



**ORDERS MANAGER USER
GUIDE v1 JANUARY 2025**

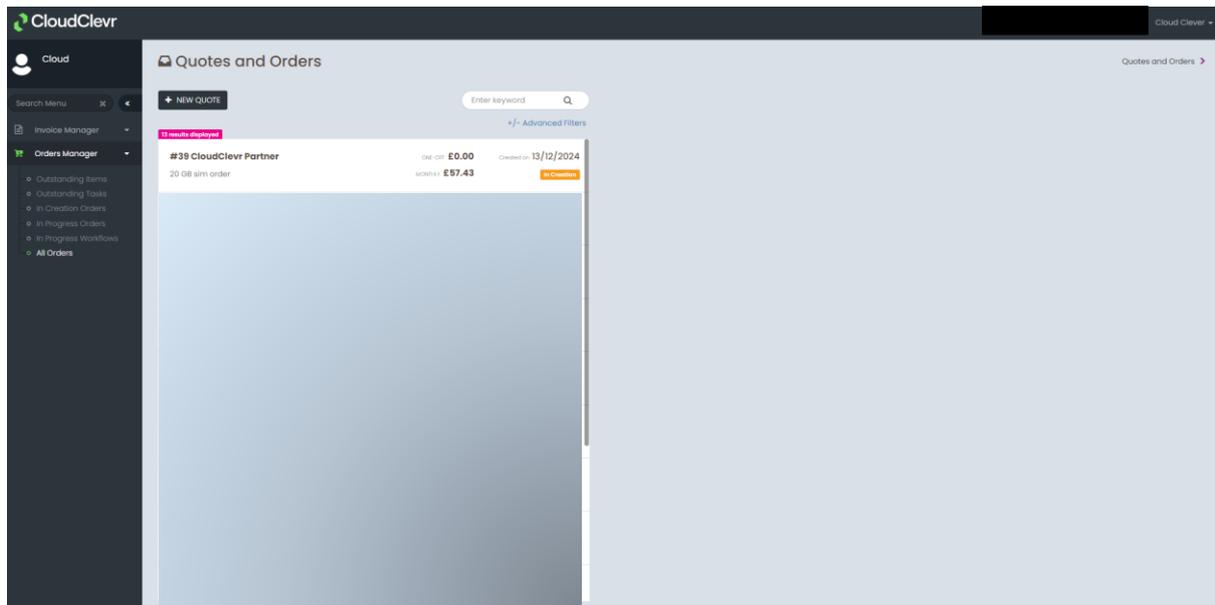


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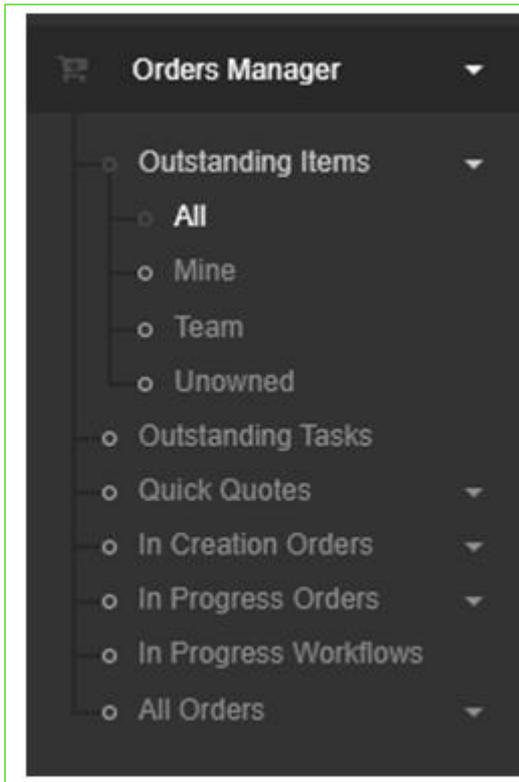
Orders Management

CloudClevr have combined our provisioning system with our billing platform, to utilise the **Orders Manager** framework, which is a simple to use, provisioning interface. This provisioning system will allow you manage your O2 Mobile estate, with a view to releasing this functionality for supplementary mobile networks in 2025.



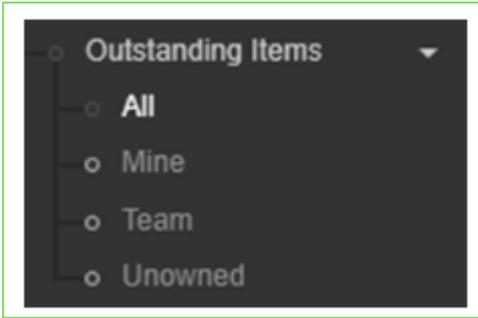
Orders Manager Navigation

Within **Orders Manager**, there are a number of sub menu items to help users to navigate the orders process.



- **Outstanding Items** – Displays all Quotes and Orders that are not complete. This includes tasks with a status of In Creation, Awaiting Action, Line Testing, Failed and Processing.
- **Outstanding Tasks** – Displays a list of every task in the system that is waiting for an action.
- **Quick Quotes** – Displays all Quotes created via Quick Quotes
- **In Creation Orders** – Displays all Quotes that are In Creation i.e. have not yet been submitted to become Orders.
- **In Progress Orders** – Displays all Orders that are currently in progress. Will not show In Creation quotes, completed Orders or Orders that have been Aborted or Failed.
- **In Progress Workflows** – Displays a list of all In Progress Workflows. This allows you to see at glance where in the workflow each Task is and its current status etc.
- **All Orders** – Displays all Orders currently in the system including Completed Orders and Expired or Aborted Orders.

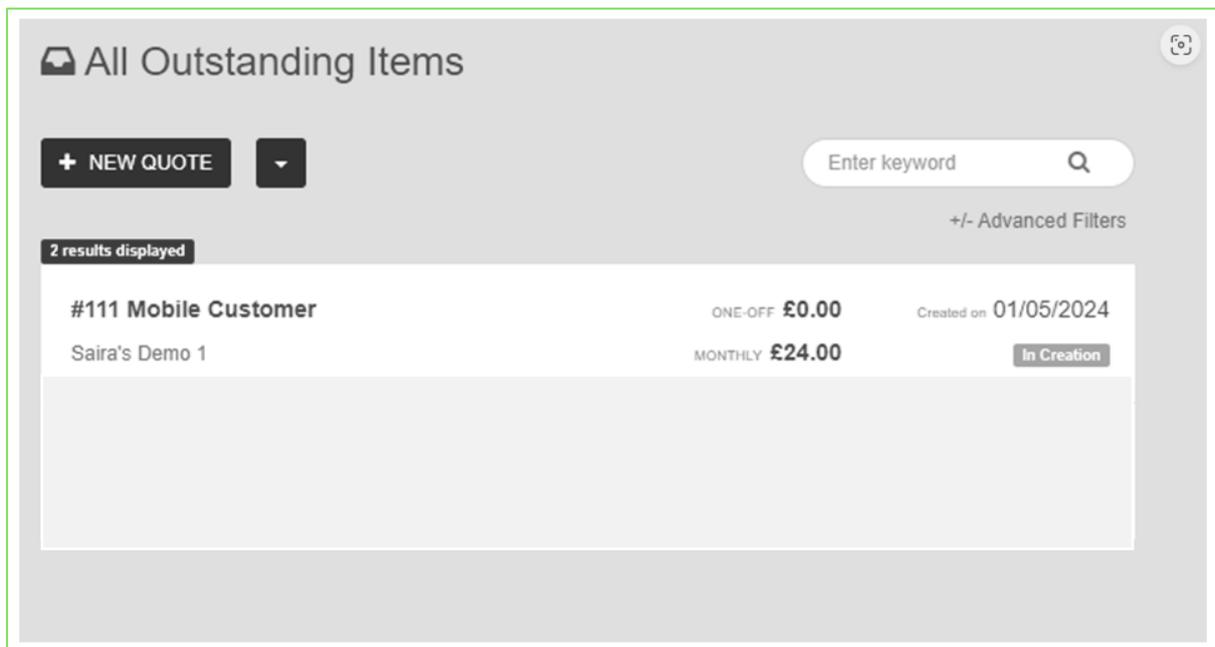
Clicking on the dropdown arrow next to these submenu items (excluding Outstanding Tasks and In Progress Workflows) will reveal further filtering options for each section:



- **All** – All Items will be displayed.
- **Mine** – Only Outstanding Items assigned to you will be displayed.
- **Team** – Only Outstanding Items assigned to your Team will be displayed.
- **Unowned** – Only Outstanding Items unassigned to a person/team will be displayed.

View an Existing Quote

A quote is an **Order** you require to place. To **View** an existing quote, you will need to navigate to the **Orders Manager**, select **Outstanding** items and from the menu select the area where your quote is saved. This will display the following screen.

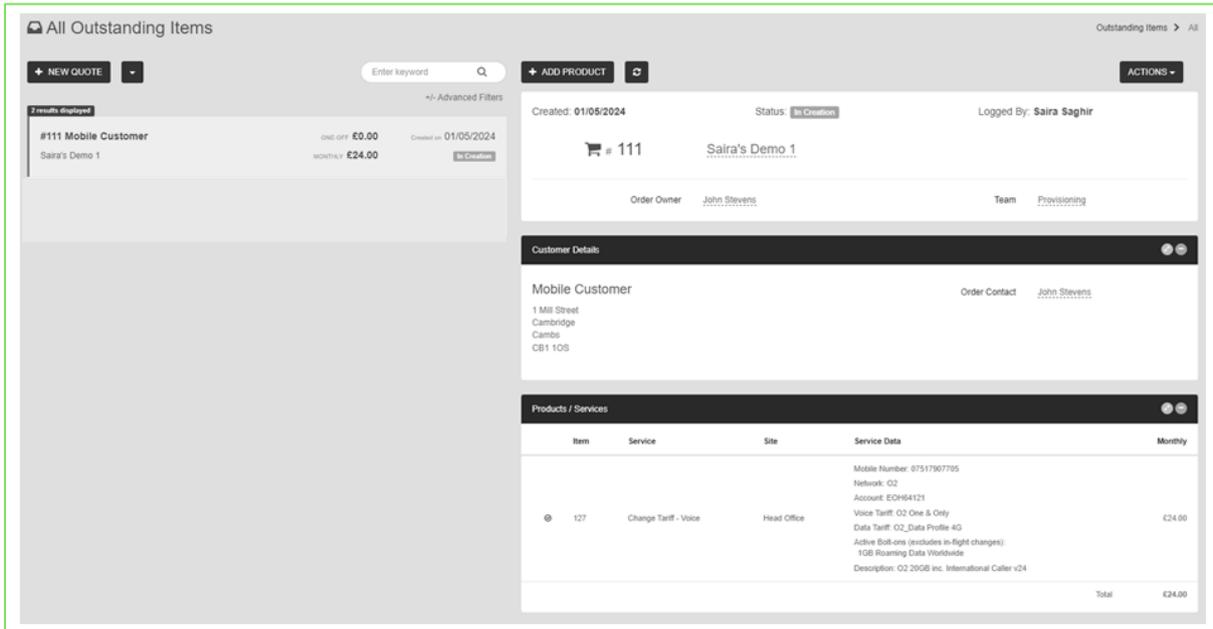


The left portion of the screen will be populated with the quotes or orders relating to the sub menu item you have chosen.

Details of the quote or order name, costs, creation date and status are displayed against each record.

The quote or highlighted within a blue box, to indicate which quote has been selected.

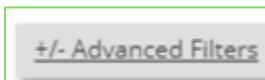
Further information relating to that Quote/Order will then be displayed on the right side of the page, split into sections.

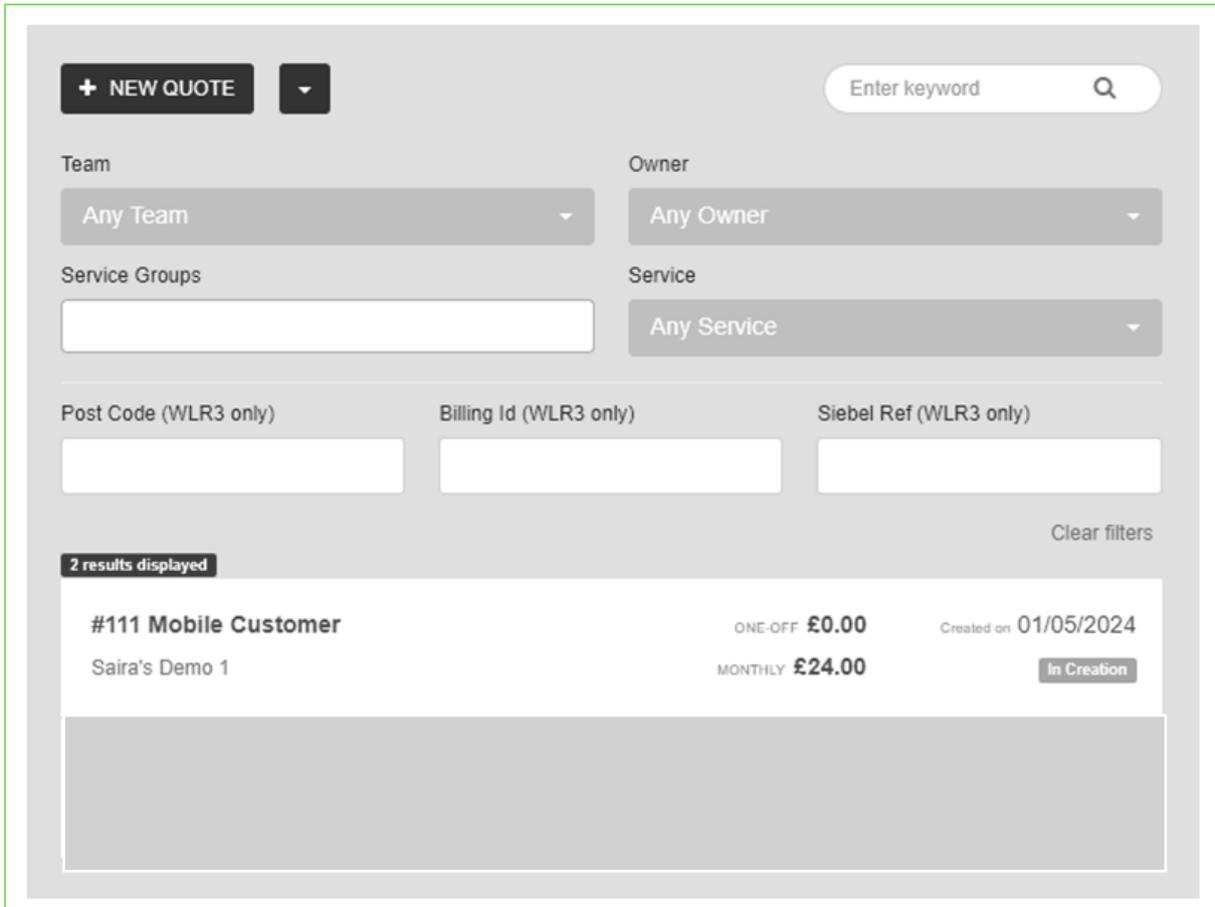


The screenshot shows the 'All Outstanding Items' page. On the left, a list of items is displayed, with the first item '#111 Mobile Customer' highlighted in a blue box. The main area on the right provides detailed information for this item, including creation date, status, and logged by user. Below this, there are sections for 'Customer Details' and 'Products / Services'.

