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Requests Management



This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

Auto-generated at April 20, 2024

Overview

Fulfillment requests are originated from specified marketplace and consequently sent to the CloudBlue Connect platform. Therefore, Vendors can review and manage provided fulfillment requests via the provided graphical user interface.

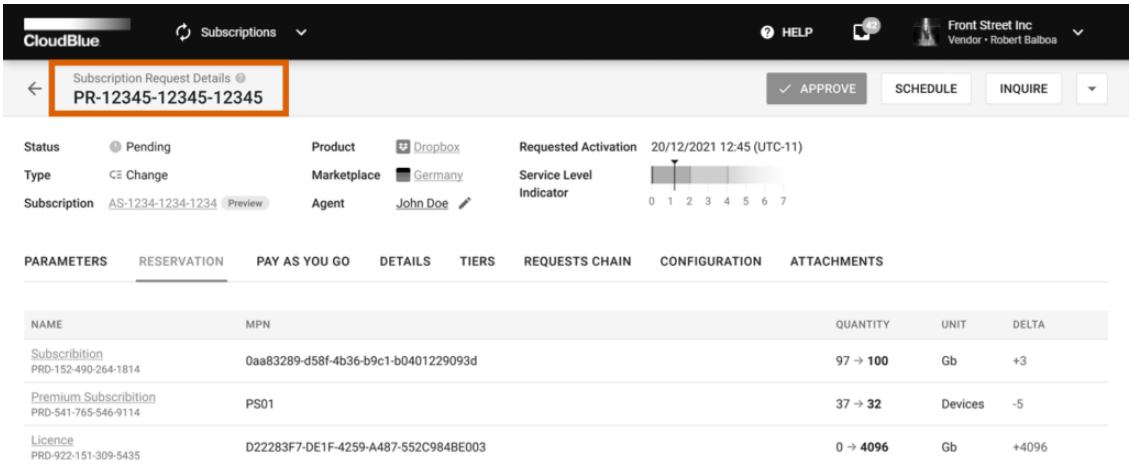
Fulfillment requests are also interconnected with subscriptions and stored in the Subscriptions module. Thus, for instance, purchase requests create subscriptions, while cancel requests terminate them. Fulfillment requests can be also generated manually by following the Subscription Creation guidelines.

Note that Vendors are able to create product parameters that can be necessary to fulfill a request. Refer to Product Parameters for more information.

The following showcases how to access your request details and how to process a request.

Request Details

Click on a request ID from the Fulfillment tab to access the **Subscription Request Details** screen.



NAME	MPN	QUANTITY	UNIT	DELTA
Subscription PRD-152-490-264-1814	0aa83289-d58f-4b36-b9c1-b0401229093d	97 → 100	Gb	+3
Premium Subscription PRD-541-765-546-9114	PS01	37 → 32	Devices	-5
Licence PRD-922-151-309-5435	D22283F7-DE1F-4259-A487-552C9848E003	0 → 4096	Gb	+4096

The Subscription Request Details screen provides general information like associated product, marketplace, subscription, request type, activation date and request status.

This screen is also used to access your *service level indicator*. This indicator, as its name implies, displays the rating of your service on a scale of 1 to 7. For more information, refer to the SLM documentation.

Furthermore, the system provides various data within the following tabs:

