

Configuration

[Go to full article](#)

Overview

This screen is used to view or update basic configuration information. A longer term goal of Emersion is to deprecate this tab in favour of more specific sub tabs, so some of the actions available here may be replicated across other sub tabs. The activities, functions and data fields that are available to users on this tab will vary depending on the service type, making this page very dynamic. It also may display additional options and fields based on the features and modules your company subscribes to.

In all cases, this tab supports:

- viewing the service configuration
- editing the core service identifier
- editing some service-related properties.

The Configuration Tab

To access this screen users have one of two pathways:

Nav: **Customer > List**

1. Click on the ID of a customer to open the customer record.
2. Click the **Service Subscription** tab to open the customer's service subscription.
3. Click on the **Configuration** tab.

Alternatively, users can:

Nav: **Services > List All**

1. Click on the **Service ID** or **Service Subscription ID** link to open the customer's service subscription.
2. Click on the **Configuration** tab.

ConfigurationNumber PoolingManage Rate OverridesCancel SubscriptionPrompt Payment DiscountService IdentifiersSubscription NotesProvisioning LogsSubscription Period HistoryService QualificationsRelated Purchase

Provisioning Properties

Service Properties

Choose an Action:View Service

By default the property sections are compressed - click the panel name, or the hourglass to expand/compress these actions. These properties will expand by default if you choose the edit service action.

Service Details

This section pertains to the core service identifier. Other identifiers can be located under the **Service Identifier** sub tab. Updating the core identifier may affect the ability to process usage. Please take care when updating the core identifier for a service.

Identifier:

Configuration

Nickname / Vanity Identifier (Customer Visible):

- * Main Use of Service: Voice
- * High Calling Service: Yes
- * Are you transferring this service from another provider?: Yes
- * Current Provider Name: Telstra

Account Number:Existing Service Number:Answer Point:

- * Accept any number provided?: Yes (A random number will be allocated)
- * Routing Type (Call Splaying): Single

Answer Point:

Vanity Start Date:

To edit the service, select **Edit Service** from the *Choose an Action* drop down. The page will be put into EDIT mode.

Update the fields as required. When you are happy with the changes, press the **Save** button.

Updating the Core Identifier

Users should take extreme care when updating the core identifier. Core identifiers are used to identify usage records and updating the core identifier may affect the ability to process usage.

Other fields

Most service types have the following fields as options:

Vanity name

This is an alias or alternative name for the core identifier that will display on the customer's invoice. For example, if a customer has 5 mobile services, a more friendly name rather than the default mobile number might be desirable. Instead of "+61419444555" and "+61419555444" being shown on the invoice, you can display "Mary's mobile" and "Jack's phone" instead. Using a vanity name does not alter the core identifier in any way and it will not impact the ability to identify usage. It is simply a display name.

Vanity start date

This works much like the vanity name in that it's used on the invoice in place of the Emersion service start date. This field might be desirable to use in cases when a service has been entered in Emersion late, or when services are migrated into Emersion from another source and you want to customer to see the actual start date of the service, not the date Emersion allocates to the service.

Related Pages

- [Service Access Fee Multiplier Fundamentals](#)
- [Plans and Subscriptions](#)
- [Apply a Service Subscription Access Fee Override](#)
- [Service Subscriptions](#)
- [Service Identifiers](#)
- [Cancel a Service Subscription](#)
- [Bolt-on History](#)
- [Services](#)
- [Configure a Service Fee Multiplier](#)
- [Service Fee Multiplier](#)
- [Training Session Guide: Orders and Provisioning](#)
- [Orders and Subscriptions for Microsoft CSP Rhipe](#)
- [Service Subscription Detail Update Import](#)
- [Approve a Subscription Period](#)
- [Billing Start Date](#)