Emersion Software Systems Pty Ltd System Training – Session 4

L7, 313 LaTrobe Street
Melbourne
Victoria 3000

Ph: 1300 793 310
www.emersion.com.au

# Session Contents

- ➢ Overall provisioning life cycle
- ➢ Ordering services
  - • Service qualification process
  - • Service configuration
  - • Provisioning process
- ➢ Viewing and managing services
  - • Suspending and resuming
  - • Cancellations
  - • Managing service features

Provisioning Life Cycle

Every Service Subscription in a Service Plan goes through the Provisioning Life Cycle.

By understanding this process, you will be able to understand when customers are billed and how services work.

ABORTED ← PREACTIVE → ACTIVE → PENDING PROV CANC → PENDING CANCEL → CANCELLED
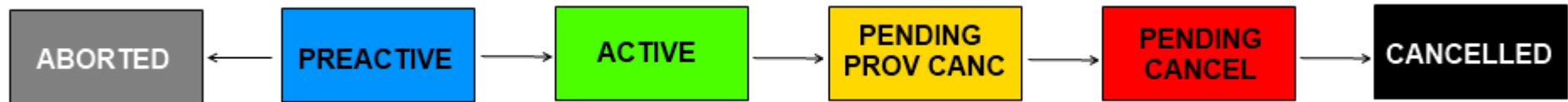
➢ When a service is first created in the system, it will initially be created in a Pre-Active status

➢ If the service type being used does not require provisioning, it will be automatically set to Active status

➢ Once active, the Package Period the service is in will be started, and billing will commence

➢ If the service type requires provisioning, the service will stay in Pre-Active status until notification is given that the service has been provisioned.

Provisioning Life Cycle

| ABORTED | ← → | PREACTIVE | → | ACTIVE | → | PENDING PROV CANC | → | PENDING CANCEL | → | CANCELLED |
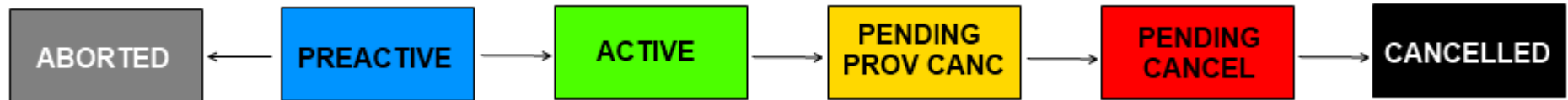
Provisioning types:

➢ Manual Provisioning – where you control provisioning of the customer's service

➢ Semi-Manual provisioning – where your supplier/wholesaler manages provisioning

➢ Fully Automated provisioning – where the provisioning system will automatically handle the order and receive updates directly from the carrier or service provider.

Provisioning Life Cycle

ABORTED ← PREACTIVE → ACTIVE → PENDING PROV CANC → PENDING CANCEL → CANCELLED
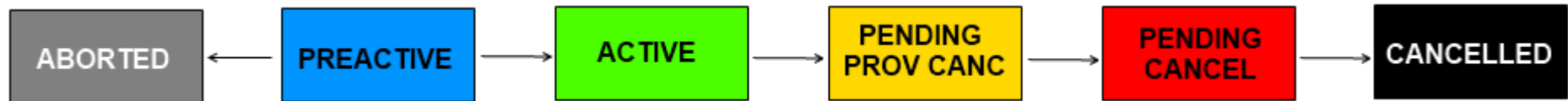
➢ When a service is cancelled, if there is provisioning involved the service subscription will go into Pending Prov Cancellation status (i.e. waiting for a provisioning action to complete)

➢ If no provisioning is required, or the provisioning step is complete, the status will be set to Pending Cancellation

➢ During this last stage, any credits that are required (sometimes due when a service subscription is cancelled mid-month) are generated by the system automatically

➢ Once credits have been calculated, the subscription status is changed to Cancelled

➢ If there are no other active Service Subscriptions within the Package Subscription, the Package Subscription is cancelled too.

Creating Services

The steps to complete a service signup are as follows:

➢ Locate the required customer and select Order

➢ Select all the services the customer wishes to purchase

➢ Perform a service qualification for each required service

➢ Select the Setup type (new or churn)

➢ Once the setup type is selected, compatible Package Plans will display. Click the magnifying glass icon to view the plan details

➢ Select the desired plan and click the Select button.

Creating Services

- ➢ When the plan is selected, each mandatory component of the Package Plan must be configured

- ➢ Optional components can either be configured later or immediately

- ➢ You should also enter the customer authorisation details

- ➢ Once all services are configured, the Proceed button will be enabled

- ➢ Click the Proceed button to continue and the order is complete.

Viewing and Managing Subscriptions

➢ Once a service / package has been created for a customer, you can manage the Package Subscription and Service Subscription

➢ The manage Package Subscription function allows the following actions:

- managing package based discounts

- cancel a package

- migrate to a new package

- upload an order form

- view billing period history

- see allocated service subscriptions.

Viewing and Managing Subscriptions

➢ The manage Service Subscription function allows the following actions:

- view usage

- view / edit service properties

- view / add service features

- set customer specific rates

- activate a new service (only for initialised services)

- cancel a service

- view notes against the service

- view provisioning log information where applicable

- view service subscription periods and whether they have been processed.

Questions?