

## **Oracle® Application Integration Architecture**

Siebel CRM Integration Pack for Oracle Communications Billing  
and Revenue Management: Agent Assisted Billing Care  
Implementation Guide

Release 2.5

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Oracle Application Integration Architecture Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care Implementation Guide, Release 2.5

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# Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care Implementation Guide Preface

This preface discusses:

- Oracle Application Integration Architecture – Foundation Pack 2.5: Getting Started with the Oracle AIA Foundation Pack and Demo
- Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide
- Oracle Application Integration Architecture - Foundation Pack 2.5: Concepts and Technologies Guide
- Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide
- Oracle Application Integration Architecture Process Integration Packs
- Additional resources

**Note:** Oracle Application Integration Architecture – Foundation Pack 2.5 guides can be found in My Oracle Support (MOS) Article ID: 955605.1.

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## Oracle Application Integration Architecture – Foundation Pack 2.5: Getting Started with the Oracle AIA Foundation Pack and Demo

The *Oracle Integration Architecture – Foundation Pack 2.5: Getting Started with Oracle AIA Foundation Pack and Demo* provides information about how Oracle Application Integration Architecture Foundation Pack offers great opportunities to build state-of-the-art service-oriented architecture (SOA) integrations.

This guide is targeted mainly at integration architects who want to extend or adjust prebuilt integrations shipped by Oracle, or who plan to build new SOA-based integrations based on Application Integration Architecture. These concepts and components are demonstrated using the Application Integration Architecture Foundation Pack Demo. This demo is the Application Integration Architecture adaptation of the SOA Order Booking Demo.

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## Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide

The *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide* provides conceptual, setup, and usage information for the following core infrastructure components:

- Business Service Repository (BSR).
- Composite Application Validation System (CAVS).
- Error handling and logging.
- Diagnostics Framework.

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## Oracle Application Integration Architecture - Foundation Pack 2.5: Concepts and Technologies Guide

The *Oracle Application Integration Architecture - Foundation Pack 2.5: Concepts and Technologies Guide* is a companion volume to the *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide* and *Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide*. The *Oracle Application Integration Architecture - Foundation Pack 2.5: Concepts and Technologies Guide* provides definitions of fundamental Oracle Application Integration Architecture (Oracle AIA) concepts and discusses:

- Oracle AIA.
- Enterprise business objects (EBOs) and enterprise business messages (EBMs).
- Enterprise business services (EBSs).
- Application business connector services (ABCSs).
- Interaction patterns.
- Extensibility.
- Versioning.
- Business processes.
- Batch processing.
- Infrastructure services.
- Security.



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## Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide

The *Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide* is a companion volume to *Oracle Application Integration Architecture - Foundation Pack 2.5: Concepts and Technologies Guide* and *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*.

The *Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide* discusses how to:

- Create an integration scenario.
- Define business service patterns.
- Design and develop EBSs.
- Design and develop enterprise business flows.
- Design and construct ABCSs.
- Work with message transformation, enrichment, and configuration.
- Develop custom xpath functions.
- Design and construct Java Message Service (JMS) Adapter services.
- Work with enterprise message headers.
- Work with message routing.
- Work with transactions.
- Develop Oracle AIA services to work with the CAVS.
- Configure Oracle AIA processes to be eligible for error handling and logging.
- Extend EBOs.

In addition, this book provides Oracle AIA naming standards.

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## Oracle Application Integration Architecture Process Integration Packs

A process integration pack (PIP) is a prebuilt set of integrated orchestration flows, application integration logic, and extensible enterprise business objects and services required to manage the state and performance of a defined set of activities or tasks between specific Oracle applications associated with a given process. A PIP provides everything that you need to deploy a selected integrated business process area. The PIP product offering is suited to those customers seeking to rapidly implement a discrete business process.

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## Additional Resources

This table lists the available resources:

Resource	Location
Installation Guide	<a href="#">My Oracle Support</a>
Documentation updates	<a href="#">My Oracle Support</a>
Release Notes	Oracle Technology Network <a href="http://www.oracle.com/technology/">http://www.oracle.com/technology/</a>
Known issues, workarounds, and current list of patches	<a href="#">My Oracle Support</a>

# What's New in This Guide for Release 2.5 IPS3

For release 2.5 IPS3, this guide has been updated in several ways. This includes all of the diagrams, which have been updated for constancy and clarity.

The following table lists the sections that have been added or changed.

Sections	Changes Made
<b>Chapter 8: Understanding the Process Integration for Collections Management</b>	
Chapter 8: Understanding the Process Integration for Collections Management	Chapter revised to update the name of the <i>Sync Collections Scenarios and Actions</i> integration flow. It was previously named Sync Collections Actions.
Section: Solution Assumptions and Constraints	Section revised to remove the constraint about collection actions that are configured or defined as Custom in Oracle Billing and Revenue Management (Oracle BRM) are not supported as part of the sync-collection-action-status integration flow. There is no such constraint.
Section: Understanding Sync Collections Scenarios and Actions Integration Flow – Design Assumptions and Constraints	Section revised to remove assumption about this integration supporting multiple instances of Oracle BRM and a single instance of Siebel Customer relationship Management (Siebel CRM).
Section: Configuring and Generating Data in Oracle BRM – Configuring Data in Oracle BRM	Section revised to update the steps required to configure Oracle BRM.
Section: Configuring and Generating Data in Oracle BRM – Generating the Data in Oracle BRM	Section revised to update the steps required to generate data in Oracle BRM.
Section: Configuring and Running the Sync Collections Scenarios and Actions Integration Flow – Running the Sync Collections Scenarios and Actions Integration Flow	Section revised to update the steps required to run the Sync Collections Scenarios and Actions integration flow.
<b>Chapter 9: Configuring the Process Integration for Collections Management</b>	
Section: Configuring the Process Integration for Process Integration	Section revised to include information about changing the batch size default value.
<b>Appendix B: Mapping Siebel Billing Management UI Elements to Oracle BRM Customer Center</b>	
Appendix B: Mapping Siebel Billing Management UI Elements to Oracle BRM Customer Center	Appendix added to provide a mapping of fields on the Siebel Billing Management UI to fields in Oracle BRM Customer Center. This appendix can be used as a reference to explain the Agent Assisted Billing Care integration.



# Understanding the Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care Process Integration Pack

The Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care process integration pack (PIP) integrates the billing management process between Siebel Customer Relationship Management (Siebel CRM) and Oracle Communications Billing and Revenue Management (Oracle BRM) to empower customer care agents and improve customer service value by providing an integrated, real-time, and actionable view of billing data from the Siebel CRM console.

For communications service providers (CSPs) to deliver a superior customer experience, customer care agents must have easy access to accurate and complete customer billing and service information to increase first-call resolution rates, while reducing costs. CSPs also need a single solution to improve agent productivity and minimize the number of applications that agents must use and learn. With Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care, companies of all sizes can provide unparalleled service and vastly reduce integration cost and complexity.

Connecting Siebel CRM with Oracle BRM provides real-time access to critical billing information through a single point of entry, Siebel CRM. Agents can gain real-time access to customer billing information, including four tiers of customer account balance data, three tiers of invoice data, payment history, and adjustment history without having to toggle between multiple applications. As a result, the Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care PIP helps service providers reduce operating costs by streamlining and automating billing management processes and reducing the potential for error.

The Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care PIP consists of three process integrations:

- Process integration for billing management
- Process integration for customer management

**For information** about the process integration for Customer Management, see the *Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Order to Bill Implementation Guide*.

- Process integration for collections management

## Process integration for Billing Management

The process integration (PI) for billing management integrates the billing management process between Siebel CRM and Oracle BRM. The PI enables Siebel CRM to be used as the single interface to access all customer-related billing information, including data that is mastered and maintained within the Oracle BRM system. This PI includes support for the following key processes that can be performed from Siebel CRM:

- Real-time view of account and customer balance summaries, balance groups, and balance details

- Real-time display of unbilled usage information
- View of invoice details
- View of payment and adjustment history
- Capturing payments for an invoice and sending to Oracle BRM for processing
- Capturing new adjustment requests and sending to Oracle BRM for processing

### **Process integration for Customer Management**

The process integration for customer management enables the synchronization of customer information between Siebel CRM and Oracle BRM. This PI provides two integration flows:

- Create or sync new customer account, which interfaces customers to Oracle BRM (performed during the order management processing flow).
- Update customer account integration flow, which updates account profile information (such as address, name, and contact) from Siebel CRM to Oracle BRM.

### **Process integration for Collections Management**

The process integration for collections management provides synchronization of collection actions (based on the specified collection scenarios) defined in Oracle BRM to Siebel CRM and administration of these collection actions and credit alerts.

This document contains three parts to discuss the implementation of these process integrations:

- Part 1: Implementing the Process Integration for Billing Management
- Part 2: Implementing the Process Integration for Customer Management
- Part 3: Implementing the Process Integration for Collections Management



# Part 1: Implementing the Process Integration for Billing Management

This part includes the following chapters:

[Chapter 1: Understanding the Process Integration for Billing Management](#)

[Chapter 2: Account Balance Integration Flow](#)

[Chapter 3: Invoice Integration Flow](#)

[Chapter 4: Service Usage Integration Flow](#)

[Chapter 5: Payment Integration Flow](#)

[Chapter 6: Adjustment Integration Flow](#)

[Chapter 7: Configuring the Process Integration for Billing Management](#)



# Chapter 1: Understanding the Process Integration for Billing Management

This chapter provides an overview of the process integration for billing management and discusses:

- Billing management business process flow.
- Solution assumptions and constraints.

---

## Process Integration for Billing Management Overview

The Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care provides these process integrations:

- Billing management.
- Customer management.
- Collections management.

The Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care process integration pack (PIP) also includes additional touch points between Siebel Customer Relationship Management (Siebel CRM) and Oracle Billing and Revenue Management (Oracle BRM) that are required to enable this process.

The Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Order to Bill is a prerequisite for the process integration for billing management.

The process integration for billing management enables a customer service representative (CSR) to retrieve account balances, invoices, and unbilled data at a header, summary, and detail level. The PIP also enables a CSR to adjust and pay invoices.

After a service is activated, usage events (for example, a phone call, text message, or a data session) are sent from the communications network to the billing system. These events are rated, bills are generated, and then bills are sent to customers.

The service cycle of the process integration for billing management starts when customers call to question the content of their bills, query on unbilled usage, make payments, or file disputes. Billing information must be sent from Oracle BRM to Siebel CRM so that CSRs can respond to billing questions. Payment information and bill dispute requests must then be sent from Siebel CRM to Oracle BRM.

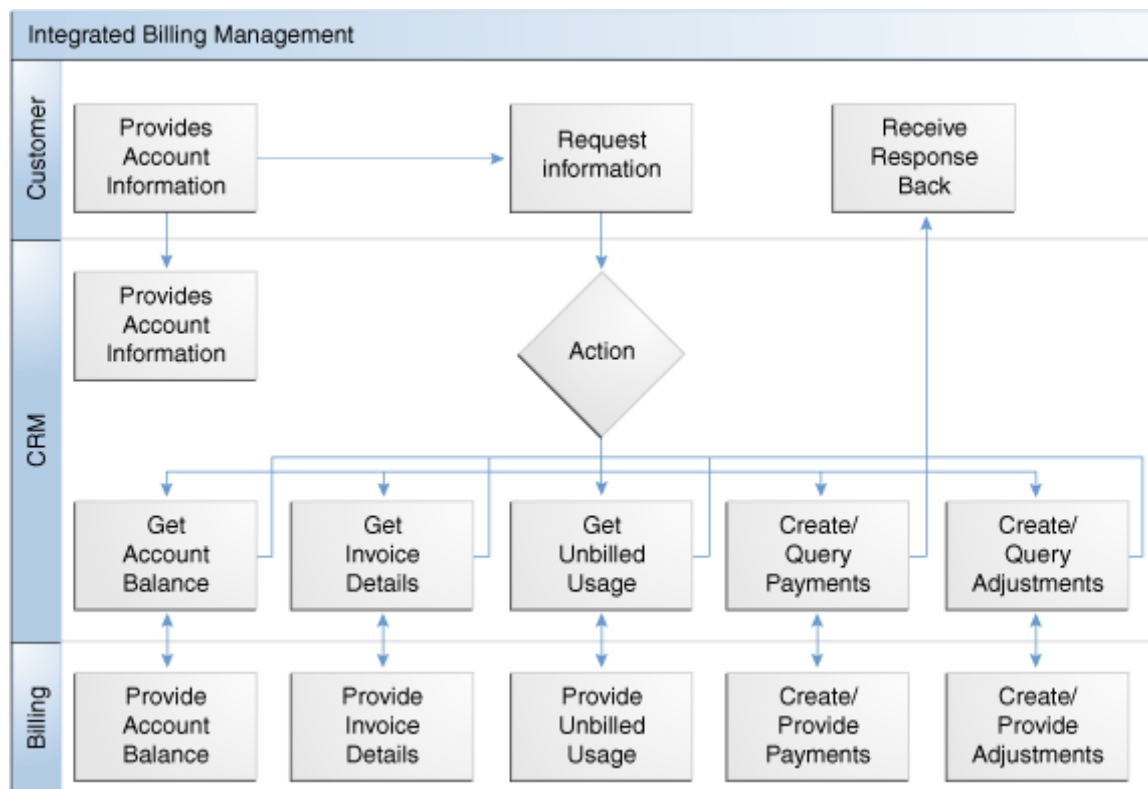
Most of these billing integration touch points do not replicate the billing data in Siebel CRM. Instead, the integration retrieves the billing data on demand from Oracle BRM and displays it within Siebel CRM. For this integration, Oracle supports Siebel CRM and Oracle BRM as the participating applications; however, the design takes into account that customers may have multiple billing systems (all Oracle BRM systems) and enables them to use routing rules to retrieve billing data from other billing systems.

The process integration for billing management consists of these integration flows and their respective integration scenarios:

- The Account Balance integration flow provides the QueryBalanceGroupList, QueryBalanceGroupServices, QueryBalanceSummary, and QueryBalanceDetails integration scenarios.
- The Invoice integration flow provides the QueryInvoiceList, QueryInvoice, QueryInvoiceUsageAllocation, SearchInvoiceUsageAllocation, and QueryInvoiceUsageAllocationResource integration scenarios.
- The Service Usage integration flow provides the QueryServiceUsage, QueryServiceUsageAllocation, SearchServiceUsageAllocationResource, and QueryServiceUsageAllocationsResource integration scenarios.
- The Payment integration flow provides the CreateReceivedPayment, QueryReceivedPaymentList, and SearchPayment integration scenarios.
- The Adjustment integration flow provides the QueryAccountBalanceAdjustment and CreateAccountBalanceAdjustment integration scenarios.

## Billing Management Business Process Flow

This diagram illustrates the overall flow for the process integration for billing management:



Billing Management business process flow

## Solution Assumptions and Constraints

These are the assumptions and constraints for the process integration for Billing Management.

1. One billing profile in Siebel CRM is associated with a single billing system.
2. Billing data is not replicated in Siebel CRM. Rather, it is retrieved on demand from the billing system.
3. In cases where the deployment topology has multiple billing systems, each Siebel billing profile should map 1:1 with a billing system (assumption stated in #1). This is because the integration does not have any provisions to converge or consolidate billing data between multiple billing systems. If this premise is ignored, the solution would not be able to guarantee fetching the billing data consistently from the same billing system.

**For more information** about configuring multiple billing systems, see the *Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Order to Bill Implementation Guide*, “Appendix E: Configuring Multiple Instances of Oracle BRM.”

4. Monetary and nonmonetary adjustments within a single adjustment request from Siebel CRM are not possible.
5. A single adjustment request can have adjustments from only one level and not across multiple levels such as header, item, and event.
6. Adjustment requests always originate in Siebel CRM and are sent to Oracle BRM for processing through the process integration.
7. Adjustment requests that are of both absolute and percentage value are supported at bill/header and event level only. Adjustment requests of only absolute value are supported at the item level.
8. Invoice adjustment requests are applicable at header, item, and event levels.
9. Account-level adjustments are not supported.
10. Unbilled adjustments are applicable only at the event level.
11. Payment validation occurs in the billing system.
12. Create Payments is used for making one-time payments and supports credit card and automatic debit payment methods.
13. Viewing an invoice image in Siebel CRM is not supported for this release.

## Chapter 2: Account Balance Integration Flow

This chapter provides an overview of the account balance integration flows and discusses:

- QueryBalanceSummary integration flow.
- QueryBalanceGroupList integration flow.
- QueryBalanceDetails integration flow.
- QueryBalanceGroupServices integration flow.
- Oracle Billing and Revenue Management (Oracle BRM) interfaces.
- Siebel Customer Relationship Management (Siebel CRM) interfaces.
- Industry Application Integration Architecture (Oracle AIA) components.
- Integration services.

---

### Account Balance Integration Flows Overview

The account balance integration between Siebel CRM and Oracle BRM supports the following integration flows:

- QueryBalanceSummary enables a CSR to view an account billing profile balance summary in Siebel CRM.
- QueryBalanceGroupList enables a CSR to view the list of balance groups under an account billing profile.
- QueryBalanceDetails enables a CSR to view balance details under a balance group.
- QueryBalanceGroupServices enables a CSR to view services under a balance group.

The account balance integration enables the CSR to retrieve balance information from Oracle BRM. The CSR can obtain balance information at a summary or detail level. They can also query a list of balance groups for a selected billing profile.

After the CSR obtains the balance group information from Oracle BRM, they can navigate and query additional details, such as monetary and nonmonetary balances, credit limits, and validity dates.

When the CSR accesses the Siebel Billing Profile screen, a request is made from Siebel CRM to retrieve an account balance summary. When the CSR clicks the Balance Group tab, a call is made to fetch the list of balance groups. When the CSR clicks View Detail for a balance group, the corresponding balance group detail data appears on the Balance Group detail applet.

With the add-on support for viewing account balance and other billing data for service accounts, the account balance integration now enables the CSR to retrieve balance and billing information for the service account (in addition to the billing account) from Oracle BRM.

From the Account Summary view in Siebel CRM, the CSR can now retrieve either the account balance information of the billing (paying) account or the service (nonpaying) account. The click stream action to trigger the account balance integration flow is specific to which account type's billing information is required.

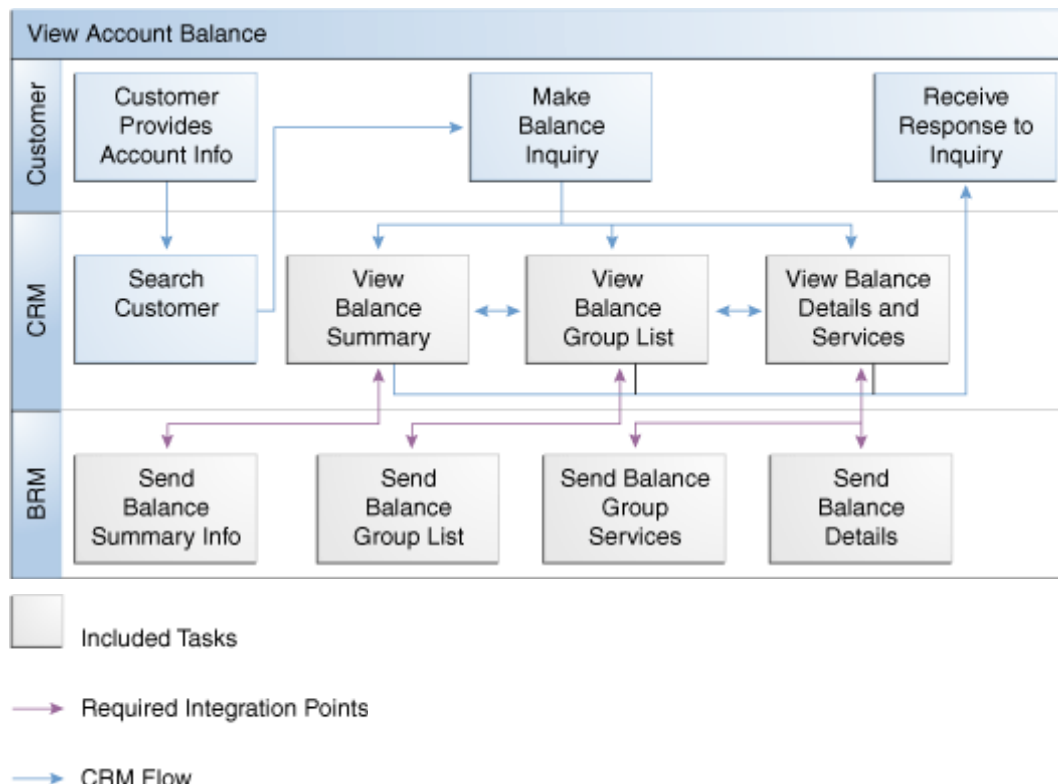
For example, if the CSR wants to retrieve the service account's account balance and billing information from the billing account's Account Summary Siebel view, the click stream action is to click the Billing Profile link pertaining to the service account's billing item under the Billing Items applet.

If the requirement is to retrieve the service account's account balance and billing information from the service account's Account Summary Siebel view, the click stream action is to click the Billing Profile link of the service account's asset under the Installed Assets applet.

An exception to this case is the scenario in which the billing account's billing profile used to pay for the service account is not the one associated with the billing account's default balance group. In such scenarios, the user must click the billing account's billing profile link that is associated with the service account under the Billing Profile applet to view the bills or invoices pertaining to that service account.

Finally, if the requirement is to retrieve the billing account's account balance and billing information from the billing account's Account Summary Siebel view, the click stream action is to click the Billing Profile Name link under the Billing Profile applet.

This diagram illustrates the account balance integration flow:



### Account Balance integration flow

To view account balance information for an account using the billing profile portal screen in Siebel CRM:

**Note:** Siebel UI screenshots are for reference only and may differ from actual screens.

1. Navigate to the Accounts screen and query an account.

Customer Portal: Home Accounts Agreements Orders Sales Order Quotes Trouble Tickets Administration - Application Administration - Business Process Administration - Communications

Accounts Home Accounts List Charts Global Accounts Hierarchy List Global Accounts Administration Account Management Accounts Administration Account DBO Explorer Service Account Explorer Billing Account Explorer Agreement Accounts Explorer

Status: Customer Value: 2 of 2+ 13

Menu New Delete Query

Account Name: John Smith Site: Main Phone #: Account Type: Residential  
 Address: 1200 Davisville Rd Account #: 88-408A5 Account Class: Customer  
 City: York State: AL Customer Since: 12/22/2010 Status: Active  
 Zip Code: 76201 Country: USA Primary Contact: John Smith Account Team: SADMIN  
 Parents: Main Fax #: Good Standing: [X] Organization: Default Organization  
 Parent Site: Score Churn: Currency: USD  
 Industry: Customer Value: Price List: AIA\_Pricelist

More Info Coverage Team View Account Affiliations Account Catalogs Account Hierarchy Account Opportunities Account Profile Activities Activities - Roll up Address Profile Addresses Adjustment Records Account Summary

2. Scroll down to the Billing Profile applet for this account and click the Billing Profile Name link.

Billing Profile Menu New Cancel Query 1 - 1 of 1

Status	Name	Primary	Payment Method	Bill Type	Frequency	Bill Mec
>	J5_Profile	✓	Bill Me	Detail	Monthly	Email

You can now view the account's billing profile portal screen which has the applet with the balance summary for this account.

Billing Profile Status: 1 of 1+ Balance Summary 1 of 1+

Menu Refresh

Accounts: John Smith Primary: [X]  
 Profile Name: J5\_Profile Bill Type: Detail  
 Service Accounts: John Smith Bill Media: Email  
 Payment Method: Bill Me Billing Profile Status: Active  
 Comments:

Bills Balance Group Unbilled Usage Payments Adjustments

Balance Summary

Balance:	\$81.00	Due Now:	\$81.00
Pending Payments/Adjustments:	\$0.00	Currency:	USD
Unresolved Disputes:	\$0.00	Total:	\$101.00
Unbilled Usage:	\$20.00		

Bills Menu Refresh 1 - 4 of 4

Bill Number	Bill Period	Amount Due	Due Date	Previous Balance	Payments and A/R Actions	Bill Payment
> 81-10413	02/22/2011 - 03/22/2011	\$17.00	4/21/2011	\$64.00	(\$14.00)	(\$6.00)
81-10412	01/22/2011 - 02/22/2011	\$2.00	3/24/2011	\$62.00	\$0.00	\$0.00
81-10411	12/22/2010 - 01/22/2011	\$2.00	2/21/2011	\$60.00	\$0.00	\$0.00
81-10408	12/22/2010 - 12/24/2010	\$60.00	1/23/2011	\$0.00	(\$2.00)	(\$2.00)

3. Click the **Balance Group** tab to view the list of balance groups under an account billing profile. Click **View Detail** to view the corresponding balance group detail on the Balance Detail applet.

Balance Group Menu View Detail Refresh

Name

> Account Level Balance Group

Balance Menu 1 - 1 of 1 Balance Details Menu

Balance	Unit of Measure	Ceiling Credit Lim	Floor Credit Limit	Threshold Credit Limit
> 101.00	Currency		0	

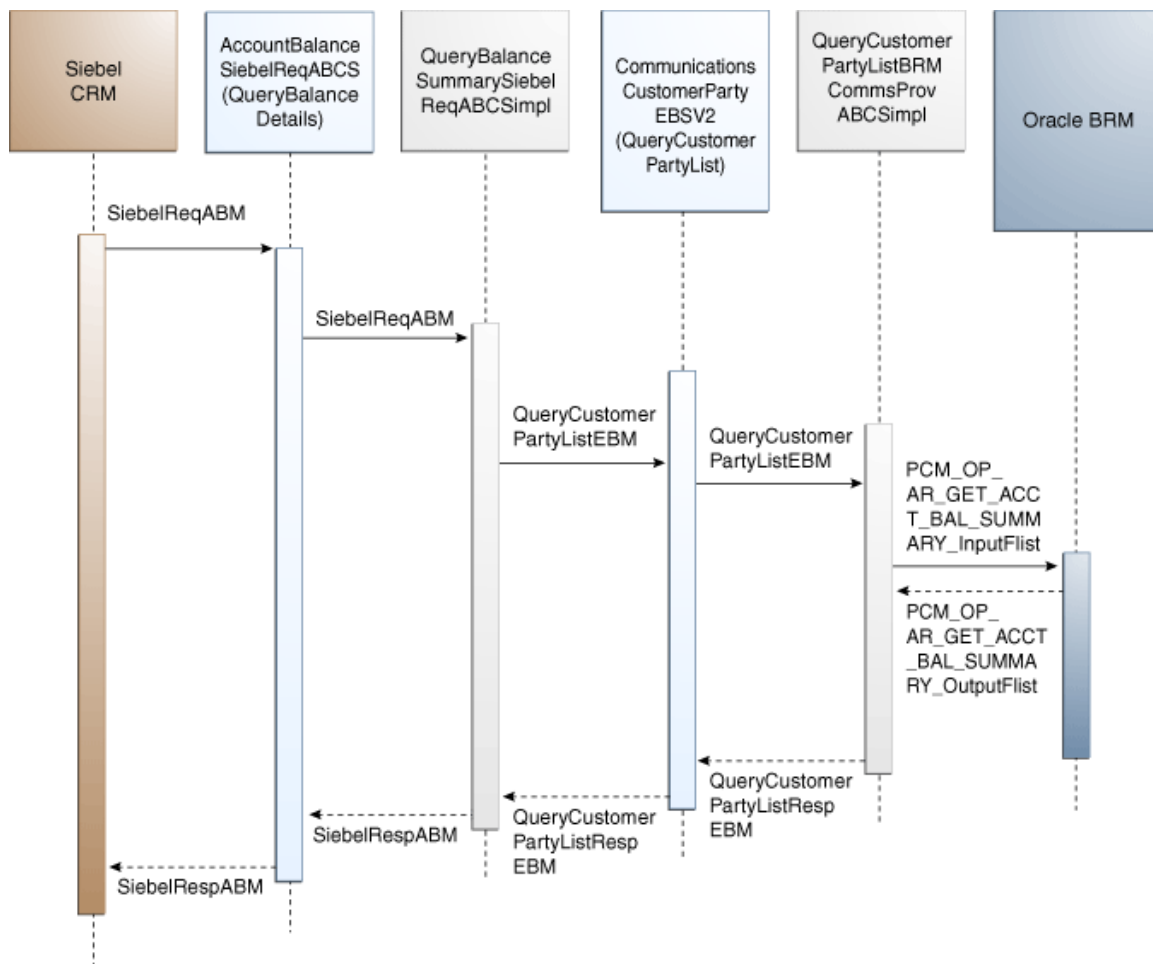
Available	Valid From	Valid to	No End
> 15	12/23/2010		Y
32	12/23/2010		Y
82	12/23/2010		Y

## QueryBalanceSummary Integration Flow

This integration flow uses the following interfaces:

- AccountBalanceSiebelCommsReqABCS with operation QueryBalanceSummary
- QueryBalanceSummarySiebelCommsReqABCSImpl
- CommunicationsCustomerPartyEBSV2 with operation QueryCustomerPartyList
- QueryCustomerPartyListBRMCommsProvABCSImpl

This sequence diagram illustrates the QueryBalanceSummary integration scenario:



### QueryBalanceSummary sequence diagram

When you initiate the QueryBalanceSummary process, the following events occur:

1. In Siebel CRM, a user navigates to the Accounts screen, queries an account, and clicks a Billing Profile for the account.

This opens up the Billing Profile BRM screen, and a web service call is made to query the Balance Summary from the billing system.

2. Navigating to the Billing BRM screen invokes ESB\_AccountBalanceSiebelCommsReqABCS\_Service web service with the QueryBalanceSummary method, which in turn calls the AccountBalanceSiebelCommsReqABCS with operation QueryBalanceSummary.  
  
AccountBalanceSiebelCommsReqABCS is a generic Siebel Account Balance interface service with several operations defined on the application business message (ABM).
3. Invoking AccountBalanceSiebelCommsReqABCS with operation QueryBalanceSummary routes the QueryBalanceSummaryReqMsg to the QueryBalanceSummarySiebelCommsReqABCImpl.
4. The QueryBalanceSummarySiebelCommsReqABCImpl first transforms the QueryBalanceSummaryReqMsg into QueryCustomerPartyListReqMsgEBM and calls the CommunicationsCustomerPartyEBSV2 with operation QueryCustomerPartyList.  
  
CommunicationsCustomerPartyEBSV2 is a routing enterprise business service (EBS) with several operations on the CustomerPartyEBO.
5. Invoking CommunicationsCustomerPartyEBSV2 with operation QueryCustomerPartyList routes the QueryCustomerPartyListReqMsg to the appropriate billing systems.  
  
As delivered, QueryCustomerPartyListReqMsg is routed to the QueryCustomerPartyListBRMCommsProvABCImpl.
6. QueryCustomerPartyListBRMCommsProvABCImpl transforms QueryCustomerPartyListReqMsg into the input of PCM\_OP\_AR\_GET\_ACCT\_BAL\_SUMMARY and calls the opcode PCM\_OP\_AR\_GET\_ACCT\_BAL\_SUMMARY.
7. QueryCustomerPartyListBRMCommsProvABCImpl then transforms the application programming interface (API) output PCM\_OP\_AR\_GET\_ACCT\_BAL\_SUMMARY\_outputFlist into enterprise business message (EBM) QueryCustomerPartyListRespMsg and returns it to the calling CommunicationsCustomerPartyEBSV2 service.
8. CommunicationsCustomerPartyEBSV2 then returns the QueryCustomerPartyListRespMsg to QueryBalanceSummarySiebelCommsReqABCImpl.
9. QueryBalanceSummarySiebelCommsReqABCImpl transforms the QueryCustomerPartyListRespMsg into QueryBalanceSummaryRespMsg, which is returned to the AccountBalanceSiebelCommsReqABCS.
10. AccountBalanceSiebelCommsReqABCS returns the QueryBalanceSummarySiebelMsg to the calling Siebel web service ESB\_AccountBalanceSiebelCommsReqABCS\_Service.
11. The response is then written to the Siebel Balance Summary virtual business component (VBC) for the user.

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## QueryBalanceGroupList Integration Flow

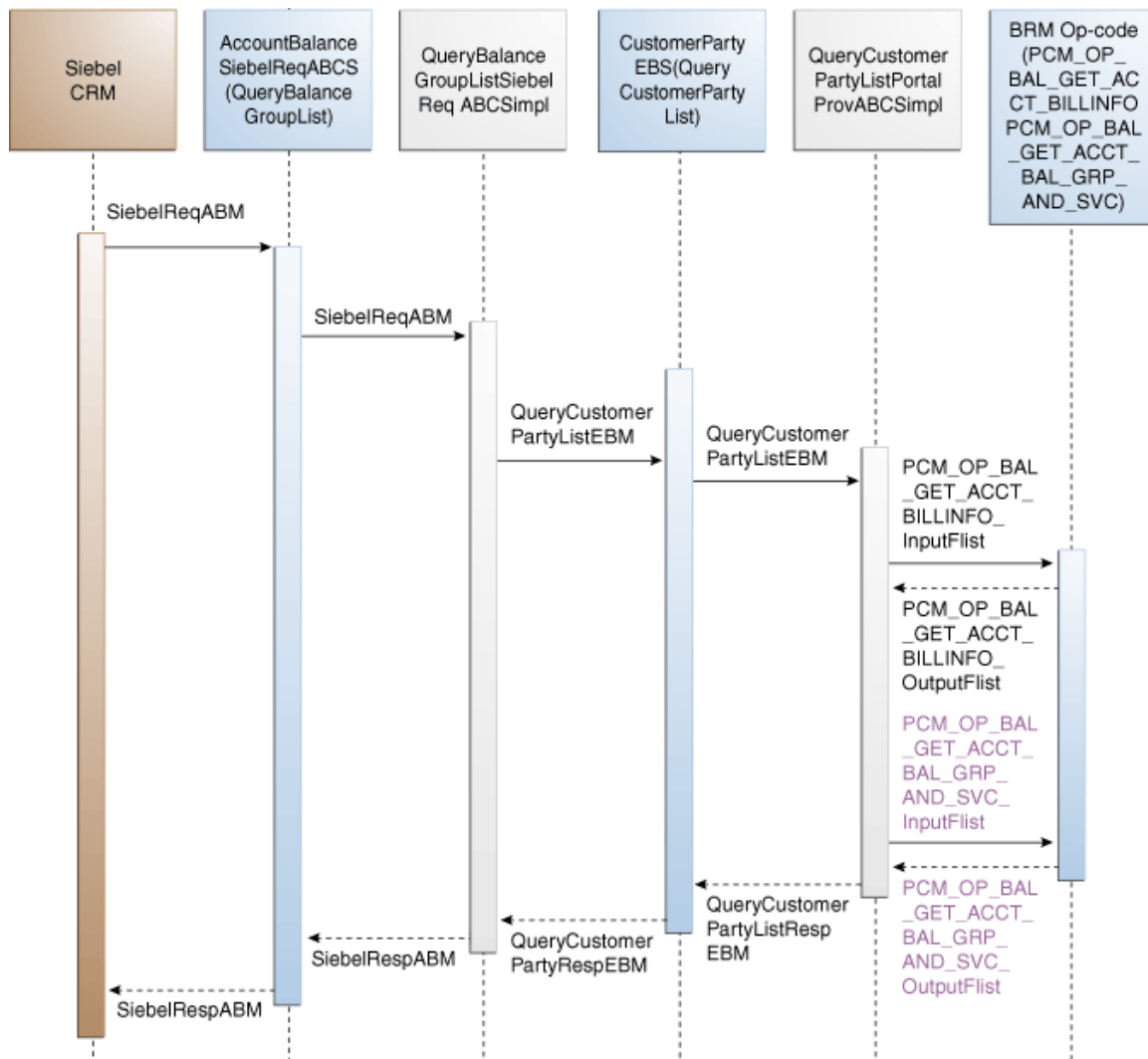
This integration uses the following service interfaces:

- AccountBalanceSiebelCommsReqABCS with operation QueryBalanceGroupList
- QueryBalanceGroupListSiebelCommsReqABCImpl
- CommunicationsCustomerPartyEBSV2 with operation QueryCustomerPartyList



- QueryCustomerPartyListBRMCommsProvABCSImpl

The following sequence diagram displays the QueryBalanceGroupList integration flow:



### QueryBalanceGroupList integration flow

When you initiate the QueryBalanceDetails process, the following events occur:

1. In Siebel CRM, a user navigates to the Accounts screen, queries an Account, and clicks a Billing Profile for the account.

This displays the Billing Profile BRM screen. On the Billing Profile screen, when the user clicks the Balance Group tab, a web service call is made to query the complete list of balance groups for that account billing Profile.

2. Navigating to the Billing BRM screen and clicking the Balance Group tab invokes the ESB\_AccountBalanceSiebelCommsReqABCS\_Service web service, which in turn invokes the Siebel Account Balance Interface service AccountBalanceSiebelCommsReqABCS with operation QueryBalanceGroupList.

AccountBalanceSiebelCommsReqABCS is a generic AIA Application Business Connector Service (ABCS) interface service with several operations on the Siebel ABM.

