

OPENCELL

Agile monetization platform

Using Opencell Product documentation



New documentation portal

- Integrated to the new support portal on Jira Service Desk
- Content:
 - Product documentation
 - How-tos
 - Questions and answers
- Powerful search engine

The screenshot displays the Opencell documentation portal, which is integrated with Jira Service Desk. The header features the Opencell logo, a 'Requests' button, and a 'Customize' link. A search bar is prominently displayed with the placeholder text 'Find help and services'. Below the header, a banner announces the availability of the 'Fall release (version 10.0)'. The main content area is divided into two columns. The left column contains links to 'Learn more about' the product, 'How to use this guide', 'Recently updated' content, 'Product documentation', and 'Developer documentation'. The right column features a 'Rating' section, which includes a description of the rating process, a list of pricing parameters, and a 'Change log' table. Below the change log, a 'Rating process' diagram illustrates the flow from 'Event' to 'Charge selection', 'Price computation', and finally 'Wallet Operation'. The Jira Service Desk logo is visible at the bottom left of the screenshot.

OPENCELL

Welcome to the Support Center

Find help and services

Our Fall release (version 10.0) is available.
Click here to access to our GIT.

Welcome! You can raise a Support request from the options provided.

Learn more about

How to use this guide
Getting started with Opencell

Recently updated
A page listing recently updated content

Product documentation
Ensure success with our well documented knowledge base

Developer documentation
Documentation for those with programming/developer skills

Support Center / Documentation / Rating

Rating

The Rating is the process of applying a charge to an event, compute a price for the event, and produce a rated event (WalletOperation).

Its potentially complex setup able to assess multiple pricing parameters.
It handles concepts such as:

- flat price (the easiest: unitPrice * quantity)
- volume pricing (unit price depends on quantity)
- tiered pricing (unit price depends on some global consumption)
- bucket pricing (with included volume, and counters)
- ...

ON THIS PAGE

- [Change log](#)
- [Rating process](#)
- [Rating events](#)
- [Change selection](#)
- [Price computation](#)

Change log

Below, the history of changes to the feature.
Versions are added when a feature change occurs.

Version	What has changed
current	Most up-to-date version of the documentation
9.3.0	Initial documentation release

Rating process

Event → Charge selection → Price computation → Wallet Operation

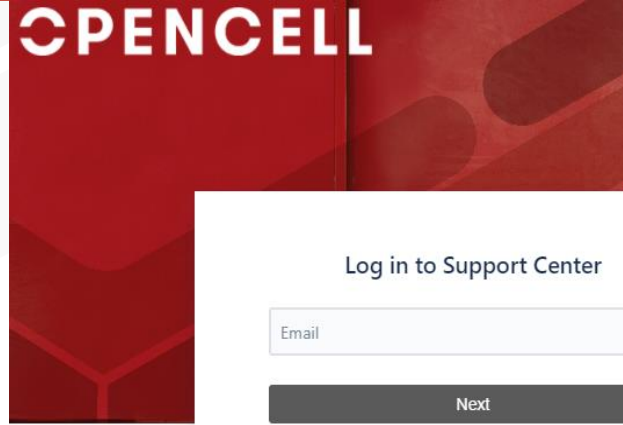
In it's most simple expression, the rating process is:

- A [rating event](#) occurs
- A [charge](#) is selected

Jira Service Desk

How to connect

- Pre-requisite
 - You have received an invite e-mail to the support portal
 - You have create your support account
- Go to <https://support.opencellsoft.com>
redirects to <https://opencellsoft.atlassian.net/servicedesk/customer/portals>
- Log in using your support account

A screenshot of the OpenCell login interface. At the top, the word "CPENCELL" is displayed in white on a dark red background. Below this, the text "Log in to Support Center" is centered. There is a white input field with the placeholder text "Email". Below the input field is a dark grey button with the word "Next" in white. The background of the login page is a light grey with a faint geometric pattern.

