

**Oracle® Application Integration Architecture for
Communications 2.4: Release Notes**

Release 2.4

Part No. E14941-01

June 2009

Oracle Application Integration Architecture for Communications 2.4: Release Notes

Part No. E14941-01

Copyright © 2007, 2009, Oracle and/or its affiliates. All rights reserved.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are “commercial computer software” or “commercial technical data” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

This software and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

Contents

- Contents 1
- Value Proposition for Oracle AIA for Communications 2.4 3
 - Realize Higher Returns On Your Oracle Investments 3
 - Reduce Integration Costs and Risk..... 3
 - Deliver Greater Capabilities to the Business..... 4
- Product Enhancements for AIA for Communications 2.4 5
 - Certification on the Latest Application Releases..... 5
 - Certification on the Communications Foundation Pack 5
 - Oracle Communications Integration Pack for Order to Bill Enhancements 6
 - Oracle Communications Integration Pack for Agent-Assisted Billing Care Enhancements..... 8
 - Oracle Communications Integration Pack for Revenue Accounting Enhancements 10
- Additional Resources 11

Value Proposition for Oracle AIA for Communications 2.4

Oracle Application Integration Architecture for Communications 2.4 is focused on the following key areas:

- Realize higher returns on your Oracle investments.
- Reduce integration costs and risk.
- Deliver greater capabilities to the business.

Realize Higher Returns On Your Oracle Investments

As a result of recent application acquisitions, a lot of customers have been asking Oracle, “How are you going to help us bring all this together? How are you going to help me optimize my existing Oracle investments?”

Oracle’s answer is Application Integration Architecture (AIA), an open, standards-based solution and framework designed to deliver pre-built integrations across Oracle’s applications and to build integrations to non-Oracle systems.

AIA can be continually modified and optimized over time, and this release of Oracle AIA for Communications is a good illustration of continual optimization, as it enriches previously delivered Oracle AIA Communications Process Integration Packs (PIPs) with best-of-breed application functionality for enhanced end-to-end business processes.

As an example, the Oracle Communications Integration Pack for Agent-Assisted Billing Care has been enhanced to integrate the collections module of Oracle Billing and Revenue Management (BRM) with Siebel CRM’s credit management module. This new flow provides a complete revenue collection solution, leveraging best-of-breed BRM and Siebel functionality and delivers higher return on investment for customers that adopt it.

Reduce Integration Costs and Risk

With companies relying on upwards of hundreds to thousands of different application systems to manage mission critical business functions, application landscapes today are complex and rigid infrastructures that are often connected by fragile, hard-coded integrations that are costly, difficult, and risky to change.

Oracle AIA for Communications Foundation Pack enables you to simplify cross-application business process integrations using productized integration applications designed for re-usability, extensibility, and configurability. With it, you can create robust integrations on a standardized framework, leveraging your existing Oracle and non-Oracle application investments. Oracle AIA for Communications Foundation Pack includes among other things a pre-built architecture and programming model, communications specific business process models, Enterprise Business Objects (EBOs) and Enterprise Business Services (EBSs) and a set of governance tools to build and manage your composite business processes with less cost and risk.

In release 2.4 of Oracle AIA for Communications, the Integration Packs for Order to Bill and for Agent-Assisted Billing Care have been certified on the AIA Communications Foundation Pack, which provides you with the same integration architecture framework for pre-built integrations and for the custom integrations you may develop.

Deliver Greater Capabilities to the Business

In order for IT to become a strategic partner to the business—helping to drive transformation, growth and competitive advantage—high performance companies are focusing now more than ever on business process improvements that will support continuous innovation.

With each release of Oracle AIA for Communications, Oracle delivers new and improved features that enable you to deliver greater capabilities to your business users.

As an example, in this new release, the Oracle Communications Integration Pack for Order to Bill includes support for the very popular 'Friends and Family' feature, which is common to many fixed or mobile phone plans. This is just one of the multiple business process enhancements contained in this release.

Product Enhancements for AIA for Communications 2.4

This section discusses new enhancements that are common to multiple applications.

- Certification on latest application releases.
- Certification on the Communications Foundation Pack.
- Oracle Communications Integration Pack for Order to Bill.
- Oracle Communications Integration Pack for Agent-Assisted Billing Care.
- Oracle Communications Integration Pack for Revenue Accounting.

Certification on the Latest Application Releases

In order to enable your business to leverage the most up-to-date versions of its applications and thus to benefit from its latest innovations, Oracle has certified the three available Oracle AIA Communications PIPs on the latest application releases:

- Oracle Communications Integration Pack for Order to Bill 2.4 is certified on Siebel 8.1.1 and BRM 7.4.
- Oracle Communications Integration Pack for Agent-Assisted Billing Care 2.4 is certified on Siebel 8.1.1 and BRM 7.4.
- Oracle Communications Integration Pack for Revenue Accounting 2.4 is certified on BRM 7.4 and both EBS 12.1.1 and 11.5.10.