3. Invoking AccountBalanceSiebelCommsReqABCS with operation QueryBalanceGroupList routes the QueryBalanceGroupListReqMsg to the QueryBalanceGroupListSiebelCommsReqABCSImpl.
4. The QueryBalanceGroupListSiebelCommsReqABCSImpl transforms the QueryBalanceGroupListReqMsg into QueryCustomerPartyListReqMsgEBM and calls the routing EBS CommunicationsCustomerPartyEBSV2 with operation QueryCustomerPartyList.  
CustomerParty EBS is a CustomerPartyEBO routing EBS with several operations.
5. Invoking CommunicationsCustomerPartyEBSV2 with operation QueryCustomerPartyList routes the QueryCustomerPartyListReqMsg to the appropriate billing systems.  
As delivered, QueryCustomerPartyListReqMsg is routed to the QueryCustomerPartyListBRMCommsProvABCSImpl.
6. QueryCustomerPartyListBRMCommsProvABCSImpl checks the Query Criteria code. If it is QueryBalanceGroupList, the QueryInvoiceListReqMsg is transformed into PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO\_inputlist.  
This opcode call returns the list of BILLINFO and AR\_BILLINFO of that account.
7. QueryCustomerPartyListBRMCommsProvABCSImpl first checks the Query Criteria code. If it is QueryBalanceGroupList, then it transforms QueryCustomerPartyListReqMsg into the input of PCM\_OP\_BAL\_QUERY\_ACCT\_BAL\_GRP\_AND\_SVC and then invokes the BRM API PCM\_OP\_BAL\_QUERY\_ACCT\_BAL\_GRP\_AND\_SVC to Query the list of balance groups of the account billing profile.
8. From the response of PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO opcode, the appropriate BILLINFO and AR\_BILLINFO are picked.  
QueryCustomerPartyListReqMsg is transformed into the input of PCM\_OP\_BAL\_QUERY\_ACCT\_BAL\_GRP\_AND\_SVC and calls the Oracle BRM opcode PCM\_OP\_BAL\_QUERY\_ACCT\_BAL\_GRP\_AND\_SVC. Several balance groups can be in the billing system for an account billing profile. Based on the value of n passed from Siebel CRM, the API returns <=n number of balance groups.
9. The list of balance groups from the Oracle BRM output list is transformed into QueryCustomerPartyListRespMsg and returned to CommunicationsCustomerPartyEBSV2.
10. CommunicationsCustomerPartyEBSV2 then returns the QueryCustomerPartyListRespMsg to the QueryBalanceGroupListSiebelCommsReqABCSImpl service.
11. QueryBalanceGroupListSiebelCommsReqABCSImpl then transforms the response messages from CommunicationsCustomerPartyEBSV2 into QueryBalanceGroupListRespMsg, which is returned to the AccountBalanceSiebelCommsReqABCS.
12. AccountBalanceSiebelCommsReqABCS returns the QueryBalanceGroupListRespMsg to the calling Siebel web service ESB\_AccountBalanceSiebelCommsReqABCS\_Service.
13. The response message is then written to the Siebel Balance Group VBCs for the user.

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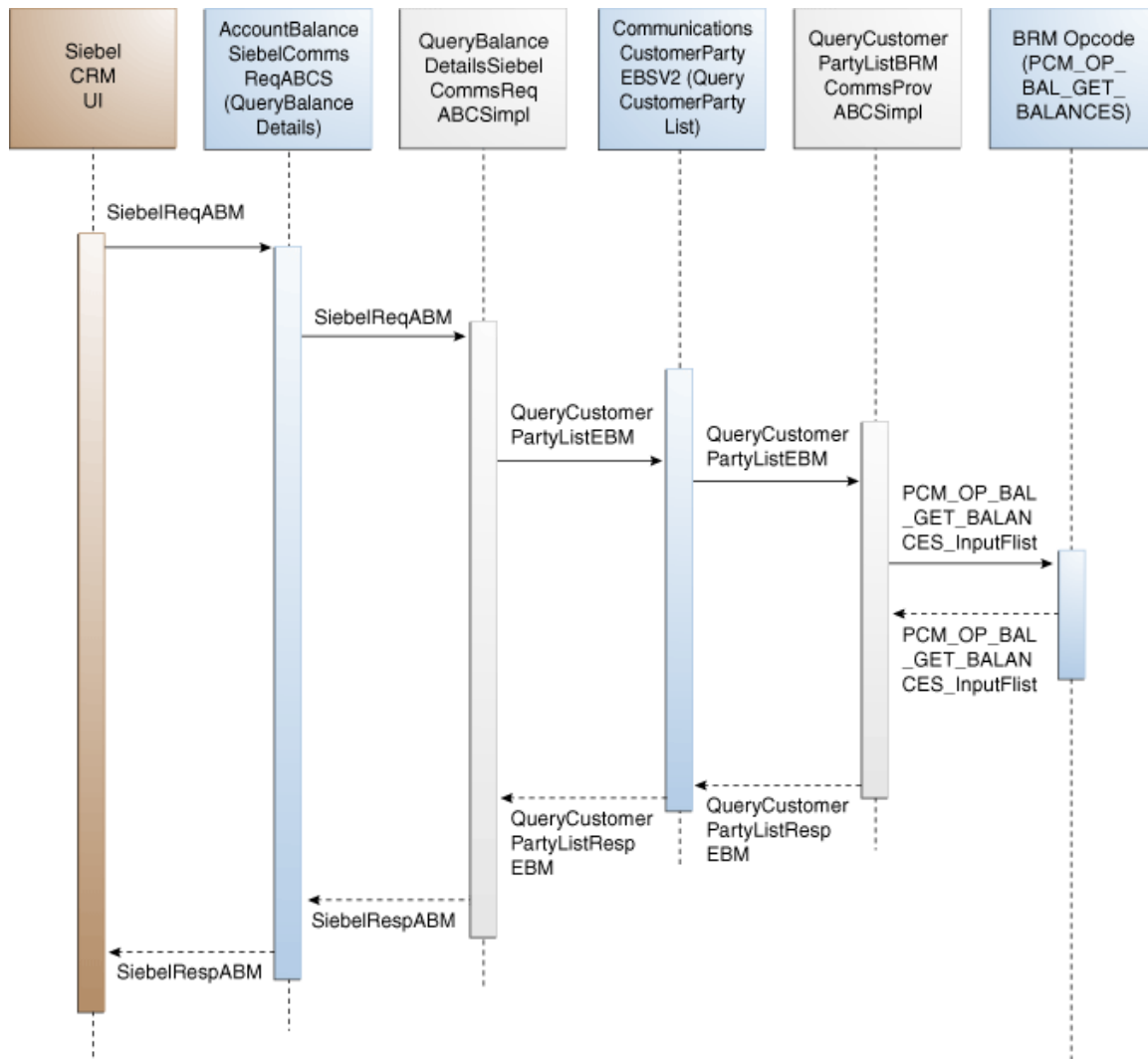
## QueryBalanceDetails Integration Flow

This integration uses the following service interfaces:

- AccountBalanceSiebelCommsReqABCS with operation QueryBalanceDetails

- QueryBalanceDetailsSiebelCommsReqABCSImpl
- CommunicationsCustomerPartyEBSV2 with operation QueryCustomerPartyListReqMsg
- QueryCustomerPartyListBRMCommsProvABCSImpl

The following sequence diagram displays the QueryBalanceDetails integration flow:



### QueryBalanceDetails sequence diagram

When you initiate the QueryBalanceDetails process, the following events occur:

1. Siebel web service calls ESB\_AccountBalanceSiebelCommsReqABCS\_Service (operation – QueryBalanceDetails) with QueryBalanceDetailsReqMsg ABM comprising account ID, billing profile ID, and balance group ID.
2. AccountBalanceSiebelCommsReqABCS invokes QueryBalanceDetailsSiebelCommsReqABCSImpl with QueryBalanceDetailsReqMsg ABM.
3. QueryBalanceDetailsSiebelCommsReqABCSImpl transforms QueryBalanceGroupListReqMsg ABM to QueryCustomerPartyListReqMsgEBM and invokes CommunicationsCustomerPartyEBSV2.

The value of the field, Query Criteria Code, is set to Query Balance Details.

4. CommunicationsCustomerPartyEBSV2 routes QueryCustomerPartyListReqMsgEBM to QueryCustomerPartyListBRMCommsProvABCImpl.

QueryCustomerPartyListBRMCommsProvABCImpl ensures that the value in Query Criteria Code is Query Balance Details and transforms QueryCustomerPartyListReqMsgEBM into Oracle BRM ABM and calls the Oracle BRM API, PCM\_OP\_BAL\_GET\_BALANCES.

5. PCM\_OP\_BAL\_GET\_BALANCES takes balance group ID as the input and returns the balance and balance details for that balance group.
6. QueryCustomerPartyListBRMCommsProvABCImpl transforms the Oracle BRM output to QueryCustomerPartyListResMsgEBM.
7. QueryCustomerPartyListResMsgEBM goes as response to CommunicationsCustomerPartyEBSV2 and subsequently to QueryBalanceDetailsSiebelCommsReqABCImpl.

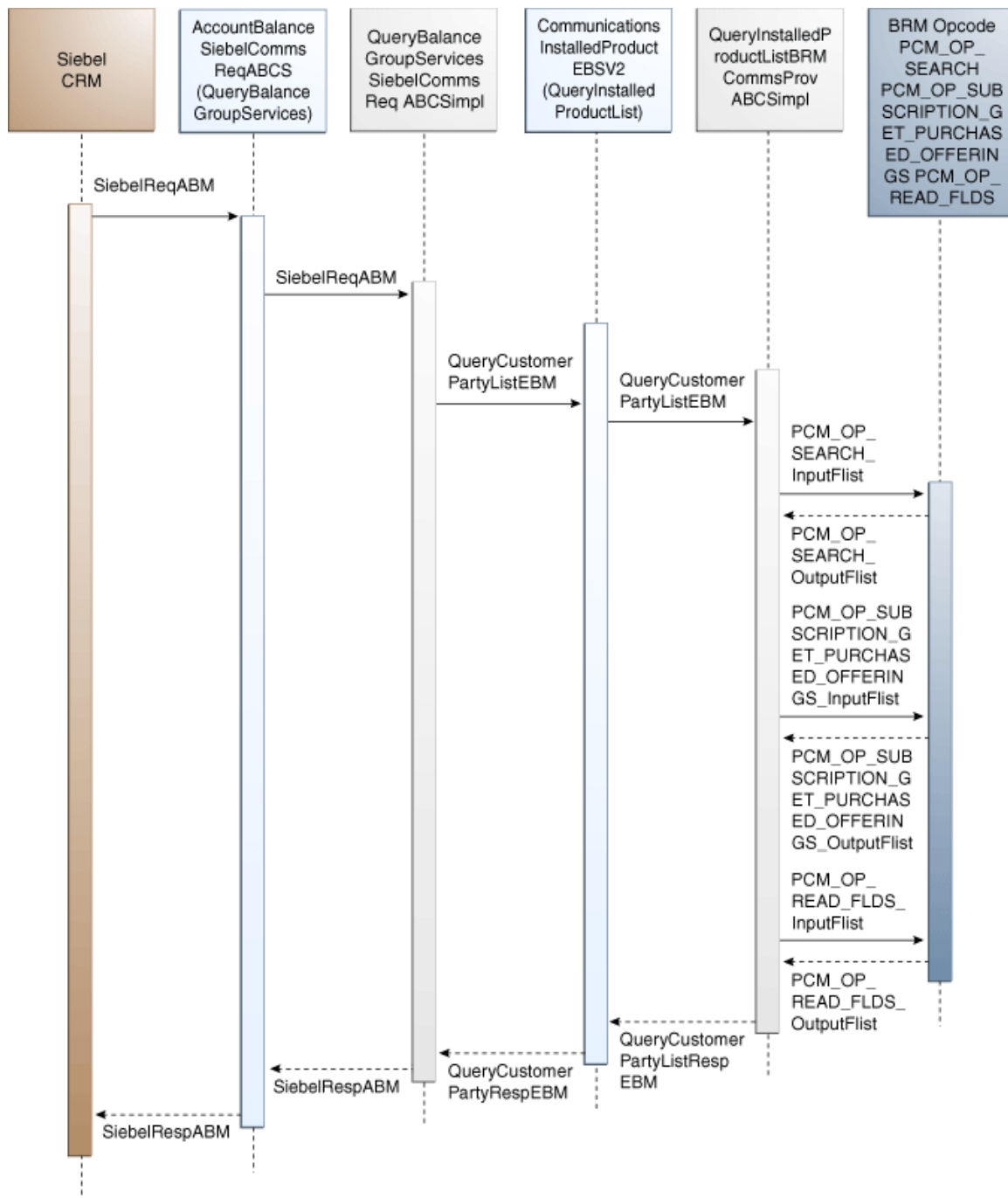
---

## QueryBalanceGroupServices Integration Flow

This integration uses the following service interfaces:

- AccountBalanceSiebelCommsReqABCS
- QueryBalanceGroupServicesSiebelCommsReqABCImpl
- CommunicationsInstalledProductEBSV2
- QueryInstalledProductListBRMCommsProvABCImpl

The following sequence diagram displays the QueryBalanceGroupServices integration flow:



### QueryBalanceGroupServices integration flow

When you initiate the QueryBalanceGroupServices process, the following events occur:

1. Siebel web service calls AccountBalanceSiebelCommsReqABCS using operation QueryBalanceGroupServices with QueryBalanceGroupServicesReqMsg ABM comprising account ID, billing profile ID, and balance group ID.

2. AccountBalanceSiebelCommsReqABCS invokes QueryBalanceGroupServicesSiebelCommsReqABCSImpl with QueryBalanceGroupServicesReqMsg ABM.
3. QueryBalanceGroupServicesSiebelCommsReqABCSImpl transforms QueryBalanceGroupServicesReqMsg ABM to QueryInstalledProductListReqMsgEBM and invokes CommunicationsInstalledProductEBSV2.

The value of the field, Query Criteria Code, is set to Query Balance Group Services.

4. CommunicationsInstalledProductEBSV2 routes QueryInstalledProductListReqMsgEBM to QueryInstalledProductListBRMCommsProvABCSImpl.

This service:

- a. Transforms QueryInstalledProductListReqMsgEBM to Oracle BRM ABM and calls the Oracle BRM API, PCM\_OP\_SEARCH, which takes a query statement involving balance group ID as input and returns the list of service IDs for that balance group.
- b. Calls the Oracle BRM API, PCM\_OP\_SUBSCRIPTION\_GET\_PURCHASED\_OFFERING for each of the service IDs queried, which accepts a service ID as input and returns the list of product IDs associated with that service.
- c. Calls the Oracle BRM API, PCM\_OP\_READ\_FLDS for each of the product IDs queried, which takes a product ID as input and returns the product details for that ID.
5. QueryInstalledProductListBRMCommsProvABCSImpl merges and transforms the Oracle BRM output to QueryInstalledProductListResMsg enterprise business message (EBM).
6. QueryInstalledProductListResMsgEBM goes as response to CommunicationsInstalledProductEBSV2 and subsequently to QueryBalanceGroupServicesSiebelCommsReqABCSImpl.

---

## Oracle BRM Interfaces

The QueryBalanceSummary integration flow uses this opcode:

PCM\_OP\_AR\_GET\_ACCT\_BAL\_SUMMARY

The QueryBalanceGroupList integration flow uses these opcodes:

- PCM\_OP\_AR\_GET\_ACCT\_BILLS
- PCM\_OP\_BAL\_GET\_ACCT\_BAL\_GRP\_AND\_SVC

The QueryBalanceDetails integration flow uses this opcode:

PCM\_OP\_BAL\_GET\_BALANCES

The QueryBalanceGroupServices integration flow uses these opcodes:

- PCM\_OP\_SEARCH
- PCM\_OP\_SUBSCRIPTION\_GET\_PURCHASED\_OFFERINGS
- API, PCM\_OP\_READ\_FLDS

**For more information,** see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, “BRM Documentation,” Reference, API reference, PCM opcode libraries. Siebel CRM Interfaces

## Siebel CRM Interfaces

The account balance integration flow uses this Siebel CRM interface:

- AccountBalanceSiebelCommsReqABCS

**For more information,** see the *Siebel Order Management Guide Addendum for Communications*, “Web Services Reference.”

## Industry AIA Components

The account balance integration uses the following delivered enterprise business objects (EBOs) and enterprise business messages (EBMs):

- CustomerPartyEBO
- InstalledProductEBO
- QueryCustomerPartyListEBM
- QueryCustomerPartyListResponseEBM
- QueryInstalledProductListEBM
- QueryInstalledProductListResponseEBM

These industry EBO and EBM XML schema (XSD) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseObjectLibrary/Release1/Industry/Telco/Release1/EBO/`.

These industry EBS web services description language (WSDL) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseBusinessServiceLibrary/Industry/Telco/`.

For detailed documentation of individual EBOs, click the View EBO Documentation link on the Integration Scenario Summary page in the Oracle AIA Console. You can also use the Integration Scenario Summary page to search for and view integration scenarios that use a particular EBO or EBS.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios,” Viewing Integration Scenarios.

EBOs can be extended, for instance, to add new data elements. These extensions are protected and will remain intact after a patch or an upgrade.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide*, “Extensibility for Oracle AIA Artifacts,” Extending EBOs.

## Integration Services

These services are delivered with the account balance integration:

- AccountBalanceSiebelCommsReqABCS
- QueryBalanceSummarySiebelCommsReqABCImpl
- QueryCustomerPartyListBRMCommsProvABCImpl
- QueryBalanceGroupListSiebelCommsReqABCImpl
- CommunicationsCustomerPartyEBSV2
- QueryBalanceDetailsSiebelCommsReqABCImpl
- QueryBalanceGroupServicesSiebelCommsReqABCImpl
- CommunicationsInstalledProductEBSV2
- QueryInstalledProductListBRMCommsProvABCImpl

You can use the Integration Scenario Summary page in the Oracle AIA Console to search for and view integration scenarios that use a particular ABCS service.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios,” Viewing Integration Scenarios.

## AccountBalanceSiebelCommsReqABCS

AccountBalanceSiebelCommsReqABCS mediates calls between the clients and the EBSs. AccountBalanceSiebelCommsReqABCS exposes the following operations related to Account Balance integration on the Siebel ABM.

- QueryBalanceSummary:  
Routes QueryBalanceSummaryReqMsg to the requester implementation service.  
Routes QueryBalanceSummaryRespMsg to the requester.
- QueryBalanceDetails:  
Routes QueryBalanceDetailsReqMsg to the requester implementation service.  
Routes QueryBalanceDetailsRespMsg to the requester.
- QueryBalanceGroupList:  
Routes QueryBalanceGroupListReqMsg to the requester implementation service.  
Routes QueryBalanceGroupListRespMsg to the requester.
- QueryBalanceGroupServices:  
Routes QueryBalanceGroupServicesReqMsg to the requester implementation service.  
Routes QueryBalanceGroupServicesRespMsg to the requester.



---

## QueryBalanceSummarySiebelCommsReqABCImpl

QueryBalanceSummarySiebelCommsReqABCImpl transforms the Siebel message into QueryBalanceSummaryEBM and calls the routing service to query the balance summary response from the billing system. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

---

## QueryCustomerPartyListBRMCommsProvABCImpl

QueryCustomerPartyListBRMCommsProvABCImpl transforms the QueryBalanceSummaryEBM into Oracle BRM API input format and calls the API to query the balance summary output from the billing system. It then transforms the output from the API back to a CustomerPartyBalanceEBM message and returns it to the calling routing service.

---

## QueryBalanceGroupListSiebelCommsReqABCImpl

The QueryBalanceGroupListSiebelCommsReqABCImpl transforms the QueryBalanceGroupListReqMsg into QueryCustomerPartyListReqMsgEBM and calls the routing EBS CommunicationsCustomerPartyEBSV2 with operation QueryCustomerPartyList.

---

## CommunicationsCustomerPartyEBSV2

CommunicationsCustomerPartyEBS is an EBS that exposes the following operation related to Account Balance integration on CustomerPartyEBO:

QueryCustomerPartyList:

Routes QueryCustomerPartyListReqMsg to the provider service.

Routes QueryCustomerPartyListRespMsg to the requester service.

---

## QueryBalanceDetailsSiebelCommsReqABCImpl

The QueryBalanceDetailsSiebelCommsReqABCImpl is a Business Process Execution Language (BPEL) process that transforms the Siebel message into the QueryBalanceDetailsEBM and calls the routing service to query the balance group and balance group balance details response from Oracle BRM. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

---

## QueryBalanceGroupServicesSiebelCommsReqABCImpl

QueryBalanceGroupServicesSiebelCommsReqABCImpl transforms the Siebel message into QueryInstalledProductListEBM and calls the routing service to query the balance group list from the billing system. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

---

## CommunicationsInstalledProductEBSV2

CommunicationsInstalledProductEBSV2 is the EBS that exposes the following operation related to the Account Balance integration on the InstalledProductEBO:

**QueryInstalledProductList:**

Routes the QueryInstalledProductListReqMsg to the provider service.

Returns the QueryInstalledProductListResMsg to the invoker of the service.

---

## **QueryInstalledProductListBRMCommsProvABCImpl**

QueryInstalledProductListBRMProvABCImpl transforms QueryInstalledProductListReqMsgEBM to Oracle BRM ABM and calls the Oracle BRM API, PCM\_OP\_SEARCH, which takes a query statement involving balance group ID as input and returns the list of service IDs for that balance group.

For each of the service IDs queried, QueryInstalledProductListBRMProvABCImpl calls the Oracle BRM API, PCM\_OP\_SUBSCRIPTION\_GET\_PURCHASED\_OFFERINGS, which takes a service ID as input and returns the list of product IDs associated with that service.

For each of the product IDs queried, QueryInstalledProductListBRMProvABCImpl calls the Oracle BRM API, PCM\_OP\_READ\_FLDS, which takes a product ID as input and returns the product details for that ID.

# Chapter 3: Invoice Integration Flow

This chapter provides an overview of the invoice integration flow and discusses:

- QueryInvoiceList integration flow.
- QueryInvoice integration flow.
- QueryInvoiceUsageAllocation integration flow.
- SearchInvoiceUsageAllocation integration flow.
- QueryInvoiceUsageAllocationResource integration flow.
- Oracle Billing and Revenue Management (BRM) interfaces.
- Siebel Customer Relationship Management (CRM) interfaces.
- Industry Application Integration Architecture (AIA) components.
- Integration services.

---

## Invoice Integration Overview

The invoice integration between Siebel CRM and Oracle BRM supports the following integration scenarios:

- QueryInvoiceList enables a customer service representative (CSR) to view a list of invoices for an account billing profile in Siebel CRM.
- QueryInvoice enables a CSR to view invoice details in Siebel CRM.
- QueryInvoiceUsageAllocation enables a CSR to view invoice event details (call detail (CDR) records) in Siebel CRM.
- SearchInvoiceUsageAllocation enables a CSR to search invoice event detail records (CDR records) in Siebel CRM.
- QueryInvoiceUsageAllocationResource enables a CSR to view nonmonetary resource balance details in Siebel CRM.

Invoices are generated on a periodic basis by Oracle BRM at the end of a bill cycle. An invoice, once calculated, does not change. An invoice usually has three segments: Header, Summary, and Details. The CSR can resolve most bill inquiries by viewing the Header and Summary of an invoice. The View Invoice feature enables the CSR to view invoice data at any of these levels: header, summary, and detail. The integration between the Siebel CRM and billing systems must present the *n* most current invoices in the Siebel CRM system. Additionally, the invoice header, summary, and details are never replicated from Oracle BRM to Siebel CRM. Instead they must be retrieved, on demand, from Oracle BRM to Siebel CRM.

When the CSR clicks the Bills tab of the Billing Profile screen, a process is started that brings the latest *n* invoices from the billing system. The CSR can make *n* configurable in Siebel CRM, based on your business requirements. The value of *n* is passed to the billing system when a request is made to it.

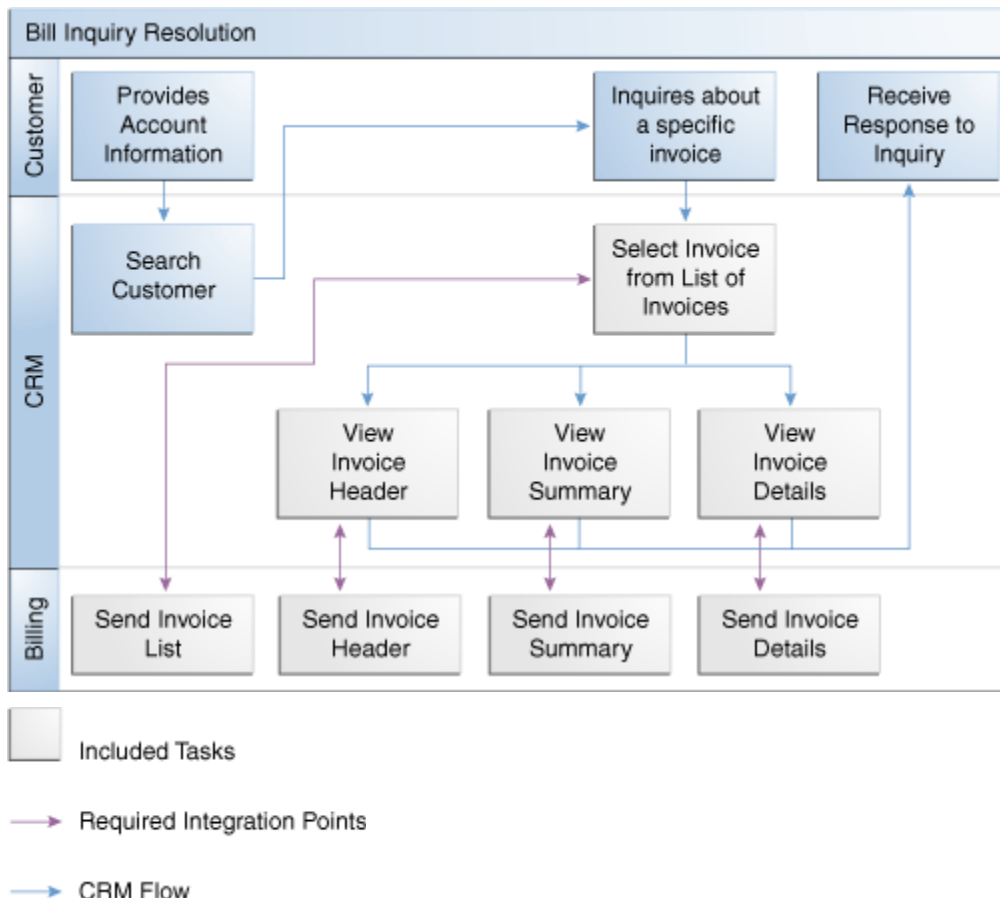
When a CSR navigates to one of the invoices retrieved, the Bill Detail view appears. This starts another process that gets the invoice or bill header and item data, and displays it on the header and items applet of the Bill Detail view. In the billing system, two application programming language (APIs) exist that calls the invoice header and items data. However, a single request from Siebel CRM invokes these two API calls and brings a single hierarchical message back to Siebel CRM. While retrieving invoice data, the process does not return the payment and A/R items data for the selected invoice. So when a CSR clicks the Payment tab on the Bill Detail view, a separate web service call is made to retrieve payment data for the selected invoice or bill. Similarly, when a CSR clicks the A/R items tab, A/R items data for the selected invoice is retrieved and displayed.

Additionally, the integration process aggregates the item charge information to the services level so that service charges can be displayed in the Service Charges applet.

Finally, for the CSR to obtain the Item Details record, the CSR can select an invoice item and then click the Net Amount link associated with the item charge. This triggers another request to the Billing system to send the item or event details record. Because this item detail data can be generally large, an option is provided to the CSR to limit the data retrieved using search criteria.

**Note:** The date and time information of the event details and CDR, which is displayed in the Siebel UI, is specific to the time zone from where the event originated.

This diagram illustrates the invoice integration flow:



### Invoice integration flow

To view invoice information for an account in the billing profile in Siebel CRM:

**Note:** Siebel UI screenshots are for reference only and may differ from actual screens.

- Navigate to the Accounts screen and query an account. Scroll down to the Billing Profile applet for this account and click the Billing Profile **Name** link.
- Click the **Bills** tab to view a list of invoices.

Billing Profile				Balance Summary			
Menu ▾				Menu ▾ Refresh			
Account:	John Smith	Primary:	<input checked="" type="checkbox"/>	Balance:	\$81.00	Due Now:	\$81.00
Profile Name:	JS_Profile	Bill Type:	Detail	Pending Payments/Adjustments:	\$0.00	Currency:	USD
Service Account:	John Smith	Bill Media:	Email	Unresolved Disputes:	\$0.00	Total:	\$101.00
Payment Method:	Bill Me	Billing Profile Status:	Active	Unbilled Usage:	\$20.00		
Comments:							

Bills						
Menu ▾ Refresh						
Bill Number	Bill Period	Amount Due	Due Date	Previous Balance	Payments and A/R Actions	Bill Payment
> B1-10413	02/22/2011 - 03/22/2011	\$17.00	4/21/2011	\$64.00	(\$14.00)	(\$6.00)
B1-10412	01/22/2011 - 02/22/2011	\$2.00	3/24/2011	\$62.00	\$0.00	\$0.00
B1-10411	12/22/2010 - 01/22/2011	\$2.00	2/21/2011	\$60.00	\$0.00	\$0.00
B1-10408	12/22/2010 - 12/24/2010	\$60.00	1/23/2011	\$0.00	(\$2.00)	(\$2.00)

- Click the **Bill Number** link to view the details for that invoice.

Bill Details

Menu ▾ | Adjust

Account: John Smith

Profile Name: JS\_Profile

Bill Number: B1-10408

Bill Period: 12/22/2010 - 12/24/201

Amount Due: \$60.00

Payments and A/R Actions: (\$2.00)

Previous Balance: \$0.00

Bill Payment: (\$2.00)

Due Date: 1/23/2011

Currency Code: USD

Service Charges | Payments | A/R Items

Service Charges | Menu ▾ |

Description	Charge	Discount	Net Amount
> ID :	\$45.00	\$0.00	\$45.00
SB-JS-002 : /service/telco/VoIP	\$17.00	\$0.00	\$15.00
SB-JS-001 : /service/telco/VoIP	\$30.00	\$30.00	\$0.00

Item Charges | Menu ▾ | Adjust

Description	Charge	Discount	Net Amount
> Usage	\$45.00	\$0.00	\$45.00

- Go to the Item Charges applet and click the **Net Amount** link to view the invoice usage allocation (CDR's) for that item.

Event Details						
Menu ▾ Search Adjust View Detail						
Date	Charge	Discount	Net Amount	Duration	Called Number	
> 12/22/2010 11:00:3	\$45.00	\$0.00	\$45.00	1		

- Click the **Search** tab to search invoice event detail records.

**Event Details**

Menu ▼ | Go Cancel

**Search By Date Range**

**Search By Charge Amount**

Start Date:

End Date:

From Amount:

To Amount:

**Non-Currency Balance Impacts for Event** | Menu ▼ | Adjust

Resource Name	Original Net Amount	Prior Adjustment	Prior Disputes	After A/R Actions

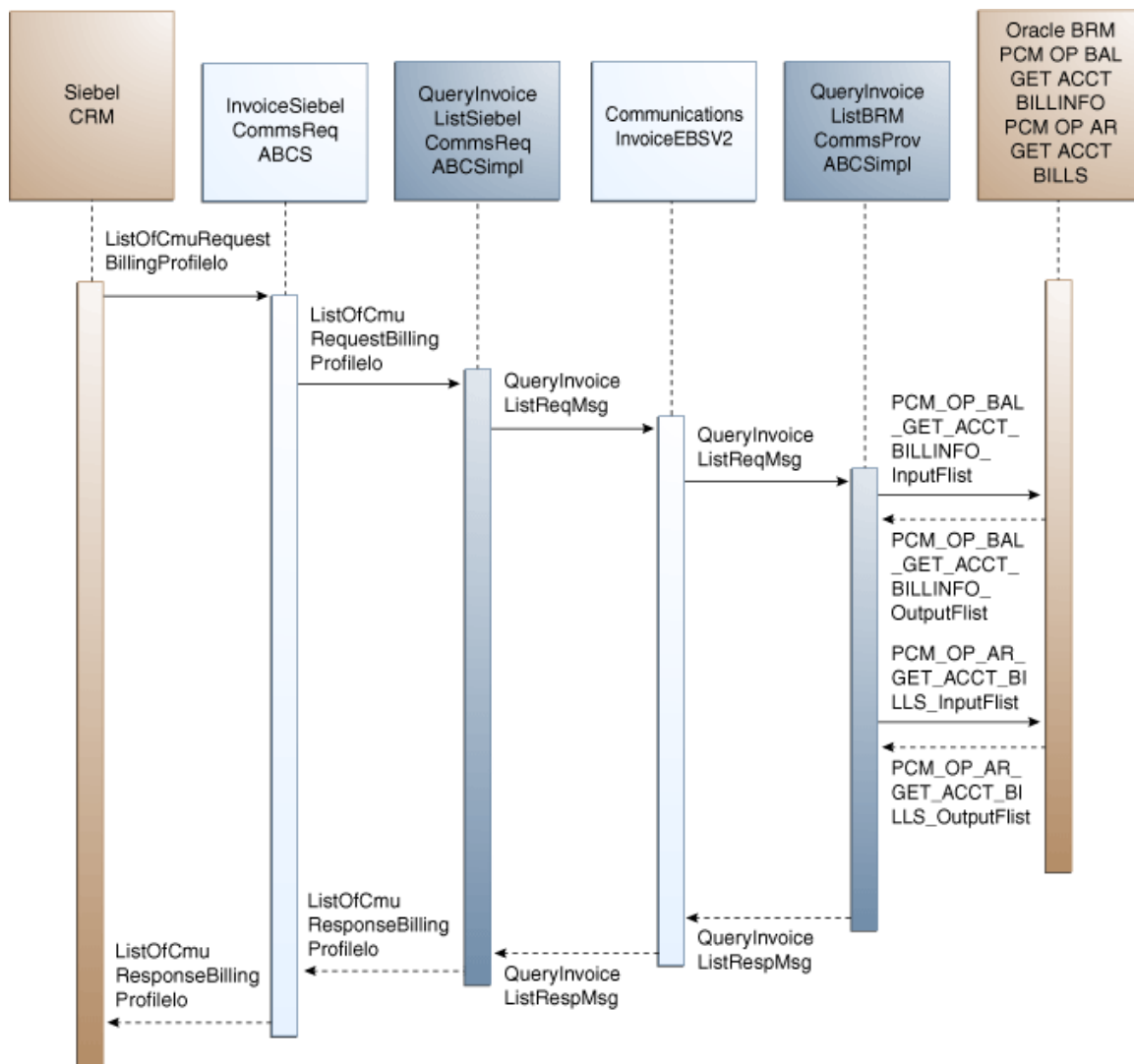
- In the Event Details, click **View Details** to query the resource impact details (non-monetary charges, for example free minutes, and so on) for an event from the billing system.

## QueryInvoiceList Integration Flow

This integration flow uses the following interfaces:

- InvoiceSiebelCommsReqABCS with operation QueryInvoiceList
- QueryInvoiceListSiebelCommsReqABCImpl
- CommunicationsInvoiceESV2 with operation QueryInvoiceList
- QueryInvoiceListBRMCommsProvABCImpl

This sequence diagram illustrates the QueryInvoiceList integration flow:



### QueryInvoiceList sequence diagram

When you initiate the QueryInvoiceList process, the following events occur:

1. In Siebel CRM, a user navigates to the Accounts screen, queries an account, and clicks a billing profile for the account.

This displays the Billing Profile BRM screen, Bills tab, a web service call is made to query the list of  $n$  invoices for that billing profile. Many invoices may be in Oracle BRM, but the number  $n$  of invoices to be fetched is sent from Siebel CRM as part of the request message and  $\leq n$  number of invoices are returned from Oracle BRM. The default values of invoices ( $n$ ) queried depends on the configuration in Siebel Integration Object CMU Request Billing Profile IO integration component Com Invoice Profile field Maximum Number Of Records

2. Navigating to the Invoice applet in the Billing Profile BRM screen invokes outbound web service ESB\_InvoiceSiebelCommsReqABCS\_Service, which in turn calls the InvoiceSiebelCommsReqABCS with operation QueryInvoiceList.

InvoiceSiebelCommsReqABCS is a generic Invoice interface service with several operations defined on the Invoice application business message (ABM).

3. Invoking InvoiceSiebelCommsReqABCS with operation QueryInvoiceList routes the QueryInvoiceListReqMsg to the QueryInvoiceListSiebelCommsReqABCServiceImpl.
4. The QueryInvoiceListSiebelCommsReqABCServiceImpl first transforms the QueryInvoiceListReqMsg into QueryInvoiceListRequest enterprise business message (EBM) and calls the CommunicationsInvoiceEBSV2 with operation QueryInvoiceList.

CommunicationsInvoiceEBSV2 is an EBS with several operations defined on the Invoice enterprise business object (EBO).

5. Invoking CommunicationsInvoiceEBSV2 with operation QueryInvoiceList routes the QueryInvoiceListReqMsg to the appropriate billing systems.

As delivered, QueryInvoiceListReqMsg is routed to the QueryInvoiceListBRMCommsProvABCServiceImpl.

6. QueryInvoiceListBRMCommsProvABCServiceImpl first checks the Query Criteria code.

If it is Query Invoice List, QueryInvoiceListReqMsg is transformed into PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO\_inputflist. This opcode call returns the list of BILLINFO and AR\_BILLINFO of that account.

7. From the response of PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO opcode, the appropriate BILLINFO and AR\_BILLINFO are picked.

QueryInvoiceListReqMsg is transformed into the input of PCM\_OP\_AR\_GET\_ACCT\_BILLS and calls the BRM opcode PCM\_OP\_AR\_GET\_ACCT\_BILLS. Many invoices may be in the billing system for an account billing profile. Based on the value of n passed from Siebel CRM, the application programming interface (API) returns <=n number of invoices.

8. QueryInvoiceListBRMCommsProvABCServiceImpl then transforms the API output PCM\_OP\_AR\_GET\_ACCT\_BILLS\_RespMsg into EBM QueryInvoiceListRespMsg and returns it to the calling CommunicationsInvoiceEBSV2 service.
9. CommunicationsInvoiceEBSV2 then returns the QueryInvoiceListRespMsg to QueryInvoiceListSiebelCommsReqABCServiceImpl.
10. QueryInvoiceListSiebelCommsReqABCServiceImpl then transforms the QueryInvoiceListRespMsg into QueryInvoiceListRespMsg, which is returned to the InvoiceSiebelCommsReqABCS.
11. InvoiceSiebelCommsReqABCS returns the QueryInvoiceListRespMsg to the calling Siebel web service InvoiceSiebelCommsReqABCSService.
12. The list of bills is then written to the Siebel Invoice virtual business component (VBC) for the user.

