Service Portal release notes – 22B1

Purpose of the document

This document describes new functions which will be available in the Service Portal 18th of September 2022. It also describes possible impact and guidelines, to be considered.

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Custom Fields

General

Introduction of *Custom Fields* will also affect the existing function *Label*. If you use Label it is important to read this document to know what actions needs be taken and when.

The document also describes how the new *Subscriptions* page in the Service Portal, will replace the old *Subscription Inventory* page.

What is Custom Fields?

In the Service portal there is a field named *Label* where the customer can add optional information per subscription. This to easier find, sort or manage the subscriptions.

The new function *Custom fields* is an evolution of this concept adding more flexibility.

Custom fields in summary:

- Create up to 10 individual fields (keys) per organization, with customizable field names
- User can assign a value to each field
- The key value pair is tied to a subscription
- Custom field supports a maximum of 60 characters. Please note allowed characters are limited due to security risk mitigations
- Custom Field value is available through API and Service Portal
- At creation of Custom Field key, either at Service Portal or alternatively through API call, creator must select a format. Two formats are supported:
  - "Free text" format
  - or a pre-defined set of values.
    Value of such field could only be set to one of these predefined values.
- Custom Fields value could be set one-by-one per subscription or many at a time via batch function at portal *Subscriptions* page. Same possibilities are available through API calls
- All service portal and API user roles that have access to the old *Label* function will be able to have access to the new *Custom field's* function.

Custom field name, up to 60 characters. The following characters are accepted:

- Alphanumeric characters
- -(hyphen)
- _(underscore)
- Empty character in the middle of character sequence

Custom field value, up to 60 characters. The following characters are accepted:

- Alphanumeric characters
- :(colon)
- ?(question mark)
- ((opening parenthesis)
-)(closing parenthesis)
- -(hyphen)
- _(underscore)
- Empty character in the middle of character sequence

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Custom Fields – Service Portal

In the service portal the Custom fields are managed in the *Subscriptions* page.

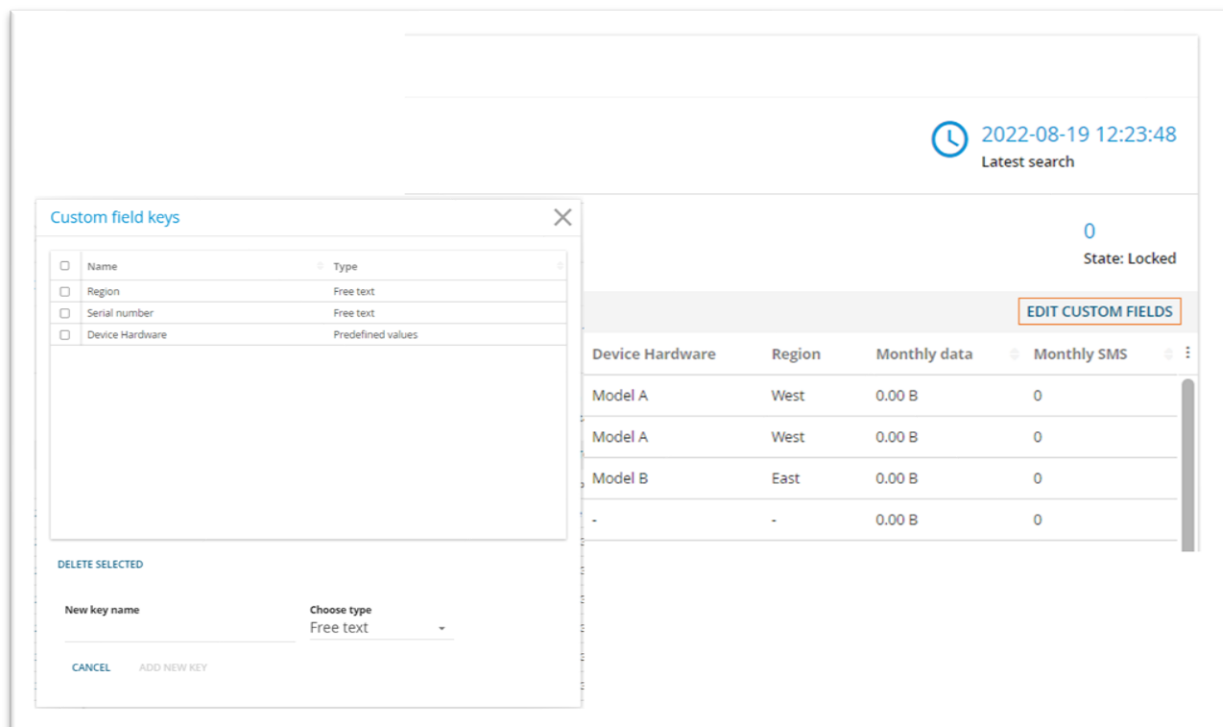In the menu EDIT CUSTOM FIELDS you can add or remove a Custom field.

