



# Cisco ServiceGrid™ Release Notes v6.10



These **Release Notes** describe the details of the new functions and features that will be introduced with the new **Version 6.10** of the Cisco ServiceGrid™ platform.

The described functions have been implemented with the **Summer Release 2014** on July 27th.

Cisco ServiceGrid™ is a registered Trademark. The Cisco ServiceGrid™ Core is covered by the US Patent 8,468,233 B1, issued: 06/18/2013.



# Contents

<b>1</b>	<b>RELEASE NOTES V6.10</b>	<b>4</b>
1.1	RELEASE DATES	4
1.2	AVAILABILITY AND LICENSING OF NEW FUNCTIONS AND MODULES	4
<b>2</b>	<b>SUMMARY</b>	<b>5</b>
<b>3</b>	<b>CISCO SERVICEGRID PORTAL</b>	<b>6</b>
3.1	MESSAGE RULES OVERVIEW	6
3.2	NEW UI FOR MESSAGE RULES ADMINISTRATION	6
3.2.1	Reason	6
3.2.2	How does it work?	6
3.3	CREATING OUTBOUND MESSAGERULES	8
3.3.1	Outbound Trigger Selection and Trigger Parameters	8
3.3.2	Scope and Service Time Selection	11
3.3.3	Filters	13
3.3.4	Outbound Communications	14
3.3.4.1	Creating a Trigger	16
3.3.4.2	Editing a Trigger	17
3.3.4.3	Deleting a Trigger	18
3.3.4.4	Creating a Communication	19
3.3.4.5	Editing a Communication	20
3.3.4.6	Deleting or Unassigning a Communication	21
3.3.4.7	Assigning a Template	22
3.3.4.8	Creating a Template	23
3.3.4.9	Editing a Template	24
3.3.4.10	Test Template	26
3.3.4.11	Creating a Service Definition	27
3.3.4.12	Assigning Existing Service Definition	29
3.4	CREATING INBOUND MESSAGERULES	30
3.4.1	Inbound Trigger Selection and Trigger Parameters	31
3.4.2	Scope Selection	32
3.4.3	Inbound Communications	32
3.5	FORGOT PASSWORD FUNCTION	34
3.5.1	Reason	34
3.5.2	How does it work?	34
3.5.3	Setup	35
3.6	USABILITY ENHANCEMENTS IN LISTS	35
3.6.1	Select/Deselect All Records in a Select Box	35
3.6.2	Sorting Grouped Lists by Number of Group Members	36
3.7	IMPROVEMENTS OF PORTAL ADMINISTRATION	36



3.7.1	Reason .....	36
3.7.2	How does it work? .....	36
<b>4</b>	<b>B2B CONNECTIONS.....</b>	<b>38</b>
4.1	MEASUREMENT OF MESSAGE PROCESSING .....	38
4.1.1	Reason .....	38
4.1.2	How does it work? .....	38
4.1.3	Setup .....	38
<b>5</b>	<b>BROWSER POLICY .....</b>	<b>39</b>



# 1 Release Notes v6.10

This document describes the new functions of the Cisco ServiceGrid application Version 6.10 as introduced in the Summer Release. This release notes covers the following items:

- Outlines the new functions and modules.
- Gives a brief look into how the new functions are implemented, administered and used.
- Describes the benefits of the new functions in small user cases.
- Describes how existing functions are extended or changed.

## 1.1 Release Dates

- The following described functions of the Summer Release 2014 (Version 6.10) become available on **Sunday afternoon 27<sup>th</sup> of July 2014** to all customers **using** the Cisco ServiceGrid **main platform** (sdcall.solvedirect.com).
- All customers running their **own infrastructure** (in house), or using a Cisco partner infrastructure will receive the release on a later date. These updates will take place after the update of the Cisco ServiceGrid main platform. Contact your implementation partner for the update date.

## 1.2 Availability and licensing of new functions and modules

- With the update, all new functions and modules are installed on the platforms.
- New functions and modules which are part of the general update are available to all customers of that platform.
  - Some functions are automatically available to all users.
  - Some functions or modules must be configured or activated first.
  - Some of the new functions and modules must be licensed separately before being used in customized systems.



## 2 Summary

The following summary gives a brief insight into the new functions introduced in the 6.10 release.

- Cisco ServiceGrid Portal
  - New UI for message rules administration
  - “Forgot password” function
  - Usability enhancements of lists
  - Improvements of portal administration
- Cisco B2B Connection
  - Measurement of message processing
- Internal Functions
  - Completion of Easy tenant creation
- Operational changes
  - New converter instance for feedback messages
  - New Properties in callcenter.properties File
  - Upgrade OpenMQ 5.0



## 3 Cisco ServiceGrid Portal

### 3.1 Message Rules Overview

Message Rules is the centralized tool for controlling messages in the following ways:

- Outbound messages from Service Desk (SD) to external systems or individuals.
- Inbound messages from external systems or individuals to SD.

The following parameters are used when defining a MessageRule:

Parameter	Description
When	Trigger or Initializer
How	Communication Type
What	Template
To whom or from whom a message is sent or received?	Receiver or Sender

### 3.2 New UI for Message Rules Administration

#### 3.2.1 Reason

To speed up the task of creating and updating message rules, a new administration for the message rules is implemented.

#### 3.2.2 How does it work?

The Message Rule window contains 2 sections:

- **Message Rules Tree:** The Message Rules tree is shown in the first / top section. The tree can be filtered by companies and workflows. Additionally, the tree is restricted based on active or inactive data. CRUD functions are implemented at all levels.
- **Search List:** Search list for all data objects are shown in the second / bottom section. This area can be collapsed or expanded and CRUD functions are available for all data objects.



Message rules tree

**Message Rules**

Companies: [dropdown] | Workflows: Release, Incident, Problem, Change | Active: [dropdown]

- (Inbound): Setup Guide Core Inbound Trigger
- (HTTPS SOAP): SOAP In (2)
- Inbound\_Parent (3)
  - d3adm@cisco.com
- Conditions
- Scopes(0):

Organization	Contract	Contract Element / Service Item	Actions
Incident Management			[stop] [edit]

Search

Triggers | Communications | Templates | **Service Definitions** | System Users | Sender & Receiver

Advanced Search

default

Name IS

Company	Workflow	Name	Direction	High Priority	Active	List Order
SolveDirect ...	Change	CABNote	Outbound	✓	✓	
SolveDirect ...	Change	CallerNote	Outbound	✓	✓	
SolveDirect ...	Problem	CallerNote	Outbound	✓	✓	
SolveDirect ...	Incident	CallerNote	Outbound	✓	✓	
SolveDirect ...	Incident	Call RC	Outbound	✓	✓	

25 of 43 records shown

Expand/Collapse able panel containg search list for main data objects

For more details about each module, please visit our online documentation at:  
<http://docwiki.cisco.com/wiki/ServiceGrid>.



### 3.3 Creating Outbound MessageRules

#### 3.3.1 Outbound Trigger Selection and Trigger Parameters

The following trigger types are available for the customizing outbound messages:

Trigger	Description	
When Update by	This trigger will be executed for each selection in the following ways: <ul style="list-style-type: none"> <li>• <b>Customer:</b> Customer is triggered by a call update of the customer.</li> <li>• <b>Provider:</b> Provider is triggered by a call update of the provider.</li> <li>• <b>Manual Selection:</b> Manual Selection is activated manually typing a certain flag in the call.</li> </ul>	
	<b>Parameter</b>   <b>Description</b>	
	SeqNr	The sequence for activating the triggers, if more triggers exist.
	IsTopRule	<b>Y:</b> is activated in any case, <b>N:</b> is only activated if no related TopRule exists.
	IsActive	Sets the trigger active.
When selection of Technician 1-3	This trigger will be executed when a new technician gets assigned to call or an existing technician is changed.	
	<b>Parameter</b>   <b>Description</b>	
	SeqNr	The sequence for activating the triggers, if more triggers exist.
	IsTopRule	<b>Y:</b> is activated in any case, <b>N:</b> is only activated if no related TopRule exists.
	IsActive	Sets the trigger active.
When selection of Queue 1-3	This trigger will be executed when a new queue gets assigned to a call or an existing queue is changed.	
	<b>Parameter</b>   <b>Description</b>	
	SeqNr	The sequence for activating the triggers, if more triggers exist.
	IsTopRule	<b>Y:</b> is activated in any case, <b>N:</b> is only activated if no related TopRule exists.
	IsActive	Sets the trigger active.
When alert before	AlertTriggers are mostly used for escalation procedures. AlertCases will automatically be deactivated if the corresponding call is closed or set to TestCall.	
	<b>Parameter</b>   <b>Description</b>	
	AlertField	CustomerRequestStartTime CustomerRequestEndTime ProviderScheduledStartTime ProviderScheduledEndTime <b>EndOfResponseTime:</b> Triggers using this timestamp are conditional AlertTriggers. If this timestamp is reached considering the additional fields such as Minutes, Percentage, and Period, the corresponding alert case will be deactivated. <b>EndOfRecoveryTime:</b> Triggers using this timestamp are conditional AlertTriggers. If this timestamp is reached considering the additional fields such as Minutes, Percentage, and Period, the corresponding alert case will be deactivated. <b>EndOfRetentionTime:</b> Triggers using this timestamp are conditional AlertTriggers. If this timestamp is reached considering the additional fields such as Minutes, Percentage, and Period, the corresponding alert case will be deactivated.
Minutes	The minutes, before the set timestamp is reached. (Absolute Time without considering any ServiceLevelAgreements)	





Trigger	Description	
	Percentage	<p>Only available for:</p> <p>EndOfResponseTime EndOfRecoveryTime EndOfRetentionTime</p> <p>If set to a value other than 0, it means that after Period-Minutes, the trigger will be repeated.</p>
	Period	<p>Only available for:</p> <p>EndOfResponseTime EndOfRecoveryTime EndOfRetentionTime</p> <p>(Absolute Time without considering any ServiceLevelAgreements.)</p>
	IsActive	IsActive sets the trigger active.
When alert after	AlertTriggers are mostly used for escalation procedures. AlertCases will automatically be deactivated if the corresponding call is closed or set to TestCall.	
	Parameter	Description
	AlertField	<p>CustomerRequestStartTime CustomerRequestEndTime ProviderScheduledStartTime ProviderScheduledEndTime</p> <p><b>EndOfResponseTime:</b> Triggers using this timestamp are conditional AlertTriggers. If this timestamp is reached considering the additional fields such as Minutes, Percentage, and Period, the corresponding alert case will be deactivated.</p> <p><b>EndOfRecoveryTime:</b> Triggers using this timestamp are conditional AlertTriggers. If this timestamp is reached considering the additional fields such as Minutes, Percentage, and Period, the corresponding alert case will be deactivated.</p> <p><b>EndOfRetentionTime:</b> Triggers using this timestamp are conditional AlertTriggers. If this timestamp is reached considering the additional fields such as Minutes, Percentage, and Period, the corresponding alert case will be deactivated.</p> <p>CallOpenTime CallStartSLATime CallResponseTime CallRecoveryTime CallCloseTime ProblemStartTime</p> <p><b>CallAcknowledgeTime:</b> Triggers which use this time stamp are conditional AlertTriggers. If this timestamp is reached considering the additional fields such as Minutes, Percentage, and Period, the corresponding alert case will be deactivated.</p>
	Minutes	The Minutes after the set timestamp is reached. (Absolute Time without considering ServiceLevelAgreements)
	Percentage	<p>Only available for:</p> <p>EndOfResponseTime EndOfRecoveryTime EndOfRetentionTime</p> <p>(SLA-Time considering several Service Level Agreements.)</p>
Period	If set to a value other than 0, it means that after Period-Minutes, the trigger will be repeated.	