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## QueryInvoice Integration Flow

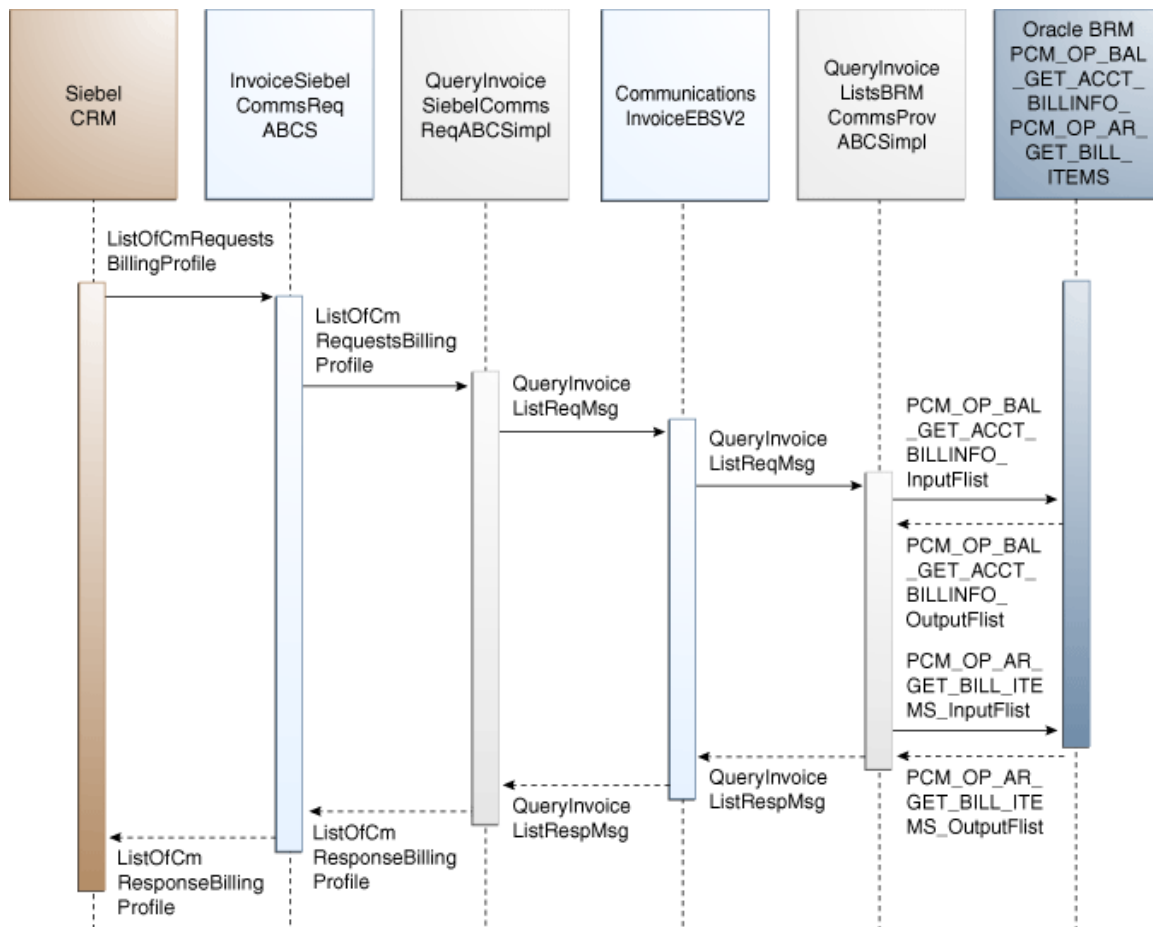
This integration flow uses the following interfaces:

- InvoiceSiebelCommsReqABCS with operation QueryInvoice
- QueryInvoiceSiebelCommsReqABCServiceImpl



- CommunicationsInvoiceEBSV2 with operation QueryInvoiceList
- QueryInvoiceListBRMCommsProvABCSImpl

This sequence diagram illustrates the QueryInvoice integration flow:



### QueryInvoice sequence diagram

When you initiate the QueryInvoice process, the following events occur:

1. In Siebel CRM, navigate to the Accounts screen, query an account, and click a Billing Profile for the account.

This displays the Billing Profile screen. Click the Bills tab and drill-down on the Bill Number to call the query invoice information (header, service charges, and items) from the billing system.

2. The ESB\_InvoiceSiebelReqABCS\_Service with the operation QueryInvoice is called.

The InvoiceSiebelCommsReqABCS is a generic Siebel invoice interface service with several operations defined on the Invoice EBO.

3. The InvoiceSiebelCommsReqABCS with the operation QueryInvoice routes the QueryInvoiceReqMsg to the QueryInvoiceSiebelCommsReqABCSImpl.

4. The QueryInvoiceSiebelCommsReqABCImpl transforms the QueryInvoiceReqMsg into the Invoice EBM and calls the CommunicationsInvoiceEBSV2 with the operation QueryInvoiceList.

5. The CommunicationsInvoiceEBSV2 with the operation QueryInvoiceList routes the QueryInvoiceListReqMsg to the appropriate billing systems.

As delivered, QueryInvoiceListReqMsg is routed to the QueryInvoiceListBRMCommsProvABCImpl.

6. The QueryInvoiceListBRMCommsProvABCImpl first checks the Query Criteria code. If it is Query Invoice, it then transforms QueryInvoiceListReqMsg into the input of PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO\_inputFlist and invokes PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO to get Bill Info object.

This information is used to populate PCM\_OP\_AR\_GET\_BILL\_ITEMS\_inputFlist and calls the BRM opcode PCM\_OP\_AR\_GET\_BILL\_ITEMS. The opcode returns the invoice header, service charges, and items in a flat message to the calling QueryInvoiceListBRMCommsProvABCImpl.

7. The QueryInvoiceListBRMCommsProvABCImpl transforms the API output PCM\_OP\_AR\_GET\_BILL\_ITEMS\_outputFlist into the EBM QueryInvoiceListRespMsg and returns it to the calling CommunicationsInvoiceEBSV2 service.

8. The CommunicationsInvoiceEBSV2 then returns the QueryInvoiceListRespMsg back to QueryInvoiceSiebelCommsReqABCImpl.

9. The QueryInvoiceSiebelCommsReqABCImpl transforms the QueryInvoiceListRespMsg into the QueryInvoiceRespMsg and returns it to the Siebel Invoice ABC interface service.

The QueryInvoiceListRespMsg is a flat message from which service charges are calculated and the invoice header, service charges, and items are returned as the QueryInvoiceRespMsg to the calling InvoiceSiebelCommsReqABCS.

10. The InvoiceSiebelCommsReqABCS returns the QueryInvoiceRespMsg to the calling Siebel web service.

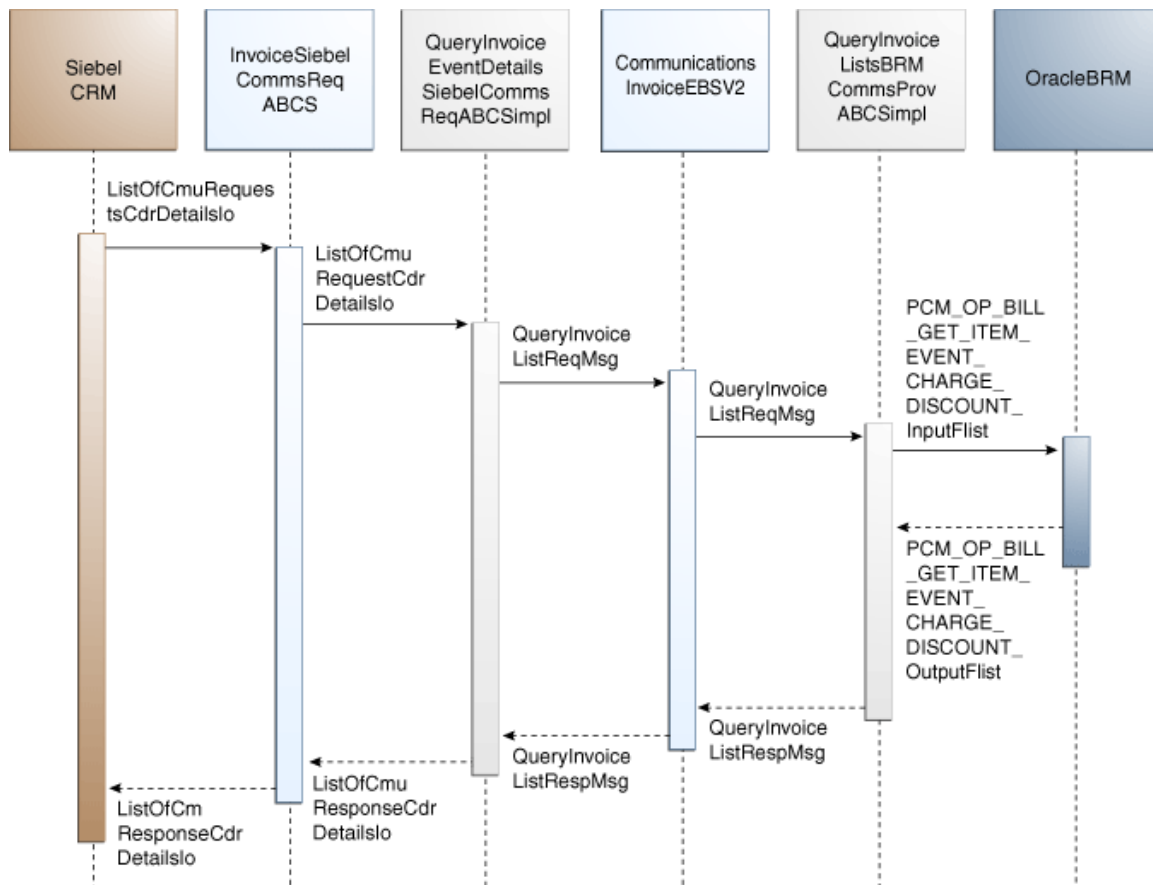
---

## QueryInvoiceUsageAllocation Integration Flow

This integration flow uses the following interfaces:

- InvoiceSiebelCommsReqABCS with operation QueryEventDetails
- QueryInvoiceEventDetailsSiebelCommsReqABCImpl
- CommunicationsInvoiceEBSV2 with operation QueryInvoiceList
- QueryInvoiceListBRMCommsProvABCImpl

This sequence diagram illustrates the QueryInvoiceUsageAllocation integration flow:



### QueryInvoiceUsageAllocation sequence diagram

When you initiate the QueryInvoiceUsageAllocation process, the following events occur:

1. In Siebel CRM, navigate to the Accounts screen, query an account, and select the billing profile for the account.

In the Billing Profile screen, click the Bills tab and select an invoice. Select an item charge and click the Net Amount link of the item to view Event Details. This action calls Siebel outbound web service ESB\_InvoiceSiebelReqABCS\_Service to query the event details from the billing system.

2. Navigating to the Invoice Event Details (call detail (CDR) records) applet in the Billing BRM screen invokes the InvoiceSiebelCommsReqABCSService web service with operation QueryEventDetails, which in turn calls the InvoiceSiebelCommsReqABCS with operation QueryEventDetails.

InvoiceSiebelCommsReqABCS is a generic Siebel Invoice interface service with several operations defined in the Invoice EBO.

3. Invoking InvoiceSiebelCommsReqABCS with operation QueryEventDetails routes the QueryEventDetailsReqMsg to the QueryInvoiceEventDetailsSiebelCommsReqABCSImpl.
4. The QueryInvoiceEventDetailsSiebelCommsReqABCSImpl transforms the QueryEventDetailsReqMsg into Invoice EBM and calls the CommunicationsInvoiceEBSV2 with operation QueryInvoiceList.

5. Invoking CommunicationsInvoiceEBSV2 with operation QueryInvoiceList routes the QueryInvoiceListReqMsg to the appropriate billing systems.  
As delivered, QueryInvoiceListReqMsg is routed to the QueryInvoiceListBRMCommsProvABCImpl.
6. QueryInvoiceListBRMCommsProvABCImpl checks query criteria code.  
If it is Query Usage Allocation, then it transforms QueryInvoiceListReqMsg into the input of PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT and calls the opcode PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT.
7. QueryInvoiceListBRMCommsProvABCImpl then transforms the API output PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT\_RespMsg into EBM QueryInvoiceListRespMsg and returns it to the calling CommunicationsInvoiceEBSV2 service.
8. CommunicationsInvoiceEBSV2 then returns the QueryInvoiceListRespMsg to QueryInvoiceEventDetailsSiebelCommsReqABCImpl.
9. QueryInvoiceEventDetailsSiebelCommsReqABCImpl transforms the QueryInvoiceListRespMsg into QueryEventDetailsRespMsg, which is returned to InvoiceSiebelCommsReqABCS.
10. InvoiceSiebelCommsReqABCS returns the QueryEventDetailsRespMsg to the calling Siebel web service.
11. The response message is then written to the Siebel Invoice VBC for the user.

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## SearchInvoiceUsageAllocation Integration Flow

This integration flow uses the following interfaces:

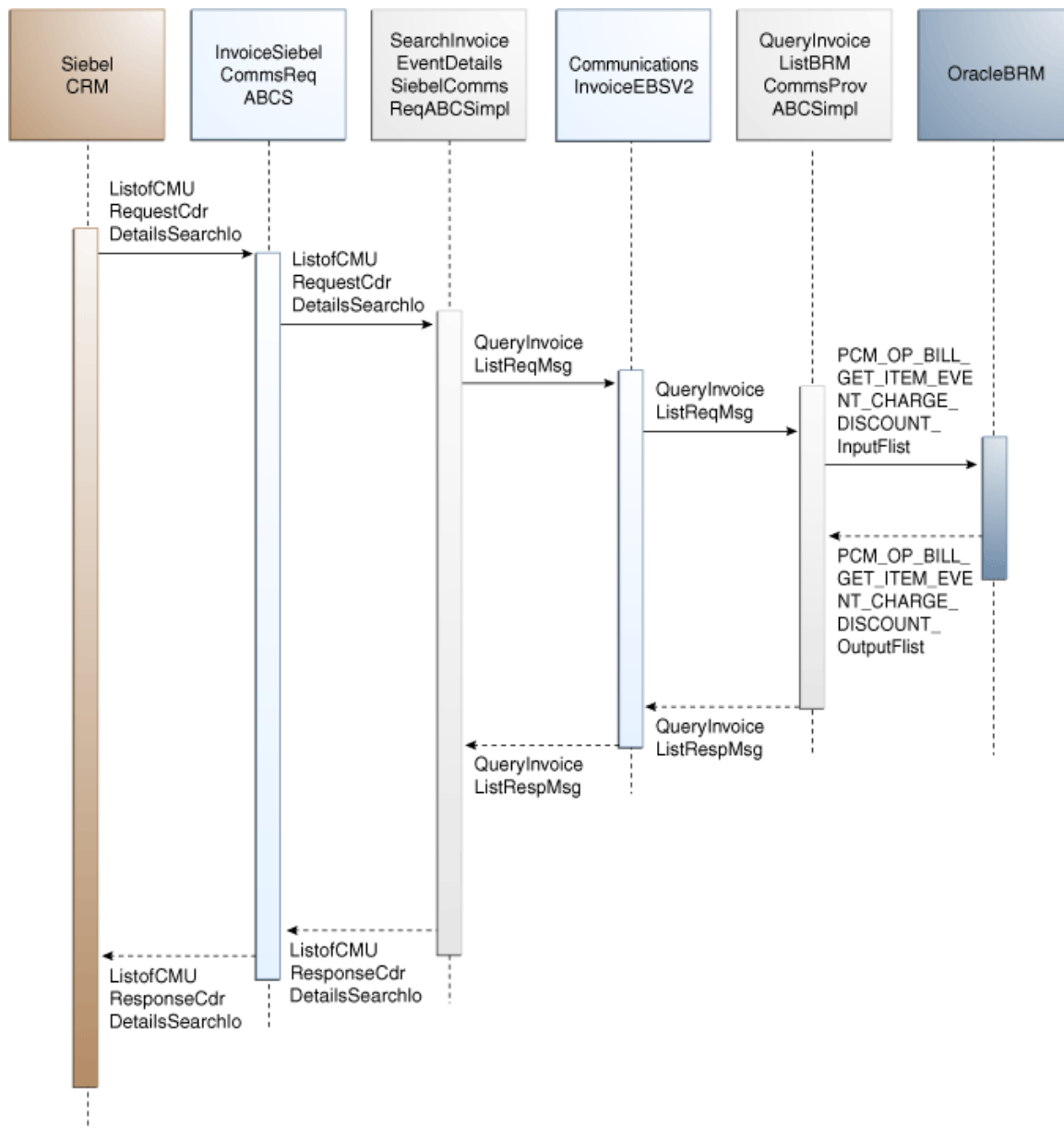
- InvoiceSiebelCommsReqABCS with operation SearchEventDetails
- SearchInvoiceEventDetailsSiebelCommsReqABCImpl
- CommunicationsInvoiceEBSV2 with operation QueryInvoiceList
- QueryInvoiceListBRMCommsProvABCImpl

The SearchInvoiceUsageAllocation supports searching invoice event details (CDR records) on the following columns in addition to the account ID and the item charge ID that are passed to Query Invoice Details:

- Minimum Amount
- Maximum Amount
- Start Date
- End Date

The Oracle BRM opcode PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT supports only simple queries, so the search supports passing only the data through and not passing complex query criteria, (for example, >, <, between, and so on).

This sequence diagram illustrates the SearchInvoiceUsageAllocation integration flow:



### SearchInvoiceUsageAllocation sequence diagram

When you initiate the SearchInvoiceUsageAllocation process, the following events occur:

1. In Siebel CRM, navigate to the Accounts screen, query an account, and select the billing profile for the account.  
  
In the Billing Profile screen, click the Bills tab and select an invoice. Select an item charge, and click the Net Amount link of the item to view event details of all CDR records for that item charge.
2. Clicking the Search button on the Invoice Event Details (CDR details) applet opens the search applet for query.

3. Entering the search criteria and clicking Go invokes an outbound web service ESB\_InvoiceSiebelReqABCS\_Service that in turn calls the InvoiceSiebelCommsReqABCS with operation SearchEventDetails.  
  
InvoiceSiebelCommsReqABCS is a generic Siebel Invoice interface service with several operations defined on the Invoice EBO.
4. Invoking InvoiceSiebelCommsReqABCS with operation SearchEventDetails routes the SearchEventDetailsReqMsg to the SearchInvoiceEventDetailsSiebelCommsReqABCSImpl.
5. The SearchInvoiceEventDetailsSiebelCommsReqABCSImpl transforms the SearchEventDetailsReqMsg into an Invoice EBM and calls the Invoice EBS CommunicationsInvoiceEBSV2 with operation QueryInvoiceList.
6. Invoking CommunicationsInvoiceEBSV2 with operation QueryInvoiceList routes the QueryInvoiceListReqMsg to the appropriate billing systems.  
  
As delivered, QueryInvoiceListReqMsg is routed to the QueryInvoiceListBRMCommsProvABCSImpl.
7. QueryInvoiceListBRMCommsProvABCSImpl checks the query criteria code. If the query criteria code is Usage Allocation, it then transforms QueryInvoiceListReqMsg into the input of PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT and calls the Oracle BRM opcode PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT.
8. QueryInvoiceListBRMCommsProvABCSImpl transforms the API output PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT\_RespMsg into EBM QueryInvoiceListRespMsg and returns it to the calling CommunicationsInvoiceEBSV2 service.
9. CommunicationsInvoiceEBSV2 returns the QueryInvoiceListRespMsg to SearchInvoiceEventDetailsSiebelCommsReqABCSImpl.
10. SearchInvoiceEventDetailsSiebelCommsReqABCSImpl transforms the QueryInvoiceListRespMsg into a SearchEventDetailsRespMsg, which is returned to InvoiceSiebelCommsReqABCS.
11. InvoiceSiebelCommsReqABCS returns the SearchEventDetailsRespMsg to the calling Siebel web service.
12. The search response is written to the Siebel Invoice VBC for the user.

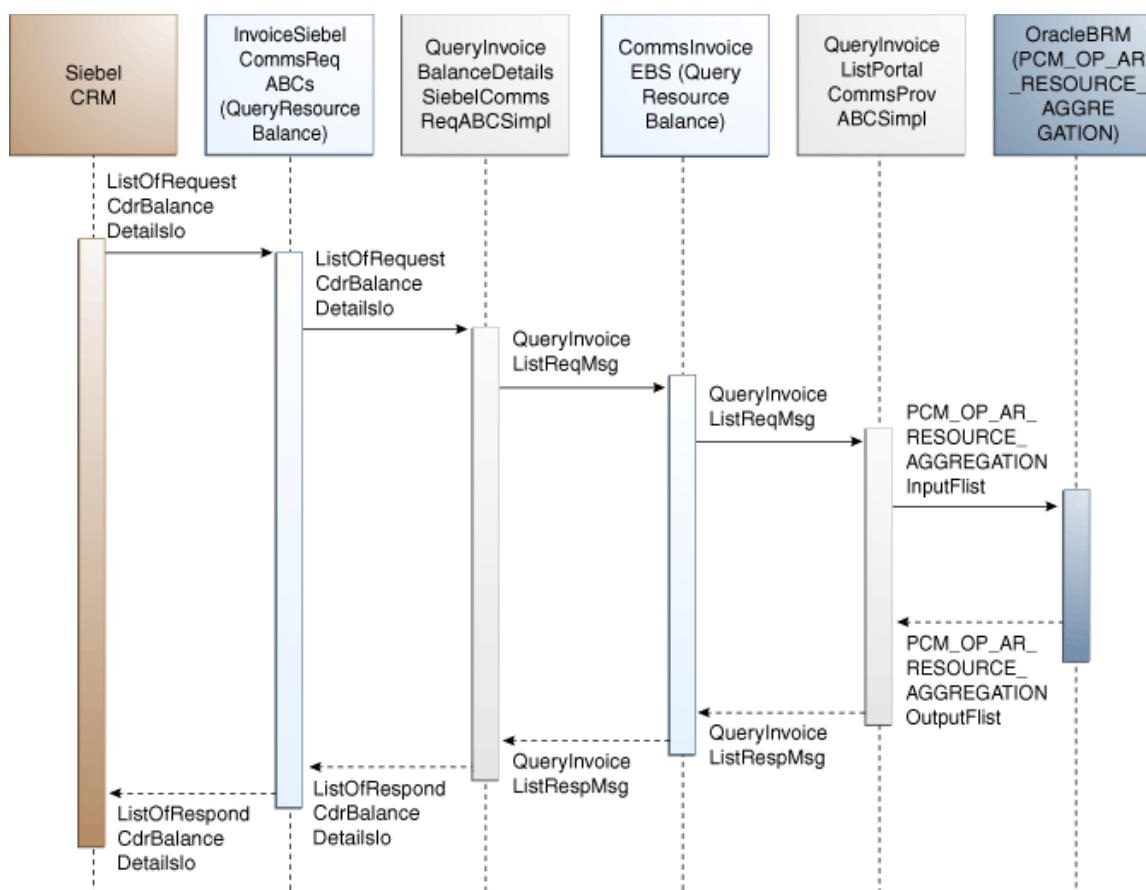
---

## QueryInvoiceUsageAllocationResource Integration Flow

This integration flow uses the following interfaces:

- InvoiceSiebelCommsReqABCS with operation QueryBalanceDetails
- QueryInvoiceBalanceDetailsSiebelCommsReqABCSImpl
- CommunicationsInvoiceEBSV2 with operation QueryInvoiceList
- QueryInvoiceListBRMCommsProvABCSImpl

This sequence diagram illustrates the QueryInvoiceUsageAllocationResource integration flow:



### QueryInvoiceUsageAllocationResource sequence diagram

When you initiate the QueryInvoiceUsageAllocationResource process, the following events occur:

1. In Siebel CRM, navigate to the Accounts screen, query an account, and select the billing profile for the account.

In the Billing Profile screen, click the Bills tab and select an invoice. In Event Details, click View Detail to query the resource impact details for an event from the billing system. A web service call is made to Query Resource Impact details for a particular event from the billing system, which in turn calls the ESB\_InvoiceSiebelReqABCS\_Service with operation QueryResourceBalance.

InvoiceSiebelCommsReqABCS is a generic Siebel Invoice interface service with several operations defined on the Invoice EBO.

2. Invoking InvoiceSiebelCommsReqABCS with operation QueryBalanceDetails routes the QueryBalanceDetailsReqMsg to the QueryInvoiceBalanceDetailsSiebelCommsReqABCSImpl.
3. The QueryInvoiceBalanceDetailsSiebelCommsReqABCSImpl transforms the QueryBalanceDetailsReqMsg into Invoice EBM and calls the Invoice EBS CommunicationsInvoiceEBSV2 with operation QueryInvoiceList.
4. Invoking CommunicationsInvoiceEBSV2 with operation QueryInvoiceList routes the QueryInvoiceListReqMsg to the appropriate billing systems.

As delivered, QueryInvoiceListReqMsg is routed to the QueryInvoiceListBRMCommsProvABCImpl.

5. QueryInvoiceListBRMCommsProvABCImpl checks the query criteria code.  
If the query criteria code is Query Balance Details, it transforms QueryInvoiceListReqMsg into the input of PCM\_OP\_AR\_RESOURCE\_AGGREGATION and calls the opcode PCM\_OP\_AR\_RESOURCE\_AGGREGATION.
6. QueryInvoiceListBRMCommsProvABCImpl transforms the API output PCM\_OP\_AR\_RESOURCE\_AGGREGATION\_RespMsg into EBM QueryInvoiceListRespMsg and returns it to the calling CommunicationsInvoiceEBSV2 service.
7. CommunicationsInvoiceEBSV2 then returns the QueryInvoiceListRespMsg to QueryInvoiceBalanceDetailsSiebelCommsReqABCImpl.
8. QueryInvoiceBalanceDetailsSiebelCommsReqABCImpl transforms the QueryInvoiceListRespMsg into QueryBalanceDetailsRespMsg, which is returned to the InvoiceSiebelCommsReqABCS.
9. InvoiceSiebelCommsReqABCS returns the QueryBalanceDetailsRespMsg back to the calling Siebel web service.
10. The message is written to the Siebel UsageAllocationResource VBC for the user.

## Oracle BRM Interfaces

These are the Oracle BRM interfaces:

- For QueryInvoiceList: PCM\_OP\_AR\_GET\_ACCT\_BILLS
- For QueryInvoice: PCM\_OP\_AR\_GET\_BILL\_ITEMS.
- For QueryInvoiceUsageAllocation:  
PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT.
- For SearchInvoiceUsageAllocation:  
PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT.
- For QueryInvoiceUsageAllocationResource:  
PCM\_OP\_AR\_RESOURCE\_AGGREGATION\_RespMsg.

**For more information**, see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, “BRM Documentation,” Reference, API reference, PCM opcode libraries.

## Siebel CRM Interfaces

The Invoice integration flow uses the following Siebel CRM interface:

- InvoiceSiebelCommsReqABCS

**For more information**, see the *Siebel Order Management Guide Addendum for Communications*, “Web Services Reference.”



## Industry AIA Components

The Invoice integration flow uses the following delivered enterprise business object (EBO), enterprise business messages (EBMs), and enterprise business service (EBS):

- InvoiceEBO
- QueryInvoiceEBM
- QueryInvoiceResponseEBM
- CommunicationsInvoiceEBSV2
- QueryInvoiceListEBM
- QueryInvoiceListResponseEBM

These industry EBO and EBM XML schema (XSD) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseObjectLibrary/Release1/Industry/Telco/Release1/EBO/`.

These industry EBS web services description language (WSDL) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseBusinessServiceLibrary/Industry/Telco/`.

For detailed documentation of individual EBOs, click the View EBO Documentation link on the Integration Scenario Summary page in the Oracle AIA Console. You can also use the Integration Scenario Summary page to search for and view integration scenarios that use a particular EBO or EBS.

**For more information**, see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, "Using the BSR UI to View Integration Scenarios," Viewing Integration Scenarios.

EBOs can be extended, for instance, to add new data elements. These extensions are protected, and will remain intact after a patch or an upgrade.

**For more information**, see *Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide*, "Extensibility for Oracle AIA Artifacts," Extending EBOs.

## Integration Services

These services are delivered with the Invoice Integration flow:

- InvoiceSiebelCommsReqABCS with operations QueryInvoiceList, QueryInvoice, QueryEventDetails, SearchEventDetails, and QueryBalanceDetails
- QueryInvoiceListSiebelCommsReqABCImpl
- QueryInvoiceListBRMCommsProvABCImpl
- QueryInvoiceSiebelCommsReqABCImpl
- CommunicationsInvoiceEBSV2 with operation QueryInvoiceList
- QueryInvoiceEventDetailsSiebelCommsReqABCImpl

- SearchInvoiceEventDetailsSiebelCommsReqABCSImpl
- QueryInvoiceBalanceDetailsSiebelCommsReqABCSImpl

You can use the Integration Scenario Summary page in the Oracle AIA Console to search for and view integration scenarios that use a particular ABCS service.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios.”

---

## InvoiceSiebelCommsReqABCS

InvoiceSiebelCommsReqABCS is an ABCS service that exposes the following operations related to the Invoice integration on the Siebel ABM:

- QueryInvoiceList:  
Routes QueryInvoiceListReqMsg to the requester implementation service.  
Routes QueryInvoiceListRespMsg to the requester.
- QueryInvoice:  
Routes QueryInvoiceReqMsg to the requester implementation service.  
Routes QueryInvoiceRespMsg to the requester.
- QueryEventDetails:  
Routes QueryEventDetailsReqMsg to the requester implementation service.  
Routes QueryEventDetailsRespMsg to the requester.
- SearchEventDetails:  
Routes SearchEventDetailsReqMsg to the requester implementation service.  
Routes SearchEventDetailsRespMsg to the requester.
- QueryBalanceDetails:  
Routes QueryBalanceDetailsReqMsg to the requester implementation service.  
Routes QueryBalanceDetailsRespMsg to the requester.
- QueryInvoiceListSiebelCommsReqABCSImpl
- QueryInvoiceListSiebelCommsReqABCSImpl transforms the Siebel message into a QueryInvoiceList EBM and calls the routing service to query the invoice list response from the billing system. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

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## QueryInvoiceListBRMCommsProvABCSImpl

QueryInvoiceListBRMCommsProvABCSImpl transforms:

- QueryInvoiceListRequestEBM into Oracle BRM API input format and calls the API to query the invoice list output from the billing system.  
  
It then transforms the output from the API back to an Invoice EBM message and returns it to the calling routing service.
- QueryInvoice EBM into Oracle BRM API input formats and calls the APIs to Query the

Invoice output from the billing system.

It then transforms the output from the APIs back to an Invoice EBM message and returns it to the calling routing service.

- QueryInvoiceList EBM into Oracle BRM API input formats and calls the APIs to Query the Invoice Event Details output from the billing system.

It then transforms the output from the APIs back to an Invoice EBM message and returns it to the calling routing service.

- Invoice EBM into Oracle BRM API input formats and calls the APIs to Query the Resource Impact output from the billing system.

It then transforms the output from the APIs back to an Invoice EBM message and returns it to the calling routing service.

---

## QueryInvoiceSiebelCommsReqABCSImpl

QueryInvoiceSiebelCommsReqABCSImpl transforms the Siebel message into QueryInvoiceEBM and calls the routing service to query the invoice from the billing system. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

---

## CommunicationsInvoiceEBSV2

CommunicationsInvoiceEBSV2 is an EBS service that exposes the following operation related to the Invoice integration on the InvoiceEBO:

QueryInvoiceList:

Routes QueryInvoiceListReqMsg to the provider service

Routes QueryInvoiceListRespMsg to the requester service

---

## QueryInvoiceEventDetailsSiebelCommsReqABCSImpl

QueryInvoiceEventDetailsSiebelCommsReqABCSImpl transforms the Siebel message into QueryInvoiceList EBM and calls the routing service to query the invoice event details response from the billing system. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

---

## SearchInvoiceEventDetailsSiebelCommsReqABCSImpl

SearchInvoiceEventDetailsSiebelCommsReqABCSImpl transforms the Siebel message into QueryInvoiceList EBM and calls the routing service to query the Invoice Event Details response from the billing system. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

SearchInvoiceCharge supports searching invoice event details (CDR records) on the following columns in addition to the account ID and the item charge ID that are passed to Query Invoice Details:

- Minimum Amount

- Maximum Amount
- Start Date
- End Date

The Oracle BRM opcode PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT supports only simple queries, so the search supports passing only the data through and not passing complex query criteria (for example: >, <, between, and so on).

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## QueryInvoiceBalanceDetailsSiebelCommsReqABCImpl

QueryInvoiceBalanceDetailsSiebelCommsReqABCImpl transforms the Siebel message into an Invoice EBM and calls the routing service to query the Resource Impact response from the billing system. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

# Chapter 4: Service Usage Integration Flow

This chapter provides an overview of the Service Usage integration flow and discusses:

- QueryServiceUsage integration flow.
- QueryServiceUsageAllocation integration flow.
- SearchServiceUsageAllocation integration flow.
- QueryServiceUsageAllocationResource integration flow.
- Oracle Billing and Revenue Management (Oracle BRM) interfaces.
- Siebel Customer Relationship Management (Siebel CRM) interfaces.
- Industry Application Integration Architecture (Oracle AIA) components.
- Integration services.

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## Service Usage Integration Overview

The Service Usage integration between Siebel CRM and Oracle BRM supports the following integration scenarios:

- QueryServiceUsage enables a customer service representative (CSR) to view account-billing-profile-service-usage-summary in Siebel CRM.
- QueryServiceUsageAllocation enables a CSR to view account-billing-profile-service-usage-charge-details in Siebel CRM.
- SearchServiceUsageAllocation enables a CSR to search account-billing-profile-service-usage-charge-details based on a few columns.
- QueryServiceUsageAllocationResource enables a CSR to view resource balances (for example, nonmonetary) for service usage events in Siebel CRM.

Events that have been captured by Oracle BRM but have not been billed are called unbilled usage events. Customer questions about unbilled (service) usage are the most common queries for CSRs. This is because Wireless customer service providers (CSPs) offer service plans that include free usage per bill cycle.

Examples include:

- 1000 Free Local and Long Distance Minutes per month.
- 10 Free SMS per month.
- 1M of data download.

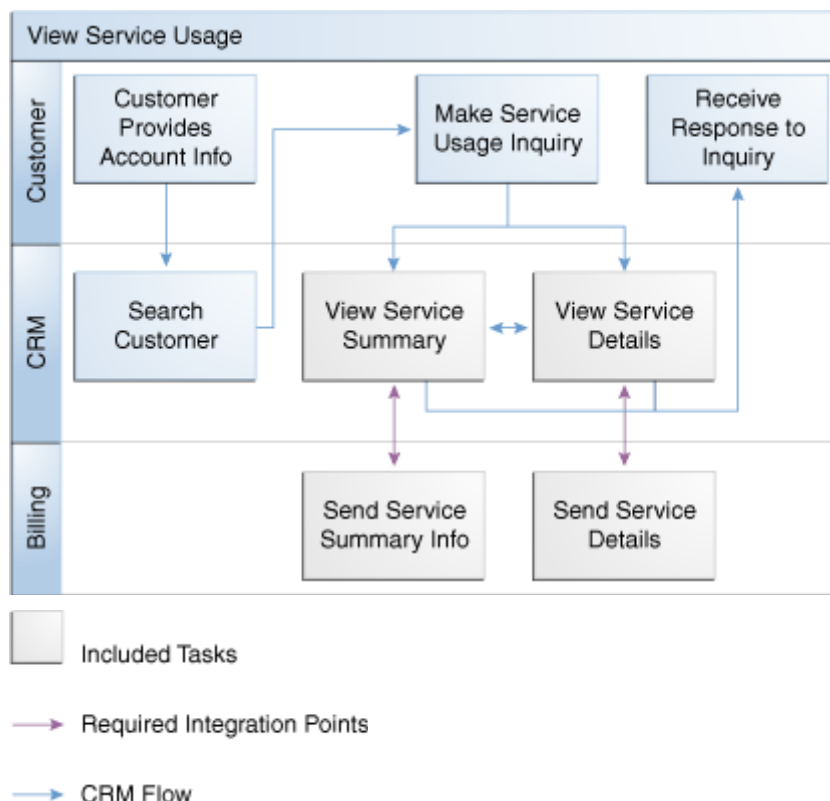
Unlike invoice information, unbilled usage information is constantly changing. The Oracle BRM has the most current status of all unbilled usage, so Siebel CRM must retrieve this information, in real time, so that the CSR can respond to customers' questions accurately.

When the CSR clicks the Unbilled Usage tab on the Billing Profile screen, it triggers a request to retrieve item charges from the billing system. The integration process has to aggregate the item charge information to the services level so that service charges can be displayed in the Service Charges applet.

CSRs can request detailed unbilled data at the event (CDR) level. This is a separate request to Oracle BRM. Because this data is generally large, CSRs can limit the data returned by specifying search criteria.

**Note:** The date and time information of the event details and CDR, which is displayed in the Siebel UI, is specific to the time zone from where the event originated.

This diagram illustrates the View Service Usage flow:



### View Service Usage flow

To view account billing profile service usage in Siebel CRM:

**Note:** Siebel UI screenshots are for reference only and may differ from actual screens.

10. Navigate to the Accounts screen and query an account. Scroll down to the Billing Profile applet for this account and click the Billing Profile **Name** link.
11. Click the **Unbilled Usage** tab to view the account's billing profile service usage summary.

Bills	Balance Group	Unbilled Usage	Payments	Adjustments
-------	---------------	----------------	----------	-------------

Service Charges	Menu ▾	Refresh
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Description	Charge	Discount	Net Amount
> ID :	\$20.00	\$0.00	\$20.00

Item Charges	Menu ▾
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Description	Charge	Discount	Net Amount
> Usage	\$20.00	\$0.00	\$20.00

12. Click the **Net Amount** link for a particular item charge to view account billing profile service usage allocation (CDRs).

