Common Events

Go to full article

Overview

This historical page has been migrated from the Emersion Wiki. It lists many of the system event types Emersion has available and providers a quick summary of what the event does. It is not a complete list of all event types.

As new events are introduced, each has its own page in the Event Library.

Automated Payment Received

When an automated payment has been successfully processed by the system, this event can be triggered to send a message and receipt details to the customer to confirm that the payment has been completed, as well as notify your accounts receivable staff.

Auto Renew Account Credit

This event is primarily used for prepaid services. When the service usage has met a particular threshold (e.g. prepaid credit expiry in 10 days, or 10 hours credit remaining), this event can trigger an automatic renew or purchase of further prepaid credit. This event could also be used to prevent further usage on the service.

While similar in nature to the auto top-up events described below, it is not the same. This is a *service-based* event, whereas the auto top-up features and events are *account-based*.

Auto Suspend

This is a service-based event and is used to automatically restrict the customer's service for non-payment. Requires subscription to the Automatic Account Suspension and Restriction feature.

Auto top-up credit limit threshold notification warning

This account-based event is triggered when a customer's credit limit threshold is reached and sends a notification by SMS or email. Requires subscription to the Auto Top-Up feature.

Auto Top-up credit limit initiate payment

When the customer's account balance drops below the auto top-up threshold amount, this event will automatically take a payment. Requires subscription to the Auto Top-Up feature.

Auto UnSuspend

This is a service-based event and is used to automatically lift the restrictions that have been placed on a customer's service. Requires subscription to the Automatic Account Suspension and Restriction feature.

Automatic Payment Set Up Notification

Sends a notification when an automated payment method is enabled for an account

Bolt-on Add-ons Activation event

This event sends a notification when a bolt-on add-on is activated.

Bolt-on Add-ons Usage Notification Alerts

For subscribers to bolt-on add-ons and the TCP (Trade Consumer Protection) events, a new TCP event is available for alerting customers regarding bolt-on add-on usage. Like the Service, Bolt-on and Data TCP events, the default percentage thresholds given are 50%, 85% and 100%. Service providers can request additional thresholds if required.

Bulk Upload Processing Notification

This event is used with several of the bulk import and bulk update tools within Cumulus. It is triggered once an upload file has been parsed by the system and sends the results of the import via email to a nominated user.

Cancelled Package

If a package is cancelled, this event can be triggered to confirm the services cancellation, and inform the customer of the final balance.

Credit Limit Exceeded

This event is triggered when an account's outstanding balance exceeds the account's credit limit.

Forgotten Password - Email reset link

Sends the customer a link so that they can reset their password to the End User Portal.

Forgotten Password - SMS Password

Sending the customer a new password via SMS.

FTP/SFTP invoice delivery failure

This event is part of the Postal Integration for Invoice Delivery to mail houses feature and will send the nominated recipient a notification if the PDF invoice files could not be delivered to the FTP or SFTP location.

Move Customer Profile And Group For Overdue Invoices

Part of the suite of debt collection management events, this event monitors for customers with overdue invoices. It requires the following 3 parameters to be set in the event mapping:

- Invoice Overdue Parameter
- Account Profile ID
- Account Group ID

When a customer has an unpaid invoice that exceeds this Invoice Overdue Parameter and is not already already assigned to the nominated Account Profile and/or Account Group, the event will move them into these profile and group accordingly.

- Requires a subscription to the Account Groups module.
- Requires a subscription to the Service Desk module with a TIO queue.

Move Customer Profile And Group For Up To Date Invoices

Part of the suite of debt collection management events and the sister event to "Move Customer Profile And Group For Overdue Invoices". When the end user no longer meets the conditions of the trigger, the former profile and group settings will be restored via this event.

- Requires a subscription to the Account Groups module.
- Requires a subscription to the Service Desk module with a TIO queue.

Payment Extension

Informs the customer that their invoice due date has been extended. Requires subscription to Payment Extensions.

Payment Failed

When an automated payment cannot be processed by the system, this event can be triggered to send a message to the customer to notify that the payment has failed, as well as notify your accounts receivable staff.

Payment Plan has been Cancelled

Notifies when the payment plan has been cancelled before the payment plan has been completed. This can be cancelled either by an Operator or by the system where there are too many failed payments. Requires subscription to the Payment Plans v2 module.

Payment Plan has been Completed

Notifies the customer when the payment plan has been completed. For example, when all payments for the payment plan are successful and nothing further is owing. Requires subscription to the Payment Plans v2 module.

Payment Plan has been Created

Notifies when a new payment plan has been created. Requires subscription to the Payment Plans v2 module.

Payment plan transaction has failed

Notifies the customer when a scheduled payment for a payment plan failed. Requires subscription to the Payment Plans v2 module.

Remove Shaping from Valid Service

This event is closely linked to the ‘Shape Valid Service’ event, and triggers when the usage period of a shaped service rolls over to the next usage period (e.g. at the beginning of the month). The system then removes the "shaping" that was previously applied to the service.

Re-Rating Invoice Complete

When you audit your invoices following a bill run, some invoices may have fees, charges, or rates that were incorrect. After you have made the necessary corrections (e.g. update the product rate cards etc.) you can click the ‘Re-Rate’ button to have the invoice charges recalculated by the system. This event is triggered once the system has completed re-rating the invoices and can be used to notify your billing staff to review the updated invoices.