Trigger	Description	
		Only available for: EndOfResponseTime EndOfRecoveryTime EndOfRetentionTime CallAcknowledgeTime (Absolute Time without considering Service Level Agreements.)
	IsActive	IsActive sets the trigger active.
When error occurs	This trigger will be fired if an erroneous inbound or outbound transaction occurs to inform corresponding persons.	
	<b>Parameter</b>	<b>Description</b>
	IsActive	IsActive sets the trigger active.
When note created by	When a note is added to a call	
	<b>Parameter</b>	<b>Description</b>
	IsActive	IsActive sets the trigger active.



### 3.3.2 Scope and Service Time Selection

The trigger is only valid for the following designated scopes:

- certain organizations
- certain contracts
- certain ContractElements
- certain service items

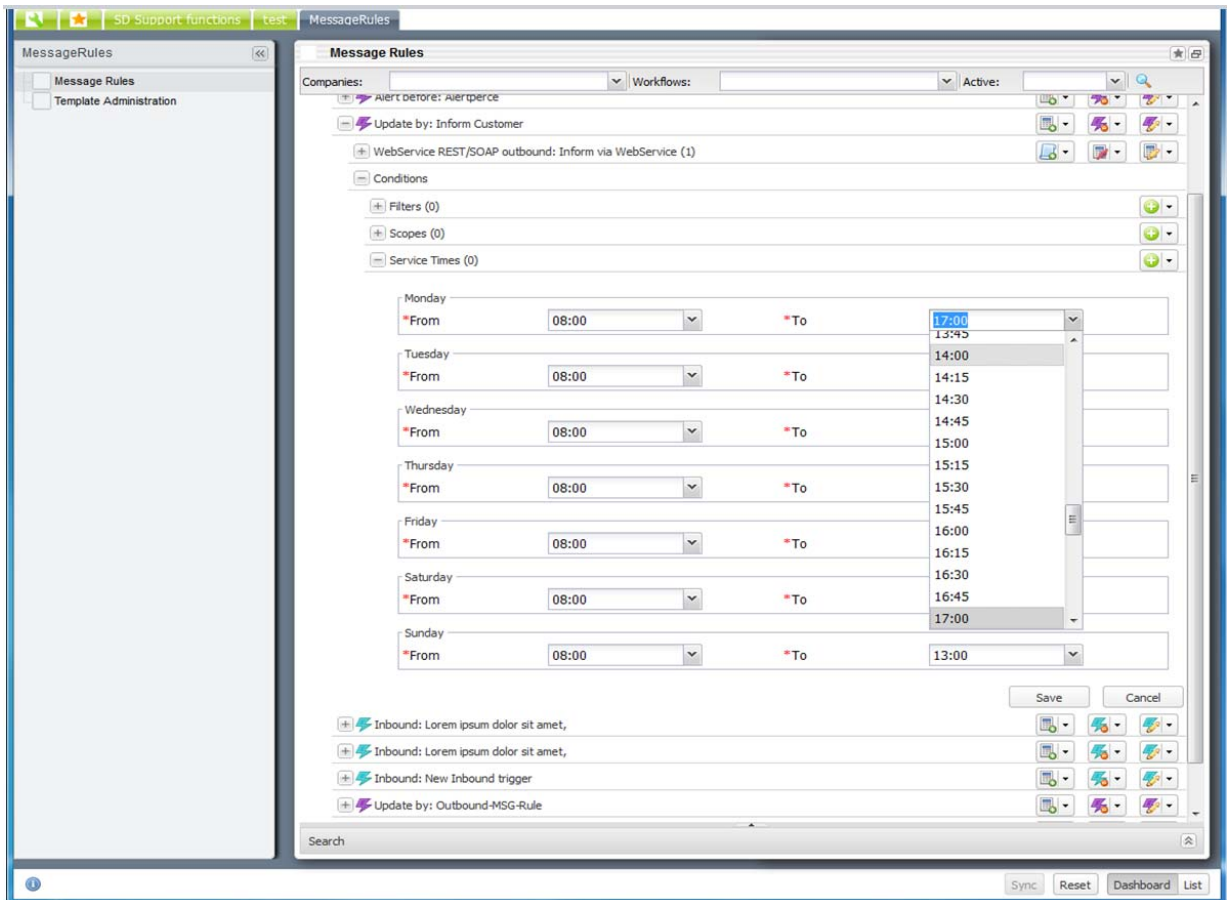
The screenshot displays the 'Message Rules' configuration page in the Cisco ServiceGrid interface. The page is titled 'Message Rules' and shows a configuration for 'SolveDirect Service Management GmbH'. The configuration includes several sections:

- Workflow:** SD
- Alerts:** Alert after: Alert, Alert before: Alertperce
- WebServices:** WebService REST/SOAP outbound: name (1)
- Conditions:** Filters (1)
- CallState:** Neu
- Scopes:** Scopes (1)
- Service Times:** Service Times (0)
- Triggers:** Inbound: Lorem ipsum dolor sit amet, Inbound: Lorem ipsum dolor sit amet, Update by: Outbound-MSG-Rule

The interface also features a search bar at the bottom and navigation buttons: Sync, Reset, Dashboard, and List. The top navigation bar includes options for Switch to SD², Change Password, Logout, User: Michael Spannlang, and Administration.



The trigger is only valid in certain operation times.



- To add a new service time entry, click **Create Service Times**.
- To edit the values, click on the existing value.

**NOTE:** If the fire alert timestamp is out of defined service times, the trigger will not be fired. If the alert trigger repeats periodically and the next repeat is out of the service time, the trigger will not be repeated again.

To define service times from 18:00 to 08:00, you should set the two sets of timestamps:

- First service time from 18:00 to 00:00 and
- Second service time from 00:00 to 08:00.

**NOTE:** Service times are usually used to inform support technicians at night through SMS and also by mails.



### 3.3.3 Filters

Filters help to limit the validity of triggers.

Triggers can be limited by using the following parameters:

- CallState (Example: open, close, and so on)
- Severities
- Problem types
- Failure types
- Priorities (Example: high, low, and so on)
- Queues
- Categories
- Locations
- MainCompLocation
- Customer Max Level
- Provider Max Level

The fields are defined as **column**, values are defined as **row**. More filters can be defined for one MessageTrigger. This example of MessageRule should be launched when a ticket with high or medium priority is created.

If one out of two columns is set and the second column is left empty, all values of the second filter have a possibility to fire that trigger. If both columns have a value, these values are combined in an AND clause.



### 3.3.4 Outbound Communications

A new communication can be created by customizing the message rule or by selecting an existing communication.

#### (1) Select Converter

- Outbound
- SDStandardXSL

#### (2) Select Communications Type

- Outbound-FTP-Server
- HTTPS POST
- HTTPS SOAP
- HTTPS REST/SOAP
- Mail from SD
- Fax from SD

#### (3) Set the Communication Parameters

**NOTE:** An inactive communication does not deactivate the corresponding message rules.

Communication Type	Parameter	Description
Mail from SD	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined. <ul style="list-style-type: none"> <li>• Confirmation (Y/N): A read confirmation is requested.</li> <li>• Content as attachment (Y/N): The content is sent as an attachment.</li> <li>• Send attachments (N/C/U/A): None(N), Current(C), Unsent(U), All(A) attachments will be sent.</li> </ul>
	IsActive	The communication is active.
HTTPS SOAP	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined.
	IsActive	The communication is active.
FTP Server	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined. Handler: The so-called <b>Handler</b> on an operation system level. If not agreed differently, the default handler FILECOM should be entered.
	IsActive	The communication is active.
HTTPS Post	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined.
	IsActive	The communication is active.
HTTPS REST/SOAP	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined.
	Send Attachments	N - None, C - Current, U – Unsent, A – All If nothing is entered the option C- current is the default
	Encoding	UTF-8, ISO-8859-1, ISO-8859-2, windowsw_1250, windows_1252
	IsActive	The communication is active.



#### (4) Definition of the receivers

For the communication to be active, at least one receiver should be specified. The types of receivers that could be used based on the CommunicationType.

#### CommunicationType

The various communication types are as follows:

- **Email Receiver:** Role of the Call. (Example: Caller, Helpdesk, and so on).
- **User:** User should have email address.
- Fixed email address.
- Service Definition

If the email address which should be used is not found at the corresponding Call or Person, a warning message appears.

- **SMS Receiver Role of the Call** (Example: Caller, Helpdesk, and so on)
- **User:** Should have a mobile phone number
- **Fixed mobile phone number:** (Format {CountryCode without leading zeroes}{local area code}{phone-number})

If the mobile number which should be used is not found at the corresponding Call/Person, a warning message appears.

- **HTTPS SOAP Receiver Fixed address HTTPS Post Receiver Fixed address FTP Receiver Directory name on FTP server Fax Receiver Role of the Call** (Example: Caller, Helpdesk, and so on)
- **User:** Should have a fax number
- **Fixed fax number:** (Format+{CountryCode}{local area code}{phone-number})

#### (5) Select Template

To assign a template to the MessageTrigger, follow these steps:

**Step 1:** Select a communication.

**Step 2:** Click **Assign Template** or **Create Template**.

Each communication can use one or more templates with different template types (Example: Content, Subject, and AttachmentName) based on the combination of type of communication and converter used for the communication.

