

Oracle Communications Digital BSS Reference Solution User Guide

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Introduction

This document outlines the Oracle Communications Digital BSS Reference Solution features you can execute using our reference data and reference installation. This document serves as a storyboard for the immediate out-of-the box scenarios you can exercise to ensure you have a working system.

IMPORTANT: This installation of Oracle Communications Digital BSS is NOT secure and should not be used for live customer data. Before using Oracle Communications Digital BSS in a production environment you MUST follow the secure installation guidelines for each application.

Related Trainings

This document serves only to demonstrate features in the installed Oracle Communications Digital BSS Reference Solution. For more in-depth training, please consult courseware available through Oracle University.

Oracle University Training and Courseware

Further training, including recordings illustrating the key features of Oracle Communications Digital BSS and the pre-built integrations are available through the Oracle University Web site at:

<http://education.oracle.com>. The trainings are available in **Classroom** and **Live Virtual Class** formats.

Navigate to Training > Industries > Oracle Communications.

- For training on Oracle Communications Digital BSS on premises applications, select Order and Service Management > OSM Foundations III: AIA Order to Activate Solution
- For Oracle AIA and pre-built integration related trainings, select AIA Communications

For an overview of the features that are available with current release as well as some general topics, see the [Features](#) section.

Acronyms

The following table lists and defines the acronyms used in this document:

Acronym	Word, Name, or Phrase	Context
BRM	Oracle Communications Billing and Revenue Management	Oracle product
CSR	Customer Service Representative	User role
CRM	Customer Relationship Management	Enterprise software category
GUI	Graphical User Interface	Software interface
ICS	Integration Cloud Service	Oracle Cloud
LOV	List of Values	UI control
RODOD	Rapid Offer Design and Order Delivery	Oracle solution blueprint

OSM	Oracle Communications Order and Service Management	Oracle product
UI	User Interface	Software interface
Oracle AIA	Oracle Application Integration Architecture	Oracle AIA products
PDC	Oracle Communications Pricing Design Center	Oracle product
Oracle CPQ Cloud	Oracle Configure, Price, and Quote Cloud	Oracle Product
OEC	Oracle Engagement Cloud	Oracle Product
TSQ	Technical Service Qualification	Order task

Setup and Login to Oracle Communications Digital BSS Applications

The Oracle Communications Digital BSS Reference Solution installation is configured to allow easy access to the applications with a wide set of permissions. This is not recommended for production environments and users should NOT use live customer data within these installations without first securing each application according to their respective installation guidelines.

Navigating the Applications

The following table provides a listing of the applications, their default locations, and default usernames.

Application Server	Default Location	Default Usernames
OSM Task web client	http://host:7011/OrderManagement	osm
OSM Order Management web client	http://host:7011/OrderManagement/orchestration	osm
OSM WebLogic Server Administration Console	http://host:7001/console	weblogic
PDC	http://host:8001/pdc/	pdc or pdcuser
Oracle AIA Enterprise Manager	http://host:7001/em	weblogic
Oracle Communications Billing Care	http://host:8020/bc/	Contact OPC team
Oracle CPQ Cloud	Oracle Public Cloud	Contact OPC team
Integration Cloud Service	Oracle Public Cloud	Contact OPC team
Oracle Engagement Cloud	Oracle Public Cloud	Contact OPC team

NOTE: As part of the manageable install kit (MIK) automated installation, there is a provision to generate a document containing the complete set of system parameters such as usernames, passwords, port numbers, etc. For more information, see the *Oracle Communications Digital BSS Reference Solution Installation Guide*.

Accessing Oracle CPQ Cloud

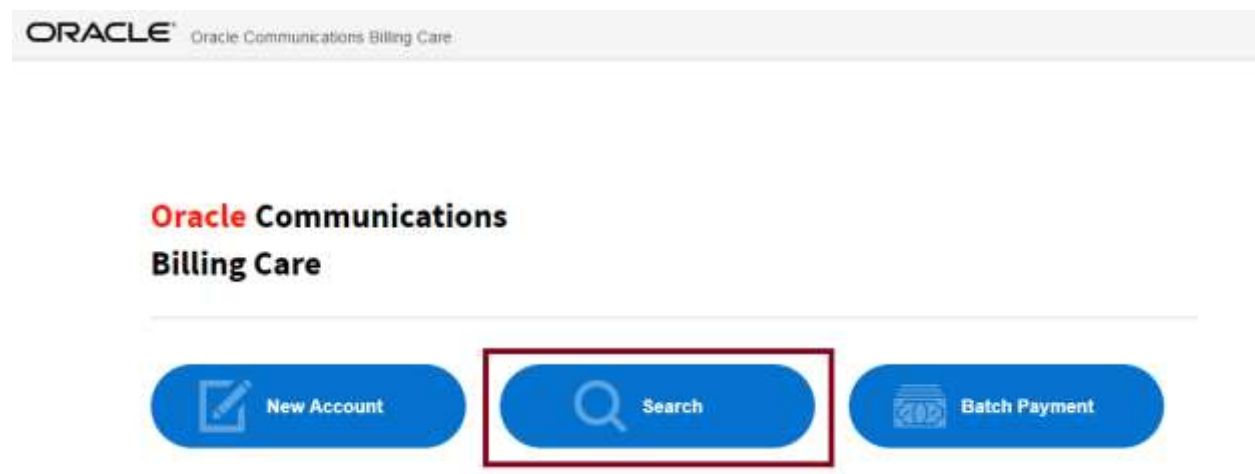
- Oracle CPQ Cloud is the Configuration Pricing and Quoting software-as-a-service (SaaS) that runs on Oracle Public Cloud. Customers have different subscription pricing options for Oracle CPQ Cloud, refer to

