

Notification for transactional errors

Order failure notifications

StreamOne[®] *Ion*

Reasons for Change

Timely delivery of orders is an important process when it comes to customer satisfaction and overall success. Thus, it is capital that our support teams get notified of any order which cannot be delivered in a timely manner so that actions can be taken as soon as possible.

With this feature, now every time an order from a you or your customer is put on hold for several reasons (including third-party system integrations, manual approval, offline provisioning) before the provisioning process, you will receive a notification if the toggle is activated.

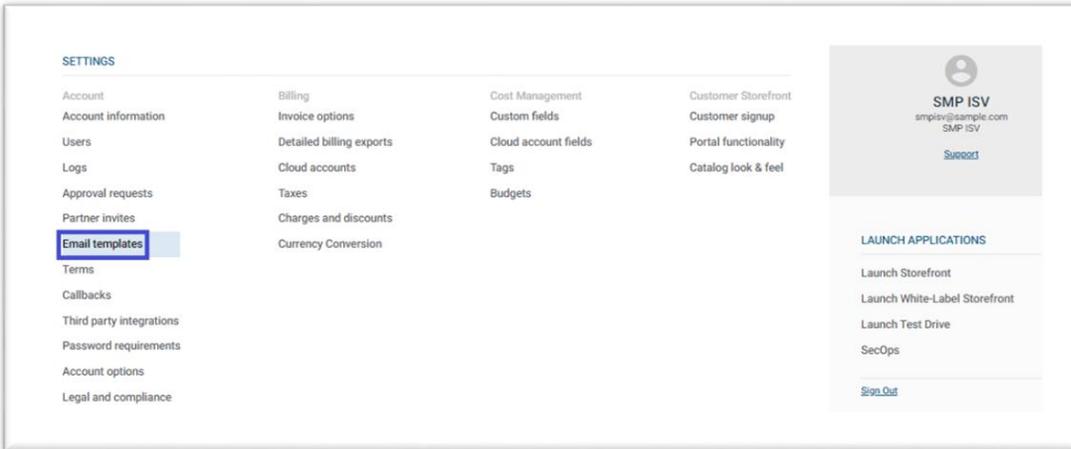
- This is a multivendor feature including all current vendors with ordering capabilities (AWS would be an exception)
- Includes Notifications for failures with third-party system integrations, manual approval, offline provisioning.

User Journeys

How to see and edit Order Failure Notification email template

To access and edit the order failure notification email template.

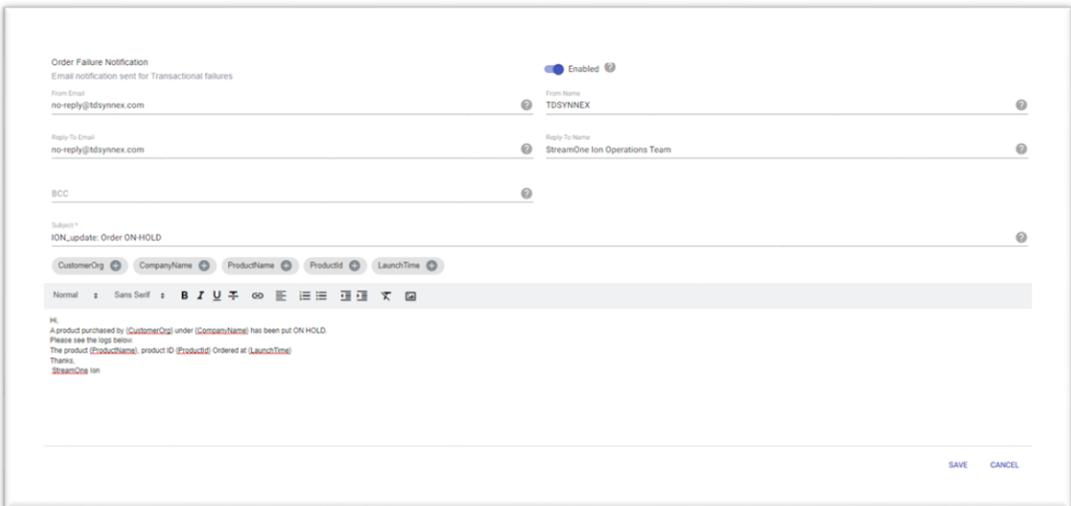
1. After logging in on your account go to the settings menu on the top right side  and then under Account option click on “Email templates”



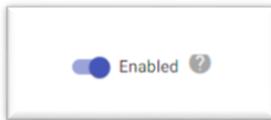
2. Under the “Email template” option go to the search box and type “Order Failure Notification”. Then select the template and click “Edit”.