By using the XSLT Converter, at least one active template should exist; otherwise, the communication will not be triggered.

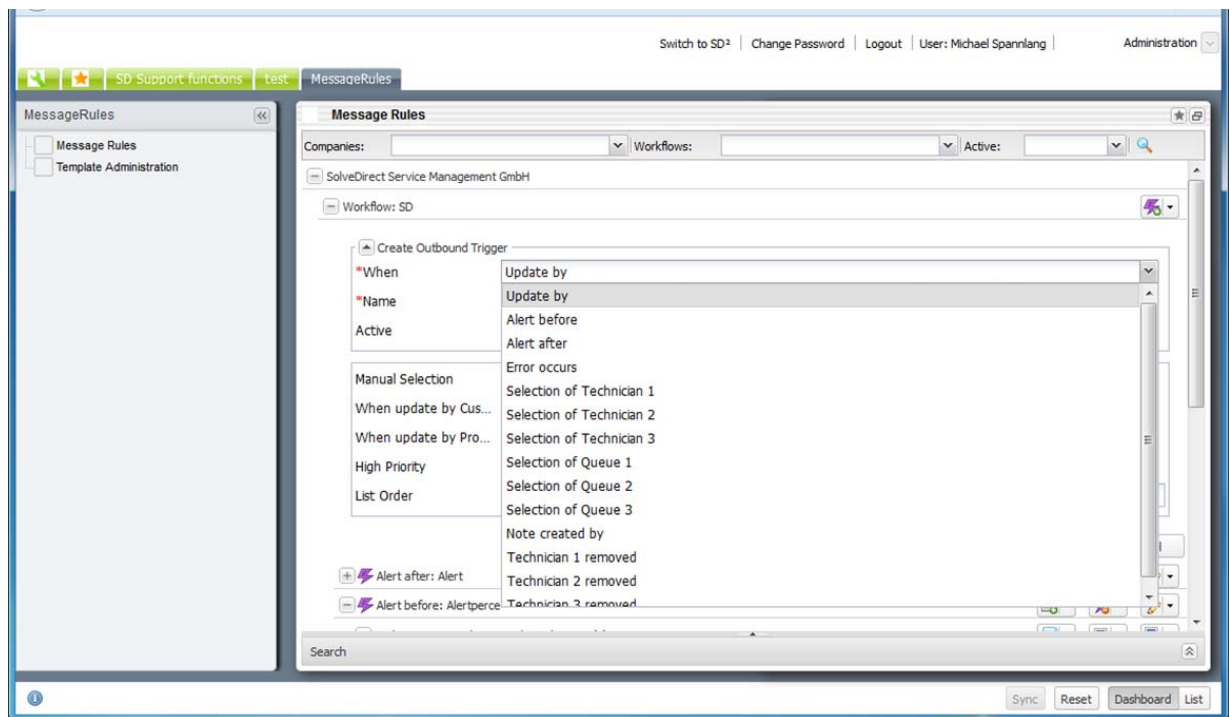


The following sections undergo UI changes in the portal for the data objects trigger, communication, template, service definition during a message communication:

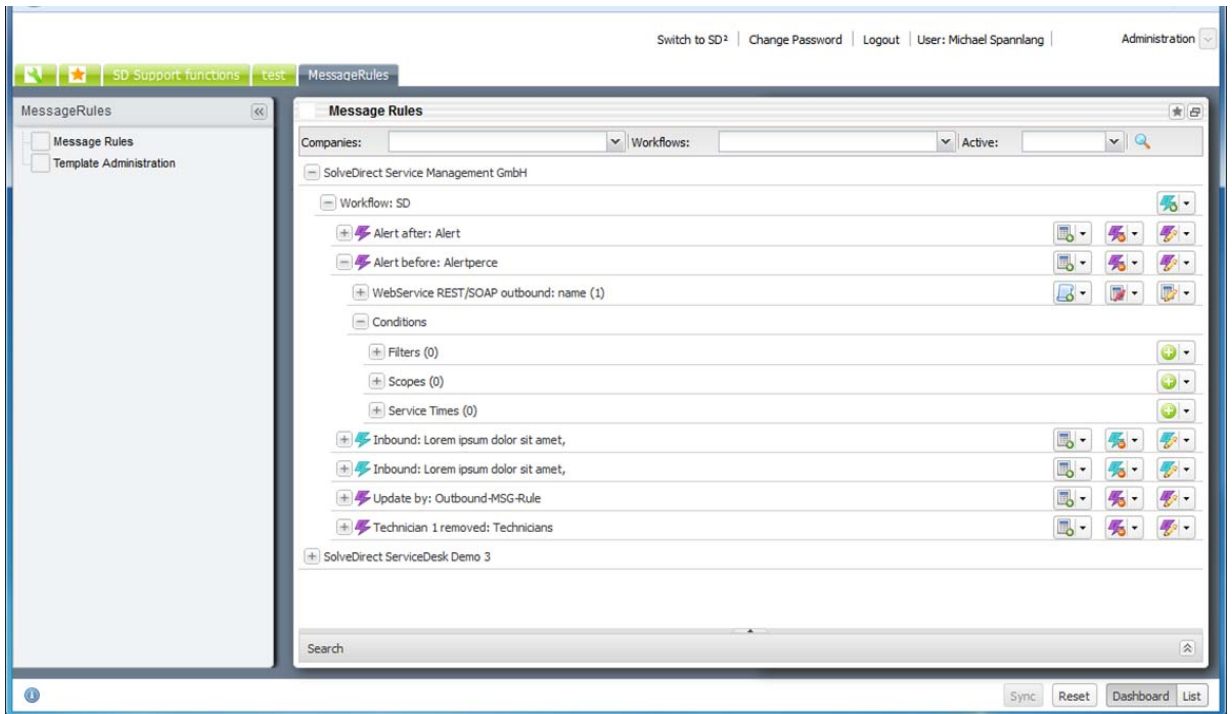
- Creating a Trigger
- Editing a Trigger
- Deleting a Trigger
- Creating a Communication
- Editing a Communication
- Deleting a Communication
- Assigning a Template
- Creating a Template
- Editing a Template
- Test Template
- Creating a Service Definition
- Assigning Existing Service Definition

### 3.3.4.1 Creating a Trigger

The following figures illustrate the screens for creating an outbound trigger. For more details on triggers, see our online documentation on [Message Rules](#).