www.oracle.com/cloud for details. For Oracle Communications Digital BSS reference features, customers would need to download 'Oracle Communications Extensions for Oracle CPQ Cloud' and deploy that on top of base Oracle CPQ Cloud subscription. Oracle Communications Extensions for Oracle CPQ Cloud is a set of reference and sample materials that extend Oracle CPQ Cloud with capabilities around supporting Communications Industry specific concept to cash business processes for Cloud. By delivering a sample solution on top of Oracle CPQ Cloud, Oracle is reducing the up-front implementation cost, and overall time-to-market for Communication Service Providers. The use of Oracle Communications Extensions for Oracle CPQ Cloud requires the customer or partner to purchase a commercial license of either **Oracle Communications Order and Service Management** or **Oracle Communications Billing and Revenue Management**.

- Refer to Oracle CPQ Cloud documentation on browser support and other details
https://docs.oracle.com/cloud/latest/cpq_gs/index.html
- Refer to Oracle ICS documentation:
<https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html>

Accessing Oracle Communications Billing Care

Billing Care is accessed using a web browser, e.g. <http://host:8020/bc/>. Once logged in, it is possible to search for an account.



All accounts can be listed using a wildcard as the account number. Alternatively, the account number or company name can be used for the search criteria.

ORACLE

Search

Accounts

Account Information

Service ID

38083

First Name

Last Name

Company Name

Street Address

City

State

Zip/Postal Code

Country

Search

Reset

Recently Opened

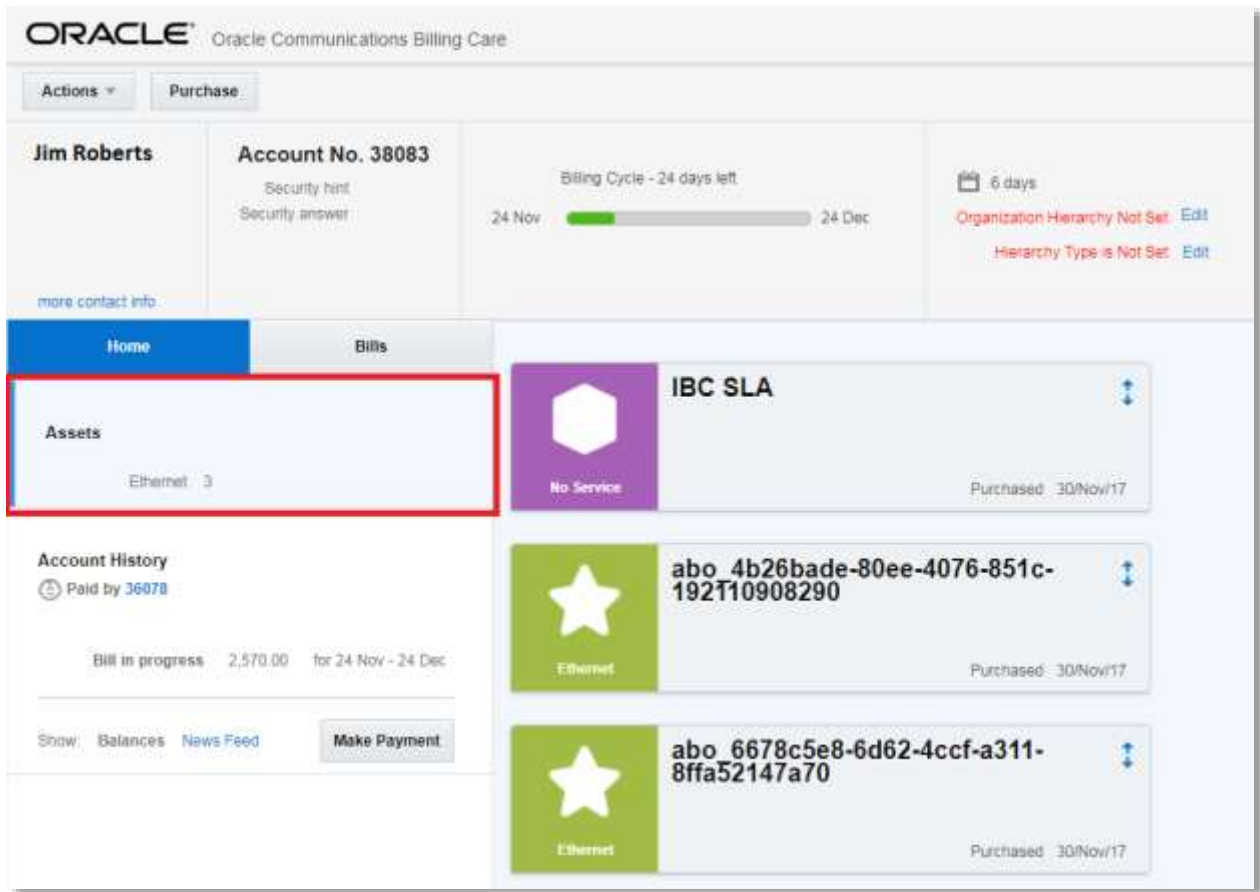
Results (1 items)

Account Number	Last Name	First Name	Company Name
38083	Roberts	Jim	

Open

Close

The found account can then be opened. From there, the account billing information and assets can be viewed.