CPENCELL

Log in to Support Center

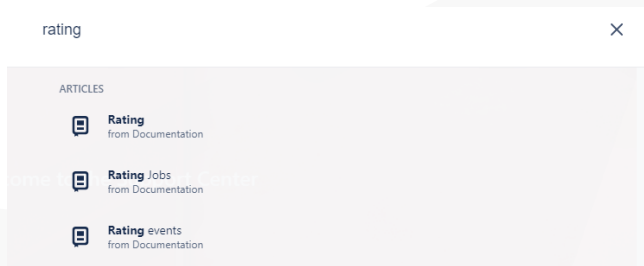
Email

Next

Landing page

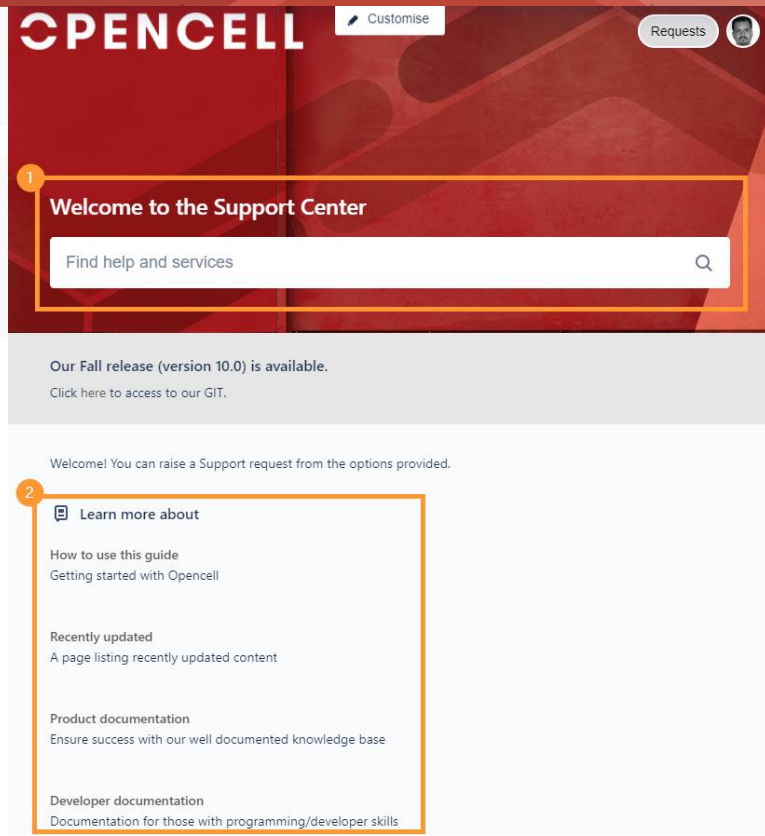
1. Search for keywords

- Type in what you're looking for



2. Browse main sections

- Recently updated
- Product documentation
- Developer documentation
- API reference



Page structure (1/2)

1. Page title
2. Content summary
3. In-page menu
4. Page history
5. Page content

The screenshot shows the CPENCELL documentation page for 'Rating'. The page is annotated with five numbered boxes:

- 1** Points to the breadcrumb navigation: Support Center / Documentation / Rating.
- 2** Points to the main content area, which includes a definition of 'Rating' and a list of pricing parameters it handles.
- 3** Points to the 'ON THIS PAGE' sidebar menu, which lists links for 'Change log', 'Rating process', 'Charge selection', and 'Price computation'.
- 4** Points to the 'Change log' section, which includes a table of versions and their changes.
- 5** Points to the 'Rating process' section, which includes a flowchart and a list of steps.

Rating

The Rating is the process of applying a charge to an event, compute a price for the event, and produce a rated event (WalletOperation).

Its potentially complex setup able to assess multiple pricing parameters. It handles concepts such as:

- flat price (the easiest: unitPrice * quantity)
- volume pricing (unit price depends on quantity)
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- bucket pricing (with included volume, and counters)

ON THIS PAGE

- [Change log](#)
- [Rating process](#)
- [Charge selection](#)
- [Price computation](#)

Change log

Below, the history of changes to the feature. Versions are added when a feature change occurs.

