

# ETI OSP Manager

Technical Documentation

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## LAYERED MAPPING AREA

### Map Layer

Map Layer entity contains a set of fields that describe dataset, style and behavior of its elements. Layers can be visualized on the map with the help of LayeredMap PCF control.

#### *General Tab*

**Layer Name** – name of the record, will be shown as layer title in the toolbar on the map.

**Layer Metadata** – associate additional information with the layer record. As an example, can be used for filtering (“Opportunity Layers” view show records where metadata attribute contains text “OpportunityLayers”).

**Fetch XML** – fetch XML used to retrieve data for the layer (use Advanced Find or FetchXML Builder (XrmToolbox) to create a valid request XML code).

**Entity Name** – name of the root entity in the configured FetchXML request.

**Primitive Type** – drives the way data is visualized on the map.

**Z Index** – when multiple layers are visualized on the map setting Z Index gives control over layers order. Refer to Bing Maps documentation for more information about layers z-indexes.

**Metadata Attribute** – the name of the attribute that contains additional record metadata (JSON formatted string). It can be referenced from configure hover / onclick popup templates.

**Record Id Attribute** – the name of the attribute that holds record ID. Those IDs are added as a part of map primitives metadata, so the map can be anchored to a specific item when loaded.

**Latitude Attribute** – the name of the attribute with Latitude value.

**Longitude Attribute** – the name of the attribute with Longitude value.

**Encoded Coordinates Attribute** – the name of the attribute where encoded (compressed) coordinates are stored.

**Group By Attribute** – when polygons or polylines (Geographic Locations) are represented as a number of coordinates (Geographic Points), use this attribute value to group points into multiple sets (for example, by Geographic Location ID).

## *Primitive Options Tab*

**Color** – the color of the default pushpin icon, can be specified as the name of the color (“red”, “green”) or as HEX or RGB coded (“#4287F5”, “RGB(66, 135, 245)”).

**Icon** – defines the icon to use for the pushpin. This can be a URL to an Image or SVG file, an image data URI, or an inline SVG string. Keep in mind that those images are not scaled.

**Anchor** - the point on the pushpin icon, in pixels, which is anchored to the pushpin location. Should be specified as two whole numbers separated by a comma (e.g. “15, 26”). Top left corner coordinates are “0, 0”.

**Stroke Color** – the color of a polyline or polygon boundary.

**Stroke Thickness** – the thickness of a polyline or polygon boundary (whole number).

**Stroke Dash Array** – a string representing the stroke/gap sequence to use to draw the polygon rings. Refer to Bing Maps documentation for more details.

**Fill Color** – The color of the inside area of the polygon. Consider using RGBA color format with additional alpha (transparency level) parameter.

**Hover Popup Template** – HTML template that will be pre-rendered before showing when a user hovers a primitive included in the layer. To reference any attribute value that is returned by executing configured fetch XML query one may use the following notation:

`{{<fieldname>}}` (e.g. “`{{eti_name}}`”) – for simple data types like strings and numbers.

`{{<fieldname>}}` and `{{<fieldname>$}}` (e.g. “`{{totalamount}}`” and “`{{totalamount$}}`”) – for option sets and currency values to reference raw and CRM formatted value of the attribute.

`{{_<fieldname>_value}}` and `{{_<fieldname>_value$}}` (e.g. “`{{_parentaccountid_value}}`”) and “`{{_parentaccountid_value$}}`”) – for lookup field values to reference raw (GUID) and CRM formatted value of the attribute.

`{{#<attributename>}}` (e.g. “`{{#cable_name}}`”) – to reference any data from the metadata JSON object attached to the layer record (in case Metadata Attribute was properly configured).

If an attribute was not found in the dataset/metadata or does not have a value, the whole placeholder is removed from the template.

The rest of the HTML template remains unchanged. In case of need one may override default CSS styles by adding inline styling for the HTML elements.

**OnClick Popup Template** – same as Hover Popup Template, but appears when the user clicks on the primitive on the map.

## Actions Tab

This is where Map Layer Actions for the current map layer can be configured. Refer to the next section for more details.

## Map Layer Action

When map layer actions are configured for the layer, they appear in a popup window when a user clicks a primitive from the layer. Thus, an action or a workflow can be executed against the record. As actions appear in an onclick popup window make sure to configure onclick popup template for the layer records.

### General Tab

**Display Name** – the name of the action, appears as a title for the action in an onclick popup window.

**Action Type** – can be one of: Workflow, Action, JavaScript, RPA (RPA support will be implemented in the standalone mapping solution).