Accessing Billing Care through Oracle Engagement Cloud

It is possible to access the Billing Care pages through Engagement Cloud once the customizations detailed in the implementation guide have been completed. The account screen will contain additional subtabs for showing the billing details and assets.

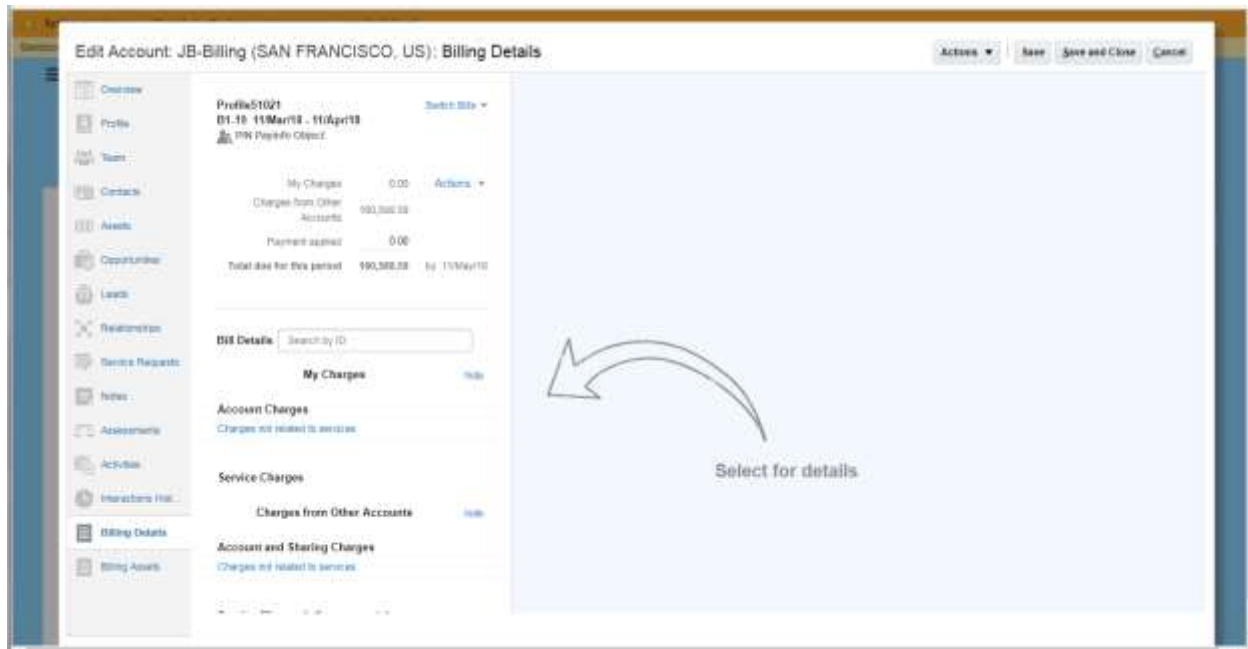


Figure 1 Billing Details

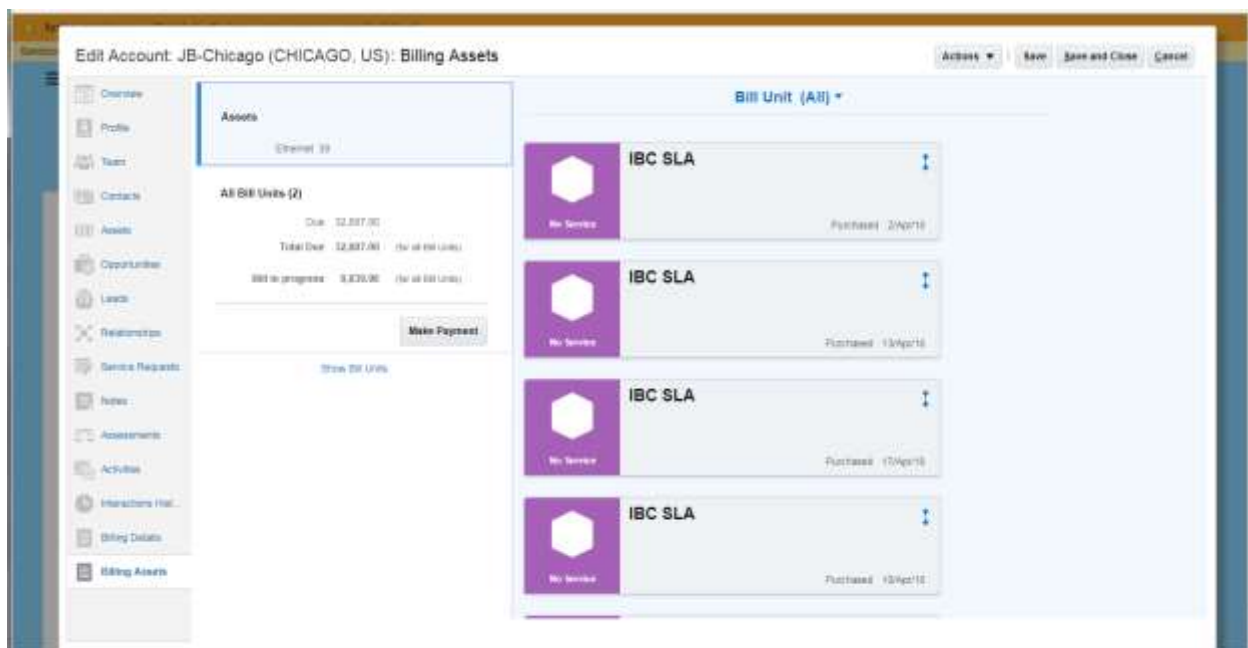


Figure 2 Billing Assets

About the Oracle Communications Digital BSS Reference Solution Data

The Oracle Communications Digital BSS Reference Solution comes with sample reference data that can be used to demonstrate the use cases and features outlined in this document. The reference data includes a sample product catalog for the Carrier Ethernet domain. This includes reusable products and simple offerings that have been defined based on Oracle Communications Digital BSS best practices.