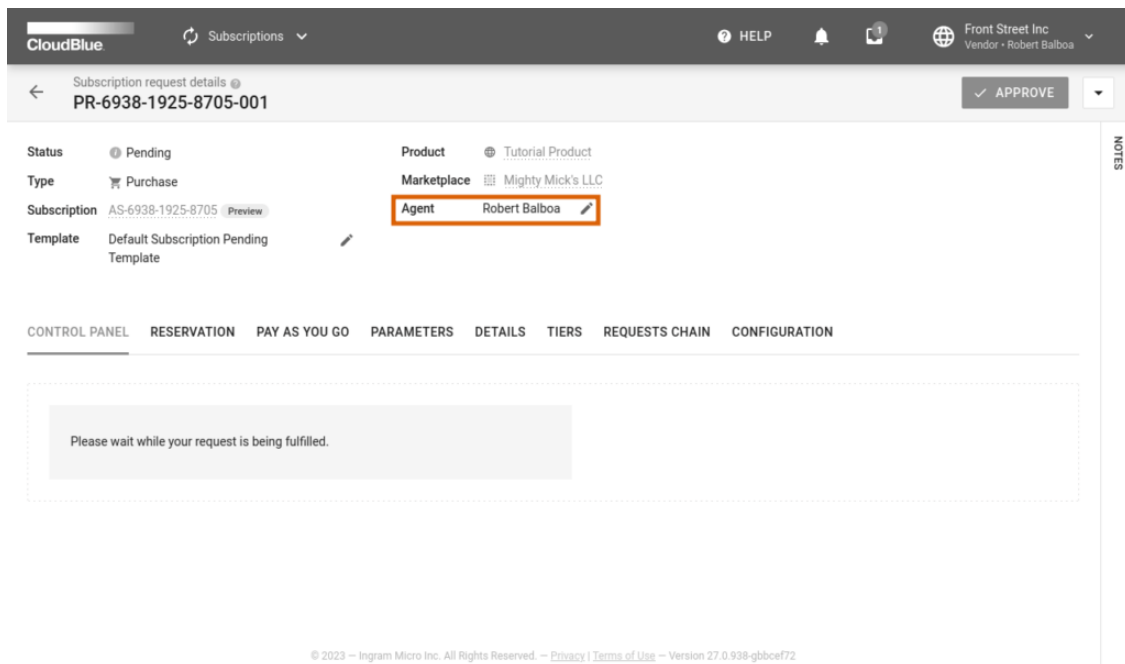
- **Parameters:** Access product parameters and the specified parameter values through this tab. In case provided parameter data is incorrect, use the provided interface to update values.
- **Reservation:** This tab displays reservation items that are associated with your selected subscription request.
- **Pay as You Go:** This tab displays pay-as-you-go items that are associated with your subscription request.
- **Details:** This tab specifies associated contracts, Distributor, Vendor and Reseller accounts. In addition, the system displays request creation date, request approval date and effective provisioning date.
- **Tiers:** This tab contains customer and reseller accounts information.
- **Requests Chain:** This tab contains available product request chains.
- **Configuration:** Access available configuration parameters via this tab.

Processing Requests

The **Subscription Request Details** screen enables Vendors to process requests by approving, rejecting or scheduling the delayed activation of the fulfillment requests. In addition, the system allows inquiring parameter data and assigning a specific user of your account to process your fulfillment request. The instructions below showcase how to perform the aforementioned operations.

Assigning Agents

Use the *edit icon* next to the **Agent** field to select a user of your account as an agent for the selected request processing.



CloudBlue Subscriptions

Subscription request details PR-6938-1925-8705-001

APPROVE

Status Pending

Type Purchase

Subscription AS-6938-1925-8705 Preview

Template Default Subscription Pending Template

Product Tutorial Product

Marketplace Mighty Mick's LLC

Agent Robert Balboa

CONTROL PANEL RESERVATION PAY AS YOU GO PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

Please wait while your request is being fulfilled.

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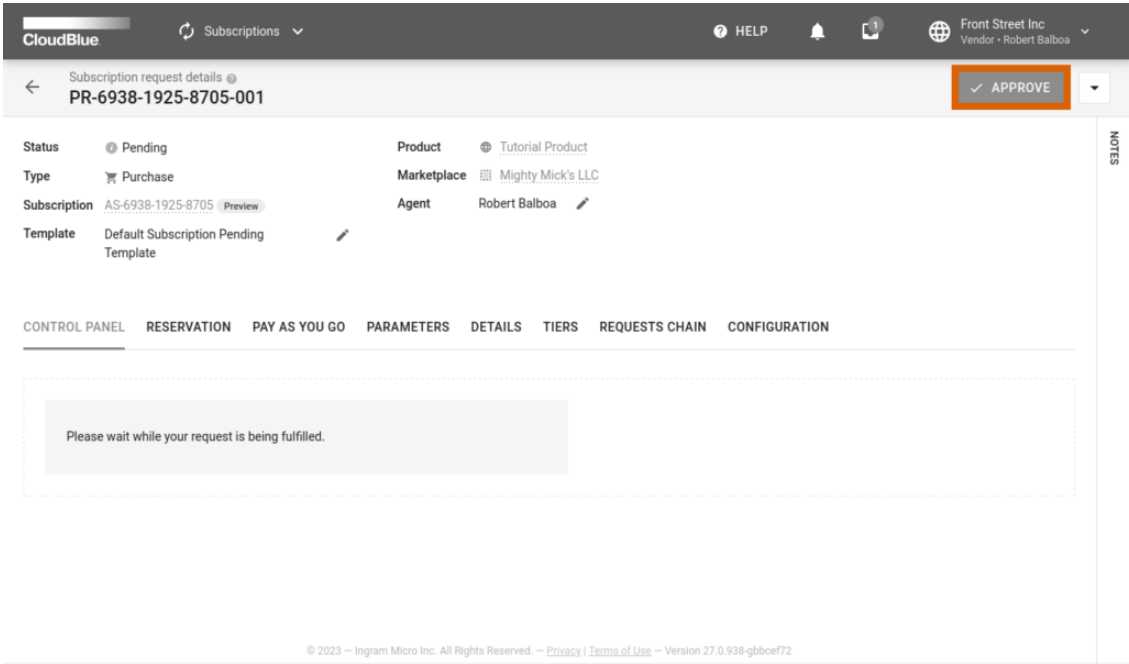
In case this field remains empty and you approve, reject, schedule or transfer this request to the inquiring state, the system will assign you as an agent automatically.

