



Alianza's Provisioning APIs

Our powerful suite of APIs enables service providers to integrate Alianza's cloud communications platform with their existing business systems and workflows to create a tailored solution that is easier to consume, sell, manage, support, and bill.

Key Capabilities

Streamline and automate the administration and setup of cloud communications services on the Alianza cloud communications platform, enabling you to effectively supply, configure, and manage various aspects of your service by seamlessly integrating them with your existing systems and procedures.

Management

- **Account Management.** Create, update, and delete customer accounts and features for all products, including Home Phone, Business Lines, SIP Trunking, Business Cloud Communications, and Managed Specialty Lines.
- **Bulk Operations.** Handle large-scale deployments and user migrations with ease through batch processing and bulk import/export capabilities.
- **Device Provisioning.** Simplify the deployment of IP phones and UC clients by automating device setup, configuration, and management.
- **End User Management.** Create and manage users within an account, with granular control over feature settings for efficient lifecycle management.
- **Feature Configuration.** Exercise granular control over the settings for users, groups, and advanced calling features like auto-attendants and hunt groups to your customers' individual needs.
- **Phone Number.** Request new phone numbers, ports with all relevant information, and activate or deactivate numbers.
- **Platform Users.** Give the right people the right access by creating and managing platform-level user groups with dynamic control over permissions and feature access.
- **Reporting.** Gain insights into your service metrics through streamlined reports.

“Like us, Alianza has a keen focus on providing service providers and broadband operators with operational simplification. **Their flexible APIs made the integration process easy and quick,** and our combined solution will enable our joint customers to scale up their operations quickly and efficiently while providing an overall better customer experience to their end users.”

John O'Hare, Chief Executive Officer, Azotel



Security & Compliance

Ensure the security and compliance of your cloud communications deployment with robust authentication, encryption, and access control mechanisms. **Our APIs support industry-standard security protocols and regulatory requirements compliance, providing peace of mind for sensitive environments.**

For authentication and authorization, we employ a token-based approach:



Authentication

To authenticate API queries, users provide their portal login credentials (username and password), which are encrypted and securely transmitted over HTTPS to our authentication server.



AuthToken Generation

Upon successful authentication, our server validates the provided credentials and issues a unique authentication token (AuthToken) which serves as a secure and temporary authorization key for accessing our APIs.



Token-Based Authorization

Subsequent API requests must include the AuthToken in the request headers. This token acts as proof of authentication and authorizes the user to access specific resources and perform permitted actions within the system.

Resiliency & Scalability

Our cloud communications platform leverages stateless microservices, enabling benefits like:

- ✓ Load balancing and fault tolerance using auto-scale capabilities available behind Amazon's Elastic Load Balancers (ELB)
- ✓ Horizontal scaling using AWS Lambda, with at least one instance of every microservice available within an AWS Local Zone (ALZ)
- ✓ Optimized caching using Amazon DynamoDB, when required
- ✓ Rate limiting mechanism for 10,000 API requests per second
- ✓ Nightly integration tests mimic 100x production traffic
- ✓ Built-in log monitoring and alerting via Datadog
- ✓ Versioning and backward compatibility for smooth transitions when changes are introduced.
- ✓ Minimum 90-days' advanced notice for any endpoint deprecation
- ✓ Robust error handling mechanisms

By leveraging our provisioning APIs, you can **unlock the full potential** of your unified communications platform, automate routine tasks, streamline administrative workflows, and ultimately enhance productivity and collaboration throughout your business.



Alianza service providers gain access to our API documentation with code samples for rapid prototyping, as well as support from Alianza's experts. With these tools, service providers can integrate with the Alianza platform in a matter of days or weeks.



Alianza empowers service providers to rapidly create and deploy high-value communication offerings. With exceptional quality and always-on availability, service providers leverage our product suite to innovate and address the evolving demands of business and residential customers with an easy to manage, easy to consume, and highlight profitable platform.



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