Oracle CPQ Cloud as the Order Capture

The lead-opportunity-order-delivery-care process starts in Oracle Engagement Cloud with a creation of a customer and an opportunity. Clean, consistent customer data is vital to a sales organization. Oracle Engagement Cloud Customer Data Management helps organizations consolidate account and contact data from multiple sources, standardize addresses, resolve duplicate record issues, and ensure a best version customer profile. Oracle Engagement Cloud's data quality management capabilities improve operational efficiency and provide uniform customer data throughout the customer lifecycle.

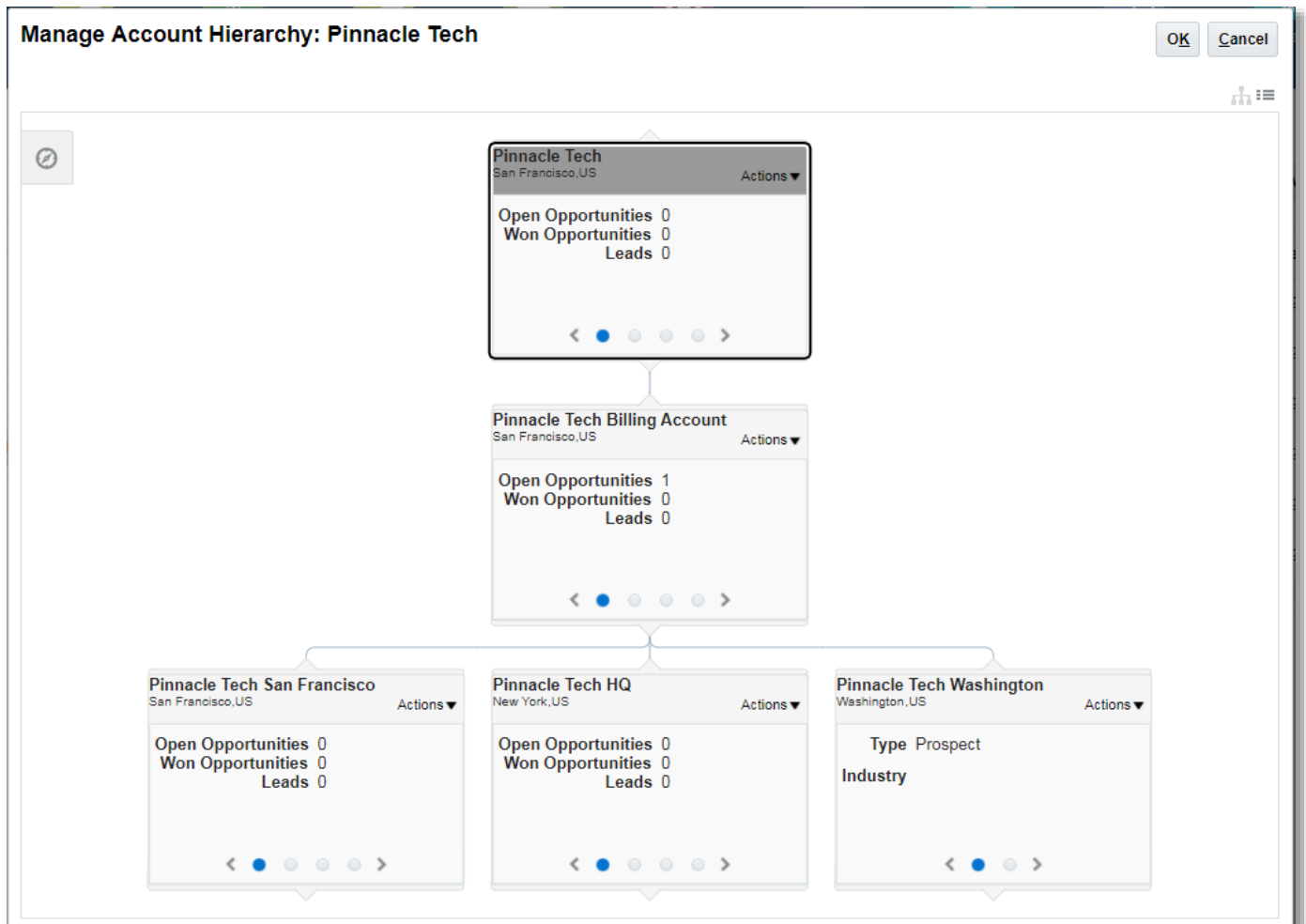
Oracle Engagement Cloud provides a Sales Force Management solution that supports the entire lifecycle of opportunities including pursuing qualified leads, measuring customer satisfaction or risk of competition, analyzing relationships with contacts, identifying potential competitor threats, and recognizing subjective or financial factors that might put an opportunity at risk.