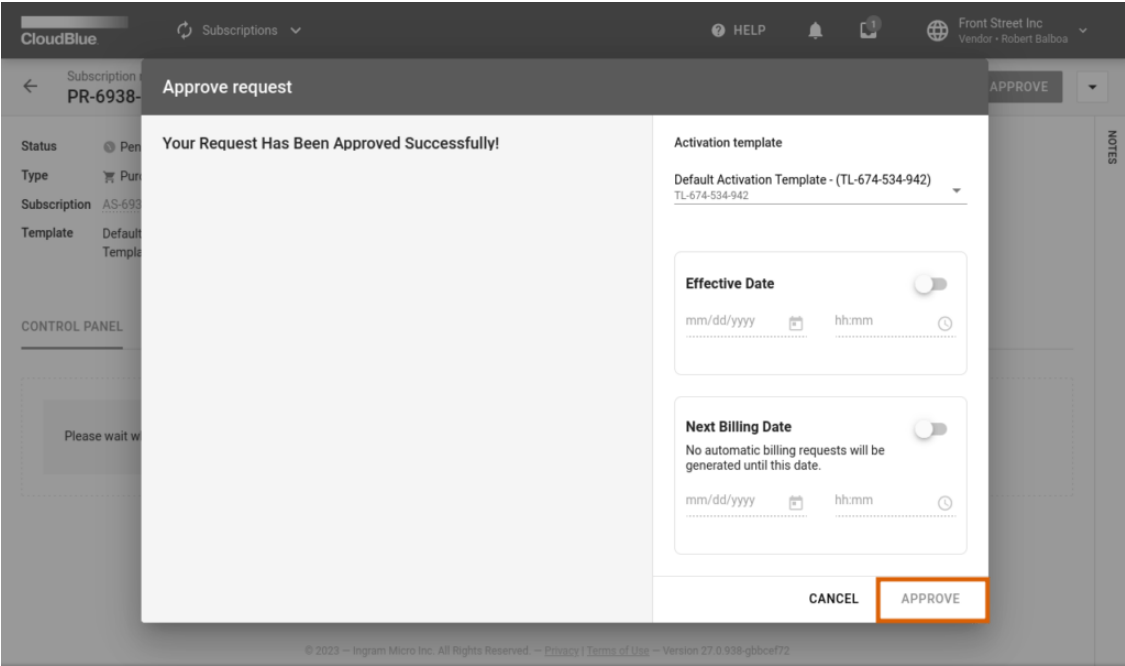
Approving Requests

Click the **Approve** button to open a specific form that allows approving your fulfillment request in the *Pending* state.

Note

In case any of your required fulfillment parameters remain empty, the system reminds you to provide parameter data via the **Parameters** tab.





Therefore, Vendors can select one of their subscription **Activation Templates** that are specified within the the Embedding section of your product profile page.

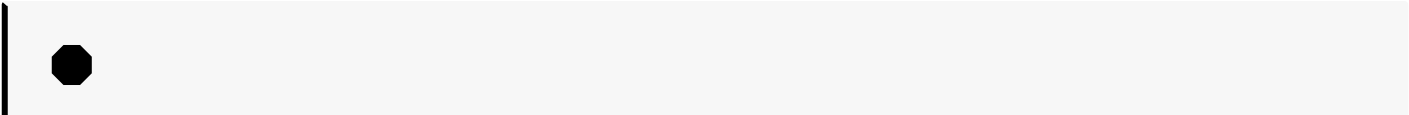
Vendors can also provide the **Effective Date** of the subscription activation. In some cases, the actual provisioning date differs from the request activation date. Therefore, the system enables Vendors to specify the *effective provisioning date* for their fulfillment requests. This allows Connect users to bill their customers by using the effective date timestamp.

In addition, the system allows specifying *Next Billing Date* for your subscription by using the corresponding switch.

Once all required parameters are configured, click **Approve** to finalize the operation. Therefore, the system will assign the *Approved* state to your selected request and will perform required subscription changes.

