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SLM Interface



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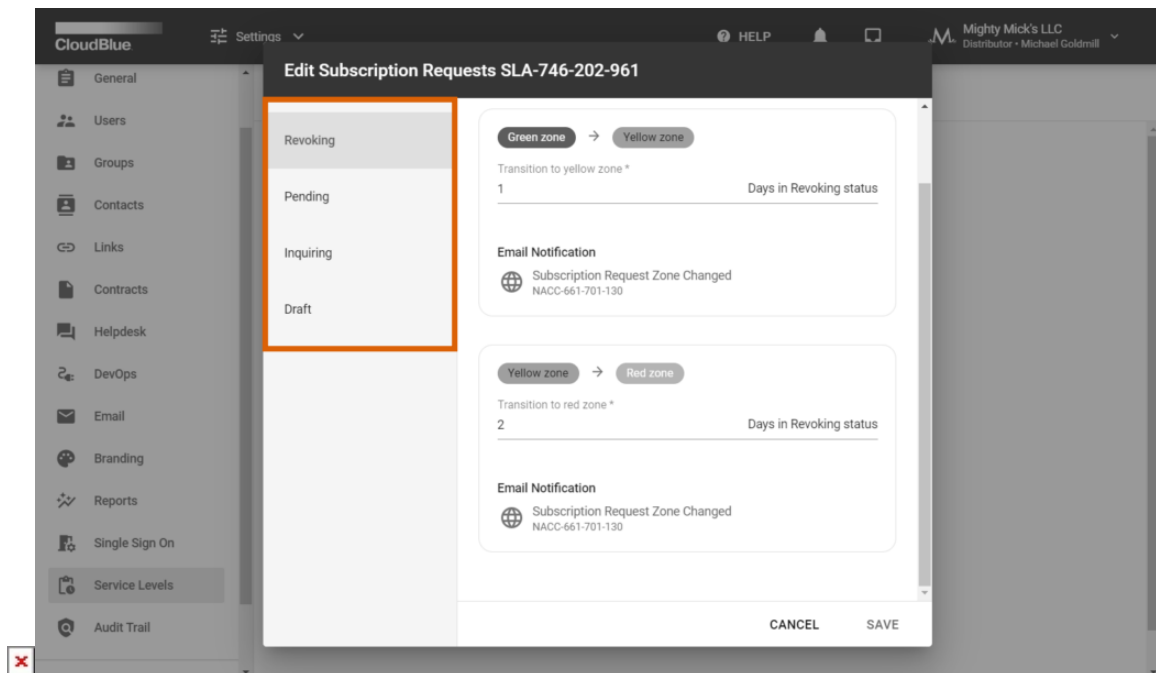
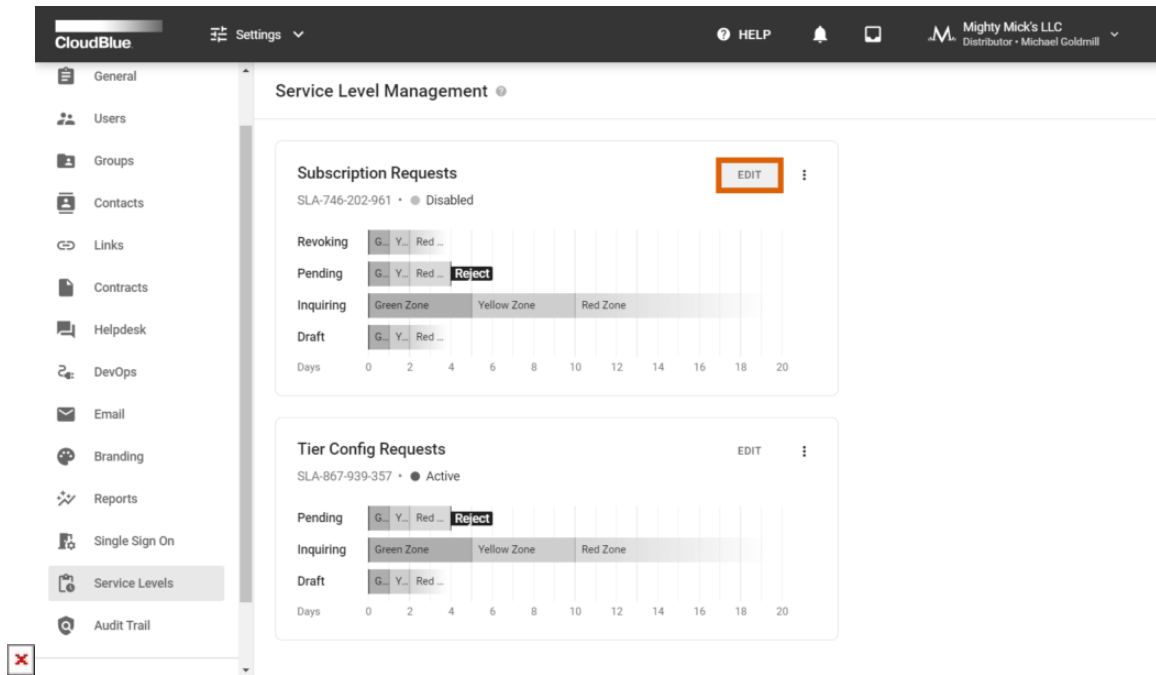
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The following describes graphical user interface and operations that are interconnected with the Service Level Management (SLM) functionality on the CloudBlue Connect platform.

