

MARKET / SALES MANAGEMENT

CAMPAIGN MANAGEMENT

- CAMPAIGN ANALYTICS
CAMPAIGN EXECUTION
LEAD GENERATION

COMPENSATION & RESULTS

- COMPENSATION
RESULTS REPORTING

CHANNEL SALES MANAGEMENT

- TELESALES
RETAIL OUTLET
VIRTUAL NETWORK OPERATORS
AFFILIATES

CORPORATE SALES MANAGEMENT

- CORPORATE SALES WORKFLOW MGMT.
CONTRACT MANAGEMENT
SOLUTION MANAGEMENT

MASS MARKET SALES MANAGEMENT

- CUSTOMER/PROSPECT DATA ACQUISITION
CUSTOMER QUALIFICATION
SALES PORTALS

PRODUCT MANAGEMENT

PRODUCT STRATEGY / PROPOSITION MGMT.

- Strategy Capturing and Management
Proposition Organization
Link Strategy to Propositions

PRODUCT/SERVICE CATALOG MANAGEMENT

- Product Offering Structure Data Model
Product Instantiation
Product Components Maintenance

PRODUCT LIFECYCLE MANAGEMENT

- Model Products
Provision Detailed Product Specifications
Solicit Product Requirements

PRODUCT PERFORMANCE MANAGEMENT

- Product Campaign Tracking
Product Revenue Reporting
Product Cost Reporting

OPERATIONS SUPPORT & READINESS

FULFILLMENT

ASSURANCE

BILLING

CUSTOMER MANAGEMENT

CUSTOMER INFORMATION MANAGEMENT

- Customer Name
Contact Persons for this Customer
Account Managers for this Customer

TRANSACTIONAL DOCUMENT PRODUCTION

- TRANSACTIONAL DOCUMENT FORMATTER
DOCUMENT ARCHIVING
TRANSACTIONAL DOCUMENT GENERATOR
DOCUMENT DELIVERY

CUSTOMER SELF MANAGEMENT

CUSTOMER SELF EMPOWERED FULFILLMENT

- Product Catalogue and Offerings Browsing
Guided Selling Driven View for Offer Eligibility
Shipping Card Driven Order Management

CUSTOMER SELF EMPOWERED ASSURANCE

- Account Management
Self Registration to Define Services
Service Requests Management

CUSTOMER SELF EMPOWERED BILLING

- Bill View
Unbilled Charges View
Usage View

COLLECTION MANAGEMENT

COLLECTION POLICY DEFINITION AND CONFIGURATION

- Collection Flows Creation
Collection Rules Definition
Collection Policy Execution and Monitoring

CUSTOMER SERVICE REPRESENTATIVE TOOLBOX

- CSR FULFILLMENT
CSR ASSURANCE
BILLING INQUIRY DISPUTE & ADJUSTMENT MANAGEMENT
PAYMENT

RECEIVABLES MANAGEMENT

- A/R MANAGEMENT
JOURNALIZATION
FINANCIAL REPORTING

CUSTOMER CONTACT, RETENTION & LOYALTY

- VERIFY CUSTOMER RELATIONSHIP
INTERACTION MANAGEMENT
BUILD CUSTOMER INSIGHT

CUSTOMER ORDER MANAGEMENT

- CUSTOMER ORDER ESTABLISHMENT
Channel Guidance and Data Capture
Customer & Product Data Collection

CUSTOMER QoS/SLA MANAGEMENT

- Measure Perceived QoS
Manage QoS/SLA Violation
Manage Reporting

BILLING INQUIRY, DISPUTE & ADJUSTMENT MANAGEMENT

- BILL INQUIRY
DISPUTE MANAGEMENT
ADJUSTMENTS

BILLING ACCOUNT MANAGEMENT

- BILLING ACCOUNT ASSOCIATIONS MANAGEMENT
BILLING ACCOUNT CONFIGURATION MANAGEMENT

SERVICE SPECIFICATION MANAGEMENT

SERVICE INVENTORY MANAGEMENT

- Service Inventory Retrieval
Service Inventory Update Notifications
Service Inventory Update

SERVICE ORDER MANAGEMENT

SERVICE DATA COLLECTION

- SERVICE ORDER VALIDATION
SERVICE DESIGN/ASSIGN
SERVICE ORDER PUBLICATION

SLA MANAGEMENT

SERVICE PROBLEM MANAGEMENT

- Problem Reception
Problem Ticketing
Problem Consolidation

BILL CALCULATION

CUSTOMER BILL CHARGE CALCULATION

- Support Flexible Bill Cycle Definition
Discounts and Promotions
Contract Commitment Tracking

SERVICE AVAILABILITY

- Service Availability Validation
Resource Availability Validation
Service Feasibility Validation

SERVICE QUALITY MONITORING & IMPACT ANALYSIS

- Monitor Service Quality
Analyze Service Quality
Improve Service
Identify & Report Service Constraints

PRODUCT / SERVICE RATING

- Charge Calculation
Charge Level Discounts And Taxes
Arbitrary Mathematical Rating

SERVICE PERFORMANCE MANAGEMENT

- Collection of Service Performance Data
Map the Performance Data to Service Topology
Long-Term Performance Archive

ONLINE CHARGING

- Real-time Rating
Service-Consumption Reservation and Authorization
Use of Customer Billing Hierarchy

RESOURCE MANAGEMENT

RESOURCE PROCESS MANAGEMENT

- Work Flow and Rules Engine Testing
Auto and Manual Test Initiation
Life Cycle Management Testing

RESOURCE TESTING MANAGEMENT

- Head Management Test
Management Test Head Resources Capacity
Management Test Head Availability