The sales opportunity then transitions into a quote in Oracle CPQ Cloud. Oracle CPQ Cloud enables both enterprise and midsize companies to streamline the entire opportunity-to-quote-to-order process, including product selection, configuration, pricing, quoting, ordering, and approval workflows.

Creating an Account and Opportunity in Oracle Engagement Cloud

Oracle Engagement Cloud is used for account and opportunity management. The reference solution is implemented to integrate with Oracle Engagement Cloud using a specific account hierarchy structure. When creating accounts in OEC, this hierarchy must be followed to ensure compatibility with the

reference solution.



Account hierarchy must have

1. A single Owner account at the top of the structure.
2. A Billing account associated to this Owner account.
3. Billing profile(s) with this Billing account. Only 1 billing profile should be marked as primary.
4. Service accounts associated to the Billing account.

All opportunities need to be linked to the Billing account.

Refer to Oracle Engagement Cloud documentation for more details.

Edit Account: Pinnacle Tech Billing...: Overview » Actions ▾ Save Save and Close Cancel

Type: Customer

Address: 273 Montgomery Street
Floor 24
SAN FRANCISCO, CA 92850

Primary Contact: [Jim Roberts](#)

Contact E-Mail: jim.roberts@company

Owner: SALES ADMIN

Contacts: 1

Relationships: 1

Synchronization Status: Not synchronized because of an error performing a customer search.

Opportunities

1

Open Opportunities (Amount \$0)

0

Open Leads (0 Hot)

0

Open Quotes and Orders (Amount 0)

Products

0

Assets

Top Recommendation

No recommendations available

Activities

0

Open Activities

Last Completed Task

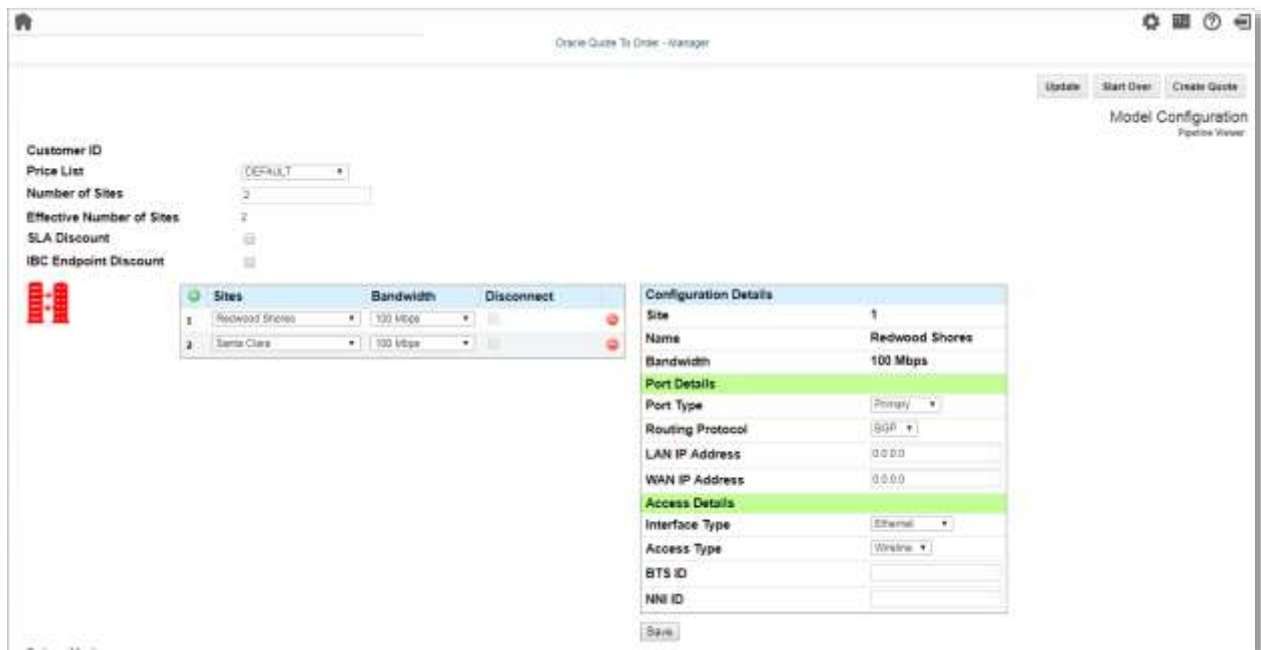
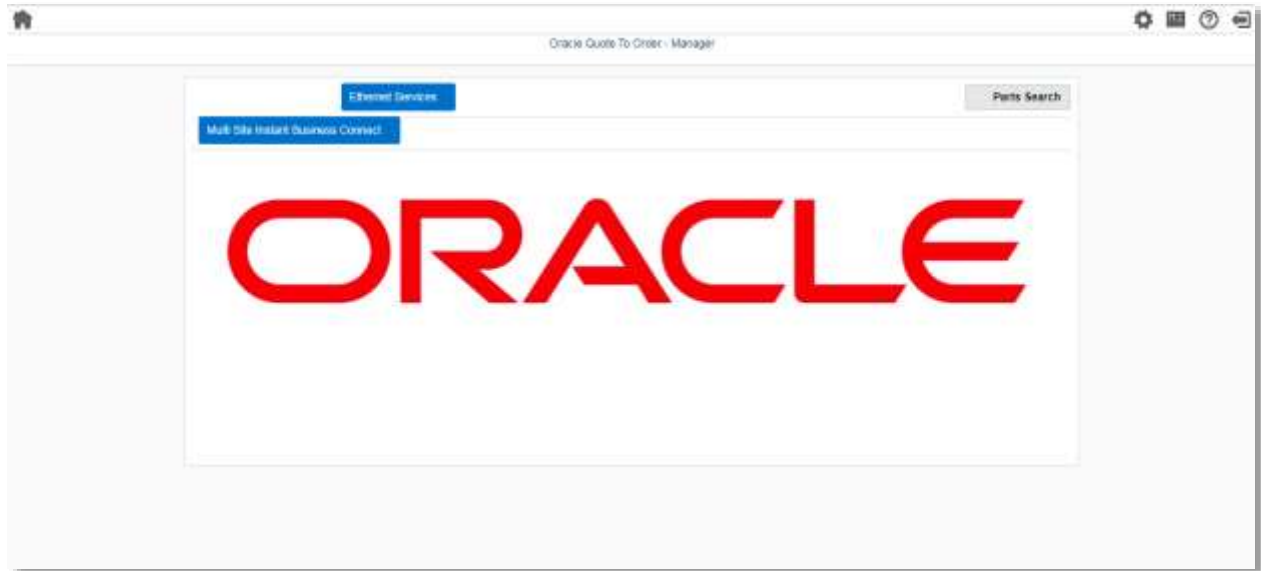
Creating a Quote and Order in Oracle CPQ Cloud

