intarget

Leaders in Mobile Solutions and Advertising

Product Portal Manual

2015

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1. Introduction

This document describes the procedure and process to create and maintain OBS (Online Billing Solution) product subscriptions via the Higate Web Product Portal Interface.

The Higate Web Product Portal is a system used by Intarget as well as clients to manage all OBS product related information. A "*product*" is defined as any specific service offered through the Integrat aggregation platform.

Clients are required to provide a number of details of all their products that have a billing component. The Product Subscription Interface described here is the means by which these details are recorded. It is the responsibility of all clients to ensure that the details are accurate as these details are used by the network operators to manage billing requests.

The procedure described below is a tutorial on how to add and update the product subscription details.

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2. Creating a New Product

Initially the product subscription records for all logins linked to the account is shown, ordered alphabetically. The results can be filtered by login by selecting a specific login from the "*Client name*" dropdown box.

A new product can be added by selecting the "Add new Record" button. Selecting this function fill present the user with the "*Add Product Subscription Details*" Form. The use of this form is discussed in detail in the next section.
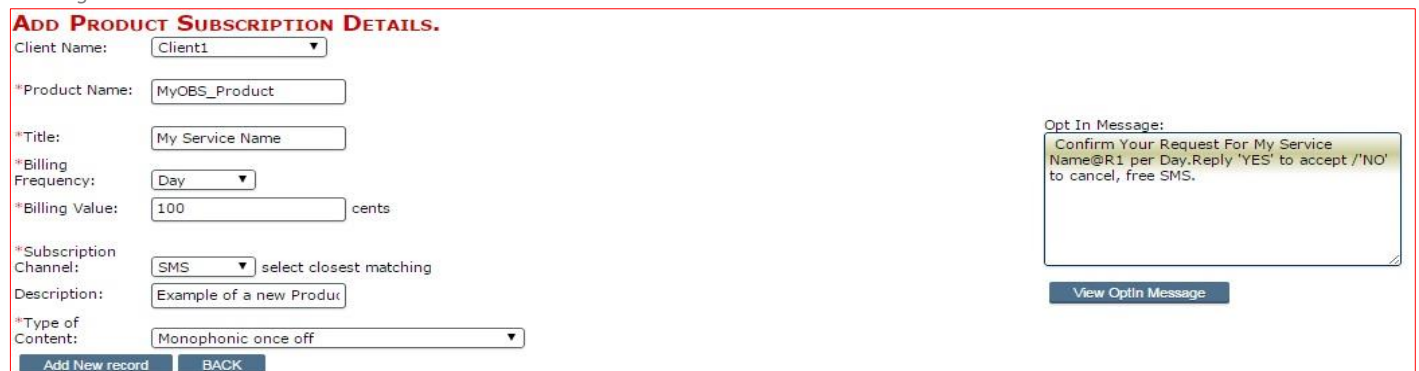
Product Portal View Page

Creating a New Product

Upon selecting the "*Add New Record*" buttons the "*Add Product Subscription Details*" form is shown. To create a new product record, please follow the following steps:
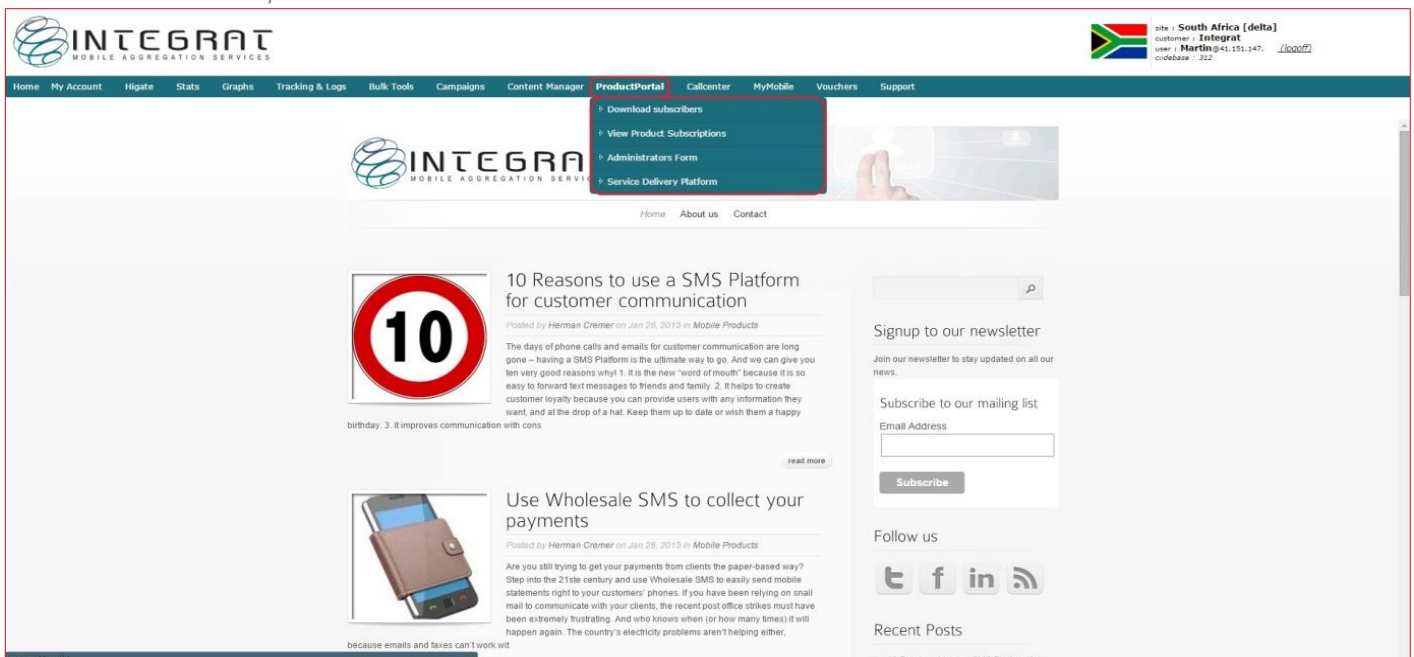
1. **Select the login** (Client Name) from the dropdown box. This box contains all logins related to the main account. Until this selection has been made the other fields will remain read-only.

