



TECHNOLOGY WORKSHOP

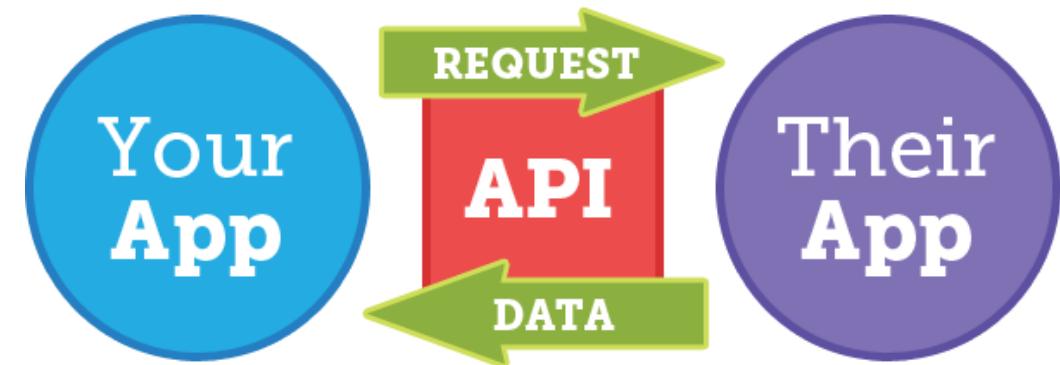
Konnect Africa Partners Event

Cape Town, November 6th, 2017

APPLICATION PROGRAMMING INTERFACE (API) INTEGRATION: WHY, HOW AND HOW LONG ?

WHAT IS AN API?

- **API's basically allows your products and services to talk to another products and services.**
- **They are used to give people access to your data/resources from outside the firewall.**
- **This means opening up your product's data and functionality to other developers (Internally and Externally)**



A FULL COVERAGE ON EVERY ACTION AVAILABLE ON THE OSS

Resource	Use Case	HTTP Method	URI Tag Suffix
Populations	Get the list of the available populations	GET	/populations
	Get population details		
Folders	Get the list of the available folders within a population	GET	/populations/{populations_id}/folders
	Get folder details		
Accounts	Get the list of the accounts	GET	/populations/{population_id}/accounts
	Get account details		
	Create an account on OSS	POST	/accounts/populations/{population_id}/accounts
Actions	Get the list of the actions scheduled for an account (e.g. change product)	GET	/accounts/{id}/actions
	Delete an operation	DELETE	/actions/{id}
	Get operation details	GET	/actions/{id}
	Create Action on account for: - edit account info - suspend/reactivate account - enable/disable terminal swap - enable/disable relocation - enable/disable night option	POST	/accounts/{id}/actions
[...]	[...]	[...]	[...]

I KNOW WHAT ARE YOU THINKING “HOW CAN API INCREASE TRAFFIC AND SALES?”

WHY SHOULD YOU USE OUR API'S FOR SERVICE MANAGEMENT ?

- **Advantages of API's**

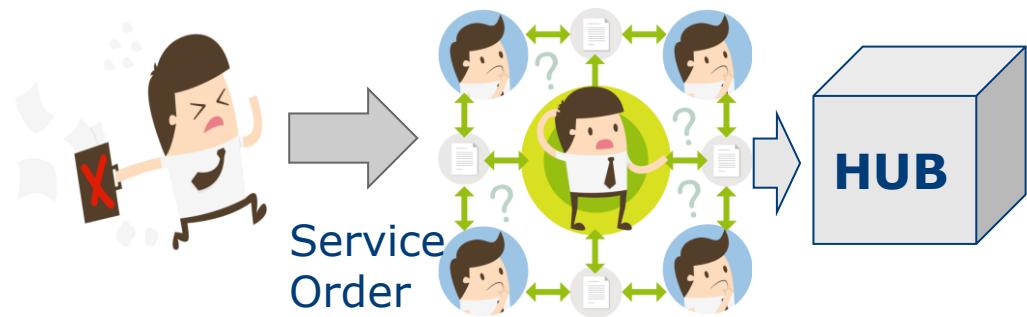
- **Eliminate human error** = capture once, provision everywhere
- **Reduce revenue leakage** = single source of truth, bill aligns to service
- **Faster turnaround times(ms v.s minutes)** = better customer service
- **Scalability** = it's the only way to manage 1 million end-points efficiently
- **Self-service** = enable 24x7 business operations at a fraction of the cost

