Connectbase

Connectbase Software Release Notes

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Connectbase Software Release Notes

New features and enhancements in this release

Connectbase introduced the following new features, enhancements and bug fixes in this release.

API Enhancement

1. **Orchest MEF - New Seller Cloud API Implementation**
   Orchest MEF has been implemented as an available External API integration with the following details.
   - **Supported Countries:** ANGUILA, ANTIGUA & BARBUDA, ARGENTINA, BAHAMAS, BARBADOS, BELIZE, BERMUDA, BOLIVIA, BRAZIL, CANADA, CAYMAN ISLANDS, CHILE, COLOMBIA, COSTA RICA, DOMINICA, DOMINICAN REPUBLIC, ECUADOR, EL SALVADOR, FRENCH GUYANA, GRANADA, GUADALUPE, GUATEMALA, GUYANA, HAITÍ, HONDURAS, JAMAICA, MARTINIQUE, MÉXICO, MONTSERRAT, NETHERLANDS ANTILLES, NICARAGUA, PANAMÁ, PARAGUAY, PERÚ, PUERTO RICO, SAINT KITTS & NEVIS, SAINT VINCENT AND THE GRANADINES, SAINT LUCIA, SURINAME, TRINIDAD & TOBAGO, TURKS AND CAICOS, UNITED STATES OF AMERICA, URUGUAY, VIRGIN ISLANDS (BRITISH), VIRGIN ISLANDS (US), VENEZUELA
   - **Covered Products:** Following products, access mediums and speeds are supported:
     - **Ethernet (Ethernet - Switched | Fiber):** 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 150, 200, 250, 300, 350, 400, 450, 500, 550, 600, 650, 700, 750, 800, 850, 900, 950, 1000, 2000, 3000, 4000, 5000, 6000, 7000, 8000, 9000, 10000
     - **DIA (Dedicated Internet | Fiber, Wireless, Satellite):** 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 150, 200, 250, 300, 350, 400, 450, 500, 550, 600, 650, 700, 750, 800, 850, 900, 950, 1000, 2000, 3000, 4000, 5000, 6000, 7000, 8000, 9000, 10000
     - **MPLS (MPLS | Fiber, Wireless, Satellite):** 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 150, 200, 250, 300, 350, 400, 450, 500, 550, 600, 650, 700, 750, 800, 850, 900, 950, 1000, 2000, 3000, 4000, 5000, 6000, 7000, 8000, 9000, 10000
     - **Broadband (Broadband | Fiber, Wireless, Satellite):** 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 150, 200, 250, 300, 350, 400, 450, 500, 550, 600, 650, 700, 750, 800, 850, 900, 950, 1000, 2000, 3000, 4000, 5000, 6000, 7000, 8000, 9000, 10000
     - **Cross X (Ethernet - Switched | Fiber, Wireless, Satellite):** 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 150, 200, 250, 300, 350, 400, 450, 500, 550, 600, 650, 700, 750, 800, 850, 900, 950, 1000, 2000, 3000, 4000, 5000, 6000, 7000, 8000, 9000, 10000
   - **Supported Terms:** 12, 24, 36 Months
2. **Bell Canada WSS - New Seller Cloud API Implementation**
   Bell Canada WSS has been implemented as an available External API integration with the following details.
   - **Supported Countries:** Canada

- **Covered Products:** Following products, access mediums and speeds are supported:
    - **Ethernet Internetworking EVPL (Ethernet - Switched | NNI Required | Fiber):** 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 150, 200, 300, 400, 500, 600, 700, 800, 900, 1000
    - **Ethernet Internetworking EPL (Ethernet - Dedicated | P2P Required | Fiber):** 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 150, 200, 300, 400, 500, 600, 700, 800, 900, 1000
- **Supported Terms:** 12, 24, 36, 60 Months

3. **Axtel - New Seller Cloud API Implementation**

    Axtel API has been implemented as an available External API integration with the following details.