2. **Add the Product Name**, **Title**, **Billing Frequency**, **Billing Value** and **Subscription Channel** fields. Compulsory fields are indicated by ***** and product description is optional.

3. **Select the "View Optin Message"** to preview the message that new subscribers will receive.

4. **Select the "Add New Record"** button the commit the changes.

Take care when creating a new product, only the Product Title, Channel and Description can be edited once a new product has been created as this information is used by the Network Operators.

3. Viewing Existing Products

The product subscriptions main page is accessed from the "*View Product Subscriptions*" option available from the "*Product Portal*" main menu option.

View Product Portal Subscription Menu

After the menu option is selected the user is presented with a list of existing product subscriptions.

Product Portal Subscription Page

The following fields form part of each product subscription record:

- **Client Name** – The login name (also known as Client Name) under the main account to which the product subscription has been linked.
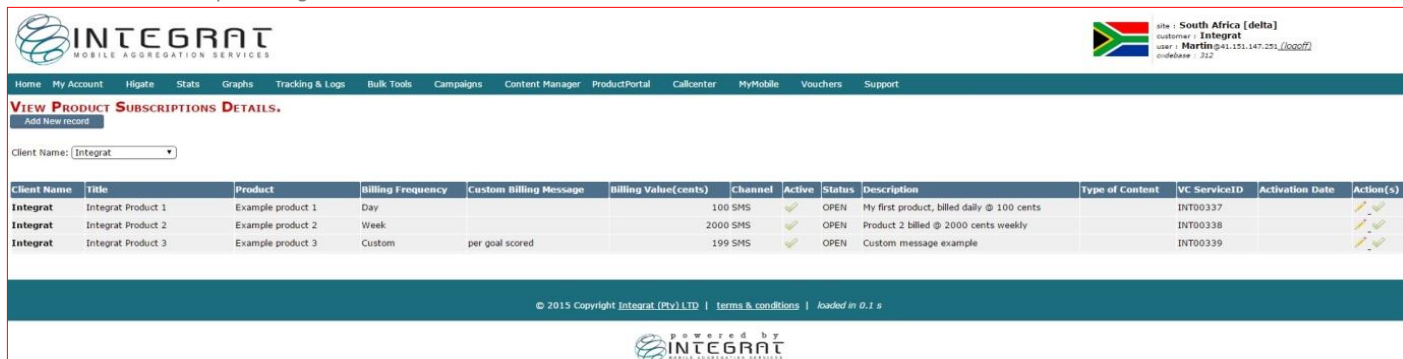
- **Title** – The title of the product that will be presented to network operators. This Field can contain only alphanumerical characters and the "_" and "-" characters. Examples of the contents of this field will be "News headlines", "Daily Jokes" and etc. The title must be unique for the login name. The maximum length of this field is 64 characters.

- **Product** – The product refers to the name specified in the "Category" field in the OBS subscription information ticket that should be submitted with all OBS Transactions. The maximum length of this field is 32 characters.

- **Billing Frequency** – The possible values can be selected from a dropdown list, they are "Day", "Week", "Month", "Year" and "Once" (for ad-hoc billing requests).

