

Service Feature Management

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Overview

The Service Feature Management sub tab of a service subscription provides a way for users to enable and disable service features for the service. The list of service features available for a given service subscription will depend on the service type.

Accessing The Feature Management Tab

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 **Feature Management** tab.

ConfigurationFeature ManagementBarring ManagementService Feature HistoryManage Bolt-OnsBolt-On HistoryManage Rate OverridesProduct Rate OverrideCancel SubscriptionService IdentifiersSubscription NotesProvisioning LogsSubscription Period HistoryService QualificationsRelated PurchasePostpaid Vouchers

Add Service Features

Select New Unallocated Feature

Select

Cancel

Calling line identification - Receive (when inactive, handset cannot overm

Mobile Service Configuration - 3G Video Calling

Mobile Service Configuration - International Roaming

Identifier

Diversion Number

Quantity1

Note: If a feature is not listed in the dropdown above, it is probably already installed. You can configure it below.

Add Feature To Service

Only active subscriptions will show here. To add a new one, use the form above.

To turn a feature or service barring option off, choose 'Disable' or untick the option and save it. It will disappear from the below options.

Edit Service Features

VOICEMAIL, Identifier: N/A

Click to view feature information

Mobile Service Configuration - Voicemail

Message2Text

Disable

Calling line identification - Presentation, Identifier: N/A

Click to view feature information

Calling line identification - Presentation

Feature Cost: \$0 (\$0 tax)

Mobile Service Configuration - Can put calls on hold, Identifier: N/A

Click to view feature information

Mobile Service Configuration - Can put calls on hold

Feature Cost: \$0 (\$0 tax)

Mobile Service Configuration - Can use call waiting, Identifier: N/A

Click to view feature information

Mobile Service Configuration - Can use call waiting

Feature Cost: \$0 (\$0 tax)

Mobile Service Configuration - Can use multi-party, Identifier: N/A

Click to view feature information

Account: 461000 | Parent Account: 1 | Session: 15800177 | Copyright © 2005-2016 Emerson Software Systems Pty Ltd

Enabling a Service Feature

To enable a service feature:

1. Choose which feature to enable by selecting it from the *Select New Unallocated Feature* drop down list.
2. Enter an identifier. If billing for this feature is driven from a data feed, this identifier must match the identifier in the data feed in order for rating to process the service feature usage.
3. If the quantity field is available, enter the number of features purchased.

Once a service feature is added to the subscription, it will appear in the *Edit Service Feature* section. The **Click to view feature information** link will show users a list subscription periods that have been created for the current service feature subscription.

Cancelling a Service Feature

Cancel a service feature by unticking the checkbox for the feature then choosing when the feature should be cancelled.

Name	Description
Cancel Time Frame*	Choose when the feature should be cancelled. If Cancel On End of Specific Date is selected, then you will need to fill in Specific Date (below)
Specific Date	The feature will be cancelled at the end of the date selected here, if Cancel On End of Specific Date is selected for Cancel Time Frame .

* Mandatory Field

Current Service Feature	Service Feature Cancellation Options
Edit Service Features Demand Management, Identifier: N/A Click to view feature information Edit feature subscription setup ☒ Demand Management Feature Cost is not set. Access Fee Type Service Features of which are type 'Access Fee' are taken into account when a contract breakout is performed.	Edit Service Features Demand Management, Identifier: N/A Click to view feature information Edit feature subscription setup ☐ Demand Manageme * Cancel Time Frame:: ☐ Cancel Immediately ☐ Cancel End of Today ☐ Cancel Start of the since then will NOT I ☐ Cancel at the end of ☐ Cancel On End of S Specific date: Feature Cost is not set. Access Fee Type Service Features of which are type 'Access Fe

Related Pages

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