Item	Service	Site	Service Data	Monthly
127	Change Tariff - Voice	Head Office	Mobile Number: 07517907705 Network: O2 Account: ECH64121 Voice Tariff: O2 One & Only Data Tariff: O2_Data Profile 4G Active Bolt-ons (excludes in-flight changes): 1GB Roaming Data Viorbude Description: O2 20GB inc. International Caller v24	£24.00
Total				£24.00

If you are searching for a specific quote, you can select the Advanced filters button and filter through the fields to search for your quote.





The screenshot shows a web interface for managing quotes. At the top left is a '+ NEW QUOTE' button. To its right is a search bar with the placeholder text 'Enter keyword' and a magnifying glass icon. Below these are filter sections: 'Team' with a dropdown menu set to 'Any Team', 'Owner' with a dropdown menu set to 'Any Owner', 'Service Groups' with an empty text input field, and 'Service' with a dropdown menu set to 'Any Service'. Further down are three input fields for 'Post Code (WLR3 only)', 'Billing Id (WLR3 only)', and 'Siebel Ref (WLR3 only)'. A 'Clear filters' link is located to the right of these fields. Below the filters, a status bar indicates '2 results displayed'. The first result is for a quote titled '#111 Mobile Customer' with a sub-title 'Saira's Demo 1'. It shows a 'ONE-OFF' price of '£0.00' and a 'MONTHLY' price of '£24.00'. The quote was 'Created on 01/05/2024' and has a status of 'In Creation'.

For **In Creation** quotes, you will see three sections – Order Details, Customer Details and Products/Services.

For quotes that have been submitted and therefore become orders, you will see two additional sections – **Tasks** and **Provisioning Processes**.

Outstanding Tasks						
Task	Complete	Service	Type	Date Created	Outstanding For	Values
15	No	Provisioning Order 2	Sales Admin Order Approval	01/04/2019 16:21:17	1030 days	

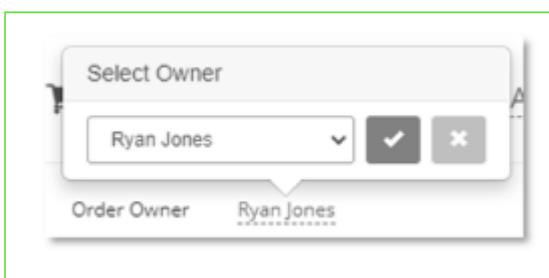
Previous **1** Next

Provisioning Processes		
Id	Process	Current Step
199	Provisioning Order 2	Error-Unhandled

Number Ports will also have an additional section – **Reserved Port Numbers**.

Reserved Port Numbers				
	Port Numbers	Range	Last Number	Action
⊖	01158962872	1		Port 🗑️

Any lines in blue with a dotted blue underline can be amended by clicking and either using the dropdown box or overwriting the text where applicable.



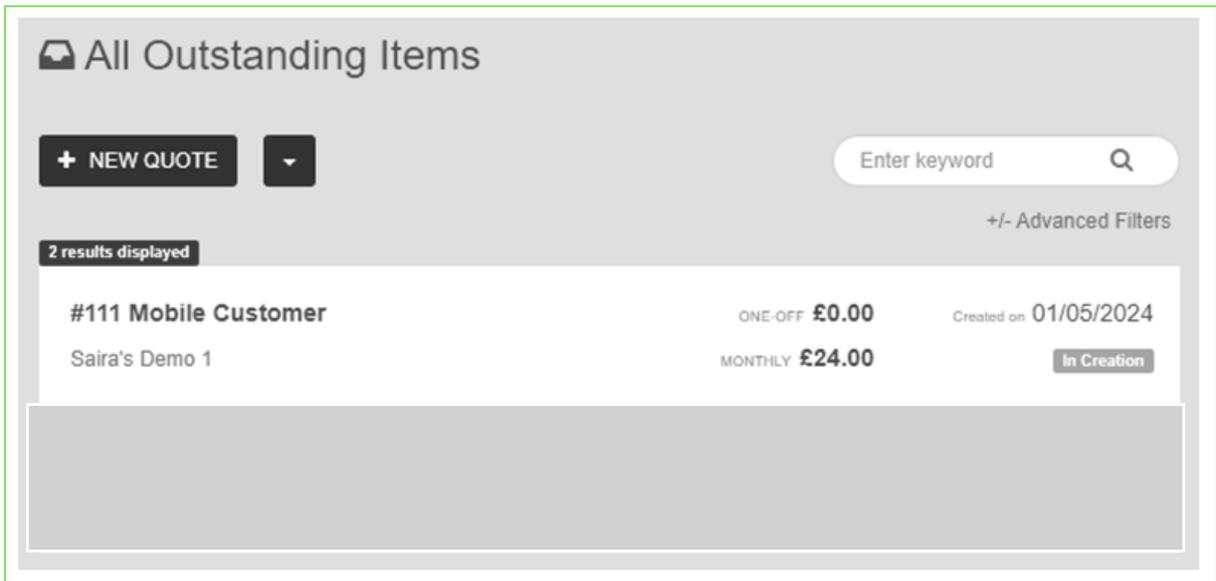
New Quote (ORDER) Creation

A **New Quote** can be created from any of the **Orders Manager** sub menu Items (except for Outstanding Tasks and In Progress Workflows).

Please note that the **Customer** you wish to create a **New Quote** for should already be set up in **Ability** before starting the process.

1. From one of the sub menu items (Outstanding Items, In Creation Orders, In Progress Orders, or All Orders), click on the **+ NEW QUOTE** button at the top of the **Order**

Summary section:



The screenshot shows the 'All Outstanding Items' interface. At the top, there is a search bar with the text 'Enter keyword' and a magnifying glass icon. Below the search bar is a '+ NEW QUOTE' button and a dropdown arrow. To the right of the search bar is a '+/- Advanced Filters' link. Below this is a '2 results displayed' indicator. The main content is a table with one row of data:

#111 Mobile Customer Saira's Demo 1	ONE-OFF £0.00 MONTHLY £24.00	Created on 01/05/2024 In Creation
--	---------------------------------	---

2. You will then be presented with the **Start My Quote** form:

Start My Quote
✕

Quote Name *

Select Company *

Select Site *

Order Contact

[+ New Contact](#)

3. Fill out the **Start My Quote** form as completely as possible. Fields marked with an * are mandatory.

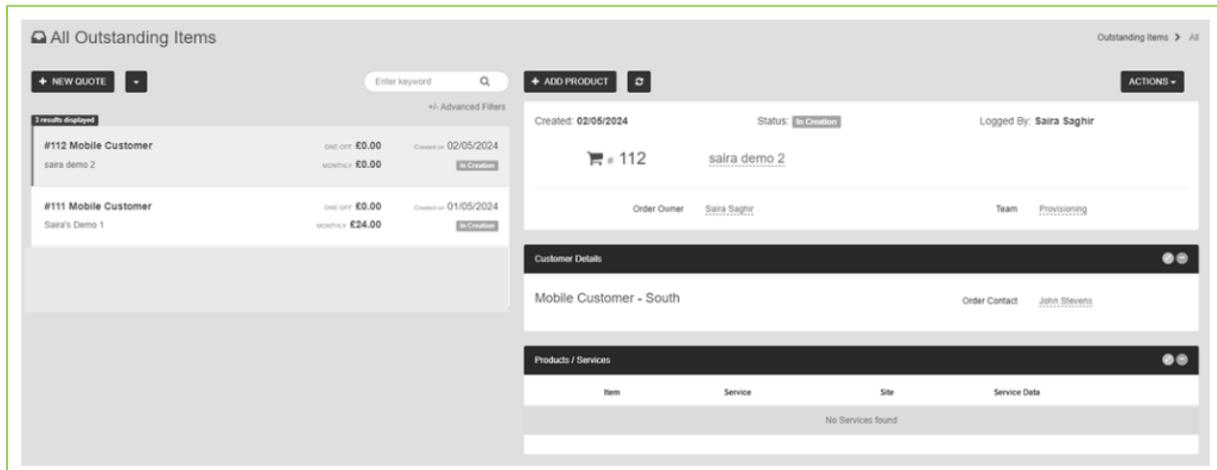
Field	Details
Quote Name *	Enter the Name you would like to use for this Quote.
Select Company *	This will be defaulted to your Partner name.
Select Site *	**Important** please choose the relevant site your connection will be billed to. i.e. SIMO or Group Shared
Order Contact	Enter a minimum of 2 characters and select the applicable Order Contact from the dropdown. This is the Site Contact that will be associated with the Quote.
+ New Contact	Use the + New Contact button to create a new Contact to be associated with the Quote. You will be presented with the Contact Information screen. Fill out the contact details as completely as possible, then click create. This will create a New Contact against the Site. You can then select the new contact in the Order Contact dropdown.

4. Click **Create** to save the information and create the **New Quote**.

Add Products

Once you have created a **New Quote**, you can begin to build the **Quote** by adding **Products**.

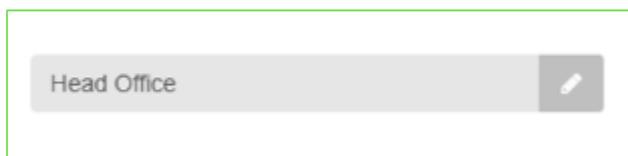
1. Locate and select the applicable **Quote**. The selected **Quote** will be highlighted.



2. Click the **+ ADD PRODUCT** button, at the top of the **Order Summary** section.

3. Then **Select a service to add to your quote** window will open, with the **Quote#** and **Site Ref.** displayed at the top of the window.

4. If you have selected the wrong **Site** against the quote, you can edit this by selecting the pen next to the site displayed and amend the site:



Quote #: 112 - Select a site. x

Search:

SiteName	ShortName	PostCode	Town	
Mobile Customer	Head Office	CB1 10S	Cambridge	Select
Mobile Customer - South	MCSOUTH			Select

Page 1 of 1

First Prev 1 Next Last

The product options are displayed within the main portion of the screen:

CloudClevr Partner ✎

CloudClevr O2



New Connection



Change Tariff - Voice



Change Tariff - MBB



Change Bolt-on



Change Bars



Change Services & APNs



Sim Swap

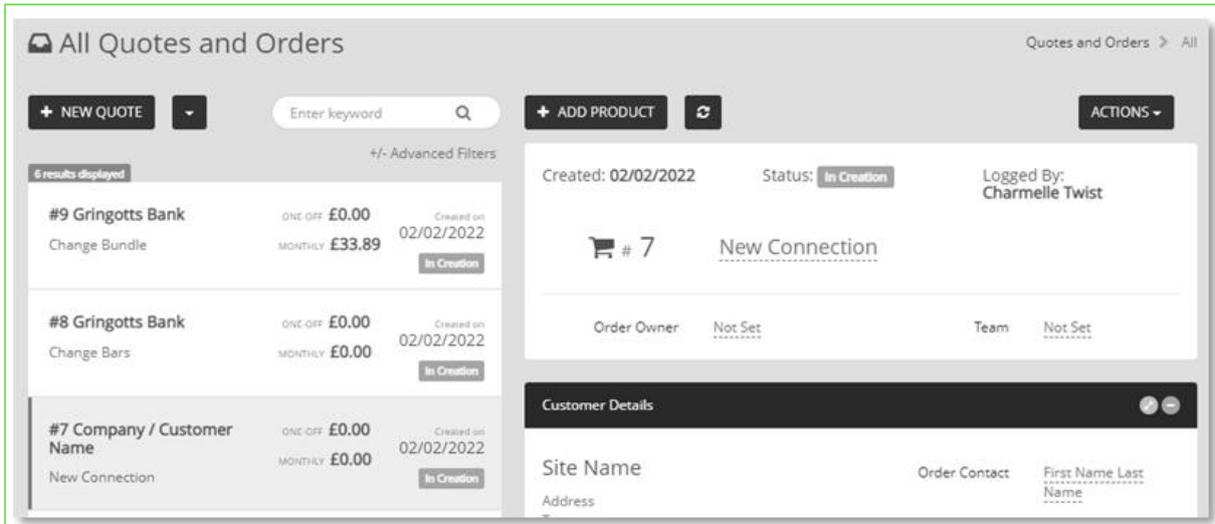
5. Select the applicable option: **New Voice Connection, New MBB Connection, Change Tariff Voice, Change Tariff MBB, Change Bolt-on, Change Bars, Change Services & APNs,** and SIM Swap (o2 or Vodafone).

