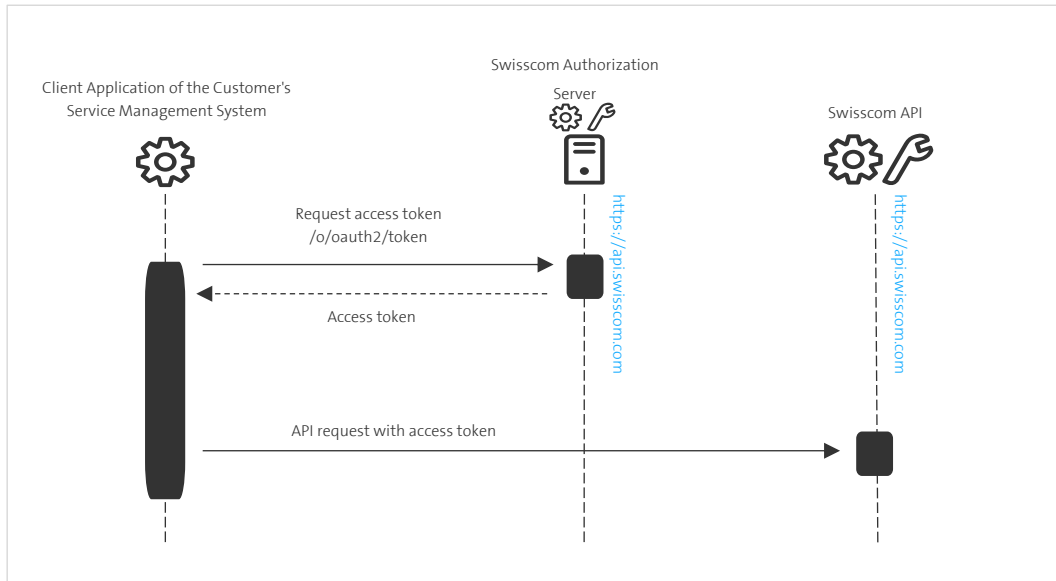
The Manual Forwarding Scenarios API communicates directly with the **Enterprise SIP** Platform and can be triggered from any of the customer's service management systems. It allows the customer to activate and deactivate scenarios defined in the Enterprise SIP application available in the Swisscom Business Center. The API requires authentication and authorization based on the OAuth 2.0 open standard. OAuth allows access tokens to be issued by an authorization server to the service management system through a **Client Application**. The service management system uses the access token to access the protected API.



The information in this document does not constitute a binding offer. It is subject to revision at any time.

Swisscom (Switzerland) Ltd Enterprise Customers, P.O. Box, CH-3050 Berne, Telephone 0800 800 900, www.swisscom.ch/enterprise

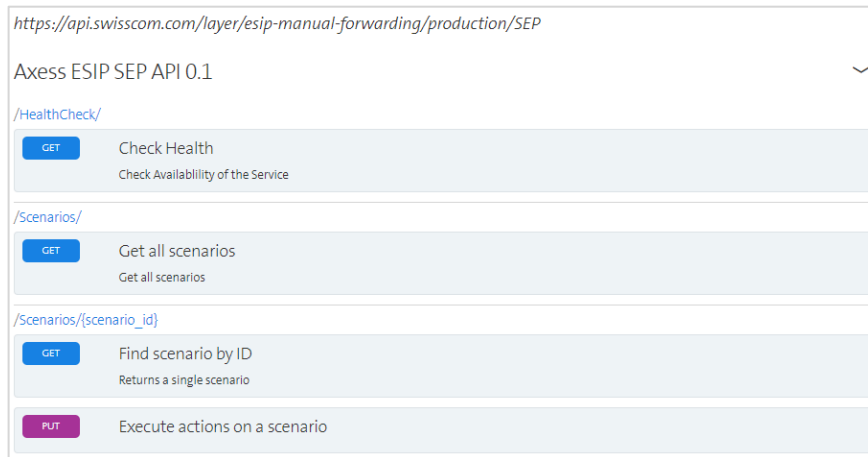
swisscom



The first step to accessing the API is registering and configuring the **Client Application**. For this, you need to be logged into the Swisscom's «**Digital Market Place**», then go to your subscriptions to obtain the required set of credentials for the API. During onboarding, the client application credentials - **Customer Key** and **Customer Secret** - are generated. Tutorials to start your Digital Journey are available here: <https://digital.swisscom.com/documentation/>

