https://cloudblue.com

Zapier Zapier Integration

Actions

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The following outlines all available actions of the CloudBlue Connect Zapier application:

Create Asset Request From External System Order

Enables distributors to create or modify one or multiple assets with a single order payload from an external system. Automatically detects products set in the payload. No limits for the maximum number, but at one item of one product needs to be present. For a given product, automatically detects if a new asset needs to be created or existing needs to be adjusted by searching via external asset id.

Create Asset Purchase Request

Distributors can create purchase requests using this action, action has line items support to add multiple items or set multiple parameters of ordering type together with the request.

Create Asset Purchase Request (With Line Items Support)

Distributors can create purchase requests using this action, action has line items support to add multiple items or set multiple parameters of ordering type together with the request.

Create Asset Change Request

Allows the creation of a single request of type “change” on an existing asset in CloudBlue Connect. The asset identifier can be passed from the previous steps of the Zap.

Create Asset Change Request (With Line Items Support)

Allows the creation of a single request of type “change” on an existing asset in CloudBlue Connect. The asset identifier can be passed from the previous steps of the Zap.

Create Asset Suspend Request

Allows the creation of a single request of type “suspend” on an existing asset in CloudBlue Connect. The asset identifier can be passed from the previous steps of the Zap.

Create Asset Resume Request

Allows the creation of a single request of type “resume” on an existing asset in CloudBlue Connect. The asset identifier can be passed from the previous steps of the Zap.

Create Asset Cancel Request

Distributors can create cancel requests using this action, in order to cancel an asset.

Approve Asset Request

Vendors can use this action to approve a concrete request that is in status pending.

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Inquire Asset Request

Vendors can use this action to inquire a pending request knowing the concrete request parameters they want to inquire for.

Inquire Asset Request (With Line Items Support)

Vendors can use this action to inquire about a request setting multiple parameters that need changes, this action is useful when external systems can define the list of parameters to inquire for.

Reject Asset Request

Distributors and Vendors can use this action to reject a concrete request.

Fill Asset Request Parameters

Vendors can use this action to populate values for Fulfillment parameters on Asset requests that are in pending status, the values can come from previous steps.

Fill Asset Request Parameters (With Line Items Support)

Vendors can use this action to populate values for Fulfillment parameters on Asset requests that are in pending status, with the help of line items support is possible to populate them dynamically and populate the ones resulting from previous steps of the Zap.

Create Billing Request

Distributors and Vendors can create a new Billing Request.

Create Billing Request (With Line Items Support)

Distributors and Vendors can create a new Billing Request.

Create Update Tier Config Request

Distributors can create Update Tier Config Requests for existing Tier Configs, the Tier Config ID is required and can be obtained using the search, the list of parameters to update must be known and could be all of the type order.

Create Update Tier Config Request (With Line Items Support)

Distributors can create Update Tier Config Requests for existing Tier Configs, the Tier Config ID is required and can be obtained using the search, the list of parameters to update may come from the previous step of the Zap due to line item support, please note that only ordering type parameters can be updated.

Approve Tier Configuration Request

Vendors can use this action to approve pending Tier Configuration Requests.

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Inquire a Tier Configuration Request

Vendors can use this action to inquire about a pending Tier Config Request for parameters obtained on previous steps of the zap, for example when interacting with Vendor API and API can define multiple fields that require refinement.

Inquire a Tier Configuration Request (With Line Items Support)

Vendors can use this action to inquire about a pending Tier Config Request for parameters obtained on previous steps of the zap, for example when interacting with Vendor API and API can define multiple fields that require refinement.

Fill Tier Config Request Parameters

Vendors can use this action to populate values for Fulfillment parameters on Tier Config Requests knowing the list of parameters they want to populate, the values can come from previous steps.

Fill Tier Config Request Parameters (With Line Items Support)

Vendors can use this action to populate values for Fulfillment parameters on Tier Config Requests, with the help of line items support is possible to populate them dynamically and populate the ones resulting from previous steps of the Zap.

Reject Tier Configuration Request

Vendors can use this action to Reject Tier Configuration Requests.

Create Tier Account Request

Distributors can create a new Tier Account Request to communicate data changes to vendors.

Accept Tier Account Request

Vendors can use this action to accept a concrete request that is in status pending.

Ignore Tier Account Request

Vendors can use this action to ignore a concrete request that is in status pending.

Add Conversation Message

Vendors and Distributors can use these actions to add messages to conversations on multiple objects like asset requests, these messages can be seen by Vendors and Distributors and can provide valuable information like the reason why a request has not been approved.

Change Status of Listing Request

Vendors and Distributors can use this action to change the status of Listing Requests.

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Create a Helpdesk Case

Can create helpdesk cases using this action,

Update a Helpdesk Case

Can update helpdesk cases using this action,

Set Case to Pending Status

Allows the settings on the “Pending” status on an existing helpdesk case in CloudBlue Connect. The case identifier can be passed from the previous steps of the Zap.

Set Case to Inquire Status

Allows the settings on the “Inquire” status on an existing helpdesk case in CloudBlue Connect. The asset identifier can be passed from the previous steps of the Zap.

Set Case to Resolved Status

Allows the settings on the “Resolved” status on an existing helpdesk case in CloudBlue Connect. The case identifier can be passed from the previous steps of the Zap.

Set Case to Closed Status

Allows the settings on the “Closed” status on an existing helpdesk case in CloudBlue Connect. The case identifier can be passed from the previous steps of the Zap.

Create a Helpdesk Case Comment

Can create helpdesk case comments using this action,

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