- **Some disadvantages of API integration**

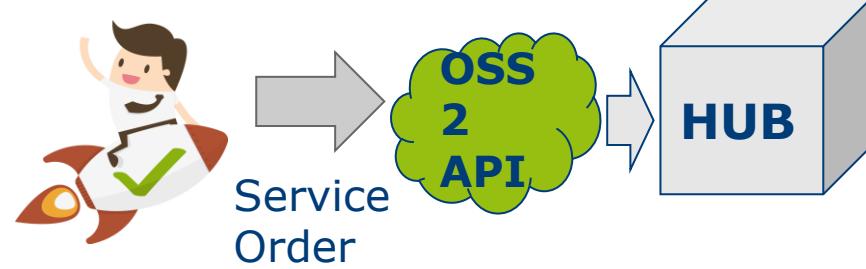
- API's can't "think for themselves" vs. people, errors can be magnified

API'S ENABLE GREAT CUSTOMER SERVICE

APIs Turn This:



Into This:



KONNECT AFRICA API'S

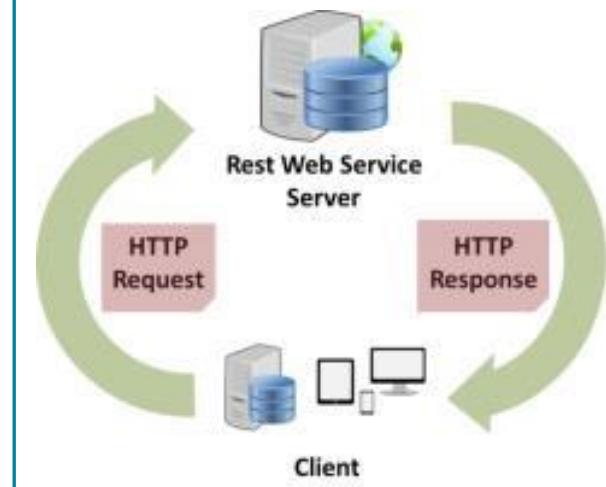
Through RESTful Web Services API, Konnect Africa's partners can access OSS resources and their related information and operations through their own applications using conventional HTTP requests to trigger actions and retrieve data, like activation key for instance.

- API integration is partner's responsibility and Konnect Africa will assist during the integration process.

