



Triggers

Quick Guide

Triggers for data and SMS usage

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Introduction

Triggers can help you to keep control over your data and SMS usage, to avoid e.g. overusage. When a trigger threshold is reached you can e.g get an automated email notification. Below are some example of triggers that can be defined:

- Weekly trigger for data
 - IF data usage per subscription for all networks is more than 25 MB in one week THEN send notification to john.doe@smartiot.com
- Weekly trigger for SMS
 - IF more than 10 SMS are sent in one week THEN send notification to john.doe@smartiot.com

You can also define triggers for other purposes e.g.:

- If the SIM card is moved to another device (Fraud).
- If the used network is changing.

Trigger options

There are 2 different trigger functions in the Service Portal

- Trigger management
 - Is only applicable for data and contains more actions.
- Trigger management (legacy)
 - Can be used both for data and SMS but with fewer actions.

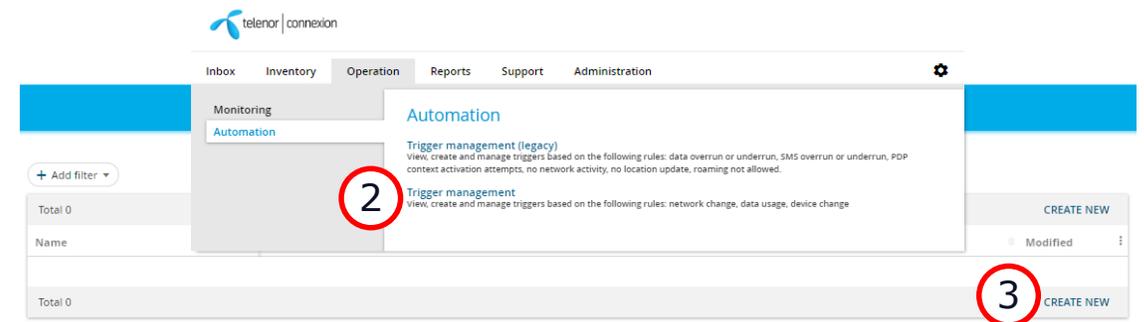
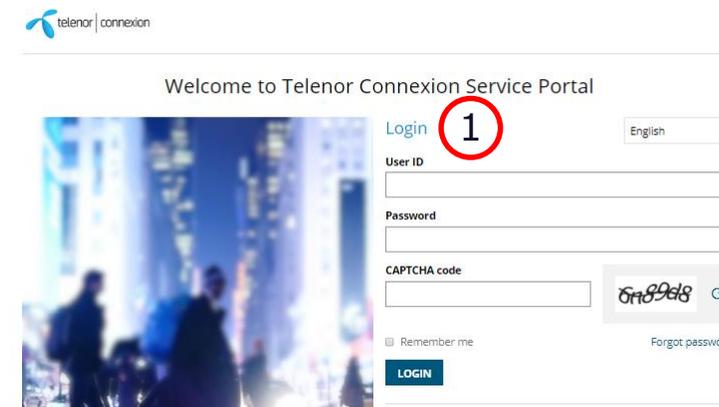
Note:

- If you use action "Deactivate subscription", the subscription (SIM card) cannot be used any more. To activate the subscription again please contact [support](#).

Trigger configuration for data usage

Create new trigger

1. Login to the [Service Portal](#)
2. On the "Operations" tab choose "Automation" and then "Trigger Management".
3. Click "CREATE NEW"



Trigger configuration for data usage

Select target

1. Select target "Subscription package"
2. Select Subscription package
 - All SIM cards using this subscription package will be affected by the trigger.
3. Click NEXT

The screenshot shows the 'Trigger management' section of the Telenor Connexion interface. The 'Create a new trigger group' page is active, with a breadcrumb trail: Target > Category > Rules > Owner > Summary. The 'Select target' section asks 'Which subscription level would you like to target?' and offers three options: Enterprise, Subscription package (selected), and Subscription. The 'Subscription package' option is circled in red with the number '1'. Below it, a table lists subscription packages, with the row '01000703-DA3D1115-1_SP_01' (3fs d.o.o. [DA3D1115-1]) highlighted in grey and circled in red with the number '2'. At the bottom right, the 'NEXT' button is circled in red with the number '3'. Other buttons include 'CANCEL', 'SAVE AS DRAFT', and a gear icon.