**Action ID** – depending on the Action Type this can be a name of the workflow (case-sensitive), action unique name or JavaScript function name.

**Action Web Resource** – the name of the CRM web resource where the function is defined (applicable for JavaScript type of actions).

**Target Entity Name** – the name of the entity bound to the action (e.g. "account", "msdyn\_workorder").

**Target Id** – the name of the attribute that contains GUID of the record bound to the action.

*NOTE: In order to execute map layer action successfully make sure that a workflow or an action are bound to the same entity as configured for the action. When a JavaScript function is executed two parameters are passed: context object and target entity reference.*

Context object will have two properties: **WebApi** (Xrm.WebApi namespace) and **Navigation** (Xrm.Navigation namespace).

Target entity reference object will have two properties: **id** (entity record GUID) and **entityType** (entity schema name).

## PLACE MANAGEMENT AREA

### Place

The concept behind the place helps specifying location for resources. This is a combination of Geographic Place (either address or geospatial coordinates) and Local Place (detailed information specific to the selected Geographic Place).

#### *General Tab*

**Place Id** – automatically generated unique place ID. By default, it is 10-digits code with automatic subsequent numbering.

**Name** – name of the place record, by default it is set to Place Id on creation.

**Override Name** – switch that allows overriding default place Name.

**Geographic Place** – Geographic Place information for the place. Once selected a grid with available Local Places appears.

**Local Place** – Local Place information for the place. Get's locked until a user selects Geographic Place. One can choose an existing item or create a new one.

### Geographic Place

Wrapping entity for Geographic Address or Geographic Location, also used as a root for Local Places.

#### *General Tab*

**Name** – name of geographic place, by default automatically populated from wither Geographic Address or Geographic Location name.

**Geographic Address** – Geographic Address associated with geographic place. Once selected, Geographic Location gets locked.

**Geographic Location** – Geographic Location associated with geographic place. Once selected, Geographic Address gets locked.

#### *Extended Information Tab*

Contains detailed information about selected Geographic Address or Geographic Location.

#### *Local Places Tab*

Contains a list of Local Places associated with geographic place.



*NOTE: It is not allowed to have two or more Geographic Place records bound to either the same geographic address or the same geographic location.*

## Geographic Address

Represents postal address.

### *General Tab*

**Type** – type of the geographic address. Depending on this field address details section will have different set of fields. Can be Formatted Address, North America Address, UK Address etc.

**Geographic Location** – geographic location associated with the address.

**Street Number** – number identifying a specific property on a public street.

**Street Number Suffix** – the first street number suffix (North America Address only).

**Street Number Last** – last number in a range of street numbers allocated to a property (North America Address only).

**Street Number Last Suffix** – last street number suffix for a ranged address (North America Address only).

**Street Name** – name of the street or other street type.

**Street Type** – type of the street in the address (street, alley, avenue, boulevard, drive, highway, lane etc).

**Locality** – an area of defined or undefined boundaries within a local authority or other legislatively defined area (UK Address only).

**City** – city that the geographic address is in.

**State or Province** – the State or Province that the geographic address is in.

**Postcode** – descriptor for a postal delivery area, used to speed and simplify the delivery of mail (also known as zip-code).

**Country** – country that the geographic address is in.

**Latitude** – latitude of the geographic address location (geographic address is automatically geocoded on create or update).

**Longitude** – longitude of the geographic address location (geographic address is automatically geocoded on create or update).

## *Geographic Sub-Addresses Tab*

List of geographic sub-addresses associated with geographic address. It is used for addressing within a property in an urban area. It may refer to a building, a building cluster, or a floor of a multistory building.

*NOTE: Name of geographic address record is being automatically generated on create or update based on selected type of address and filled in address details. The name of the geographic address is supposed to be unique in the database and this is being validated by the CRM.*

## Geographic Sub-Address

Additional level of details for a geographic address.

### *General Tab*

**Geographic Sub-Address Type** – type of geographic sub-address. It can be a Sub-Unit or a Private Street. Based on the selection set of fields on the form will be different.

**Private Street Name** – private street internal to a property (e.g. a university) may have internal names that are not recorded by the land title office.

