https://cloudblue.com

Tier Config Interface

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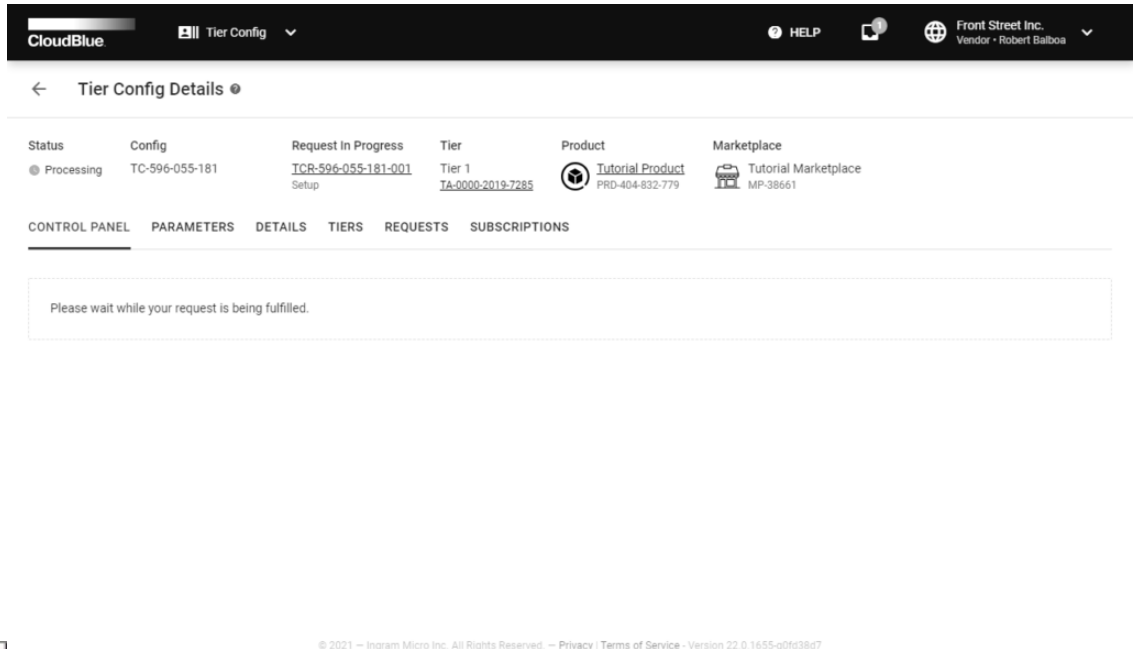
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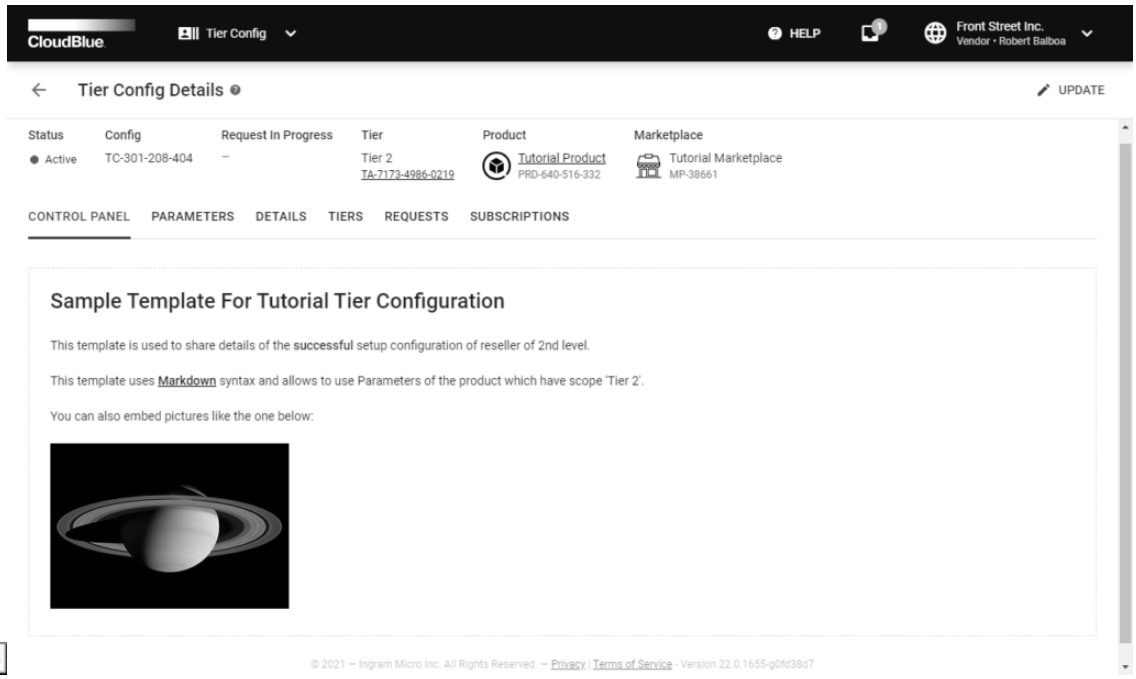
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The following describes provided user interface and provides available operations within the Tier Config module on the CloudBlue Connect® platform.

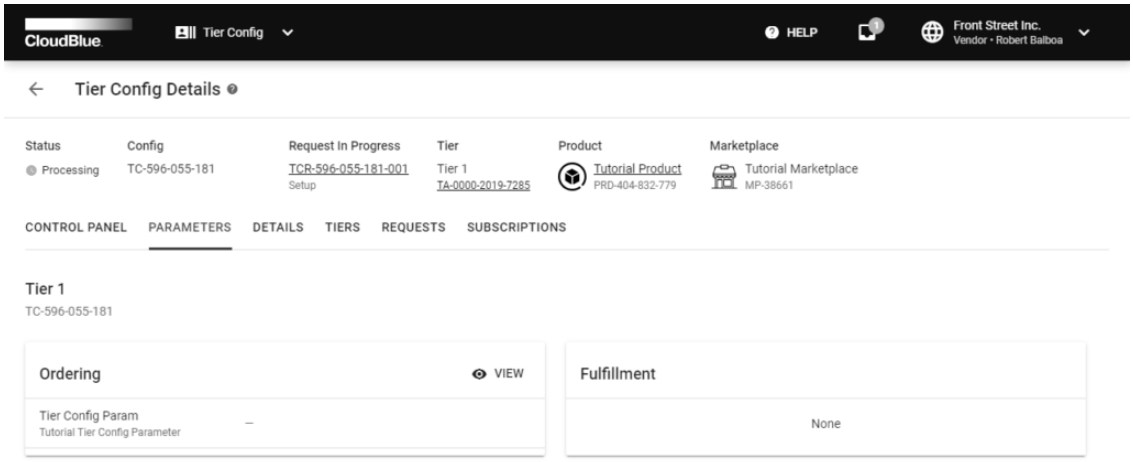
Tier Config Details

Click on your tier configuration ID from the **Directory** tab to access the **Tier Config Details** screen.

