Requests Management

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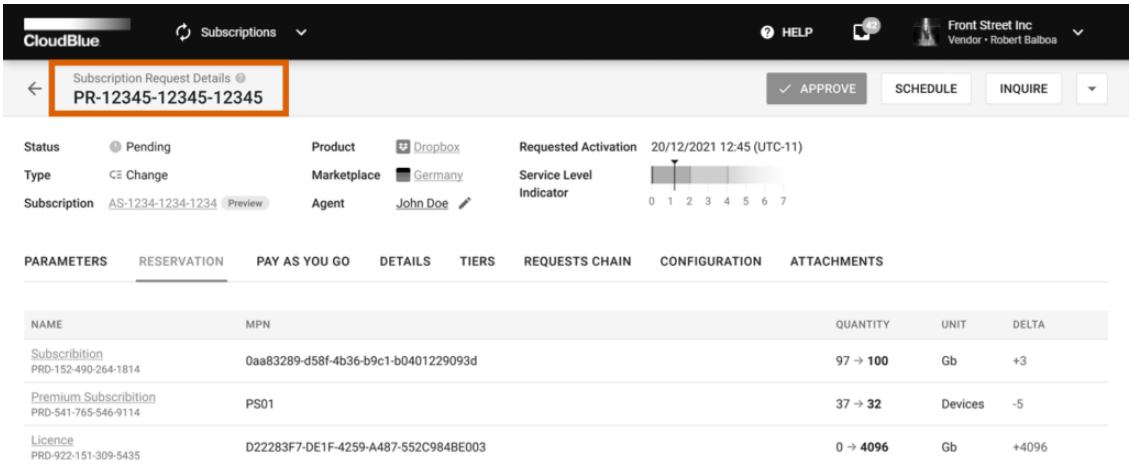
Fulfillment requests are also interconnected with subscriptions and stored in the Subscriptions module. Thus, for instance, purchase requests create subscriptions, while cancel requests terminate them. Fulfillment requests can be also generated manually by following the Subscription Creation guidelines.

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.

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:
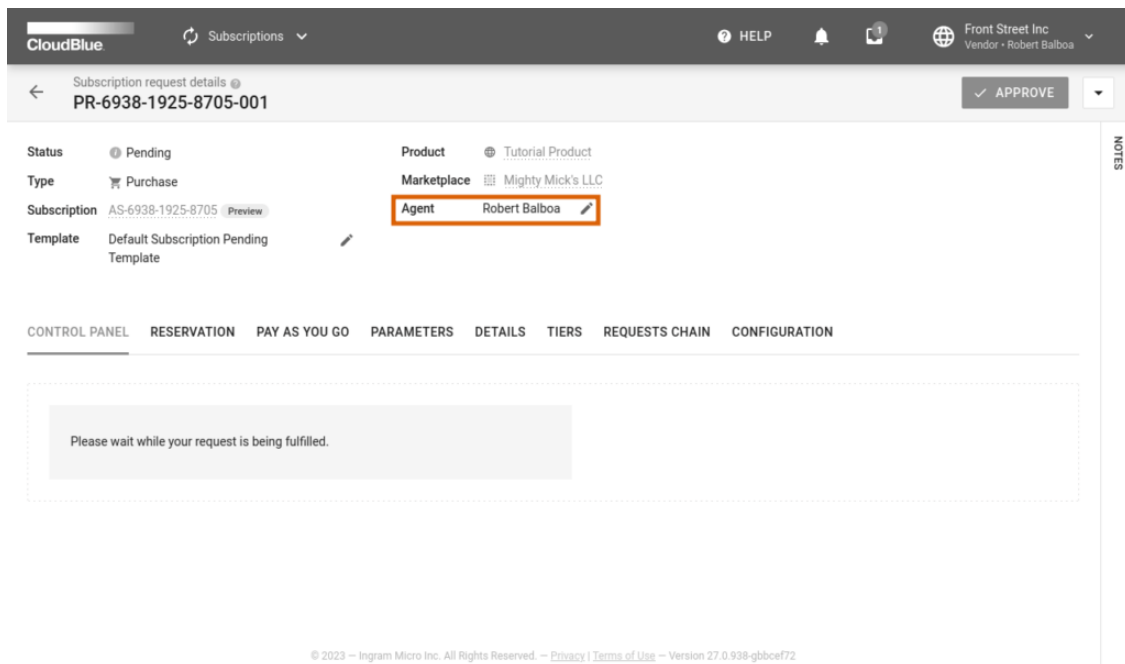
- **Parameters:** Access product parameters and the specified parameter values through this tab. In case provided parameter data is incorrect, use the provided interface to update values.
- **Reservation:** This tab displays reservation items that are associated with your selected subscription request.
- **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.