**Private Street Number** – private street number internal to a private street.

**Building Name** – allows for buildings that have well-known names.

**Level Type** – describes level types within a building.

**Level Number** – used where a level type may be repeated e.g. "Floor 1", "Floor 2".

**Sub-Unit Type** – the type of sub-unit. Can be Flat, Suite, Unit etc.

**Sub-Unit Number** – the discriminator used for the sub-unit often just a simple number e.g. "Flat 5", may also be a range.

*NOTE: Name of geographic sub-address record is being automatically generated on create or update based on selected type and filled in sub-address details.*

## Geographic Location

A geographic location entity allows describing through coordinate(s), a point, a line or a space.

### *General Tab*

**Name** – name of the Geographic Location.

**Geometry Type** – defines the type of the location. Can be a Point, Line, Polygon etc.

**Accuracy** – accuracy of the coordinate(s) specified.

**Spatial Ref** – geocoding referential.

**Encoded Points** – string value representing compressed list of geospatial coordinates (latitude and longitude). Refer to Bing Maps point compression for more details.

**Metadata** – any additional data (JSON formatted object) can be attached to the location in case of need.

**Geographic Points (grid)** – the list of Geographic Points associated with the location.

### *Details Tab*

**NW Latitude, NW Longitude, SE Latitude, SE Longitude** – North-West and South-East geographic coordinates of bounding rectangle for geographic location points.

**Center Latitude, Longitude** – coordinates of the centroid location for the geographic location.

*NOTE: Be aware that bounding rectangle coordinates, centroid location and compressed points string (Encoded Points) is being automatically calculated as a Geographic Points associated with the Geographic Location are added, removed or updated.*

## Geographic Point

Defines a geographic point through coordinates.

### *General Tab*

**Latitude** – latitude of the geographic point.

**Longitude** – longitude of the geographic point.

**Elevation** – elevation of the geographic point.

**Geographic Location** – geographic location current point is associated with.

**Point Number** – whole number to get control over the order of multiple points within a shape. When Geographic Location is specified the system populates this field automatically on record creation.

**Metadata** – any additional data (JSON formatted object) can be attached to the point in case of need.

## Local Place

Detailed information within specific Geographic Place.

### *General Tab*

**Geographic Place** – a geographic place current local place belongs to.

**Local Place Type** – type of the local place. Can be Premise, Demarc, Drop etc. For Premise and Demarc types additional fields are required to be filled in.

**Name** – meaningful name for the local place.

**Local Address** – local address details for the local place. Local addresses are always created within a context of the local place. When selected Local Location field gets locked.

**Local Location** – local location information for the local place. Local locations are always created within a context of the local place. When selected Local Address field gets locked.

### *Local Addresses Tab*

List of local address(es) configured for the local place. New items can be created here as needed.

### *Local Locations Tab*

List of local location(s) configured for the local place. New items can be created here as needed.

## Local Address

Additional level of details for a local place.

### *General Tab*

**Local Place** – a local place current local address is associated with.

**Name** – meaningful name for the local address.

**Related Locations** – list of a local locations associated with the local address. Can be used to provide additional pieces of information.

## Local Location

Additional level of details for a local place or a local address or another local location.

### *General Tab*

**Local Address** – a local address current local location is associated with.



**Local Place** – a local place current local location is associated with.

**Name** – meaningful name for the local location.

**Item Order #** – whole number used to control the order of local locations (when necessary) associated with a local address or a local location.

**Related Locations** – list of a local locations associated with current local location. Can be used to provide additional pieces of information.

## SETTINGS AREA

### Field Service Settings

Entity that contains various settings for Field Service solution. Extended to support additional configuration for OSP Manager.

#### *OSP Manager Tab*

**Install Work Order Type** – default work order type set for new Service Orders (Opportunities).

**Fiber / Circuit Assigned (Aerial)** – default incident type when aerial fiber/circuit assignment is required (Service Order).

**Fiber / Circuit Assigned (Burial)** – default incident type when burial fiber/circuit assignment is required (Service Order).

**Drop Present (Aerial)** – default incident type when aerial drop construction is required (Service Order).

**Drop Present (Burial)** – default incident type when burial drop construction is required (Service Order).

**Demarc Built** – default incident type when demarcation point construction is required (Service Order).

**CPE Installed** – default incident type when CPE installation is required (Service Order).

**Device Assigned** – default incident type when device assignment is required (Service Order).

**Here Api Key** – API key used for communicating with HERE Autocomplete API (Serviceability Check, Geographic Address).

### Service Area

Entity to describe service area bound to a specific geospatial region.