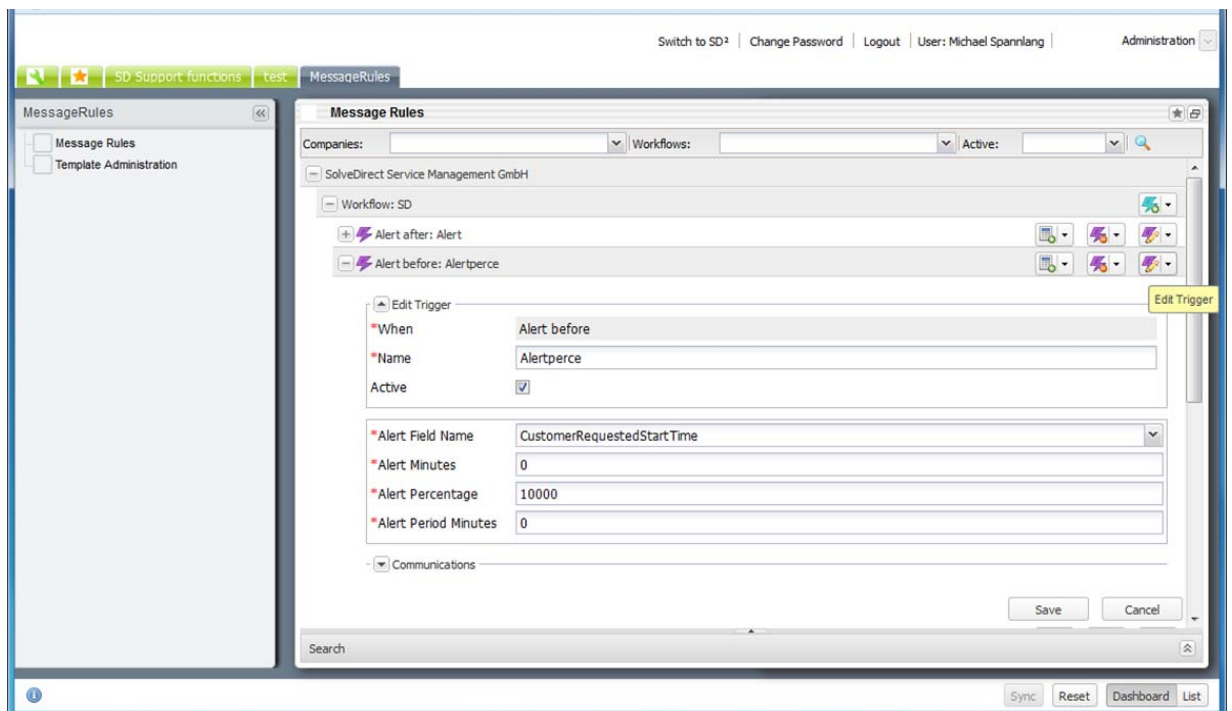






### 3.3.4.2 Editing a Trigger

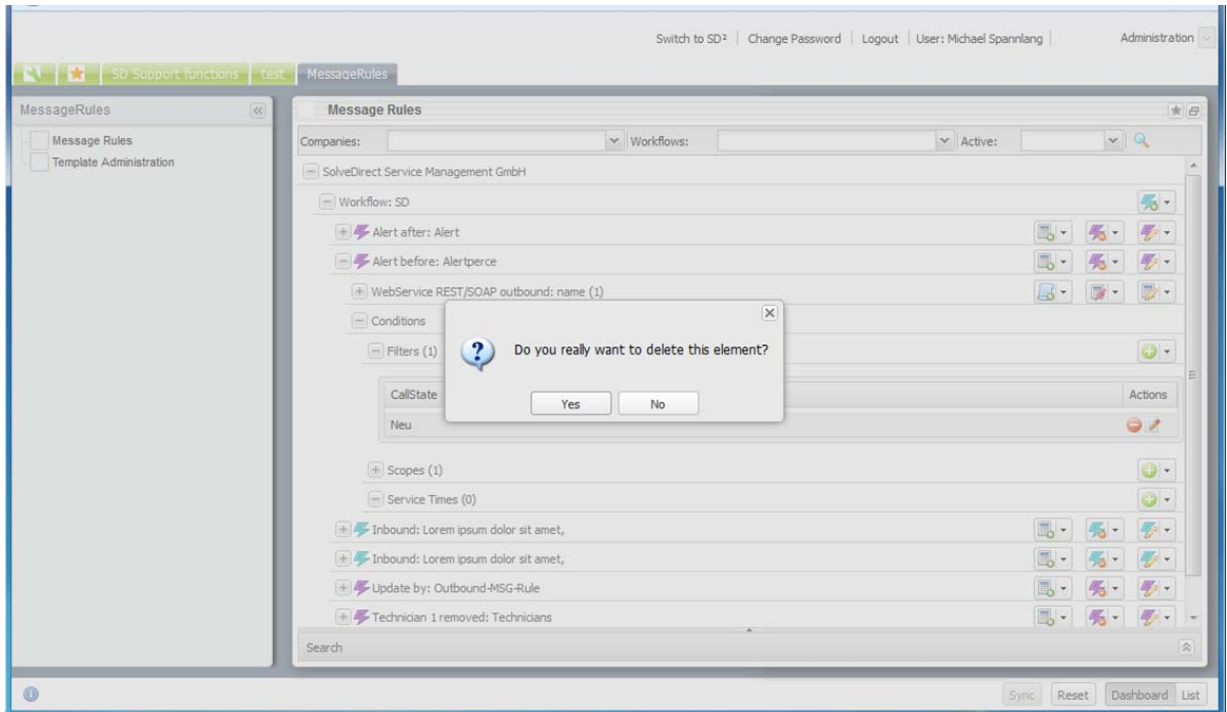
The following figure illustrates the screen for editing a trigger.





### 3.3.4.3 Deleting a Trigger

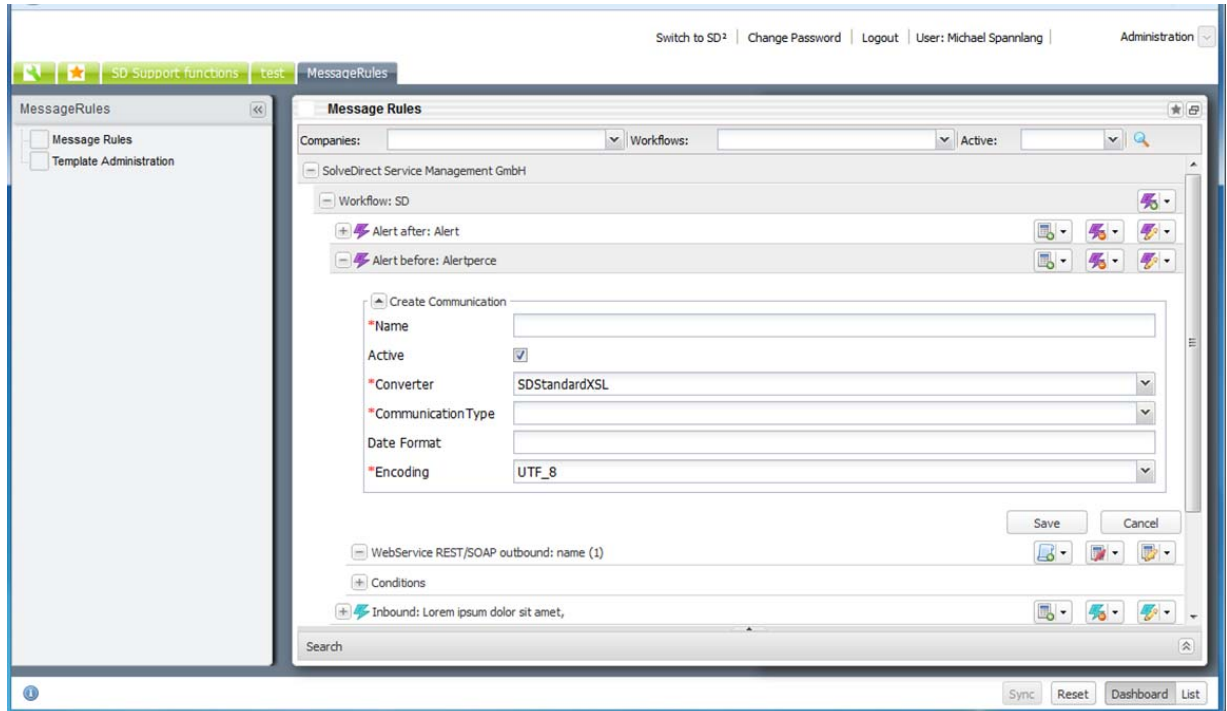
The following figure illustrates the screen for deleting a trigger.





### 3.3.4.4 Creating a Communication

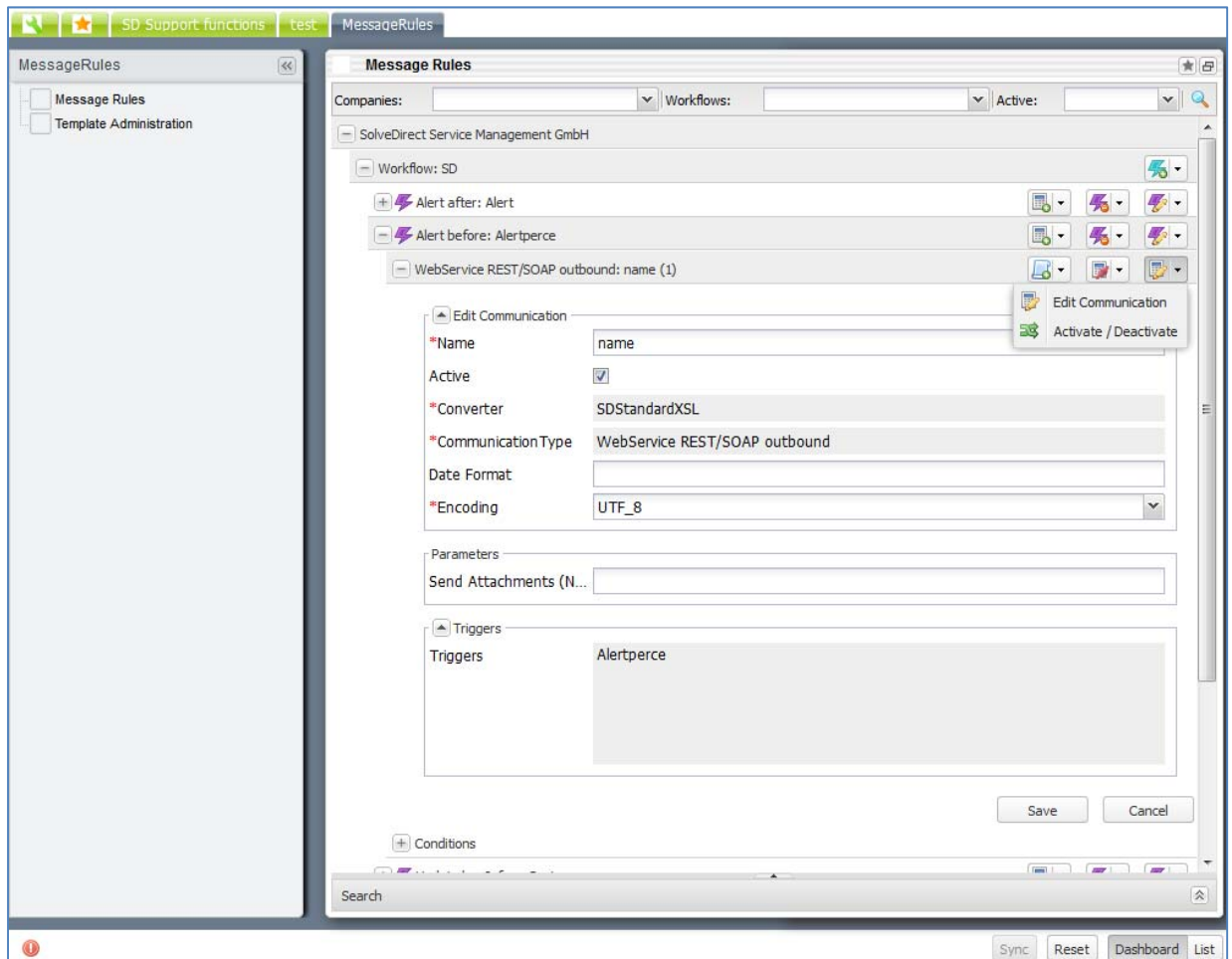
The following figure illustrates the screen for creating an outbound communication.





### 3.3.4.5 Editing a Communication

The following figure illustrates the screen for editing a communication.