Event Details	Menu ▾	Search	Adjust	View Detail
---------------	--------	--------	--------	-------------

Date	Charge	Discount	Net Amount	Duration	Called Number
> 1/20/2011 03:46:10 AM	\$20.00	\$0.00	\$20.00	1	

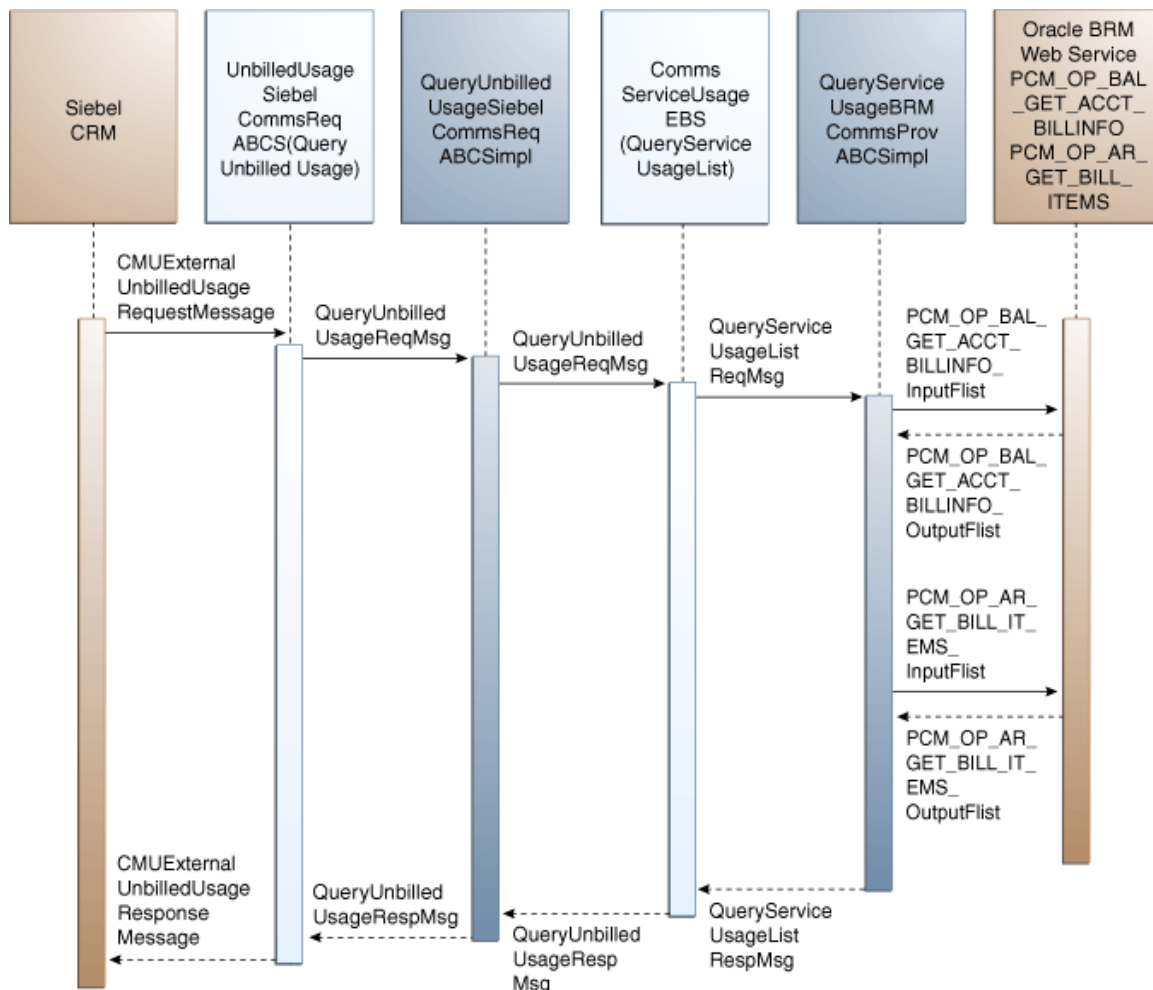
13. Click the **Search** tab to search account billing profile service usage charge details.
14. Click the **View Details** tab to view resource balances for service usage events.

## QueryServiceUsage Integration Flow

This integration flow uses the following interfaces:

- UnbilledUsageSiebelCommsReqABCS with operation QueryUnbilledUsage
- QueryUnbilledUsageSiebelCommsReqABCImpl
- CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList
- QueryServiceUsageBRMCommsProvABCImpl

This sequence diagram illustrates the QueryServiceUsage integration scenario:



### QueryServiceUsage sequence diagram

When you initiate the QueryServiceUsage process, the following events occur:

1. In Siebel CRM, navigate to the Accounts screen, query an account, and click a billing profile for the account.

This displays the Billing Profile BRM screen. When you click the Unbilled Usage tab for the billing profile, the Unbilled Usage screen opens and a web service ESB\_UnbilledUsageSiebelCommsReqABCS\_Service call is made to get the unbilled usage details from the billing system.

2. Navigating to the Unbilled Usage tab invokes the ESB\_UnbilledUsageSiebelCommsReqABCS\_Service web service, which in turn calls the UnbilledUsageSiebelCommsReqABCS with operation QueryUnbilledUsage.

UnbilledUsageSiebelCommsReqABCS is a generic Siebel UnbilledUsage interface service with several operations defined.

3. Invoking UnbilledUsageSiebelCommsReqABCS with operation QueryUnbilledUsage routes the Siebel QueryUnbilledUsageReqMsg to the QueryUnbilledUsageSiebelCommsReqABCSImpl.



4. The QueryUnbilledUsageSiebelCommsReqABCImpl first transforms the QueryUnbilledUsageReqMsg into QueryServiceUsageEBM and calls the CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList.  
  
CommunicationsServiceUsageEBSV2 is a ServiceUsage EBS with several operations defined on ServiceUsage enterprise business object (EBO).
5. Invoking CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList routes the QueryServiceUsageListReqMsg to the appropriate billing systems.  
  
As delivered, QueryServiceUsageListReqMsg is routed to the QueryServiceUsageListBRMCommsProvABCImpl.
6. QueryServiceUsageBRMCommsProvABCImpl looks up QueryCode in enterprise business message (EBM) and transforms QueryServiceUsageListReqMsg into the input of PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO and calls the BRM opcode PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO.
7. The Oracle BRM application programming interface (API) PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO returns the list of bill infos of that account along with their AR\_Billinfo to the calling QueryServiceUsageListBRMCommsProvABCImpl.
8. This information is used to populate PCM\_OP\_AR\_GET\_BILL\_ITEMS\_inputFlist and calls the BRM opcode PCM\_OP\_AR\_GET\_BILL\_ITEMS. The opcode returns the invoice header, service charges, and items in a flat message .
9. QueryServiceUsageBRMCommsProvABCImpl then transforms the Oracle BRM API PCM\_OP\_AR\_GET\_BILL\_ITEMS output into QueryServiceUsageListRespMsg and returns it to the calling CommunicationsServiceUsageEBSV2 service.
10. CommunicationsServiceUsageEBSV2 then returns the QueryServiceUsageListRespMsg to QueryUnbilledUsageSiebelCommsReqABCImpl.
11. QueryUnbilledUsageSiebelCommsReqABCImpl transforms the QueryUnbilledUsageRespMsg into QueryUnbilledUsageRespMsg, which is returned to UnbilledUsageSiebelCommsReqABCS.
12. UnbilledUsageSiebelCommsReqABCS returns the QueryUnbilledUsageRespMsg to the calling CMUUnbilledUsage as CMUUnbilledUsageResponseMessage.
13. CMUUnbilledUsageResponseMessage is written to the Siebel unbilled usage Details virtual business component (VBC) for the user.

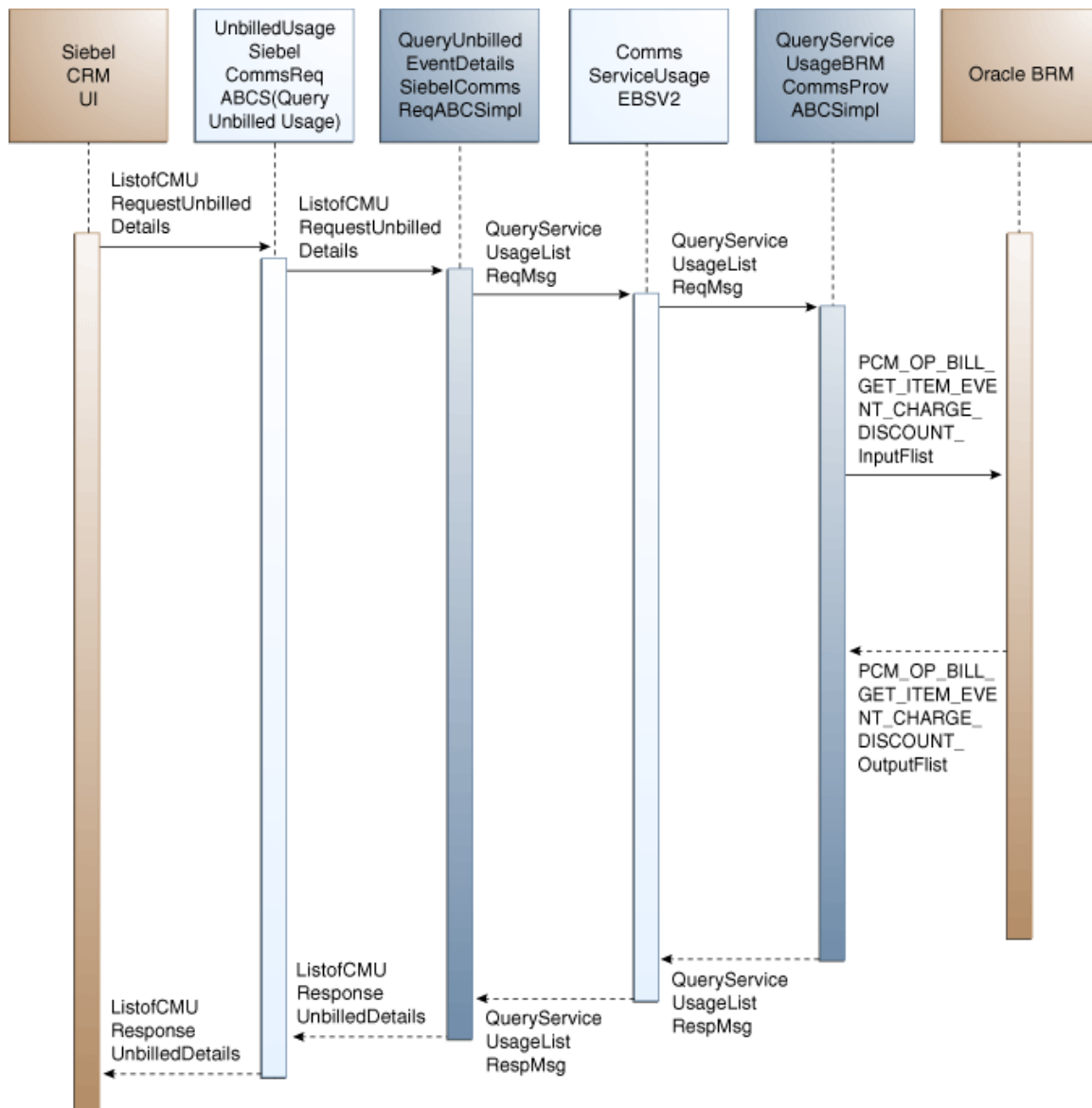
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## QueryServiceUsageAllocation Integration Flow

This integration flow uses the following interfaces:

- UnbilledUsageSiebelCommsReqABCS with operation QueryEventDetails
- QueryUnbilledEventDetailsSiebelCommsReqABCImpl
- CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList
- QueryServiceUsageBRMCommsProvABCImpl

This sequence diagram illustrates the QueryServiceUsageAllocation integration scenario:



### QueryServiceUsageAllocation sequence diagram

When you initiate the QueryServiceUsageAllocation process, the following events occur:

1. In Siebel CRM, navigate to the Accounts screen, query an account, and click the Billing Profile tab.  
  
This displays the Billing Profile screen. Click the Unbilled Usage tab to open the Unbilled Usage screen.
2. Clicking the Net Amount link for a particular item charge invokes the ESB\_UnbilledUsageSiebelCommsReqABCS\_Service web service, which in turn calls the UnbilledUsageSiebelCommsReqABCS with operation QueryEventDetails.

UnbilledUsageSiebelCommsReqABCS is a generic Siebel UnbilledUsage interface service with several operations defined.

3. Invoking UnbilledUsageSiebelCommsReqABCS with operation QueryEventDetails routes the Siebel QueryEventDetailsReqMsg to the QueryUnbilledEventDetailsSiebelCommsReqABCImpl.
4. The QueryUnbilledEventDetailsSiebelCommsReqABCImpl transforms the QueryEventDetailsReqMsg into QueryServiceUsageListEBM and calls the CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList.  
  
CommunicationsServiceUsageEBSV2 is an EBS with several operations defined on ServiceUsage EBO.
5. Invoking CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList routes the QueryServiceUsageListReqMsg to the appropriate billing systems.  
  
As delivered, QueryServiceUsageListReqMsg is routed to the QueryServiceUsageListBRMCommsProvABCImpl.
6. QueryServiceUsageBRMCommsProvABCImpl looks up the value of QueryCode and transforms QueryServiceUsageListReqMsg into the input of PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT and calls the opcode PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT.
7. API PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT returns the Item Charge Details or Events output to the calling QueryServiceUsageBRMCommsProvABCImpl.
8. QueryServiceUsageListBRMCommsProvABCImpl then transforms the Oracle BRM API output into QueryServiceUsageListRespMsg and returns it to the calling CommunicationsServiceUsageEBSV2 service.
9. CommunicationsServiceUsageEBSV2 then returns the QueryServiceUsageListRespMsg to QueryUnbilledEventDetailsSiebelCommsReqABCImpl.
10. QueryUnbilledEventDetailsSiebelCommsReqABCImpl transforms the QueryServiceUsageListRespMsg into QueryEventDetailsRespMsg, which is returned to UnbilledUsageSiebelCommsReqABCS.
11. UnbilledUsageSiebelCommsReqABCS returns the QueryEventDetailsRespMsg to the calling ESB\_UnbilledUsageSiebelCommsReqABCS\_Service as CMUUnbilledDetailsResponseMessage.
12. CMUUnbilledDetailsResponseMessage is written to the Siebel Unbilled Item Charge Details VBC for the user.

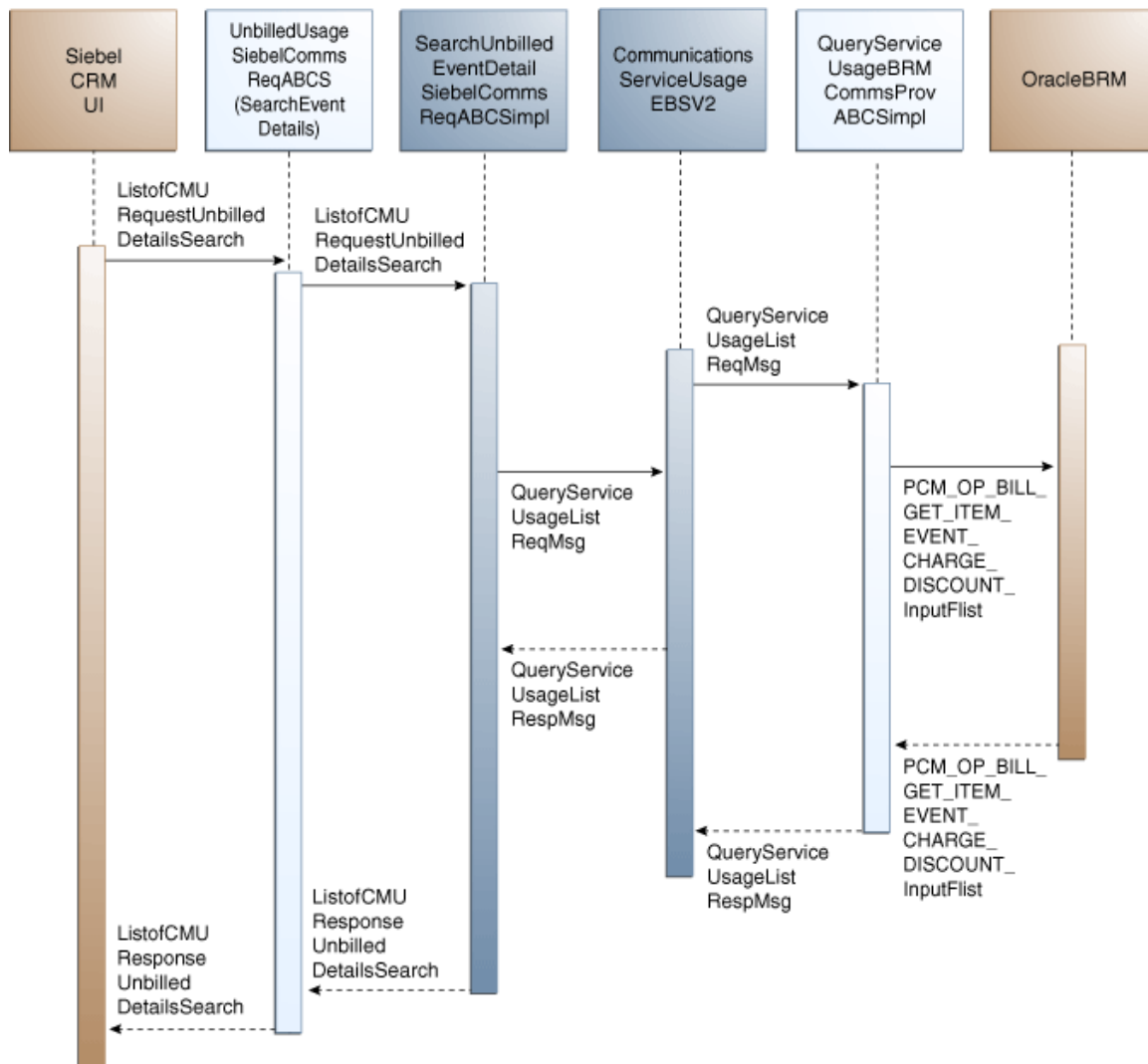
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## SearchServiceUsageAllocation Integration Flow

This integration flow uses the following interfaces:

- UnbilledUsageSiebelCommsReqABCS with operation SearchEventDetails
- SearchUnbilledEventDetailsSiebelCommsReqABCImpl
- CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList
- QueryServiceUsageBRMCommsProvABCImpl

This sequence diagram illustrates the SearchServiceUsageAllocation integration scenario:



### SearchServiceUsageAllocation

When you initiate the SearchServiceUsageAllocation process, the following events occur:

1. In Siebel CRM, navigate to the Accounts screen, query an account, and click the Billing Profile tab.  
  
This displays the Billing Profile screen. Click the Unbilled Usage tab to access the Unbilled Usage screen. Click the Net Amount link for an item charge. The event details for that item charge displays on the event details applet. Click the Search button to open a separate applet to specify search criteria. After entering values for these fields, click the Go button.
2. Clicking Go invokes the ESB\_UnbilledUsageSiebelCommsReqABCS\_Service web service, which in turn calls UnbilledUsageSiebelCommsReqABCS with operation SearchEventDetails.

UnbilledUsageSiebelCommsReqABCS is a generic Siebel UnbilledUsage interface service with several operations defined.

3. Invoking UnbilledUsageSiebelCommsReqABCS with operation SearchEventDetails routes the Siebel SearchEventDetailsReqMsg to SearchUnbilledEventDetailsSiebelCommsReqABCImpl.
4. SearchUnbilledEventDetailsSiebelCommsReqABCImpl transforms SearchEventDetailsReqMsg into QueryServiceUsageEBM and calls CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList.
5. Invoking CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList routes the QueryServiceUsageListReqMsg to the appropriate billing systems.

As delivered, QueryServiceUsageListReqMsg is routed to QueryServiceUsageListBRMCommsProvABCImpl.

6. QueryServiceUsageBRMCommsProvABCImpl transforms QueryServiceUsageListReqMsg into the input of PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT and calls the Oracle BRM opcode PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT.
7. Oracle BRM API PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT returns the Item Charge Details output to the calling QueryServiceUsageBRMCommsProvABCImpl.
8. QueryServiceUsageBRMCommsProvABCImpl then transforms the BRM API output into QueryServiceUsageListRespMsg and returns it to the calling CommunicationsServiceUsageEBSV2 service.
9. CommunicationsServiceUsageEBSV2 then returns the QueryServiceUsageListRespMsg to SearchUnbilledUsageEventDetailsSiebelCommsReqABCImpl.
10. SearchUnbilledEventDetailsSiebelCommsReqABCImpl then transforms the QueryServiceUsageListRespMsg into SearchEventDetailsRespMsg, which is returned to UnbilledUsageSiebelCommsReqABCS.
11. UnbilledUsageSiebelCommsReqABCS returns the SearchEventDetailsRespMsg to the calling Siebel web service ESB\_UnbilledUsageSiebelCommsReqABCS\_Service as CMUUnbilledDetailsSearchResponseMessage.
12. CMUUnbilledDetailsSearchResponseMessage is then written to the Siebel Unbilled Item Charge Details VBC for the user.

SearchServiceUsageAllocation supports searching service usage item details (CDR records) on the following columns in addition to the account ID and item charge ID that are passed to SearchEventDetails:

- Minimum Amount
- Maximum Amount
- Start Date
- End Date

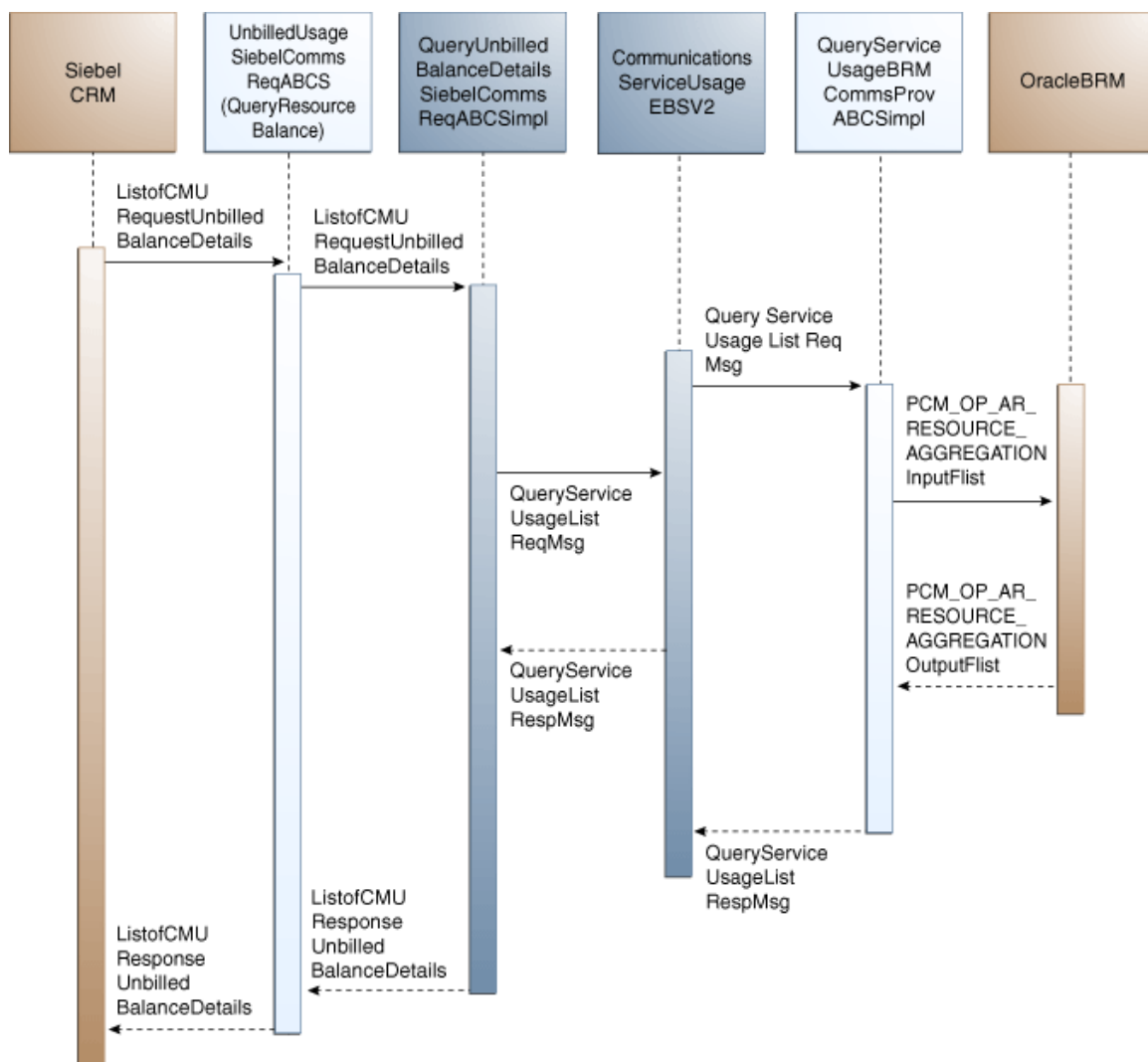
The Oracle BRM opcode PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT supports only simple queries and passes only the data through. It does not pass complex query criteria (for example, >, <, between, and so on).

## QueryServiceUsageAllocationResource Integration Flow

This integration flow uses the following interfaces:

- UnbilledUsageSiebelCommsReqABCS with operation QueryBalanceDetails
- QueryUnbilledBalanceDetailsSiebelCommsReqABCSImpl
- CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList
- QueryServiceUsageBRMCommsProvABCSImpl

This sequence diagram illustrates the QueryServiceUsageAllocationResource integration scenario:



QueryServiceUsageAllocationResource sequence diagram

When you initiate the QueryServiceUsageAllocationResource process, the following events occur:

1. In Siebel CRM Query Account, navigate to the Account Summary screen, and drill down on the Billing Profile Name in the Billing Profile applet.  
  
This displays the Billing Profile screen. Click the Unbilled Usage tab, and then click the Net Amount link for an item charge. This accesses the Event Details applet for that item charge.
2. Clicking View Details for a particular nonmonetary event invokes the outbound web service ESB\_UnbilledUsageSiebelCommsReqABCS\_Service to query resource balance details for a particular event from the billing system, which in turn calls UnbilledUsageSiebelCommsReqABCS with operation QueryResourceBalance.
3. Invoking UnbilledUsageSiebelCommsReqABCS with operation QueryBalanceDetails routes the QueryBalanceDetailsReqMsg to QueryUnbilledBalanceDetailsSiebelCommsReqABCImpl.
4. QueryUnbilledBalanceDetailsSiebelCommsReqABCImpl transforms the QueryBalanceDetailsReqMsg into a Service Usage EBM and calls CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList.
5. Invoking CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList routes the QueryServiceUsageListReqMsg to the appropriate billing systems.  
  
As delivered, QueryServiceUsageListReqMsg is routed to QueryServiceUsageListBRMCommsProvABCImpl.
6. QueryServiceUsageBRMCommsProvABCImpl transforms QueryServiceUsageListReqMsg into the input of PCM\_OP\_AR\_RESOURCE\_AGGREGATION and calls the Oracle BRM API PCM\_OP\_AR\_RESOURCE\_AGGREGATION.
7. Oracle BRM API PCM\_OP\_AR\_RESOURCE\_AGGREGATION returns the resource balance records for a particular event as part of PCM\_OP\_AR\_RESOURCE\_AGGREGATION\_outputFlist to QueryServiceUsageBRMCommsProvABCImpl.
8. QueryServiceUsageBRMCommsProvABCImpl then transforms the API output PCM\_OP\_AR\_RESOURCE\_AGGREGATION\_RespMsg into QueryServiceUsageListRespMsg and returns it to the calling CommunicationsServiceUsageEBSV2 service.
9. CommunicationsServiceUsageEBSV2 then returns the QueryServiceUsageListRespMsg to QueryUnbilledUsageBalanceDetailsSiebelCommsReqABCImpl.
10. QueryUnbilledBalanceDetailsSiebelCommsReqABCImpl transforms the QueryServiceUsageListRespMsg into QueryBalanceDetailsRespMsg, which is returned to UnbilledUsageSiebelCommsReqABCS.
11. UnbilledUsageSiebelCommsReqABCS returns the QueryBalanceDetailsRespMsg to the calling Siebel web service.
12. The message is written to the Siebel Balance Total VBC for the user.

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## Oracle BRM Interfaces

These are the Oracle BRM interfaces:

- For the QueryServiceUsage flow: PCM\_OP\_BAL\_GET\_ACCT\_BILLINFO



- For the QueryServiceUsageAllocation flow:  
PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT
- For the SearchServiceUsageAllocation flow:  
PCM\_OP\_BILL\_GET\_ITEM\_EVENT\_CHARGE\_DISCOUNT
- For the QueryServiceUsageAllocationResource flow:  
PCM\_OP\_AR\_RESOURCE\_AGGREGATION

**For more information,** see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, “BRM Documentation,” Reference, API reference, PCM opcode libraries.

## Siebel CRM Interfaces

The service usage integration flow uses these Siebel CRM interfaces:

- UnbilledUsageSiebelCommsReqABCS

**For more information,** see the *Siebel Order Management Guide Addendum for Communications*, “Web Services Reference.”

## Industry AIA Components

The Service Usage integration uses the following delivered Industry AIA components:

- ServiceUsageEBO
- QueryServiceUsageListEBM
- QueryServiceUsageListRequestEBM

These industry EBO and EBM XML schema (XSD) files are located here: <http://<server name>:<port number>/AIAComponents/EnterpriseObjectLibrary/Release1/Industry/Telco/Release1/EBO/>.

These industry EBS web services description language (WSDL) files are located here: <http://<server name>:<port number>/AIAComponents/EnterpriseBusinessServiceLibrary/Industry/Telco/>.

For detailed documentation of individual EBOs, click the View EBO Documentation link on the Integration Scenario Summary page in the Oracle AIA Console. You can also use the Integration Scenario Summary page to search for and view integration scenarios that use a particular EBO or EBS.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios,” Viewing Integration Scenarios.

EBOs can be extended, for instance, to add new data elements. These extensions are protected and will remain intact after a patch or an upgrade.



**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide*, "Extensibility for Oracle AIA Artifacts," Extending EBOs.

## Integration Services

These services are delivered with the Service Usage integration flow:

- UnbilledUsageSiebelCommsReqABCS with operations QueryUnbilledUsage, QueryEventDetails, SearchEventDetails, and QueryBalanceDetails
- QueryUnbilledUsageSiebelCommsReqABCSImpl
- CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList
- QueryServiceUsageBRMCommsProvABCSImpl
- QueryUnbilledEventDetailsSiebelCommsReqABCSImpl
- SearchUnbilledEventDetailsSiebelCommsReqABCSImpl
- QueryUnbilled7yBalanceDetailsSiebelCommsReqABCSImpl

You can use the Integration Scenario Summary page in the Oracle AIA Console to search for and view integration scenarios that use a particular ABC service.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, "Using the BSR UI to View Integration Scenarios."

## UnbilledUsageSiebelCommsReqABCS

UnbilledUsageSiebelCommsReqABCS exposes the following operations:

- QueryUnbilledUsage:  
Routes QueryUnbilledUsageReqMsg to the requester implementation service.  
Routes QueryUnbilledUsageRespMsg to the requester.
- QueryEventDetails:  
Routes QueryEventDetailsReqMsg to the requester implementation service.  
Routes QueryEventDetailsRespMsg to the requester.
- SearchEventDetails:  
Routes SearchEventDetailsReqMsg to the requester implementation service.  
Routes SearchEventDetailsRespMsg to the requester.
- QueryBalanceDetails:  
Routes QueryBalanceDetailsReqMsg to the requester implementation service.  
Routes QueryBalanceDetailsRespMsg to the requester.

**For more information,** see *Siebel Communications Guide*, Web Service Reference.

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## QueryUnbilledUsageSiebelCommsReqABCImpl

This service transforms the Siebel message into a QueryServiceUsageListRequest EBM and calls the routing service to get the QueryServiceUsage response from the billing system. It then transforms the EBM response from the routing EBS to a Siebel message and returns it to the calling Siebel web service.

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## CommunicationsServiceUsageEBSV2

CommunicationsServiceUsageEBSV2 is an EBS that exposes the QueryServiceUsage operation related to the ServiceUsage integration on ServiceUsageEBO. QueryServiceUsage routes QueryServiceUsageListReqMsg to the provider service and also routes QueryServiceUsageListRespMsg to the requester service.

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## QueryServiceUsageListBRMCommsProvABCImpl

QueryServiceUsageListBRMCommsProvABCImpl transforms:

- ServiceUsageEBM into Oracle BRM API input format and calls the API to get the service items output from the billing system.

It then transforms the output from the API back to a ServiceUsage EBM message and returns it to the calling routing service.

- QueryServiceUsageListEBM into Oracle BRM API input formats and calls the APIs to query the resource balance output from the billing system.

It then transforms the output from the APIs back to a ServiceUsage EBM message and returns it to the calling routing service.

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## QueryUnbilledUsageEventDetailsSiebelCommsReqABCImpl

QueryUnbilledUsageEventDetailsSiebelCommsReqABCImpl transforms the QueryEventDetailsReqMsg into QueryServiceUsageListEBM and calls the CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList.

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## SearchUnbilledUsageEventDetailsSiebelCommsReqABCImpl

SearchUnbilledUsageEventDetailsSiebelCommsReqABCImpl transforms SearchEventDetailsReqMsg into QueryServiceUsageEBM and calls CommunicationsServiceUsageEBSV2 with operation QueryServiceUsageList.

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## QueryUnbilledUsageBalanceDetailsSiebelCommsReqABCImpl

QueryUnbilledUsageBalanceDetailsSiebelCommsReqABCImpl transforms the Siebel message into a QueryServiceUsageListEBM and calls the routing service to query the resource balance response from the billing system. It then transforms the EBM response from the routing EBS back to a Siebel message and returns it to the calling Siebel web service.

# Chapter 5: Payment Integration Flow

This chapter provides an overview of the Payment integration flow and discusses these integration scenarios:

- CreateReceivedPayment integration flow.
- QueryReceivedPaymentList integration flow.
- SearchPayment integration flow.
- Oracle Billing and Revenue Management (BRM) interfaces.
- Siebel Customer Relationship Management (CRM) interfaces.
- Industry Application Integration Architecture (AIA) components.
- Integration services.

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## Payment Integration Overview

The Payment integration between Siebel CRM and Oracle BRM supports the following integration scenarios:

- CreateReceivedPayment enables a customer service representative (CSR) to capture a payment in Siebel CRM either for an account at the billing profile level or at the invoice level and to post the payment in Oracle BRM.
- QueryReceivedPaymentList enables a CSR to view the history of payments in Siebel CRM at both the billing profile level and invoice level by retrieving those records from Oracle BRM.
- SearchPayment enables a CSR to search for payment records in Oracle BRM to display in Siebel CRM for an account at the billing profile level or at the invoice level.

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## Creating Payments

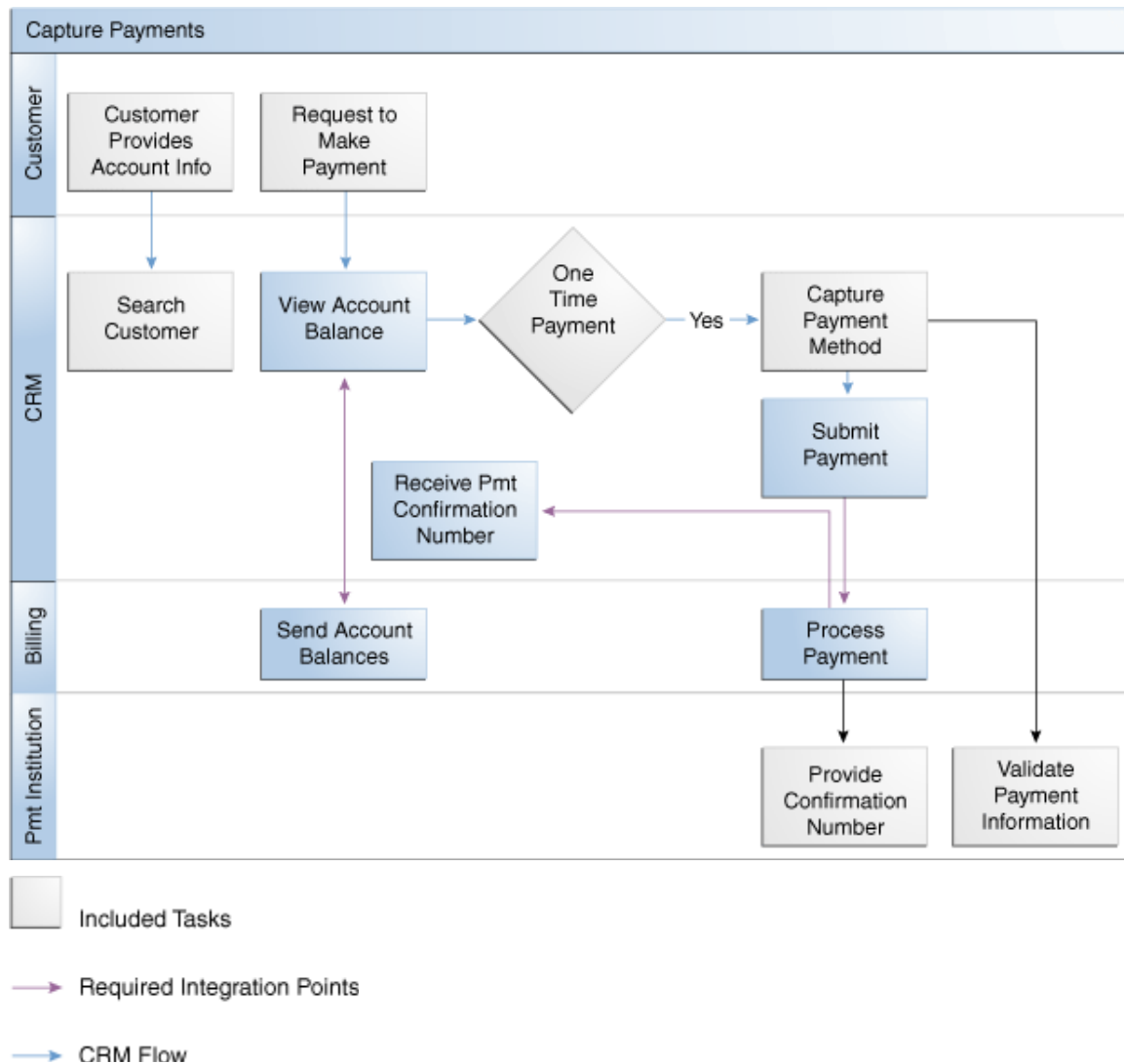
A customer can make a payment to a customer service provider (CSP) in many ways: over the phone using a credit card or debit card, self-service using a credit or debit card, mailing a check to the CSP's lockbox, or electronic payment from a checking account to the CSP's account.

The capture payment feature is used for one-time payments. Siebel CRM captures the payment information and submits it to Oracle BRM for processing. Oracle BRM processes the payment and returns a confirmation to Siebel CRM, which the customer can keep for records.

One time payments are handled by this integration.

A service account that is a nonpaying account is not responsible for paying its own dues. All dues applicable to the nonpaying account are paid by the parent (billing) account. The One-Time payment feature can be used to pay for nonpaying account dues by using the parent's billing profile screen. Navigate to this screen by clicking the parent's billing profile that is associated with the nonpaying account.