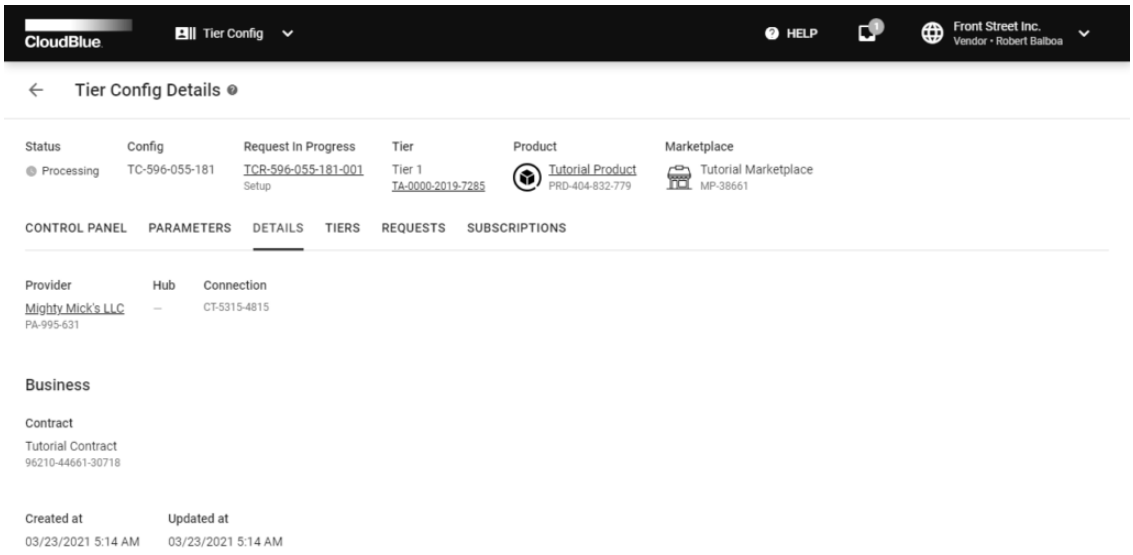




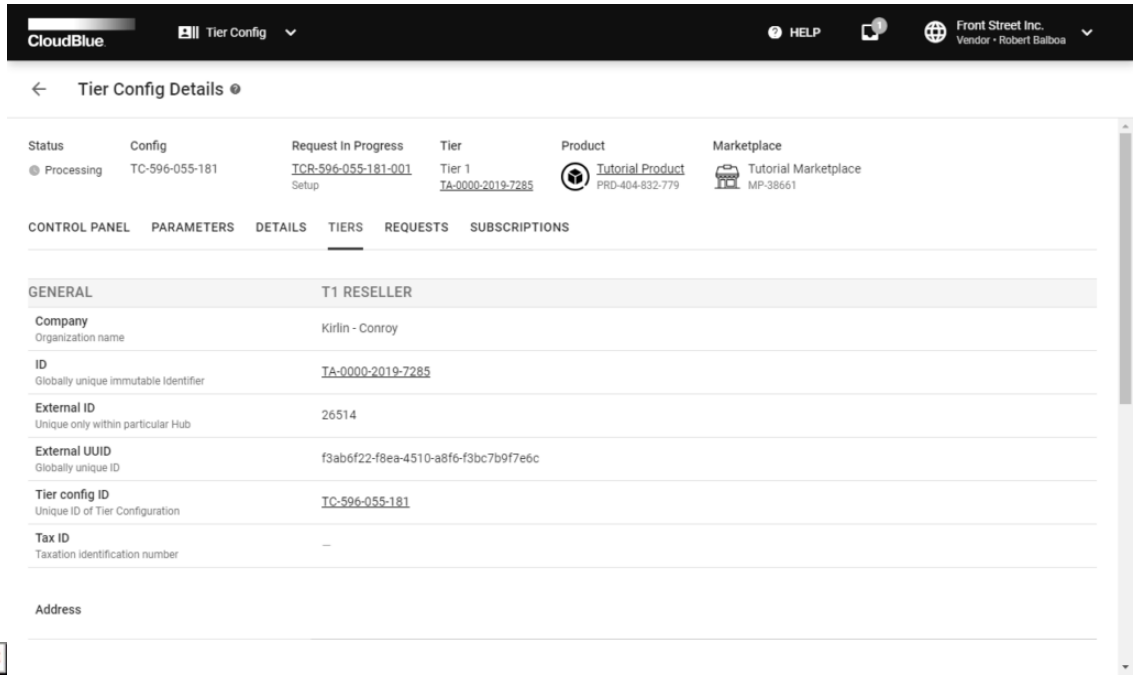
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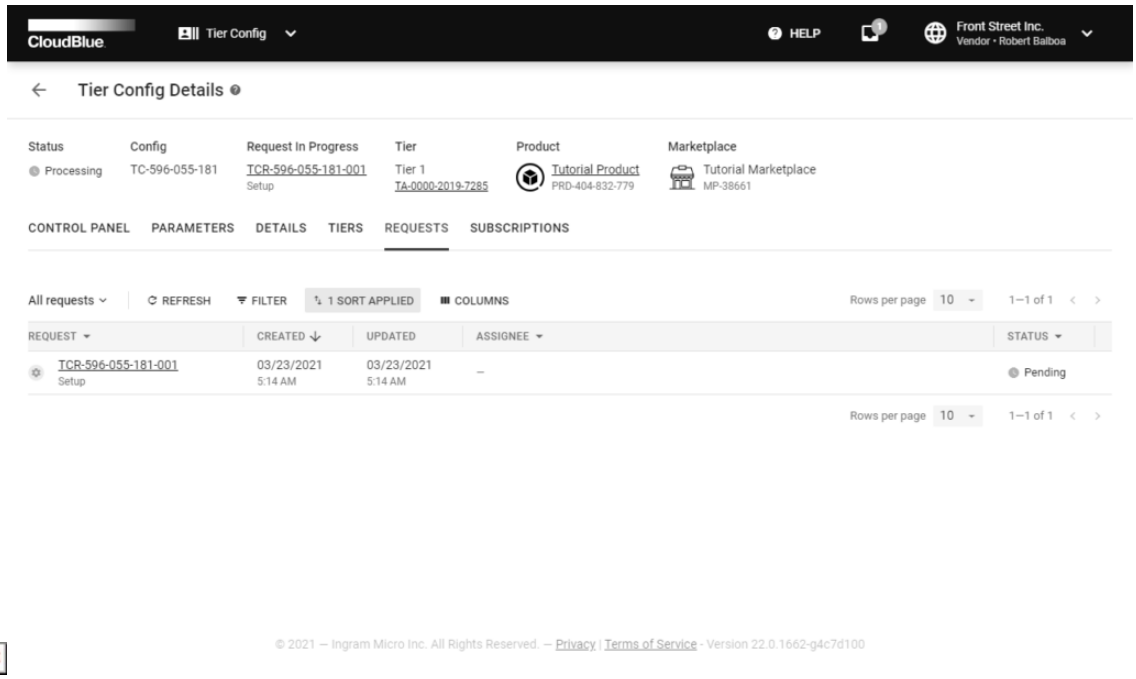


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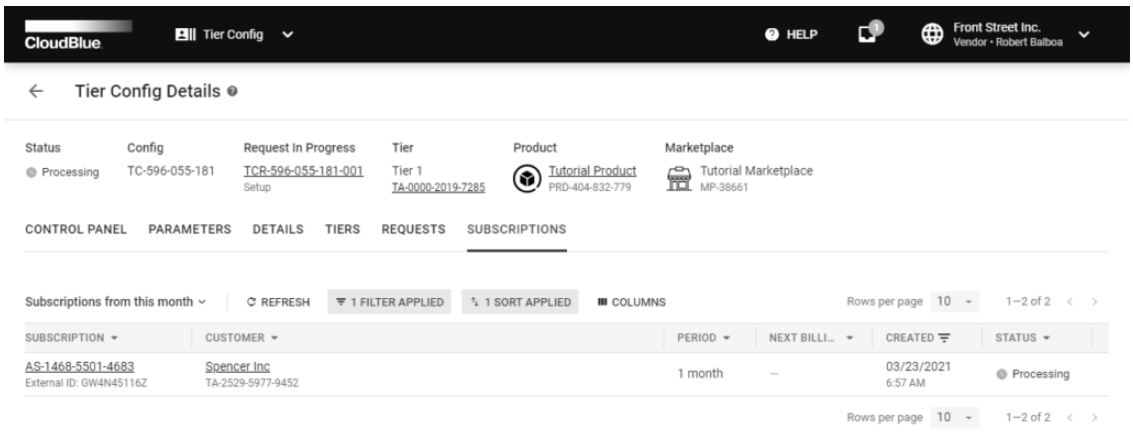


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The **Tier Config Details** screen provides general tier configuration information, such as its **Status**, **Config** ID, associated **Request in Progress**, **Tier account** and its **level**, specified **Product** and **Marketplace**.

Furthermore, this screen contains various data within the following tabs:

- **Control Panel**: This tab displays a *Tier Approved* message once a tier request is fulfilled. Change this message via the Embedding section from your product profile page.
- **Parameters**: Access this tab to view specified *Ordering* or *Fulfillment* parameters.
- **Details**: This tab displays your associated Distributor/Vendor account and the connection ID. Furthermore, this tab provides business details, such as contract name, contract creation/update date and its ID.
- **Tiers**: Examine your reseller information via this tab.
- **Requests**: Access this tab to view associated tier requests and their details.
- **Subscriptions**: This tab displays associated subscriptions and their details.