### 3.3.4.6 Deleting or Unassigning a Communication

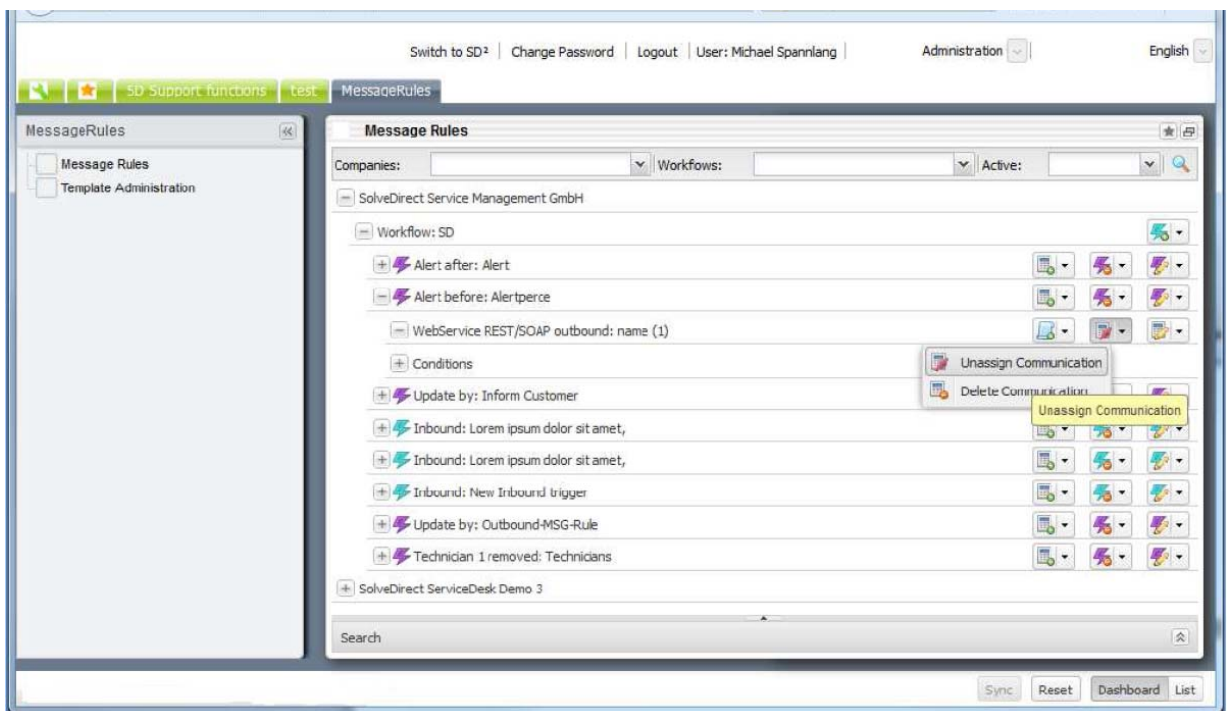
The following figure illustrates the screen for unassigning or deleting a communication.

#### **Unassigning a Communication**

When a communication is unassigned, only the link between the trigger and the communication is deleted. However, the communication will persist and can be used for some other trigger.

#### **Deleting a Communication**

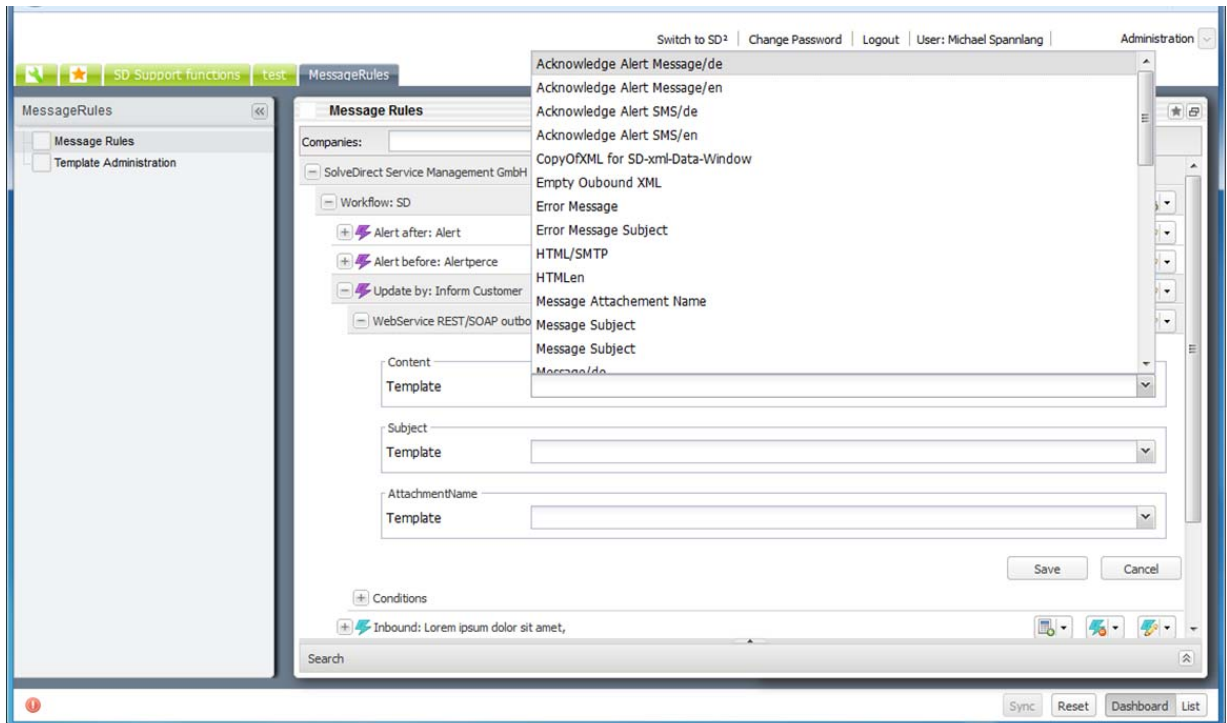
When a communication is deleted, the whole communication is removed and it will no longer exist in the database.





### 3.3.4.7 Assigning a Template

The following figure illustrates the screen for assigning a template to the MessageTrigger.





### 3.3.4.8 Creating a Template

The following figure illustrates the screen for creating a template.

The screenshot shows the 'Message Rules' configuration window. The left sidebar contains 'Message Rules' and 'Template Administration'. The main area is titled 'Message Rules' and shows a configuration for a 'WebService REST/SOAP outbound: Inform via Webservice (1)'. The configuration includes the following fields:

- Template Type:** Content
- Create Template:**
  - Name:** (empty text field)
  - Description:** (empty text area)
  - Content Type:** XML
  - Viewable in Calls:**
  - Template Type:** Detail
  - Active:**
  - Valid for Contract:** For all Contracts
  - Editor:** Spannlang
  - Edit Time (UTC):** 2014-07-22 12:19
  - XSL Template:**

```
<xsl:stylesheet xmlns:xsl="http://www.w3.org/1999/XSL/Transform" version="1.0"/>
```
  - XML Test Input:**

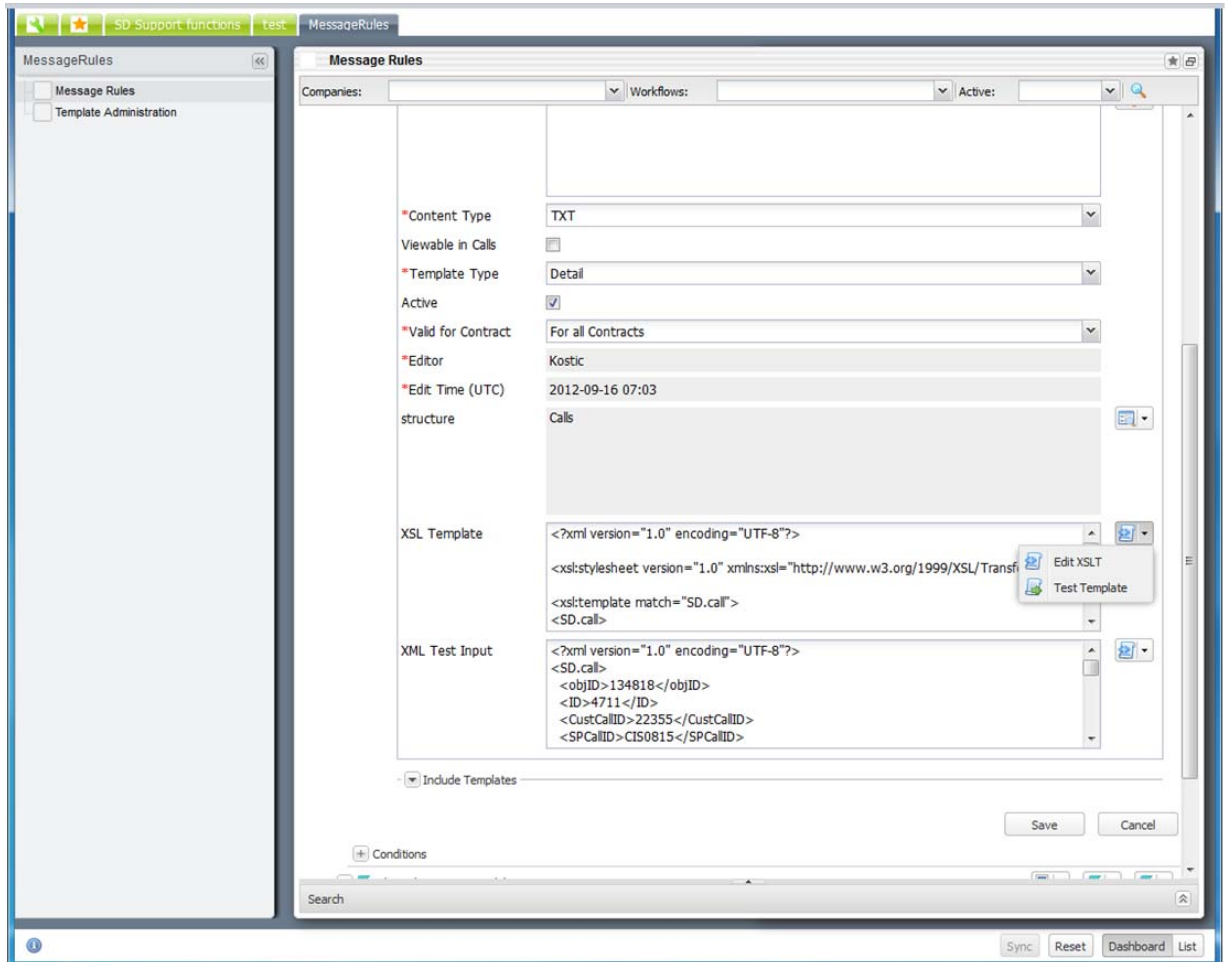
```
<?xml version="1.0" encoding="UTF-8"?>
<SD.call>
<objID>134818</objID>
<ID>4711</ID>
<CustCallID>22355</CustCallID>
<SPCallID>CIS0815</SPCallID>
```

At the bottom right, there are 'Save' and 'Cancel' buttons. A search bar is located at the bottom left, and a status bar at the bottom right contains 'Sync', 'Reset', 'Dashboard', and 'List' buttons.



### 3.3.4.9 Editing a Template

The following figure illustrates the screen for editing a selected template.







The following figure illustrates the editor used for editing the templates.