Certification on the Communications Foundation Pack

Oracle AIA Foundation Pack is a prebuilt integration solution that provides the programming model, best practices, application-independent data model as well as supporting tools to implement, test, diagnose and govern your service-oriented architecture (SOA).

With AIA release 2.3, Oracle introduced the Communications Industry Foundation Pack, which included new industry-specific enterprise business objects, a complete set of activity-based industry process models and other modified horizontal enterprise business services and objects for the communications industry.

In release 2.4, Oracle has certified the Communications Integration Packs for Order to Bill and for Agent-Assisted Billing Care on the Communications Foundation Pack, thus enabling you to standardize on a common, comprehensive business process composition framework for both pre-built and ad-hoc integrations.

Oracle Communications Integration Pack for Order to Bill Enhancements

The Oracle Communications Integration Pack for Order to Bill automates the order management process between Siebel CRM and Oracle BRM, including automatic product and price synchronization, customer synchronization, and integrated order processing.

In addition to the enhancements listed above, the Oracle Communications Integration Pack for Order to Bill 2.4 delivers the following enhancements:

- Enhancements to enable the Order to Activate process.
- Order to Activate process enablement white paper.
- Granular billing interface to initiate usage and activate billing cycle.
- Create trouble tickets in Siebel upon order fallout.
- Support discount overrides on the order passed from Siebel to BRM.
- Support for friends and family.
- Support for promotion details on billing invoice.

Order to Bill Enhancements to Enable the Order to Activate Process

In order to help you extend the functional scope of the Oracle Communications Integration Pack for Order to Bill to support the Order to Activate process, this release of the Order to Bill PIP includes the following enhancements:

Siebel Enhancements

- Extended Product Definition with an additional attribute for flexible mapping of commercial products to fulfillment items and simpler product definition driven fulfillment flows.
- Extended cross order dependencies: new field Order Item for Depends On Line Item Id to track line item on which the order line depends.
- Enhanced revision orders: with better mapping between revisions and support for point-of-no-return to reduce fallout incidents.
- Preserve customer intent when order changes: preserve customer order intent by making a copy of the original order if the order is changed significantly during fulfillment.
- Auto-asseting of completed orders: when the status of line changes to complete, trigger auto-asset automatically.
- Order and order line status comprehensive visibility: extend sales order with several attributes to provide comprehensive fulfillment visibility to CSR and self-service customer.
- Fallout trouble ticketing: added new services for creating and updating a new type of trouble

ticket specifically extended for fallout incidents. Also added a new view to see the order fallout information. This facilitates fallout task assignment, notification, management, and reporting.

Order To Activate Process Enablement White Paper

This whitepaper provides Order to Activate (O2A) solution architects functional guidance on implementing O2A with any Order Management (OM) solution while maximizing the leverage of AIA, Siebel, and BRM capabilities. In addition, it provides:

- Guidance on how to leverage Oracle's Order and Service Management (OSM) version 6.3 application for order management and provisioning.
- Methodology and best practice recommendations to keep in alignment with Oracle investments and reduce uptake costs of future releases.

New Billing Patterns

The Oracle BRM AIA adapters were enhanced to facilitate two new scenarios:

- Ability to start usage cycle before a service is activated. This reduces revenue leaks and costly reinjection of rejected CDRs.
- Ability to validate orders into billing prior to sending order to provisioning. This is valuable when the nature of the deployment is such that there is a high rate of orders that can't be interfaced to billing due to lacking product launch controls or other reasons. In this case, a product can be interfaced to billing to ensure that the CSP won't incur the provisioning costs only to find out that the product can't be interfaced to billing.

Create Trouble Tickets In Siebel for AIA Errors

With this release, the Oracle Communications Integration Pack for Order to Bill enables you to automate logging of AIA errors as Siebel trouble tickets in Siebel. This ensures a more proactive management of the issue and a better customer experience.

Additional Siebel Validations to Avoid Order Fallout

In order to reduce the risk of order fallout, the orders coming in have to be as clean as possible. Additional validations have been implemented in the Siebel order capture process to minimize order fallout once the order is submitted to the back end systems for fulfillment.

Support Discount Overrides on the Order Passed from Siebel to BRM

This enhancement enables you to define discounts as well as discount rules and policies in Siebel, and to apply those as discount overrides on BRM products. The ability to use price overrides remains available.