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.
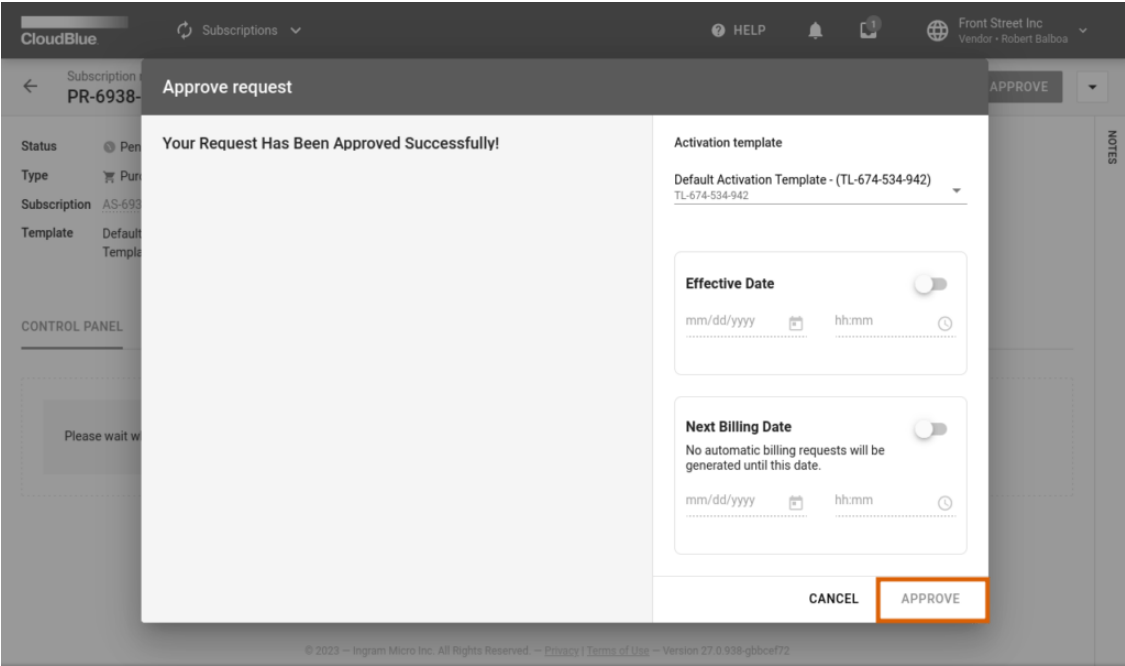
Approving Requests