    - **Supported Countries:** Mexico
    - **Covered Products:** Following products, access mediums and speeds are supported:
        - **ELine (Ethernet Switched | Fiber):** 10 Mbps, 20 Mbps, 30 Mbps, 40 Mbps, 50 Mbps, 60 Mbps, 70 Mbps, 80 Mbps, 90 Mbps, 100 Mbps, 200 Mbps, 300 Mbps, 400 Mbps, 500 Mbps, 600 Mbps, 700 Mbps, 800 Mbps, 900 Mbps, 1000 Mbps
    - **Supported Terms:** 12, 24, 36 Months

4. **Verizon Quote - Dedicated E-Line and IDE being deprecated (DEADLINE: 6/30)**

    Verizon Quote integration has been updated to no longer support quoting for the **Dedicated E-Line** and **Internet Dedicated Ethernet (IDE)** products, based on the **Verizon Partner Solutions Exchange July 2026 API Release Preview**.

    Please note that with the deprecation of IDE, Verizon's Internet Dedicated+ product must now be quoted for internet services.

5. **Eurofiber WAZA & Eurofiber Net Avail - Added new speeds**

    We have enabled the following speeds to be quoted in France via **Eurofiber WAZA**:

    - Dedicated Internet (Fibre FTTO): 30M, 40M, 50M, 400M
    - Ethernet - Dedicated (Fibre FTTO): 30M, 40M, 50M, 400M, 2G
    - Dedicated Internet (Fibre FTTO): 30M, 40M, 50M, 400M, 2G, 3G, 4G

    We have additionally enabled the following speeds to be quoted in Netherlands and Belgium via **Eurofiber Network Availability**:

    - Dedicated Internet (DIA - GigE Interface): 10M, 20M, 30M, 40M, 50M, 300M, 400M
    - Ethernet - Dedicated (P2Pop Ethernet - GigE RJ45 Interface): 10M, 20M, 30M, 40M, 50M, 300M, 400M
    - Dedicated Internet (Ethernet to NNI - GigE RJ45 Interface): 10M, 20M, 30M, 40M, 50M, 300M, 400M

6. **ESUN - Added "No Preference" option/behavior to 'Last Mile Provider' API Request Attribute**

    A new "No Preference" option has been added as the default selection to the "Last Mile Provider" API Request Attribute on Dedicated Internet for the ESUN integration. When selected, no lastMileProvider is specified in the API request such that ESUN selects the value to return in the resultant quote.

TCW Enhancements

1. **Added Buyer as Condition Data Field in Financial & CPQ Rules**
   "Buyer" has been added as a new condition data field in Financial Rules, enabling sellers to create rules that apply margin, markup, or discounts on a per-connected-buyer basis. When selected, the value dropdown is pre-populated with the seller's connected buyers (displayed as Buyer Name & Instance Number). When a buyer-based rule is active and a connected buyer makes a pricing request, the system evaluates and applies the rule — presenting the adjusted price as Provider MRC/NRC without exposing the underlying markup or margin to the buyer.
   Additionally, in CPQ Rules, the existing "Buyer" field — which was actually pulling connected suppliers — has been renamed to "Supplier" to accurately reflect its function. A new, correct "Buyer" field has been added to CPQ Rules that properly pulls in connected buyers.
   Impact: Sellers — particularly resellers — can now self-service buyer-specific pricing rules directly in the rules engine without requiring custom stored procedures for each buyer. This eliminates manual intervention, reduces dependency on engineering for each new buyer setup, and corrects a field-naming inconsistency in CPQ Rules that could cause confusion.
   User action required: Sellers who previously relied on stored procedures to manage buyer-level margin should create equivalent Financial Rules or CPQ Rules using the new "Buyer" condition. Existing rules and stored procedures remain functional and are unaffected. In CPQ Rules, note that the former "Buyer" field has been renamed to "Supplier" — its behavior is unchanged.
   Before vs After:
   - **Before:** No "Buyer" condition available in Financial Rules or CPQ Rules. Buyer-specific margin/markup required a custom stored procedure per buyer instance. In CPQ Rules, the "Buyer" field label incorrectly referenced connected suppliers.
   - **After:** "Buyer" is available as a condition in both Financial Rules and CPQ Rules. Sellers can create and manage buyer-specific pricing rules through the UI. The CPQ Rules field that pulls suppliers is now correctly labeled "Supplier."
2. **Revalidate Expired Pricing**
   A new end-to-end workflow that allows Deal Desk and CPQ/Sales users to identify and revalidate supplier pricing that has expired. Expired pricing is now visually flagged across CPQ Step 3 results, WIP, and Requests WIP with alert icons, and a new "Revalidate Expired Pricing" engagement reason and action enable users to request that suppliers extend or update their pricing directly from the Requests WIP.
   Why it matters: Previously, there was no built-in way to identify which quotes had expired supplier pricing or to ask suppliers to revalidate without starting a new request from scratch. This feature gives Deal Desk users immediate visibility into expired pricing across their workflows and a streamlined path to get updated pricing from suppliers — reducing quote turnaround time and preventing deals from stalling due to stale pricing.
   How to use it:

