

Stellr Marketplace Update 4.8

Update 4.8 includes several bug fixes, along with highly requested improvements including Scheduled Activations, enhanced reporting options, and simplified user management for Google G Suite and Microsoft CSP customers.



User Management (in Beta)

The User Management feature is new to the Stellr Marketplace. This feature will allow resellers to manage their Google G Suite and Microsoft CSP customers without leaving the platform. With this motion, resellers can add/remove users, edit customer information, reset user passwords, and assign and manage licenses. Resellers will also be able to view their customer's tenant domain, tenant ID, and directly access Google/Microsoft admin sites.

To access this feature, resellers will navigate to "Subscriptions & Analytics" > "Customer Management", and search for a specific customer. Once this customer's service summary appears, select the small pencil icon beside the "Service Status" of one of the products the customer is subscribed to, and select the hyperlinked text titled "User Management". You can also navigate to the User Management page by selecting the "Customers" tab in the navigation bar, selecting "Customer Management" and searching for the customer name. This will provide you with a hyperlink just beneath the customer number titled "User Management".

To manage licenses of individual users listed in the User Management window, resellers will select either the hyperlinked Display Name, or the manage license icon underneath the "Action" column. This will allow you to apply licenses to that specific user, and to select or unselect services included with that license. In this window, there is also a tab named "Operations Log". This will display the history of changes made to a particular user's licenses.

If you are interested in the Beta feature, let your representative know, or contact the Stellr product management team.

Scheduled Activation

Scheduled Activation will allow resellers to provision a customer's service for activation up to 30 days in advance. This feature applies to all vendors, and works with any service in Stellr. However, this feature does not allow for the migration or transfer of a service to be scheduled.

You will see the Scheduled Activation option appear at checkout. Underneath the service summary, you will find a checkbox titled "Schedule the services to enable at a later date and time". Click this button to indicate that you would like to schedule the provisioning of the service in your cart.

After completing the checkout process, navigate to the Customer Management window and select the customer whose services you scheduled. Beside the newly provisioned service, you will see "Action Required" listed under the "Service Status" column. Click this button to continue scheduling the activation. Fill out the required fields in the pop-up window. The last field will ask you when you want to provision the activation. Select "Schedule Activation", and enter the specific date and time you'd like this particular service to activate. Upon submitting this form, you will see the service listed as "Scheduled" under the "Service Status" column.

If you would like to make changes to an already scheduled activation, click the pencil icon beside the "Scheduled" icon and select your desired action. You may change the scheduled activation to take place now, or cancel the activation altogether.

Reports

Two new reports located under the Report Console named Product Report and Invoice Report. Both reports have a lot of detail and can provide the customers insight to their business. To access these reports, please navigate to “Subscriptions & Analytics” > “Subscription Management” and select the Report Console from the menu on the left. You will see several report types listed with descriptions of each listed to the right. The new reports are the Product Report and the Invoice Report.

Product Report

The Product Report will show details around products purchased during the time frame selected, including new, added, removed and recurring products. Using the search features at the top, the products can be filtered by Product Name, Vendor, SKU Number, Billing Type, Date, and Manufacturer Part Number. This view will provide insight on the products your customers are purchasing, and how those products are being used.

By selecting the “Sold With” text in the “Sold With” column, you will be able to view the services that have been “sold with” and are currently active for customers using your selected product.

By selecting the hyperlinked product name in the “Product Name” category, you will be able to view all of the customers that have the product selected.

Invoice Report

The Invoice Report allows the reseller to download invoices for a selected period. The details will display any new products, changes, removes for the selected period. It will also show recurring charges and details around the invoices.

After selecting the preferred period, you will be able to download the Invoice Report. The report will download in an Excel Sheet. This Excel Sheet will display a wealth of information regarding your invoices for the period selected, including the invoice number, the Billing Reason, the Billing Frequency, and the Prorate Quantity (# of licenses).

Bug Fixes

ConnectWise Manage

ConnectWise Connection Issue: There was an issue that would not allow users with an on-prem version of ConnectWise Manage to connect. Symptoms of the issue included invalid token messages, broken integrations with error messages and broken integration with no error messages. These access issues have been resolved.

We’ve also fixed performance issues for ConnectWise for Nightly Sync process.

Storefront

Custom image uploads are fixed for the storefront custom SKUs.

Provision Errors

We are working through provision messages to give more detail and next steps.