The screenshot shows a web-based editor for XSL templates. The interface includes a top navigation bar with options like 'Switch to SD²', 'Change Password', 'Logout', and 'User: Michael Spannlang'. The main area is titled 'Message Rules' and contains an 'XSL Template' editor. The editor displays the following XML code:

```

1  <?xml version="1.0" encoding="UTF-8"?>
2
3  <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
4
5  <xsl:template match="SD.call">
6  <SD.call>
7    <xsl:call-template name="CALL"/>
8  </SD.call>
9  </xsl:template>
10
11  <!-- ===== CALL - Template ===== -->
12
13  <xsl:template name="CALL">
14  =====
15  ACHTUNG: SD.call/bridge Response Monitor berichtet ein Problem!
16  =====
17  Der folgende Call, empfangen um <xsl:value-of select="CallReceiveTimeStr"/>
18  wurde bis jetzt nicht bestätigt:
19
20  <xsl:for-each select="CallStates">
21    <xsl:for-each select="Name">
22      <xsl:if test="string-length(.) != 0">
23        <xsl:value-of select="."/>
24      </xsl:if>
25    </xsl:for-each>
26  </xsl:for-each>
27
28  Kunde:
29  -----
30  <xsl:for-each select="BPOrganizationsCUS">
31    <xsl:for-each select="Name">
32      <xsl:if test="string-length(.) != 0">
33        <xsl:value-of select="."/><xsl:text>
34      </xsl:if>
35    </xsl:for-each>
36  </xsl:for-each>
37  <xsl:for-each select="Street">
38    <xsl:if test="string-length(.) != 0">
39      <xsl:value-of select="."/><xsl:text>
40  </xsl:if>
41  </xsl:for-each>
42  </xsl:for-each>
43  <xsl:for-each select="Zip">
44    <xsl:if test="string-length(.) != 0">
45      <xsl:value-of select="."/>
46    </xsl:if>
47  </xsl:for-each>
48  <xsl:for-each select="City">
49    <xsl:if test="string-length(.) != 0"><xsl:text> </xsl:text><xsl:value-of select="."/><xsl:text>
50  </xsl:if>
51  </xsl:for-each>
52  </xsl:for-each>
53
54  Dienstleister:
55  -----
56  <xsl:for-each select="BPOrganizationsSPR">
57    <xsl:for-each select="Name">
58      <xsl:if test="string-length(.) != 0">
59

```

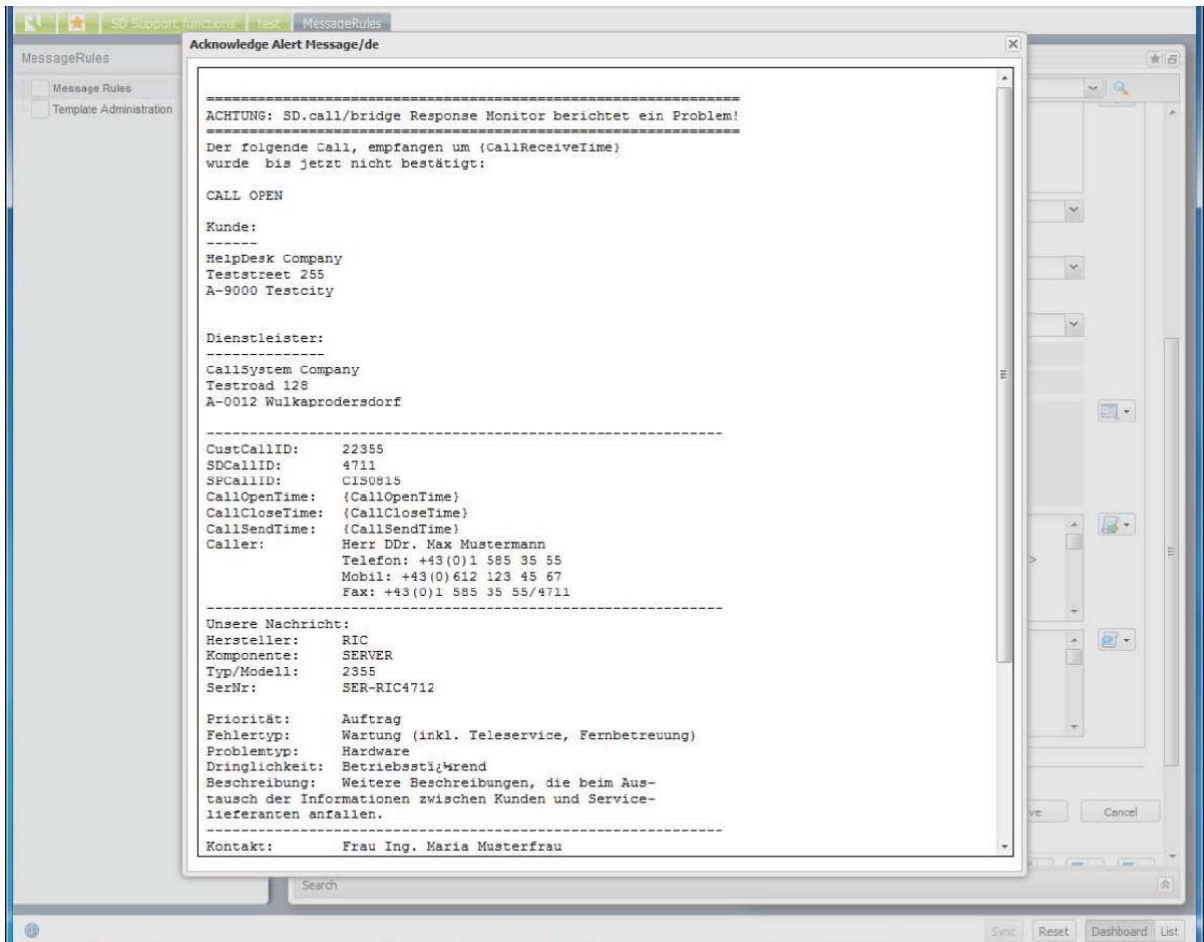
The editor also features a 'Save' button and a 'Cancel' button at the bottom right.

**NOTE:** For commands using this editor, see <http://codemirror.net/doc/manual.html#commands>. Not all editor commands of codemirror are implemented.



### 3.3.4.10 Test Template

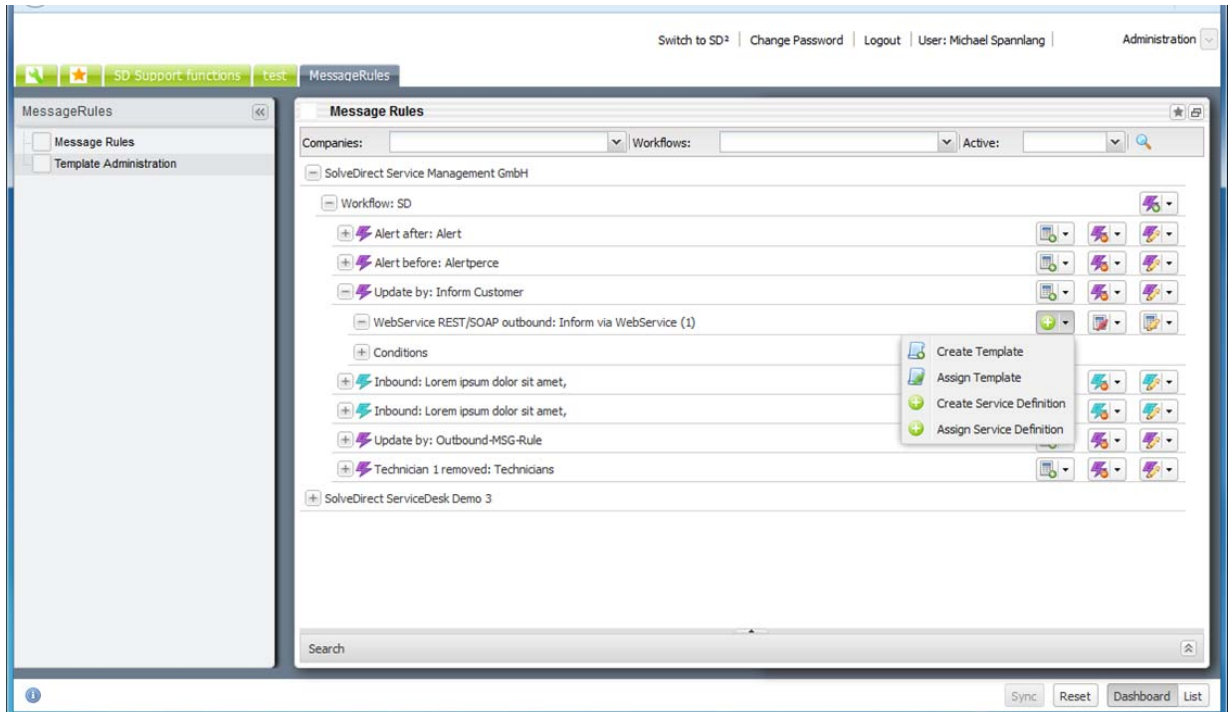
The following figure illustrates the screen for a test template.





### 3.3.4.11 Creating a Service Definition

The following figure illustrates the screen option “Create Service Definition” for creating a service definition.





This figure illustrates the “Create Service Definition” screen.