Updating Tier Configuration

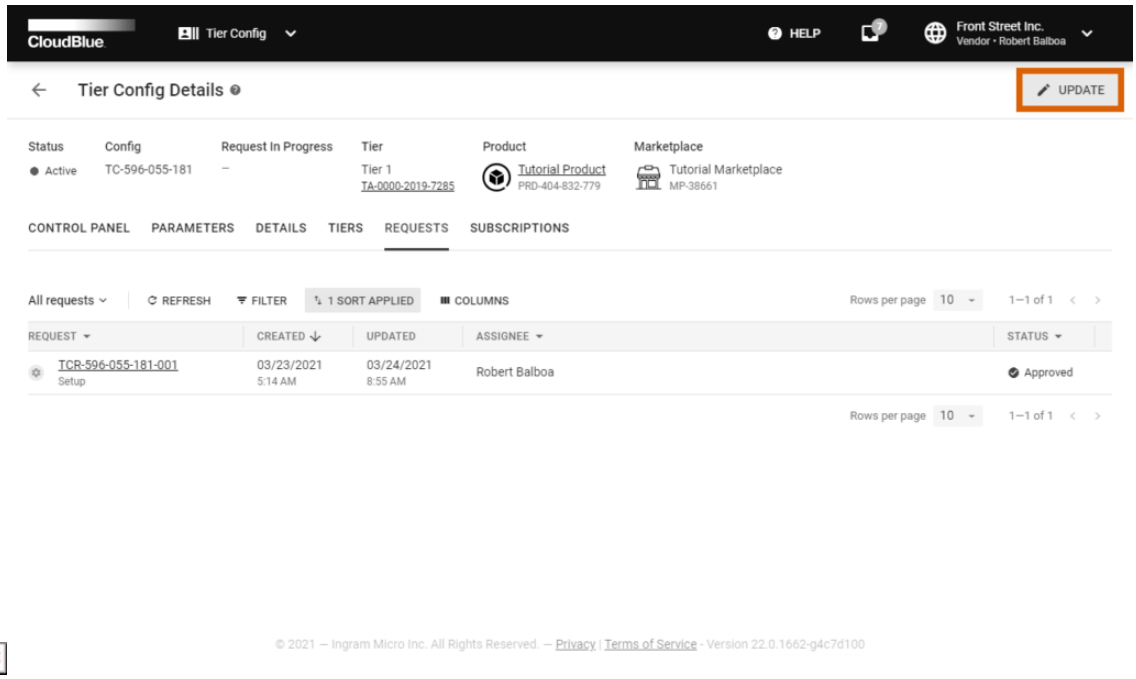
In case a tier configuration is successfully activated, **Tier Config Details** allows creating update tier requests to change this configuration. Follow the steps below to create a tier configuration update request.

> ●
> Tier requests

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> Access your created update tier request via the **Requests** tab of the **Tiers Config** module. Refer to the Tiers Requests documentation and learn how to approve or reject tier requests.

Click the **Update** button from the **Tier Config Details** screen. Thus, the system will launch a tier config update wizard.

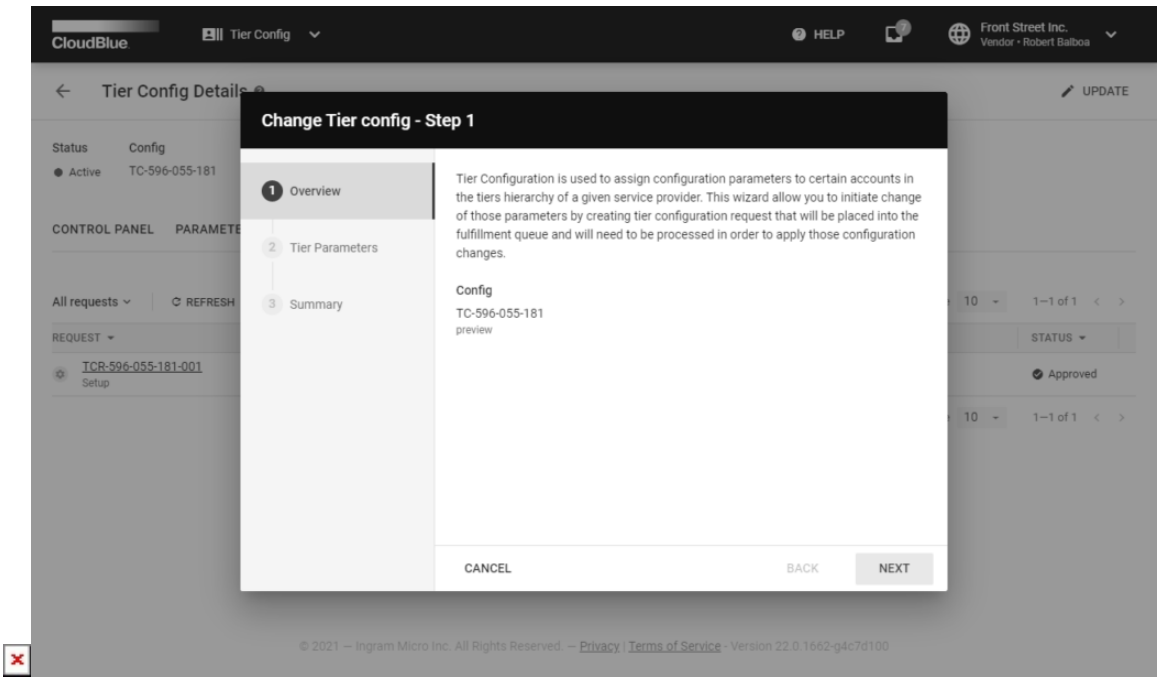


Follow the wizard steps to successfully update your tier configuration.

1. Overview

Get familiar with the following tier configuration overview.

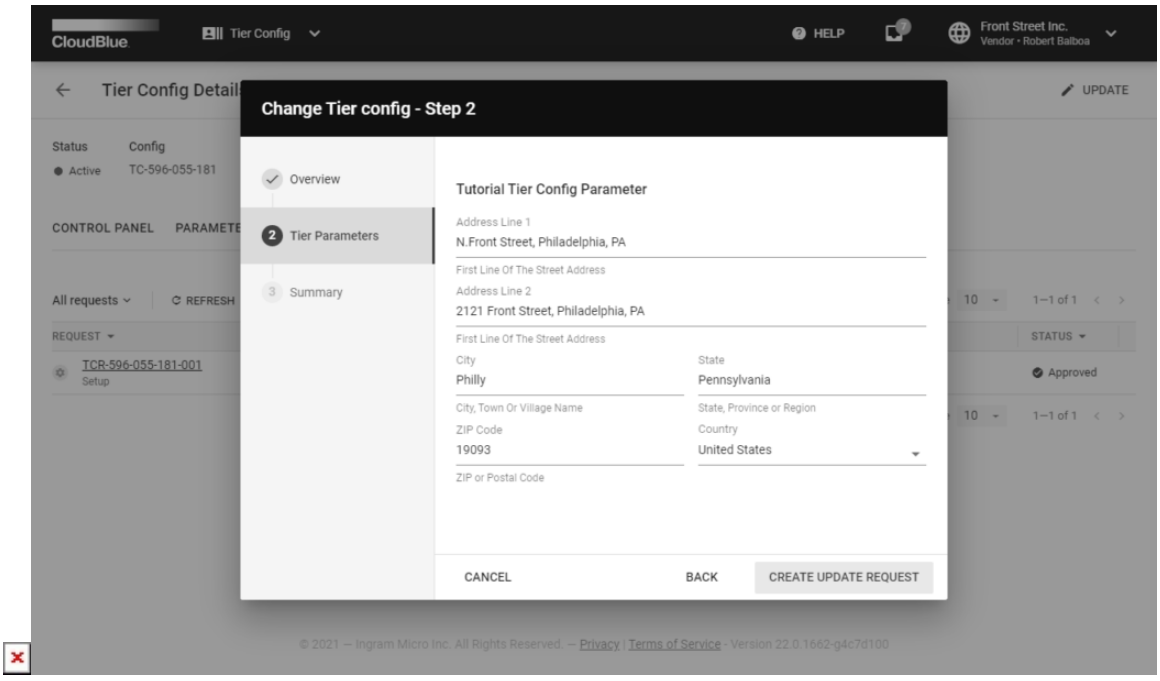
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Click the **Next** button to continue.

2. Tier Parameters

Fill out the following **Tier Parameters** form. Note that this form varies depending on your selected

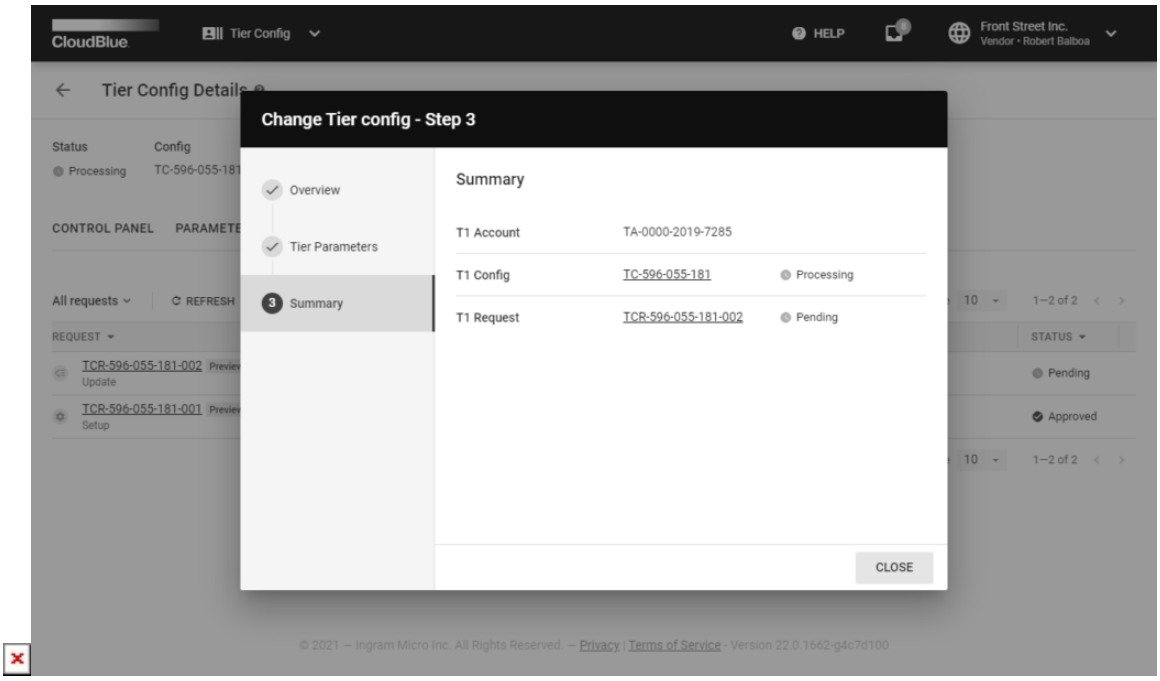


Click the **Create Update Request** button to create a corresponding tier request.