- **Billing Value** – The value at which the subscriber will be billed at, at the indicated Frequency, in cents (ZA) Channel – The channel through which users subscribe to this service. If more than one channel is used include a list of all channels, for example "SMS" or "SMS, USSD, WEB".

- **Active** – Products are set active by default. Products can be deactivated by Clients, which would prevent the product details from being used for new billing transactions.

- **Status** – The status of all products are 'OPEN" by default when created. Integrat can change the status to either "SUSPENDED" which will prevent any further subscriptions for this product until the suspension is lifted, or "CLOSED" which is a final state which cannot be reversed and that will prevent any new subscriptions on the product.

- **Description** – This field should be used to provide a short description of the service in maximum 256 characters.

- **Type of Content** – The following content types are supported (select the closest match):

Monophonic once off	True Tones subscription
Polyphonic once off	Full Track [Full Music track] subscription
True Tones once off	Streaming Track subscription
Full Track [Full Music track] once off	Logos subscription
Streaming Track once off	Java Games subscription
Logos once off	SMS [standard] subscription
Java Games once off	Editorial content [SMS long text] subscription
SMS [standard] once off	MMS subscription
SMS [long text] once off	Wallpapers subscription
MMS once off	Video subscription
Wallpaper once off	Streaming video subscription
Video once off	WAP content subscription
Streaming video once off	Content bundle subscription
Monophonic subscription	CallerTunez
Polyphonic subscription	DVB-H weekly subscription
DVB-H monthly subscription	

4. Setting a Custom Billing Frequency

The latest double-opt-in specification allows for a custom billing frequency to be entered instead of a fixed frequency per calendar period. For example it is possible to create a billing frequency of "per game played" or "per goal scored" or "per track" and etc.

Setting Custom Billing Frequency

To set up a custom billing frequency - select the "*Custom*" option from the Billing Frequency drop down box. A "*Custom Message*" field will appear where you can enter your custom message.

Because the opt-in message is limited to 160 characters take care to keep this field as short as possible. Also be sure that there is no ambiguity in the custom message.

You can select "*View Optin Message*" to preview the changes.

5. Opt-in Message

The Opt in message is the DOI (Double Opt In) that is sent to the subscriber from the Network Operator and the format that is sent is as follows:

If the selected Billing Frequency is "CUSTOM" then the opt-in message will be:

"*Confirm your request for (Title)@ (Billing Value) (Custom Message).Reply "YES" to accept/"NO" to cancel, free SMS*"

If the selected Billing Frequency is not "CUSTOM" then the opt-in message will be:

"*Confirm your request for (Title)@(Billing Value) per (Billing Frequency).Reply "YES" to accept/"NO" to cancel, free SMS*"

If the selected Billing Frequency is "ONCE" then the opt-in message will be:

"*Confirm your request for (Title)@(Billing Value) once-off. Reply "YES" to accept/"NO" to cancel, free SMS*"
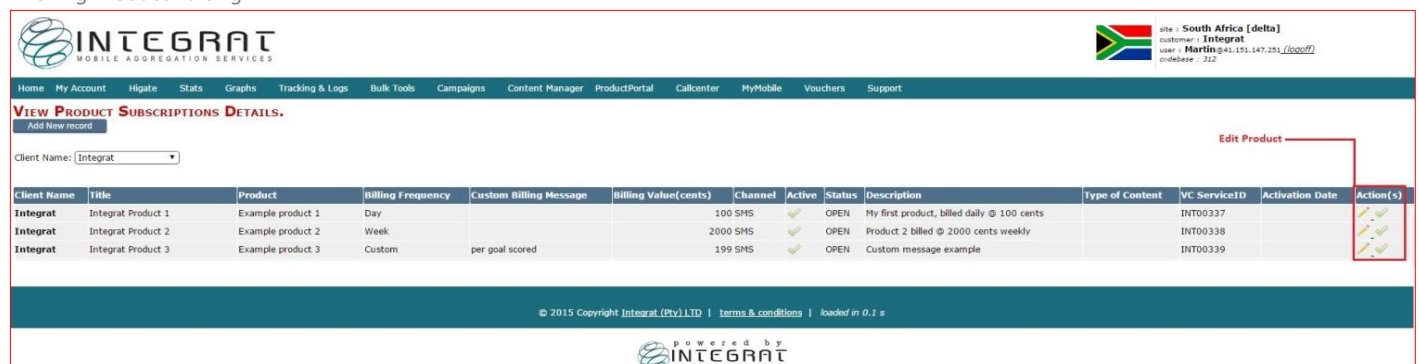
Important: If the length of the message exceeds 160 characters the "*Title*" field will be shortened by to allow the message to fit into a single message segment. A preview function is provided when the product is created to ensure the message is formatted correctly. Please select the "*View Opt in Message*" button to trigger the preview.