A sales representative creates a quote for an opportunity by configuring the products and services as per the customer's business requirement. The initial quote may undergo pricing adjustments and may involve approval workflows to arrive at a negotiated price. After the service, pricing, and contract terms are agreed upon between the communication service provider and the customer, proposals and contracts are executed.



CPQ Configure Products

Configuration consists of selecting the Instant Business Connect Ethernet service, then choosing the number of sites and the corresponding site details.



CPQ Commerce

Once the configuration is completed, the configuration generates a commerce page with all the details and products necessary.

Transaction Details

Transaction ID: CPQ-2048
 Quote ID: 388032(CPQ-2048)
 Order Number: [Sales Order]
 Revision No: 1
 Total List: \$2,701.00
 Total Discount: \$0.00
 Total Net: \$2,701.00
 Display Fields: ☐ Discount ☐ Detail Pricing ☐ Asset ☐ 1

Owner: [Assign Customer Account]
 Created Date: 11/11/2017 15:22
 Price List Name: DEFAULT
 Opportunity Name: Customer Opportunity
 Customer Account Name: []

Status: Created
 Status As Of: []
 Order Status: PENDING
 Order Date: 11/11/2017 15:22
 Created By: []
 Order Priority: Medium
 Requested Ship Date: 11/11/2017 15:22
 Default Request Date: 11/11/2017 15:22
 Service Family: Hub Site Instant Business Connect

Site Name	Sequence	Product	Item	One-Time Price	Discount on One-Time Price	Net One-Time Price	Recurring Price	Discount on Recurring Price	Net Recurring
							0.00		
	1	IBC Market Offer	IBC Market Offer				0.00		
	1.1	IBC SLA	IBC SLA	400.00		400.00	0.00		
	1.2	Instant Business Connect	Instant Business Connect				0.00		
Redwood Shores	1.2.1	IBC Endpoint (BC)	IBC Endpoint (BC)				0.00		

The quote is assigned an opportunity name, which is used to assign the customer details. This will populate the quote with the account information related to the opportunity from Oracle Engagement Cloud.

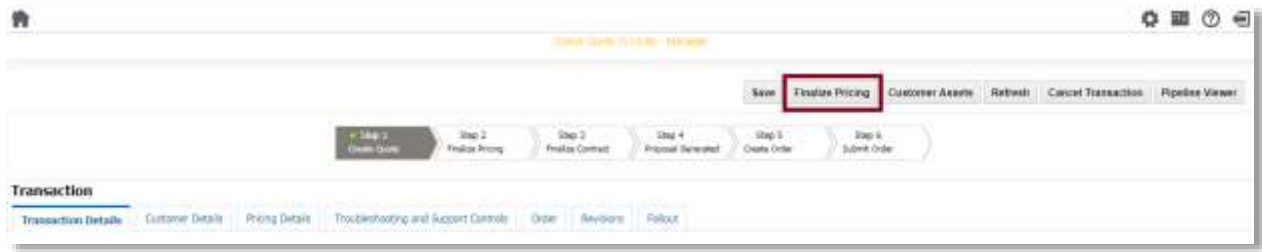
Account lines for the various endpoints can then be selected, and assigned individual service accounts. These will automatically be used for all other lines corresponding to the same site.

Action Code	Request Date	Fulfillment Status	Instance Name	Status	Line Status	Milestone	Revision	Permissible	Fulfillment Item Code	Due Date	Assign Accounts	Customer Account Name	Billing Account Name	Service Account Name
Add	06/12/2017	Created			PENDING					2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING					2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING				CE SLA PS	2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING				CE Service PS	2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING				CE Endpoint PS	2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING				CE CoS Bandwidth PS	2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING				UNI Access PS	2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING				CE Endpoint PS	2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING				CE CoS Bandwidth PS	2017-12-06		Pinnacle Technologies	Pinnacle Billing	
Add	06/12/2017				PENDING				UNI Access PS	2017-12-06		Pinnacle Technologies	Pinnacle Billing	

1 Go to

Assign Order Line Accounts

Add Line Item Copy Line Item



The next step is to finalize the contract. This will lock in the pricing.