This diagram illustrates the flow for capturing payments:



### Capturing payments flow

To view the history of payments and to capture new payments in Siebel CRM:

**Note:** Siebel UI screenshots are for reference only and may differ from actual screens.

15. Navigate to the Accounts screen and query an account. Scroll down to the Billing profile applet for this account and click the Billing profile **Name** link.
16. Click the **Payments** tab to view the history of payments

**Billing Profile** Status: 1 of 1+ Balance Summary

Accounts: John Smith Primary: ☒ Profile Name: JS\_Profile Bill Type: Detail Pending Payments/Adjustments: \$0.00 Due Now: \$81.00 Service Account: John Smith Bill Media: Email Unresolved Disputes: \$0.00 Currency: USD Payment Method: Bill Me Billing Profile Status: Active Unbilled Usage: \$20.00 Total: \$101.00

Comments:

**Payments** | Menu | New | Search | Refresh

Payment Number	Payment Date	Payment Method	Payment Amount	Comments	Confirmation Num	Allocated	Unallocated	Reversed
P1-70	12/24/2010	Credit Card	(\$2.00)		P1-70	-2	0	
P1-81	1/6/2011	Credit Card	(\$1.00)		P1-81	-1.00	0	
P1-82	1/6/2011	Credit Card	(\$5.00)		P1-82	-5	0	

17. Click **New** to capture a new payment for this account.

**Payments** | Menu | New | Search | Refresh

Payment Number	Payment Date	Payment Method	Payment Amount	Comments	Confirmation Num	Allocated	Unallocated	Reversed
P1-70								
P1-81								
P1-82								

**Capture New Payment - Windows Internet Explorer**

Payment Date: 1/31/2011 Payment Method: Credit Card Payment Amount: \$23.00 One Time Payment: ☒

Account: John Smith Billing Profile: JS\_Profile Comments:

**Credit Card**

Name: John Smith Expiration Date: 7/31/2012 Card Number: 2345-1367-6734-2345 Security Code: 345

**Bank Account**

Name: Routing #: Bank Account #:

Cancel Submit

18. From the Payments tab, click **Search** to open the Search applet. And search for specific payment records.

## Viewing Payment History

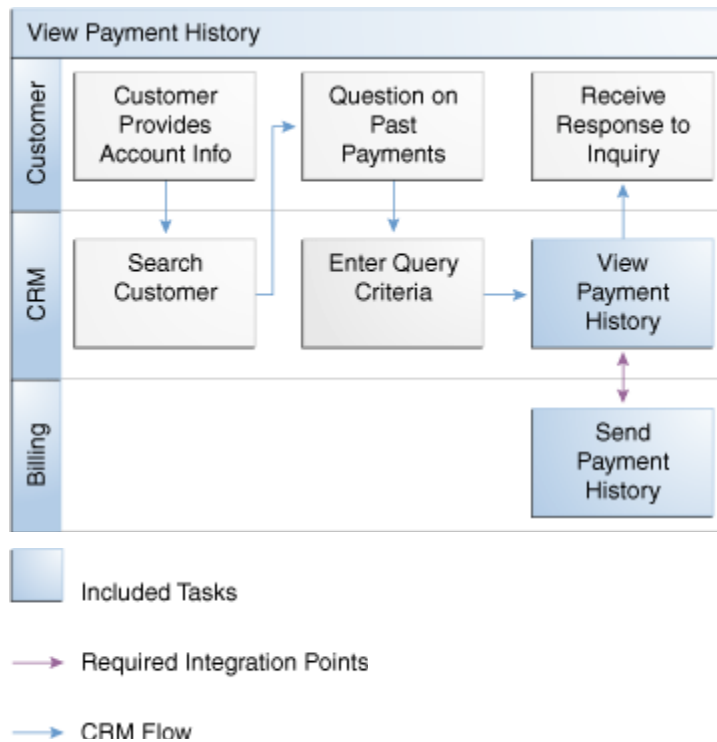
A customer can make a payment to a CSP in many ways. Regardless of how the payment is made, it must be displayed in the payment history retrieved from the billing system into Siebel CRM. Based on legal requirements and best practices, Oracle BRM maintains payment information for a customer for a fixed period of time. This duration varies by the legal requirements of a country and by CSPs.

During a sales or service process, a customer may want to know his payment history. Customer service representatives (CSRs) can query a customer's past payments to respond to queries from the Payments tab of the Siebel Billing Profile screen, triggering a request to the billing system to return the latest n payments. CSRs can also specify search criteria to find the correct payment record if the initial list of payments was not the right one. The Payment History view also indicates the user of any payment reversals that might have been done on a payment that has been previously processed and allocated.

## Searching for Payments

The Search Payment functionality enables the CSR to search for specific payment records in Oracle BRM based on the customer request and displays these in Siebel CRM. The search can be performed for an account at the billing profile level or at the invoice level. The CSR can search for payments on either a date range or a paid amount.

This diagram illustrates the flow for Viewing Payment History:



Viewing Payment History flow

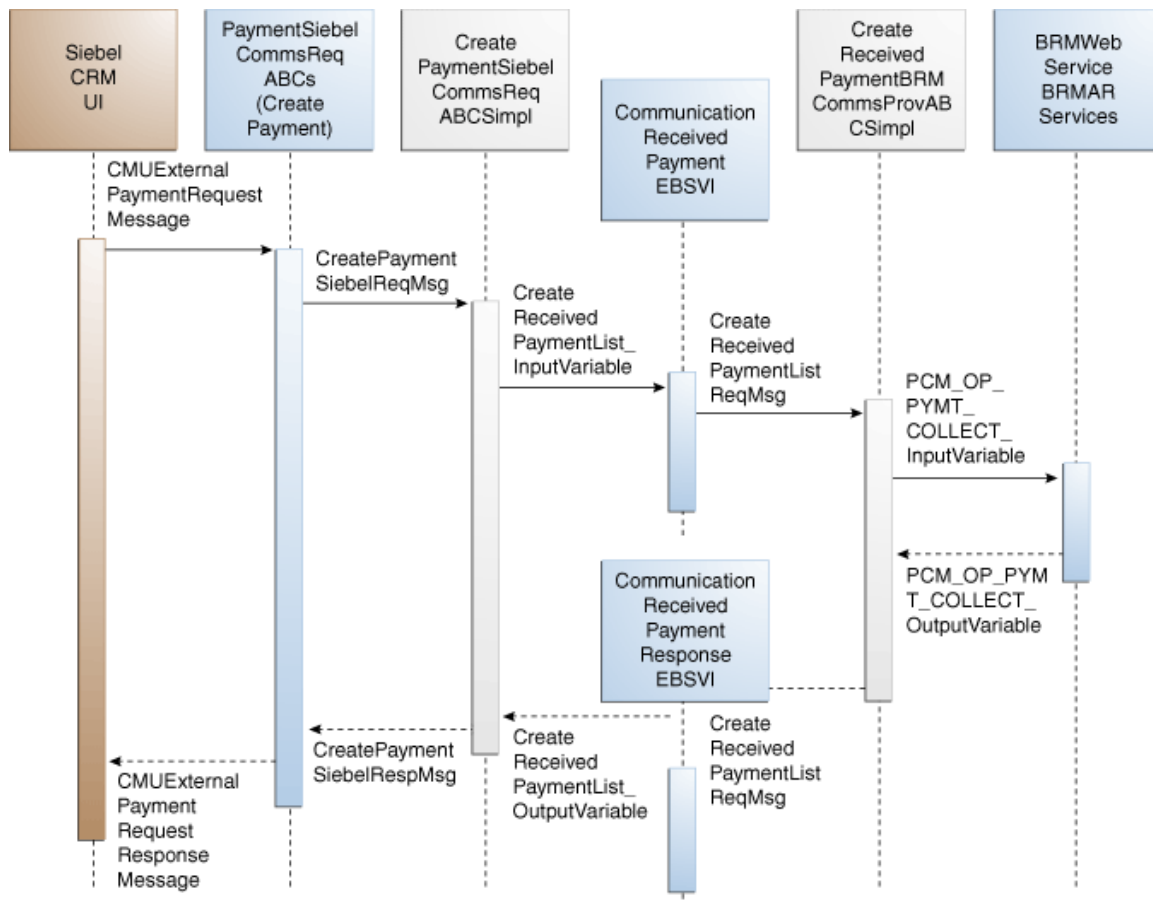
## CreateReceivedPayment Integration Flow

This integration flow uses the following interfaces:

- PaymentSiebelCommsReqABCS with operations CreatePayment and CreateInvoicePayment
- CreatePaymentSiebelCommsReqABCImpl
- CreateInvoicePaymentSiebelCommsReqABCImpl
- CommunicationsReceivedPaymentEBSV1 with operation CreateReceivedPayment
- CreateReceivedPaymentBRMCommsProvABCImpl

**Note:** The integration flow for CreateInvoicePayment is similar to the integration flow for CreatePayment.

This is the sequence diagram for the CreateReceivedPayment flow:



### CreateReceivedPayment integration flow

When you initiate the CreateReceivedPayment process, the following events occur:

1. In Siebel CRM, a user navigates to the Accounts screen, queries an account, and clicks a billing profile for the account.  
This opens the Billing Profile screen. When a user selects the Payments tab for the billing profile, the Payments screen appears. The Payments screen has buttons to create a payment and search for payments.
2. Clicking Create in the Payments screen invokes the PaymentSiebelCommsReqABCS web service, which in turn calls PaymentSiebelCommsReqABCS with operation CreatePayment.
3. Invoking PaymentSiebelCommsReqABCS with operation CreatePayment routes the Siebel CreatePaymentReqMsg to CreatePaymentSiebelCommsReqABCSImpl.
4. The CreatePaymentSiebelCommsReqABCSImpl transforms the CreatePaymentReqMsg into a Payment enterprise business message (EBM) and calls CommunicationsReceivedPaymentEBSV1 with operation CreateReceivedPayment.  
CommunicationsReceivedPaymentEBSV1 has a ReceivedPaymentEBO with several operations.
5. Invoking CommunicationsReceivedPaymentEBSV1 with operation CreateReceivedPayment routes the CreateReceivedPaymentEBM to the appropriate billing systems.

As delivered, CreateReceivedPaymentEBM is routed to CreateReceivedPaymentBRMCommsProvABCSImpl.

6. CreateReceivedPaymentBRMCommsProvABCSImpl transforms CreateReceivedPaymentReqMsg into the input of PCM\_OP\_PYMT\_COLLECT and calls the BRM web service BRMPymtServices with operation PCM\_OP\_PYMT\_COLLECT.
7. Invoking BRMPymtServices with operation PCM\_OP\_PYMT\_COLLECT calls the application programming language (API) PCM\_OP\_PYMT\_COLLECT and returns the payment object output to CreateReceivedPaymentBRMCommsProvABCSImpl.
8. CreateReceivedPaymentBRMCommsProvABCSImpl then transforms the Oracle BRM API output into CreateReceivedPaymentResponseEBM and returns it to the calling CommunicationsReceivedPaymentEBSV1 service.
9. PaymentEBS then returns the CreatePaymentRespMsg to CreatePaymentSiebelCommsReqABCSImpl.
10. CreatePaymentSiebelCommsReqABCSImpl transforms the CreatePaymentRespMsg into CreatePaymentSiebelRespMsg, which is returned to PaymentSiebelCommsReqABCS.
11. PaymentSiebelCommsReqABCS returns the CreatePaymentSiebelRespMsg to CMUCreatePayment as CMUCreatePaymentResponseMessage.
12. CMUCreatePaymentResponseMessage is then written to the Siebel virtual business component (VBC) for the user. Payment confirmation number is displayed to the user.

## QueryReceivedPaymentList Integration Flow

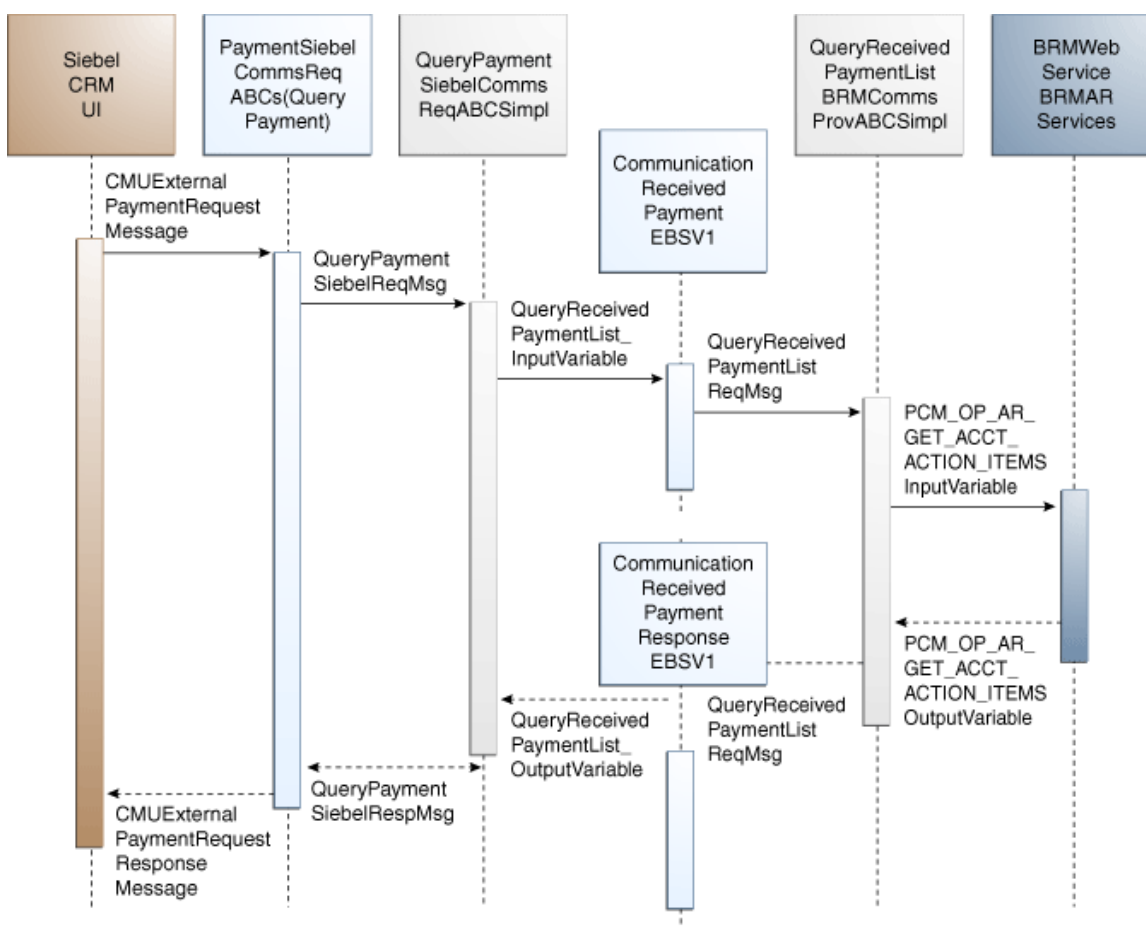
The QueryReceivedPaymentList integration flow uses the following interfaces:

- ReceivedPaymentSiebelCommsReqABCS Interface with operations QueryPayment, SearchPayment, and QueryInvoicePayment
- QueryPaymentSiebelCommsReqABCSImpl
- QueryInvoicePaymentSiebelCommsReqABCSImpl
- SearchPaymentSiebelCommsReqABCSImpl
- CommunicationsReceivedPaymentEBSV1 with operation QueryReceivedPaymentList
- QueryReceivedPaymentListBRMCommsProvABCSImpl

**Note:** The QueryInvoicePayment integration flow is similar to the QueryPayment integration flow except that a different ABCSImpl is used.



This is the sequence diagram for the QueryReceivedPaymentList integration flow:



### QueryReceivedPaymentList integration flow

When you initiate the QueryReceivedPaymentList process, the following events occur:

1. In Siebel CRM, navigate to the Billing Profile screen.
2. Navigate to the Accounts screen, query an account, and click a billing profile for the account.

On the Billing Profile screen, click the Payments tab for the billing profile. The Payments screen has two buttons, one to create a payment and one to search for payments. Navigating to the Payments tab invokes the PaymentSiebelCommsReqABCS web service, which in turn calls PaymentSiebelCommsReqABCS with operation QueryPayment.

3. Invoking PaymentSiebelCommsReqABCS with operation QueryPayment routes the Siebel QueryPaymentReqMsg to the QueryPaymentSiebelCommsReqABCSImpl.
4. The QueryPaymentSiebelCommsReqABCSImpl transforms the QueryPaymentReqMsg into QueryReceivedPaymentListEBM and calls CommunicationsReceivedPaymentEBSV1 with operation QueryPayment.

CommunicationsReceivedPaymentEBSV1 has a ReceivedPaymentEBO with several operations.

5. Invoking CommunicationsReceivedPaymentEBSV1 with operation QueryReceivedPaymentList routes the QueryReceivedPaymentListEBM to the appropriate billing systems.  
  
As delivered, QueryReceivedPaymentListEBM is routed to QueryReceivedPaymentListBRMCommsProvABCImpl.
6. QueryReceivedPaymentListBRMCommsProvABCImpl transforms QueryReceivedPaymentListReqMsg into the input of PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS and calls BRMARService with operation PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS.
7. Invoking BRMARService with operation PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS invokes the API PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS and returns the payment object output to QueryReceivedPaymentListBRMCommsProvABCImpl.
8. QueryReceivedPaymentListBRMCommsProvABCImpl then transforms the Oracle BRM API output into QueryReceivedPaymentListResponseEBM and returns it to the calling CommunicationsReceivedPaymentEBSV1 service.
9. CommunicationsReceivedPaymentEBSV1 then transforms the QueryReceivedPaymentListResponseEBM to the QueryReceivedPaymentListSiebelABCImpl.
10. QueryReceivedPaymentListSiebelABCImpl transforms the QueryReceivedPaymentListResponseEBM into QueryPaymentRespMsg, which is returned to PaymentSiebelCommsReqABCS.
11. ReceivedPaymentSiebelCommsReqABCS returns the QueryPaymentRespMsg to CMUQueryPayment as CMUQueryPaymentResponseMessage.
12. CMUQueryPaymentResponseMessage is then written to the Siebel Unbilled Details VBC for the user.

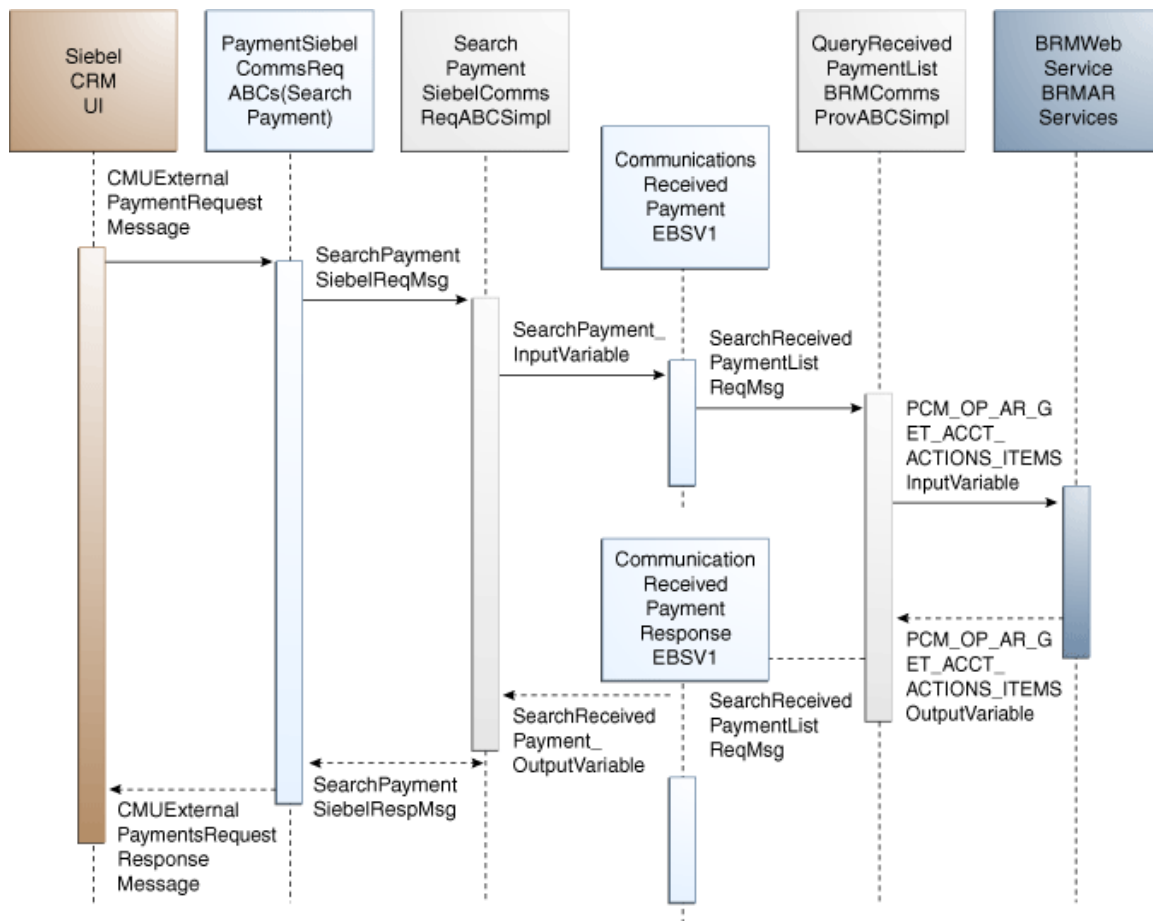
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## SearchPayment Integration Flow

This integration flow uses the following interfaces:

- ReceivedPaymentSiebelCommsReqABCInterface with the following operations:
  - QueryPayment
  - SearchPayment
  - QueryInvoicePayment
- SearchPaymentSiebelCommsReqABCImpl
- ReceivedPaymentEBS with operation SearchReceivedPaymentList
- QueryReceivedPaymentListBRMCommsProvABCImpl

This is the sequence diagram for the SearchPayment integration flow:



### SearchPayment sequence diagram

When you initiate the SearchPayment process, the following events occur:

1. In Siebel CRM, the user navigates to the Accounts screen, queries an account, and clicks a billing profile for the account. This displays the Billing Profile BRM screen. Click the Payments tab for the billing profile to access the payments screen. The Payments screen has two tabs, one to create a payment and one to search for payments. When you click Search Payment, a search applet is opened. After entering the search criteria click Go. This invokes the outbound web service PaymentSiebelCommsReqABCS with operation SearchPayment to fetch the payment records in the billing system.

The following scenarios exist in which the same functionality is required in Siebel. The integration flow is similar in both of these cases, but they have a separate SiebelABCImpl.

Once the CMUGetPayments is invoked, it fetches all records. You can search based on certain search criteria such as dates and amount range. After entering inputs, click Search to initiate this flow.

From the Invoice tab, you can search for payments that are made against a specific invoice.

2. Navigating to the Payments tab invokes the PaymentSiebelCommsReqABCS web service, which calls PaymentSiebelCommsReqABCS with the operation SearchPayment.

PaymentSiebelCommsReqABCS is a generic Siebel Payments interface service with several operations defined on the ReceivedPayment enterprise business object (EBO).

3. Invoking the PaymentSiebelCommsReqABCS with the operation SearchPayment routes the Siebel SearchPaymentReqMsg to SearchPaymentSiebelCommsReqABCImpl.
4. The SearchPaymentSiebelCommsReqABCImpl first transforms the SearchPaymentReqMsg into the SearchReceivedPaymentEBM and calls the ReceivedPaymentEBS with the operation SearchPayment.

The Payments EBS has a ReceivedPayment EBO with several operations.

5. Invoking the ReceivedPaymentEBS with the operation SearchReceivedPaymentList routes the SearchReceivedPaymentEBM to the appropriate billing systems.

As delivered, the SearchReceivedPaymentEBM is routed to the QueryReceivedPaymentListBRMCommsProvABCImpl.

6. The QueryReceivedPaymentListBRMCommsProvABCImpl first transforms the SearchReceivedPaymentListReqMsg into the input of PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS and calls the Oracle BRM web service BRMARServices with the operation PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS.
7. Invoking the BRMARServices with the operation PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS invokes the Oracle BRM API PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS and returns the payment object output to QueryReceivedPaymentListBRMCommsProvABCImpl.
8. The QueryReceivedPaymentListBRMCommsProvABCImpl then transforms the Oracle BRM API output into the SearchReceivedPaymentResponseEBM and returns it to the calling ReceivedPaymentEBS service.
9. The ReceivedPaymentEBS then transforms the SearchReceivedPaymentResponseEBM to the SearchReceivedPaymentListSiebelABCImpl.
10. The SearchReceivedPaymentListSiebelABCImpl transforms the SearchReceivedPaymentResponseEBM into the SearchPaymentRespMsg, which is returned to the PaymentSiebelCommsReqABCS.
11. The ReceivedPaymentSiebelCommsReqABCS returns the SearchPaymentRespMsg to the calling Siebel web service CMUSearchPayment as CMUSearchPaymentResponseMessage.
12. The CMUSearchPaymentResponseMessage is written to the Siebel Unbilled Details VBC for the user.

## Oracle BRM Interfaces

These are the Oracle BRM application interfaces:

- For the CreateReceivedPayment flow: PCM\_OP\_PYMT\_COLLECT
- For the QueryReceivedPaymentList flow: PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS

**For more information**, see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, “BRM Documentation,” Reference, API reference, PCM opcode libraries.

## Siebel CRM Interfaces

The payment integration flow uses these Siebel CRM interfaces:

- For the CreateReceivedPayment flow: PaymentSiebelCommsReqABCS operation CreatePayment
- For the QueryReceivedPaymentList flow: PaymentSiebelCommsReqABCS operation QueryPayment

**For more information**, see the *Siebel Order Management Guide Addendum for Communications*, “Web Services Reference.”

## Industry AIA Components

The Payment integration uses the following delivered EBOs and EBM:

- ReceivedPaymentEBO
- CreateReceivedPaymentEBM
- CreateReceivedPaymentResponseEBM
- QueryReceivedPaymentListEBM
- QueryReceivedPaymentListResponseEBM

These industry EBO and EBM XML schema (XSD) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseObjectLibrary/Release1/Industry/Telco/Release1/EBO/`.

These industry EBS web services description language (WSDL) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseBusinessServiceLibrary/Industry/Telco/`.

For detailed documentation of individual EBOs, click the View EBO Documentation link on the Integration Scenario Summary page in the Oracle AIA Console. You can also use the Integration Scenario Summary page to search for and view integration scenarios that use a particular EBO or EBS.

**For more information**, see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios,” Viewing Integration Scenarios.

EBOs can be extended, for instance, to add new data elements. These extensions are protected and will remain intact after a patch or an upgrade.

**For more information**, see *Oracle Application Integration Architecture - Foundation Pack Integration Developer's Guide*, “Extensibility for Oracle AIA Artifacts,” Extending EBOs.

## Integration Services

These services are delivered with the Payment integration flow:

- PaymentSiebelCommsReqABCS
- CreatePaymentSiebelCommsReqABCImpl
- CreateInvoicePaymentSiebelCommsReqABCImpl
- CommunicationsReceivedPaymentEBSV1
- CreateReceivedPaymentBRMCommsProvABCImpl
- QueryPaymentSiebelCommsReqABCImpl
- QueryInvoicePaymentSiebelCommsReqABCImpl
- SearchPaymentSiebelCommsReqABCImpl
- QueryReceivedPaymentListBRMCommsProvABCImpl

You can use the Integration Scenario Summary page in the Oracle AIA Console to search for and view integration scenarios that use a particular ABC service.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios.”

## PaymentSiebelCommsReqABCS

PaymentSiebelCommsReqABCS exposes the following operations:

- **CreatePayment:**  
Routes CreatePaymentReqMsg to the requester implementation service.  
Routes CreatePaymentSiebelRespMsg to the requester.
- **CreateInvoicePayment:**  
Routes CreateInvoicePaymentReqMsg to the requester implementation service.  
Routes CreateInvoicePaymentRespMsg to the requester.
- **QueryPayment:**  
Routes QueryPaymentReqMsg to the requester implementation service.  
Routes QueryPaymentRespMsg to the requester.
- **SearchPayment:**  
Routes SearchPaymentReqMsg to the requester implementation service.  
Routes SearchPaymentRespMsg to the requester.
- **QueryInvoicePayment:**  
Routes QueryInvoicePaymentReqMsg to the requester implementation service.  
Routes QueryInvoicePaymentRespMsg to the requester.

---

## CreatePaymentSiebelCommsReqABCImpl

The CreatePaymentSiebelCommsReqABCImpl transforms the CreatePaymentReqMsg into a Payment EBM and calls CommunicationsReceivedPaymentEBSV1 with operation CreateReceivedPayment. CommunicationsReceivedPaymentEBSV1 has a ReceivedPaymentEBO with several operations.

---

## CreateInvoicePaymentSiebelCommsReqABCImpl

CreateInvoicePaymentSiebelCommsReqABCImpl transforms the CreateReceivedPaymentResponseEBM into CreateInvoicePaymentSiebelRespMsg, which is returned to the Siebel Account ABC interface service.

---

## CommunicationsReceivedPaymentEBSV1

CommunicationsReceivedPaymentEBSV1 is an EBS that exposes the following operations related to Payment Integration on ReceivedPaymentEBO:

CreateReceivedPayment:

- Routes the CreateReceivedPaymentEBM to the provider service.
- Returns the CreatePaymentSiebelRespMsg to the requester service.

QueryReceivedPaymentList:

- Routes the QueryPaymentReqMsg to the provider service
- Returns the QueryPaymentRespMsg to the requester service.

---

## CreateReceivedPaymentBRMCommsProvABCImpl

CreateReceivedPaymentBRMCommsProvABCImpl transforms the ReceivedPayment EBM into Oracle BRM API input format and calls the API to Create Payment output from the billing system. It then transforms the output from the API back to a ReceivedPayment EBM message and returns it to the calling routing service.

---

## QueryPaymentSiebelCommsReqABCImpl

The QueryPaymentSiebelCommsReqABCImpl transforms the QueryPaymentReqMsg into QueryReceivedPaymentListEBM and calls CommunicationsReceivedPaymentEBSV1 with operation QueryPayment. Payment EBS has a ReceivedPayment EBO with several operations.

---

## QueryInvoicePaymentSiebelCommsReqABCImpl

The QueryInvoicePaymentSiebelCommsReqABCImpl transforms the QueryInvoicePaymentReqMsg into ReceivedPaymentEBM and calls the Payments EBS CommunicationsReceivedPaymentEBSV1 with operation QueryInvoicePayment. Payment EBS has a ReceivedPayment EBO with several operations.

---

## **SearchPaymentSiebelCommsReqABCImpl**

The SearchPaymentSiebelCommsReqABCImpl transforms the SearchPaymentReqMsg into ReceivedPaymentEBM and calls CommunicationsReceivedPaymentEBSV1 with operation QueryReceivedPayment. Payment EBS has a ReceivedPayment EBO with several operations.

---

## **QueryReceivedPaymentListBRMCommsProvABCImpl**

QueryReceivedPaymentListBRMCommsProvABCImpl transforms the Oracle BRM API output into QueryReceivedPaymentListResponseEBM and returns it to the calling CommunicationsReceivedPaymentEBSV1 service.



# Chapter 6: Adjustment Integration Flow

This chapter provides an overview of the Adjustment integration flow and discusses:

- QueryAccountBalanceAdjustment flow.
- CreateAccountBalanceAdjustment flow.
- Oracle Billing and Revenue Management (Oracle BRM) interfaces.
- Siebel Customer Relationship Management (Siebel CRM) interfaces.
- Industry Application Integration Architecture (Oracle AIA) components.
- Integration services.

---

## Adjustment Integration Overview

The Adjustment integration between Siebel CRM and Oracle BRM supports the following integration scenarios:

- QueryAdjustment enables a customer service representative (CSR) to view the adjustments for an invoice in Siebel CRM.
- CreateAdjustment enables a CSR to create different levels of adjustments (invoice, item, and event) for an invoice in Siebel CRM.

The invoice adjustment feature enables CSRs to make adjustments at three levels in the invoice (header, item, and event) in Siebel CRM. When a customer calls to dispute an item or multiple items on a bill, CSRs first identify the bill, and then find the disputed items on the bill.

In addition to invoice adjustments, a CSR can use this integration feature to make unbilled service usage adjustments at the event (call detail (CDR) record) level.

---

**Caution:** In the billing system, tax can only be applied on AR items after billing. Therefore, for Unbilled Event adjustments, the tax flag that is set in the Siebel CRM UI must be Exclude Tax.

---

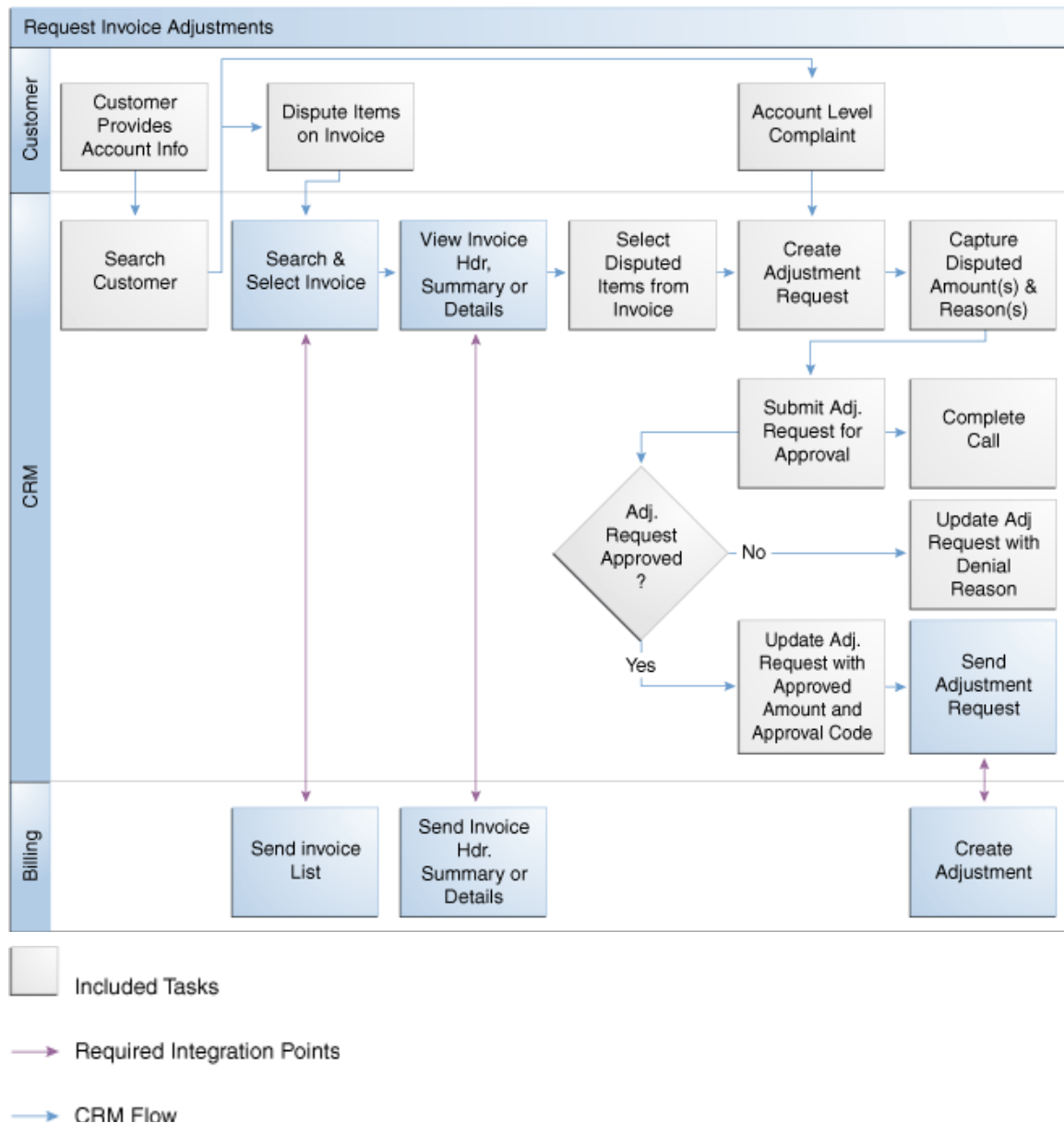
CSRs request adjustments on a variety of levels, as appropriate to the situation. For instance, if the customer made a 10-minute call that was mistakenly billed as a 30-minute call, CSRs request an adjustment for that specific call at the call detail level. If, on the other hand, the customers plan provided 100 free minutes a month, but charges started accruing after only 30 minutes, CSRs request an adjustment at the summary level instead. CSRs can create an adjustment request for one or more lines on a single invoice. The adjustment request can include the following details per line:

- Account #
- Invoice #
- Request ID
- Requested Date

- Adjustment Amount Requested
- Adjustment Type ( for example, credit, debit)
- Reason for Request
- Comments
- Status
- Amount Approved
- Approval Code
- Date Approved

When the CSR clicks the Adjustments tab of the Siebel Billing Profile screen, the adjustment history information appears. The adjustment records that appear in this view are adjustment requests that have originated from Siebel CRM and stored within Siebel database. The CSR has to navigate to the Invoice Detail view to make adjustments at the header and item levels. For adjustments at the event level, the CSR navigates to the event details view. Each of the adjustment requests triggers a separate web services call in the billing system. The adjustment, if approved, is created in the Oracle BRM and is reflected in the customers' next bill. If the adjustment is not approved, the adjustment request is updated with the reason for denial.

This diagram illustrates the flow for Adjustments:



## Adjustments flow

To view the adjustments for an invoice and create different levels of adjustments in Siebel CRM.

**Note:** Siebel UI screenshots are for reference only and may differ from actual screens.

19. Navigate to the Accounts screen and query an account. Scroll down to the Billing profile applet and click the Billing profile **Name** link.
20. Click the **Bills** tab to view the list of bills under the account. Click the **Bill Number** link to open the Bill Details screen.
21. Click the **A/R Items** tab to view the adjustments for an invoice.