New Voice Connection

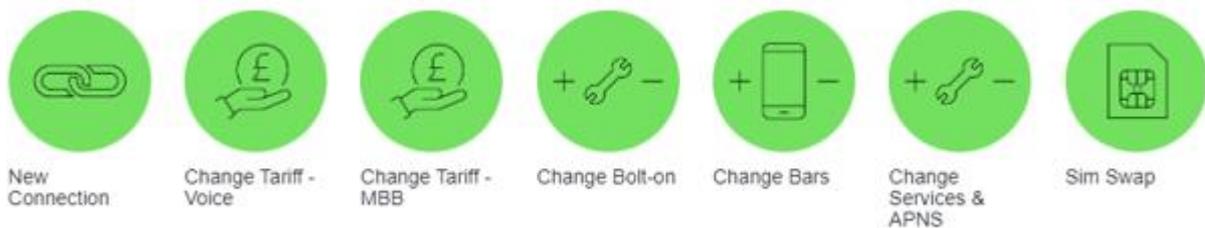
To add a **New Voice Connection**:

1. Locate and select the applicable **Quote**, previously created within **Orders Manager**.

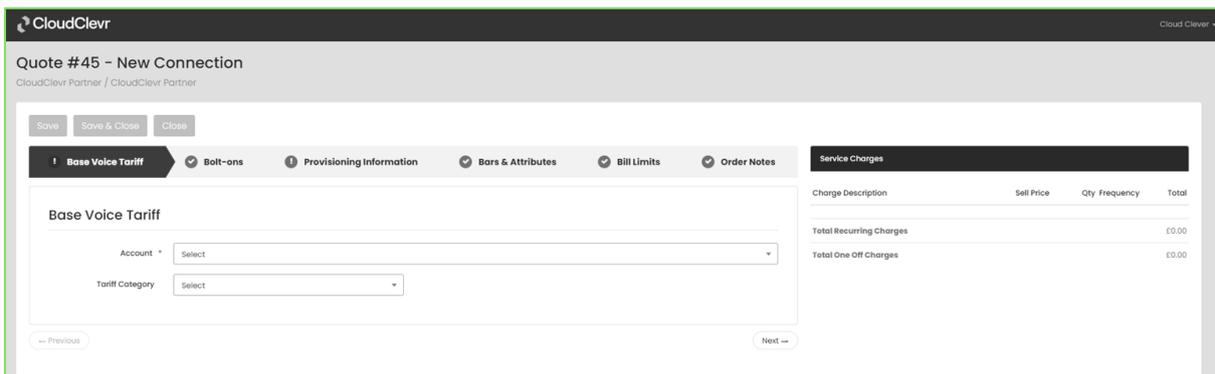
Note: please see **New Quote Creation** for further information.



2. Click the **+ ADD PRODUCT** button, at the top of the **Order Summary** section.
3. The **Select a service to add to your quote** window will open, with the **Quote#** and **Site Ref.** displayed at the top of the window.

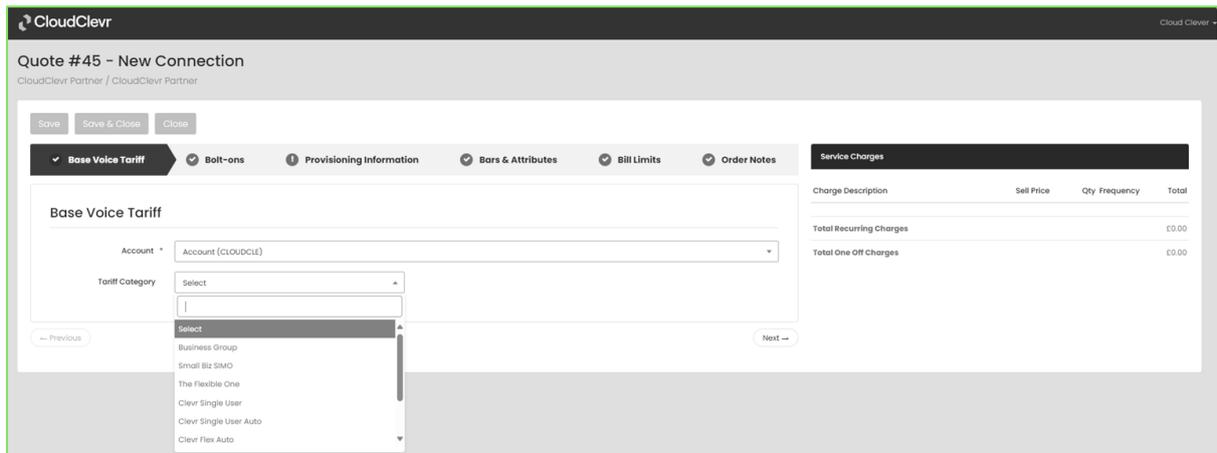


4. Select the **New Voice Connection** option.
5. You will then be presented with the **New Connection** screen.

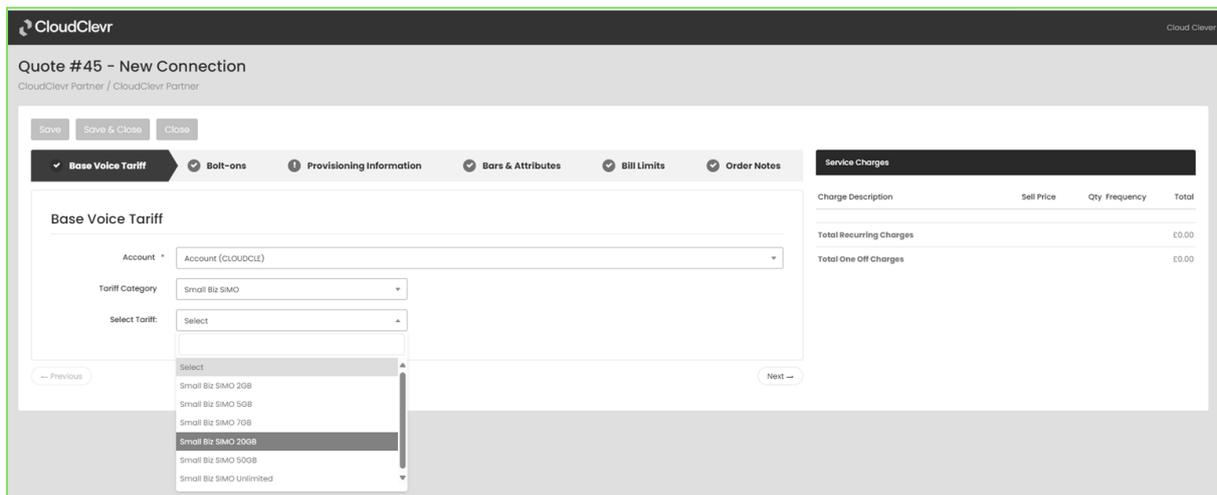


6. The Account will default to your **Partner Name**

7. Select the **Tariff Category**



8. Then select the **#Select Tariff** button:



9. You will then be presented with available **Tariffs** to select. Please note that Voice and Data connections will be provisioned with all data APNs as standard.

10. If you require a **Bespoke** Tariff which is not available in the **Dropdown**, please select category **Bespoke** and enter the details provided by CloudClevr.

Quote #45 - New Connection
CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

Base Voice Tariff Bolt-ons Provisioning Information Bars & Attributes Bill Limits Order Notes Service Charges

Base Voice Tariff

Account * Account (CLOUDCL1)

Tariff Category Bespoke Please populate the Order Notes with Details of your pre-existing bespoke Tariff

Charge Description Sell Price Qty Frequency Total

Total Recurring Charges £0.00

Total One Off Charges £0.00

Previous Next

CloudClevr

Quote #45 - New Connection
CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

Base Voice Tariff Bolt-ons Provisioning Information Bars & Attributes Bill Limits Order Notes

Order Notes

Notes

Details here of Bespoke tariff

11. Once you are happy with your tariff selection, click **Next** to move on to the **Bolt-ons** Selection section.

CloudClevr

Quote #45 - New Connection
CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

Base Voice Tariff Bolt-ons Provisioning Information Bars & Attributes Bill Limits Order Notes

Bolt-ons

Select Data Top UP: Select

Select Uk to int mins: Select

1GB

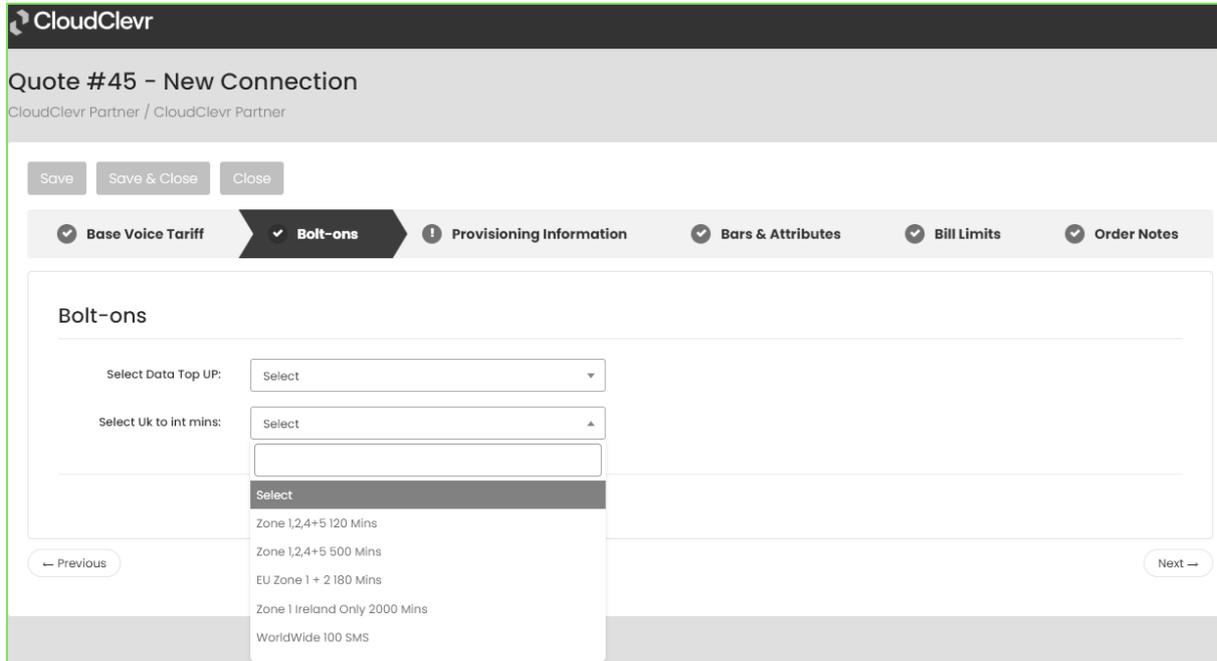
5GB

10GB

50GB

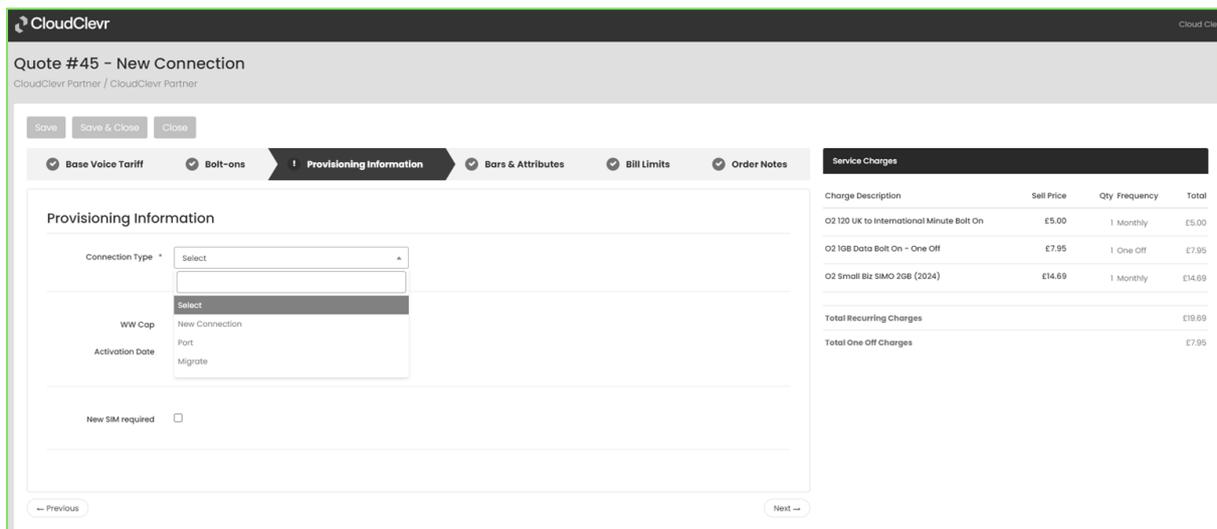
Previous Next

12. Within the **Bolt-ons** section, click the applicable **Bolt-on** you wish you apply.



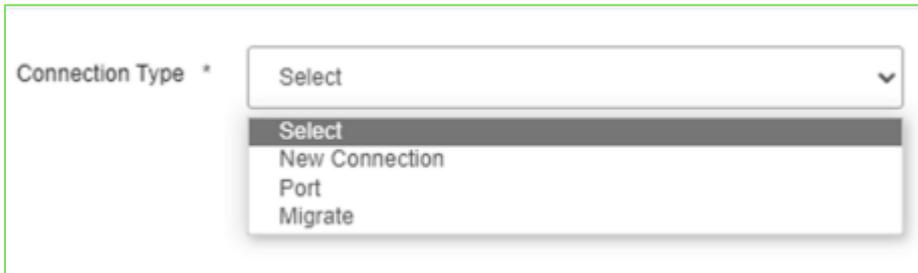
13. Once you are happy with the selection and description select the **Next** button.