Version	What has changed
current	Most up-to-date version of the documentation
9.3.0	Initial documentation release

Rating process

In it's most simple expression, the rating process is:

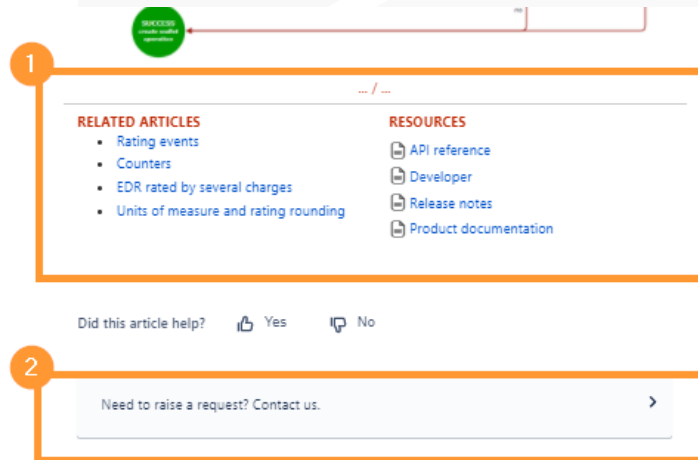
- A [rating event](#) occurs
- A [charge](#) is selected
- The [price](#) is computed
- A [WalletOperation](#) is produced.

```
graph LR; Event(Event) --> ChargeSelection[Charge selection]; ChargeSelection --> PriceComputation[Price computation]; PriceComputation --> WalletOperation[(Wallet Operation)];
```

Page structure (2/2)

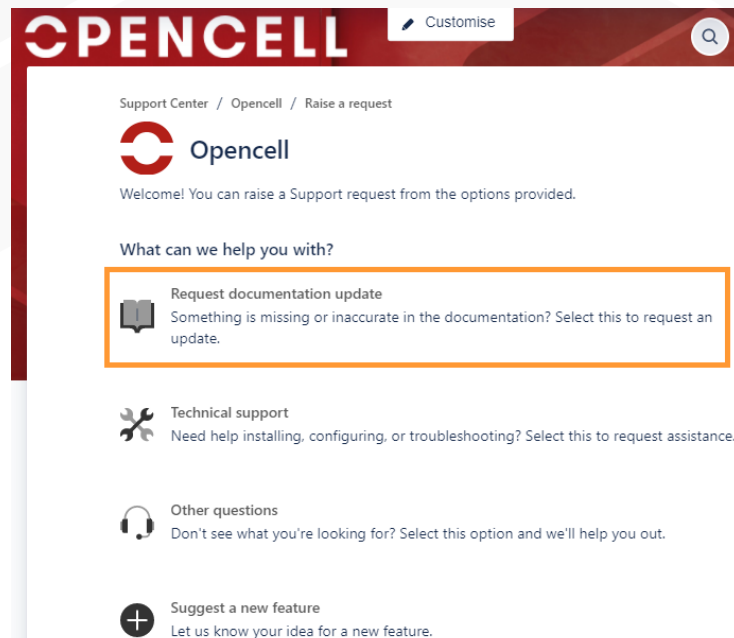
1. Site navigation panel

2. Support request



Request documentation update

- If you think something is missing from the documentation
- Use the support request feature at the end of the page (see previous slide)
- Please provide as much detail as possible
- You can also provide the content you want to see added/updated as an attachment



The screenshot displays the CPENCELL Support Center interface. At the top, there is a navigation bar with the CPENCELL logo, a 'Customise' button, and a search icon. Below the navigation bar, the breadcrumb trail reads 'Support Center / Opencell / Raise a request'. The main heading is 'Opencell', followed by a welcome message: 'Welcome! You can raise a Support request from the options provided.' The section 'What can we help you with?' lists four options: 'Request documentation update' (highlighted with an orange border), 'Technical support', 'Other questions', and 'Suggest a new feature'. Each option includes a brief description of the request type.

CPENCELL

Support Center / Opencell / Raise a request

Opencell

Welcome! You can raise a Support request from the options provided.

What can we help you with?

-  **Request documentation update**
Something is missing or inaccurate in the documentation? Select this to request an update.
-  **Technical support**
Need help installing, configuring, or troubleshooting? Select this to request assistance.
-  **Other questions**
Don't see what you're looking for? Select this option and we'll help you out.
-  **Suggest a new feature**
Let us know your idea for a new feature.

**Thanks for your
attention**