Subscription package ID	Subscription package name	Enterprise
01000703-05EBA211-1_SP_01	01000703-05EBA211-1_SP_01	TCXN IoT Test [05EBA211-1]
01000703-2AAF9EF1-1_SP_01	01000703-2AAF9EF1-1_SP_01	Smart IoT AB [2AAF9EF1-1]
01000703-DA3D1115-1_SP_01	01000703-DA3D1115-1_SP_01	3fs d.o.o. [DA3D1115-1]
AWS000754_SP_01	Tripple plastic sims	Telenor Connexion AWS Marketplace

Trigger configuration for data usage

Select category

1. Select the type of rule you want to apply for the trigger
 - To keep control over data usage, select "Cost prevention"
2. Click "NEXT"

The screenshot shows the Telenor Connexion web interface for configuring a trigger. The breadcrumb trail is: Target > Category > Rules > Owner > Summary. The current step is 'Select rule category', which prompts the user to 'Choose rules from one of the predefined categories below or create your own custom rules.' The categories listed are:

- Fraud prevention: Use rules to prevent subscription misuse. (Device change, Network change, Data usage, Scheduled actions)
- Life cycle management: Use rules to automate life cycle management. (Network change, Scheduled actions)
- Cost prevention: Rules for network and data usage to ensure costs are kept in-check. (Data usage, Scheduled actions) - This option is selected and highlighted with a red circle containing the number 1.
- Fault detection: Rules for data usage in order to understand if a device or SIM card is experiencing problems. (Data usage)
- Custom: Choose from a list of rules to create a custom rule list that suits your needs.

At the bottom of the form, there are three buttons: 'BACK', 'SAVE AS DRAFT', and 'NEXT'. The 'NEXT' button is highlighted with a red circle containing the number 2.

Trigger configuration for data usage

Define rule(s)

1. Select "Data usage".
2. Define the rule
 - Type amount of data to be counted.
 - You can define the trigger to count data monthly, weekly or under an unlimited time.
3. Define the action to take
 - "Send notification".
 - Add your E-mail address(s).
4. Click "NEXT"

telenor | connexion

Inbox Inventory Operation Reports Support Administration

Trigger management >
Create a new trigger group

Target > Category > Rules > Owner > Summary

Input rule details

Set conditions and actions for your rules.

Device change + IF

Network change + IF

Data usage + IF

Scheduled actions + IF

IF data per subscription in all networks

is more than 25 MB in one week

THEN send notification

TO john.doe@johndoe.com, jane.doe@janedoe.com

+ THEN

BACK SAVE AS DRAFT NEXT

Trigger configuration for data usage

Select owner of the trigger

1. Select the owner organization of the trigger (i.e. your own enterprise)
2. Click "NEXT"

The screenshot shows the 'telenor | connexion' interface. The navigation bar includes 'Inbox', 'Inventory', 'Operation', 'Reports', 'Support', and 'Administration'. The main header is 'Trigger management > Create a new trigger group'. The breadcrumb trail is 'Target > Category > Rules > Owner > Summary', with 'Owner' underlined. The 'Select owner' section asks 'Which organization will own the trigger group?'. It features a table with columns for 'Organization', 'Owner', and 'Permissions'. The table lists two organizations: 'Telenor Connexion AWS Marketplace' and '3fs d.o.o. [DA3D1115-1]'. The '3fs d.o.o.' row is highlighted in grey, indicating it is selected. A red circle with the number '1' is placed to the left of this row. At the bottom, there are three buttons: 'BACK', 'SAVE AS DRAFT', and 'NEXT'. The 'NEXT' button is highlighted in blue and has a red circle with the number '2' next to it.

Organization	Owner	Permissions
Telenor Connexion AWS Marketplace		
3fs d.o.o. [DA3D1115-1]	✓	

Trigger configuration for data usage

Summary

1. Change name of the trigger and add a description (if needed)
2. Confirm that the rule is correct
3. Click "COMPLETE"

Create a new trigger group

Target > Category > Rules > Owner > Summary

General information

Trigger group ID: [blank]

Trigger group name: Cost prevention - 3fs d.o.o. [DA3D1115-1] 41/80

Status: Draft

Trigger group description: Enter a description for the trigger group 0/250

Owner

3fs d.o.o. [DA3D1115-1]
The owner and all organizations above it in the hierarchy will be able to view and edit the trigger group.