14. The next box is where you will populate your **Provisioning Information**.



Charge Description	Sell Price	Qty	Frequency	Total
O2 120 UK to International Minute Bolt On	£5.00	1	Monthly	£5.00
O2 1GB Data Bolt On - One Off	£7.95	1	One Off	£7.95
O2 Small Biz SIMO 2GB (2024)	£14.69	1	Monthly	£14.69
Total Recurring Charges				£19.69
Total One Off Charges				£7.95

15. Using the drop down select the **Connection Type** required:



Connection Type *
Select
New Connection
Port
Migrate

16. Each type of order will provide a form which will need to be completed with the relevant information.

18. You will then need to add in a valid **SIM number**. This will be located on the physical **SIM** and will be 11 digits. Depending on the order you have previously selected, you will need to add the valid **SIM number** for either an **O2** or **Vodafone SIM**.



New SIM required

SIM Number ⓘ *

The SIM number must start with 89441100 followed by 11 digits

19. The system will **automatically** supply you with the next available mobile number for your connection. Please **disregard** any unused mobile numbers previously provided by CloudClevr.

20. Once you are happy with the selection select the **Next** button.

21. The Next box is where you can add any **Bars & Attributes**

CloudClevr

Quote #45 - New Connection

CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

Base Voice Tariff
 Bolt-ons
 Provisioning Information
 Bars & Attributes
 Bill Limits
 Order Notes

Bars & Attributes

Add Bars

Services

APNs

← Previous Next →

22. The Next box is where you can add any **Bars & Attributes**

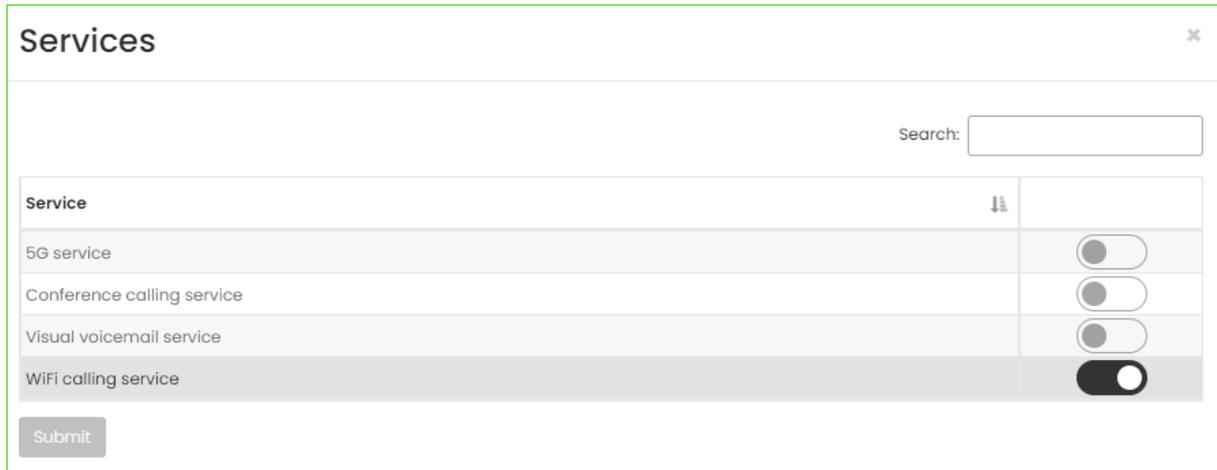
Add Bars

Search:

Description	
Admin	<input type="checkbox"/>
Adult Premium	<input type="checkbox"/>
Combined SMS Bar	<input type="checkbox"/>
GPRS	<input type="checkbox"/>
International	<input type="checkbox"/>
Outbound Calls and Data	<input type="checkbox"/>
Premium	<input type="checkbox"/>
Premium (International)	<input type="checkbox"/>
Roaming (Standard)	<input type="checkbox"/>
SMS Adult	<input type="checkbox"/>
SMS Chat	<input type="checkbox"/>
SMS Chat & Adult	<input type="checkbox"/>

Submit

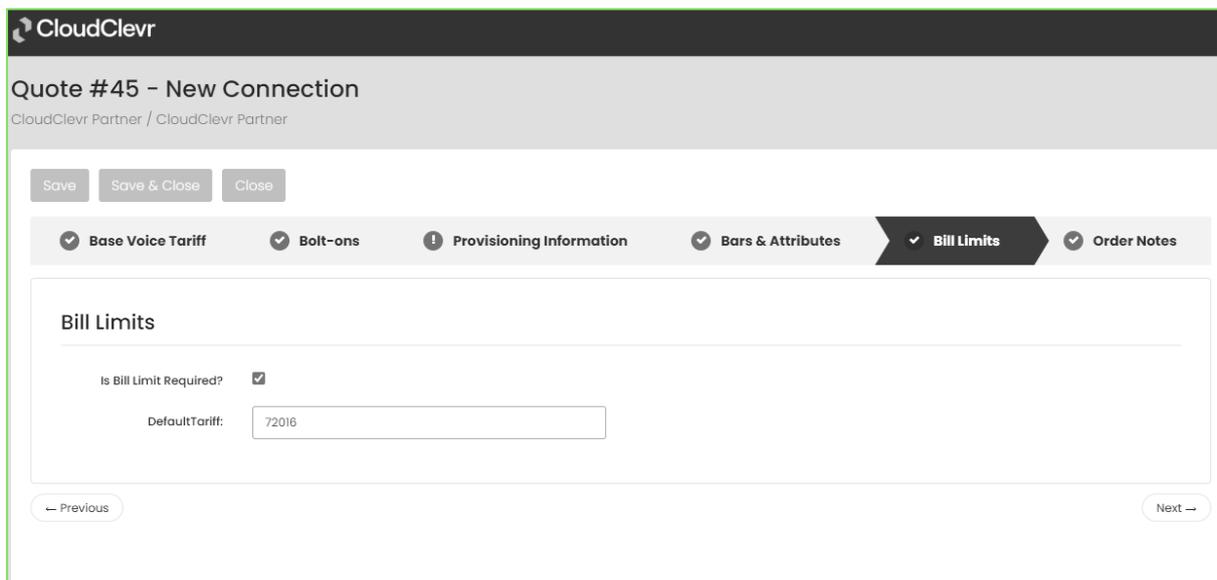
25. In Services you can add **4G Wi-Fi** calling, **5G** etc.



The screenshot shows a 'Services' configuration window with a search bar and a table of services. The 'WiFi calling service' toggle is turned on.

Service	
5G service	<input type="checkbox"/>
Conference calling service	<input type="checkbox"/>
Visual voicemail service	<input type="checkbox"/>
WiFi calling service	<input checked="" type="checkbox"/>

26. The Next box is where you will populate your **Mobile Bill Limits**.



The screenshot shows the 'Quote #45 - New Connection' page with the 'Bill Limits' tab selected. The 'Is Bill Limit Required?' checkbox is checked, and the 'DefaultTariff' is set to 72016.

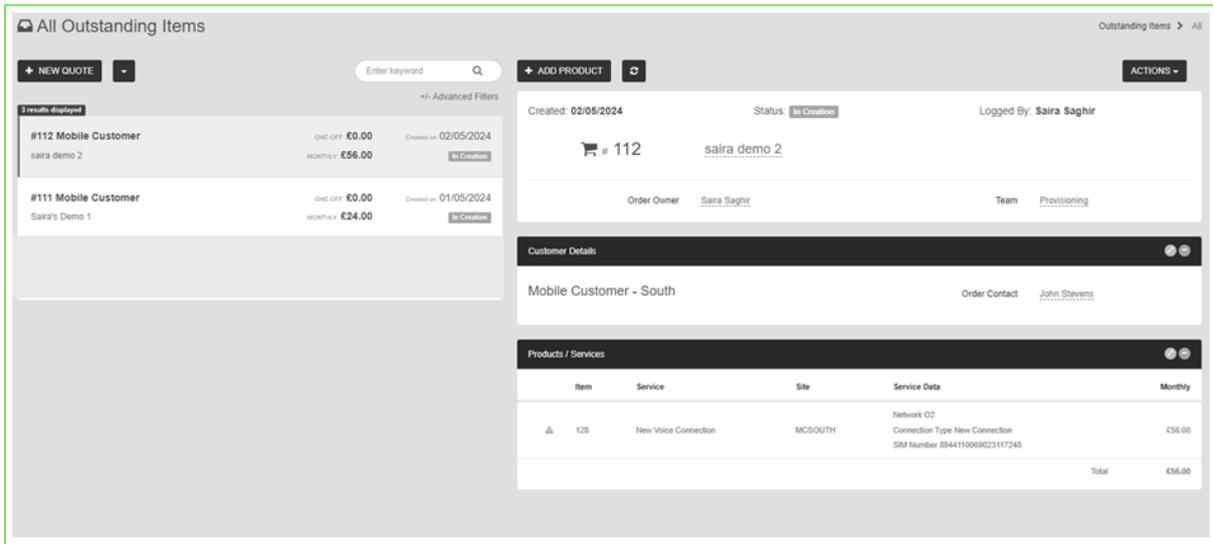
Is Bill Limit Required?

DefaultTariff:

27. Here you will be able to '**Opt-out**' if no bill limit needs to be applied by simply ticking the Opt-out button and continue to the next box.

28. Once you are satisfied with your **New Connection Quote**, click **Save and Close** at the top of the form.

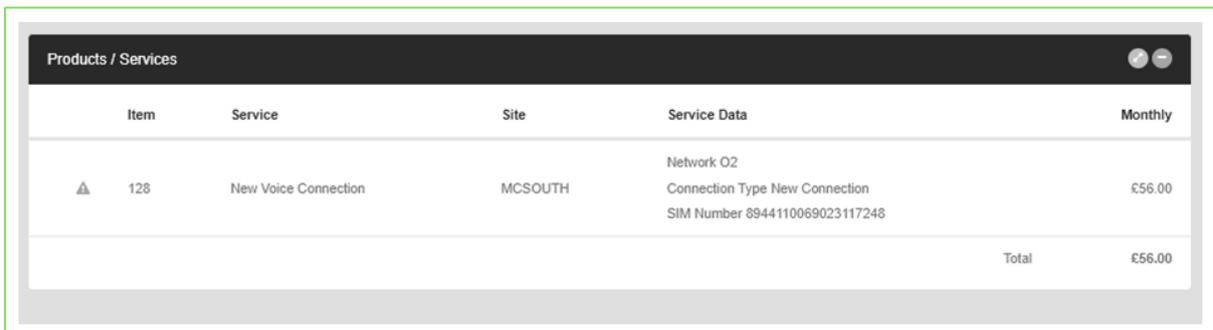
29. This will then take you back to the original quote screen.



The screenshot shows the 'All Outstanding Items' interface. On the left, there is a list of items with columns for item ID, customer name, and pricing. The main area displays a summary for item #112, including creation date, status, and logged user. Below this is a 'Customer Details' section and a 'Products / Services' table.

Item	Service	Site	Service Data	Monthly
128	New Voice Connection	MCSOUTH	Network O2 Connection Type New Connection SIM Number 8944110069023117248	£56.00
Total				£56.00

30. Your **Quote** will now be displayed at the bottom right of the screen, it will contain all the information attached to your quote.

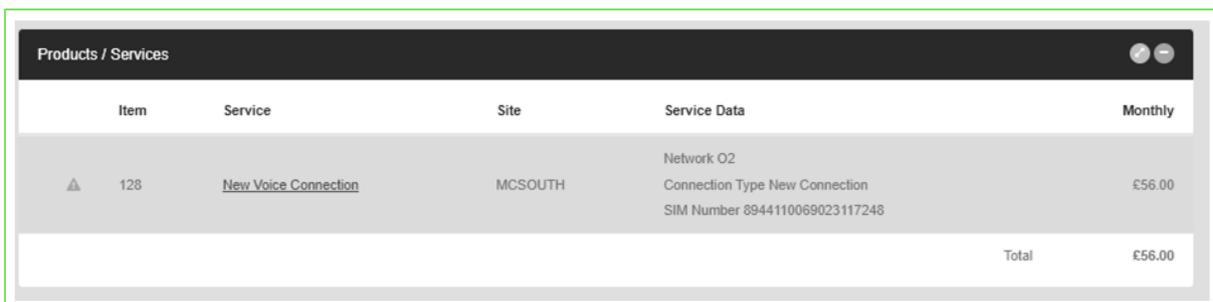


This is a close-up of the 'Products / Services' table. It shows the item details for item 128, including the service type, site, and monthly cost.