Figure 1, Edit Custom Fields in the Subscription Inventory

Different to all other columns of your list view, please note that created Custom Fields are hidden as a default setting. User can enable Custom Field through the three-dot menu in the upper right-hand side.

The value of a specific *Custom field* can be set per subscription by open the details for that subscription by clicking on the IMSI.
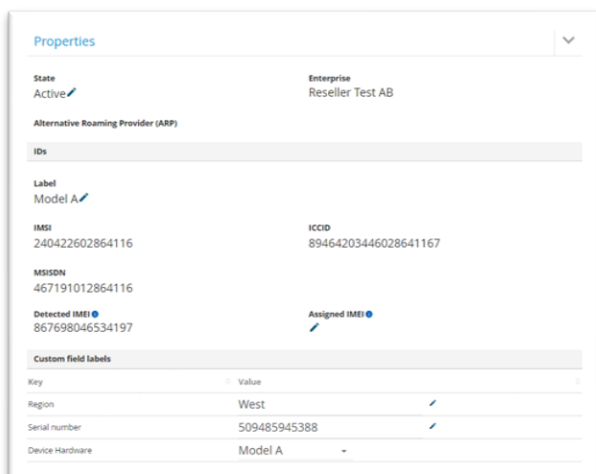
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Figure 2, Edit Custom Field value in Subscription Details view

The Import custom fields action uses a batch file to allow setting the same value to the same custom field key on multiple subscriptions with one action. One value can be assigned to up to 100k subscriptions. Within one batch import several Custom Fields can be address.
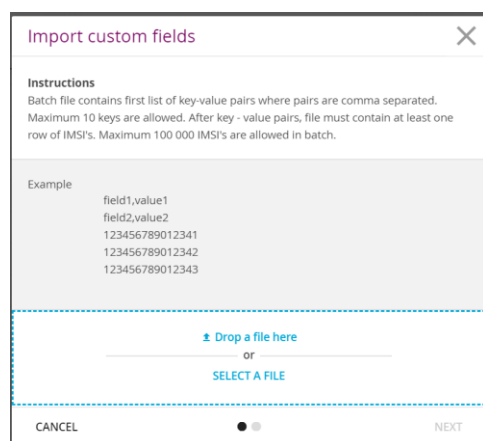

Figure 3, Custom Fields batch operation view (actions)

The batch file is a plain text file (needs to be UTF-8 encoded) in the following, required format:

Figure 4, Custom Fields batch file format

After the migration of Label to Label# the same batch function will also be used to update Label# values. Note that this will be possible first after the *Label Migration* date see chapter Timeline.

The format will then be:

Custom Fields – API

Custom fields can also be managed via API. For API specification contact your Account Manager.

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How the old Label function will be affected

There will be some changes to the existing function *Label* when *Custom fields* are introduced. In general *Label* will continue to work as today but the technical solution, behind the scenes, for how *Label* is stored will change. The old value will be moved to a new variable called *Label#* ("*Label migration*" please refer to chapter Timeline) to reuse the new *Custom field* implementation. Most interfaces will still show this as *Label* and not as *Label#*.

Migrated label values

Custom Field supports a smaller range of special characters due to security and risk protection. Therefore, any non-supporter Customer Label value character will be translated to "_" (underscore) when copying the value from Customer Label to Label# as described above.

This change might have impact on your automation and need to be considered in your preparation work to be ready for "*Label migration*" date.

During the migration of the Label values to the new Label# this field will be set to read only. Due to the massive amount of data to be copied the read only period might span over three days. Please be referred to chapter Timeline.

Service Portal impact

Label will still be presented and managed in the Service portal as today.

Reports and Triggers that uses Label will continue to work as before and it will still be named Label.

API impact

Below API operations will be impacted from the *Label migration* date.

Recommendation: Keep API number 1 operational until the *Label migration* date. Prepare the REST API listed for your use cases. Please feel free to change as soon as possible to the new REST APIs for API number 2 and 3.

No	API Operation	Interface	Query Label	Response Label	Way forward
1	requestCustomerLabelChange	SOAP	yes	no	Will be deprecated at the *Label migration* date. After this date please use "Label#" REST API endpoint POST /custom-fields/requests
2	querySimResource	SOAP	no	yes	Invalid *Label* value will be included in the response after the Label migration date. Use the REST API endpoint GET /sims
3	querySimResources	SOAP	yes	yes	*Label* cannot be used in query and response from the *Label migration* date.