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

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> Note
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> In case any of your required fulfillment parameters remain empty, the system reminds you to provide parameter data via the **Parameters** tab.
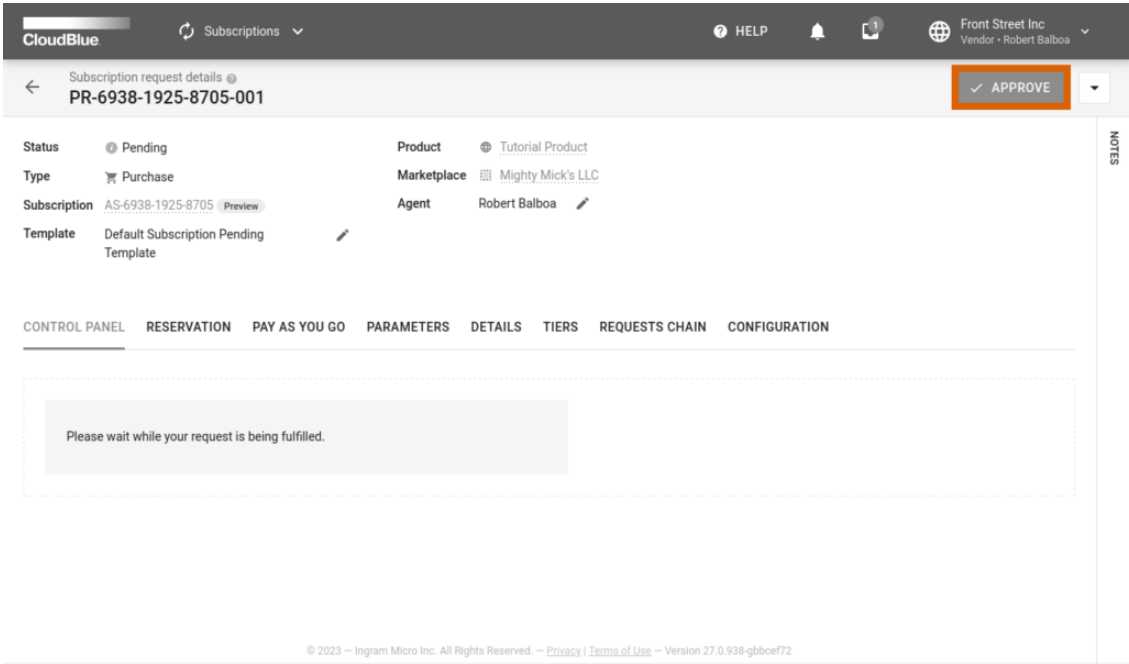
Therefore, Vendors can select one of their subscription **Activation Templates** that are specified within the the Embedding section of your product profile page.

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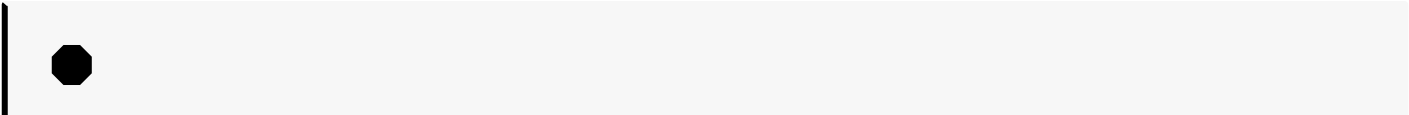
> **Important**
>
> Note that the system cannot schedule delayed activation automatically. This functionality can, however, be implemented by Vendors via the provided Subscription API.

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

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.