**Bill Details**

Menu | Adjust

Account: EGBB Communications	Bill Period: 02/04/2011 - 03/04/2011	Previous Balance: \$0.00	Currency Code: USD
Profile Name: 88-7EA2D	Amount Due: \$157.38	Bill Payment: \$0.00	
Bill Number: B1-160	Payments and A/R Actions: (\$10.00)	Due Date: 4/3/2011	

Service Charges | Payments | **A/R Items**

**A/R Items** | Menu

Type	Date	Resource Name	Amount
> Adjustment	2/9/2011	Currency	(\$10.00)

22. In the Bills Detail view, an adjustment request can be captured at the header, item, or event level. Each of these sections in the view has an **Adjust** button. For example:

**Bill Details**

Menu | Adjust

Account: John Smith	Bill Period: 12/22/2010 - 12/24/2011	Previous Balance: \$0.00	Currency Code: USD
Profile Name: JS_Profile	Amount Due: \$60.00	Bill Payment: (\$2.00)	
Bill Number: B1-10408	Payments and A/R Actions: (\$2.00)	Due Date: 1/23/2011	

Service Charges | Payments | **A/R Items**

**Service Charges** | Menu

Description	Charge	Discount	Net Amount
> ID :	\$45.00	\$0.00	\$45.00
SB-JS-002 : /service/telco/VoIP	\$17.00	\$0.00	\$15.00
SB-JS-001 : /service/telco/VoIP	\$30.00	\$30.00	\$0.00

**Item Charges** | Menu | **Adjust**

Description	Charge	Discount	Net Amount
> Usage	\$45.00	\$0.00	\$45.00

23. After creating a new adjustment for a particular level and getting the approval, click the **Submit** button.

Menu | **Submit** | Billing Portal | Query | Refresh Total | Refresh

Request #: 06-4N74E	Adjustment Type: Credit	Request Percentage: 0
Status: Open	Adjustment Class: Billed	Approved Yr: 0
Request Date: 1/28/2011 09:40:42	Reason For Request:	Adjustment Level: Item Charge
Invoice #: 296-7518518	Approved Amount: \$3.50	Adjustment Effective Date: 1/28/2011 12:00:00
Account: John Smith	Approval Date: 1/28/2011	Tax Treatment: Include Tax
Created By: SADMIB	Comments:	Billing Profile: JS_Profile
Request Amount: \$3.50	Approval Descriptions:	Status Description:
Customer Decision:		
Customer Decision Date:		
Bill Number: B1-10408		

**Line Items** | Line Items

Invoice Line #	Request Value	Request Amount	Request Date	Request Percent	Request Description	Status	Resource to Adjs	Adjustment Type	Reason	Adjustment Effec	Tax Treatment
> 102	0	\$3.50	1/28/2011 09:40:43	0		Open	Currency	Credit	Billing Error	1/28/2011 12:00:00	Include Tax

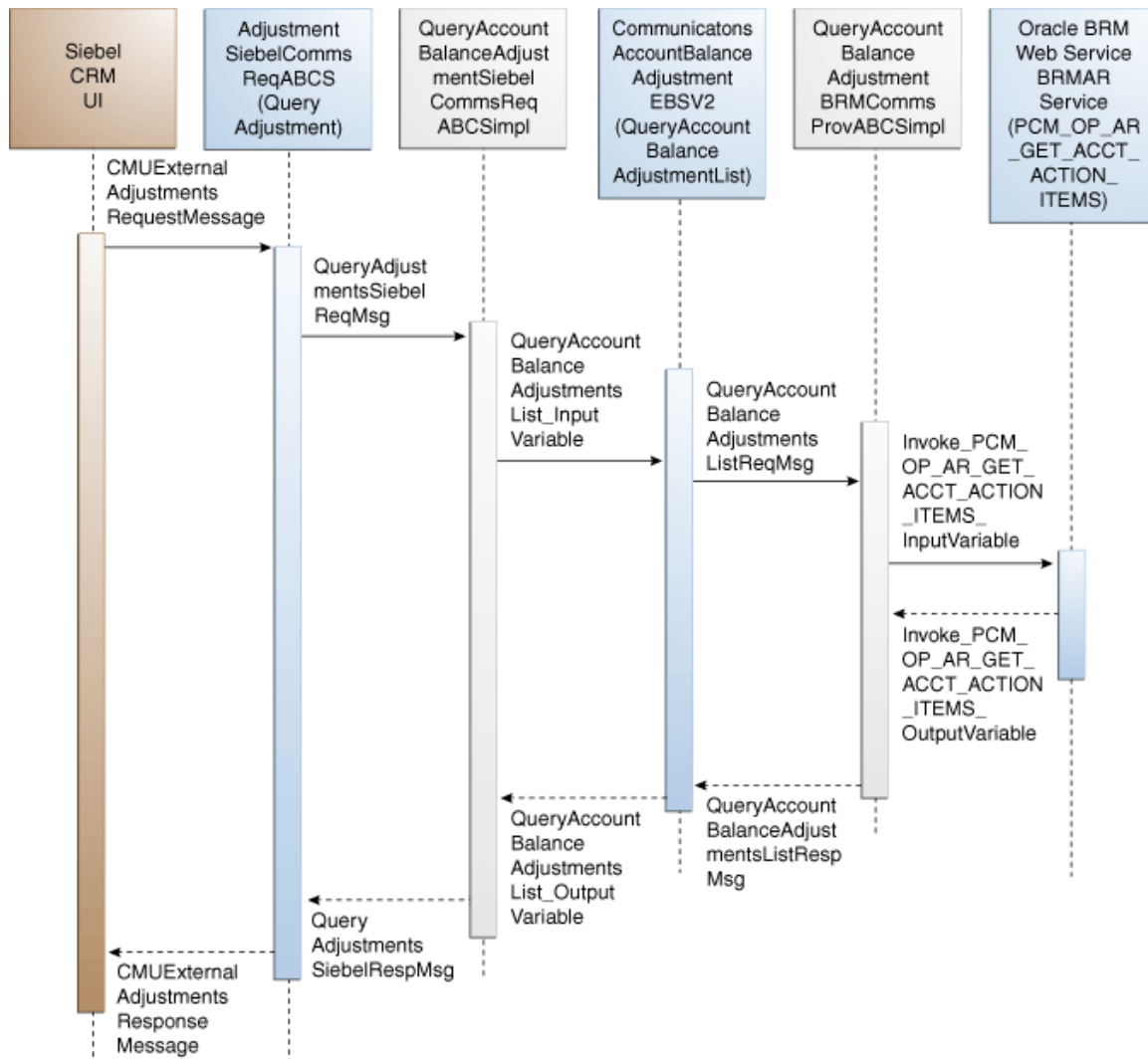
## QueryAccountBalanceAdjustment Integration Flow

This integration flow uses the following interfaces:

- AdjustmentSiebelCommsReqABCS with operation QueryAdjustment
- QueryAccountBalanceAdjustmentSiebelCommsReqABCSImpl
- CommunicationsAccountBalanceAdjustmentEBSV2 with operation QueryAccountBalanceAdjustmentList

- QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl

This is the sequence diagram for the QueryAccountBalanceAdjustment flow:



### QueryAccountBalanceAdjustment integration flow

When you initiate the QueryAccountBalanceAdjustment process, the following events occur:

1. In Siebel CRM, navigate to the Billing Profile screen.
2. Navigate to Accounts, query an account, and click the billing profile for the account. On the Billing Profile screen, click the Bill tab to view the list of bills under the account. To open the Bill Detail View screen, click the Bill No link. This opens the Bill details view with the following information: bill summary, service charges, and item charges. Click the A/R Items tab and a web service call is made to get the adjustments specific to this bill for the account.
3. Open an invoice and select the A/R Items tab. A web service call is made to get the adjustment for that invoice.
4. Navigate to the Bill tab and open the Bill Detail View.
5. Select the A/R Items tab. This invokes the AdjustmentSiebelCommsReqABCS web service, which in turn calls AdjustmentSiebelCommsReqABCS with operation QueryAdjustment.

AdjustmentSiebelCommsReqABCS is a generic Siebel adjustment interface service with several operations defined on the AccountBalanceAdjustmentEBO.

6. Invoking AdjustmentSiebelCommsReqABCS with operation QueryAdjustment routes the QueryAdjustmentReqMsg to QueryAccountBalanceAdjustmentSiebelCommsReqABCSImpl.
7. The QueryAccountBalanceAdjustmentSiebelCommsReqABCSImpl transforms the QueryAdjustmentReqMsg into QueryAccountBalanceAdjustmentList\_InputVariable and calls the CommunicationsAccountBalanceAdjustmentEBSV2 with operation QueryAdjustment.

CommunicationsAccountBalanceAdjustmentEBSV2 is a generic interface service with several operations.

8. Invoking CommunicationsAccountBalanceAdjustmentEBSV2 with operation QueryAdjustment routes the QueryAccountBalanceAdjustmentListReqMsg to the appropriate billing systems.

As delivered, QueryAccountBalanceAdjustmentListReqMsg is routed to QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl.

9. QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl first transforms QueryAccountBalanceAdjustmentListReqMsg into the Invoke\_PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS\_InputVariable as input of PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS and calls BRMARServices with operation PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS.
10. Invoking BRMARServices with operation PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS invokes the Oracle BRM application programming interface (API) PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS and returns the adjustment outputs Invoke\_PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS\_OutputVariable to QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl.
11. QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl transforms the Oracle BRM API output Invoke\_PCM\_OP\_AR\_GET\_ACCT\_ACTION\_ITEMS\_OutputVariable into enterprise business message (EBM) output QueryAccountBalanceAdjustmentListRespMsg and returns it to CommunicationsAccountBalanceAdjustmentEBSV2.
12. CommunicationsAccountBalanceAdjustmentEBSV2 returns the QueryAccountBalanceAdjustmentListRespMsg to QueryAccountBalanceAdjustmentSiebelCommsReqABCSImpl.
13. QueryAccountBalanceAdjustmentSiebelCommsReqABCSImpl then transforms the QueryAccountBalanceAdjustmentListRespMsg into QueryAdjustmentRespMsg, which is returned to AdjustmentSiebelCommsReqABCS.
14. AdjustmentSiebelCommsReqABCS returns the QueryAdjustmentRespMsg to the calling CMUExternalAdjustments as QueryAdjustmentRespMsg.
15. CMUAdjustmentResponseMessage is then written to the Siebel Balance Summary virtual business component (VBC) for the users.

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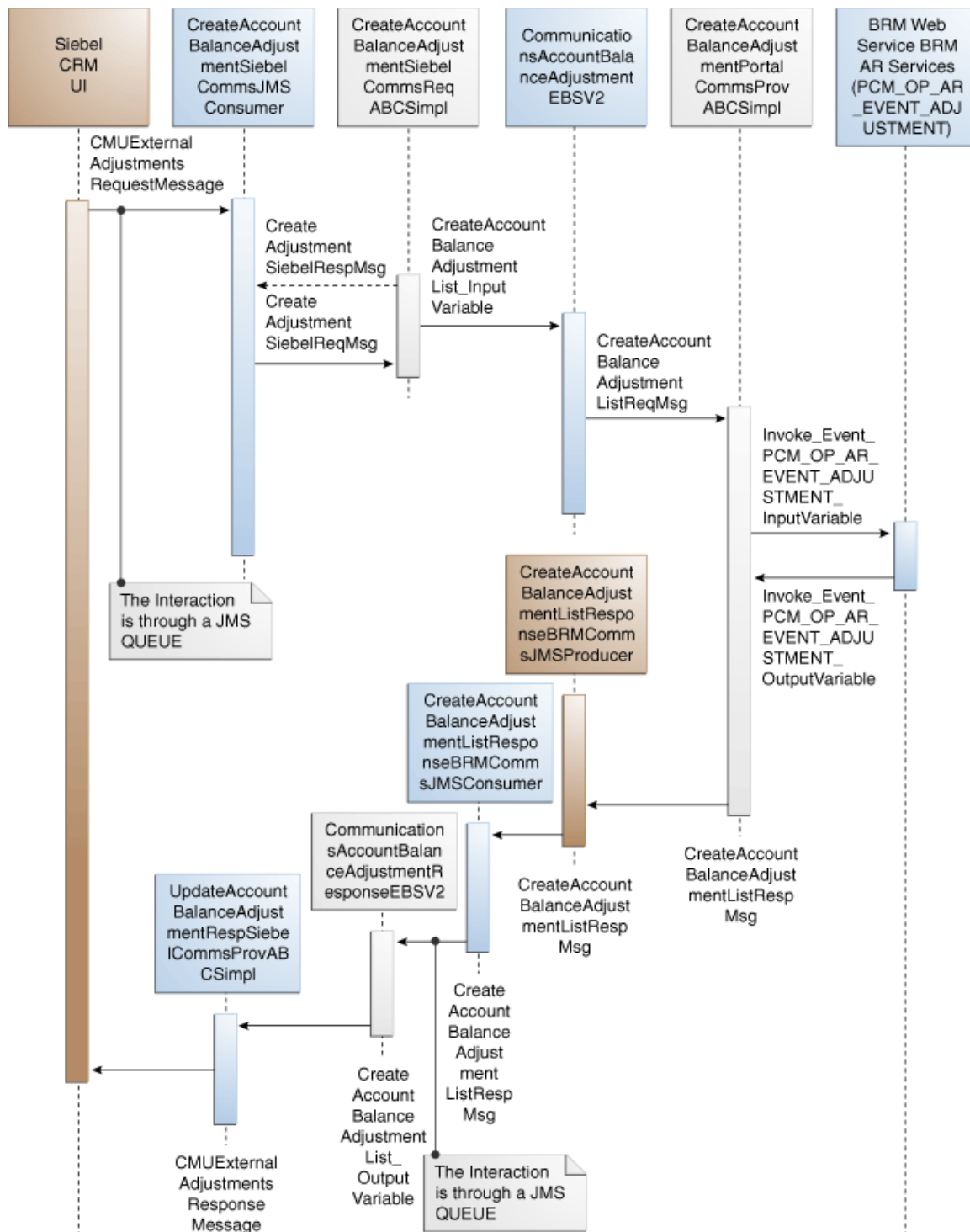
## CreateAccountBalanceAdjustment Integration Flow

This integration flow uses the following interfaces:

- CreateAccountBalanceAdjustmentSiebelCommsReqABCSImpl

- CommunicationsAccountBalanceAdjustmentEBSV2 with operation CreateAccountBalanceAdjustmentList
- CreateAccountBalanceAdjustmentBRMCommsProvABCImpl
- UpdateAccountBalanceAdjustmentRespSiebelCommsProvABCImpl
- CreateAccountBalanceAdjustmentListResponseBRMCommsJMSConsumer
- CreateAccountBalanceAdjustmentListResponseBRMCommsJMSProducer
- CreateAccountBalanceAdjustmentSiebelCommsJMSConsumer

This is the sequence diagram for the CreateAccountBalanceAdjustment flow:



### CreateAccountBalanceAdjustment sequence diagram

When you initiate the `CreateAccountBalanceAdjustment` process, the following events occur:

1. In Siebel CRM, navigate to the Billing Profile screen.



2. Navigate to the Accounts screen, query an account, and click a billing profile for the account. On the Billing Profile screen, the Adjustment tab displays all the adjustment requests.
3. To create an adjustment for an invoice, click the Bills tab.  
Select the bill against which an adjustment request has to be created.
4. In the Bill Details view, an adjustment request can be captured at the header, item, or event level. Each of these sections in the view has an Adjust button.  
Clicking this button creates a new adjustment request at that level.
5. To create an adjustment at the event level, click the Net Amount link for the required item charge.  
This opens the Event Details view to create the adjustment.
6. At the event level, adjustments can be created for both monetary and nonmonetary resources such as free minutes.
7. You can also create adjustments for unbilled usage.  
Unbilled adjustments are applicable only at the event level for both monetary and nonmonetary resources.
8. The Adjust button on different screens calls the same web service to create the adjustment.  
But on the Oracle BRM side, it is based on the adjustment level. The adjustment type is set by Siebel. Based on the value in this column, the correct opcode is called.
9. After creating the new adjustment for a particular level and getting the approval, click the Submit button.  
  
A web service call is made to SWICreateAdjustment, which in turn puts the message into the Queue AIA\_CMUREQADJIOJMSQUEUE along with a Simple Object Access Protocol (SOAP) envelope. After submit, the adjustment Status changes to Submitted and the adjustment record becomes read-only. Adjustments are persisted in Siebel and when the adjustments are accepted, the status of the record changes to Posted. If the changes are not approved, the status changes to Not Posted.
10. CreateAccountBalanceAdjustmentSiebelCommsJMSConsumer dequeues the message and transforms it into the Siebel request application business message (ABM) and routes the CreateAdjustmentReqMsg to CreateAccountBalanceAdjustmentSiebelCommsABCSImpl
11. The CreateAccountBalanceAdjustmentSiebelCommsABCSImpl transforms the CreateAdjustmentReqMsg into CreateAccountBalanceAdjustmentList\_InputVariable and calls the CommsAccountBalanceAdjustment enterprise business service (EBS) with operation CreateAccountBalanceAdjustmentList.
12. Invoking CommunicationsAccountBalanceAdjustmentEBSV2 with operation CreateAccountBalanceAdjustmentList routes the CreateAccountBalanceAdjustmentList\_InputVariable to the appropriate billing systems.  
  
As delivered, CreateAccountBalanceAdjustmentList\_InputVariable is routed to CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl.
13. CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl first checks the parameters of the Adjustment type coming from the request (Billed or Unbilled) and based on the parameter, PCM\_OP\_AR\_EVENT\_ADJUSTMENT is invoked with the appropriate data.

14. After checking the parameters of a particular service from request, the `CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl` service transforms the `CreateAccountBalanceAdjustmentListReqMsg` into the Oracle BRM input flist message and invokes the opcode.
15. Invoking Oracle BRM API `PCM_OP_AR_EVENT_ADJUSTMENT` with account ID, billing profile ID, and event ID returns the list of events associated with items.
16. `BRMARServices` sends the response back to `CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl` service with the list of adjustments and status for opcode calls.

The Status field is mapped to the response and goes back to the Siebel user interface (UI).

17. After getting the response back from `BRMARService`, the status of the adjustment in `CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl` is checked.  
If the status value returns as Fail, an error-handling framework service is called. This error-handling framework service calls the different error-handling services and logs the error for that particular failed adjustment request in the Admin Console.

18. Administrators can see the status of the particular failed adjustment request, adjustment ID, and integration ID of that particular request.

Administrators can also get the Oracle BRM description for a failed request.

19. `CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl` then takes the response from the service, transforms `Invoke_Event_PCM_OP_AR_EVENT_ADJUSTMENT_OutputVariable` to the `CreateAccountBalanceAdjustmentListRespMsg`, and routes it to the `CreateAccountBalanceAdjustmentListResponseBRMCommsJMSProducer`.
20. `CreateAccountBalanceAdjustmentListResponseBRMCommsJMSProducer` then puts the message into the queue `AIA_CRTADJLSTRSPJMSQUEUE`.
21. `CreateAccountBalanceAdjustmentListResponseBRMCommsJMSConsumer` picks the message from `AIA_CRTADJLSTRSPJMSQUEUE` and calls the `CommunicationsAccountBalanceAdjustmentResponseEBSV2` with `CreateAccountBalanceAdjustmentListResponse` operation.
22. `CommunicationsAccountBalanceAdjustmentResponseEBSV2` routes the `CreateAccountBalanceAdjustmentListResponseMsg` to `UpdateAccountBalanceAdjustmentRespSiebelCommsProvABCSImpl`.
23. `UpdateAccountBalanceAdjustmentRespSiebelCommsProvABCSImpl` transforms the `CreateAccountBalanceAdjustmentListRespMsg` into `SWISIAAdjustmentIO` and invokes the Siebel Update web service with this message.

**Note:** In case of billed adjustments at the Bill and Item levels, the BRM provider calls `PCM_OP_AR_BILL_ADJUSTMENT` and `PCM_OP_AR_ITEM_ADJUSTMENT` opcodes.

## Oracle BRM Interfaces

For the QueryAdjustment integration: `BRMARServices` with operation `PCM_OP_AR_GET_ACCT_ACTION_ITEMS`.

For the CreateAdjustment integration: BRMARServices with operation PCM\_OP\_AR\_EVENT\_ADJUSTMENT.

**For more information,** see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, “BRM Documentation,” Reference, API reference, PCM opcode libraries.

## Siebel CRM Interfaces

The Adjustment integration flow uses these Siebel CRM interfaces:

- SWICreateAdjustment : To submit the adjustment
- SWIAdjustmentStatusUpdate: To update the adjustment

**For more information,** see the *Siebel Order Management Guide Addendum for Communications*, “Web Services Reference.”

## Industry AIA Components

The Adjustment integration uses the following delivered enterprise business objects (EBOs) and enterprise business messages (EBMs):

- AccountBalanceAdjustmentEBO
- QueryAccountBalanceAdjustmentListEBM
- QueryAccountBalanceAdjustmentListResponseEBM
- CreateAccountBalanceAdjustmentListEBM
- CreateAccountBalanceAdjustmentListResponseEBM

These industry EBO and EBM XML schema (XSD) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseObjectLibrary/Release1/Industry/Telco/Release1/EBO/`.

These industry enterprise business service (EBS) web services description language (WSDL) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseBusinessServiceLibrary/Industry/Telco/`.

For detailed documentation of individual EBOs, click the View EBO Documentation link on the Integration Scenario Summary page in the Oracle AIA Console. You can also use the Integration Scenario Summary page to search for and view integration scenarios that use a particular EBO or EBS.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios,” Viewing Integration Scenarios.

EBOs can be extended, for instance, to add new data elements. These extensions are protected and will remain intact after a patch or an upgrade.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack Integration Developer's Guide*, "Extensibility for Oracle AIA Artifacts," Extending EBOs.

## Integration Services

These services are delivered with the Adjustment Integration flow:

- AdjustmentSiebelCommsReqABCS
- QueryAccountBalanceAdjustmentSiebelCommsReqABCImpl
- CommunicationsAccountBalanceAdjustmentEBSV2
- QueryAccountBalanceAdjustmentBRMCommsProvABCImpl
- CreateAccountBalanceAdjustmentSiebelCommsABCImpl
- CreateAccountBalanceAdjustmentBRMCommsProvABCImpl
- UpdateAccountBalanceAdjustmentRespSiebelCommsProvABCImpl
- CreateAccountBalanceAdjustmentListResponseBRMCommsJMSConsumer
- CreateAccountBalanceAdjustmentListResponseBRMCommsJMSProducer
- CreateAccountBalanceAdjustmentSiebelCommsJMSConsumer

Some of these services have been enabled to use Session Pool Manager.

**For more information** about using Session Pool Manager, see [Appendix A: Using Session Pool Manager](#).

You can use the Integration Scenario Summary page in the Oracle AIA Console to search for and view integration scenarios that use a particular ABC service.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, "Using the BSR UI to View Integration Scenarios."

## AdjustmentSiebelCommsReqABCS

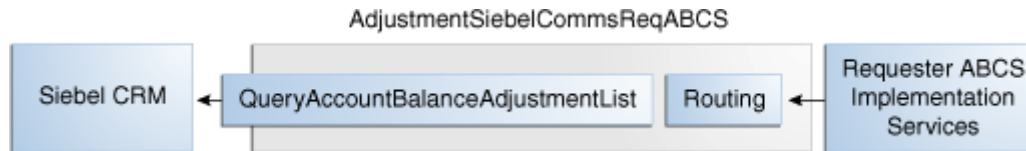
AdjustmentSiebelCommsReqABCS exposes the following operation related to Account Balance Adjustment on the Siebel ABM:

QueryAdjustment:

Routes QueryAdjustmentReqMsg to the provider implementation service

Routes QueryAdjustmentRespMsg to the requester

This diagram illustrates the relationship of AdjustmentSiebelCommsReqABCS with the other services in the integration flow:

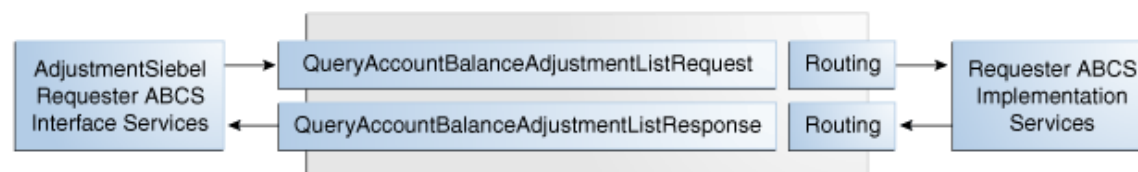


### AdjustmentSiebelCommsReqABCS

## QueryAccountBalanceAdjustmentSiebelCommsReqABCImpl

QueryAccountBalanceAdjustmentSiebelCommsReqABCImpl transforms the Siebel message into the AccountBalanceAdjustmentEBM and calls the routing service to get the Adjustment response from the billing system. It then transforms the AccountBalanceAdjustmentEBM response from the AccountBalanceAdjustmentEBS back to a Siebel message and returns it to the calling Siebel web service.

This diagram illustrates the relationship of QueryAccountBalanceAdjustmentSiebelCommsReqABCImpl with the other services in the integration flow:



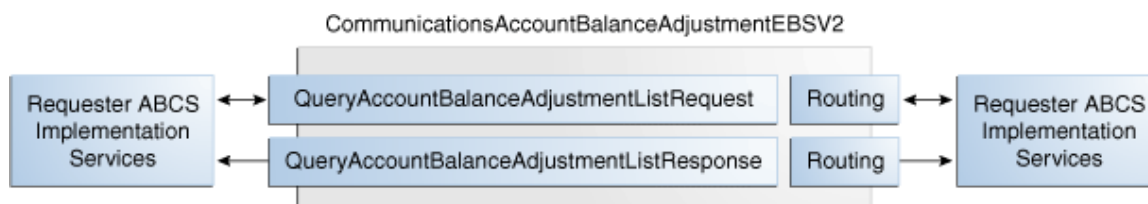
### QueryAccountBalanceAdjustmentSiebelCommsReqABCImpl

## CommunicationsAccountBalanceAdjustmentEBSV2

CommunicationsAccountBalanceAdjustmentEBSV2 exposes the following operations related to the Account Balance Adjustment integration on the AccountBalanceAdjustmentEBO.

- QueryAccountBalanceAdjustmentList routes QueryAccountBalanceAdjustmentListReqMsg to the provider service.
- CreateAccountBalanceAdjustmentList routes CreateAccountBalanceAdjustmentListReqMsg to the provider service.

This diagram illustrates the relationship of CommunicationsAccountBalanceAdjustmentEBSV2 with the other services in the integration flow:

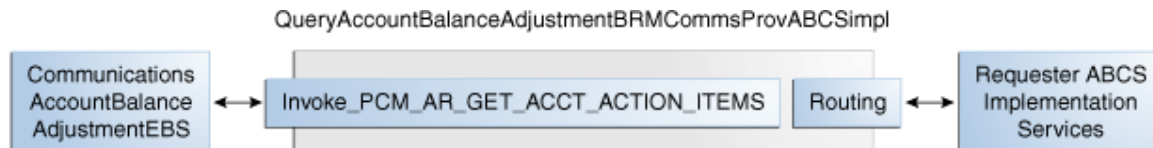


### CommunicationsAccountBalanceAdjustmentEBSV2

## QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl

QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl transforms the AccountBalanceAdjustmentEBM message into an Oracle BRM API input format message and calls the API to get the adjustment details from the billing system. It then transforms the output from the API back to an AccountBalanceAdjustmentEBM message and returns it to the calling service.

This diagram illustrates the relationship of QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl with the other services in the integration flow:



QueryAccountBalanceAdjustmentBRMCommsProvABCSImpl

## CreateAccountBalanceAdjustmentSiebelCommsABCSImpl

CreateAccountBalanceAdjustmentSiebelCommsABCSImpl transforms the Siebel message into an AccountBalanceAdjustmentEBM message format and calls the routing service to create the adjustment and get the response from the billing system. It then transforms the EBM response message to a Siebel message and routes it back to the AdjustmentSiebelCommsReqABCS service WSDL.

## CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl

CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl transforms the AccountBalanceAdjustmentListEBM into an Oracle BRM API input format and calls the APIs to get the bill, item charge, and event details or Resource Impact Event adjustments from the billing system. It then transforms the output from the APIs back to an AccountBalanceAdjustmentListResponseEBM format that returns it to the calling service.

## UpdateAccountBalanceAdjustmentRespSiebelCommsProvABCSImpl

UpdateAccountBalanceAdjustmentRespSiebelCommsProvABCSImpl transforms the AccountBalanceAdjustmentListResponseEBM into Siebel web service input formats and calls the web service to update the adjustment status.

This service is now SPM (Session Pool Manager) enabled.

**For more information** about SPM, see [Appendix A: Using Session Pool Manager](#).

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## **CreateAccountBalanceAdjustmentListResponseBRMCommsJMSConsumer**

This service picks the message from the queue AIA\_CRTADJRSPSTJMSQUEUE and sends it to the response EBS.

---

## **CreateAccountBalanceAdjustmentListResponseBRMCommsJMSProducer**

This process gets the CreateAccountBalanceAdjustmentListResponseEBM message from CreateAccountBalanceAdjustmentBRMCommsProvABCSImpl and puts the message into the Queue AIA\_CMUREQADJIOJMSQUEUE.

---

## **CreateAccountBalanceAdjustmentSiebelCommsJMSConsumer**

This process picks the message with a SOAP envelope from the queue AIA\_CMUREQADJIOJMSQUEUE, transforms the message into a Siebel Requestor ABM by opening the SOAP envelope, and calls the CreateAccountBalanceAdjustmentSiebelCommsABCSImpl with the ListOfCmuRequestAdjustmentlo message.





# Chapter 7: Configuring the Process Integration for Billing Management

This chapter discusses how to:

- Set up the Fusion Middleware (FMW).
- Set up Oracle Billing and Revenue Management (BRM).
- Set up Siebel Customer Relationship Management (CRM).
- Work with domain value maps (DVMs).
- Work with cross-references.
- Handle errors.
- View EBO Implementation Maps (EIMs).
- Configure the process integration for billing management.

---

## Setting Up FMW

Perform these steps to set up Fusion Middleware:

1. Add the `-DHTTPClient.disableKeepAlives=true` property in the `opmn.xml` file.

The `opmn.xml` file is available here: `SOA_HOME/opmn/conf/opmn.xml`. After you add this property, Service Oriented Architecture (SOA) does not use the same Transmission Control Protocol (TCP) connection more than once to call a Siebel web service. Simultaneous calls to the same Siebel web service cause errors if the same TCP connection is used. This property should be added in the startup parameters of `oc4j_soa`.

After you add the property, the `opmn.xml` file looks like this:

```
<process-type id="oc4j_soa" module-id="OC4J" status="enabled">
  <module-data>
    <category id="start-parameters">
      <data id="java-options" value="-server -
Xmx2048M -Xms2048M -XX:MaxPermSize=1024M -XX:MaxNewSize=614m -
XX:NewSize=614m -XX:AppendRatio=3 -XX:SurvivorRatio=6 -
Djava.security.policy=$ORACLE_HOME/j2ee/oc4j_soa/config/java2.policy
-Djava.awt.headless=true -Dhttp.webdir.enable=false -
Doraesb.home=/slot/ems1936/oracle/product/10.1.3.1/OracleAS_1/integr
ation/esb -Dhttp.proxySet=false -Doc4j.userThreads=true -
Doracle.mdb.fastUndeploy=60 -Doc4j.formauth.redirect=true -
Djava.net.preferIPv4Stack=true -
Dorabpel.home=/slot/ems1936/oracle/product/10.1.3.1/OracleAS_1/bpel
-
Xbootclasspath^/p:/slot/ems1936/oracle/product/10.1.3.1/OracleAS_1/b
pel/lib/orabpel-boot.jar -Dhttp.proxySet=false -
Daia.home=/slot/ems1936/oracle/product/AIA_HOME" -
```

```

DHTTPClient.disableKeepAlives=true/>
    </category>
    <category id="stop-parameters">
        <data id="java-options" value="-
Djava.security.policy=$ORACLE_HOME/j2ee/oc4j_soa/config/java2.policy
-Djava.awt.headless=true -Dhttp.webdir.enable=false" />
    </category>
</module-data>
<start timeout="600" retry="2" />
<stop timeout="120" />
<restart timeout="720" retry="2" />
<port id="default-web-site" range="12501-12600"
protocol="ajp" />
<port id="rmi" range="12401-12500" />
<port id="rmis" range="12701-12800" />
<port id="jms" range="12601-12700" />
<process-set id="default_group" numprocs="1" />
</process-type>

```

---

**Warning:** While adding the `-DHTTPClient.disableKeepAlives=true` property in `opmn.xml` file, you must be careful. The `opmn.xml` file is required for the SOA server startup and any error in this file may stop the server.

---

2. To prevent multiple retries by the transaction manager:

Modify the file `$ORACLE_HOME/j2ee/{oc4j_instance name}/config/transaction-manager.xml` to change the property value `retry-count` of `commit-coordinator` from 4 to 0.  
`<commit-coordinator retry-count="4">` to `<commit-coordinator retry-count="0">`

3. To prevent the retries by the Enterprise Service Bus (ESB):  
 Overwrite the ESB retry entries to disable the retries in the `orion-application.xml` file present in the following directories:

`$ORACLE_HOME/j2ee/oc4j_soa/application-deployments/esb-rt` and  
`$ORACLE_HOME/j2ee/oc4j_soa/application-deployments/esb-dt` with the following values after backing up the original file.

```

<property name="InboundRetryCount" value="0" />
<property name="InboundRetryInterval" value="0" />
<property name="InboundRetryEnabled" value="false" />
<property name="OutboundRetryCount" value="0" />
<property name="OutboundRetryInterval" value="0" />
<property name="OutboundRetryEnabled" value="false" />

```

Alternatively, change these property values in the  
`$ORACLE_HOME/integration/esb/config/esb_config.ini` to change the retry values.

---

## Setting Up Oracle BRM

No other setup steps are required for Oracle BRM except for configuring the BRM adapter. See the configuration section.

## Setting Up Siebel CRM

For some Siebel CRM interfaces, in Siebel, you must set the process property UTCCanonical to Y.

**For more information** about which Siebel CRM interfaces require you to enable the UTCCanonical process property, see instructions for ACR 474 and 508 in the *Siebel Maintenance Release Guide*.

Perform the following AQ configuration:

- For the CreateAdjustment flow: Configure the SWICreateAdjustment Siebel outbound workflow to enqueue the Siebel messages in AIA\_CMUREQADJIOJMSQUEUE.

**For more information** about Siebel side configuration, see *Transports and Interfaces: Siebel Enterprise Application Integration v8.1, Process of Configuring JMS Messaging Between Siebel Business Applications and Oracle SOA Suite*.

**For more information** about the corresponding Oracle AIA side configuration, see the *Oracle Application Integration Architecture – Foundation Pack 2.5: Integration Developer's Guide*, "Designing and Constructing JMS Adapter Services."

## Working with DVMs

Domain value maps (DVMs) are a standard feature of the Oracle SOA Suite that enable you to equate lookup codes and other static values across applications, for example, FOOT and FT or US and USA.

DVMs are static in nature, though administrators can add maps as needed. Transactional business processes never update DVMs—they only read from them. They are stored in XML files and cached in memory at run time.

DVM types are seeded for the Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care flows. Administrators can extend the list of mapped values by adding more maps.

These are the DVMs for the process integration for billing management:

DVM	Description
CURRENCY_CODE	Currency codes.
RESOURCE	Nonmonetary resources (Free Minutes, Text Messages, and so on).
ACCOUNTBALANCEADJUSTMENT_REASON	Reason for adjustment.
ACCOUNTBALANCEADJUSTMENT_STATUS	Status of adjustment request (Posted, Not-Posted).

DVM	Description
ACCOUNTBALANCEADJUSTMENT_TYPE	Type of adjustment (Credit, debit, and so on).
ACCOUNTBALANCEADJUSTMENT_TAXTREATMENT	Tax treatment on adjustment amount (Include, Exclude).
ACCOUNTBALANCEADJUSTMENT_USAGEALLOCATION_TAXTREATMENT	Tax treatment on CDR adjustment amount (Include, Exclude).
INSTALLEDPRODUCT_STATUS	Status of installed product (Active, Canceled, and so on).
RECIEVEDPAYMENT_TYPE	Type of payment (Credit, Direct Debit).
ACCOUNTBALANCEADJUSTMENT_SUBSTATUS	Sub-status of adjustment request.

**For more information,** see *Oracle Application Integration Architecture – Foundation Pack 2.5: Integration Developer’s Guide*, “Understanding Message Transformation, Enrichment, and Configuration,” DVMs.

## Working with Cross-References

Cross-references map and connect the records within the application network, and they enable these applications to communicate in the same language. The integration server stores the relationship in a persistent way so that others can refer to it.

This table contains the billing management integration cross-references:

Name	Columns	Mapping Details	Description
CUSTOMERPARTY_ACCOUNTID	SEBL_01,COMMON,BRM_01	Set up as part of customer sync	Query
CUSTOMERPARTY_BILLPROFILEID	SEBL_01,COMMON,BRM_01	Set up as part of customer sync	Query

## Handling Errors

Based on the roles defined for the services, e-mail notifications are sent if a service ends due to an error.

The process integration for billing management provides these error messages:

Integration/Service Name	Error Code	Message Text
--------------------------	------------	--------------

Integration/Service Name	Error Code	Message Text
Account Balance / QueryBalanceSummarySiebel ReqABCImpl	AIA_ERR_AIACOMBMPI_0003	Billing Profile "BPName" for the account does not exist in the billing system. 1) To correct this, submit a sales order with this billing profile. 2) Ensure that the sales order created with this billing profile is successfully submitted to the billing system.
Query Invoice List / QueryInvoiceListSiebelCommsReqABCImpl		
Create Payment / CreateReceivedPaymentBRMCommsProvABCImpl	AIA_ERR_AIACOMBMPI_0005	BRM Error Message (For example, "Service Unavailable")

## Describing Delivered Error Notification Roles and Users

The following roles and users are delivered as default values for issuing error notifications for the process integration for billing management.

Actor roles and users:

- Role: AIAIntegrationAdmin. User: AIAIntegrationAdminUser.

The default password set for all users is welcome1.

**For more information** about setting up error notifications using these values, see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, "Setting Up Error Notifications and Trace Logging."

## Viewing EBO Implementation Maps (EIMs)

**For more information** about how services are mapped, see the My Oracle Support document: EBO Implementation Maps (EIMs) 881022.1.

## Configuring the Process Integration for Billing Management

Configure these properties in the AIAConfigurationProperties.xml file. The file is located in <aia.home>/config/. Entries in the AIAConfigurationProperties.xml file are case-sensitive.

**Note:** Whenever the AIAConfigurationProperties.xml file is updated, the file must be reloaded for updates to be reflected in the applications or services that use the updated properties. You can perform this reload by clicking the Reload button on the Configuration page in the Oracle AIA Console. Alternatively, you can perform the reload by rebooting the server.

**For more information,** see the *Oracle Application Integration Architecture – Foundation Pack 2.5: Core Infrastructure Components Guide*, “Loading Oracle AIA Configuration File Updates.”