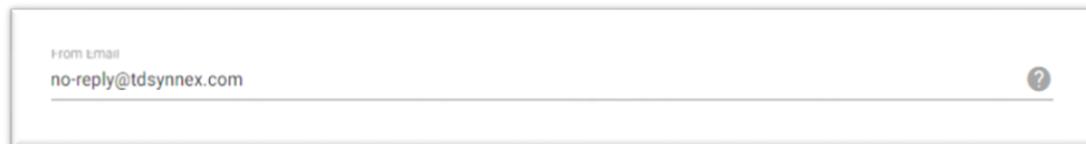
3. Under the “Edit” option you will see the current information:



The “Enable” option should be set to On, otherwise notification will not be sent.



“From Email” is the email that will display as sender (this information will come from the “Edit template Defaults” option).



“From Name” is the sender display name (this information will come from the “Edit template Defaults” option).



“Reply-To Email” is the email address that the reply message is sent to when you want to reply to the message received, instead of using the From Email name (this information will come from the “Edit template Defaults” option).



“Reply-To Name” is the contact name that is configured to receive the message instead of the From Name (this information will come from the “Edit template Defaults” option).



“BCC” is a blind copy of the message can be sent to other recipients that you do not want the name to be visible to other recipients of the message.



A screenshot of a text input field for the BCC (Blind Carbon Copy) field. The field contains the text "BCC" and a question mark icon in the top right corner.

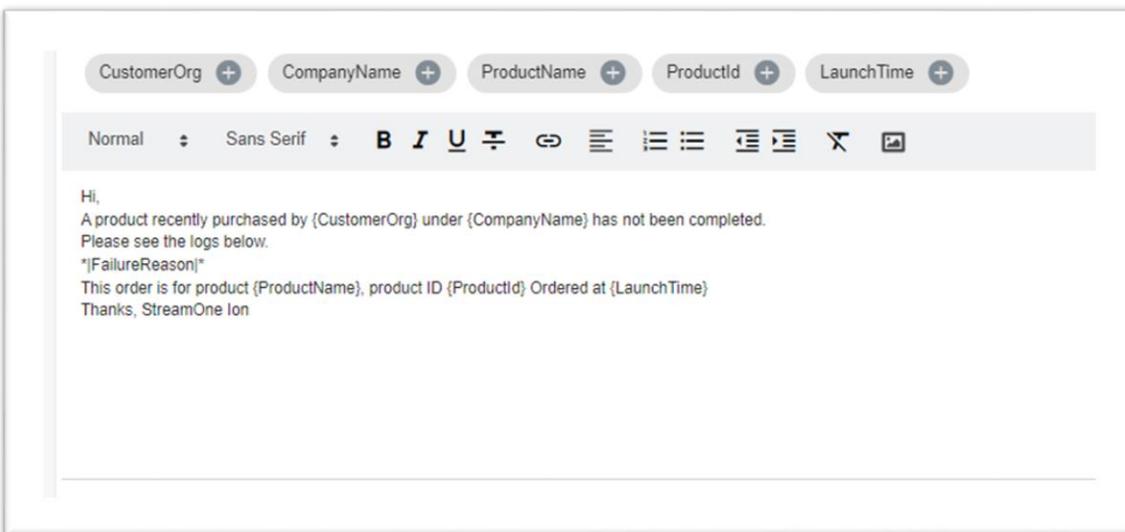
Note: This notification will be received on the email available in the “Contact Email” option under Account information in the "Settings" menu. Also, BCC can be used to add more recipients if there is a need to add people to receive this email notification.

“Subject” is the subject line of an email where a single line of text is visible to people when they receive an email. This field can be edited to better suit the message if needed.



A screenshot of a text input field for the Subject line. The field contains the text "Subject *" and "ION_update: Order ON-HOLD".

“Message box”, here you have the List of the available fields that you can add to the template and the message that can be edited to better match the necessities.



A screenshot of an email message editor. At the top, there are five buttons with plus signs: "CustomerOrg", "CompanyName", "ProductName", "ProductId", and "LaunchTime". Below these is a rich text editor toolbar with options for "Normal", "Sans Serif", bold (B), italic (I), underline (U), strikethrough, link, list, and image. The main text area contains the following message:

Hi,
A product recently purchased by {CustomerOrg} under {CompanyName} has not been completed.
Please see the logs below.
*{FailureReason}
This order is for product {ProductName}, product ID {ProductId} Ordered at {LaunchTime}
Thanks, StreamOne Ion

Parameters available.

This notification includes parameters that will dynamically populate with details specific to that order. An overview of the configurable parameters is below:

Parameter	Value
CustomerOrg	End customer company name in ION
CompanyName	Partner (reseller) company name in ION
ProductName	Product Name from ION catalog. Note: If an order includes multiple products, each product will be listed.
ProductId	Product ID from ION catalog. Note: If an order includes multiple products, each product will be listed.
LaunchTime	Timestamp when the order was originally submitted.
FailureReason	Order Status (i.e. On Hold) Order ID (Order number)

Notification timing

This notification will be triggered ~15 minutes after the order goes to on-hold status. This waiting time is intentional to minimize irrelevant notifications by providing enough time for third-party systems to post-back a successful message (for example, a credit check).

Notification Settings

- Admin template only, no customer template.
- Template is OFF by default and can be enabled.