#### *General Tab*

**Name** – meaningful name for the service area.

**Technology** – technology associated with the service area.

**Network Zone** – network zone associated with the service area.

**Geographic Location** – geographic location that determines geospatial region for the service area.

*NOTE: Geographic Location associated with a service area should have appropriate Encoded Points field value as this is used for service area search during serviceability check. When there are many service areas configured in the system the search performance can be optimized by setting correct bounding rectangle coordinates for the geographic location.*

## Technology

Represents the type of technology services will be provided by to the end Subscriber.

### *General Tab*

**Name** – meaningful name for the technology.

## Network Zone

Identifier for the area to be provisioned by specific NoC (Network Operating Center).

### *General Tab*

**External ID** – ID for the network zone.

**Description** – additional information about the network zone.

## SALES AREA

### Serviceability Check (Lead)

Enhanced Lead entity to provide some additional functionality.

#### *Address Check Tab*

**Find Address** – control connected to the HERE Autocomplete API (consider configuring HERE API key in advance). Allows quick and easy searching for a postal address worldwide. Once an address is selected, prospect location will be visualized on the map.

**Unlink (button)** – allows quickly disassociate address information from the prospect.

**Existing Addresses** – list of existing geographic addresses (in CRM database) that match previously found postal address. If no address was found the user will be suggested to create a new record with all the address details. Existing address record will be used as an anchor further in the process flow.

NOTE: all the geographic addresses in the database have to be geocoded in order to make this feature work correctly.

**Service Areas** – list of service areas found for the selected prospect location. Search results are immediately visualized on the map.

**Technologies** – additional filter for service areas (by technology). Supports multiple selection. Filtered results are visualized on the map.

#### *Customer Info Tab*

**Customer Type** – type of the customer. Can be Residential, Commercial, Government. This selection may affect further stages of the process flow.

**Geographic Address** – existing geographic address associated with current prospect. It is important to have this record for further process stages. By default, it is automatically set after completing Address Check phase.

### Service Order (Opportunity)

Enhanced Opportunity entity to provide some additional functionality.

#### *Summary Tab*

**Account** – when parent account is changed on the form (for instance, a new Service Order is created from scratch) and selected account has Service Location associated with it, Geographic



Place and Service Location fields will be populated automatically as well as the rest of related lists on the Service Location tab.

**Sales Tax Code** – sales tax code associated with the selected account. When manually set on the service order form the user will be prompted to update tax code for the specified account record.

### *Service Location Tab*

**Geographic Place** – existing or newly created geographic place after serviceability check qualification. It is associated with the geographic address selected on the serviceability check stage. If this field does not have value the user will not be able to create any premises or demarcation points from this tab. Associating account with a service location will not be possible as well. When a new opportunity is created and parent account for the service order is selected, Geographic Place will be taken from the account current service location.

**Service Location** – service location associated with the parent account. Can be assigned from Premise grid. When a new opportunity is created and parent account for the service order is selected, Service Location will be set to account current service location.

**Premise** – shows existing Place records associated with current service order geographic place and where local place is of type Premise.

**Create New Premise (button)** – create a new “Premise” Place record associated with the current geographic place.

**Assign Service Location (button)** – assign “Premise” location currently selected in the grid with the account.

**Demarc** – shows existing Place records associated with current service order geographic place and where local place is of type Demarc.

**Create New Demarc (button)** – create a new “Demarc” Place record associated with the current geographic place.

**Installed Assets** – list of Customer Assets associated with a place located in exactly the same Geographic Place as the one configured for the service order.

**Installed Devices** – list of Devices associated with a place located in exactly the same Geographic Place as the one configured for the service order.

### *GIS Tab*

Layered Map visual control bound to Opportunity Layers system view. This view contains only layers where Layer Metadata attribute is set to “OpportunityLayers”. By default, it is supposed to have a layer configured to show open service orders (opportunities) on the map and anchor to the current

service order (refer to Layered Map PCF control documentation for more details about anchoring). It's also up to the user to configure as many additional layers as needed.

### *Field Service Tab*

On this tab users get additional control over existing work orders associated with the service order and manage Work Order Type and Incident Type for new work orders. Provides guided experience based on changing requirements.

**Fiber / Circuit ID** – existing fiber / circuit ID, when populated, Fiber / Circuit Assigned automatically switches to Yes.

**Fiber / Circuit Assigned** – switch indicating whether fiber / circuit assignment has been completed. When No – Incident Type is set to the one configured in **Fiber / Circuit Assigned (Aerial / Burial)** fields on Field Service Settings.