These Business Process Execution Language (BPEL) processes have entries listed in the table:

- QueryBalanceSummarySiebelCommsReqABCImpl
- QueryCustomerPartyListBRMCommsProvABCImpl
- QueryBalanceGroupListSiebelCommsReqABCImpl
- QueryBalanceDetailsSiebelCommsReqABCImpl
- QueryBalanceGroupServicesSiebelCommsReqABCImpl
- QueryInstalledProductListBRMCommsProvABCImpl
- QueryInvoiceListSiebelCommsReqABCImpl
- QueryInvoiceListBRMCommsProvABCImpl
- QueryInvoiceSiebelCommsReqABCImpl
- QueryInvoiceEventDetailsSiebelCommsReqABCImpl
- SearchInvoiceEventDetailsSiebelCommsReqABCImpl
- QueryInvoiceBalanceDetailsSiebelCommsReqABCImpl
- QueryUnbilledUsageSiebelCommsReqABCImpl
- QueryServiceUsageListBRMCommsProvABCImpl
- QueryUnbilledUsageEventDetailsSiebelCommsReqABCImpl
- SearchUnbilledUsageEventDetailsSiebelCommsReqABCImpl
- QueryUnbilledUsageBalanceDetailsSiebelCommsReqABCImpl
- CreatePaymentSiebelCommsReqABCImpl
- CreateInvoicePaymentSiebelCommsReqABCImpl
- CreateReceivedPaymentBRMCommsProvABCImpl
- QueryPaymentSiebelCommsReqABCImpl
- QueryInvoicePaymentSiebelCommsReqABCImpl
- SearchPaymentSiebelCommsReqABCImpl
- QueryReceivedPaymentListBRMCommsProvABCImpl
- QueryAccountBalanceAdjustmentSiebelCommsReqABCImpl
- QueryAccountBalanceAdjustmentBRMCommsProvABCImpl
- CreateAccountBalanceAdjustmentBRMCommsProvABCImpl

Property Name	Value/Default Value	Description
---------------	---------------------	-------------

Property Name	Value/Default Value	Description
ABCSExtension.PreXform<ABM/EBM Name>TO<EBM/ABM Name>	true/false	Default value is false. Controls whether the extension point prior to transformation of application business message (ABM) to enterprise business message (EBM) is invoked during processing.
ABCSExtension.PreInvoke<PartnerLinkName>	true/false	Default value is false. Controls whether the extension point prior to invocation to enterprise business service (EBS) is invoked during processing.
ABCSExtension.PostXform<EBM/ABM Name>to<ABM/EBM Name>	true/false	Default value is false. Controls whether the extension point prior to transformation of EBM to ABM is invoked during processing.
ABCSExtension.PostInvoke<PartnerLinkName>	true/false	Default value is false. Controls whether the extension point prior to invocation of callback service or response return is invoked during processing.
Routing.<EBS Name>.RouteToCAVS	true/false	Default value is false. Controls whether the composite application validation system (CAVS) is used to handle the request.
Routing. <EBS Name>. CAVS.EndpointURI	http://<host>:<port>/AIAValidationSystemServlet/syncresponsesimulator	Specifies the endpoint URL of CAVS if CAVS is used to handle the request.
Default.SystemID	Valid string	Specifies the name of the default systemID of the requester application.

These BPEL processes have entries listed in the table:

- CreateAccountBalanceAdjustmentSiebelCommsReqABCSImpl
- UpdateAccountBalanceAdjustmentRespSiebelCommsProvABCSImpl

Property Name	Value/Default Value	Description
ABCSExtension.PreXform<ABM/EBM Name>TO<EBM/ABM Name>	true/false	Default value is false. Controls whether the extension point prior to transformation of ABM to EBM is invoked during processing.
ABCSExtension.PreInvoke<PartnerLinkName>	true/false	Default value is false. Controls whether the extension point prior to invocation to enterprise business service (EBS) is invoked during processing.
Routing.<EBS Name>.RouteToCAVS	true/false	Default value is false. Controls whether the CAVS will be used to handle the request

Property Name	Value/Default Value	Description
Routing. <EBS Name>.CAVS.EndpointURI	http://<host>:<port>/AIValidationSystemServlet/syncresponsesimulator	Specifies the endpoint URL of the CAVS if the CAVS is used to handle the request.
Default.SystemID	Valid string	Specifies the name of the default systemID of the requester application





## Part 2: Implementing the Process Integration for Customer Management

Process integration for Customer Management that is packaged as part of the Agent Assisted Billing Care process integration pack (AABC PIP) manages customer and account updates. Installing the AABC PIP deploys integration services that specifically cater for customer update flows.

**For information** about the process integration for customer management, see the *Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Order to Bill Implementation Guide*.



# Part 3: Implementing the Process Integration for Collections Management

This part includes the following chapters:

[Chapter 8: Understanding the Process Integration for Collections Management](#)

[Chapter 9: Configuring the Process Integration for Collections Management](#)

# Chapter 8: Understanding the Process Integration for Collections Management

This chapter provides an overview of the collections integration flows and discusses Oracle Billing and Revenue Management (Oracle BRM) and Siebel Customer Relationship Management (Siebel CRM) interfaces, industry Oracle Application Integration Architecture (Oracle AIA) components, and integration services.

This chapter includes the following sections:

- Process Integration for Collections Management Overview
- Collections Management Business Process Flow
- Solution Assumptions and Constraints
- Sync Collection Scenarios and Actions Integration Flow
- Sync Collection Actions Status Integration Flow.
- Oracle BRM Interfaces.
- Siebel CRM Interfaces.
- Industry Oracle AIA Components.
- Integration Services.

---

## Process Integration for Collections Management Overview

Collections management is a process to collect money from subscribers after the grace period provided to pay the dues is over. If payment is not made after the grace period, service providers may choose to remind the subscribers at first with a letter or a phone call. If these contact methods fail, service providers may decide to take actions that follow a series of increasingly serious steps.

The process integration for collections management provides synchronization of collection actions based on specified collection scenarios between Oracle BRM and Siebel CRM, and administration of these collection actions and credit alerts.

Oracle BRM is responsible for generating collection actions and Siebel CRM is responsible for performing these actions. But in some cases, Oracle BRM performs these actions.

The collections management business process covers the entire collections life cycle across Oracle BRM and Siebel CRM. The business administrator defines a collection scenario and associates the scenario with a sequence of actions that must be performed. The collections daily batch process identifies bill units that require some action to be taken. The collections actions are synchronized to Siebel CRM in the form of a credit alert.

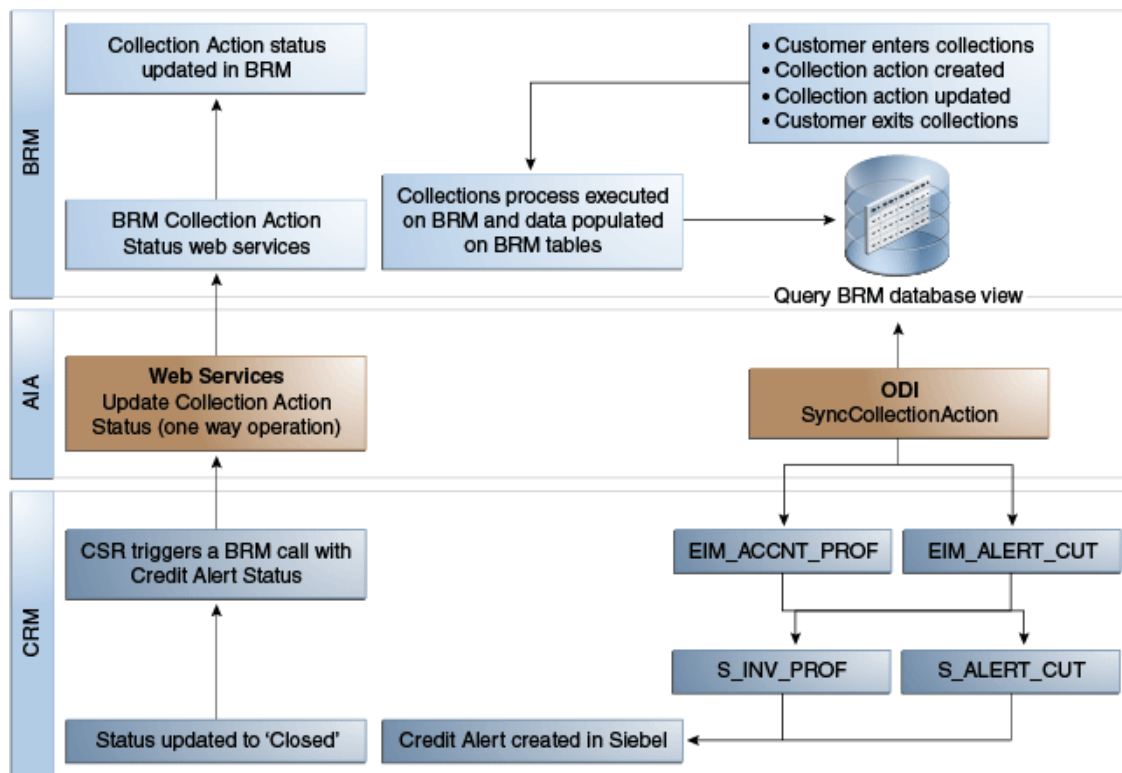
The process integration for collections management consists of these integration flows:

- Sync Collection Scenarios and Actions integration flow.

- Sync Collections Actions Status integration flow.

## Collections Management Business Process Flow

This diagram illustrates the overall flow for the process integration for collections management. Note that the inbound Oracle Data Integrator (ODI)-based flow that synchronizes credit alerts from Oracle BRM to Siebel CRM requires some manual adjustments (cloning of ODI artifacts and other design-time changes) for each additional billing system that gets added.



Collections Management business process flow

## Solution Assumptions and Constraints

These are the assumptions and constraints for the process integration for collections management:

1. The invoice number is a mandatory attribute in the Credit Alert object in Siebel CRM.
2. A credit alert also requires the amount and currency value. This allows a customer service representative (CSR) or a collection agent to prioritize the subscribers they must follow up on to recover money.  
  
A default 0 (zero) amount is set in Oracle AIA for the alerts for which Oracle BRM does not send the amount due.
3. While you are creating a credit alert, a default agreement association is not provided at the credit alert-level, it is provided at the account-level.

4. A payment arrangement plan facility (promise to pay) is not available in this release because it is not supported in Oracle BRM.
5. The integration supports multiple billing systems, with the assumption that a given Siebel billing profile is mapped or synchronized to a single billing system. With this assumption, the out-of-the-box credit alert status update flow from Siebel CRM to billing routes updates back to the appropriate billing system. However, the inbound Oracle Data Integrator (ODI)-based flow that synchronizes credit alerts from Oracle BRM to Siebel CRM requires some manual adjustments (cloning of ODI artifacts and other design-time changes) for each additional billing system that gets added.

**For more information** about configuring multiple billing systems, see the *Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Order to Bill Implementation Guide*, “Appendix E: Configuring Multiple Instances of Oracle BRM.”

**For more information**, see “Understanding the Process Integration for Billing Management,” [Solution Assumptions and Constraints](#).

6. Comprehensive reports generation is the responsibility of Siebel CRM.
7. Siebel Enterprise Integration Manager (EIM) tables are intermediate database tables that act as staging areas between the base tables in the Siebel database and other databases.

To achieve and maintain high performance, the database memory area must be large enough to hold most of the frequently accessed data in the cache.

---

## Sync Collection Scenarios and Actions Integration Flow

This section provides an overview of the Sync Collection Scenarios and Actions integration flow and discusses how to:

- Configure and generate data in Oracle BRM.
- Pick up and transform the data.
- Configure and run the Sync Collections Scenarios and Actions integration flow.

---

## Time Zone Handling

Oracle AIA does not do a time-zone conversion when synchronizing credit alerts from Oracle BRM to Siebel CRM. Oracle BRM publishes datetimes in Oracle BRM local server time.

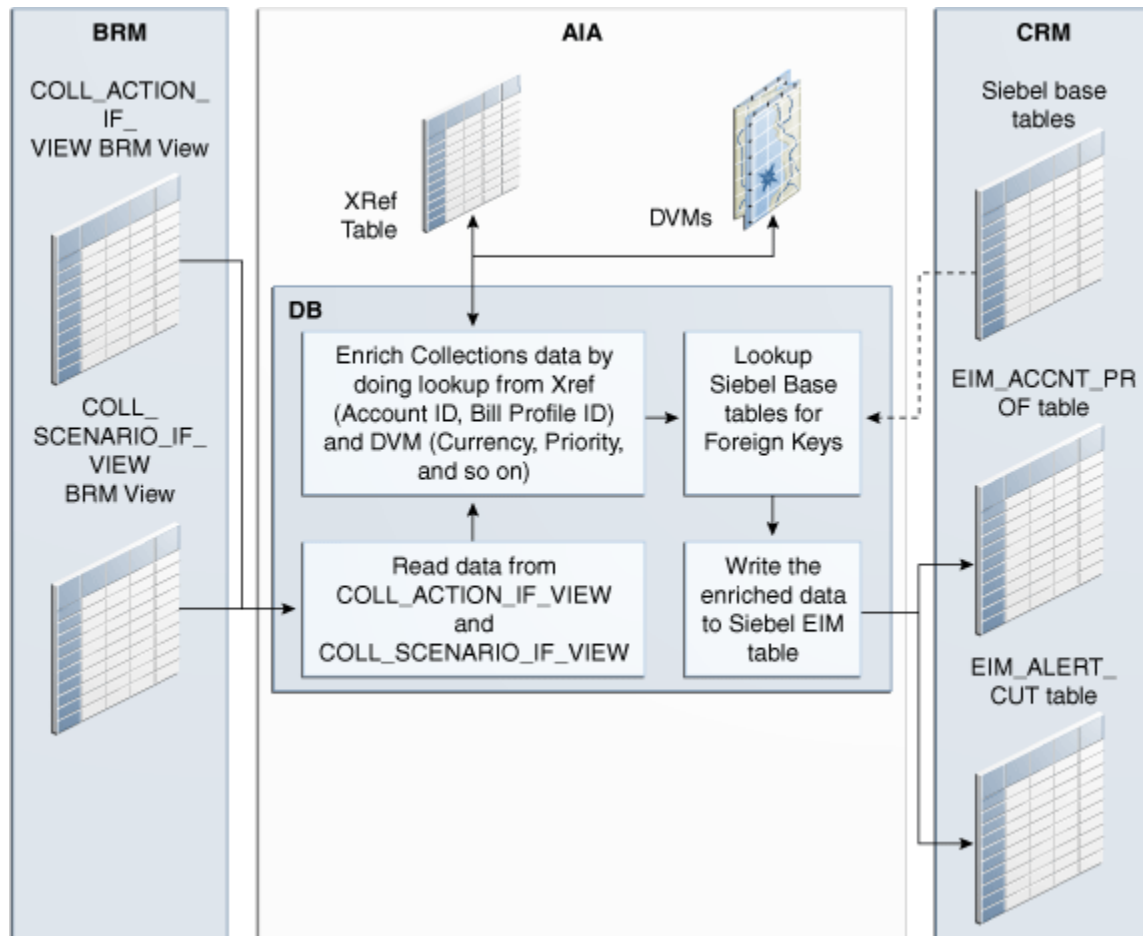
---

## Understanding Sync Collection Scenarios and Actions Integration Flow

The Sync Collection Scenarios and Actions integration enables the transfer of collections data in batch mode from the Oracle BRM database views to the EIM tables. This integration uses ODI to transfer the data from Oracle BRM to Siebel CRM.

## Business Process Flow for the Sync Collection Scenarios and Actions Integration

This diagram illustrates the Sync Collection Scenarios and Actions integration flow:



### Business process flow for the Sync Collection Scenarios and Action integration

When you initiate the this process, the following events occur

1. Oracle BRM provides two database views, `COLL_ACTION_IF_VIEW`, which contains all the Collection Action data (for example, to send dunning letter), and `COLL_SCENARIO_IF_VIEW`, which contains the status of billing profiles (for example, Entered Collections or Exited Collections).

**For more information,** see “Using Collections Views with the AIA Agent Assisted Billing Care PIP” in the Oracle BRM patch documentation.

2. When the ODI batch synchronization process is triggered, the SyncCollectionAction ODI process first reads the properties (batch size) from the `AIAConfigurationProperties.xml` file.
3. Then the SyncCollectionAction process triggers an ODI interface that reads data from `COLL_ACTION_IF_VIEW` and enriches the data by performing a cross-reference and domain value map (DVM) lookup and by querying Siebel base tables.



4. Next, the process triggers an ODI interface that reads data from COLL\_SCENARIO\_IF\_VIEW and enriches the data by performing cross-reference and DVM lookup and by querying Siebel base tables.
5. In the previously mentioned interfaces, the AccountID and BillingProfileID columns are enriched using cross-reference data. The Currency Code, Action Name, Priority, and similar columns are enriched using DVMs.
6. The enriched data is mapped to the EIM\_ALERT\_CUT table. For every row inserted in the EIM tables, users have to set the value of column IF\_ROW\_STAT to FOR\_IMPORT.
7. Another ODI Interface then takes that data from the EIM\_ALERT\_CUT table and writes the data to the EIM\_ACCNT\_PROF table. This data is responsible for changing the status of the Billing Profile.

Work Location	Step
Oracle BRM	1. Collection actions are generated and stored in a database view.
Integration Process (ODI)	2. Integration flow reads the messages from the Oracle BRM database view. 3. Data is picked from Oracle BRM, gets enriched by cross-references and DVM lookup, and is inserted into the Siebel EIM tables.
Siebel CRM	4. Siebel CRM runs a batch job to move data from the EIM table to the Base table and creates credit alerts. 5. Update the billing profile if required.

## Design Assumptions and Constraints

These are the assumptions and constraints for the Sync Collection Scenarios and Actions integration:

1. Oracle BRM collection messages are stored in Oracle BRM tables, which can be queried from Oracle BRM database views.
2. No cross-reference for the Collections Action ID exists.

The Oracle BRM Portal Object (POID) for the collections action ID is sent to Siebel CRM as the integration ID.

---

## Configuring and Generating Data in Oracle BRM

This section discusses how to:

- Configure the data in Oracle BRM.
- Generate the data in Oracle BRM.

### Configuring the Data in Oracle BRM

To configure Oracle BRM:

1. Create the database views and indexes on the collections tables to enable Oracle AIA to retrieve data. There are two views:

COLL\_ACTION\_IF\_VIEW: This view contains all the Collection Action data.

COLL\_SCENARIO\_IF\_VIEW: This view contains the status of the billing profiles.

2. Configure Collection Scenario and the associated Collection Actions in Oracle BRM using the Collections Configuration tool.
3. Configure the pin\_collections\_process to generate a file with the utility's start time and end time:
  - a. Open the pin\_collections\_process configuration file (BRM\_Home/apps/pin\_collections/pin.conf) in a text editor.
  - b. Add the following entry to the file: - pin\_collections\_process file\_name\_prefix FilePrefix  
FilePrefix specifies the file name prefix for the generated text file. The default value is pin\_collections.

**For more information** about the pin\_collections\_process, see *Oracle Communications Billing and Revenue Management Collections Manager Guide*, "Collections Manager Utilities".

- c. Save and close the file.

When you configure pin\_collections\_process to generate a text file, it records the start and end time in the following format:

```
pin_collections_process started at: StartTime
pin_collections_process ended at: EndTime
```

For example:

```
pin_collections_process started at: 1298592024
pin_collections_process ended at: 1298592025
```

**For more information**, see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, "Managing Payments and Accounts Receivable," Managing Payments, Collecting overdue balances, Configuring Collections Manager, Defining Collections Features, Defining Collections Actions.

## Generating the Data in Oracle BRM

The following steps illustrate how Oracle BRM generates the collections data:

1. Run the pin\_collections\_process utility.

One of the following collections activities occurs:

- An account enters or exits collections.
- A collections action object is created.
- A collections action's status is updated in Oracle BRM.
- A manual collections action is required.

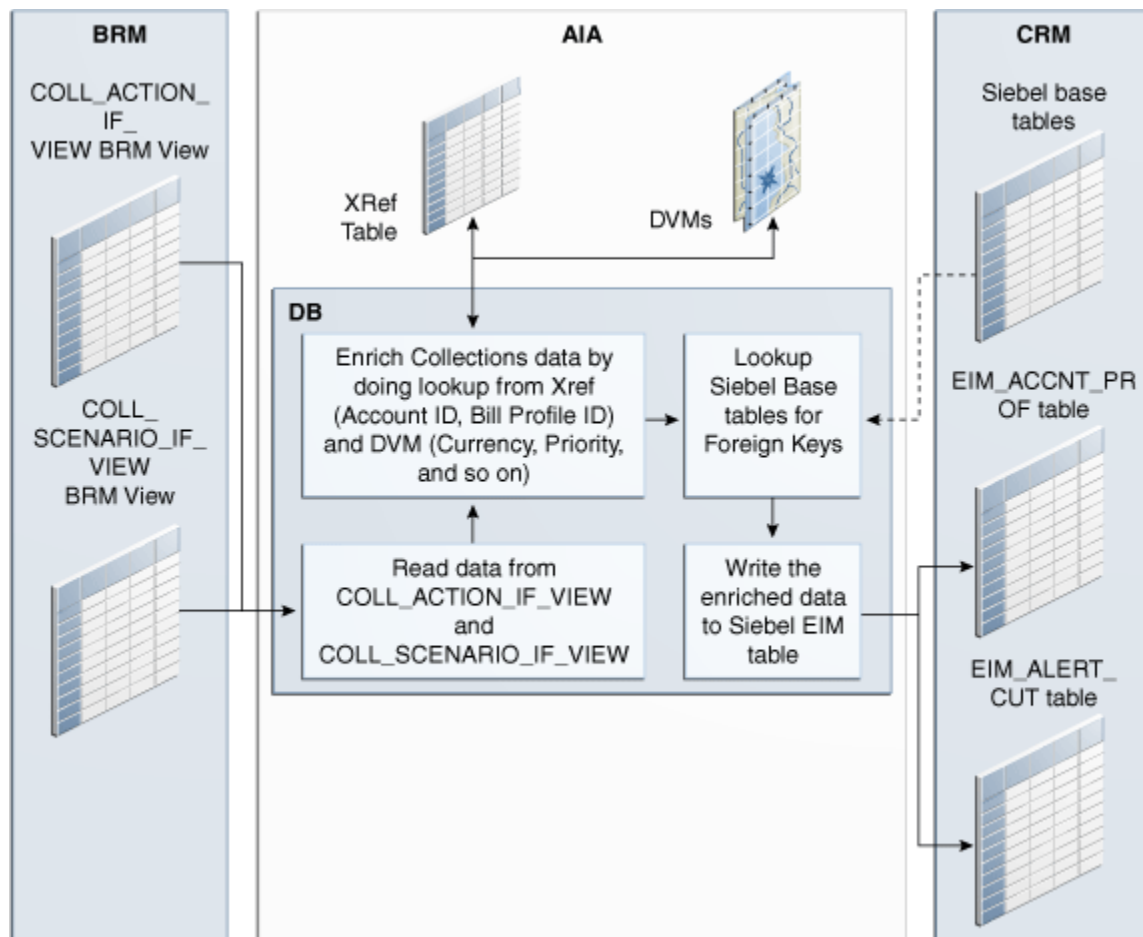
- Oracle BRM creates a /schedule object.
2. The views COLL\_ACTION\_IF\_VIEW and COLL\_SCENARIO\_IF\_VIEW are updated with the most recent collections data.

**For more information**, see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, “Managing Payments and Accounts Receivable,” Managing Payments, Collecting overdue balances, Understanding Collections Manager, About notifying custom client applications when collections activity occurs.

## Picking Up and Transforming the Data

This process integration uses ODI to pick up the data from the Oracle BRM database view, transform it, and load it into the Siebel CRM EIM tables.

This diagram illustrates the process:



### Transformation of data

These tasks are performed as a part of the data load process:

1. When the ODI batch sync process is triggered, an ODI interface reads data from the COLL\_ACTION\_IF\_VIEW BRM view.

2. The columns AccountID and BillingProfileID are enriched by means of cross-reference data. The columns Currency Code, Action Name, PriorityStatus, and SubStatus are enriched by DVMs.
3. The enriched data is mapped to the Siebel EIM\_ALERT\_CUT table.
4. An ODI Interface reads data from the COLL\_SCENARIO\_IF\_VIEW Oracle BRM View.
5. The columns AccountID and BillingProfileID are enriched by means of cross-reference data. The columns Currency Code, Action Name, PriorityStatus, and SubStatus are enriched by DVMs.
6. The enriched data is mapped to the Siebel EIM\_ALERT\_CUT table.
7. The *Entered Collections* and *Exited Collections* rows are taken from the EIM\_ALERT\_CUT table and written to the EIM\_ACCNT\_PROF table. This data is responsible for changing the status of the Billing Profile.
8. For every row inserted in the EIM tables, the value of the column is set to IF\_ROW\_STAT to FOR\_IMPORT.

**Note:** Before ODI loads the enriched collection data into the Siebel EIM tables, it performs data cleansing. All existing records that were successfully imported into the Siebel base table are deleted from the EIM tables.

## Configuring and Running the Sync Collection Scenarios and Actions Integration

This section discusses how to:

- Configure the Sync Collection Scenarios and Actions integration.
- Run the Sync Collection Scenarios and Actions integration.

### Configuring the Sync Collection Scenarios and Actions Integration

After you have installed the process integration for collections management, based on the requirement, you may want to change the default value of the below parameters to suit your implementation requirement. To change the default values, open the AIAConfigurationProperties.XML file that is available in the <AIA\_HOME>/config folder.

**Note:** Whenever the AIAConfigurationProperties.XML file is updated, the file must be reloaded for updates to be reflected in the applications or services that use the updated properties. You can perform this reload by clicking the Reload button on the Configuration page in the Oracle AIA Console. Alternatively, you can perform the reload by rebooting the server.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Loading Oracle AIA Configuration File Updates.”

These properties are specific to the collections integration process and available in the AIAConfigurationProperties.XML file:

BatchSize

Default.SystemID

IF\_ROW\_BATCH\_NUM\_CreatedStart  
 IF\_ROW\_BATCH\_NUM\_CreatedEnd  
 IF\_ROW\_BATCH\_NUM\_UpdateStart  
 IF\_ROW\_BATCH\_NUM\_UpdateEnd  
 IF\_ROW\_BATCH\_NUM\_Error  
 AL\_SOURCE\_CD  
 AL\_TYPE\_CD  
 AIAHome

**For more information** about these properties, see [Chapter 9: Configuring the Process Integration for Collections Management](#).

## Running the Sync Collection Scenarios and Actions Integration

On running the collection process in Oracle BRM, a file '<filename>\_<timestamp>' is created and written into the same directory. This file has the start and end timestamp of the most recent collection run, for example:

```
pin_collections_process started at: 1299794311
pin_collections_process ended at: 1299794315
```

To run the Sync Collection Scenarios and Actions integration, one of the following command, based on your environment, must be run at the <ODI\_HOME>/bin path location on the Oracle AIA system:

### In a Linux environment:

```
./startscen.sh SYNCCOLLECTIONACTION 001 GLOBAL
"GLOBAL.Coll_StartTime=<Start_Time_Stamp>"
"GLOBAL.Coll_EndTime=<End_Time_Stamp>"
```

### In a Windows environment:

```
startscen.bat SYNCCOLLECTIONACTION 001 GLOBAL
"GLOBAL.Coll_StartTime=<Start_Time_Stamp>"
"GLOBAL.Coll_EndTime=<End_Time_Stamp>"
```

For this command, ODI\_HOME is the path of ODI home.

To ensure ODI picks up the collection data (new or delta) from the most recent run, the Start\_Time\_Stamp and End\_Time\_Stamp in the above commands must be substituted with the timestamps that are available in the file created after the latest collection run in Oracle BRM.

**Note:** Make sure that Java home is set in the path before you run this command by running the source <aia.home>/bin/aiaenv.sh command.

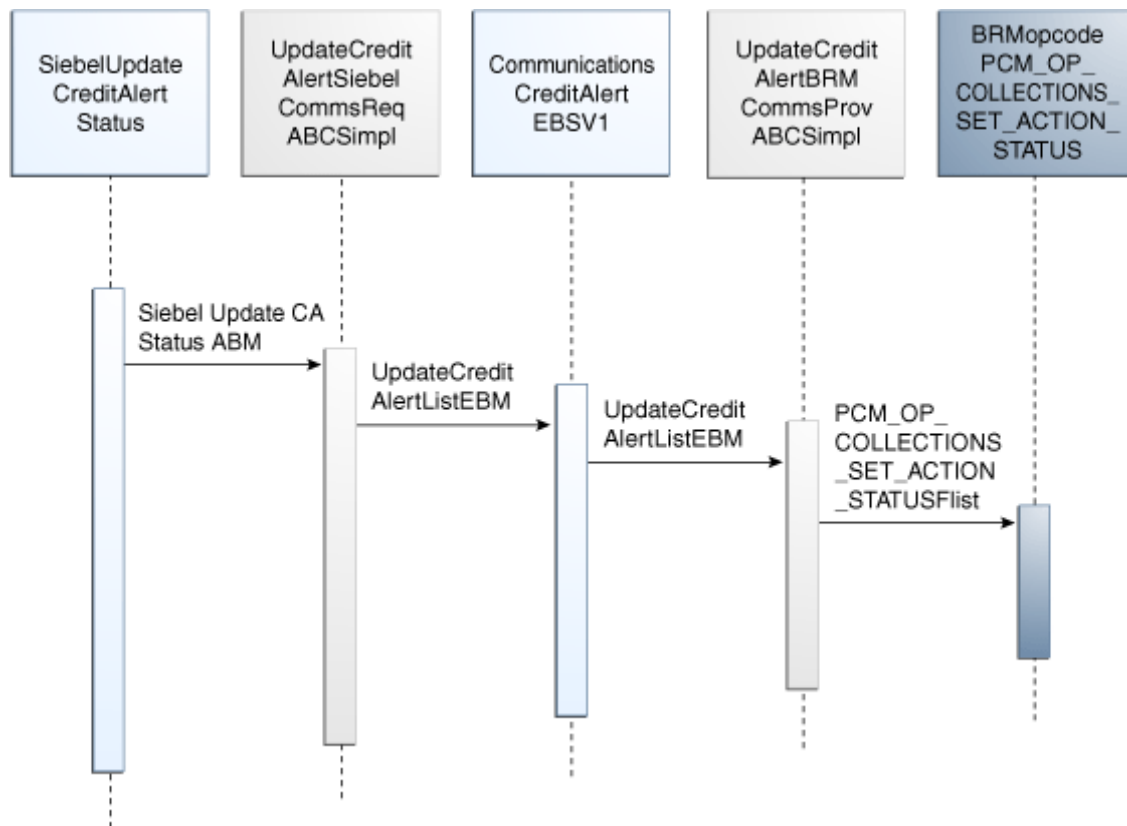
## Sync Collections Actions Status Integration Flow

This integration flow synchronizes the status of a collection action from Siebel CRM to Oracle BRM. The customer service representative (CSR) can set the status of a collection action to *Closed* and click the Sync Status button. After this action, Siebel CRM invokes Oracle AIA web services, which in turn invokes an Oracle BRM opcode. The Oracle BRM opcode updates the status of the given collection action in Oracle BRM.

This integration flow uses the following services:

- UpdateCreditAlertSiebelCommsReqABCSImpl with operation UpdateStatus
- CommunicationsCreditAlertEBSV1 with operation UpdateCreditAlertList
- UpdateCreditAlertBRMCommsProvABCSImpl with operation UpdateStatus

This sequence diagram illustrates the Sync Collections Actions Status integration scenario:



### Sync Collections Actions Status from Siebel CRM to Oracle BRM sequence diagram

When you initiate the Sync Collections Actions Status process, the following events occur:

1. Siebel CRM invokes Oracle AIA UpdateCreditAlertSiebelCommsReqABCSImpl with operation UpdateCreditAlert (fire and forget design pattern) with the following data:
  - Action alert ID (unique identifier for each credit alert in Siebel CRM)
  - Integration ID (POID of Collections Action ID)
  - Status (Closed)

- Billing profile ID
2. UpdateCreditAlertSiebelCommsReqABCImpl transforms Credit Alert Status Siebel application business message (ABM) ListOfSWICUTCreditManagementIO to UpdateCreditAlertListEBM and invokes CommunicationsCreditAlertEBSV1 in fire and forget mode.
  3. CommunicationsCreditAlertEBSV1 routes the message to UpdateCreditAlertBRMCommsProvABCImpl (fire and forget).
- UpdateCreditAlertBRMCommsProvABCImpl does a lookup for the billing profile Id to determine the corresponding BRM ID. This process also determines the appropriate end point of the target Oracle BRM system based on the target Id.

## Oracle BRM Interfaces

The Sync Collections Actions Status integration flow uses this interface of Oracle BRM:

- PCM\_OP\_COLLECTIONS\_SET\_ACTION\_STATUS

**For more information,** see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, “BRM Documentation,” Reference, API reference, PCM opcode libraries.

## Siebel CRM Interfaces

The Sync Collections Actions Status integration flow uses this Siebel CRM interface:

- Outbound web service UpdateCreditAlertSiebelCommsReqABCImplServicePort operation UpdateCreditAlert

**For more information,** see the *Siebel Order Management Guide Addendum for Communications*, “Web Services Reference.”

## Industry AIA Components

The Sync Collections Actions Status integration uses the following delivered enterprise business objects (EBOs) and enterprise business messages (EBMs):

- CreditAlertEBO
- UpdateCreditAlertListEBM

EBO and EBM XML schema (XSD) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseObjectLibrary/Industry/Communications/EBO/CreditAlert/V1/`

Enterprise business service (EBS) web services description language (WSDL) files are located here: `http://<server name>:<port number>/AIAComponents/EnterpriseBusinessServiceLibrary/Industry/Communications/EBO/CreditAlert/V1/`

For detailed documentation of individual EBOs, click the View EBO Documentation link on the Integration Scenario Summary page in the Oracle AIA Console. You can also use the Integration Scenario Summary page to search for and view integration scenarios that use a particular EBO or EBS.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios.”

EBOs can be extended, for instance, to add new data elements. These extensions are protected, and will remain intact after a patch or an upgrade.

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Integration Developer's Guide*, “Extensibility for Oracle AIA Artifacts,” Extending EBOs.

## Integration Services

These services are delivered with the Sync Collections Actions Status integration flow:

- CommunicationsCreditAlertEBSV1
- UpdateCreditAlertSiebelCommsReqABCSImpl
- UpdateCreditAlertBRMCommsProvABCSImpl

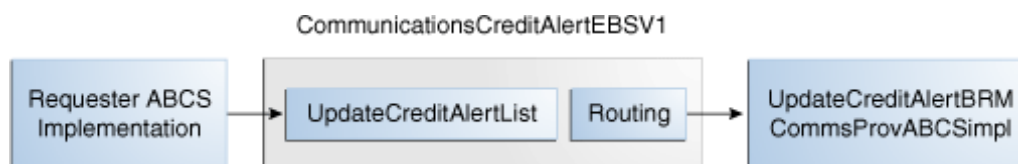
You can use the Integration Scenario Summary page in the Oracle AIA Console to search for and view integration scenarios that use a particular Application Business Connector Service (ABCS).

**For more information,** see *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Using the BSR UI to View Integration Scenarios.”

### CommunicationsCreditAlertEBSV1

CommunicationsCreditAlertEBSV1 performs actions related to a credit alert such as create credit alert, update credit alert, query credit alert, and so on.

This diagram illustrates the relationship of the CommunicationsCreditAlertEBSV1 with the other services in the integration flow:



### CommunicationsCreditAlertEBSV1

### UpdateCreditAlertSiebelCommsReqABCSImpl

UpdateCreditAlertSiebelCommsReqABCSImpl is a Business Process Execution Language (BPEL) process. It performs the following actions:

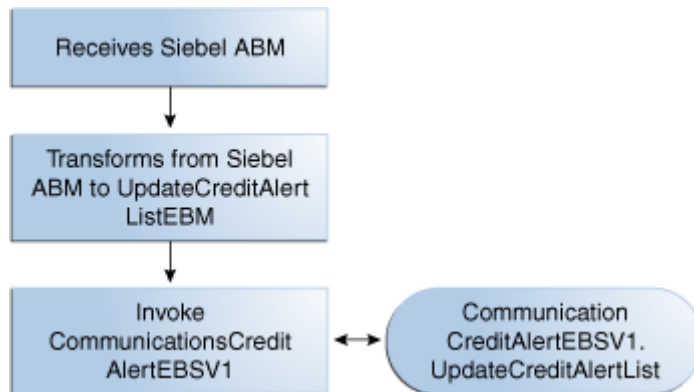
- Receives Siebel Credit Alert ABM containing billing profile ID, credit alert ID, integration ID,



and status.

- Performs a lookup on Oracle AIA cross-reference to determine the system ID of Oracle BRM.
- Transforms the ABM to UpdateCreditAlertListEBM, and invokes CommunicationsCreditAlertEBSV1.

This diagram illustrates the data transformation flow:



Data transformation flow in requester ABCS

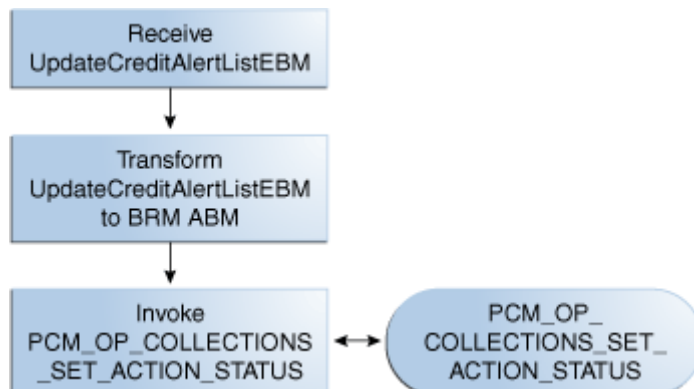
---

## UpdateCreditAlertBRMCommsProvABCSEmpl

The UpdateCreditAlertBRMCommsProvABCSEmpl receives the UpdateCreditAlertListEBM from the EBS and then transforms the UpdateCreditAlertListEBM to the BRM PCM\_OP\_COLLECTIONS\_SET\_ACTION\_STATUS flist.