The screenshot displays the 'Create Service Definition' screen within the Cisco ServiceGrid administration console. The interface includes a top navigation bar with options like 'Switch to SD?', 'Change Password', 'Logout', and 'User: Michael Spannlang'. A left sidebar shows a tree view with 'Message Rules' and 'Template Administration'. The main content area is titled 'Message Rules' and contains several sections:

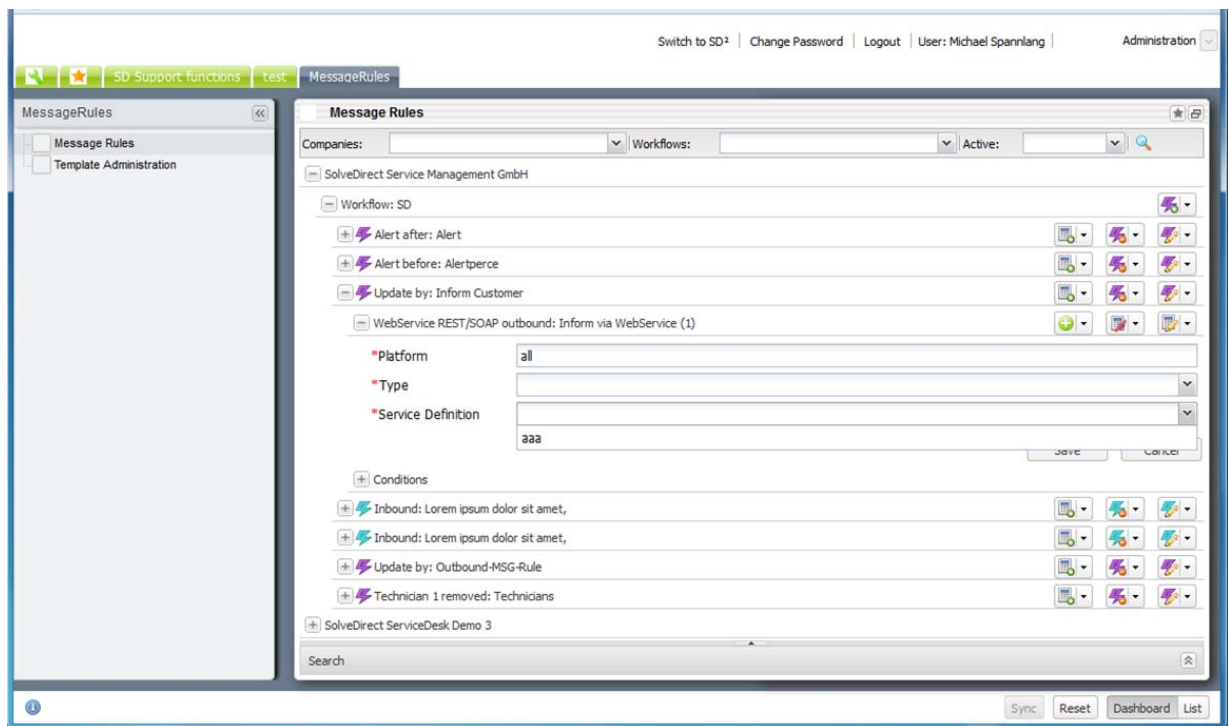
- Sender & Receiver:** Includes fields for 'Platform' (set to 'all') and 'Type'.
- Create Service Definition:** This section contains:
  - 'Company': SolveDirect Service Management GmbH
  - 'Name': (empty)
  - 'Type': WebservicePushHttp
  - 'Active':
  - 'Description': (empty text area)
  - 'Person': (empty dropdown)
- Authentication:** Fields for 'UserName' and 'Password'.
- URL:** A text input field.
- Monitoring:** A series of input fields for monitoring parameters, all set to '0':
  - MonCycleStepTimeO...
  - MonWarningTimeOu...
  - MonWarningThresho...
  - MonErrorRecoveryTI...
  - MonTempShutdown...

At the bottom right, there are 'Save' and 'Cancel' buttons. A search bar is located at the bottom left of the main content area.



### 3.3.4.12 Assigning Existing Service Definition

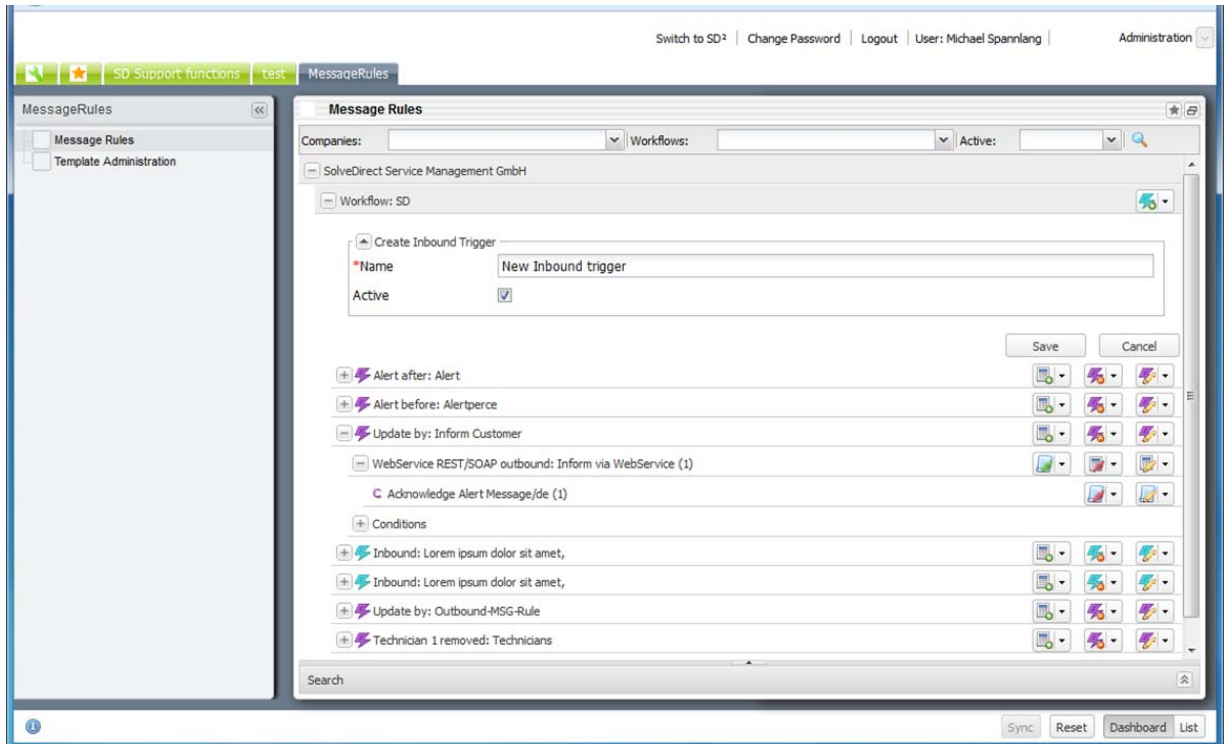
The following figure illustrates the screen used for assigning existing Service Definition.





### 3.4 Creating Inbound MessageRules

The following figure illustrates the screen for creating an inbound trigger.





### 3.4.1 Inbound Trigger Selection and Trigger Parameters

The trigger for inbound MessageRules is always **Wait for Inbound**.

**Parameter used:**

Parameter	Description
IsActive	Sets the trigger active (IsActive=No the trigger is displayed in brackets "(...)").

The following figure illustrates the screen for creating an inbound communication.

The screenshot shows the Cisco ServiceGrid Message Rules configuration interface. The main area displays a list of message rules for 'SolveDirect Service Management GmbH' under the 'SD' workflow. A 'Create Communication' dialog is open, showing fields for Name, Active, Converter, Communication Type, Date Format, and Encoding. The 'Parameters' section includes 'Send Attachments (N...)' with a value of 'C'. Buttons for 'Save' and 'Cancel' are visible.



### 3.4.2 Scope Selection

The trigger is only designed for designated scopes for certain organizations. Scopes for contracts, ContractElements, and ServiceItems will be ignored on inbound processing.

### 3.4.3 Inbound Communications

A new communication can be created while customizing the message rule or an existing communication can be selected.

#### (1) Select inbound converter

Converter	Description
SDStandardNVP	Only Cisco ServiceGrid namespace is supported. For Syntax, refer to section 5.3.
SDReadConfirmation	<b>Caution:</b> Not all partners will support this. This can be used when a corresponding outbound communication exists where the parameter ReadingConfirmation is set. It is only used with the CommunicationType <b>Mail to SD</b> .
SDStandardXML	Could be used with or without templates.

A lot of other converters are available. Most of them are listed for historical reasons.

#### (2) Select CommunicationsType and Communication Parameters

**NOTE:** An inactive communication does not deactivate the corresponding MessageRules.

The various communication types and its parameters are as follows:

Communication Type	Parameter	Description
Mail Confirmation	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined.
	Do not forward (Y/N)	The received confirmation will not be forwarded to partner if parameter is set to <b>Y</b> .
	IsActive	The communication is active.
FTP Server	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined.
	Handler	The so-called <b>Handler</b> on an operation system level. If not agreed differently, the default handler FILECOM has to be entered.
	IsActive	The communication is active.
HTTPS SOAP	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined.
	IsActive	The communication is active.
HTTPS Post	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined.
	IsActive	The communication is active.
Mail to SD	DateFormat	Default is dd.MM.yyyy HH:mm:ss. A different format can be defined.
	IsActive	The communication is active.

There are lot of other communication types are available.





(4) Definition of the senders

At least one sender must be specified with fixed sending address. This can either be an authenticated mail address or a service definition.

(5) Select Template

To assign a template to the MessageTrigger, follow these steps:

**Step 1:** Select a communication from the drop-down list.

**Step 2:** Click **Assign Template** or **Create Template**.

**NOTE:** Each inbound communication can use one or more templates.



### 3.5 Forgot Password Function

#### 3.5.1 Reason

A user must contact the administrator for resetting the password in case if the password is forgotten.

#### 3.5.2 How does it work?

After a user clicks the link “*Forgot your password*” on the login page, the password reset form is displayed as follows:

You must enter your email address, login name and short name of your root company in this form. If these data match with your user details, an email containing a reset password link is sent to you as follows:

You've requested a password reset. The link below will direct you to a form where you can set your new password: [https://at1.solvedirect.com/portal/templates/forgotPassword?t=-Xgut3JNHCZiJwwq9M7szUD-A31C9Z6aIbbKnpSm\\_4iDABUdtlNfVArA85m-71Pe20H4a6xg8WOQd2hBQQftA==](https://at1.solvedirect.com/portal/templates/forgotPassword?t=-Xgut3JNHCZiJwwq9M7szUD-A31C9Z6aIbbKnpSm_4iDABUdtlNfVArA85m-71Pe20H4a6xg8WOQd2hBQQftA==)

Please contact your administrator, if you haven't initiated this process!

This link is valid for one hour. After clicking the link in the email, the form to enter your new password is displayed as follows:

After entering the new password, you will be logged in automatically if the new password matches the password policy of your company.