Item	Service	Site	Service Data	Monthly
128	New Voice Connection	MCSOUTH	Network O2 Connection Type New Connection SIM Number 8944110069023117248	£56.00
Total				£56.00

31. The **Quote** is now ready to be submitted. This can now be verified and also edited if required.

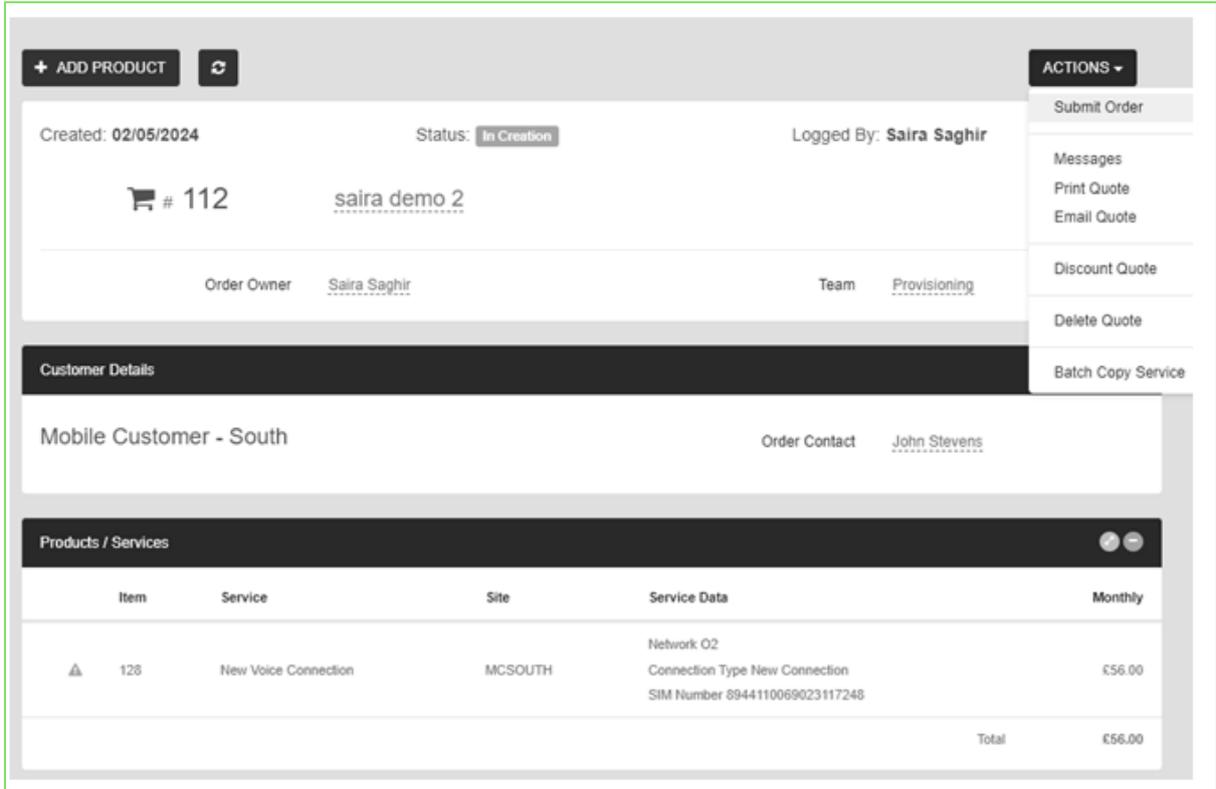
32. If you find that changes are required you can do this before the quote has been submitted, by hovering over the **Item** number or the **Service** type you will be provided with a hyper link. Select the link and it will open the form as presented earlier and you can make changes as required and then save and close.



This is a close-up of the 'Products / Services' table, showing a hover effect over the service name 'New Voice Connection', which is underlined and highlighted in blue.

Item	Service	Site	Service Data	Monthly
128	<u>New Voice Connection</u>	MCSOUTH	Network O2 Connection Type New Connection SIM Number 8944110069023117248	£56.00
Total				£56.00

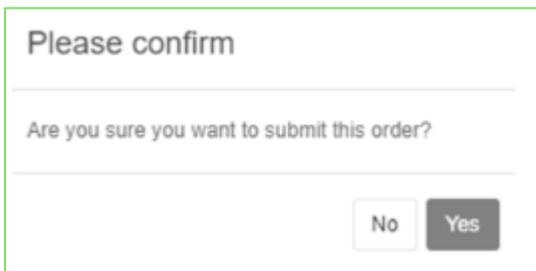
33. Once you are happy with the quote you can submit the order by selecting the **ACTIONS** button and selecting **Submit Order**.



The screenshot shows the CloudClevr interface for an order. At the top, there are buttons for '+ ADD PRODUCT' and a refresh icon. The order status is 'In Creation', created on '02/05/2024', and logged by 'Saira Saghir'. The order number is '# 112' and the customer name is 'saira demo 2'. The order owner is 'Saira Saghir' and the team is 'Provisioning'. A dropdown menu for 'ACTIONS' is open, showing options: 'Submit Order', 'Messages', 'Print Quote', 'Email Quote', 'Discount Quote', 'Delete Quote', and 'Batch Copy Service'. Below this, the 'Customer Details' section shows 'Mobile Customer - South' and 'Order Contact John Stevens'. The 'Products / Services' section contains a table with one item:

Item	Service	Site	Service Data	Monthly
128	New Voice Connection	MCSOUTH	Network O2 Connection Type New Connection SIM Number 8944110069023117248	€56.00
Total				€56.00

34. You will be asked to confirm your order. Select **YES** to proceed or **NO**.



Please confirm

Are you sure you want to submit this order?

35. The order will then follow the workflow to be placed. The process flow can be followed in the **Provisioning Processes** box.

Provisioning Processes		
Id	Process	Current Step
79	ProvisioningOrder	Processing Services
80	↳ : New Connection (128 - New Voice Connection)	Submitting Order

36. Once the order has been completed the CLI will be allocated, and all details will be provided.

Products / Services					
Item	Service	Site	Service Data	Monthly	
⊖ 128	New Voice Connection	MCSOUTH	Network: O2 Connection Type: New Connection SIM Number: 8944110069023117248 Order ID: 2397687	£56.00	
				Total	£56.00

Products / Services					
Item	Service	Site	Service Data	Monthly	
⊖ 127	Change Tariff - Voice	Head Office	Mobile Number: 07517907705 Network: O2 Account: EOH64121 Voice Tariff: O2 One & Only Data Tariff: O2_Data Profile 4G Active Bolt-ons (excludes in-flight changes): 1GB Roaming Data Worldwide Description: O2 20GB inc. International Caller v24	£24.00	
				Total	£24.00

37. If there are any issues with the order you will be given a task which will be visible. Instructions will be given on how to correct the order. If the problem persists then you will need to log a ticket on our Helpdesk <https://service.cloudclevr.com> using the **BAU** process.

Change Tariff

To **Change** the **Tariff** on an existing mobile number:

1. Locate and select an applicable **Quote** if already existing for the customer or create a new quote, within **Orders Manager**.

Note: please see **New Quote Creation** for further information.

2. Click the **+ ADD PRODUCT** button, at the top of the **Order Summary** section.

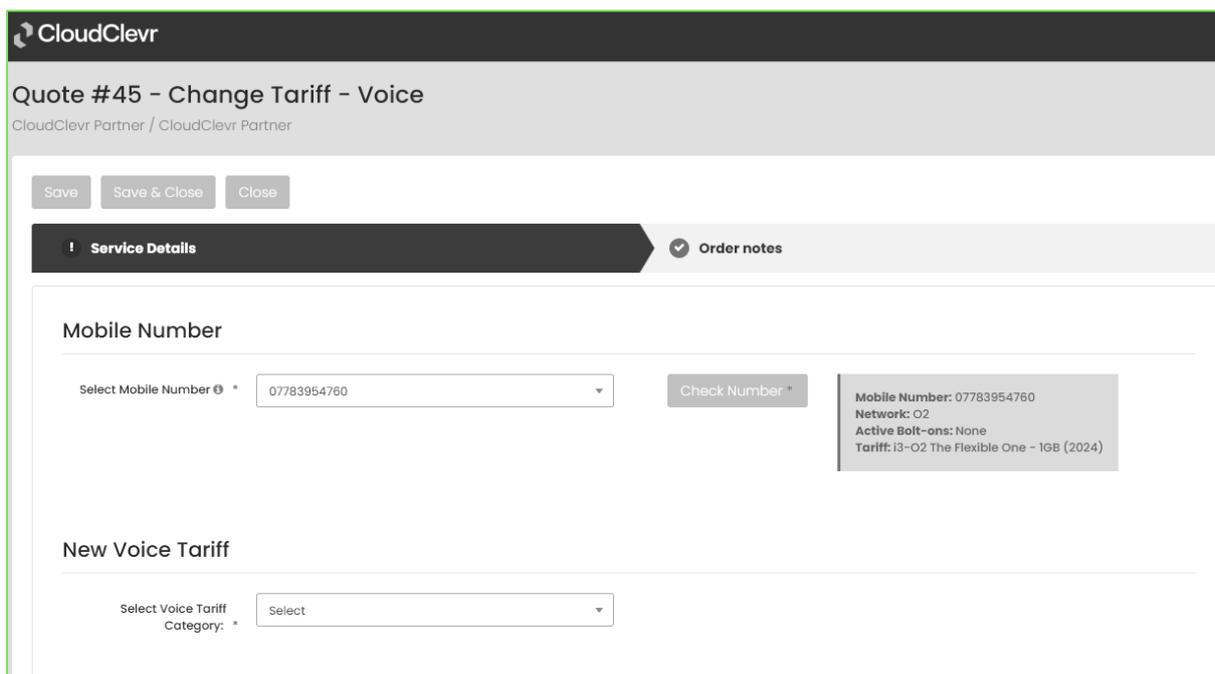
3. The **Select a service to add to your quote** window will open, with the **Quote#** and **Site Ref.** displayed at the top of the window.



Change Tariff

4. Select the **Change Tariff** option.

5. Within the **Select Number** field, enter 2 or more characters to return a list of numbers registered against the selected **Site**.



CloudClevr

Quote #45 - Change Tariff - Voice

CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

Service Details Order notes

Mobile Number

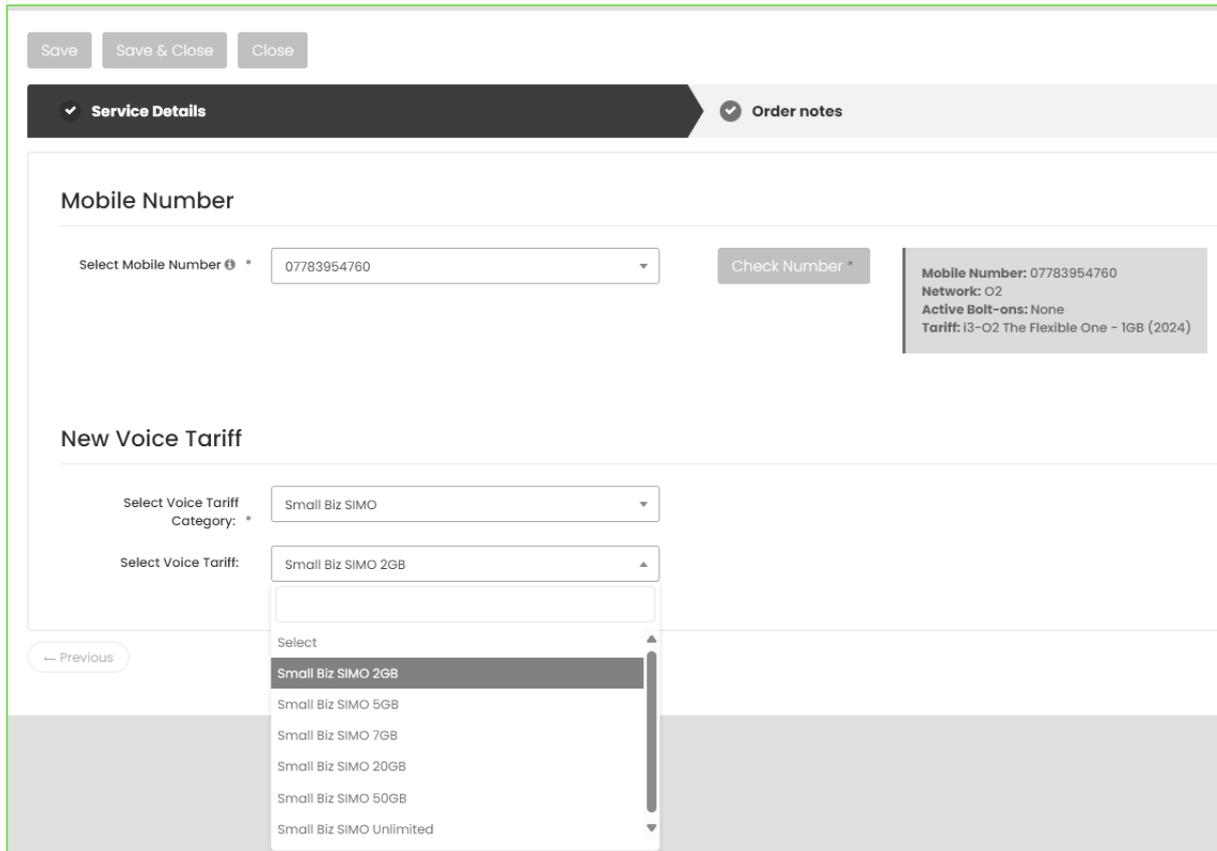
Select Mobile Number * 07783954760 Check Number *