The API to Manual Forwarding Scenarios provides four different functionalities:

- check the availability of the API
- get all the predefined scenarios
- find a specific scenario activate or deactivate a specific scenario



The detailed documentation of the API is available in the «**Digital Market Place**»: <https://digital.swisscom.com/products/esip-manual-forwarding/documentation/production?v=1>



The information in this document does not constitute a binding offer. It is subject to revision at any time.

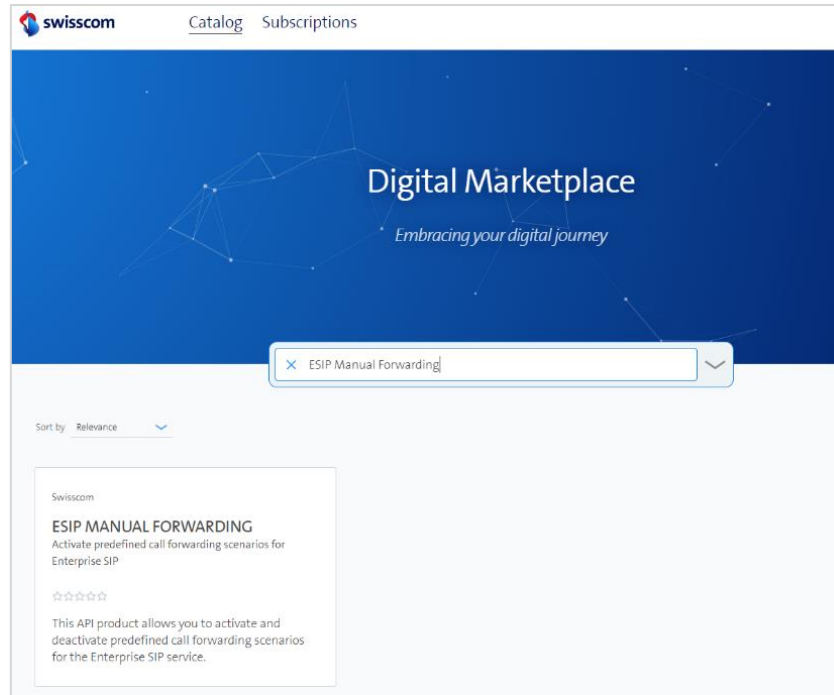
Swisscom (Switzerland) Ltd Enterprise Customers, P.O. Box, CH-3050 Berne, Telephone 0800 800 900, www.swisscom.ch/enterprise