- **Spot expired pricing:** Look for the alert icon on requirements in CPQ Step 3 results, at the quote level in WIP, and at both the request and requirement levels in Requests WIP.
- **Filter for it:** Use the new "Expired Pricing" quick filter in Requests WIP to surface all requests with one or more expired requirements.
- **Revalidate:** Select the "Revalidate Expired Price" action on a request. You'll see a summary of suppliers with expired pricing, a list of affected requirements, pre-populated supplier contacts, and a notes field. Click send to notify the supplier via email with a link to the original request.
- **Supplier response:** Suppliers receive the revalidation request in the Supplier Response Portal, where expired requirements are flagged. They must update the expiration date to a future date before submitting. If the supplier only extends the expiration (no price change), the requirement is auto-approved. If pricing also changes, the requirement moves to "Pricing Received" for Deal Desk review.

Who it's for: Deal Desk users, CPQ/Sales users, and suppliers who respond to pricing requests through the Supplier Response Portal.

Additional notes: The engagement reason "Revalidate Expired Pricing" is also available in the Internal Bid Management and Supplier Pricing Request forms, and will be pre-populated when the pricing is expired. Supplier Price Expiration and Supplier Quote ID fields have been added to both forms. Requirements currently in an active CBM process will not reflect the most current expiration date in CPQ Step 3 until the requirement is pushed back from CBM. Alert icons only appear for in-progress CBM requests — completed, rejected, no-bid, closed, and canceled requirements are excluded.

3. <u>**Request & Requirement Activity Logging**</u>

   A comprehensive activity log that captures a complete, timestamped history of all actions taken on CBM requests and their individual requirements. Two new collapsible sections — "Request Activity Log" and "Requirement Activity Log" — are available within the Request Details and Requirement Details panels in WIP/Requests (Global & My Requests).

   Why it matters: Previously, there was no centralized way to understand how a request was initiated, who touched it, why statuses changed, or when it moved through major workflow stages. Users had to piece together the history from scattered sources. Activity logging gives Deal Desk and CBM users full transparency into the lifecycle of every request and requirement — supporting accountability, auditing, and faster troubleshooting when questions arise about how a request reached its current state.

   How to use it:

   1. Navigate to WIP/Requests (Global or My Requests) and click the info icon on a request to open Request Details. Expand the Request Activity Log section under Notes/Messaging to see request-level history.
   2. Click into a requirement to open Requirement Details and expand the Requirement Activity Log section for requirement-level history.
   3. Each log entry includes the user who performed the action (or the auto-assignment rule name, if applicable), a plain-language description of the action, and a formatted date/timestamp.
      - **Request-level events logged include:** request creation (Internal Bid Management or Direct Engagement), request assignment/unassignment

(manual and auto-assignment), sending pricing requests to suppliers, supplier responses received, and request closure upon completion of all requirements.

- **Requirement-level events logged include:** requirement assignment/unassignment (manual and auto-assignment), pricing requests sent to specific supplier contacts, supplier chase reminders, supplier responses (pricing received or no bid), user-added or user-edited prices (with product, speed, address, MRC/NRC, and disposition details), requirement approval or rejection, requirement cancellation, and automatic closure due to past-due status.

Who it's for: Deal Desk users, CBM users, and anyone with access to the Requests WIP who needs visibility into the full history of a request or requirement.

Additional notes: Auto-assignment events — whether triggered by CBM rules at the request level or auto-assignment rules at the requirement level — are logged with the rule name that initiated the assignment. When some (but not all) requirements within a request are assigned, the request-level log notes the partial assignment and directs users to the requirement-level log for details.

4. **WIP Requests Export Functionality**

A new Export button has been added to the Requests WIP page header toolbar (immediately left of the Analytics button), enabling CBM users to download request and requirement data as a CSV file. The Export dialog provides configurable options including scope (Global Requests or My Requests), level of detail (Request level or Request + Requirement level), status filters with Include/Exclude modes, Request ID filtering, and a created date range filter. A live preview row count updates in real time as filters are adjusted, and the Export CSV button is disabled when no rows match.

