

Provisioning Workflows

Provisioning in the CMS follows the hierarchy of Distributor → Partner → Tenant → Subscription. Each workflow ensures that commercial alignment and technical access are established at the same time.

Adding a Distributor

- Action: Platform Admin creates a new distributor record.
- Inputs: Distributor name, contact details, commission framework.
- Outputs: Distributor admin account and portal access.

Onboarding a Partner

- Action: Distributor (or Platform Admin) creates a partner under their scope.
- Inputs: Partner name, branding settings, commission rates if defined.
- Outputs: Partner admin account with delegated access.

Creating a Tenant

- Action: Partner admin creates a tenant.
- Inputs: Tenant organization name, contact details, identity provider mapping.
- Outputs: Tenant administrator account.

Assigning a Subscription

- Action: Partner or tenant admin creates a subscription under a tenant.
- Inputs: Linked plan, quotas, optional overrides (pricing/credits).
- Outputs: Active subscription that begins generating usage.

Checklist

- Ensure commission settings are correct before onboarding partners.
- Confirm tenant identity settings before creating user accounts.
- Validate subscription linkage to an active plan to avoid billing gaps.

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