Re-Rendering an Invoice from UI

When updates have been made to invoices following a bill run (e.g. adding or modifying card lines etc.) you can click the ‘Re-Render’ button to have the invoice re-created by the system. This event is triggered once the system has completed re-rendering the invoices and can be used. to notify your billing staff to review the updated invoices.

Report Schedule Process Message

This event is mapped to all new accounts by default and is used to send a copy of a scheduled report once it has finished running.

Without this event being enabled, no scheduled reports will be emailed (although they will still be available to download via **Report > Generated Reports**).

Service Activation

This event will send a notification when a new service is activated.

Service Type Migrate

This event triggers a notification when the service type migration process begins. Requires separate subscription to Service Type Migrations.

Shape Bolt On

Finds customers whose current bolt on usage exceeds the Shaping Limit as defined in the bolt on. This will then send the request to shape the customer’s service.

Shape Valid Service

This event examines service usage and triggers when the usage amount has reached the monthly allowance as set on the service plan. The system then "shapes" the service (i.e. by interfacing with the Radius server).

Unbilled Credit Limit Events

The unbilled credit limit events are a group of event types that are concerned with the unbilled credit limit of an account. Unbilled credit is the sum of ACTUAL VALUE + TAX_AMOUNT of the INVOICED_AMOUNT and INVOICED_TAX_AMOUNT of any usage MINUS any unallocated payments (not allocated to invoices). If there are any unallocated payments made against the account these payments will lower the amount of unbilled credit. Unbilled credit should not be assumed to include package fees, product purchases or other charges. Unbilled credit pertains to usage only.

If a payment is made and allocated against an invoice, this does not lower the customer's unbilled credit limit. The payment must remain unallocated for it to be counted in the unbilled credit amount. The expected behaviour is that the end user will make an additional payment to put the account in credit and, at the same time, reduce their unbilled credit so that it is under the defined limit.

Unbilled Credit Limit is an attribute against the account which sets the maximum Unbilled Credit which is allowed against the account before further action is taken. The unbilled credit limit for a customer is set on the **Customer > Details > Trading terms** page.

The system events that have been created for this are concerned with a credit limit threshold being reached, the total credit limit being exceeded, services being suspended, and the an unallocated payment for the value of the unbilled credit being made (and associated re-activation of services).

Service Notify Events

These events are simply concerned with notifying the customer that a credit limit threshold has been exceeded. These event types are not concerned with barring or unbarring of services. This is handled by other event types listed below.

Unbilled Credit Limit - Remove Credit Limit Notification

This event triggers a notification that is sent to the end user based on their unbilled credit limit reaching a defined threshold. Thresholds for this event are defined when the event is mapped to you. Emersion can customise these thresholds for you upon request. The available thresholds are:

- percentage_from
- percentage_to

The SMS version of this event type has additional thresholds available to control the times when the system will send the SMS notification. This is offered to stop SMS notifications from being received unwanted times. These thresholds allow service providers to define a time window each day when SMSs can be sent.

- notify_between_hours_from
- notify_between_hours_to

Unbilled Credit Limit - Notify of Unbilled Credit limit reached

This event is triggered when an unallocated payment is made against the target account and, as a result, the unbilled credit limit is lowered to below the credit limit thresholds defined in the **Unbilled Credit Limit - Remove Credit Limit Notification** event.

These event types are not concerned with barring or unbarring of services.

Unbilled Credit Limit - Barred Service Monitor

This event type checks for services that are either scheduled to be barred in the future by the "Unbilled Credit Limit - Scheduled Service Bar event" or have already been barred by that event type and checks current unbilled amount on the account. There is no notification associated with this event type. In the Event type mapping for this event type, the event type needs to know the Service Feature Type ID for the specific barring product. Emersion will then set up these thresholds in your event type mapping.

Where the unbilled credit amount has been paid off and is below the unbilled credit limit levels defined in the thresholds, this event type will either unbar the service (if it's already barred), or cancel any service barring that is scheduled in the future.

Unbilled Credit Limit - Scheduled Service Bar

This event type is used to schedule the barring of active service subscriptions attached to an account where the credit limit has been exceeded. The recommended notification for this is Email - as the template will contain a list of services that will be affected by the barring. Service Providers will need to provide Emersion with the "Service Feature Type Id" of the barring product, and also the delay (in hours) of the barring taking effect. Emersion will set up the event mapping thresholds for you upon request.

Unshape Bolt On

Finds customers whose services are currently shaped by the ‘Shape Bolt On’ event but whose usage in the current period is now below the shaping threshold. This will then send the request to lift the shaping on the customer’s service

Usage Threshold (Shaping)

This event is used to examine and monitor usage data and trigger when a particular percentage of the service usage allowance for the period has been reached. For example, trigger an event when a DSL service’s usage reaches 75% of the monthly quota. Multiple trigger points may be set up e.g. one for 75% of usage allowance used, and another at 90% etc.

Usage Over Limit (Shaped)

This event triggers when the usage of a service has exceeded the service usage allowance for the period i.e. at 100% of usage.

Related Pages

- Event: Payment Failed
- Event: Manual Payment Received
- Event: Payment Plan Completed
- Event: Payment Plan Cancelled
- Event: Payment Plan Created
- Event: Payment Plan Transaction Failed
- Event: Invoice Delivery
- Event: Invoice Due
- Event: PayWay BPay and Phone Payment Import Unprocessed Payments
- Onboarding: Events and SMS Events
- Event: Invoice Payment Complete Penalty
- Event: Invoice Payment Complete Bonus
- Event: Invoice Payment Complete
- Event: Invoice Post
- Event: Invoice Overdue