My Service Cloud Partner Integrations

API – General

Broker Online Exchange has created an API (Application Programming Interface) which can be utilized by its approved Partners. The APIs utilize an API Key, Public and Private Keys as well as JWT (Json Web Token) for Authentication and Authorization.

There is an expectation that Partners would employ their own staff with the required skills and knowledge to build, code, and customize their systems to utilize these APIs. Don't have your own staff? No worries, Broker Online Exchange now offers Professional Services, and your assigned Account Manager can assist with navigating the process.

To gain access to the API, a Partner will need to send a request to their assigned Account Manager to get the process started. Once received, the Partner will be set up and configured with the proper credentials to gain access to our Test environment. Once set up, the Partner will receive the necessary keys and credentials required for accessing the API.

The Partner can then write their code to consume the API's and test their systems. Once significantly tested and approved by Broker Online Exchange's IT Department, the Partner will be set up with access to the Live (production) environment. New keys and credentials (specific to this environment) will then be sent, and a go live date will be agreed upon.

Pricing API

The Prices API interfaces allow for My Service Cloud to be queried using Restful API's to gain access to available supplier matrix rates which can be offered for Electric and Gas services to Commercial customers. This feature will allow our Partners to offer real time pricing on their own web sites or mobile applications but still have the option to utilize My Service Cloud for review and reporting needs.

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Contracting API

The Contracting (or Enrollment) API enables consumers to send customer, account, and rate data to My Service Cloud using Graph Query Language (GQL) to be contracted and enrolled for Electric and Gas services. The API includes the ability to view and sign the contract document via DocuSign for a seamless process and experience.

Contract Status Real Time Updates

As a part of the API integration, MSC now provides real time notifications of Contract Status updates, such as if a deal has been submitted or accepted by the respective supplier via webhooks. Each time the status of a contract is updated, the Partner can be notified via these webhooks.

Commercial Shopper JS Widget

Broker Online Exchange has created a JavaScript widget, which can very easily be embedded into your website. This widget will provide a simple, easy-to-use, and full life-cycle shopping experience for your users. In 3 easy steps, it provides real time pricing, simple forms for collecting basic customer and account information, and e-signature integration with DocuSign to complete the contracting process. It is already integrated with My Service Cloud, and you can easily view all your customers there.

Custom URL and Logo

My Service Cloud can be configured by your Account Manager such that you can have your own customized URL (i.e. myservicecloud.net/login/myAgency for logging into MSC, and in addition, we offer a white label solution so that you can have your company's logo displayed instead of the MSC logo.

Agency Logos can be provided to your Account Manager for upload. For the best display, the image size should not be less than 150 X 50 pixels.

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