swisscom

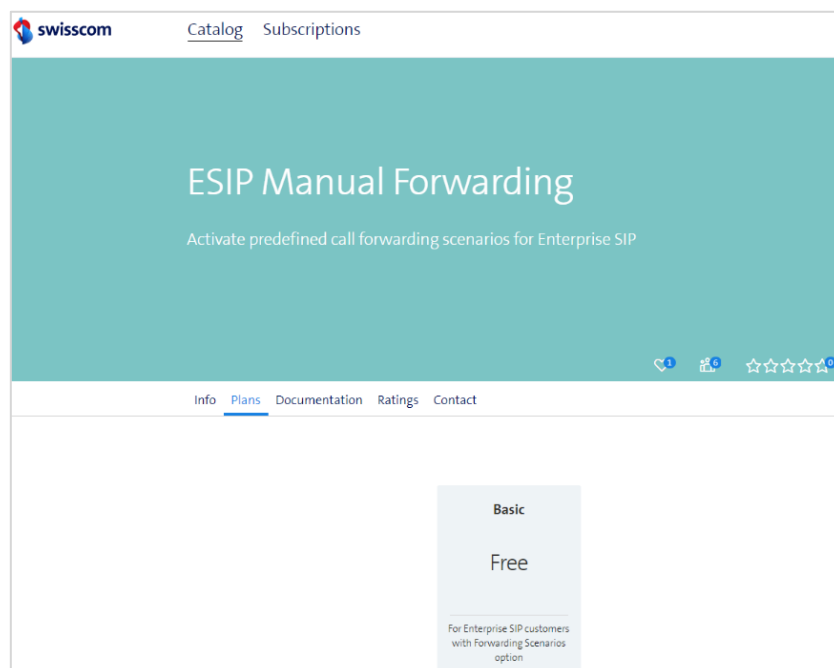
How to order the API

The API can be ordered directly from the Swisscom's «**Digital Market Place**» at <https://digital.swisscom.com/>. We recommend using the Google Chrome Browser.

1. **Sign up** and **log in**. Note that only users of a company and their corresponding e-mail with permissions for the Enterprise SIP application in the Swisscom Business Center can order the API. This will be validated during the ordering process.
2. Select the «**ESIP Manual Forwarding**» product in the catalog.



3. Subscribe to the «**Basic**» Plan. The API is for free in the «**Digital Market Place**» but will be billed directly to the Enterprise SIP service after validation of your subscription.





The information in this document does not constitute a binding offer. It is subject to revision at any time.

Swisscom (Switzerland) Ltd Enterprise Customers, P.O. Box, CH-3050 Berne, Telephone 0800 800 900, www.swisscom.ch/enterprise

swisscom

4. Create a new **Business Account** for your company. The company must be a customer of the Enterprise SIP service. This will be validated during the ordering process.

Your new Subscription

Product	ESIP Manual Forwarding	Free
Plan	Basic	
Vendor	Swisscom	

Business

* Company name

* Legal form

⚠ Please select a value.

Personal

* Country

5. Configure a new **Client Application** by providing a name and wait for the validation of your subscription. The validation is manual and can take until the next working day.

swisscom Catalog Subscriptions

← Back to subscriptions list

Subscription to ESIP Manual Forwarding (Basic)

Product	ESIP Manual Forwarding	Subscribed for	tttt GmbH (CH)
Plan	Basic	Subscribed on	04.09.2020
Documentation	[icon]	Subscribed by	jesus.cobra@bluewin.ch

Dashboard Applications Access History Support

My API for forwarding Scenario **PENDING**

Settings

* Application name

IP whitelisting

Save



The information in this document does not constitute a binding offer. It is subject to revision at any time.

Swisscom (Switzerland) Ltd Enterprise Customers, P.O. Box, CH-3050 Berne, Telephone 0800 800 900, www.swisscom.ch/enterprise

swisscom

- After validation of your subscription, you will receive the **Customer Key** and **Customer Secret** for the API.

swisscom Catalog Subscriptions

← Back to subscriptions list

Subscription to ESIP Manual Forwarding (Basic)

Product	ESIP Manual Forwarding	Subscribed for	
Plan	Basic	Subscribed on	04.09.2020
Documentation	📄	Subscribed by	

Dashboard Applications Access History Support

My API for forwarding Scenario ACTIVE

Customer key
.....

Customer secret
.....

Settings

* Application name
My API for forwarding Scenario

IP whitelisting

Save

How to cancel the subscription to the API

Please send a **Support** request directly in the **«Digital Market Place»**. The API will be dismantled until the next business day and billing will be cancelled at the end of the corresponding month respectively at the end of the minimal usage period of 3 months.

swisscom Catalog Subscriptions

← Back to subscriptions list

Subscription to ESIP Manual Forwarding (Basic)

Product	ESIP Manual Forwarding	Subscribed for	
Plan	Basic	Subscribed on	04.09.2020
Documentation	📄	Subscribed by	

Dashboard Applications Access History Support

Contact us

Topic
Administrative Support

* Subject
.....

* Message
.....

Submit

General support is available on the hotline Tel. 0800 800 900 (Monday - Friday, 7.30 a.m. - 5.30 p.m.)