VOUCHER MANAGEMENT

- Voucher Ordering
Definition and Creation of Packages and Tentative Vouchers

RESOURCE CHANGE MANAGEMENT

- Supports Interface to Financial Control to Authorize Expenditure
Supports Links to Vendor ERP
Provide Jeopardy Management

WORKFORCE MANAGEMENT APPLICATIONS

- Dynamic Management
Operational Support

BILLING DATA MEDIATION

- CDR Formatting, Mediation & Correlation
IP & IPDR Formatting / Mediation / Correlation

WORKFORCE MANAGEMENT APPLICATIONS

- Scheduling
Forecasting

JEOPARDY MANAGEMENT

- Resource Inventory Information Model
Resource Inventory Retrieval

REAL-TIME BILLING MEDIATION

- Acquisition and Validation of Events
Common Event Record Formatting
Customer Identification and Event Routing

RESOURCE INVENTORY MANAGEMENT APPLICATIONS

- Inventory Update Notifications
Resource Inventory Update
Resource Inventory Reconciliation

RESOURCE ASSURANCE PROCESS ORCHESTRATION

- PROTOCOL MANAGEMENT
TRAFFIC MANAGEMENT

REAL-TIME BILLING MEDIATION

- Acquisition and Validation of Events
Common Event Record Formatting
Customer Identification and Event Routing

RESOURCE LIFECYCLE MANAGEMENT

RESOURCE COMMISSIONING & CONFIGURATION MANAGEMENT

- Resource Commissioning Process
Resource Configuration Management
Resource Configuration Logs

RESOURCE ORDER TRACKING & MGMT.

RESOURCE ORDER ORCHESTRATION

- Resource Order Tracking
Jeopardy Tracking
Resource Order Completions

RESOURCE ASSURANCE PROCESS ORCHESTRATION

SLA METRIC MANAGEMENT

- FAULT STATUS MONITORING
CORRELATION & ROOT CAUSE ANALYSIS

SPARES & WAREHOUSE INVENTORY MANAGEMENT

- Database of All Spares
Barcode/RFID Tracking of All Spares Resources
Record Location of Spares

RESOURCE DESIGN/ASSIGN APPLICATIONS

- Physical, Logical, and Software Resources Design
Graphical Resource Presentation
End-To-End Resource Design

RESOURCE STATUS MONITORING

- Network Topology Modeling
Network Topology Monitoring
Resource Load Monitoring

RESOURCE LOGISTICS

- Resource or Kit Distribution
People + Part + Event Coordination
Stock Balancing

RESOURCE AVAILABILITY

- Resource Address Validation
Resource Availability Validation
Establishment of Service Termination Points

RESOURCE PROBLEM MANAGEMENT APPLICATIONS

- Event Management
Trouble Ticket Creation
Auto and Manual Ticket Initiation

IMPLEMENTATION PLANNING

- Implement Tactical Plans Locally
Provide Physical Implementation Information
Identify Shortfalls in Physical Infrastructure

RESOURCE ORDER PUBLICATION

- Resource Parameters Allocation
Interface with Configuration or Inventory Applications
Cross Resource Considerations

RESOURCE PERFORMANCE MANAGEMENT

- Resource Performance Data Collection
Resource Topology Status Data Collection
Business Rules

TACTICAL PLANNING

- Implementing Strategic plans at All Technology Layers
Support Network Reconfiguration
Remedial Relocation of Network Capacity in Response to Unpredicted Demand

STRATEGIC PLANNING

- Analyze Demand Forecasts and Utilization Trends
Determine Optimum Network Deployments
Support Strategic Network Sizing Decisions

PLANNING DESIGN AUTOMATION

- Apply Algorithmic and Heuristic Analysis of the Network
Use Generalized Capability View of the Network
Support Forecasting Functionality

RESOURCE DOMAIN MANAGEMENT

- RESOURCE DISCOVERY
OSS INVENTORY / DATA SYNCHRONIZATION MANAGEMENT

RESOURCE ACTIVATION APPLICATIONS

- Update the Resource Instance to Perform the Activation or Deactivation
Activate the Resource to Activate Billing Data Collection
Notify Resource Provision/Control of Activation Status

SUPPLY CHAIN MANAGEMENT

- Partner Definition and Hierarchy Management
Agreement Definition
Direct and Indirect Settlement

PARTNER MANAGEMENT

- Partner Event Processing and Revenue Share Accounting
Partner Payment Handling
Pre-Defined Revenue Sharing Agreements and Variation Rules

WHOLESALE/INTERCONNECT BILLING APPLICATION

- Reference Data Creation & Management
Products and Services Definition
Partners' Accounting

ENTERPRISE MANAGEMENT

REVENUE ASSURANCE MGMT.

- Detection of Data Discrepancies
Detection of Data Integrity & Correctness Problems
Rating & Billing Verification

HR MANAGEMENT

- Equipment and System Testing
Trouble Reports and Alarms
Automation of Revenue Assurance Controls & Data Collection

FINANCIAL MANAGEMENT

- Pattern Recognition
Tools to Set Up and Maintain Pricing Rules

ASSET MANAGEMENT

- Configuration Validation and Rollback
Across Network Elements Through Rules
Multi-vendor and Multi-Technology Activation

SECURITY MANAGEMENT

- Enterprise Information Applications
Data Management Acquisition
Data Transformation & Remediation

KNOWLEDGE MANAGEMENT

- Business Intelligence Application
Generation of Event Triggers
Marketing and Campaign Management Support

SALES AIDS

- Job Aids
Product Support
Settlement Management
Handling of Payment

FRAUD MGMT.

- Dispute Management
Monitoring Tools
Payment Tracking