Target

1 subscription package(s)

Enterprise	Subscription package ID	Subscription package name	Subscriptions
3fs d.o.o. [DA3D1115-1]	01000703-DA3D1115-1_SP_01	01000703-DA3D1115-1_SP_01	5

Category

Cost prevention
Rules for network and data usage to ensure costs are kept in-check.

Rules

Data usage

If data usage per subscription for all networks is more than 25 MB in one week
THEN send notification to

+ Add filter Search

Recent actions

Actions

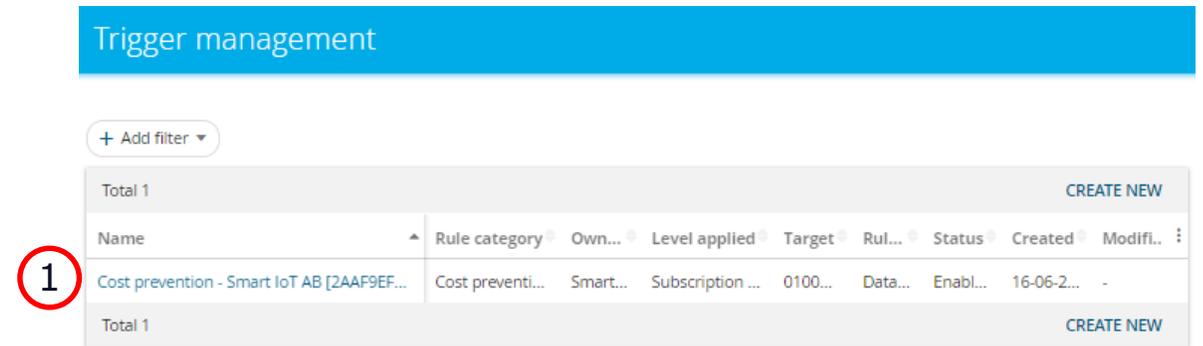
BACK SAVE AS DRAFT **COMPLETE**

Trigger configuration for data usage

Trigger ready

1. Your trigger is now ready to be used.

- You can click on the trigger name, at any time, and “edit” the trigger definition.
- It’s also possible to “delete” and “disable” the trigger.



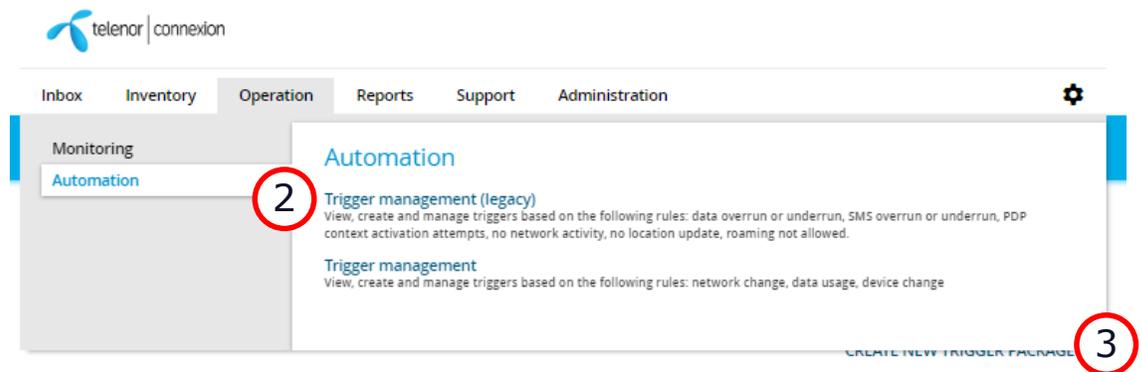
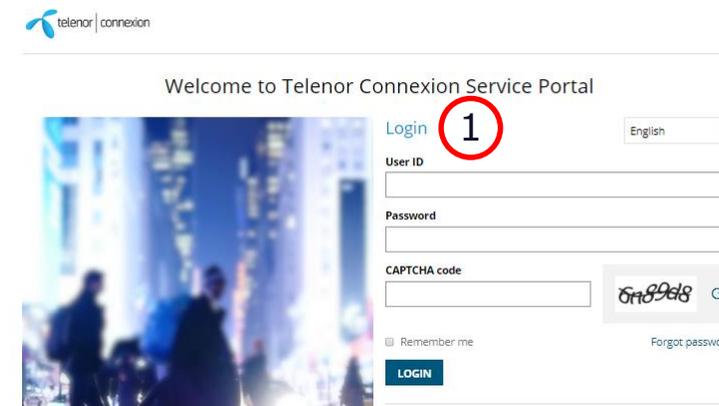
Trigger management