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3. Summary

The system provides a summary that displays a tier account, tier configuration, tier requests.



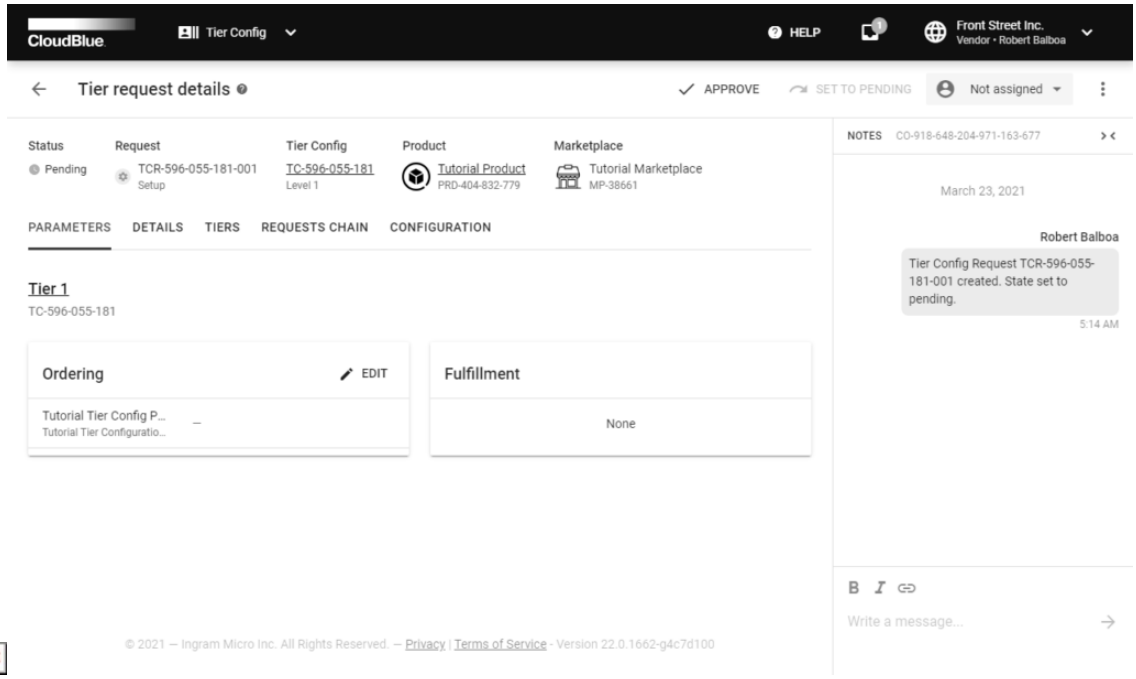
Click **Close** after reviewing this summary.

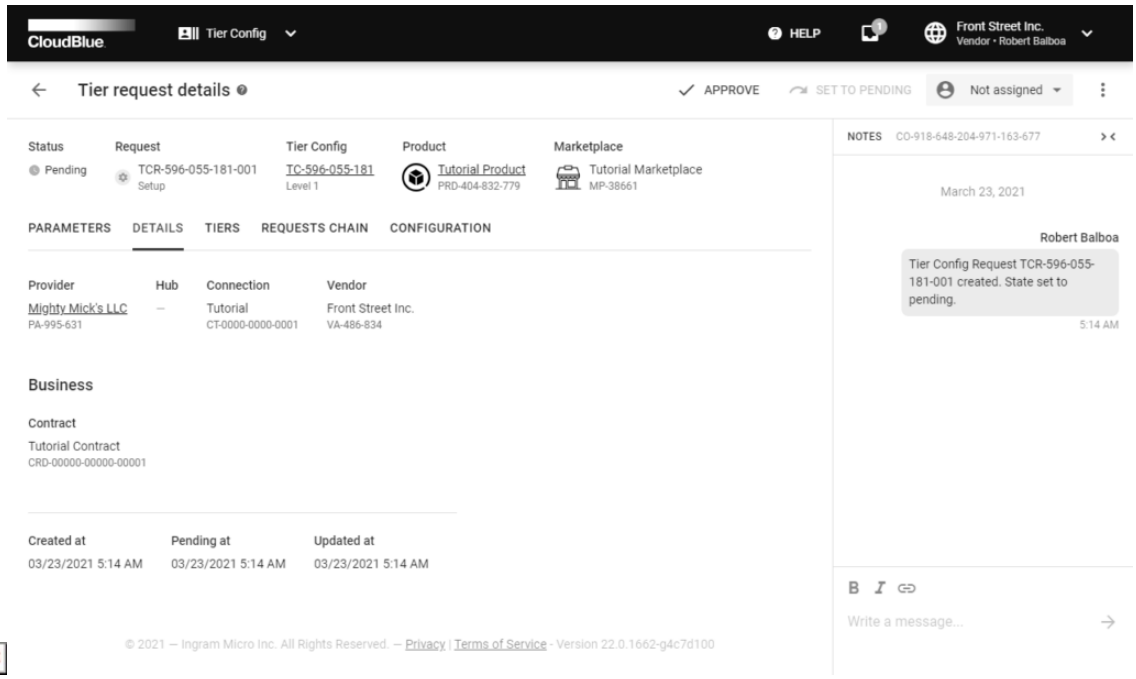
Thus, your update tier request will be successfully created. This tier request can be approved or rejected by following guidelines below.

Tier Request Details

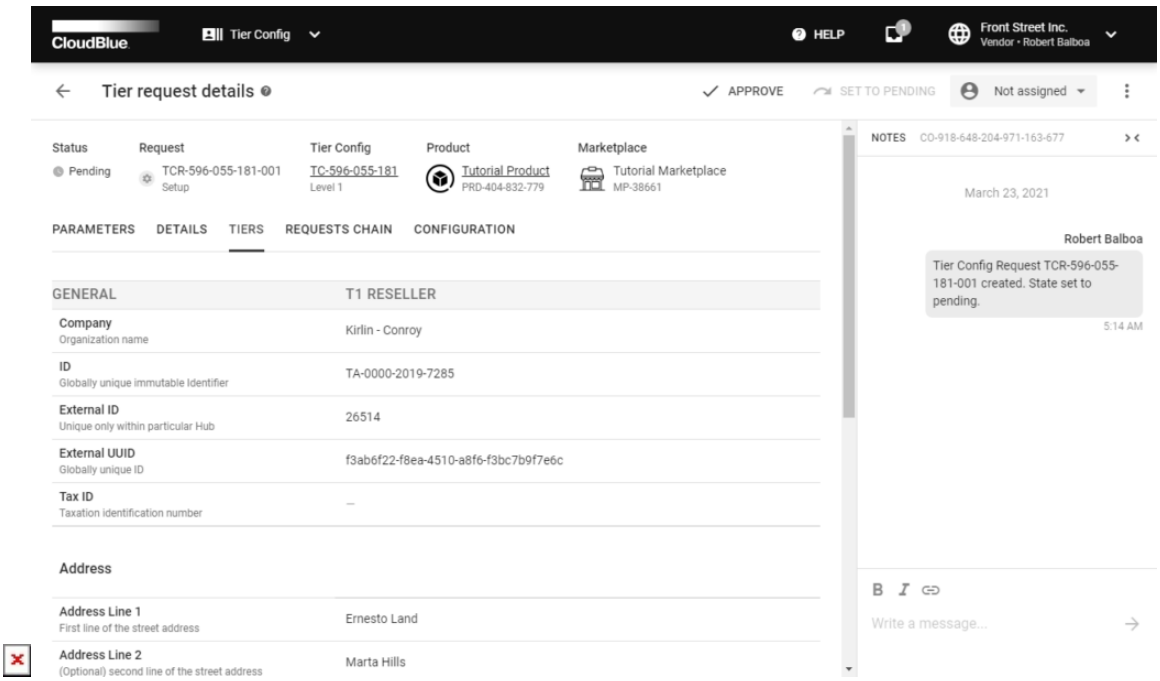
Click on your tier request ID from the **Requests** tab to access the **Tier Request Details** screen.

