Pre-filtering expired subscriptions from Manage Products page

Vendor Agnostic feature

StreamOne® Ion

Contents

Introduction

As Customers purchase more and more subscription products in StreamOne Ion, these may tend to accumulate into a large list of items at the Manage Products page. This could represent an obstacle for smooth navigation and quick identification of the subscriptions whenever the user wants to access their details, or wants to perform any lifecycle management actions. This release brings a new filtering logic to the Manage Products page that will help in that regard by pre-filtering out expired subscriptions, understanding by "expired" not the particular status some subscriptions may be in, but in general any subscription that no longer allows any type of lifecycle management.
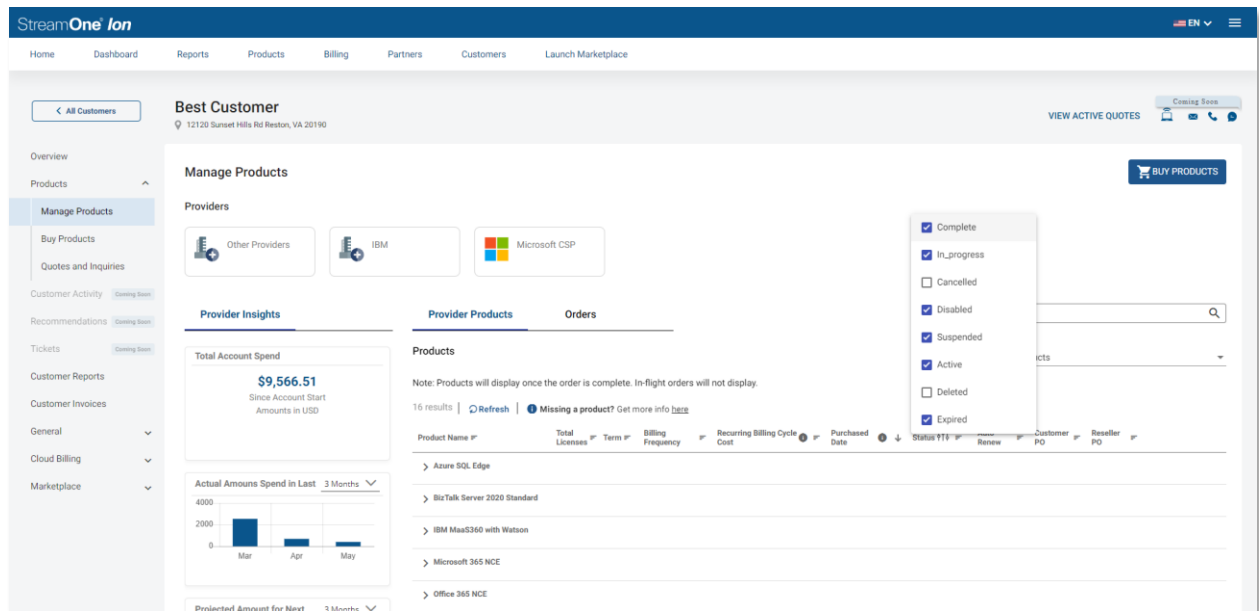
Scope

This is a global release going live in all countries where StreamOne Ion operates, enhancing a page at the reach of both the Reseller and the Customer personas. The Reseller user will find these changes at the Customers module of the Admin Console, and more in particular the Manage Products page and its list of "Provider Products". Meanwhile, Customer users will find the same page with the same logics at the logged-in area of both marketplaces, precisely "My Products" at the White-label Marketplace and "Console/Products" at the Solutions Marketplace.

User Journey

New filters by status at the Manage Products page

In order to improve the navigation experience and quick identification of your active subscriptions, new filtering options have been introduced into the "Provider Products" list of the "Manage Products" page. These new filtering options will be included in all 3 StreamOne Ion portals as mentioned in the above "Scope" section.

These filters are customizable by the user and will only display those products that have the statuses selected in the filter menu, which by default will have all statuses selected except for "Cancelled" and "Deleted". This pre-selection will filter out all subscriptions that would not allow any further reactivation or lifecycle management.

Future releases will bring the possibility for the system to save the filter selection, so it keeps the preferences of the user and displays the filter selection recorded by the user on their last visit.