Mobile Number: 07783954760
Network: O2
Active Bolt-ons: None
Tariff: i3-O2 The Flexible One - 1GB (2024)

New Voice Tariff

Select Voice Tariff Category: * Select

6. Select the applicable number from the list.
7. Click the **Check Number** button.
8. **Orders Manager** will check that number exists and once found, the details of the connection will be displayed, within the blue box, alongside the Check Number button.
9. Select the **Tariff Category**
10. Select new **Tariff**



Save Save & Close Close

Service Details Order notes

Mobile Number

Select Mobile Number * 07783954760 Check Number * Mobile Number: 07783954760
Network: O2
Active Bolt-ons: None
Tariff: i3-O2 The Flexible One - 1GB (2024)

New Voice Tariff

Select Voice Tariff Category: * Small Biz SIMO

Select Voice Tariff: Small Biz SIMO 2GB

← Previous

Select

- Small Biz SIMO 2GB
- Small Biz SIMO 5GB
- Small Biz SIMO 7GB
- Small Biz SIMO 20GB
- Small Biz SIMO 50GB
- Small Biz SIMO Unlimited

11. Once you are happy with the change press the **Save and Close** button. This will then take you back to the main quotes screen.
12. Your quote is now viewable in the **Products/Services** box:

Products / Services				
Item	Service	Site	Service Data	Monthly
18	Change Tariff - Voice	CloudClevr Partner	CLI: 07783954760 Network: O2 Voice Tariff: O2-CC-Fixed Rate Tariff Data Tariff: O2_Data Profile 4G BoltOn: Tariff: I3-O2 The Flexible One - 1GB (2024) bolton: None Select Voice Tariff Category: Small Biz SIMO	£14.69
Total				£14.69

Change Bolt-on

To **Change** the **Bolt-on** on an existing mobile number:

1. Locate and select an applicable **Quote** if already exiting for the customer or create a new quote, within **Orders Manager**.

Note: please see [New Quote Creation](#) for further information.

2. Click the **+ ADD PRODUCT** button, at the top of the **Order Summary** section.

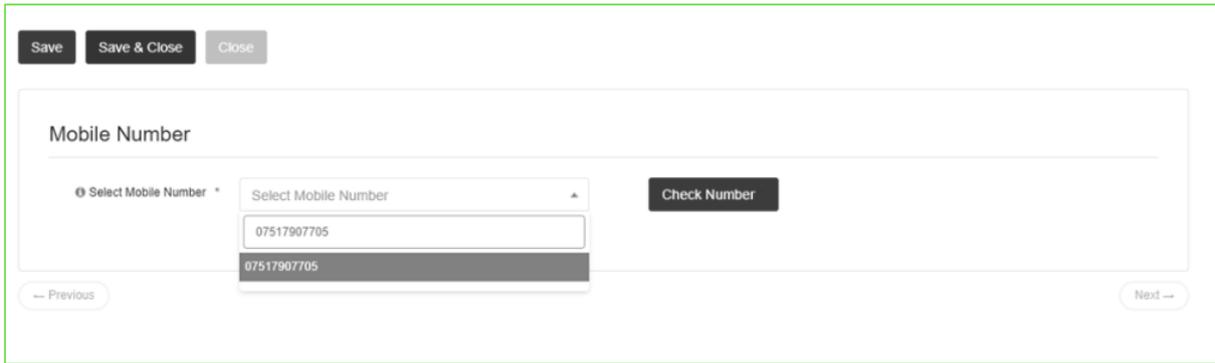
3. The **Select a service to add to your quote** window will open, with the **Quote#** and **Site Ref.** displayed at the top of the window.



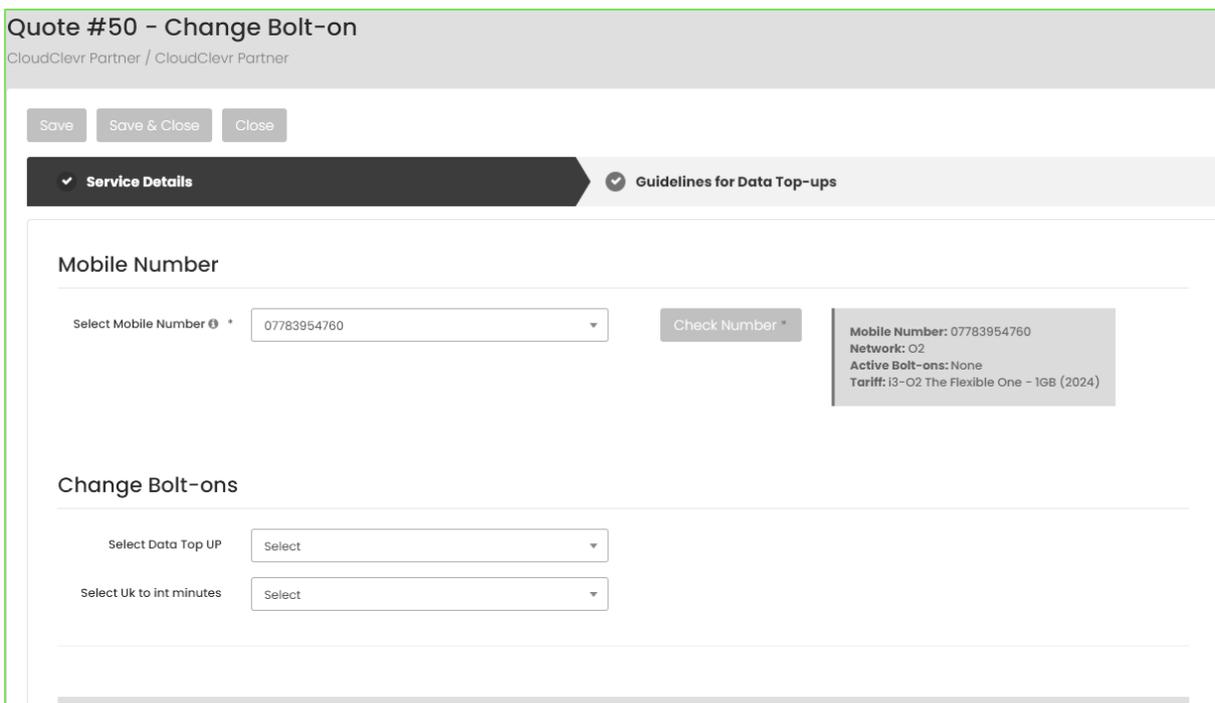
Change Bolt-on

4. Select the **Change Bolt-on** option.

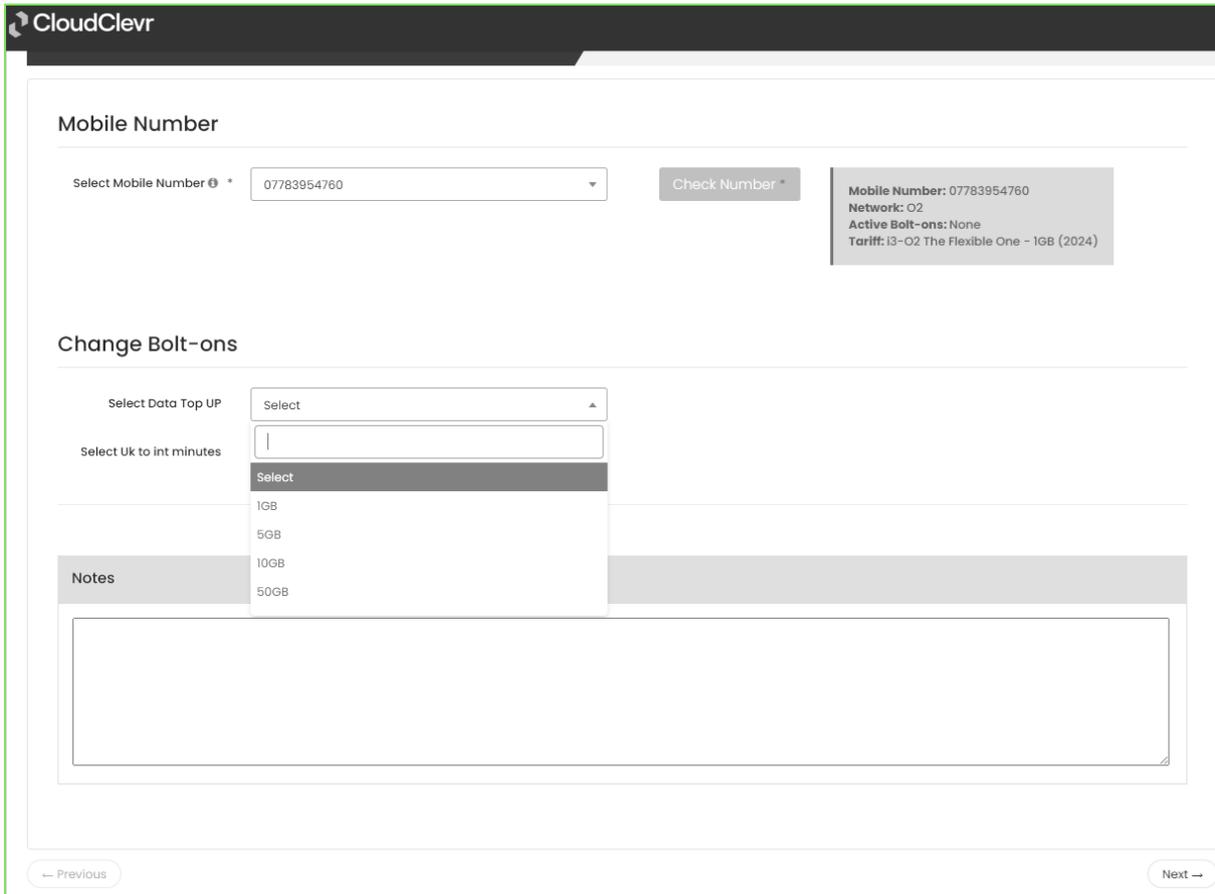
5. Within the **Select Number** field, enter 2 or more characters to return a list of numbers registered against the selected **Site**.



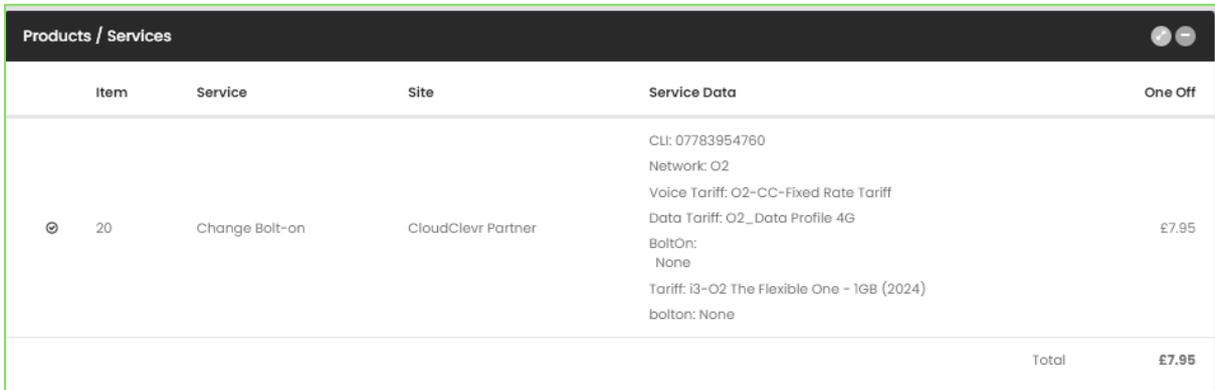
6. Select the applicable number from the list.
7. Click the **Check Number** button.
8. **Orders Manager** will check that number exists and once found, the details of the connection will be displayed, within the blue box, alongside the **Check Number** button.



9. You will then be provided with the **Change Bolt-ons** buttons which will allow you to find the existing Bolt-ons and change to the new required one's.



10. Once you are happy with the change press the **Save and Close** button. This will then take you back to the main quotes screen.



Item	Service	Site	Service Data	One Off
20	Change Bolt-on	CloudClevr Partner	CLI: 07783954760 Network: O2 Voice Tariff: O2-CC-Fixed Rate Tariff Data Tariff: O2_Data Profile 4G BoltOn: None Tariff: i3-O2 The Flexible One - 1GB (2024) bolton: None	£7.95
Total				£7.95

11. Once you are happy with the quote you can submit the order by selecting the **ACTIONS** button and selecting **Submit Order**.

Submit Order

Are you sure you want to submit this order?

18. The order will then follow the workflow to be placed. The process flow can be followed in the **Provisioning Processes** box.

19. Once the order has been completed the change(s) will be applied.

20. If there are any issues with the order you will be given a task which will be visible. Instructions will be given on how to correct the order. If the problem persists then you will need to log a ticket with the **Helpdesk** <https://service.cloudclevr.com> using the **BAU** process.

Provisioning Processes ⓘ		
Id	Process	Current Step
34	ProvisioningOrder	Started

Change Bars

To **Change** the **Bars** on an existing mobile number:

1. Locate and select an applicable **Quote** if already existing for the customer or create a new quote, within **Orders Manager**.

Note: please see [New Quote Creation](#) for further information.