Account Settings

All SLM settings are available within the corresponding tab of the Account module. Select required object type from the list and click the **Edit** button to change SLM settings for this object:



By using this wizard, the system allows adjusting Service Level Objective (SLO) zones transitions and enabling/disabling automatic pending request rejection. Once your configuration is finalized, make sure to enable the SLM functionality for your object by clicking the **Enable** button. Refer to the Settings module documentation for more details.



Service Level Indicators

Once the SLM functionality for your selected object is successfully enabled, the Connect platform displays Service Level Indicators (SLI) for your newly generated objects within the corresponding column of the object data grid. Namely, the provided indicators specify the number of days since the object creation and the associated SLO zone for all object with applicable statuses.

The following showcases the SLI column within the *subscription requests* data grid:

CloudBlue

Home

HELP

Acronis
Vendor • VA-1234 5678

Subscriptions

DIRECTORY

FULFILLMENT

BILLING

Default

REFRESH

FILTER

1 SORT APPLIED

COLUMNS

SEARCH

Rows per page 10

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REQUEST	CREATED	SLI	PRODUCT	MARKETPLACE	HUB	CUSTOMER	ASSIGNEE	STATUS
PR-9752-1277-3018 Test	22/03/2021 18:13	1 Day	Dropbox Busin... PRD-594-246-497	France MP-63989	ACME Hub HB-0000-0000	Blackadder TA-1696-7462 • 1000069	John Doe	Pending
PR-7392-2029-2012 Test	22/03/2021 02:49	3 Days	Zapier PRD-311-820-866	Germany MP-19560	ACME Hub HB-0000-0000	DELL TA-3323-9932 • 1000036	Mary Applegate	Approved
PR-2029-2910-0012	21/03/2021 18:43	10 Days	Microsoft Offic... PRD-128-538-281	Italy MP-51453	HUB 1 HB-1234-1234	Nindo TA-7025-5603 • 1000022	—	Draft
PR-9186-4652-8849 Preview	21/03/2021 14:49	2 Days	Acronis Cyber... PRD-818-735-192	Norway MP-49088	ACME Hub HB-0000-0000	Tomorrow Corp. TA-7314-8822 • 1000076	John Doe	Pending
PR-8738-0193-9570	21/03/2021 12:21	1 Day	2020 Apple Ma... PRD-209-451-849	United States MP-73107	New hub 2 HB-1234-1234	L'Eve future TA-6609-6491 • 1000058	K	Approved
PR-4982-4883-0031	21/03/2021 05:14	4 Days	WooCommerce PRD-229-963-984	United Kingdom MP-70857	New hub 2 HB-1234-1234	Yesterday L.L.C. TA-9119-3622 • 1000071	—	Inquiring
PR-4528-8112-1123 Test	20/03/2021 22:46	23 Days	Flowgear PRD-854-683-947	Russian Federa... MP-67734	ACME Hub HB-0000-0000	MediaMt TA-3674-5346 • 1000094	—	Rejected
PR-5623-4902-0987	19/03/2021 18:03	1 Day	Wordpress PRD-119-622-679	Canada MP-37251	My hub HB-1234-1234	Lorel TA-9287-2771 • 1000042	Mary Applegate	Pending
PR-8590-0090-4346 Preview	19/03/2021 04:18	10 Day	Symantec PRD-203-803-521	Spain MP-97531	ACME Hub HB-0000-0000	Pentangle TA-5389-4148 • 1000063	—	Pending
PR-3728-8990-3473 Test	19/03/2021 01:30	2 Day	Joomla! PRD-495-147-439	Kazakhstan MP-79246	ACME Hub HB-0000-0000	IMB TA-2705-3766 • 1000085	—	Pending

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Therefore, the system allows visualizing SLI for each object and consequently ensures that all objects are processed in a timely manner. The system also allows clicking on the column header to filter or reorder generated objects based on your selected SLI parameters.

SLI in Object Details

The system displays **Service Level Indicator** data for each object that is associated with Service Level Management. Access the details screen of such an object to view its SLI information. For example, the system displays the SLI indicator within the fulfillment request details:



CloudBlue

Home

HELP

Acronis
Vendor - John Doe

Subscription Request Details

PR-12345-12345-12345

APPROVE

SCHEDULE

INQUIRE

Status Pending

Type Change

Subscription AS-1234-1234-1234 Preview

Product Dropbox

Marketplace Germany

Agent John Doe

Service Level Indicator

01234567

PARAMETERS

RESERVATION

PAY AS YOU GO

DETAILS

TIERS

REQUESTS CHAIN

CONFIGURATION

NAME	MPN	QUANTITY	UNIT	DELTA
Subscription PRD-152-490-264-1814	0aa83289-d58f-4b36-b9c1-b0401229093d	97 → 100	Gb	+3
Devices PRD-541-765-546-9114	PS01	37 → 32	Devices	-5
Licence PRD-922-151-309-5435	D22283F7-DE1F-4259-A487-552C984BE003	0 → 4096	Gb	+4096



Service level indicators help Connect users understand the current state of selected objects, estimate when transitions to the next zone will happen, process necessary objects faster, and perform other operations that can drastically improve their service level.