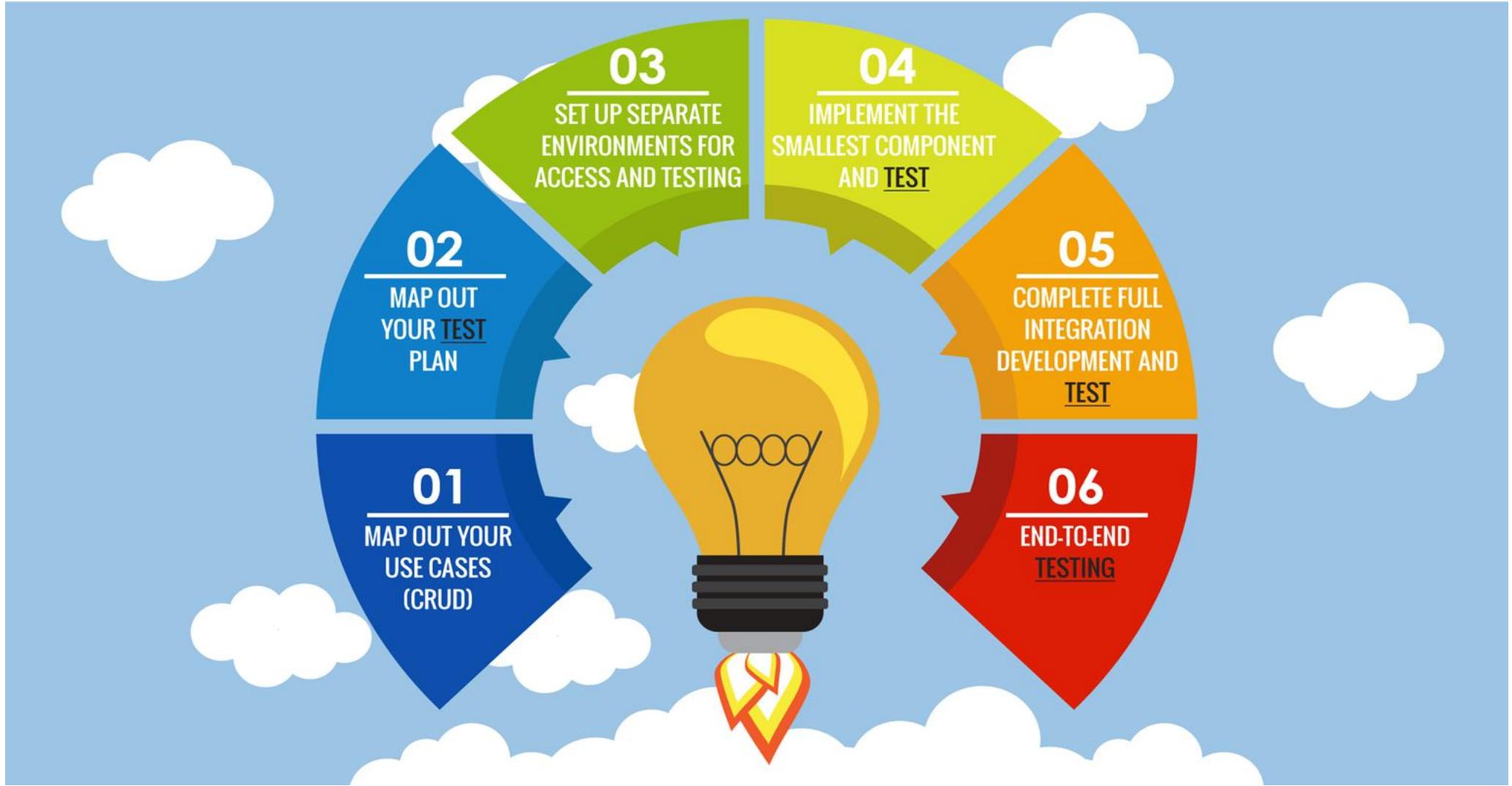


The requests are generated using the methods listed in table below:

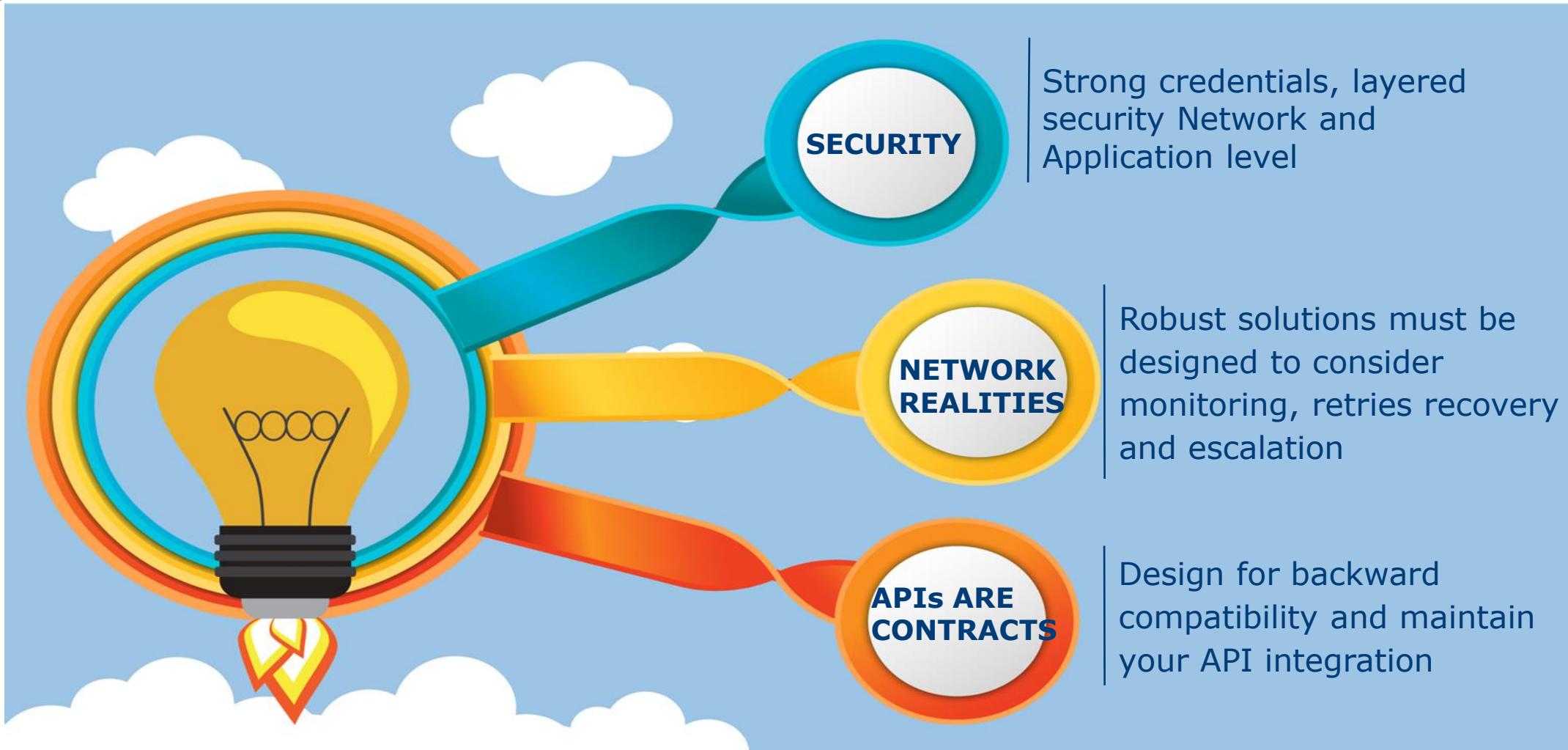
Method	Description
GET	<ul style="list-style-type: none">Used for retrieve information about account(s), product(s), folder(s), population(s), etc.It is a read-only request and doesn't affect any objectThe attributes defined by the JSON object can be used to generate additional requests
POST	<ul style="list-style-type: none">Used for create new objectsThe request includes all of the attributes necessary to create a new object
PUT	<ul style="list-style-type: none">Used to update the information about a resource
DELETE	<ul style="list-style-type: none">Used to destroy a resource and remove it from the environmentIf the resource is not found, the operation returns a response indicating that the object is not found



API INTEGRATION – 6 KEY STEPS



... BUT DON'T FORGET





CASE STUDY:

NIGERIAN ISP LAUNCHES KONNECT AFRICA VSAT SERVICES POWERED BY SOLIDitech BSS

Through the Konnect Africa APIs, Coollink was able to launch their new VSAT broadband products, offering a superior customer experience from sales to support.



KONNECT AFRICA API FEATURES



SOLIDitech BSS used the following Konnect Africa API's:

- ★ Real-time GPS VSAT feasibility API
- ★ New site provisioning, suspend, reconnect, up/downgrade, decommission APIs
- ★ Automatic IP Address assignment API

API Integration Project Highlights:

- ★ SOLID Konnect Africa API integration, only 2 weeks of engineering time!
- ★ SOLID API has successfully provisioned hundreds of VSAT sites via API!