The benefits of this approach are threefold:

- Customer Service Representatives can see the impact of the discounts on the order.
- Discounts are tracked in separate General Ledger buckets.
- Price overrides are made optional, thus increasing the control over price change.

Support for Friends and Family

Friends and family is a popular feature of fixed or mobile phone plans. As part of this release, Oracle is enabling its out-of-the-box support within the Order to Bill process. A list of friends and family phone numbers can be entered in Siebel as part of the order capture flow and passed to Oracle BRM. That list can be modified (add/delete/update) at a later point in time in Siebel and synchronized back to BRM for accurate billing.

Support for Promotion Details on Billing Invoices

The ability to leverage the billing invoice as a means of keeping customers informed of the promotions they are benefiting from is a common requirement for integration between CRM and billing applications.

With this release, the Communications Integration Pack for Order to Bill enables you to send promotion names and attributes (for example, start and end dates, status) along with the order from Siebel to BRM and to display this information on the invoice.

Oracle Communications Integration Pack for Agent-Assisted Billing Care Enhancements

The Oracle Communications Integration Pack for Agent-Assisted Billing Care delivers pre-built integration between Oracle's Siebel CRM and Oracle BRM, giving your customer service representatives access to all customer-related information using Siebel CRM—including usage and billing data maintained within Oracle BRM.

In addition to the enhancements listed above, the Oracle Communications Integration Pack for Agent-Assisted Billing Care 2.4 delivers the following enhancements:

- Automated credit alerts in the BRM-Siebel integration to enable the collections process.
- Allow call center agent to make adjustments to unbilled usage.
- Allow call center agent to make payments/adjustments on subordinate accounts.

Automated Credit Alerts in the BRM-Siebel Integration to Enable the Collections Process

The collections process is a very sensitive one in that it spans revenue management and customer relationships. Running a smooth and efficient collections process requires intimate knowledge of the billing and payment information, powerful collection scoring and strategy functionality, and efficient customer-centric interaction capabilities.

This release of Oracle Communications Integration Pack for Agent-Assisted Billing Care brings the best of BRM and Siebel in their respective domain to deliver a complete collections process that bridges the gap between back-office transactional data and front-office customer management, while improving agent productivity and collection results.

The integrated collections process is described below:

1. Collections profiles and actions are defined in BRM (for example, email customer, phone, send dunning letter, etc.)
2. When a customer account goes into collections, all of the action instances are published to Siebel.
3. AIA creates credit alerts in Siebel for all of the actions.
4. When a Customer Service Representative completes an action, the status of the action is synchronized back to BRM.

The solution additionally provides visibility to a customer being in collections using the billing profile status bar in Siebel.

Allow Call Center Agent To Make Adjustments To Unbilled Usage

New in this release of Oracle Communications Integration Pack for Agent-Assisted Billing Care is the ability to make adjustments to unbilled events directly from the Siebel Credit Management screens, thus providing better reactivity to end-consumers.

Allow Call Center Agent To Make Payments/Adjustments On Subordinate Accounts

Also new in this release is the ability for customer service representatives to access the billing information of a child account. This enables them to view child account balances and to make adjustments to unbilled events for those accounts.

Oracle Communications Integration Pack for Revenue Accounting Enhancements

The Oracle Communications Integration Pack for Revenue Accounting moves general ledger data from Oracle BRM to the Oracle E-Business Suite application, thus enabling customers to use Oracle General Ledger as an accounting engine on top of the Oracle BRM application—it provides an automated interface of general ledger reports from the billing system to Oracle General Ledger.

Certification on the Latest Application Releases

In this release, the Oracle Communications Integration Pack for Revenue Accounting is certified with the latest version of the integrated applications, for example, version 7.4 of BRM and version 12.1.1 of the E-Business Suite.

In addition, it is also certified to run with version 11.5.10 of the E-Business Suite, thus giving you more flexibility in your upgrade strategy.

Additional Resources

There are additional resources that can help your organization learn more about this release.

Resource	Navigation
Process Integration Pack Implementation Guides	My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture. Select a Process Integration Pack link. Classic MetaLink: Knowledge > Application Integration Architecture. Select a Process Integration Pack link.
Foundation Pack Guides	My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture > Oracle Application Integration Architecture Foundation Pack Classic MetaLink: Knowledge > Application Integration Architecture > Foundation Pack
Installation and Upgrade Guide	My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture > Oracle Application Integration Architecture Foundation Pack Classic MetaLink: Knowledge > Application Integration Architecture > Foundation Pack

Visit the [My Oracle Support/Oracle Metalink website](#) frequently to keep apprised of ongoing changes.

For other sources of documentation, visit [Oracle Technology Network: Oracle Documentation](#).

For training opportunities, visit [Oracle University](#).