Schedule Delayed Activation

The Connect platform enables Vendors to schedule time and date for their request processing. Namely, this functionality is used to explicitly define a waiting period before approving or revoking **Cancel** and **Change** requests. Therefore, it allows businesses that collaborate on Connect to synchronize their workflows and avoid undesirable situations in which a subscription can be cancelled while Vendors could have made all necessary preparations.



Important

Note that the system cannot schedule delayed activation automatically. This functionality can, however, be implemented by Vendors via the provided Subscription API.

Click the **Schedule** button at the top-right corner of the *fulfillment request details* screen to open a specific form.

CloudBlue

Subscriptions

HELP

Front Street Inc
Vendor · Robert Balboa

Subscription Request Details

PR-12345-12345-12345

APPROVE

SCHEDULE

INQUIRE

Status Pending

Type Change

Subscription AS-1234-1234-1234

Product Dropbox

Marketplace Germany

Agent John Doe

Requested Activation 20/12/2021 12:45 (UTC-11)

Service Level Indicator

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
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Licence PRD-922-151-309-5435	D22283F7-DE1F-4259-A487-552C9848E003	0 → 4096	Gb	+4096

Schedule Delayed Activation

Your request will be transitioned to the Scheduled state and will switch back to Pending at the time stamp defined by you

Choose when to switch this Scheduled request back to Pending

Timezone
Pacific/Midway (UTC -11:00)
Using timezone from your profile settings

Date

Time

UTC

29/12/2020

13:00

30/12/2020 00:00

CANCEL

SCHEDULE

April 20, 2024

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Use the provided **Schedule Delayed Activation** form to select time and date for your fulfillment request processing. Once your time and date are specified, click the **Schedule** button to confirm your decision. Thus, the system transfers the selected fulfillment request object to the *Scheduled* status. Thereafter, a fulfillment request can be assigned to the *Revoking* state by Distributors or Resellers and subsequently to the *Revoked* state once Vendors confirm the revoking operation. Otherwise, scheduled requests can be assigned back to the *Pending* status.

Inquire Parameter Data

in case some of the provided ordering parameter data is not valid or outdated, use the **Inquire** button at the top-right corner of the screen . The system allows inquiring parameter data only in case your fulfillment request is assigned to the *Pending* status.

CloudBlue Subscriptions

Subscription Request Details PR-12345-12345-12345

APPROVE SCHEDULE **INQUIRE**

Status: Pending Product: Dropbox Requested Activation: 20/12/2021 12:45 (UTC-11)
Type: Change Marketplace: Germany Service Level Indicator: 0 1 2 3 4 5 6 7
Subscription: AS-1234-1234-1234 Agent: John Doe