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The **Tier Request Details** screen displays general tier request data, such as its **Status**, **Request** ID, associated **Tier Configuration**, specified **Product** and **Marketplace**. This screen also contains **Notes** that display system messages and provides a communication model for Partners.

Additionally, **Tier Request Details** provides various information within the following tabs:

- **Parameters**: This tab contains specified *Ordering* or *Fulfillment* parameters. Vendors can specify parameters by using this tab. Note that Vendors can also inquire data of these parameters from Distributors.
- **Details**: This tab indicates the Distributor/Vendor accounts and the connection ID. Furthermore, this tab provides business details, such as contract name, contract creation/update date and its ID.
- **Tiers**: Examine your reseller information via this tab.
- **Request Chains**: Use this tab to examine request chains and their details.
- **Configuration**: Access specified configuration parameters and their details via this tab.

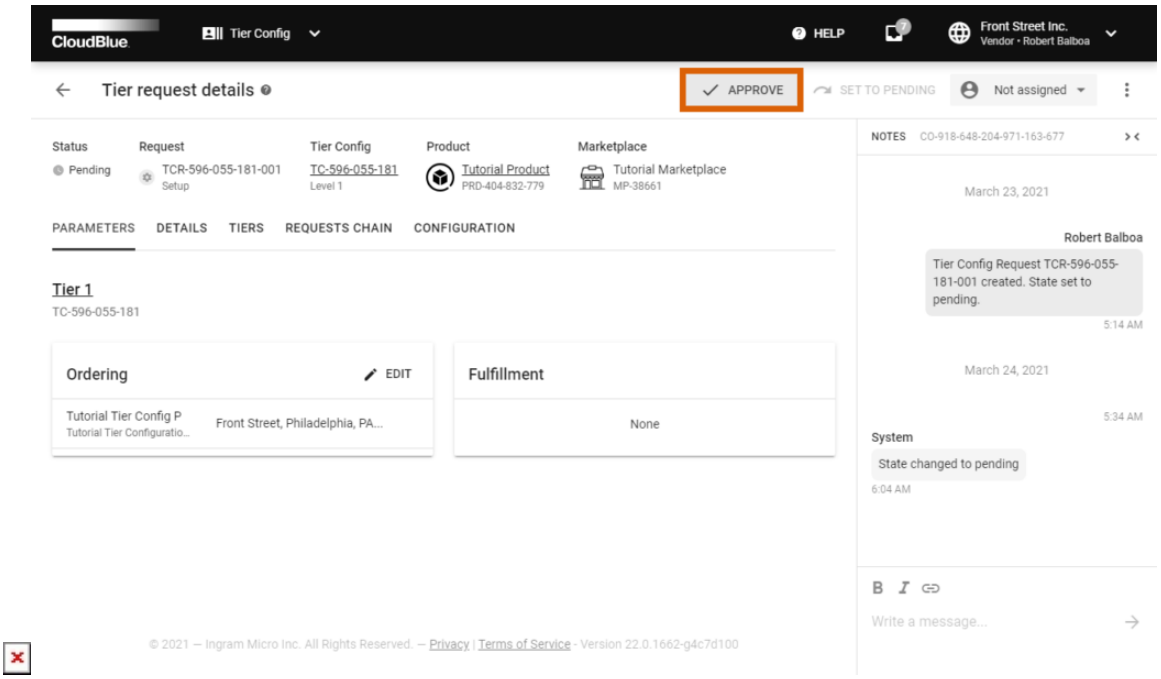
Note that the **Assignee** field allows selecting an assignee for the following operations. In case assignee is not selected and this field displays **Not Assigned**, the system assigns an operator automatically.

Approving Tier Requests

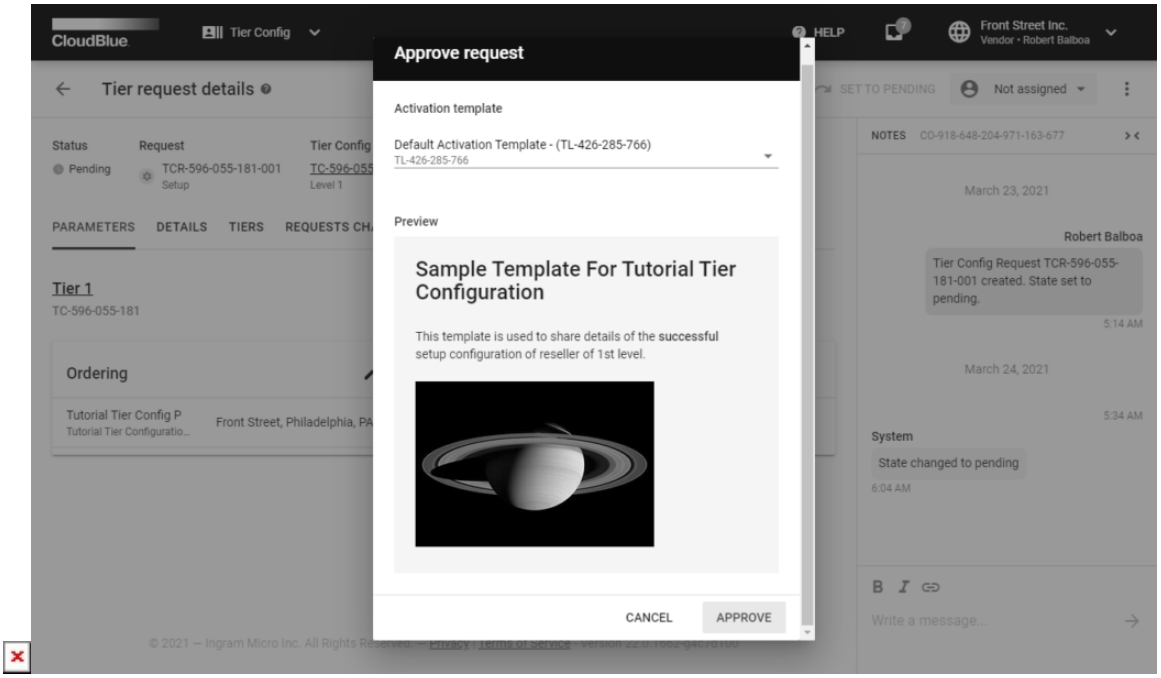
Vendors can approve *pending* tier requests by accessing **Tier Request Details**. Follow the steps below to successfully approve a tier request and activate a tier configuration.

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1. Click the **Approve** button from the **Tier Request Details** screen.

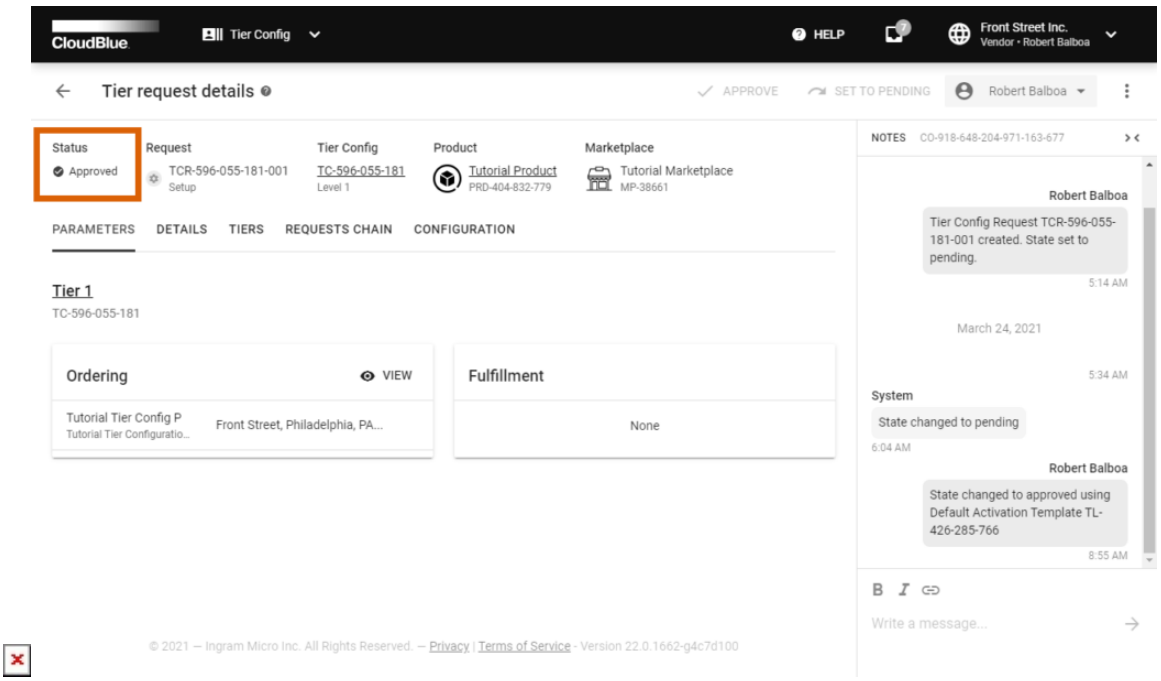


2. Select your Tier Approved activation template in the following form.



3.. Click the **Approve** button to activate your tier request. Thus, the system will transfers this tier request to the **Approved** state.