It then invokes the BRM PCM\_OP\_COLLECTIONS\_SET\_ACTION\_STATUS opcode with this flist and then updates the status for the credit alert (or collection action) to Closed in Oracle BRM.

This diagram illustrates the data transformation flow:



Data transformation flow



# Chapter 9: Configuring the Process Integration for Collections Management

This chapter discusses how to set up Oracle Billing and Revenue Management (Oracle BRM) and Siebel Customer Relationship Management (Siebel CRM). In addition, it discusses how to work with domain value maps (DVMs) and cross-references, how to handle errors, how to view enterprise business object (EBO) implementation maps (EIMs), and how to configure the process integration for collections management.

This chapter includes the following sections:

- Setting Up Oracle BRM
- Setting Up Siebel CRM
- Working with DVMs
- Working with Cross-References
- Handling Errors
- Viewing EBO EIMs
- Configuring the Process Integration for Collections Management

---

## Setting Up Oracle BRM

To set up Oracle BRM:

1. Specify pay types to process.
2. Set the minimum overdue balance to process.
3. Set the number of bill units retrieved during step searches.
4. Set up invoice reminders.
5. Define collections features.
6. Configure how Collections Manager determines dates.

**For more information**, see *Oracle Communications Billing and Revenue Management (BRM) Documentation*, “Managing Payments and Accounts Receivable,” “Managing Payments,” “Collecting overdue balances,” “Setting up Collections Manager”.

---

## Setting up Collection Action Names in Oracle BRM

As stated in the Process Integration for Collections Management Overview section, the process integration for collection management synchronizes collection actions between Oracle BRM and Siebel CRM. The collection actions are mapped to Siebel CRM as credit alerts using the DVM `COLLECTION_ACTIONNAME.xml`.

As delivered, DVM mappings exist for the following collections actions:

- Impose Late Fee
- Courtesy Phone Call
- Courtesy Email or SMS Reminder
- Courtesy Dunning Letter
- Demanding Phone Call
- Inactivate Services of Billinfo
- Harsh Dunning Letter
- Refer to outside agency
- Writeoff Billinfo
- Close Services of Billinfo
- Inactivate the Account

Of the 11 collections actions, these four collections actions are seeded in Oracle BRM and are available as part of the product installation.

- Inactivate Services of Billinfo
- Close Services of Billinfo
- Writeoff Billinfo
- Refer to outside agency

Before you use the process integration, the implementer has the option of either adding these seven remaining collection actions in Oracle BRM or run the collection integration process with the four seeded values listed previously. If the implementer's intent is to add these additional collection actions, then they must be manually entered in the Oracle BRM Collection Manager:

- Impose Late Fee
- Courtesy Phone Call
- Courtesy Email or SMS Reminder
- Courtesy Dunning Letter
- Demanding Phone Call
- Harsh Dunning Letter
- Inactivate the Account

---

**Warning:** Use caution when manually entering these action names in Oracle BRM because any change in spelling or case breaks the Sync Collection Action integration flow. The DVM lookup fails due to a mismatch of strings.

---

**Note:** If the intent of the implementer is to use new or different collection action names, then explicit changes must be made in the COLLECTION\_ACTIONNAME.xml DVM before you use the process integration.

## Setting Up Siebel CRM

For some Siebel CRM interfaces, in Siebel, you must set the process property UTCCanonical to Y.

**For more information** about which Siebel CRM interfaces require you to enable the UTCCanonical process property, see instructions for ACR 474 and 508 in the *Siebel Maintenance Release Guide*.

The credit alert appears in the customer service supervisor's queue by default, and the supervisor assigns the credit alert to a customer service representative (CSR). Siebel CRM can also be customized to automatically assign these credit alerts to a CSR based on a set of criteria as defined by the service provider.

To set up Siebel CRM:

1. Extract and copy the .ifb files from the ACR 463/EIM folder.
2. Place the ProcessAlertsAndBillingProf.ifb file on the server path: Siebsvr/Admin

To configure Siebel CRM:

1. Make sure that the Siebel server is running.
2. Make sure that the Siebel Enterprise Integration Manager (EIM) component is online.
3. For creation of the EIM job:
  - a. Go to **SiteMap, Administration - Server Management, Jobs**
  - b. Click the **New** button and select *Enterprise Integration Manager* in the **Component/Job** tab.
  - c. Complete the following parameters on the Job Parameters applet:  
 Configuration file = *ProcessAlertsAndBillingProf.ifb*  
 Enter appropriate settings for **Error Flag**, **Trace Flag**, and **SQL Trace Flag**.
4. Click the **Submit Job** button.
5. Make sure that the status changes to *Success* for the job that you have run.
6. After the EIM job is done, query the IF\_ROW\_STAT column of EIM\_ALERT\_CUT table to ensure that all the records have been loaded in the Siebel base tables correctly.
7. Check the Siebel user interface (UI) to ensure that the data appears in corresponding views of the Credit Management screen.

**For more information**, see *Configuring Siebel Business Applications*, Configuring EIM Interfaces.

For Oracle Data Integrator (ODI)-based collection flows, during the transfer of data from Oracle BRM to Siebel CRM, ODI creates some temporary tables in the Siebel database. Once the data is successfully written to the Siebel EIM table, these temporary tables are dropped. Therefore, the Siebel database administrator must grant *create table* privilege so that ODI can create the temporary tables.

**For more information** about using ODI, see *Oracle Data Integrator Reference Manual* and *Oracle Data Integrator User's Guide*

## Working with DVMs

Domain value maps (DVMs) are a standard feature of the Oracle service-oriented architecture (SOA) Suite that enables you to equate lookup codes and other static values across applications, for example, *FOOT* and *FT* or *US* and *USA*.

DVMs are static in nature, though administrators can add maps as required. Transactional business processes never update DVMs—they only read from them. They are stored in XML files and cached in memory at run time.

DVM types are seeded for the Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care flows. Administrators can extend the list of mapped values by adding more maps.

These are the DVMs for the process integration for collections management:

DVM	Description
COLLECTION_ACTIONNAME.xml	DVM mapping for action name
COLLECTION_PRIORITY.xml	DVM mapping for priority
COLLECTION_STATUS.xml	DVM mapping for status
COLLECTION_SUBSTATUS.xml	DVM mapping for sub-status
CURRENCY_CODE.xml	DVM mapping for currency code

**Important:** These five DVMs can be updated in the ODI DVM folder or through the ESB console. Therefore, if you make any changes to any of these DVMs using the ESB console, then you must export them to the ODI DVM folder, or vice versa.

**For more information,** see *Oracle Application Integration Architecture – Foundation Pack 2.5: Integration Developer's Guide*, "Understanding Message Transformation, Enrichment, and Configuration," DVMs.

## Working with Cross-References

Cross-references map and connect the records within the application network, and they enable these applications to communicate in the same language. The integration server stores the relationship in a persistent way so that others can refer to it.

This table lists the collections management cross-references:

Cross-reference Table Name	Column	Description
CUSTOMERPARTY_ACCOUNTID	BRM/ SIEBEL	Used for cross-reference lookup for account ID.
CUSTOMERPARTY_BILLPROFILEID	BRM/ SIEBEL	Used for cross-reference lookup for billing profile ID.

## Handling Errors

### For handling Oracle BRM errors:

In case of any error, error details are logged to a file called CollectionsErrorLog.txt. This log file is available at <User\_Home>/DISHome/CollectionsHome

Here <User\_Home> is the UNIX user home path. For example, /slot/ems2880/oracle/DISHome/CollectionsHome

### For handling Siebel CRM errors:

After every EIM load, check the value of the IF\_ROW\_STAT column in the EIM\_ALERT\_CUT table. The status is imported for successful loading. If the status is not imported, errors occurred during data load from the Siebel EIM tables to the Siebel base tables. Perform the following actions for this type of error:

1. From the **Jobs** view in the Administration – Server Management screen, navigate to the **Tasks** view in the same screen.
2. Get the task number from the **Task** field.
3. Navigate to the Siebsrvr\Log directory in the server and locate the log file by querying with the same task number.

The log file contains details of every level of EIM processing and errors if any.

4. Run the EIM job with appropriate .ifb property values after modifying the values for failed records.

**For more information** about EIM Error handling, see *EIM Administration Guide*, “Resolving Import Processing Problems.”

**For more information** about the errors generated by Oracle BRM and Siebel CRM applications, see the documentation for that product.

**For more information** about Oracle AIA error handling, see the *Oracle Application Integration Architecture - Foundation Pack 2.5: Core Infrastructure Components Guide*, “Setting Up Error Notifications and Trace Logging.”

## Viewing EBO Implementation Maps (EIMs)

**For more information** about how services are mapped, see the My Oracle Support document: EBO Implementation Maps (EIMs) 881022.1.

## Configuring the Process Integration for Collections Management

Configure these properties in the AIAConfigurationProperties.xml file. The file is located in <aia.home>/config/. Entries in the AIAConfigurationProperties.xml file are case-sensitive.

**Note:** Whenever the AIAConfigurationProperties.xml file is updated, the file must be reloaded for updates to be reflected in the applications or services that use the updated properties. You can perform this reload by clicking the Reload button on the Configuration page in the Oracle AIA Console. Alternatively, you can perform the reload by rebooting the server.

**For more information,** see the *Oracle Application Integration Architecture – Foundation Pack 2.5: Core Infrastructure Components Guide*, “Loading Oracle AIA Configuration File Updates.”

Property Name	Value/Default Values	Description
AIAHome	No default value. A value will be entered during installation.	This property contains the absolute path to AIA Home.
BatchSize	Default value = 35 After installation, administrators or users can change this value.	This property specifies the number of messages to dequeue in one batch. For more information about changing the batch size default value, see <a href="#">Changing the BatchSize Default Value</a> .
Default.SystemID	SEBL_01	This property gives the system ID of Siebel CRM.
IF_ROW_BATCH_NUM_CreatedStart	Default value = 100. After installation, administrators or users can change this value.	This property starting value for the IF_ROW_BATCH_NUM is the value for the rows for new collection actions created in the Siebel EIM table.
IF_ROW_BATCH_NUM_CreatedEnd	Default value = 199 After installation, administrators or users can change this value.	This property end value for the IF_ROW_BATCH_NUM is the value for the rows for new collection actions created in the Siebel EIM table.
IF_ROW_BATCH_NUM_UpdateStart	Default value = 200 After installation, administrators or users can change this value.	This property starting value for the IF_ROW_BATCH_NUM is the value for the updated collection actions in the Siebel EIM table.
IF_ROW_BATCH_NUM_UpdateEnd	Default value = 299 After installation, administrators or users can change this value	This property end value for the IF_ROW_BATCH_NUM is the value for the updated collection actions in the Siebel EIM table
IF_ROW_BATCH_NUM_Error	Default value = 50 After installation, administrators or users can change this value.	This property defines the value for the IF_ROW_BATCH_NUM for the unsuccessful collections actions during importing from the Siebel EIM table.



Property Name	Value/Default Values	Description
AL_SOURCE_CD	Customer	This property is used to update the AL_SOURCE_CD value in the Siebel EIM table.
AL_TYPE_CD	Credit	This property is used to update the AL_TYPE_CD value in the Siebel EIM table.

---

## Changing the BatchSize Default Value

Changing the BatchSize default value has dependencies on the batch size that is defined in Siebel. Before you make any changes to this property, check Siebel documentation to find out the optimal batch size and accordingly make changes to this property.

For example, if the BatchSize property is changed to 50 and the IF\_ROW\_BATCH\_NUM\_CreatedStart = 100 and IF\_ROW\_BATCH\_NUM\_CreateEnd = 199, then ODI can simultaneously dequeue  $50 \times 100 = 5000$  records into the Siebel EIM table. Siebel batch size for the EIM table load must match so that it can manage this data upload from ODI.



# Appendix A: Using Session Pool Manager

Session Pool Manager (SPM) is a service in the Oracle SOA Suite web server whose primary function is to manage a pool of web server session tokens that can be reused by BPEL flows.

**Note:** At this time, SPM is only available for the Siebel web server and the CRM On Demand webserver.

Reusing session tokens significantly enhances the overall performance of BPEL flows that call web services. This is because the session token creation process is a time-consuming operation in the application web server.

Some features of SPM include:

- SPM is automatically initialized upon the request of a session token.
- The session token pool is stored in memory.
- SPM supports concurrent (multithreaded) BPEL flows
- SPM supports multiple application web server instances (hosts), with one SPM instantiated per host.
- Includes the Sentinel, which periodically checks session tokens, removes expired sessions, and replaces them with new ones.

**For more information** about Session Pool Manager, see the *Oracle Application Integration Architecture 2.5 - Session Pool Manager: User Guide*.

## Configuring Session Pool Manager

SPM configuration properties are set in the AIAConfigurationProperties.xml file as a Module Configuration. The module name is SessionPoolManager.

SPM can work with multiple hosts (application web servers). Therefore, each property can be set as a default for all hosts, and overridden for a specific host. The only exception is the TRACE.LOG.ENABLED property, which cannot be set to be server-specific.

Each property has a prefix that indicates the application web server. For example:

```
<Property name="all_hosts.PoolSize_Max">40</Property>
<Property name="SEBL_01.PoolSize_Max">20</Property>
```

The first line defines **40** as the default maximum pool size for all hosts.

The second line overrides the default pool size to **20** for the application web server SEBL\_01.

The concept of system ID and HostId are synonymous.

For example, a customer installing a Process Integration Pack (PIP) for Siebel may use SEBL\_01 as the system ID for the Siebel application web server. They will see SEBL\_01 in the AIAConfigurationProperties.xml file as the "Default.SystemID" property for the services

connecting to the Siebel application web server. This SEBL\_01 value should also be used as the HostId value in SPM to refer to the Siebel application web server.

All properties must be defined by application web server or default. If a property is not defined for a specific application web server, then the default property (all\_hosts) will be used. If no all\_hosts default property is defined, the caller will receive a fault indicating the missing property.

Based on the patch set level that you are on, Siebel connectors may have been enabled to use Session Pool Manager:

To see if you are at the correct patch set level, go to  
\$AIA\_HOME/config/AIAConfigurationProperties.xml and check the respective process sections.  
The values of "SEBL\_01.EndpointURI" properties for the process, should match with the value of "SEBL\_01.EndpointURI" property under the SessionPoolManager module configuration section.  
For example:

```
<Property
name="Routing.<*>.SEBL_01.EndpointURI">http://[siebel.http.host]:[siebel.http.port]/eai_enu/start.swe?SWEEExtSource=SecureWebService&SWEEExtCmd=Execute&WSSOAP=1</Property>
```

**For more information** about the SPM configuration properties, see the *Oracle Application Integration Architecture 2.5 - Session Pool Manager: User Guide*. "Setting Up Session Pool manager Configuration Properties".

---

**Caution:** In the case where a Siebel instance (such as for System Code "SEBL\_01") is restarted, you must terminate the Session Pool Manager for that Siebel instance because its Siebel sessions are no longer valid.

---

# Appendix B: Mapping Siebel Billing Management UI Elements to Oracle BRM Customer Center

This appendix provides a mapping of fields on the Siebel Billing Management UI to fields in Oracle BRM Customer Center. This appendix can be used as a reference to explain the Agent Assisted Billing Care integration.

This appendix includes the following sections:

- Billing Profile and Account Balance
- Bills
- Balance Group
- Unbilled Usage
- Payments

**Note:** Siebel UI screenshots are for reference only and may differ from actual screens.

---

## Billing Profile and Account Balance

Navigate to the **Account Summary, Billing Profile** applet, **Billing Profile Name** link

**Siebel Screen:** Billing Profile Portal screen

**Siebel View:** Billing Invoice

**UI Component:** Billing Profile, as shown in the following screenshot.

**Billing Profile**

Account: John Smith Primary: ☒

Profile Name: JS\_Profile Bill Type: Detail

Service Account: John Smith Bill Media: Email

Payment Method: Bill Me Billing Profile Status: Active

Comments:

**Balance Summary**

Balance: \$95.08 Due Now: \$95.08

Pending Payments/Adjustments: \$0.00 Currency: USD

Unresolved Disputes: \$0.00 Total: \$95.08

Unbilled Usage: \$0.00

Bill Number	Bill Period	Amount Due	Due Date	Previous Balance	Payments and A/R Actions	Bill Payment
BI-10413	02/22/2011 - 03/22/2011	\$31.00	4/21/2011	\$64.00	\$0.00	\$0.00
BI-10412	01/22/2011 - 02/22/2011	\$2.00	3/24/2011	\$62.00	\$0.00	\$0.00
BI-10411	12/22/2010 - 01/22/2011	\$2.00	2/21/2011	\$60.00	\$0.00	\$0.00
BI-10408	12/22/2010 - 12/24/2010	\$60.00	1/23/2011	\$0.00	(\$2.00)	(\$2.00)

## Billing Profile

This table shows the mappings for Billing Profile.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Billing Profile Form	Account	Summary	Contact Information	Company or First & Last Name	Account / Customer name
--	Primary	NA	NA	NA	--
--	Profile Name	Payments	Billing Payment Method	Bill Unit	Account / Customer Billing Profile name
--	Bill Type	NA	NA	NA	Bill / Invoice type requested by customer (summary or detail)
--	Service Account	Summary	Contact Information	Company or First & Last Name	In cases where the billing account and service account are different. In such scenarios it results in a parent-child hierarchy in Oracle BRM. The service account is the nonpaying child account.
--	Bill Media	Payments	Billing Payment Method – Payment Options	Delivery Method	Delivery method for invoice. For example, delivery of invoices by <i>email</i> , <i>paper</i> , and so on.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
--	Payment Method	Payments	Billing Payment Method	Payment Method	How customers pay their bills. Payment methods include <i>credit card</i> , <i>invoice</i> , <i>debit card</i> , and so on.
--	Billing Profile Status	NA	NA	NA	Current status of the customer's billing profile ( <i>active</i> or <i>inactive</i> .)

**UI Component:** Balance Summary, as shown in the following screenshot.

The screenshot displays the Oracle BRM Customer Center interface. The top navigation bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. Below this is a 'Customer Portal: John Smith' breadcrumb and a 'Bills' link. The main content area is divided into two sections: 'Billing Profile' and 'Balance Summary'. The 'Billing Profile' section shows details for 'John Smith', including 'Profile Name: JS\_Profile', 'Service Account: John Smith', 'Payment Method: Bill Me', and 'Billing Profile Status: Active'. The 'Balance Summary' section shows a table with columns: 'Bill Number', 'Bill Period', 'Amount Due', 'Due Date', 'Previous Balance', 'Payments and A/R Actions', and 'Bill Payment'. The table contains four rows of data, with the first row highlighted in yellow. Below the table, there are tabs for 'Bills', 'Balance Group', 'Unbilled Usage', 'Payments', and 'Adjustments'.

## Balance Summary

This table shows the mappings for Balance Summary.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Balance Summary Form	Balance	Balance	Balance Summary	Amount due for all bills	Total billed amount that has not been paid. This includes the balance impact of any unresolved dispute.
--	Due Now	Balance	Balance Summary	Due Now	Billed amount the customer currently owes. This is calculated as <i>Amount due for all bills</i> minus <i>Adjustments/Payments</i> that are not yet applied.
--	Pending Payments / Adjustments	Balance	Balance Summary	Adjustments / Payments not applied	Total of unallocated payments and unallocated account adjustments.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
--	Currency	NA	NA	NA	--
--	Unresolved Disputes	Balance	Balance Summary	Unresolved Disputes	Total of disputed amounts that have been removed from the <i>Due Now</i> amount before the settlement of the dispute.
--	Total	Balance	Balance Summary	Total	Sum of the <i>Due Now</i> amount and the <i>Bill in Progress</i> (estimate) amount.
--	Unbilled Usage	Balance	Balance Summary	Bills in Progress	The <i>Bill in Progress</i> shows the current balance of the upcoming bill, including unbilled item charges, cycle forward arrears fees, and A/R actions on those charges and fees.

## Bills

Navigate to the **Account Summary, Billing Profile** applet, **Billing Profile Name** link, **Bills** tab

**Siebel View:** Billing Invoice

**UI Component:** Bills, as shown in the following screenshot.

The screenshot displays the Oracle BRM Customer Center interface. The top navigation bar includes links for Home, Accounts, Agreements, Orders, Sales Order, Quotes, Trouble Tickets, and various Administration tabs. The 'Billing Profile' applet is active, showing details for 'John Smith'. The 'Bills' tab is selected, displaying a table of bills with columns for Bill Number, Bill Period, Amount Due, Due Date, Previous Balance, Payments and A/R Actions, and Bill Payment.

Bill Number	Bill Period	Amount Due	Due Date	Previous Balance	Payments and A/R Actions	Bill Payment
BI-10413	02/22/2011 - 03/22/2011	\$31.08	4/21/2011	\$64.00	\$0.00	\$0.00
BI-10412	01/22/2011 - 02/22/2011	\$2.00	3/24/2011	\$62.00	\$0.00	\$0.00
BI-10411	12/22/2010 - 01/22/2011	\$2.00	2/21/2011	\$60.00	\$0.00	\$0.00
BI-10408	12/22/2010 - 12/24/2010	\$60.00	1/23/2011	\$0.00	(\$2.00)	(\$2.00)

## Bills



This table shows the mappings for Bills.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Invoice List Applet	Bill Number	Balance	Bills	Number	A unique number that identifies a specific bill. Each invoice contains a bill number. A bill is an object in the Oracle Communications BRM database that stores the balance impacts in the bill items of a customer's account during one billing cycle. Bills contain information about the customer's account, the account billing cycle, and the amount billed.
--	Bill Period	Balance	Bills	Billing Cycle	The time period during which charges accumulate in an account before a bill is finalized. One billing cycle can contain one or more accounting cycles.
--	Amount Due	Balance	Bills	Balance	The original bill amount minus <i>Payments and A/R Actions</i> .
--	Due Date	Balance	Bills	Due Date	The on which the bills payment is due.
--	Previous Balance	NA	NA	NA	--
--	Payments and A/R Actions	Balance	Bills	Payments and A/R Actions	The total sum of all payments made for a bill plus the A/R actions, such as <i>adjustments</i> or <i>refunds</i> .
--	Bill Payment	Payments	Payments Received	Paid	The total payment made against a bill.

Navigate to the **Account Summary, Billing Profile** applet, **Billing Profile Name** link, **Bills** tab, **Bill Number** link

**Siebel View:** Billed Usage Detail

**UI Component:** Bill Details, Service Charges, Item Charges, as shown in the following screenshot.

The screenshot displays the Oracle BRM Customer Center interface. At the top is a navigation bar with tabs: Home, Accounts, Agreements, Orders, Sales Order, Quotes, Trouble Tickets, Administration - Application, Administration - Business Process, Administration - Communications, and Billing Profile. Below the navigation bar, the 'Bill Details' section shows account information for John Smith, including the bill period (02/22/2011 - 03/22/2011), previous balance (\$64.00), amount due (\$31.08), and bill number (B1-10413). The 'Service Charges' section lists two charges: SB-35-001 (Charge: \$30.00, Discount: \$0.92, Net Amount: \$29.08) and SB-35-002 (Charge: \$2.00, Discount: \$0.00, Net Amount: \$2.00). The 'Item Charges' section lists one charge: Cycle forward (Charge: \$30.00, Discount: \$0.92, Net Amount: \$29.08).

### Bill Details, Service Charges, Item Charges

This table shows the mappings for Bill Details.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Invoice Form Applet	Account	Summary	Contact Information	Company or First & Last Name	Account / Customer name
--	Profile Name	Payments	Billing Payment Method	Bill Unit	Account / Customer Billing Profile name
--	Bill Number	Balance	Bill Details	Number	A unique number that identifies a specific bill. Each invoice contains a bill number. A bill is an object in the Oracle Communications BRM database that stores the balance impacts in the bill items of a customer's account during one billing cycle. Bills contain information about the customer's account, the account billing cycle, and the amount billed..
--	Bill Period	Balance	Bill Details	Billing Cycle	The time period during which charges accumulate in an account before a bill is finalized. One billing cycle can contain one or more accounting cycles.
--	Amount Due	Balance	Bill Details	Balance	The original bill amount minus the <i>Payments and A/R Actions</i> .

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
--	Due Date	Balance	Bill Details	Due Date	The date on which the bills payment is due.
--	Previous Balance	NA	NA	NA	--
--	Payments and A/R Actions	Balance	Bill Details	Payments and A/R Actions	The total sum of all payments made for the bill plus the A/R actions such as <i>adjustments</i> or <i>refunds</i> .
--	Bill Payment	Balance	Bill Details	Total Payments	The total payments made against the bill.

This table shows the mappings for Service Charges.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Invoice Service Charge List	Description	Balance	Bill Details, Item Charges	Description	Name of the service.
--	Charge	Balance	Bill Details, Item Charges	Charge	Holds charges of all items under the service.
--	Discount	Balance	Bill Details, Item Charges	Discount	Holds the total of all discounts given under the service or item.
--	Net Amount	Balance	Bill Details, Item Charges	Net	The <i>Net Amount</i> is the amount after discounts, payments, and A/R actions have been applied to the service.

This table shows the mappings for Item Charges.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Invoice Item Charge List	Description	Balance	Bill Details, Item Charges	Description	Item is an entity that represents a group of charges. For example, a <i>Cycle Forward</i> charge for the service VoIP instance.
	Charge	Balance	Bill Details, Item Charges	Charge	<i>Charge</i> indicates the total amount for the item
	Discount	Balance	Bill Details, Item Charges	Discount	The <i>Discount</i> column shows any discount that is applicable to the item.
	Net Amount	Balance	Bill Details, Item Charges	Net Amount	The <i>Net Amount</i> is the amount after discounts, payments, and A/R actions have been applied to the item.

Navigate to the **Account Summary, Billing Profile** applet, **Billing Profile Name** link, **Bills** tab, **Bill, Item Charges, Net Amount** link

**Siebel View:** CDR Details

**UI Component:** Event Details, as shown in the following screenshot.

Date	Charge	Discount	Net Amount	Duration	Called Number	Non-Currency
3/22/2011 12:00:00	\$5.00	(\$0.15)	\$4.85	1		
3/22/2011 12:00:00	\$25.00	(\$0.77)	\$24.23	1		

## Event Details

This table shows the mappings for Event Details.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
CDR Details List	Date	Balance	Bill Details, Item Charges, Description	Date & Time	Date and time when the call was made. The time zone of the call is the time zone in which the call was originally made.
--	Charge	Balance	Bill Details, Item Charges, Description	Charge	<i>Charge</i> indicates the total amount for the call (CDR).
--	Discount	Balance	Bill Details, Item Charges, Description	Discount	The <i>Discount</i> column shows any discount that is applicable.
--	Net Amount	Balance	Bill Details, Item Charges, Description	Net	Actual amount due after any discounts are applied to the charge.
--	Duration	Balance	Bill Details, Item Charges, Description	Quantity	Total time of the call.
--	Number Called	Balance	Bill Details, Item Charges, Description	Called No	Telephone number to which the call was made.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
--	Non-Currency	Balance	Bill Details, Item Charges, Description	Non-Currency	If the event is of type <i>nonmonetary</i> , the column is checked.

Navigate to the **Account Summary, Billing Profile** applet, **Billing Profile Name** link, **Bills** tab, **Bill Number** link, **Payments** tab

**Siebel View:** Billed Usage Payments

**UI Component:** Bill Payments, as shown in the following UI.

The screenshot displays the Oracle Siebel Billing Management interface. The top navigation bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. Below this is a 'Saved Queries' section. The main menu shows 'Home', 'Accounts', 'Agreements', 'Orders', 'Sales Order', 'Quotes', 'Trouble Tickets', 'Administration - Application', 'Administration - Business Process', 'Administration - Communications', and 'Billing Profile'. The 'Billing Profile' sub-menu is expanded, showing 'Billing Profile'. The 'Bill Details' section is active, displaying account information for 'John Smith', bill period '02/22/2011 - 03/22/2011', and a balance of '\$64.00'. The 'Payments' section is also visible, showing a table with two payment entries: P1-81 for \$1.08 and P1-82 for \$5.00, both credited to a credit card.

Payment Number	Payment Date	Payment Method	Payment Amount	Comments	Confirmation Number	Allocated	Unallocated	Reversed
P1-81	1/6/2011	Credit Card	(\$1.08)		P1-81	-1.08	0	
P1-82	1/6/2011	Credit Card	(\$5.00)		P1-82	-5	0	

## Bill Payments

This table shows the mappings for Bill Payments.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Billed Usage Payments List	Payment Number	Balance	Bill Details, Payment Details	Payment Number	The payment item number to identify a payment.
--	Payment Date	Balance	Bill Details, Payment Details	Posted	The date on which the payment was posted.
--	Payment Method	Balance	Bill Details, Payment Details	Payment Type	The <i>Payment Method</i> identifies how customers paid their bill. For example, by credit card or direct deposit.
--	Payment Amount	Balance	Bill Details, Payment Details	Amount	The total amount that was paid by the subscriber as part of the payment.
--	Confirmation Number	Balance	Bill Details, Payment Details	Payment Number	The payment item number to identify a payment.
--	Allocated	Balance	Bill Details, Payment Details	Allocated	The payment amount that has been allocated to the bill.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
--	Unallocated	Balance	Bill Details, Payment Details	Unallocated	The total amount from the payment made that is not yet applied.
--	Reversed	Balance	Bill Details, Payment Details	Reversed	If a particular payment has been reversed, then this column displays the value Y.

Navigate to the **Account Summary**, **Billing Profile** applet, **Billing Profile Name** link, **Bills** tab, **Bill Number** link, **A/R Items** tab

**Siebel View:** A/R Items Details

**UI Component:** Bills A/R Items, as shown in the following screenshot.

The screenshot displays the Oracle BRM Customer Center interface. The top navigation bar includes links for Home, Accounts, Agreements, Orders, Sales Order, Quotes, Trouble Tickets, Administration - Application, Administration - Business Process, Administration - Communications, and Billing Profile. The 'Billing Profile' applet is active, showing the 'A/R Items' tab. The 'Bill Details' section provides summary information for account John Smith, including the bill period (02/22/2011 - 03/22/2011), previous balance (\$64.00), amount due (\$17.00), and bill payment (\$6.08). The 'A/R Items' table lists two adjustment entries from 1/6/2011, one for Currency (\$3.00) and one for Currency (\$5.00).

## Bills A/R Items

This table shows the mappings for Bills A/R Items.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
A/R items List	Type	Balance	Bill Details, A/R Items	Type	The type of A/R actions, such as <i>Adjustment</i> , <i>Dispute</i> , <i>Refund</i> , <i>Write-Off</i> , and so on.
--	Date	Balance	Bill Details, A/R Items	Date	The date on which the adjustment was made.
--	Resource Name	Balance	Bill Details, A/R Items	Resource	This column indicates to which resource the adjustment was made. For example, <i>currency</i> resource or <i>noncurrency</i> resource such as free seconds.
--	Amount	Balance	Bill Details, A/R Items	Amount	The adjustment amount that was made against a resource.

## Balance Group

Navigate to the **Account Summary**, **Billing Profile** applet, **Billing Profile Name** link, **Balance Group** tab

**Siebel View:** Balance Group

**UI Component:** Balance Group Details (Balance Group, Balance, Balance Details, and Services), as shown in the following screenshot.

The screenshot displays the Siebel Billing Management UI. At the top, there are tabs for 'Billing Profile', 'Balance Summary', 'Balance Group', 'Unbilled Usage', 'Payments', and 'Adjustments'. The 'Balance Group' tab is selected. Below the tabs, there is a 'Name' section with a dropdown menu showing 'Account Level Balance Group'. To the right, there is a 'Balance' section with a table showing 'Balance' and 'Unit of Measure'. The 'Balance' table has one row with a value of 238.83 and a unit of 'Currency'. Below the 'Balance' table, there is a 'Balance Details' section with a table showing 'Available', 'Valid From', 'Valid to', and 'No End'. The 'Balance Details' table has three rows with values: 10, 9/30/2011, Y; 10, 9/30/2011, Y; and 244.8, 5/30/2011, Y. At the bottom, there is a 'Services' section with a table showing 'BRM Service Id', 'Service Type', 'Product Name', 'Effective Date', and 'Status'. The 'Services' table has four rows with values: 1112224343, /service/telco/VoIP, ST2\_VoIP Fax Serv, 10/1/2011 04:20:07, Active; 1112222323, /service/telco/VoIP, ST2\_Premium VoIP, 10/1/2011 04:19:57, Active; 1112222323, /service/telco/VoIP, ST2\_VoIP Voicemail, 10/1/2011 04:19:59, Active; and 1112222323, /service/telco/VoIP, ST2\_VoIP Caller ID, 10/1/2011 04:20:00, Active.

### Balance Group Details

This table shows the mappings for Balance Group Details.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Balance Group	Name	Balance	All Credit Limit, Currency Credit Limit	Balance Group	The name of the balance group. For example, <i>Account-Level Balance Group</i> .
Balance	Balance	--	All Credit Limit, Currency Credit Limit	Outstanding	Total balance under the balance group.
--	Unit of Measure	NA	NA	NA	In case of monetary resource, this column in Siebel CRM displays <i>Currency</i> and for nonmonetary resource this column is blank.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
--	Ceiling Credit Limit	--	All Credit Limit, Currency Credit Limit	Amount or Unlimited	<ol style="list-style-type: none"> <li>If there is a value under the Account in Oracle BRM, this indicates the credit limit of the balance group.</li> <li>If the <i>Unlimited</i> column is selected, this indicates there is no credit limit for the balance group.</li> </ol>
--	Floor Credit Limit	NA	NA	NA	--
--	Threshold Credit Limit	NA	NA	NA	--
Balance Details (for monetary resource)	Available	Plan	Product Detail	Outstanding	Total balance under the balance group.
--	Valid From	Plan	Product Detail	Purchase Start Date	Purchase start or valid from date.
--	Valid To	Plan	Product Detail	Purchase End Date	Purchase end or valid to date.
--	No End	Plan	Product Detail	Check box	This is used when the product has unlimited validity.
Balance Details (for nonmonetary resource)	Available	Non-Currency	Non-Currency Details	Available	Total balance under the balance group.
--	Valid From	Non-Currency	Non-Currency Details	Valid From	Resource start or valid from date.
--	Valid To	Non-Currency	Non-Currency Details	Valid To	Resource end or valid to date.
--	No End	Non-Currency	Non-Currency Details	Check box	This is used when the resource has unlimited validity.
Balance Group Services	BRM Service ID	Balance	All Credit Limit, Currency Credit Limit	Balance Group	If the product is part of a service bundle, then this column displays the <i>BRM Service ID</i> of the product under the balance group.
--	Service Type	Plans	Plans	Service	Billing service type of the product.
--	Product Name	Plans	Plans	Product / Discount	Product name.
--	Effective Date	Plans	Plans	Purchased	Product purchased date.



Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
--	Status	Plans	Plans	Status	Current status of the product ( <i>Active</i> or <i>Canceled</i> ).

## Unbilled Usage

Navigate to the **Account Summary, Billing Profile** applet, **Billing Profile Name** link, **Unbilled** tab

**Siebel View:** Unbilled Usage

**UI Component:** Bill Details, Service Charges, Item Charges, as shown in the following screenshot.

### Bill Details, Service Charges, Item Charges

This table shows the mappings for Bill Details, Service Charges, and Item Charges..

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Unbilled Usage	Description	Balance	Bills in Progress, Item Charges	Description	Name of the service.
--	Charge	Balance	Bills in Progress, Item Charges	Charge	Holds unbilled charges of all items under the service.
--	Discount	Balance	Bills in Progress, Item Charges	Discount	Holds the total of all discounts given under the service or item.
--	Net Amount	Balance	Bills in Progress, Item Charges	Net	The <i>Net Amount</i> is the amount after discounts, payments, and A/R actions have been applied to the service.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Unbilled item Charges	Description	Balance	Bills in Progress, Item Charges	Description	Item is an entity that represents a group of charges. For example, a <i>Cycle Forward</i> charge for the service VoIP instance.
--	Charge	Balance	Bills in Progress, Item Charges	Charge	<i>Charge</i> indicates the total amount for the item.
--	Discount	Balance	Bills in Progress, Item Charges	Discount	The <i>Discount</i> column shows any discount that is applicable.
--	Net Amount	Balance	Bills in Progress, Item Charges	Net Amount	The <i>Net Amount</i> is the amount after discounts, payments, and A/R actions have been applied to the item.

## Payments

Navigate to the **Account Summary, Billing Profile** applet, **Billing Profile Name** link, **Payments** tab

**Siebel View:** Billing Profile Payment

**UI Component:** Payments, as shown in the following screenshot.

The screenshot displays the Oracle Siebel Billing Profile Payments applet. The top section shows the Billing Profile details for 'John Smith', including Account, Profile Name, Service Account, Payment Method, and Billing Profile Status. The 'Balance Summary' section displays financial data: Balance (\$81.00), Due Now (\$81.00), Pending Payments/Adjustments (\$0.00), Unresolved Disputes (\$0.00), and Unbilled Usage (\$0.00). The bottom section is a table titled 'Payments' showing a list of payment transactions with columns for Payment Number, Payment Date, Payment Method, Payment Amount, Comments, Confirmation Num, Allocated, Unallocated, and Reversed.

Payment Number	Payment Date	Payment Method	Payment Amount	Comments	Confirmation Num	Allocated	Unallocated	Reversed
P1-70	12/24/2010	Credit Card	(\$2.00)		P1-70	-2	0	
P1-81	1/6/2011	Credit Card	(\$1.00)		P1-81	-1.00	0	
P1-82	1/6/2011	Credit Card	(\$5.00)		P1-82	-5	0	

## Payments

This table shows the mappings for Payments.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
Billing Profile Payments List	Payment Number	Payments	Payments Received	Number	The payment item number to identify a payment.

Siebel Applet	Siebel Field	BRM Tab	BRM Form	BRM Field	Comments
--	Payment Date	Payments	Payments Received	Date	The date on which the payment was posted.
--	Payment Method	Payments	Payments Received	Payment Method	The <i>Payment Method</i> identifies how customers paid their bill; for example, by credit card or direct deposit.
--	Payment Amount	Payments	Payments Received	Paid	The total amount that was paid by the subscriber as part of the payment.
--	Comments	Payments	Payments Received	NA	--
--	Confirmation Number	Payments	Payments Received	Number	The payment item number to identify a payment.
--	Allocated	Payments	Payments Received	Allocated	The payment amount that has been allocated to the bill.
--	Unallocated	Payments	Payments Received	Unallocated	The total amount from the payment made that is not yet applied.
--	Reversed	Payments	Payments Received	Reversed	Any payments that were reversed.



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