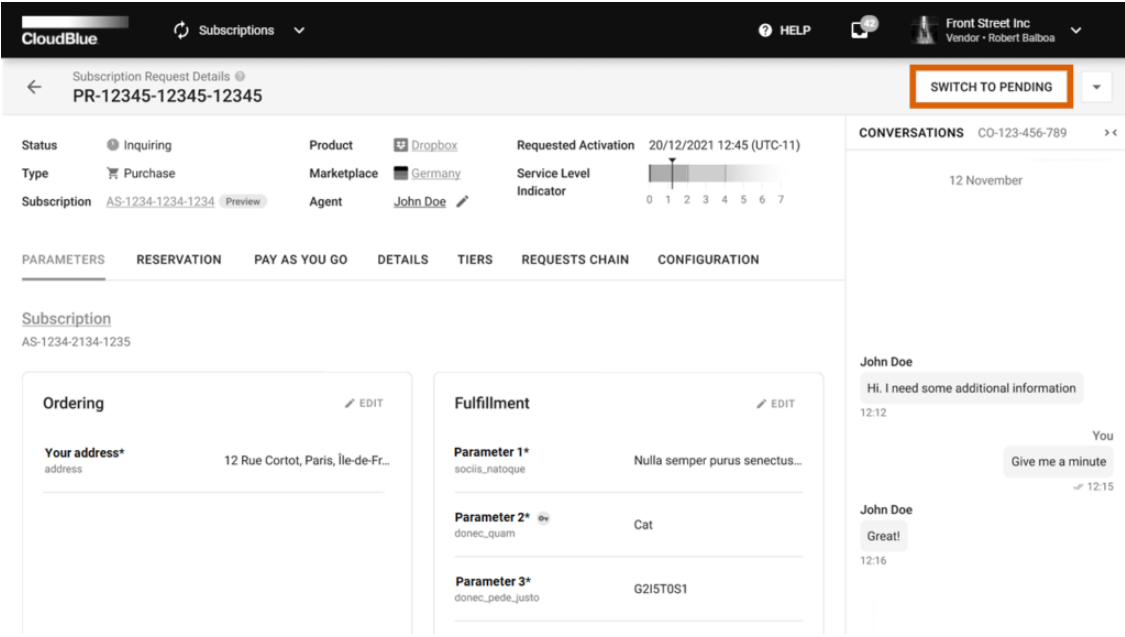
PARAMETERS RESERVATION PAY AS YOU GO DETAILS TIERS REQUESTS CHAIN CONFIGURATION

NAME	MPN	QUANTITY	UNIT	DELTA
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Mark ordering parameters that should be changed via the **Parameters** tab. Thereafter, the system will allow Vendors to inquire parameter data and consequently transfer the request to the *Inquiring* state.

Set Request to Pending State

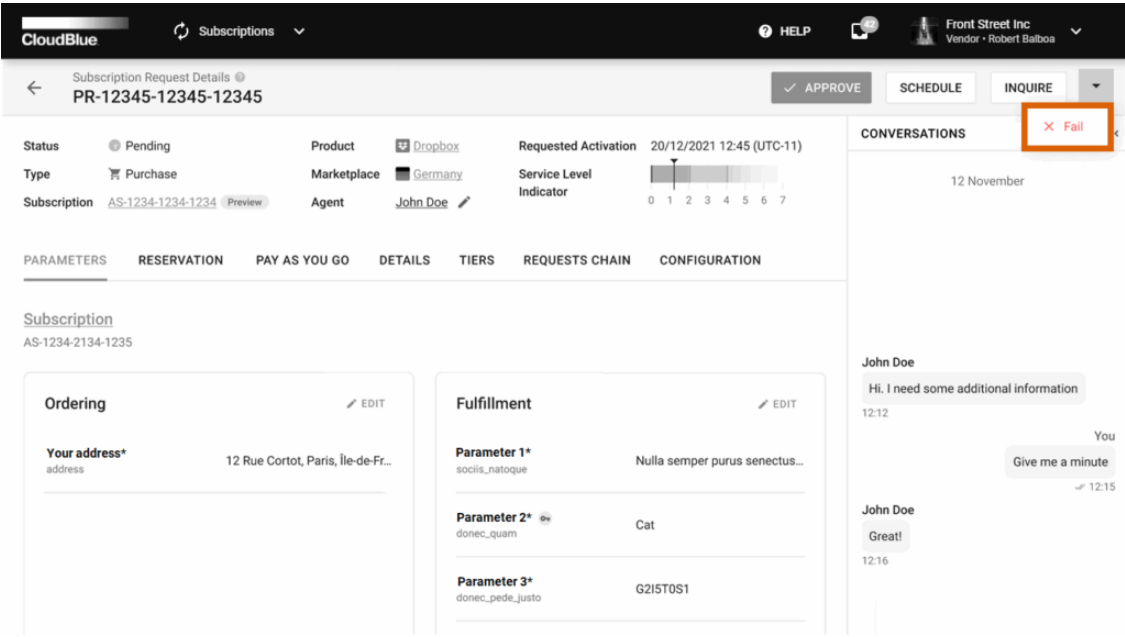
In case your request is assigned in the *Inquiring* state and it is necessary to transfer it back to the *Pending* state, click the **Set to Pending** button on the provided interface.

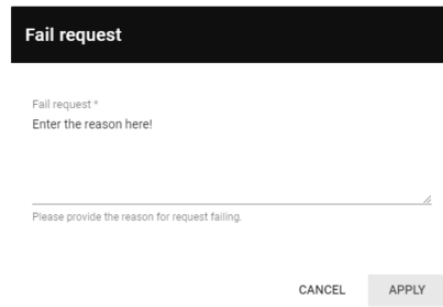


This button can be helpful in various scenarios. For example, in case more ordering parameters should be corrected or updated.

Rejecting Requests

In case it is required to reject a request and cancel an operation that is associated with a subscription, you can reject a request as follows:





The screenshot shows a modal dialog box titled "Fail request" with a black header. The main content area is white and contains the text "Fail request *" and "Enter the reason here!". Below this is a text input field with a placeholder text "Please provide the reason for request failing." and a small blue icon of a pen at the end of the field. At the bottom right of the dialog are two buttons: "CANCEL" and "APPLY".

1. Open the arrow (▼) menu and select the **Fail** option.
2. The system prompts you to specify a reason for rejecting your selected request. Enter your message by using the provided field and clicking the **Apply** button to reject a request.

Therefore, your request will be assigned to the Failed state and associated operation will be rejected.