**Drop Type** – indicates the type of the drop (Aerial or Burial). This option affects the incident type picked for the fiber/circuit assignment and drop construction.

**Drop Present** – switch indicating whether drop construction has been completed. When No and fiber/circuit has been assigned already (set to Yes) – Incident Type is set to the one configured in **Drop Present (Aerial / Burial)** fields on Field Service Settings.

**Demarc Built** – switch indicating whether demarcation point construction has been completed. When No and previous steps are set to Yes – Incident Type is set to the one configured in **Demarc Built** field on Field Service Settings.

**CPE Installed** – switch indicating whether CPE installation has been completed. When No and previous steps are set to Yes – Incident Type is set to the one configured in **CPE Installed** field on Field Service Settings.

**Device Assigned** – switch indicating whether devices assignment has been completed. When No and previous steps are set to Yes – Incident Type is set to the one configured in **Device Assigned** field on Field Service Settings. When Yes – both Work Order Type and Incident Type fields get cleared.

*NOTE: Pre-configured incident types for different kind of works within a service order can be populated with Products, Services, Service Tasks, Characteristics based on individual business requirements and needs.*

**Actual Work Orders** – rollup field showing a number of work orders where System Status is one of the following:

Open – Unscheduled, Open – Scheduled, Open – In Progress.



**Resolved Work Orders** – rollup field showing a number of work orders where System Status is one of the following:

Open – Completed, Closed – Posted.

**Canceled Work Orders** – rollup field showing a number of work orders where System Status is Closed - Canceled.

**Work Orders** – list of the work orders associated with the current service order.

### *Sales Info Tab*

**Purchase timeframe** – list to define potential timeframe of purchase (Immediate, This Quarter, Next Quarter, This Year, Unknown)

**Purchase process** – choose the type of Customer that identifies the process of purchase (Residential, Commercial, Government)

**Enable billing** – manual switch, that identifies the readiness for billing process to be activated

**Service Order Approved?** – manual input for information that Service Order was approved

### *Quotes*

**Active quotes** – automatic roll-up field that calculates current amount of Active Quotes for this Service Order

## SERVICE AREA

### Work Order

#### *Summary Tab*

**Service Account** – service account associated with current work order. When a new account is selected and it has Service Location assigned, the system will suggest user to update place details (Geographic Place and Local Place) for the work order from the account service location.

#### *Address Tab*

**Geographic Place** – geographic place associated with the work order (can be either geographic address or geographic location). When assigned, address details fields get locked and address information will be overridden from selected geographic place once the record is saved.

**Local Place** – additional information about local place where the work has to be done. This field is pre-filtered by current Geographic Place when present, otherwise Local Place is empty and locked.

### Account

Enhanced Account entity to provide some additional functionality.

#### *General Tab*

**Service Location** – shows current service location for the account. By default, the field is locked and cannot be updated directly. Service location can be assigned as a part of BPF from a service order (opportunity) or using “move” functionality from Location tab.

#### *Location Tab*

**Move Customer** – setting to Yes means that the account is supposed to move to another location. Some additional fields appear on the form and become mandatory.

**Target Location** – the new location where the customer is going to move to. Leaving the field empty means the account is going to move out from its current location.

**Requested Date** – date when the account was requested to move.

**Scheduled Date** – date when the account was scheduled to move.

**Current Location History** – shows current service location for the account, geographic location associated with the location and a date when the customer moved in. The list contains data only if the account was ever assigned to any location.

**Pending Locations** – shows pending service location for the account, geographic location associated with the location and a date when the customer was scheduled to move in or move out.

**Former Location History** – shows former service locations for the account, geographic locations associated with those locations and dates when the customer actually moved out. The list contains data only if the account was ever assigned to a location and then changed it at least once.

*NOTE: Creation and update of Customer Location History items is mostly being driven by the system. When Move Customer is set to Yes and other related fields are populated and account record is saved then a new Customer Location History record is created in Pending status. Any subsequent updates to any of the related fields will update existing pending Customer Location History record.*

If the user decided to cancel move operation, he/she has to change Move Customer back to No and save the record. The system will remove pending history item from the system.

In order to complete move operation one need to open pending Customer Location History item and manually change Status Reason of the record to Current and save it. As a result, current location will become former, pending location will become current and therefore related account will be updated accordingly.

Moving customers between different locations can be automated (for example, with the help of workflows) depending on business needs.

## Customer Location History

Entity created specifically for tracking customer location history.