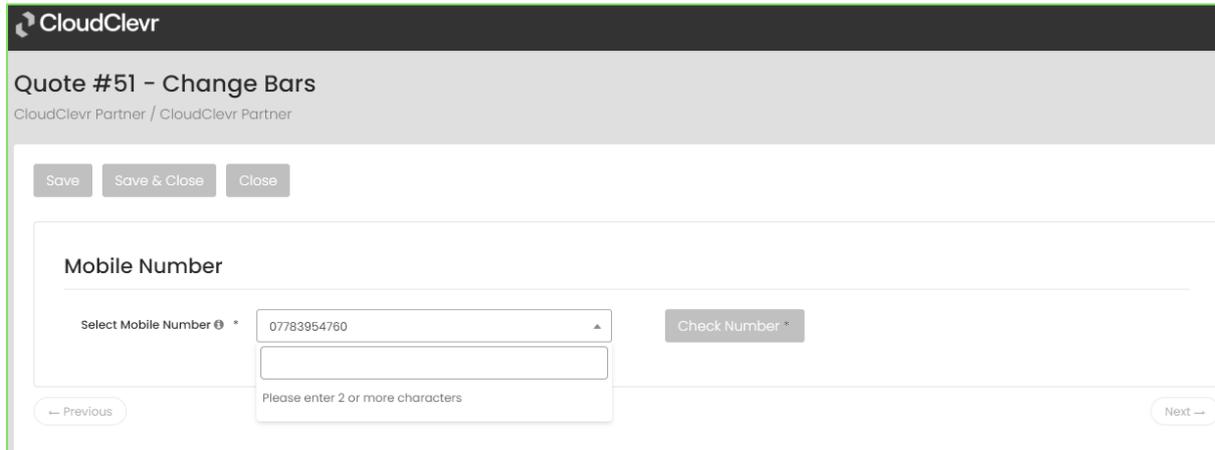
2. Click the **+ ADD PRODUCT** button, at the top of the **Order Summary** section.

3. The **Select a service to add to your quote** window will open, with the **Quote#** and **Site Ref.** displayed at the top of the window.



Change Bars

4. Select the **Change Bars** option.
5. Within the **Select Number** field, enter 2 or more characters to return a list of numbers registered against the selected **Site**.



CloudClevr

Quote #51 - Change Bars

CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

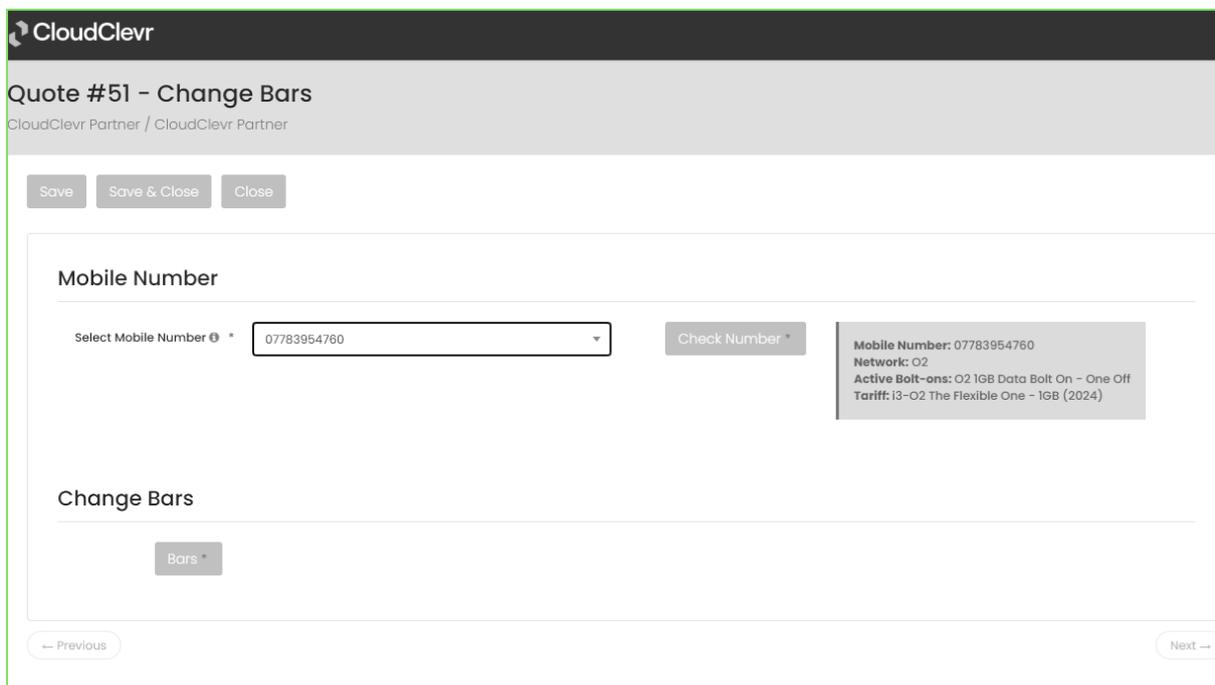
Mobile Number

Select Mobile Number * 07783954760 Check Number *

Please enter 2 or more characters

← Previous Next →

6. Select the applicable number from the list.
7. Click the **Check Number** button.
8. **Orders Manager** will check that number exists and once found, the details of the connection will be displayed, within the blue box, alongside the **Check Number** button.



CloudClevr

Quote #51 - Change Bars

CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

Mobile Number

Select Mobile Number * 07783954760 Check Number *

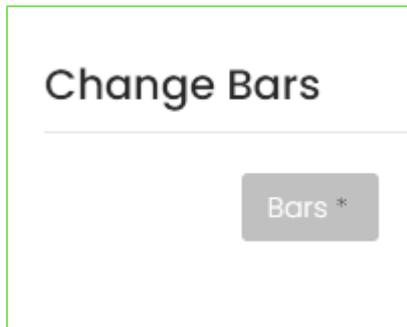
Mobile Number: 07783954760
Network: O2
Active Bolt-ons: O2 1GB Data Bolt On - One Off
Tariff: i3-O2 The Flexible One - 1GB (2024)

Change Bars

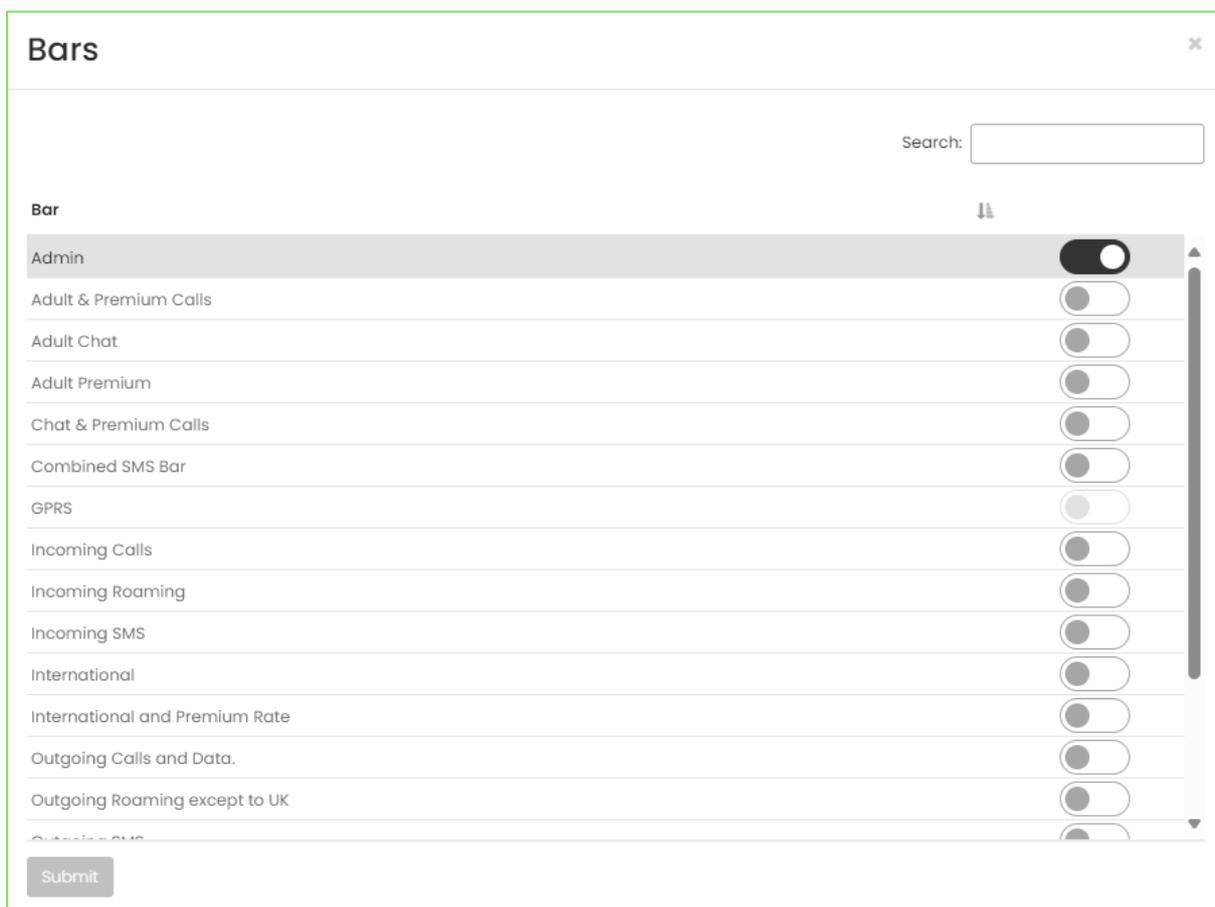
Bars *

← Previous Next →

9. You will then be provided with the **Change Bars** buttons which will allow you to find the existing bars and change to the new required one's.



10. The **Bars** window will open, allowing you to view and select the applicable **Bars**.



11. You will see the current bars applied highlighted in blue. Using the toggle of the search box find the bars you would like to change the bars to and toggle the button. You will notice the old bars will now have red bar across it and the new bars selected will have green. Once you are happy with your selection press the **Submit** button.

12. Your new bars will now be highlighted in a blue box next to the **Bars** section.

13. Once you are happy with the change press the **Save and Close** button. This will then take you back to the main quotes screen.

CloudClevr

Quote #51 – Change Bars

CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

Mobile Number

Select Mobile Number * 07783954760 Check Number *

Mobile Number: 07783954760
 Network: O2
 Active Bolt-ons: O2 1GB Data Bolt On – One Off
 Tariff: I3-O2 The Flexible One – 1GB (2024)

Change Bars

Bars *

Action: Remove Current Status: Active Bar: Admin	Action: Add Current Status: Inactive Bar: International	Action: Remove Current Status: Active Bar: Stolen
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← Previous Next →

14. Your quote is now viewable in the **Products/Services** box:

Products / Services

Item	Service	Site	Service Data
21	Change Bars	CloudClevr Partner	CL: 07783954760 Network: O2 Voice Tariff: O2-CC-Fixed Rate Tariff Data Tariff: O2_Data Profile 4G BoltOn: None Tariff: I3-O2 The Flexible One – 1GB (2024) bolton: O2 1GB Data Bolt On – One Off

15. Once you are happy with the quote you can submit the order by selecting the **ACTIONS** button and selecting **Submit Order**.

Outstanding Items >

+ ADD PRODUCT 

Created: 17/12/2024 Status: **In Creation** Logged By: Cloud Clever

 # 51 Bars

ACTIONS ▾

- Submit Order
- Messages
- Print Quote
- Email Quote
- Delete Quote

Customer Details

CloudClevr Partner Order Contact: Cloud Clever

Products / Services

Item	Service	Site	Service Data
 21	Change Bars	CloudClevr Partner	CLI: 07783954760 Network: O2 Voice Tariff: O2-CC-Fixed Rate Tariff Data Tariff: O2_Data Profile 4G BoltOn: None Tariff: i3-O2 The Flexible One - 1GB (2024) bolton: O2 1GB Data Bolt On - One Off

16. You will be asked to confirm your order. Select **YES** to proceed or **NO**.

Submit Order

Are you sure you want to submit this order?

Created: 17/12/2024

17. The order will then follow the workflow to be placed. The process flow can be followed in the **Provisioning Processes** box.

Provisioning Processes

Id	Process	Current Step
36	ProvisioningOrder	Processing Services
37	 Modify Bars (21 - Change Bars)	Started

18. Once the order has been completed the change(s) will be applied.
19. If there are any issues with the order you will be given a task which will be visible. Instructions will be given on how to correct the order. If the problem persists then you will need to log a ticket with the **Helpdesk** <https://service.cloudclevr.com> using the **BAU** process.

Change Services & APNs

To **Change** the **Services & APNs** on an existing mobile number:

1. Locate and select an applicable **Quote** if already existing for the customer or create a new quote, within **Orders Manager**.

Note: please see [New Quote Creation](#) for further information.

2. Click the **+ ADD PRODUCT** button, at the top of the **Order Summary** section.
3. The **Select a service to add to your quote** window will open, with the **Quote#** and **Site Ref.** displayed at the top of the window.



Change
Services &
APNS

4. Select the **Change Services & APNs** option.
5. Within the **Select Number** field, enter 2 or more characters to return a list of numbers registered against the selected **Site**.
6. Select the applicable number from the list.
7. Click the **Check Number** button.
8. **Orders Manager** will check that number exists and once found, the details of the connection will be displayed, within the blue box, alongside the **Check Number** button.