Impact: CBM users can now analyze request and requirement data outside the platform without manual data gathering. Request-level exports produce one row per request with key fields (Request ID, Account, Deal, Quote Name, Status, Created/Due Dates, Engagement Reason, Requester, Assigned, Quote Type, and more). Request + Requirement–level exports include all request fields plus detailed requirement data (Supplier, Address, Product, Speed, Term, MRC/NRC, Disposition, Requirement Status, and 20+ additional fields) — one row per requirement. Status filters operate independently per level, and request-level filters (date range, Request ID) cascade to requirements, ensuring child requirements are excluded when their parent request is filtered out.

User action required: None. The Export button is available on the Requests page for users with CBM access.

Before vs After:

- **Before:** No way to export request or requirement data from the Requests WIP. Users had to manually compile data outside the system for reporting or analysis.
- **After:** A single Export action with flexible filtering options produces downloadable CSV files at the request or request + requirement level, with real-time row count previews and proper file formatting for spreadsheet use.

5. **CBM Internal Messaging**

A new in-platform messaging system has been added to the Requests WIP, enabling Deal Desk and CPQ users to communicate directly at both the request and requirement level. A new envelope icon appears next to the info icon on each row — clicking it opens a dedicated messaging screen where users can compose internal notes and view full message history in an expandable, threaded layout. Each sent message triggers both an email notification (with a direct "View Request" or "View Requirement" link back to the WIP) and an in-platform notification under a new "CBM Notifications" tab in the notification center, which can be set as the default view. Unread messages are indicated by a red dot on the envelope icon, and a new "New Messages" quick filter in My Requests surfaces requests with unread messages.

Impact: Deal Desk and CPQ users now have a structured, centralized way to exchange follow-up messages directly within the request or requirement they relate to — eliminating reliance on ad-hoc external channels and ensuring communication context stays tied to the work item. Email and in-platform notifications keep recipients informed without requiring them to manually check for updates.

User action required: None. The envelope icon and messaging functionality are available on the Requests WIP for all Deal Desk and CPQ users.

Before vs After:

- **Before:** No built-in messaging between Deal Desk and CPQ users within the Requests WIP. Follow-up communication happened through external channels with no direct link to specific requests or requirements.
- **After:** Users can send and view threaded internal messages at both the request and requirement level, with automatic email and in-platform notifications, unread indicators, and a quick filter to find requests with new messages.

Note: This release covers internal messaging only (**Deal Desk ↔ CPQ**). External messaging to suppliers is planned in a future release. The existing notes/messaging section in the Requirement and Request Level Details panel is retained until external messaging is available.

6. <u>**Find More Suppliers for Quoted Solutions**</u>

A new **"Find Suppliers"** button has been added to the Quoted section of the Supplier Pricing Request form, allowing users to search for additional suppliers directly from their existing quoted results.

Why it matters: Previously, after receiving pricing back from a supplier, there was no way to search for additional options from within the Quoted section — users could only find suppliers from the Fallout section. This enhancement gives users more flexibility to explore alternative suppliers without leaving their current workflow.

How to use it: When viewing a Supplier Pricing Request (via Direct Engagement or Deal Desk flow), look for the new "Find Suppliers" button in the Quoted section. It works the same way as the existing button in the Fallout section.

Who it's for: CBM users who submit and manage Supplier Pricing Requests.

Issues resolved in this release

Connectbase resolved the following issues in this release.

Internal Ref #	Issue/resolution
QTO-1067	**Advanced CPQ v3 GET Prices API Missing Carrier Zone Field** **Issue:** The Advanced CPQ v3 GET Prices API was not returning the "Carrier Zone" field in the response, even though the field was visible in the CPQ UI and documented in the API specification. Customers using the v3 API were unable to retrieve carrier zone data for their quotes. **Resolution:** The carrierZone field has been added to the GET Prices endpoint in Advanced CPQ v3. When carrier zone data is available, it returns an array containing the tier type and value. When no data is available, the field returns an empty array ([]) to maintain a consistent response structure. **Impact:** Customers who migrated from the v2 API to v3 — at Connectbase's recommendation — were unable to access carrier zone information needed for their quoting workflows.