### General Tab

**Account** – customer associated with current location history item.

**Location** – service location associated with current history item.

**Move In Date** – date when the customer moved in to the location. Updated automatically when the status of the history item changes from Pending to Current.

**Move Out Date** – date when the customer moved out of the location. Updated automatically when the status of the history item changes from Current to Former.

**Scheduled Date** – date when the move is scheduled. This field can be updated from the Account entity form.

**Status Reason** – indicates the status of current history item. Available for manual update only for the items in Pending status.

*NOTES: Status transitions are configured for this entity.*

## Customer Asset

Updated version of the Customer Asset that includes new place management elements and functionality.

### *Summary Tab*

**Is Linear Asset** – switch to choose between an asset that can be installed at some location (Place) and linear asset like piece of fiber or copper cable constructed somewhere. Depending on the selected value one of the following fields become visible: Asset Location, Geographic Location.

**Asset Location** – actual physical location of current asset.

**Geographic Location** – this field is used to associate linear asset with geographic location that can be visualized on the map as polyline, for example.

## Device

Updated version of the IoT Device that includes new place management elements and functionality.

### *General Tab*

Device Location – a place associated with current device.

## LAYERED MAP PCF CONTROL

This PCF control was designed to work specifically with Map Layer entity and is a core tool for versatile visual mapping. It is a dataset type of control and therefore can be used as a replacement for any standard view of Map Layers.

### Control Parameters

API Key – a valid Bing Map API key. Should be specified in case the key was not configured globally (Resource Scheduling > Settings > Administration > Scheduling Parameters).

Custom Width – when specified the control will be set to this width in pixels, otherwise it will occupy 100% of parent container width.

Custom Height – when specified the control will be set to this height in pixels, otherwise it will occupy 100% of parent container height.

*NOTE: Custom width and height can be useful when embedding mapping control onto a form.*

Anchor Record Id – the ID of the record visible on the map which has to get in focus when the control is loaded. Make sure that at least one of the layer's dataset is configured to include that specific record (Record Id Attribute setting also has to be specified for that layer).

Zoom Level – map zoom level when the anchored record gets into focus on load. If not specified, the default zoom level will apply 16.

## BUSINESS PROCESS FLOWS

### Lead to Opportunity Sales Process (SMP Solution)

Order	Stage	Type	Next Stage	Entity	Data Steps
1	Serviceability	BPF Stage	2	Serviceability Check	Existing Address In Service Area Customer Type
2	Location Assign	BPF Stage	3	Service Order	Geographic Place Service Location
3	Product Selection	BPF Stage	4	Service Order	Price List Purchase Process
4	Purchase Process Check	BPF Condition	5 or 6	Service Order	<i>(Purchase Process Equals [Commercial,Government]) then go to 5, other go to 6</i>
5	Quote	BPF Stage	6	Service Order	Active Quotes
6	OSP Requirements	BPF Stage	7	Service Order	Work Order Type Incident Type
7	Order	BPF Stage	8	Service Order	Service Order Approved? Need Work Order?
8	Need Work Order Check	BPF Condition	9 or 10	Service Order	<i>(Purchase Process Equals [Commercial,Government]) then go to 5, other go to 6</i>
9	Fulfillment	BPF Stage	10	Service Order	Actual Work Orders Resolved Work Orders
10	Billing Enable	BPF Stage	END	Service Order	Enable Billing Service Order is Approved?

### Opportunity Sales Process (SMP Solution)

Order	Stage	Type	Next Stage	Entity	Data Steps
1	Location Assign	BPF Stage	2	Service Order	Geographic Place Service Location



2	Product Selection	BPF Stage	3	Service Order	Price List Purchase Process
3	Purchase Process Check	BPF Condition	4 or 5	Service Order	<i>(Purchase Process Equals [Commercial, Government]) then go to 5, other go to 6</i>
4	Quote	BPF Stage	5	Service Order	Active Quotes
5	OSP Requirements	BPF Stage	6	Service Order	Work Order Type Incident Type
6	Order	BPF Stage	7	Service Order	Service Order Approved? Need Work Order?
7	Need Work Order Check	BPF Condition	8 or 9	Service Order	<i>(Purchase Process Equals [Commercial, Government]) then go to 5, other go to 6</i>
8	Fulfillment	BPF Stage	9	Service Order	Actual Work Orders Resolved Work Orders
9	Billing Enable	BPF Stage	END	Service Order	Enable Billing Service Order is Approved?