Core Release Bulletin

CostGuard Solution 24.1 Release

January 2024

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About this Document

IDI's Core Release Bulletins describe new Core functionality introduced with the release through either Adaptive (AR) or Feature (FR) requests. Core functionality is defined as a capability that is available to all customers that upgrade to the release, although in some cases additional custom work may be required to use it. This document includes an overview of the new capabilities as well as the required configuration or setup information. Supporting documentation can be found on E-Support under Resources > Knowledge Center and Resources Help Resources.

Additional training opportunities are also available through IDI University. Please contact your Account/Project Manager for more information.

1 Release Summary

1.1 Change Orders/Enhancements

The following change orders and other enhancements are included in this release.

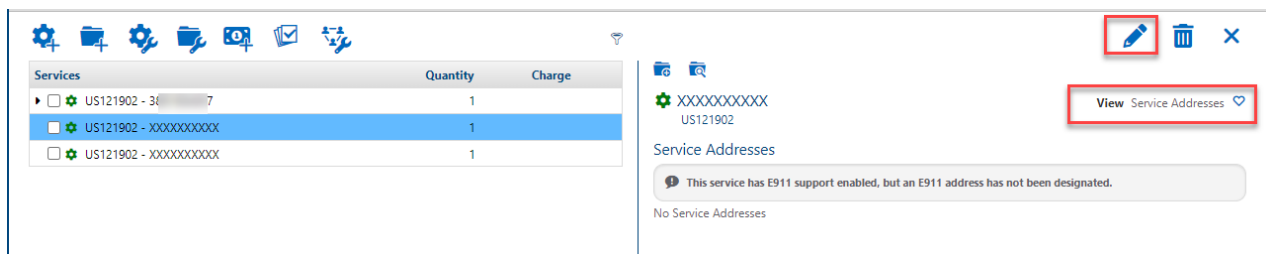| Functional Area	AR/FR	Description
Customer Portal	FR 3499	**Initial Release** IDI's Customer Portal is an intuitive digital platform that lets your subscribers be more self-sufficient in managing their bills and helps you significantly reduce support costs and call volumes. Subscribers can quickly and easily register for a customer portal account and then have access to a wide range of self-service functions. For details, see the article on Customer Portal in the IDI Knowledge Center.
E911 Management	FR 3463	**Overriding E911 Class & Type of Service in Orders web module** This enhancement is part of an ongoing effort to support managing E911 information in web orders. It lets users override the default *E911 Class of Service* and *E911 Type of Service* on E911 service addresses when adding or editing an E911-eligible service in the Orders web module. These fields default to values configured in CostGuard Client Product Catalog. Previously, the values could only be updated via Customer Care or the Order Management web APIs.
Invoice XML	AR 9284	**Display number of calls on invoices** This enables the system to parse the number of calls from a usage record and include this information in invoice XML for display on an Invoice when the *Usage Type As MRC Groups* xml optional report is included in the invoice XML.

1.2 Resolved Known Issues

The following known issues have been resolved in this release.

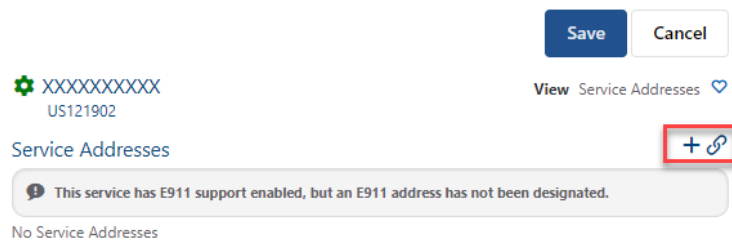| Functional Area	PR	Description
E911 Management	84551	**E911 files require unique sequence numbers** E911 providers expect a unique sequence number to populate the ID field a when a new file is created; however, all files were assigned ID = **0**. The export process has been updated to increment the sequence number when a new file is generated for an E911 provider.
E911 Management	84561	**Scheduled job does not support multiple E911 providers** The Automated E911 File Generated scheduled job previously only able to send files to one E911 provider. The job has been updated to support multiple E911 providers.
E911 Management	84564	**Add sequence number to E911 export file name** The E911 export file name previously only contained the E911 company and date the file was created. The file name was updated to include the sequence number to be in alignment with some E911 providers.
MSAG Management	84566	**MSAG validation error on successful validation** On an MSAG validation, if there were multiple potential matches and one or more failed prior to finding the correct match, an error would be displayed even though the validation ultimately passed. This has been corrected to prevent the error message from being displayed when the address passes validation.
Usage Processing	84532	**Usage details not loading in CostGuard Client when there are a large number of records** When Attempting to access the Usage information for a customer the usage would not load and display. This was due to a timeout when processing large amounts of records for a customer. The process to load the usage has been updated to better perform when large amounts of records are involved.
Provisioning	84506	**SKU association remains after provisioning variable is deleted** Deleting a provisioning variable did not remove any associated SKUs. This caused the Provisioning from Order Workflow Action to fail even if the deleted variable was not being used in an associated POD on an order. The process has been updated to delete the association with a SKU when a provisioning variable is deleted.

2 Setting E911 Class of Service and E911 Type of Service via Orders Web Module

This enhancement is part of an ongoing effort to support managing E911 information in web orders. It lets users override the default *E911 Class of Service and E911 Type of Service* on E911 service addresses when adding or editing an E911-eligible service in the Orders web module. These fields default to values configured in CostGuard Client Product Catalog. Previously, the values could only be updated via Customer Care or the Order Management web APIs.

This functionality is available when you edit Service Addresses on the Service Details view.

Clicking the edit (pencil) icon in the Service Addresses view displays a form that lets you add one or more service addresses, designate one as the E911 address (existing functionality), and override the default *E911 Type of Service and E911 Class of Service* values.

If there are no service addresses currently listed here, you can add one or more using the **+** or link icons. The **+** icon opens Customer Care to the Service Addresses page where you can configure new addresses. If you don't need to configure new addresses, click the link icon to display the Link Addresses form. This form lists available addresses that you can link to the new service.

Link Addresses

Search Addresses...

Street Number From		To	

Address ^	Status	
0 ...u Kowa Bldg 8F Tokyo Japan 10600	Approved	🔗
0 ...s, Alfredton Derbyshire UK DE554	Approved	🔗
0 ...alera A Berguenda, n 1 Mas Blau I El P...	Approved	🔗
0 ...lle NY 13367	Approved	✔
1 ...8 La Vergne TN 37086	Approved	✔

« ‹ 1 2 3 ··· › »

Selected Addresses To Link

📍 0 U... Lowville NY 13367 ✕
📍 1 Ing... 43 La Vergne TN 37086 ✕

OK   Cancel

After selecting one or more addresses, use the Edit Service Addresses view to designate one as the E911 Address. The designated E911 address will have two additional drop-down menus for overriding the default *Type of Service* and *Class of Service* selections.

Save   Cancel

⚙ XXXXXXXXXX
US121902

View Service Addresses ♡

Service Addresses   + 🔗

E911 Address   E911 Address ⦿
                                                           Approved
Type of Service*   **Class of Service***   **Not MSAG Validated**
FX in 911 serving ⌄   Residence ⌄

___ BLVD
Route 12
Lowville, NY 13367

___ BLVD   🔗
Mail Stop 1   E911 Address ◯
La Vergne, TN 37086   **Approved**
                                           Not MSAG Validated

If you change a default value, the **Undo Override** control lets you undo the change and revert to the default value.

On saving, overridden values are shown in red.