

How To: NetEngage Threshold Notifications

A threshold is an amount at which a notification is triggered to alert subscribers that a balance or meter has reached or exceeded a specific amount. Notification Alerts are sent to subscribers indicating that they have reached a threshold, for example:

- **Low Allowance Threshold:** *You have now reached 70% of your data allowance for your 100MB Data Bolt-on. We will send you another notification when you have fully consumed your allowance.*
- **Used Allowance Threshold:** *You have now consumed 100% of your data allowance for your 100MB Data Bolt-on. You can buy another bolt-on to continue to use Data services.*

These threshold notifications can be defined for any given allowance or usage cap when integrating to the NetEngage OCS, providing NetEngage with the triggers to notify CMP when a threshold is reached.

Configuring Threshold Notifications

To set up thresholds in CMP, you need to:

- Configure the allowances in Business Configuration using the *Propositions > Allowances* module. These allowances are linked to the thresholds, and are also a part of the package that is selected when adding a new subscriber.
- Configure the thresholds in the Pricing Configuration module.
- Add the triggers to the NetEngage adapter from the Administration Console. This adapter is triggered when the *usagecapthreshold* and *allowancethreshold* records in the TriggerNotification table reach a threshold amount.
- Assign the allowances linked to thresholds to the newly created subscribers. The threshold notifications are received in AgentView.

Configure the thresholds

You first need to create the new thresholds. Thresholds are based on a percentage or absolute values and are linked to the allowances that are used when new subscriptions are created.

Threshold List

Edit
Add
Delete

	Threshold	Value
<input type="checkbox"/>	35% Used (THLD35)	35%
<input type="checkbox"/>	80% Used (THLD80)	80%
<input type="checkbox"/>	Threshold 100% (THLD100)	100%
<input type="checkbox"/>	Threshold 50% (THLD50)	50%

The following steps describe how to add the thresholds against which the triggers will be initiated.

1. Open **Pricing Configuration** from within the Admin Console.
2. Navigate to *Pricing Configuration > Thresholds*.
3. Select *Add*, and enter a unique code for the threshold, and a description of the threshold.
4. Select the *Type*:
 - % Used, such as 80% of an allowance.
 - Amount Used, such as 60 minutes of voice calls.
5. Enter a threshold value.
 - If **% Used** is selected, enter a value in the Threshold Value text box.
 - If **Amount Used** is selected, enter a value in the text box and select a unit of measure from the drop-down.

The threshold, whether defined as a fixed amount or percentage, is provisioned to NetEngage as a fixed amount.

6. Select *Link to Allowances* to link the allowances to the threshold.
7. Select *Link to Spend Caps* to link a spend cap to the threshold.
8. Select **Save**.

Any subscriber that is created with the allowance linked to this threshold will receive the associated threshold notification once the threshold is reached.

Configure the threshold triggers

The threshold triggers are set up in the Administration Console module. These triggers are sent from NetEngage when the thresholds have been met, and are mapped to the Comms code in CMP which will trigger the comm which is sent to the customer

The following steps describe how to add threshold triggers to the NetEngage Notification adapter that is responsible for the conversion of NetEngage notifications into the format required by CMP.

1. Open the **Administration Console**.
2. Navigate to System Configuration > Modules > Sabre Server > sabre-netengage-notification-adapter.
3. Select the sabre-netengage-notification-adapter to expand it, and then click Edit.
4. Enter the Trigger Id against these fields:

sabre-netengage-notification-adapter.ocs-low-allowance-trigger-id ⓘ
sabre-netengage-notification-adapter.ocs-low-usage-trigger-id ⓘ
sabre-netengage-notification-adapter.ocs-used-allowance-trigger-id ⓘ
sabre-netengage-notification-adapter.ocs-used-usage-trigger-id ⓘ

The Trigger Ids you add against these fields are set up in Business Configuration > Communications > Triggers. Examples of OCS triggered actions include *Low Allowance Threshold* and *Used Usage Threshold*.

5. Select Save.

These triggers will result in a notification sent to subscribers alerting them that a balance or meter has been reached.

Create a subscription with a threshold allowance

With the thresholds and triggers configured, subscriptions can be created with the allowances and spend caps that have been linked to a threshold.

The allowance limits and usage can be viewed from the Effective Allowances panel on the Profile > Summary sub-menu for the subscriber.

Effective Allowances				
Allowance	Recurring	Inclusive	Remaining	Expiry
Postpaid 1000 T€	✓	1000 SMS	1000 SMS	03/04/2025 ▲
Postpaid 2GB Da	✓	2 GB	0 GB	03/04/2025
Postpaid 500 Min	✓	500 Min	500 Min	03/04/2025 ▼

Processing Threshold Notifications

When a subscription has been allocated a package with, for example a 2GB allowance, NetEngage begins monitoring the usage of this allowance, if a threshold has been linked to it.

When a threshold is reached, the NetEngage adapter is triggered to collect the notification, either a low allowance notification (if there is still allowance remaining) or a used allowance notification (if there is no allowance remaining) to send to CMP. This notification is converted into a JSON format for CMP to read and goes onto the Message Queue.



From the Message Queue, the Notification Monitor and Comms Monitor jobs are run, and the notification is generated and sent to the subscriber.

These notifications are displayed on the Comms sub-menu in AgentView.

> Profile > Workflow > Billing > Financials > **Comms**

Comms Preferences

Request ID	Comm Code	Description	Delivery Method	Sent To	Request Status
3050	OCSLOWUSA	OCS Low Usage Notif	SMS	+447048333470	Processed
3051	OCSLOWALL	OCS Low Allowance Notif	SMS	+447048333470	Processed

Notification in AgentView

You can right-click on the line to view the notification message.

Comms Details ✕

> Comms Details

Comms Message

Message: You have used 80% of your inclusive data allowance for your Postpaid 2GB Data. We will send you another notification when you reach 100%.

Cancel