CloudClevr

Quote #53 - Change Services & APNS

CloudClevr Partner / CloudClevr Partner

Save Save & Close Close

Mobile Number

Select Mobile Number * Check Number *

Mobile Number: 07783954760
Network: O2
Active Bolt-ons: O2 1GB Data Bolt On - One Off
Tariff: i3-O2 The Flexible One - 1GB (2024)

9. You will then be provided with the **Change Services & APNs** buttons which will allow you to find the existing **Services & APNs** and change to the new required one's. Please note that Voice and Data connections will be provisioned with all data APNs as standard.

Change Services & APNs

Services

Note: The 5G service requires a 5G compatible SIM and 4G services must also be enabled.

APNs

← Previous Next →

Services ✕

Search:

Description ↓↑	
3G Enabled (O2 only can change) [LOCKED]	<input type="checkbox"/>
4G Service	<input checked="" type="checkbox"/>
4G Service (Auto added via GPRS Tariff) [LOCKED]	<input type="checkbox"/>
5G Service	<input checked="" type="checkbox"/>
Call Hold [LOCKED]	<input type="checkbox"/>
Call Waiting [LOCKED]	<input type="checkbox"/>
Conference calling	<input checked="" type="checkbox"/>
GPRS Enabled	<input checked="" type="checkbox"/>
GPRS Roaming Enabled [LOCKED]	<input type="checkbox"/>
International Call Saver [LOCKED]	<input type="checkbox"/>
MMS Service	<input checked="" type="checkbox"/>
Visual Voicemail	<input checked="" type="checkbox"/>
Wifi Calling	<input checked="" type="checkbox"/>

11. You will see the current services applied highlighted in blue. Using the toggle of the search box find the services you would like to change the services to and toggle the button. You will notice the old services will now have red services across it and the new services selected will have green. Once you are happy with your selection press the **Submit** button.

12. Your new services will now be highlighted in a blue box next to the service section.

13. Repeat the above step for APNs if required and select **Submit**.

APNs ✕

Search:

Description ↓↑	
APN 1729 [LOCKED]	<input type="checkbox"/>
Blackberry Portal Access	<input checked="" type="checkbox"/>
iPhone APN 985	<input type="checkbox"/>
iPhone APN 986	<input checked="" type="checkbox"/>
O2 Internet APN	<input checked="" type="checkbox"/>
O2 WAP APN	<input checked="" type="checkbox"/>

14. Once you are happy with the change press the **Save and Close** button. This will then take you back to the main quotes screen.

15. Your quote is now viewable in the **Products/Services** box:

Products / Services			
Item	Service	Site	Service Data
22	Change Services & APNS	CloudClevr Partner	CLI: 07783954760 Network: O2 Voice Tariff: O2-CC-Fixed Rate Tariff Data Tariff: O2_Data Profile 4G BoltOn: None Tariff: i3-O2 The Flexible One - 1GB (2024) bolton: O2 1GB Data Bolt On - One Off

17. Once you are happy with the quote you can submit the order by selecting the **ACTIONS** button and selecting **Submit Order**.

+ ADD PRODUCT

⌂

ACTIONS ▾

Created: 18/12/2024

Status: In Creation

Logged By: Cloud Clevr

🛒 # 53

[Change Services](#)

Customer Details

CloudClevr Partner

Order Contact: [Cloud Clevr](#)

Products / Services

Item	Service	Site	Service Data
22	Change Services & APNS	CloudClevr Partner	CLI: 07783954760 Network: O2 Voice Tariff: O2-CC-Fixed Rate Tariff Data Tariff: O2_Data Profile 4G BoltOn: None Tariff: i3-O2 The Flexible One - 1GB (2024) bolton: O2 1GB Data Bolt On - One Off

Submit Order
 Messages
 Print Quote
 Email Quote
 Delete Quote

18. You will be asked to confirm your order. Select **YES** to proceed or **NO**.

Submit Order

Are you sure you want to submit this order?

19. The order will then follow the workflow to be placed. The process flow can be followed in the **Provisioning Processes** box.

20. Once the order has been completed the change(s) will be applied.

Provisioning Processes		
Id	Process	Current Step
39	ProvisioningOrder	Started

21. If there are any issues with the order you will be given a task which will be visible. Instructions will be given on how to correct the order. If the problem persists then you will need to log a ticket with the **Helpdesk** <https://service.cloudclevr.com> using the **BAU** process.

SIM Swap

To Place an order for a **SIM Swap** on an o2 existing mobile number:

1. Locate and select an applicable **Quote** if already existing for the customer or create a new quote, within **Orders Manager**.

Note: please see [New Quote Creation](#) for further information.

2. Click the **+ ADD PRODUCT** button, at the top of the **Order Summary** section.

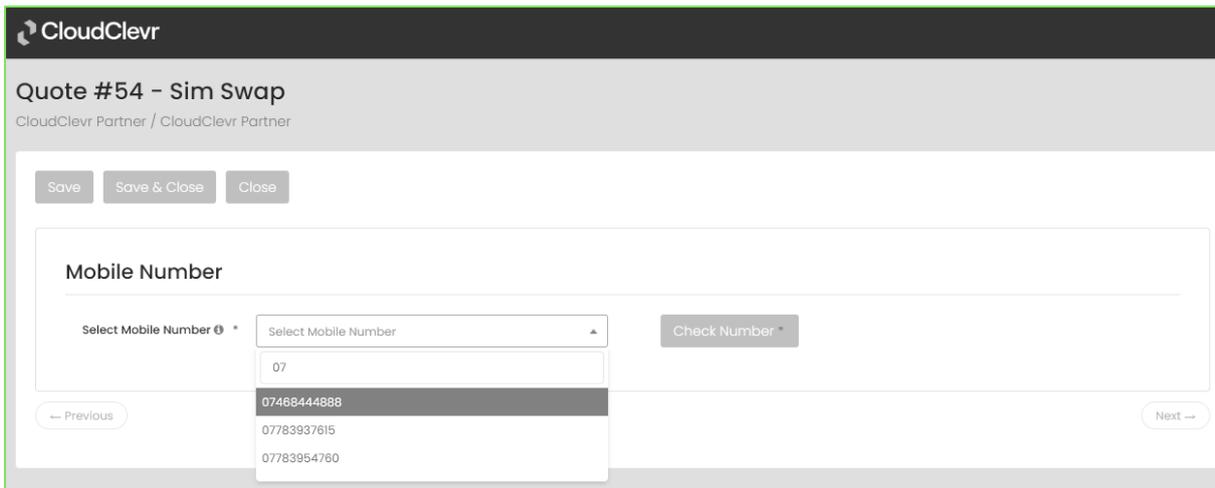
3. The **Select a service to add to your quote** window will open, with the **Quote#** and **Site Ref.** displayed at the top of the window.



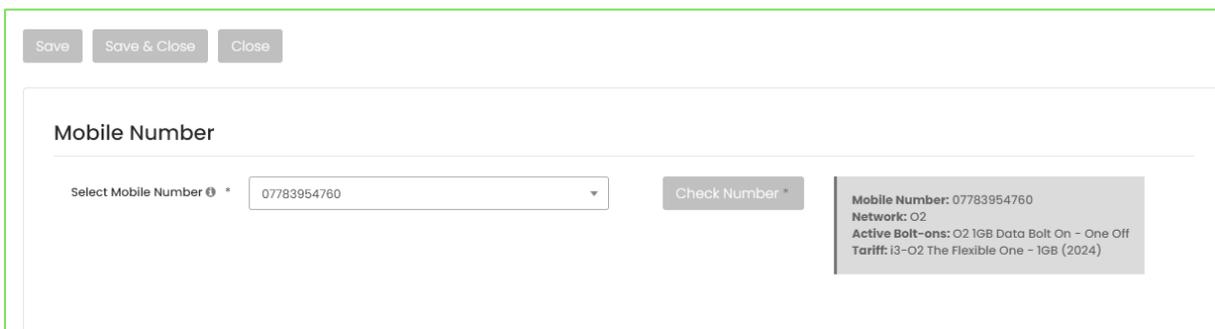
Sim Swap

4. Select the **SIM Swap** option.

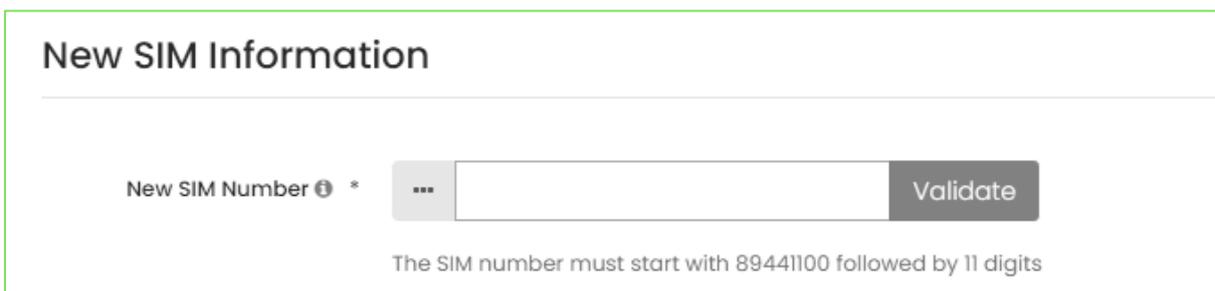
5. Within the **Select Number** field, enter 2 or more characters to return a list of numbers registered against the selected **Site**.



6. Select the applicable number from the list.
7. Click the **Check Number** button.
8. **Orders Manager** will check that number exists and once found, the details of the connection will be displayed, within the blue box, alongside the **Check Number** button.



9. You will then be provided with the **New SIM Information** section.

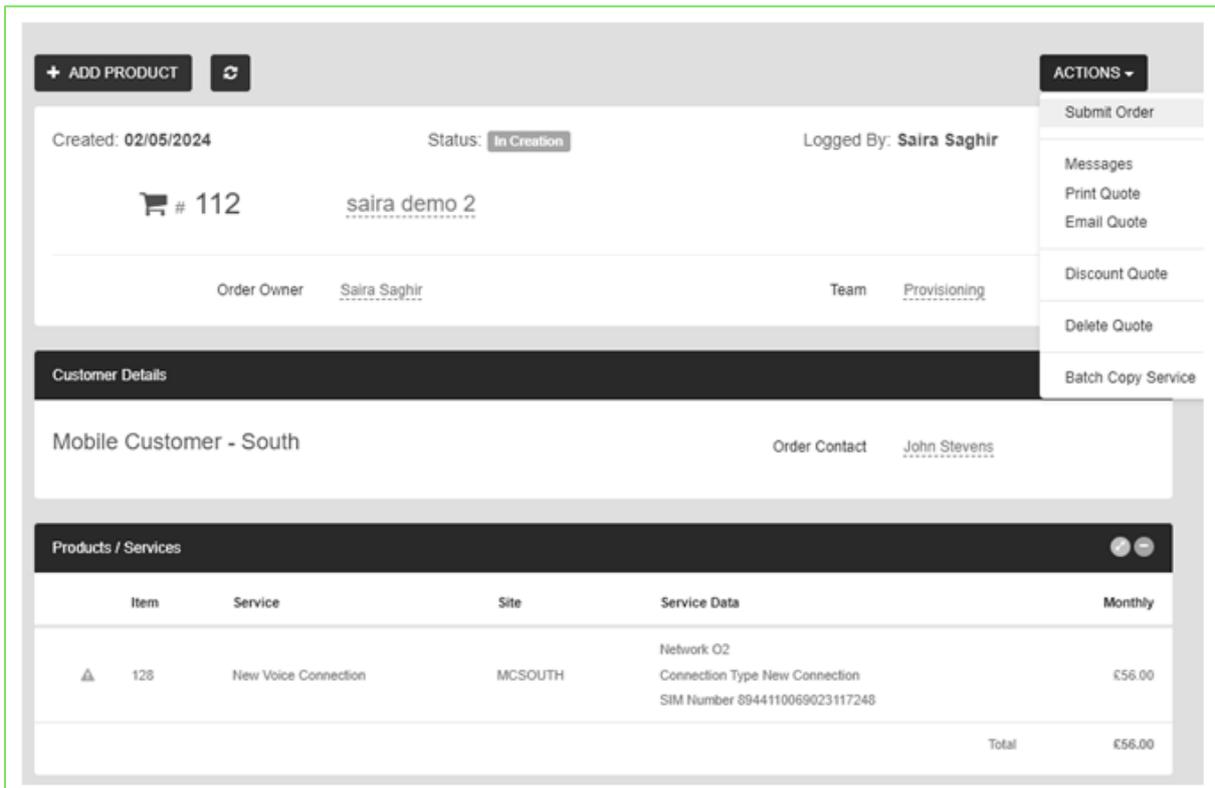


12. Once you are happy with the change press the **Save and Close** button. This will then take you back to the main quotes screen.

13. Your quote is now viewable in the **Products/Services** box:

135	SIM Swap	Head Office	CLI: 07517907705 Network: O2 Voice Tariff: O2 One & Only Data Tariff: O2_Data Profile 4G Bolt Ons: New SIM Number 8944110069023117180	€0.00
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14. Once you are happy with the quote you can submit the order by selecting the **ACTIONS** button and selecting **Submit Order**.



15. You will be asked to confirm your order. Select **YES** to proceed or **NO**.

Please confirm

Are you sure you want to submit this order?

16. The order will then follow the workflow to be placed. The process flow can be followed in the **Provisioning Processes** box.

17. Once the order has been completed the **SIM** will be swapped.

18. If there are any issues with the order you will be given a task which will be visible. Instructions will be given on how to correct the order. If the problem persists then you will

need to log a ticket with the **Helpdesk** <https://service.cloudclevr.com> using the **BAU** process.