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					Use the REST API endpoint GET /sims

Table 1

Below listed API operations will not require any adaptations. At the mentioned *Label migration* date, the existing values from *Label* variable will be copied to *Label#*. The *Label#* value will from this date onwards be available as previously the Label value.

No	API Operation	Interface	Query Label	Response Label	Way forward
4	GET /sims	REST	yes	yes	No change in response, but *Label* property will show value from Label# after *Label migration* date.
5	GET /details	REST	yes	yes	No change in response, but *Label* property will show value from Label# after *Label migration* date. Custom Field will include Label# (11th field)
6	POST /details	REST	yes	yes	*Label#* value will replace Custom *Label* value, Custom Field will include Label# (11th field)
7	POST /subscriptions /{imsi}:reassignMsisdn	REST	no	no	*Label#* value will replace Custom Label value
8	GET /requests/{request-id}	REST	no	yes	*Label#* value will replace Custom Label value

Table 2

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Reports impact

The existing reports including Label will continue to work as of today. If *Custom fields* are not used the *Label* column will be unchanged. If Custom Fields are used, they will appear as new arguments in the *Label* column placed after the Label value. The report will use "|" as the separator. The format will be as follows:

Traffic Report

Customer: TEST_ENT1 - TEST_ENT1-
Month:AUGUST

Country	Operator	MSISDN	MSISDN Province	IMSI	ICCID	Label
Sweden	Ope_test_4	44690096155		555807800054095	50577891500027824520	RT00096
Sweden	Ope_test_4	44690096156		555807800054096	50577891500027824600	RT00096
Sweden	Ope_test_4	44690096157		555807800054097	50577891500027824780	RT00096
Sweden	Ope_test_4	44690096158		555807800054098	50577891500027824860	RT00096
Sweden	Ope_test_4	44690096159		555807800054099	50577891500027824940	RT00096
Sweden	Ope_test_4	44690096195		555807800053955	50577891500027810580	RT00520
Sweden	Ope_test_4	44690096199		555807800053959	50577891500027810900	RT00520
Sweden	Ope_test_4	44690096201		555807800053961	50577891500027811160	RT00520
Sweden	Ope_test_4	44690290034		555807800254718	50577892100045986840	RT00208
Sweden	Ope_test_4	44690290035		555807800254719	50577892100045986920	
Sweden	Ope_test_4	44690290037		555807800254734	50577892100045988410	TEST_a | TEST_b
Sweden	Ope_test_4	44690290038		555807800254735	50577892100045988580	RT00096
SUMMARY						

Figure 5, Traffic report before 18th of September

Traffic Report

Customer: TEST_ENT1 - TEST_ENT1-
Month:AUGUST

Country	Operator	MSISDN	MSISDN Province	IMSI	ICCID	Label
Sweden	Ope_test_4	44690096155		555807800054095	50577891500027824520	RT00096 | Test1 ~ abcde | Test2 ~ edcba
Sweden	Ope_test_4	44690096156		555807800054096	50577891500027824600	RT00096 | Test1 ~ abcde | Test2 ~ edcba
Sweden	Ope_test_4	44690096157		555807800054097	50577891500027824780	RT00096 | Test1 ~ abcde | Test2 ~ edcba
Sweden	Ope_test_4	44690096158		555807800054098	50577891500027824860	RT00096 | test1 ~ value 1 | test2 ~ value 2 | test3 ~ value 3
Sweden	Ope_test_4	44690096159		555807800054099	50577891500027824940	RT00096 | WM test ~ state1
Sweden	Ope_test_4	44690096195		555807800053955	50577891500027810580	RT00520 | WM test ~ state2
Sweden	Ope_test_4	44690096199		555807800053959	50577891500027810900	RT00520 | WM test ~ state3
Sweden	Ope_test_4	44690096201		555807800053961	50577891500027811160	RT00520
Sweden	Ope_test_4	44690290034		555807800254718	50577892100045986840	RT00208 | key_1 ~ value_1 | key_2 ~ value_2 | key_3 ~ value_3 | key_4 ~ value_4
Sweden	Ope_test_4	44690290035		555807800254719	50577892100045986920	| key_1 ~ value_1 | key_2 ~ value_2 | key_3 ~ value_3 | key_4 ~ value_4
Sweden	Ope_test_4	44690290037		555807800254734	50577892100045988410	TEST_a ^ TEST_b | key_1 ~ value_1 | key_2 ~ value_2 | key_3 ~ value_3 | key_4 ~ value_4
Sweden	Ope_test_4	44690290038		555807800254735	50577892100045988580	RT00096
SUMMARY						

Figure 6, Traffic report after 18th of September

If the *Label* or the *Custom field's* value include the special character "|" it will be replaced with the special character "^" in the report. This because the "|" is used as the separator.