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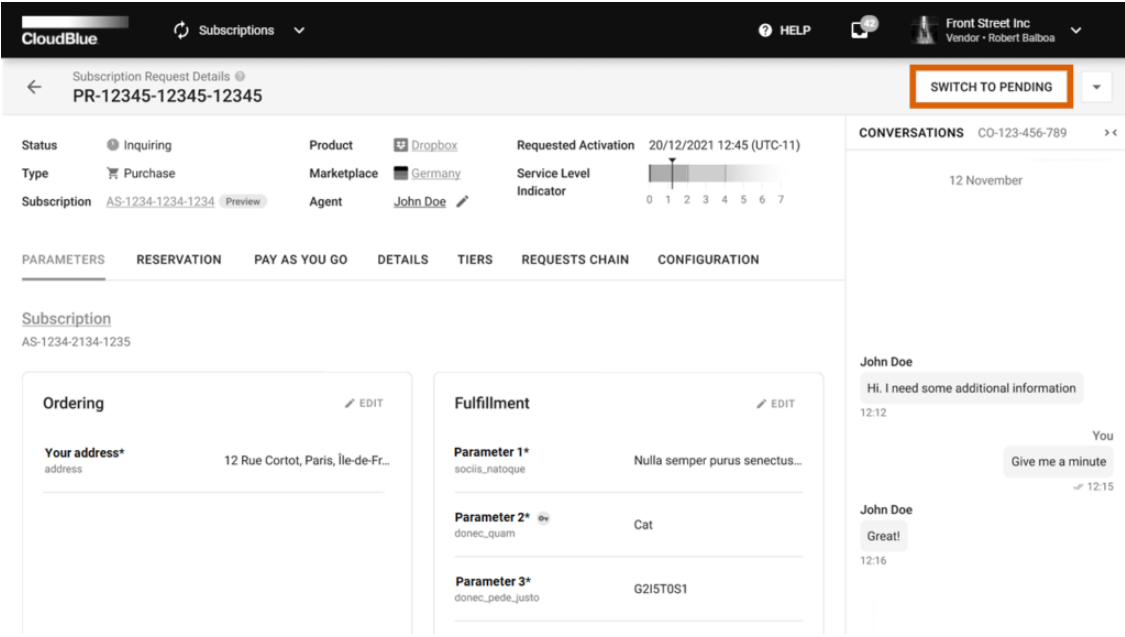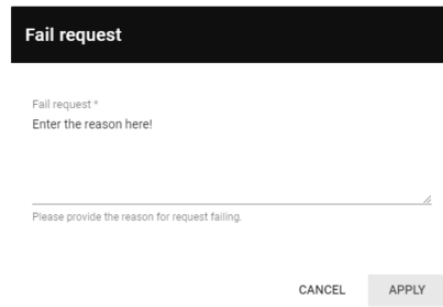
This button can be helpful in various scenarios. For example, in case more ordering parameters should be corrected or updated.

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:
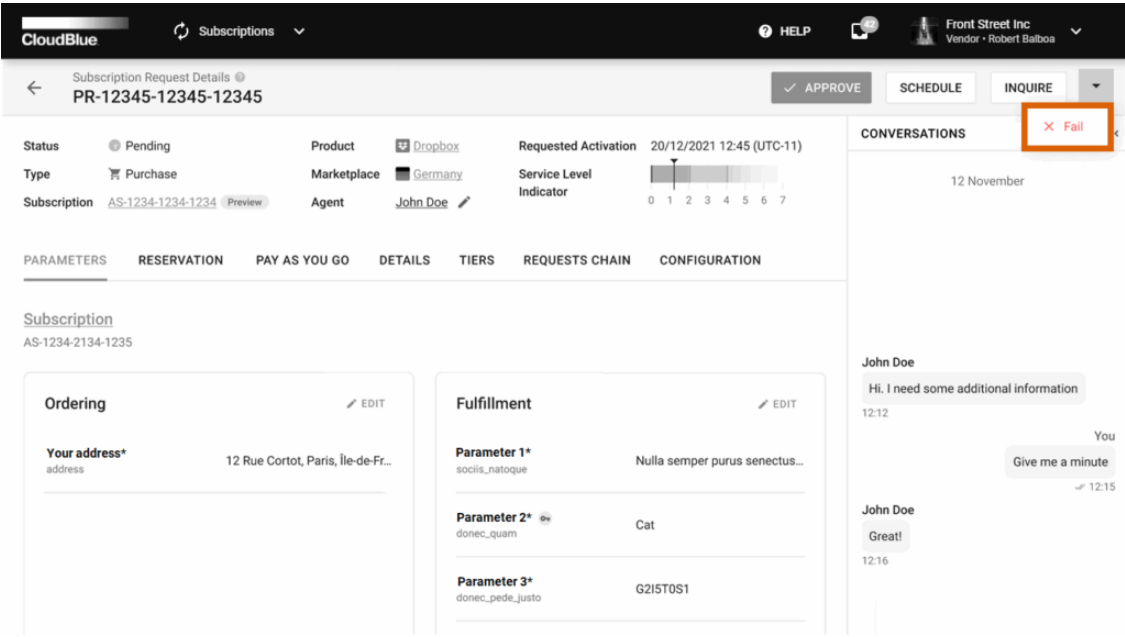
Fail request

Fail request *
Enter the reason here!

Please provide the reason for request failing.

CANCEL   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.