As the transaction goes through the various steps, it will show exactly which step it is currently in as well as the previous and remaining steps. Once the contract is finalized, the next step is to generate a proposal.



Once the proposal is generated, the proposal can be printed or emailed using the same control buttons. Otherwise, the transaction can proceed and an order created.



Once the order is created, the final step is to submit. This will send the order to the downstream systems for processing.



After the order is submitted, OSM Central Order Management orchestrates the order by creating a fulfillment plan that involves sending information to the different fulfillment systems like OSM SOM and BRM to fulfill the customer order. During the order delivery process, OSM COM receives milestones and status updates from the fulfillment systems and sends them back to Oracle CPQ Cloud order to provide visibility on order delivery to the sales representative. Customers can configure the milestones to be shown on the Oracle CPQ Cloud order as it fits their business needs.

As order lines complete, the status of each line in the Oracle CPQ Cloud order are updated to Delivered.

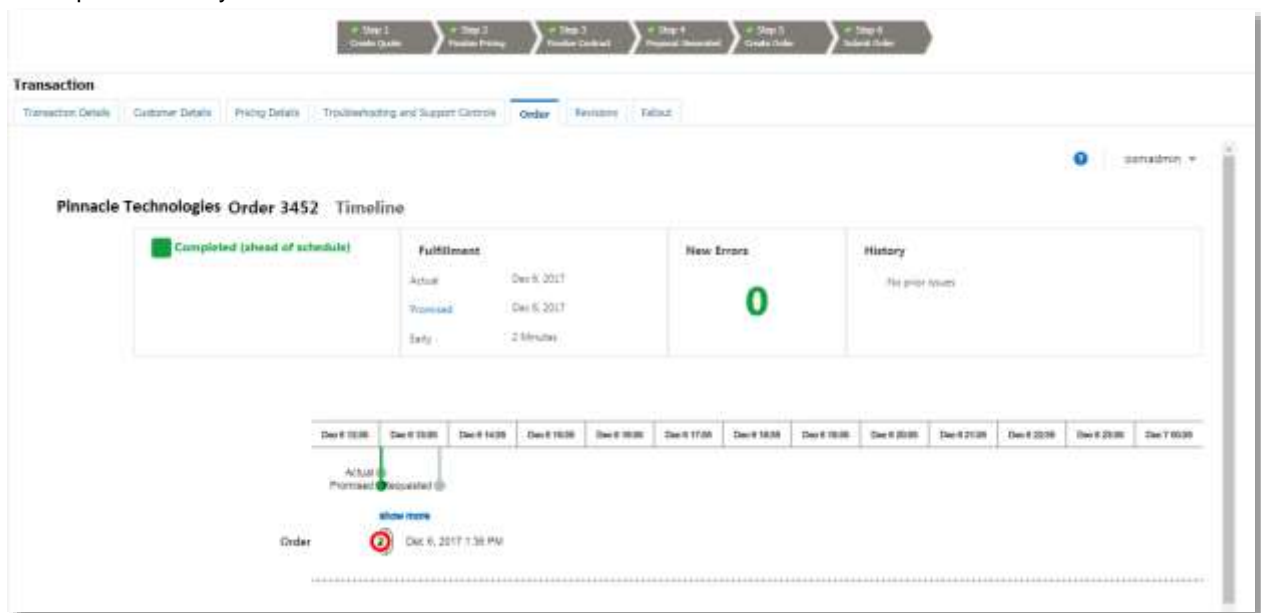
Request Date	Fulfillment Status	Instance Name	Status	Line Status
06/12/2017	Fulfilled	Instant Business Connect-Root-36916897-1		COMPLETE
06/12/2017		IBC Market Offer-36916897-2	Delivered	COMPLETE
06/12/2017		IBC SLA-36916897-4	Delivered	COMPLETE
06/12/2017		Instant Business Connect-36916897-3	Delivered	COMPLETE
06/12/2017		IBC Endpoint (BO)-36916897-5	Delivered	COMPLETE
06/12/2017		EBC 1GB Bandwidth-36916897-7	Delivered	COMPLETE
06/12/2017		Basic UNI Access-36916897-8	Delivered	COMPLETE

Order Lifecycle

The order lifecycle management user experience provides a business user centric view of the order fulfillment plan to the Sales Representative.



The order tab on the transaction will show the details for the order from OSM. This tab requires connectivity to the on prem OSM system.



Reconfiguring a Transaction

It is still possible to reconfigure the transaction after it has gone into commerce, but before the pricing has been finalized. There is a selector on the top line item that will put it back into configuration.

		Site Name	Sequence	Product	Item	One-Time Price	Discount on One-Time Price	Net One-Time Price
			1	IBC Market Offer	IBC Market Offer			
			1.1	IBC SLA	IBC SLA 1	400.00		400.00
			1.2	Instant Business Connect	Instant Business Connect			
		Redwood Shores	1.2.1	IBC Endpoint (BO)	IBC Endpoint (BO)			
			1.2.1.1	EBC 50MB Bandwidth	EBC 50MB Bandwidth	0.00		0.00
		Redwood Shores	1.2.1.2	Basic UNI Access	Basic UNI Access	150.00		150.00

Selecting reconfigure gives the opportunity to change the sites and related information that was previously selected.