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Subscriptions view replacing old *Subscription Inventory* view

As a step to modernize the Service Portal the Subscriptions page was introduced in February 2022. In the Service Portal 22B1 release, the Subscriptions page will be updated to support batch function of Custom Field.

Subscriptions page is already the recommended portal page for your subscription lists with a higher performance and more robust back end. Old *Subscription Inventory* page will be removed around the *Label migration* date also. Please note that after change date "*Label migration*" the old *Subscription Inventory* page will no longer show your current and actual *Label* values.

Timeline

Changes regarding *Custom Fields* and *Label* will be done in the following steps.

Milestone	Description	Date
Release September (22B1)	Enhancement of the *Subscriptions* view to handle batch setting of Custom Fields	19th Sep. 2022
Label read only (start)	Turn on switch for Label read only	Tentative *) 11th Nov. 2022
Label migration – Copy Value	Existing *Label* value will be copied to new variable *Label#.*	Tentative *) 11th to 17th Nov.
Label migration – Relevant Data Source Change	Deprecation of API "requestCustomerLabelChange". SOAP API that uses Label (please be referred to Table 1) will not be lifted to the new *Label#* and show outdate value.	Tentative *) 14th or 15th Nov. 2022
Label editable (read only end)	Turn off switch for Label read only	Tentative *) 17th Nov. 2022
Release Q4 2022	*Subscription Inventory* page will be removed	Tentative *) 13th Nov. 2022

NOTE *): Exact date will be confirmed and published later.

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Triggers

General

All triggers that previously was available in *Trigger management (legacy)* are now available in the new trigger engine *Trigger management*. *Trigger management (legacy)* will be deprecated Q1-2023 and by then all legacy triggers must have been reconfigured in the new trigger engine (*Trigger management).*

In many ways the new trigger engine offers better flexibility and better user experience compared to legacy triggers.

Trigger evolution

Below is an overview of the legacy triggers and the new replacing triggers

Legacy trigger	New trigger
Data overrun in week	Data usage: data overrun per time frame
Data overrun in hours	Data usage: data overrun per time frame
No network activity in hours	Network activity
SMS MO overrun in weeks	SMS usage: SMS MO count per time frame
SMS MO overrun in hours	SMS usage: SMS MO count per time frame
SMS MT overrun in hours	SMS usage: SMS MT count per time frame
No location update in hours	Network activity: no location update per time frame
Roaming not allowed	Network activity: roaming restriction event per time frame
SMS MO underrun in hours	Network activity: no SMS MO event per time frame
SMS MT underrun in hours	Network activity: no SMS MT event per time frame
PDP Context Activation attempts per time frame in hours	Data session: session start attempts per time frame
Data underrun in hours	Data usage: data underrun per time frame
Data overrun in network group x in weeks	Data usage: data overrun per network per time frame

Reasons for using the new Trigger Engine

Trigger target:
- New triggers can be configured for more wide range of targets. The supported targets are: Enterprises, Subscription packages and subscriptions.
- Any subscription package can be associated with multiple (new) trigger group.

Trigger actions:
- New trigger rules can have multiple actions configured for one condition.
- New triggers are supporting wider range of actions than the legacy triggers.
- Each email action of a new trigger can have its own list of recipient addresses.

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Trigger conditions:
- New triggers are supporting wider range of conditions than the legacy triggers.
- The access for conditions and actions of the new triggers are controlled by group of different permissions.

User experience:
- The trigger actions page (for new triggers) is providing rich filtering and sorting capabilities and also support for exporting the list to Excel.
- The trigger actions for the new triggers are better integrated with the subscription history.

Timeplan

18th of September 2022: All triggers are now available in new trigger engine (*Trigger management*).
- Do not create any new triggers in the legacy trigger engine (*Trigger management (legacy)*).
  - Legacy triggers will soon be deprecated
  - New trigger engine is better!
- Start analysing what trigger you may have in the legacy trigger engine, and that you need also in the future.
- Prepare for:
  - Re-configure the legacy triggers in the new trigger engine.

Q4-2022: Legacy Triggers will be read only.
- It will not be possible to create any new legacy triggers, or to do any changes on any of the legacy triggers.
- Existing legacy triggers will still function.
- Any new trigger must be created in the new trigger engine.

Q1-2022: Legacy Triggers will be shut down.
- Legacy triggers will not work any more.
- Only new trigger engine will be available.

Support

If you need support with reconfiguration of your legacy triggers, please contact your Technical Sales Manager (TSM).

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