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Note that the system will also switch the status of your tier configuration to *Active*.

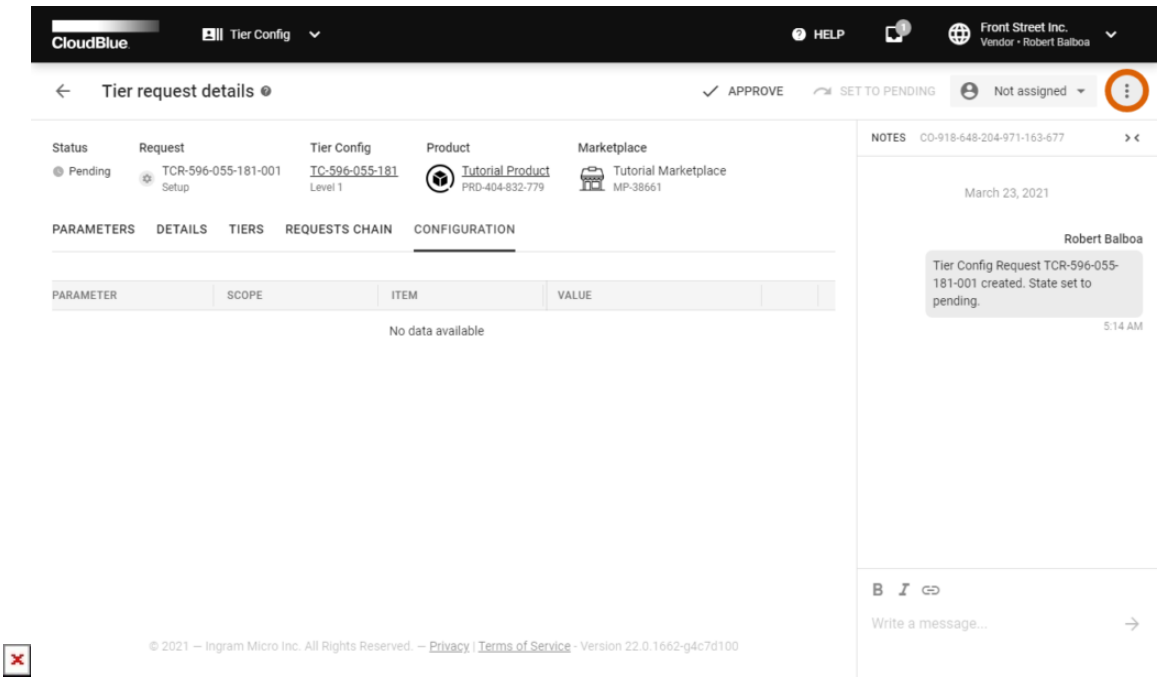
Rejecting Tier Requests

In case of an unrecoverable error, Vendors or Distributors can reject a request from **Tier Request Details**. Follow the steps below to reject a tier request.

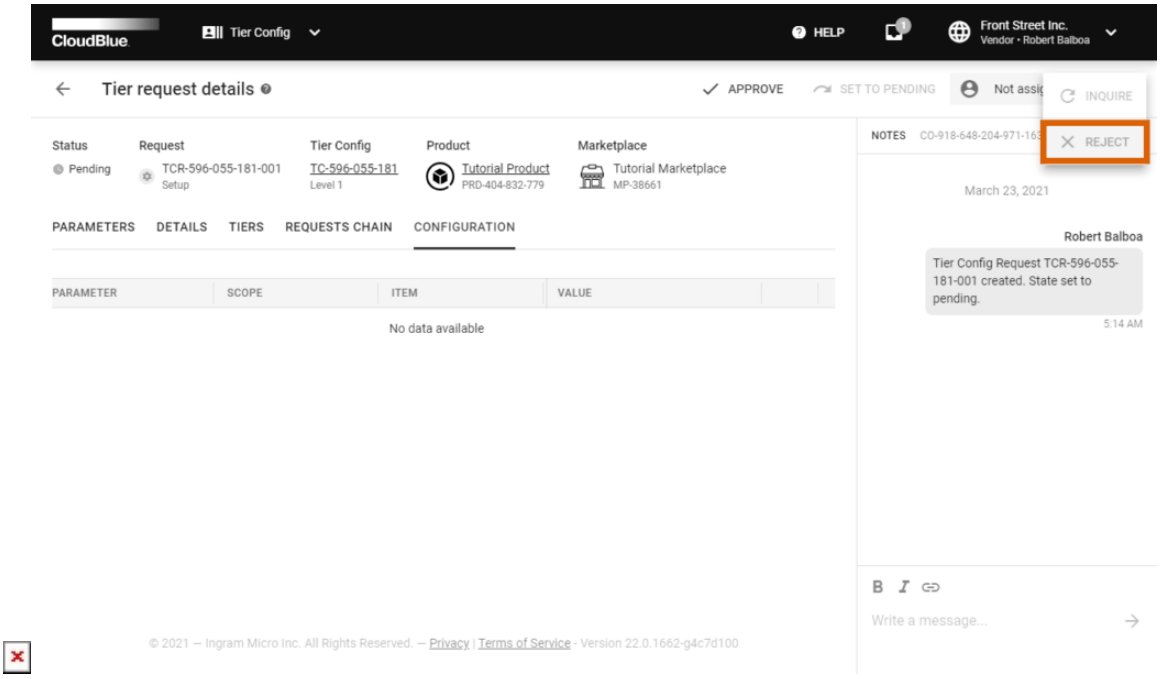
> ●
> Information
>
> Note that rejected tier requests cannot be restored. However, once a tier request is rejected, it is possible to update its associated tier configuration from the Tier Config Details screen.

1. Click on the vertical ellipsis (⋮) icon from top right corner of the **Tier Request Details** screen.

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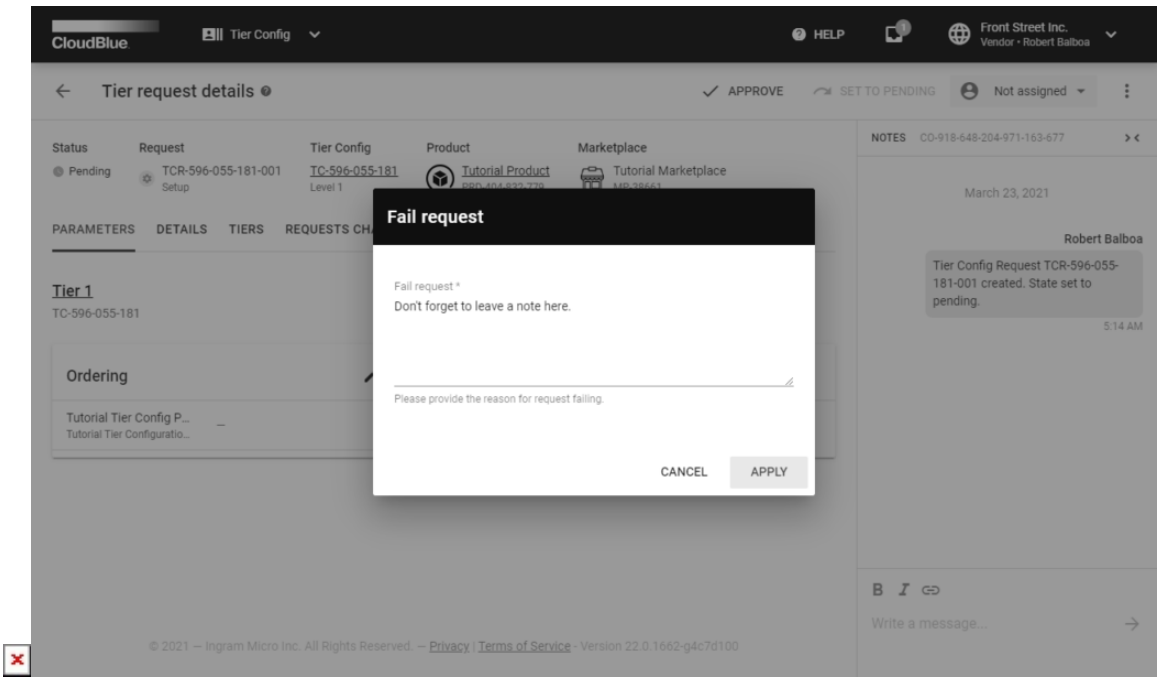


2. Click the appeared **Reject** button.



3. Leave a failed request note and click the **Apply** button.

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Therefore, your tier request will be rejected and the system will transfer this request to the *Failed* state.

