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Documentation 🗵 Modules 💌 Service Level Management 💌

## **SLM Interface**

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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:

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**	Users	100							
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Ê	General	Î,	Edit Subscription	Requests SLA-746-202-961				
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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	VA-1234-5678 💙	
Subscriptions directory fulfillment billing								
Default → 🏚 - C REFRESH = FILTER 1/2 1 SORT APPLIED IIII COLUMNS Q SEARCH Rows per page 10 - 1-10 of 128 < >								
REQUEST ¥	CREATED ↓ SLI ▼	PRODUCT -	MARKETPLACE -	HUB 👻	CUSTOMER -	ASSIGNEE -	STATUS -	
PR-9752-1277-3018 Test Purchase	22/03/2021 18:13	Dropbox Busin PRD-594-246-497	France MP-63989	ACME Hub HB-0000-0000	Blackadder TA-1696-7462 • 1000069	John Doe	Pending	
CE PR-7392-2029-2012 Test Change	22/03/2021 02:49 3 Day	* Zapier PRD-311-820-866	Germany MP-19560	ACME Hub HB-0000-0000	DELL TA-3323-9932 • 1000036	Mary Applegate	Approved	
II PR-2029-2910-0012 Suspend	21/03/2021 18:43	Microsoft Offic PRD-128-538-281	Italy MP-51453	HUB 1 HB-1234-1234	<u>Nindo</u> TA-7025-5603 • 1000022	-	Draft	
Adjustment	21/03/2021 14:49 2 Day	A Acronis Cyber PRD-818-735-192	MP-49088	ACME Hub HB-0000-0000	Tommorow Corp. TA-7314-8822 • 1000076	John Doe	Pending	
II PR-8738-0193-9570 Suspend	21/03/2021 12:21	E 2020 Apple Ma PRD-209-451-849	United States MP-73107	New hub 2 HB-1234-1234	<u>L'Ève future</u> TA-6609-6491 • 1000058	к	Approved	
C PR-4982-4883-0031 Billing	21/03/2021 05:14 4 Day	Woo Commerce PRD-229-963-984	United Kingdom	New hub 2 HB-1234-1234	<u>Yesterday LLC.</u> TA-9119-3622 • 1000071	-	Inquiring	
PR-4528-8112-1123 Test Purchase	20/03/2021 22:46 23 Da	PRD-854-683-947	Russian Federa MP-67734	ACME Hub HB-0000-0000	<u>MediaMt</u> TA-3674-5346 • 1000094	-	Rejected	
PR-5623-4902-0987 Resume	<b>19/03/2021</b> 18:03	Wordpress PRD-119-622-679	Canada MP-37251	My hub HB-1234-1234	Lorel TA-9287-2771 • 1000042	Mary Applegate	Pending	
X PR-8590-0090-4346 Preview Cancel	19/03/2021 04:18	Symantec PRD-203-803-521	Spain MP-97531	ACME Hub HB-0000-0000	Pentangle TA-5389-4148 • 1000063	-	Pending	
CE PR-3728-8990-3473 Test Change	19/03/2021 01:30 2 Day	X Joomla! PRD-495-147-439	Kazakhstan MP-79246	ACME Hub HB-0000-0000	IMB TA-2705-3766 • 1000085	-	Pending	
					Rows per p	age 10 • 1-1	0 of 128 < >	

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:

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← Subscription Request Details PR-12345-12345-123	● 345	SCHE	DULE	NQUIRE
Status         ● Pending           Type         C≅ Change           Subscription         AS-1234-1234 ■	Product     Image: Company of the second secon			
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 → <b>100</b>	Gb	+3
Devices PRD-541-765-546-9114	PS01	37 → <b>32</b>	Devices	-5
Licence PRD-922-151-309-5435	D22283F7-DE1F-4259-A487-552C984BE003	$0 \rightarrow \textbf{4096}$	Gb	+4096

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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.