+ Add filter ▾

Total 1								CREATE NEW
Name	Rule category	Own...	Level applied	Target	Rul...	Status	Created	Modifi..
Cost prevention - Smart IoT AB [2AAF9EF...	Cost preventi...	Smart...	Subscription ...	0100...	Data...	Enabl...	16-06-2...	-
Total 1								CREATE NEW

Trigger configuration for SMS usage

1. Login to the [Service Portal](#)
2. On the "Operations" tab choose "Automation" and then "Trigger Management (legacy)".
3. Click "CREATE NEW TRIGGER PACKAGE"



Trigger configuration for SMS usage

Define the trigger (1)

1. Edit "General information"

- Name and description of the trigger.

2. Define "Usage-based rule"

- Click "ADD NEW RULE"
- Select which rule to apply (weekly and hourly usage is supported)
- Select how many weeks or hours that is applicable for counting SMS.
- Type amount of SMS to be counted, before a notification should be sent (limit).

Trigger management > New trigger package

General information

ID	1 Name	Description
	SMS Trigger - Weekly	Weekly SMS Trigger, 10 SMS/h
Created	Changed	
17-06-2020	17-06-2020	

Usage-based rules

Rule

SMS MO overrun in 1 weeks

⊗ If more than 10 pcs then alert

ADD NEW RULE

Location-based rules

ADD NEW RULE

Subscription packages

Subscription package ID	Subscription package name	Trigger package ID	State
01000703-2AAF9EF1-1_SP_01	01000703-2AAF9EF1-1_SP_01		Active

Email addresses

john.doe@smartiot.com

Note: Email addresses are defined on enterprise level. All changes will be applied to all triggers belonging to the selected enterprise.

ADD NEW EMAIL

CANCEL SAVE

Trigger configuration for SMS usage

Define the trigger (2)

3. Select the subscription package for which the rule should apply.
4. Add your E-mail address
 - Several E-mail addresses can be added.
 - Click "ADD NEW EMAIL"
5. Click "SAVE"

Trigger management > New trigger package

General information

ID	Name	Description
	SMS Trigger - Weekly	Weekly SMS Trigger, 10 SMS/h

Created: 17-06-2020 Changed: 17-06-2020

Usage-based rules

Rule: SMS MO overrun in 1 weeks

⋈ If more than 10 pcs then alert

ADD NEW RULE

Location-based rules

ADD NEW RULE

Subscription packages

Subscription package ID	Subscription package name	Trigger package ID	State
01000703-2AAF9EF1-1_SP_01	01000703-2AAF9EF1-1_SP_01		Active

Email addresses

john.doe@smartiot.com

Note: Email addresses are defined on enterprise level. All changes will be applied to all triggers belonging to the selected enterprise.

ADD NEW EMAIL

CANCEL SAVE

Trigger configuration for SMS usage

Trigger ready

1. Your trigger is now ready to be used.
 - You can click on the trigger name, at any time, to get a summary of the trigger and edit the configuration.

The screenshot displays the 'Trigger management' interface. At the top, a blue header reads 'Trigger management'. Below it, a message states '1 trigger packages have been found.' A table lists the trigger packages:

Name	Description	In use	Rules	Organization
SMS Trigger - Weekly	Weekly SMS Trigger, 10 SMS/week	✓	✓	Smart IoT AB [2AAF9EF1-1]

A red circle with the number '1' highlights the 'SMS Trigger - Weekly' name in the table. To the right of the table is a gear icon for configuration. Below the table is a link 'CREATE NEW TRIGGER PACKAGE'.

The detailed view for 'SMS Trigger - Weekly' is shown below. It has a blue header 'Trigger package: SMS Trigger - Weekly'. The 'General information' section contains:

ID	Name	Description
1044462	SMS Trigger - Weekly	Weekly SMS Trigger, 10 SMS/week

The 'Rule details' section contains:

Rule	Type	Time frame	Threshold
SMS MO overrun in weeks	Alert	1 week(s)	10 pcs

The 'Subscription packages' section contains:

Subscription package ID	Subscription package name	Service contract ID	State
01000703-2AAF9EF1-1_SP_01	01000703-2AAF9EF1-1_SP_01	01000703-2AAF9EF1-1_SC_01	Active

The 'Email addresses' section contains:

john.doe@smartiot.com

Note: Email addresses are defined on enterprise level. All changes will be applied to all triggers belonging to the selected enterprise.



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