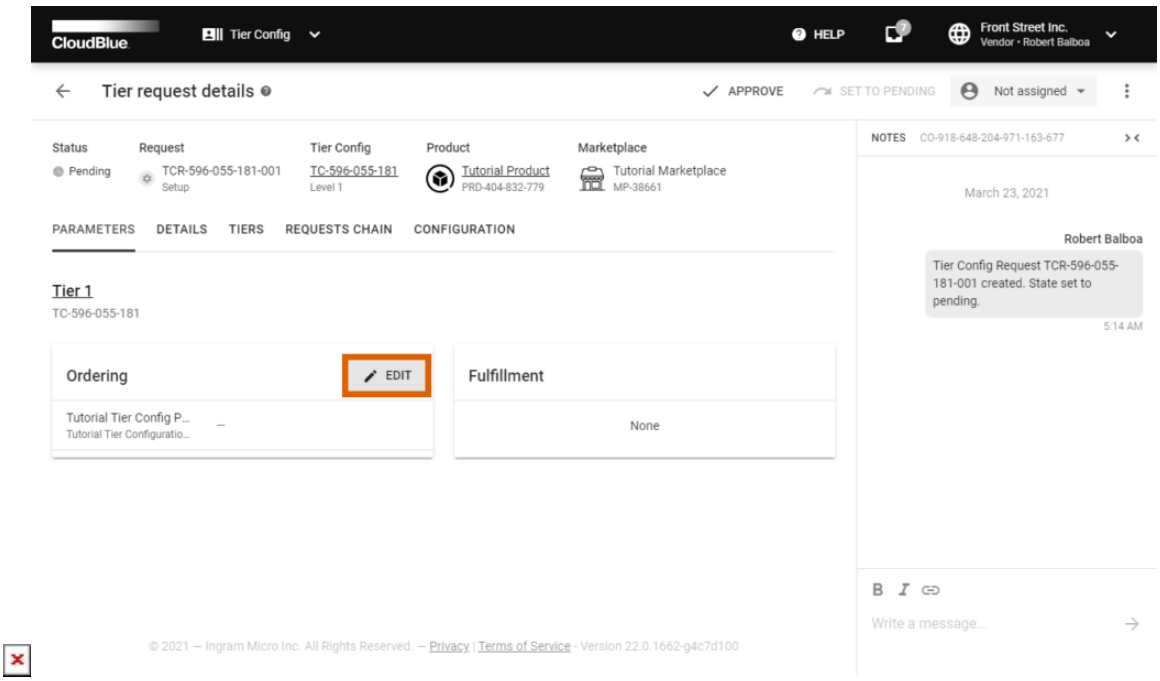
Inquiring parameter data

In case provided parameter data in a tier request is not valid, the system allows inquiring necessary information via **Tier Request Details**. Therefore, the system transfers your pending tier requests to the *Inquiring* state. Follow the steps below to inquire invalid parameter data.

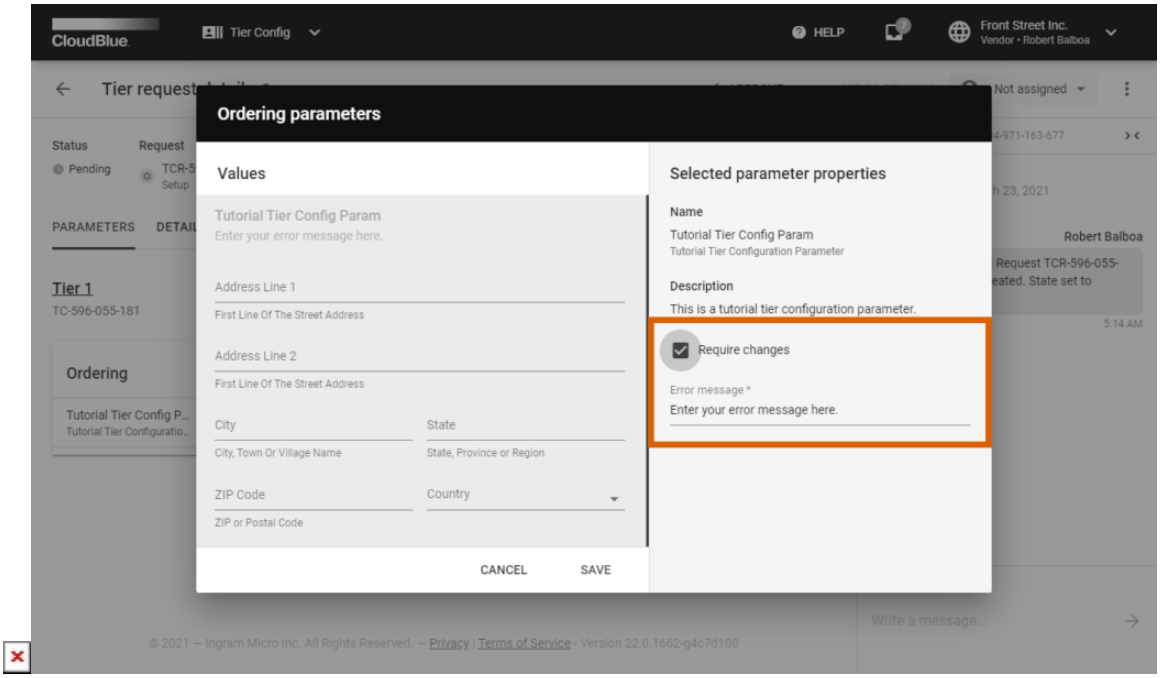
> ▲
> Note
>
> The Connect platform prompts to specify inquired parameter data via a specific form that can be obtained from a **system email**. Once a tier request is assigned to the *Inquiring* state, the system sends an email to provided tier contacts. Thus, this email contains a link that redirects to the required form.

1. Click the **Edit** button next to your parameter from the **Tier Request Details** screen.

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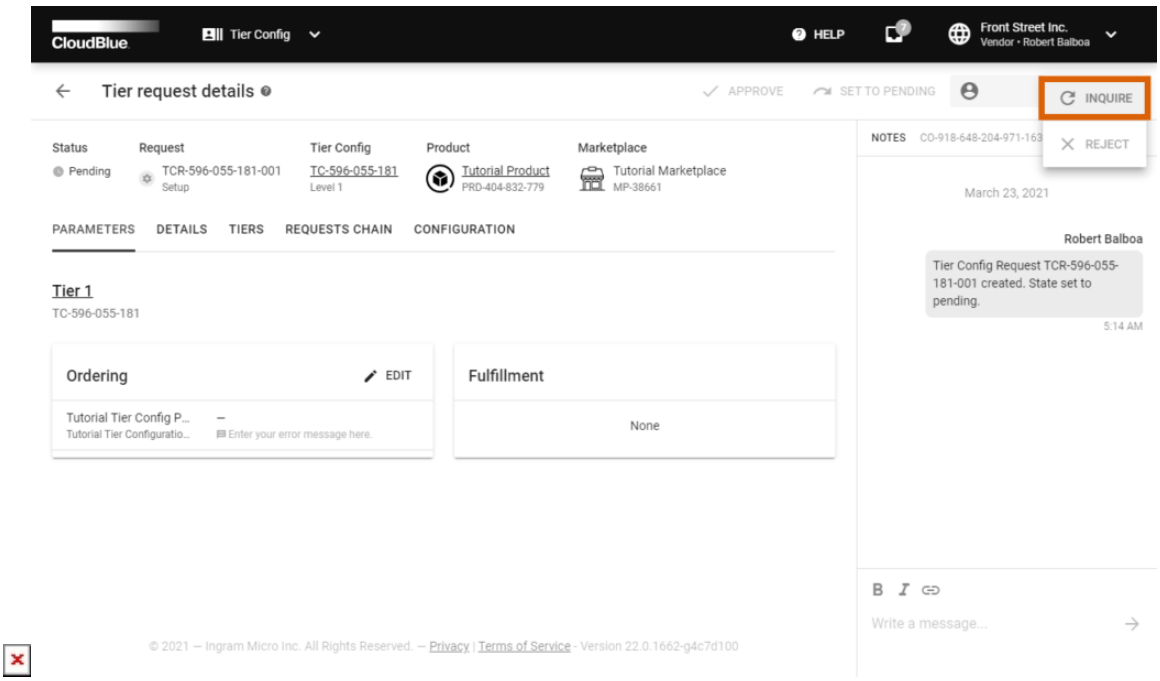
2. Check the **Require changes** checkbox to enter your error message.