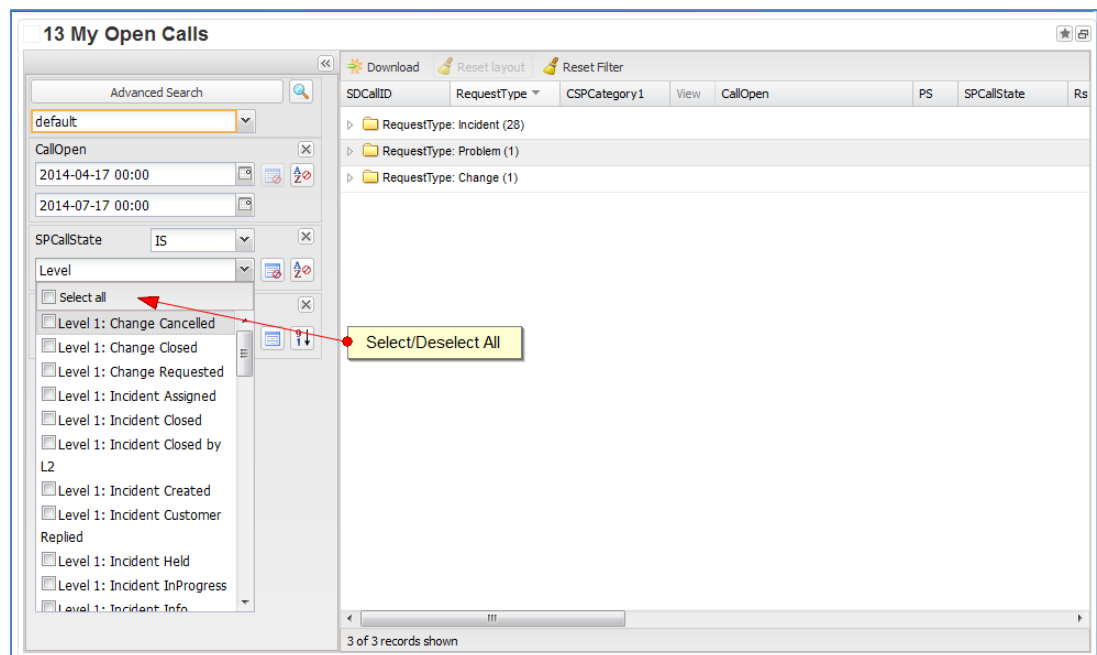
### 3.5.3 Setup

This function is available on the ServiceGrid login page for all users and there is no additional setup required.

## 3.6 Usability Enhancements in Lists

### 3.6.1 Select/Deselect All Records in a Select Box

In the select boxes, a new entry is displayed on the top: “*Select all*”. Select this checkbox to select all other options displayed under this checkbox. Deselect this checkbox to clear all the other options displayed under this checkbox.

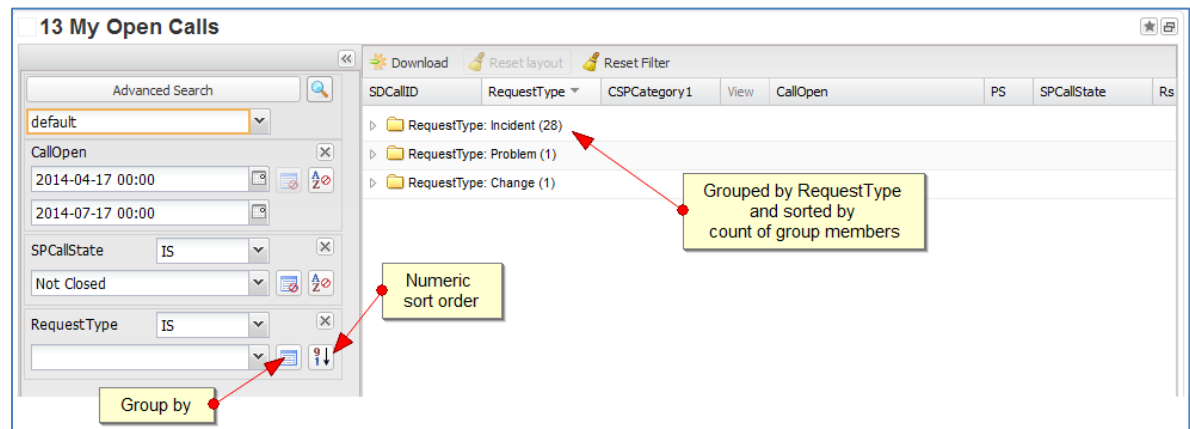




### 3.6.2 Sorting Grouped Lists by Number of Group Members

In earlier releases, it was not possible to sort a grouped list by the number of members in each group in the portal. Starting with release 6.10, 2 numeric sort options are available for columns where grouping is activated: 0->9, 9->0.

If one of these options is selected, the list will be sorted by the number of entries of each group.



**NOTE:** If the grouping option of a column is deactivated, only 3 sort options are available: A->Z, Z->A and NoSort.

## 3.7 Improvements of Portal Administration

### 3.7.1 Reason

In the portal administration, users, setups and callactions can be assigned to roles. The selection of the records can be done in 2 ways in both lists:

- Selecting the displayed records using the checkbox
- Select all records which are fetched from the database

In version 6.9, there was no clear identification of which selection mode is currently active.

### 3.7.2 How does it work?

With the new version, no checkboxes are displayed if the mode "Select all records" is selected. In this case, the list function will be applied to all records, which have been fetched from the database according to the current filter values of the list.



Role Administration

Roles Users Setups Portalgroups

Advanced Search  
default

Select all records
  Assign to Roles
  Unassign from Roles
  Set Default Role
  Reset layout
  Reset Filter

<input type="checkbox"/>	ShortName	LastName	FirstName	LoginName	EMail	IsActiv	DefaultR
	Demo IH Admin	Demo IH Admin...		Demo_H_Admin	email		Cust
	DemoUser	User	Demo	DemoUser		<input checked="" type="checkbox"/>	Cust
	enduser.cr	Abermayr (end...	Fritz	enduser.cr	sd-spam@sdca...	<input checked="" type="checkbox"/>	Cust
	enduser.cz	Abramovics (en...	Aleksandra	enduser.cz	sd-spam@sdca...	<input checked="" type="checkbox"/>	Cust
	enduser.de	Spät (enduser.de)	Carl	enduser.de	sd-spam@sdca...	<input checked="" type="checkbox"/>	Cust
	enduser.en	Abott (enduser...	Mary	enduser.en	sd-spam@sdca...	<input checked="" type="checkbox"/>	Cust

Button to switch the select mode

If the "Select all records" mode is deactivated, the records for the list function must be selected or deselected by clicking the checkbox of each row.

Role Administration

Roles Users Setups Portalgroups

Advanced Search  
default

Select all records
  Assign to Roles
  Unassign from Roles
  Set Default Role
  Reset layout
  Reset Filter

<input type="checkbox"/>	ShortName	LastName	FirstName	LoginName	EMail	IsActiv	DefaultR
<input checked="" type="checkbox"/>	aknippel	Knippel	Anton	aknippel			Cust
<input checked="" type="checkbox"/>	Babara	Scherf	Babara	scherrf	barbara.scherf...		Cust
<input checked="" type="checkbox"/>	beate	Nestlang	Beate	beate	beate.nestlang...		Cust
<input checked="" type="checkbox"/>	c100.002	Müller	Franz	customer100	sd-spam@sdca...	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	c100.010	Kurz	Karl	d3c110	sd-spam@sdca...	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	cab.de	Metz (cab.de)	Manfred	cab.de	sd-spam@sdca...	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	cab.en	Mason (cab.en)	Mikes	cab.en	sd-spam@sdca...	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	cockpit.en	Cockpit	Demo	cockpit.en	sd-spam@sdca...	<input checked="" type="checkbox"/>	Adm
<input type="checkbox"/>	d3adm	SD Demo (D3)	Administrator	d3adm	klemens.poetzel...	<input checked="" type="checkbox"/>	Adm



## 4 B2B Connections

### 4.1 Measurement of Message Processing

#### 4.1.1 Reason

With this new functionality, it is possible to generate reports based on ticket list about the performance of ServiceGrid for processing messages.

#### 4.1.2 How does it work?

To calculate the duration of message processing of ServiceGrid, new fields are added to the call table. These fields are filled or calculated by the converter processes.

- **InMessageReceiveTime:** While processing the inbound message, the received time of the inbound message is copied from the message into the call. In the case of a call update, all other fields relevant to the measurement are cleared.
- **OutMessageQueuedTime:** After creating all outbound messages, the queued time of the first outbound message is stored in the call record and the time difference between the received time and queued time is calculated.
- **OutMessageSentTime:** While saving the sent time of the first outbound message, this timestamp is copied to the call record and the time difference between the received time and the sent time is calculated.
- **InternalProcessingMsecs:** Indicates the duration of processing the inbound message and creating the outbound message in milliseconds.
- **ExternalProcessingMsecs:** Indicates the duration of processing the inbound message, creating the outbound message and sending the outbound message to the partner systems in milliseconds.

#### 4.1.3 Setup

To customize such a report, the following fields must be added to the call tracking setup. All these fields can be displayed in call lists, call detail and call history forms, and outbound templates.

Label	InternalFieldName	SeqNr	DataType	Description
InMessageReceivedTime	/SD.call/InMessageReceivedTimeStr	10	String	Timestamp when inbound message has been received by ServiceGrid.
OutMessageQueuedTime	/SD.call/OutMessageQueuedTimeStr	20	String	Timestamp when first outbound message has been queued by ServiceGrid.
OutMessageSentTime	/SD.call/OutMessageSentTimeStr	30	String	Timestamp when first outbound message has been sent to partner system.
InternalProcessingMsecs	/SD.call/SgInternalProcessingMsecs	40	Integer	Duration between OutMessageQueuedTime and InMessageReceiveTime in milliseconds.
ExternalProcessingMsecs	/SD.call/SgExternalProcessingMsecs	50	Integer	Duration between OutMessageSentTime and InMessageReceiveTime in milliseconds.



## 5 Browser Policy

There are three browser classes defined:

Browser-Class	Browser	Properties
1	Firefox (Latest version), Google Chrome ( Latest version), Internet Explorer 11	<ul style="list-style-type: none"> <li>Complete availability of product and application features (technician calendar, HTML-editor, ...)</li> <li>Graphical presentation (CSS layout)</li> <li>No open browser related known errors</li> </ul>
2	Internet Explorer 10	<ul style="list-style-type: none"> <li>Limited availability of product and application features</li> <li>Limited graphical presentation (CSS layout)</li> <li>There may be browser related bugs/known errors</li> </ul>
3	Internet Explorer 9	<ul style="list-style-type: none"> <li>Limited availability of product and application features</li> <li>Highly limited graphical presentation (CSS layout)</li> <li>Open browser related bugs/known errors</li> </ul>

This release is tested with the following browser versions in accordance with the browser classes:

- Internet Explorer 9, Internet Explorer 10, and Internet Explorer 11
- Firefox Version 30
- Google Chrome Version 35, and Version 36



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)