SiteControl Process Flows – Product Activation vs. Purchases   Version: 12.0   Updated: 4/6/2011 12:14 PM by Stu Young

activation

User clicks to "activate" a product which is included in their account

User is taken to "Request for Activation" page

User types in email address to receive confirmation

User clicks "activate now"

User taken to "Activation Request" page

Product is active →

User receives email confirmation → User can begin to use product

Product not active → User taken to "Hostway not yet activated page"

User views product or features page

purchase

User chooses to "purchase" product which which is not included in their account and costs money

User taken to "Purchase Page" which displays pricing

Use agrees to purchase

No purchase

User taken to "Purchase Confirmation page"

Product is active

User receives email confirmation → User can begin to use product

Product not active → User taken to "Hostway not yet activated page"

Key | page | | process |

Upgrade not yet activated

Ideally user would receive an email stating their upgrade have been provisioned (ready to go)

User arrives as the BizBlog overview page and they will see all of their 3 active blogs, if they have them along with their new blogs

upgrade

User clicks "upgrade" on the product they wish to upgrade

User fills out form requirements

User is taken to Authorization page (formerly called Pre Confirmation page) This page contains the new cost as well as any other items which may not work

User clicks "Upgrade Now"

User taken to confirmation page and ideally would receive a confirmation email stating the details of their upgrade along with new cost

Upgrade activated

When use clicks on Blog they are taken to a pending page

User views product or features page

downgrade

Use click on Purchase Now

Downgrade activated

Ideally user would receive an email stating their upgrade have been provisioned (ready to go)

User arrives as the SiteBlog overview page as if they were there for this first time

User clicks "downgrade"

User taken to "Authorization page (formerly Pre Confirmation) which will list all of the items which will be removed.

Ideally the user would be able to choose which items they wish to keep, but at this time they will simply receive a notice stating that all products will be deleted

User taken to Confirmation page and ideally would receive a confirmation email stating the downgrade details

Downgrade not activate

When use clicks on Blog they are taken to a SiteBlog pending page

User clicks Cancel & Go Back

Key   page   process