The exact format of this message might change without warning and is controlled by the Network Operators.

6. Editing a Product

At any point after a product subscription record has been created, some of its parameters may be edited. The parameters that can be edited are limited to Product Title, Channel and Description due to technical and safety reasons. If a product has been created with incorrect parameters that cannot be changed, rather deactivate that product and create a new product from scratch.

Invoking Product Editing

To edit a product select the Edit function from the Actions column that will load the "*Update Product Details*" form.

Update Product Details

Similarly to creating a new product the values are entered into the relevant fields followed by selecting the "*Update Information*" button. To cancel the update select the "*Back*" button or navigate to the main page using the menu option.

Note: The product subscription record details currently cater for a single network operator's new OBS billing requirements. As other operators implement similar systems the fields may be expanded and what is editable might also change depending on future requirements. This situation is unfortunately unavoidable.

7. Changing the Enabled Status of a Product

Products can be enabled or disabled from the "*View Product Subscription Details*" form. To toggle the status of a product, select the enabled/disabled status icon in the actions column next to the appropriate product. A dialogue will pop up to confirm the action.

Note that the **OPEN/SUSPENDED/CLOSED** Status overrides the **Enabled/Disabled** activity status of a product. Thus the activity status only has effect when the status is OPEN.

8. Frequently Asked Questions

Q: **Where do I get my account login credentials?**
A: These details are provided to you in the routing configuration that is sent by your account manager or Ticketman.

Q: **Do we have access to a test account?**
A: Yes, your account manager will allocate a test account for testing applications.

Q: **What billing intervals are supported?**
A: Daily, Weekly, Monthly, Custom or Once-off billing is supported.

Q: **Where is the Product Portal located?**
A: The Product Portal is accessible through your Higate Web interface **www.higate.co.za** (South Africa).
Your login credentials for the Portal will be provided when your main account is activated. A guide is available to assist in registration, please refer to the Reference section (page 9)

Q: **Why can't I edit certain fields on a product?**
A: Certain fields are final as these are sent to the network operator / Telco.

Q: **Do I need to register a product before testing?**
A: Yes, if you are on a test account, preloaded products are already set that can be used for testing.

Q: **Where is the "Category" field that is needed for OBS XML Requests?**
A: The category field is registered as the "Product" field on the portal, you must use this detail for the "Category" field.

Q: **Are there limits to the amount of products that can be created?**
A: Yes, there is a limit of 5 products. Should you need to register more products, please notify your Account Manager that you need to register additional products.

9. References

Client Support Page: http://integrat.freshdesk.com/solution/categories/4000003081

API Documentation: http://integrat.freshdesk.com/solution/folders/4000011469

Technical Information (Error Codes, Network ID's): http://integrat.freshdesk.com/solution/folders/4000011470

Fault Logging & Support: http://integrat.freshdesk.com/solution/articles/4000054484

Additional / Advanced Higate Information: http://integrat.freshdesk.com/solution/articles/4000053161

South African Telco Business Rules: http://integrat.freshdesk.com/solution/folders/4000011536

Compliance / Product Portal Guides: http://integrat.freshdesk.com/solution/folders/4000011536

10. Service Testing

Intarget will provide a test account for initial integration and testing while your application is still under development and an allocated Service Delivery Agent will assist in testing the whole process from opt-in to opt-out. Additional testing is done once the account is ready to go live.

Please note that testing requests must be sent to ticketman@intarget.mobi and a testing slot will be allocated for the following day. Also please note that any testing that exceeds more than one service will be chargeable. Your account manager will arrange these costs with you prior testing.

11. Technical Assistance / Escalations

All technical assistance requests must be logged with ticketman@intarget.mobi. Please note that as Intarget handles multiple territories and clients. We will require your account name and details on the issue been experienced. Any failure to do so will prolong the process of assistance to you.

As per your SLA agreement with your account manager, the below is an escalation route for fault logging queries:

Escalation Route	Contact Number	Contact Email
First Line Support / Ticketman	+ 27 82 511 7837	ticketman@intarget.mobi
NOC/Service Delivery Supervisor – Martin de Jager	+ 27 82 310 4136	martin@intarget.mobi
CTO – Marius du Plessis	+ 27 74 485 6025	marius@intarget.mobi

Please note that Intarget does not assist with development or testing queries after 4pm and on weekends/public holidays. Clients are required to always log a support request after hours and on weekends as well as contacting First Line Support and providing the ticket number.