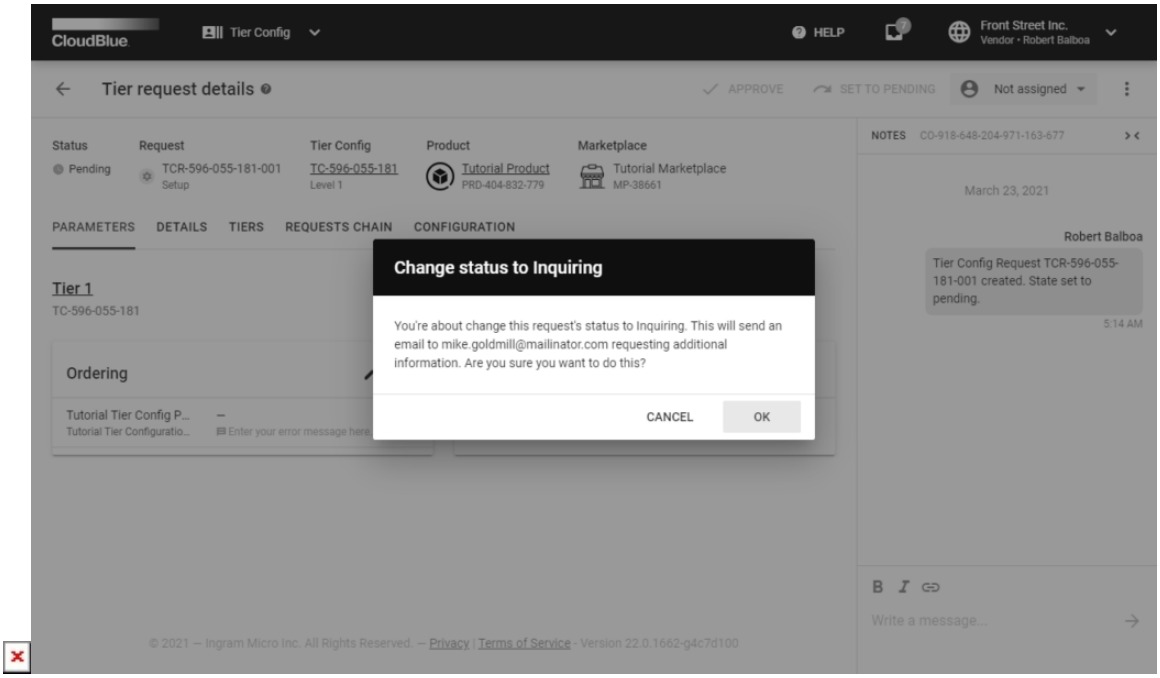
Enter your message and click **Save** to continue.

3. Click on the vertical ellipsis (⋮) icon from top right corner of the **Tier Request Details** screen. Thereafter, click the **Inquire** button.

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4. Click **Ok** to confirm your decision from the pop-up window.



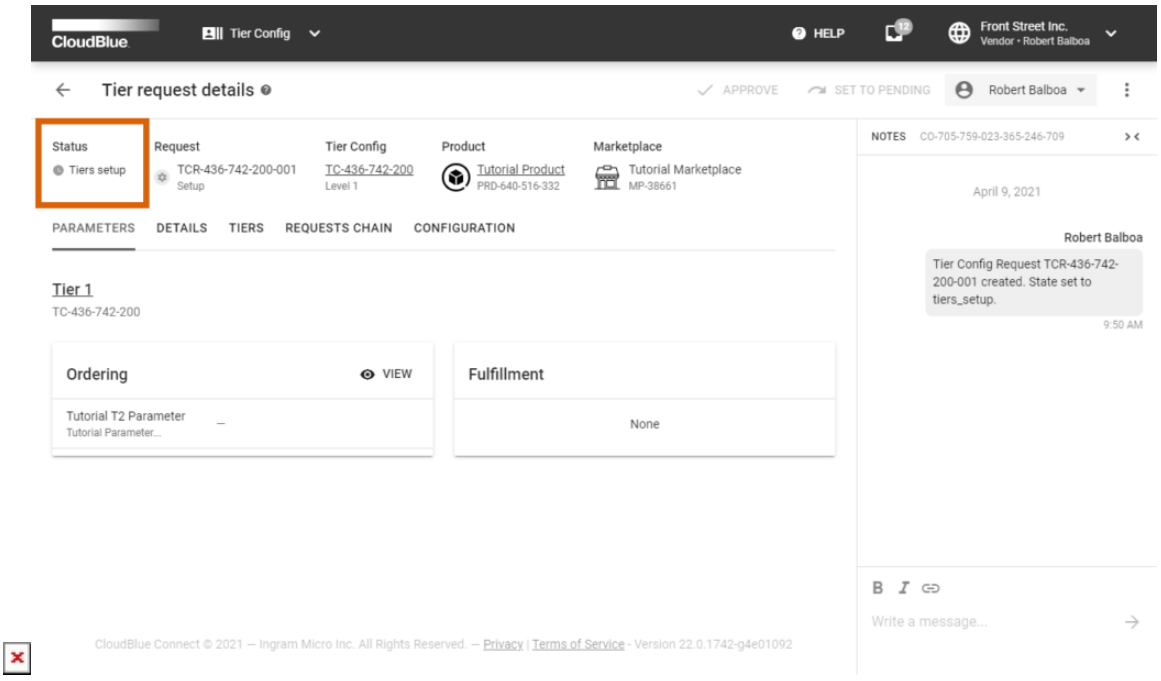
Therefore, the system will transfer your tier request to the *Inquiring* state and your Distributor will be asked to specify required parameter data. Note that once this data is specified, the system transfers your tier request to the *Pending* state.

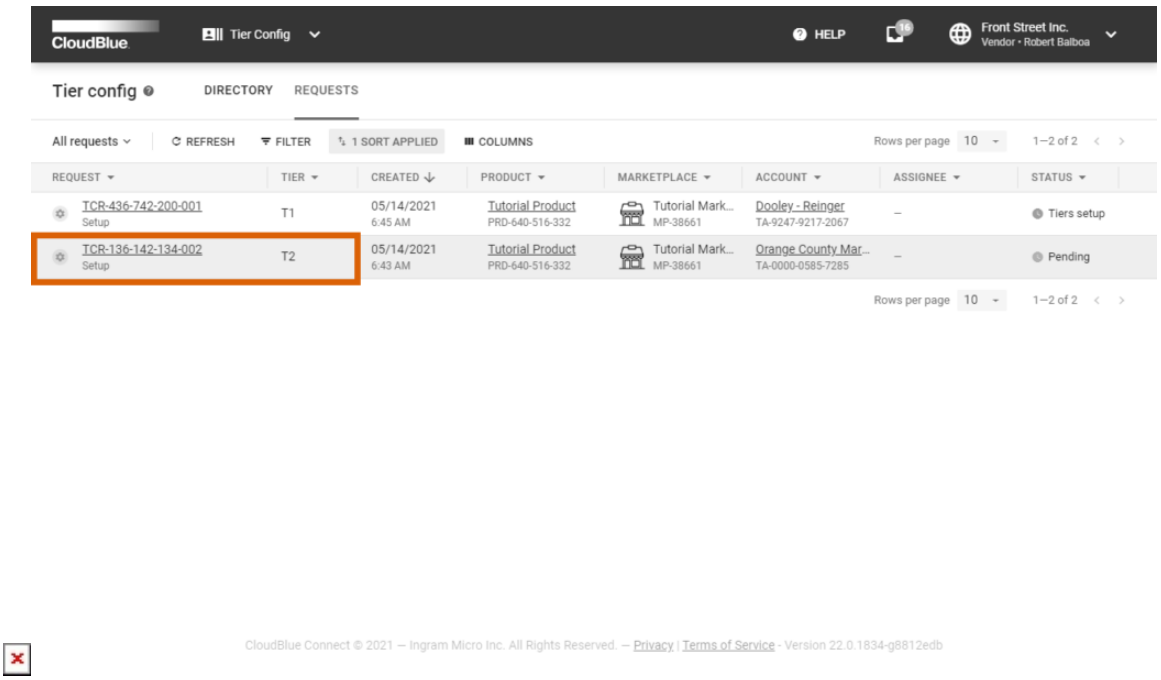
Tiers Setup state

Note that T1-level requests could be assigned to the *Tier Setup* state. In case a required tier request is assigned to this state, its

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interconnected T2-level request should be located and processed by Vendors.





Once your T2-level request is successfully approved, your tier request switches from the *Tiers Setup* state to the *Pending* status. Thereafter, the system enables Vendors to process required T1-level request.

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Warning

In case T2-level request is rejected, it is impossible to approve T1-level request. Therefore, it is necessary to create a tier configuration and tier requests once again. Note that the system also allows Vendors and Distributors to reject request in the *Tier Setup* state.

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