Oracle Quote To Order - Manager

Update Start Over Create Quote

Model Configuration Pipeline Viewer

Customer ID
Price List
Number of Sites
Effective Number of Sites
SLA Discount
IBC Endpoint Discount

DEFAULT
2
2

Sites

	Site	Bandwidth	Disconnect
1	Redwood Shores	100 Mbps	
2	Santa Clara	100 Mbps	

Configuration Details

Site 1

Name Redwood Shores

Bandwidth 100 Mbps

Port Details

Port Type Primary

Routing Protocol BGP

LAN IP Address 0.0.0.0

WAN IP Address 0.0.0.0

Access Details

Interface Type Ethernet

Access Type Wireless

BTS ID

NNI ID

Save

Modifying a Customer's Assets

Modify orders are handled through updating a customer's assets. The CSR can create a new transaction, assign an opportunity and customer, then select the "Customer Assets" button to list all the existing customer assets.

Oracle Quote To Order - Manager

Save Finalize Pricing **Customer Assets** Refresh Cancel Transaction Pipeline Viewer

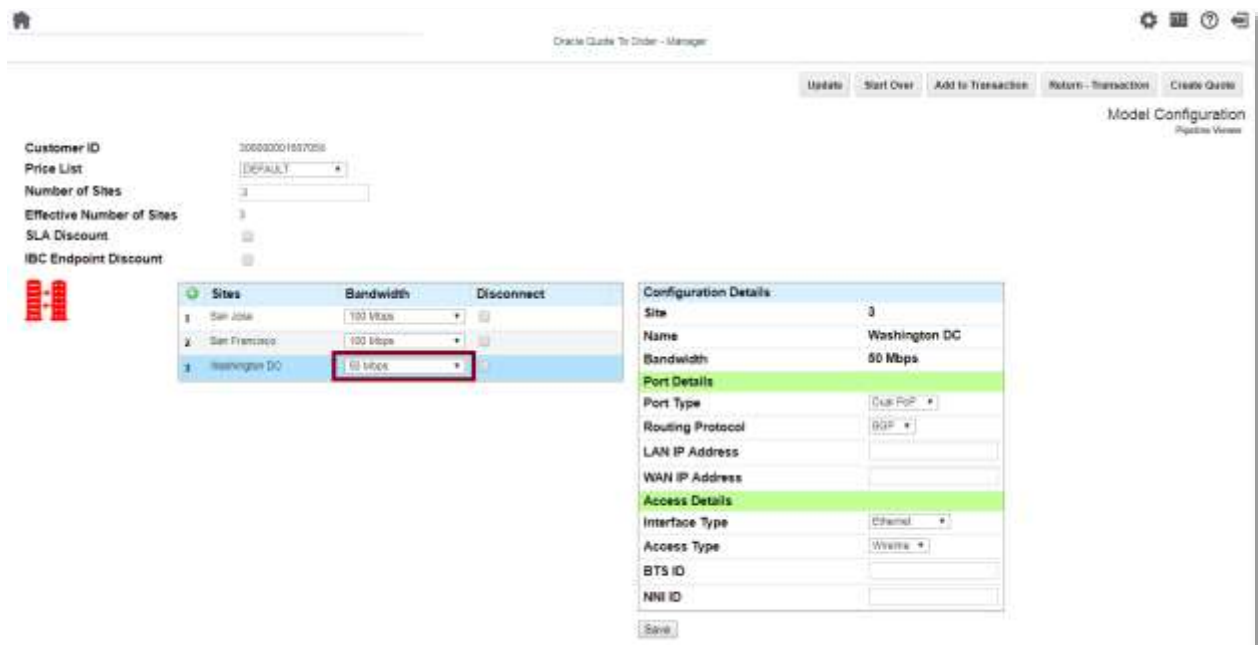
Step 1 Create Quote Step 2 Finalize Pricing Step 3 Finalize Contract Step 4 Proposal Generated Step 5 Create Order Step 6 Submit Order

From here, an asset can be chosen for modify.



Product	Root Display	Id	Asset Key	Service Identifier	Status	Start Date	End Date
1 Instant Business Connect Root	Instant Business	36552252	aka_94280642	Instant Business Connect Root 36	Active	11/17/2017	
2 Instant Business Connect Root	Instant Business	36556799	aka_0011a26-8	Instant Business Connect Root 36	Active	11/16/2017	
3 Instant Business Connect Root	Instant Business	36558945	aka_00a3058	Instant Business Connect Root 36	Active	11/16/2017	

The CSR is then presented with the configuration for the customer. Sites can be added, removed or modified. In this case, the CSR will select a site and change the bandwidth.



Sites	Bandwidth	Disconnect
1 San Jose	100 Mbps	
2 San Francisco	100 Mbps	
3 Washington DC	50 Mbps	

Configuration Details:

Site	3
Name	Washington DC
Bandwidth	50 Mbps

Port Details:

Port Type	Cloud PoP
Routing Protocol	BGP
LAN IP Address	
WAN IP Address	

Access Details:

Interface Type	Ethernet
Access Type	Wired
BTS ID	
NNI ID	

Save

Once this is done, a new quote can be created that will detail the changes. Clicking on “Create Quote” or “Create Transaction” will take user to Commerce process that will include the changes.

Any newly added sites will need to be assigned service accounts. Any existing sites will retain their previous service account details.

The CSR will then continue through the order submission process. The CPQ transaction will eventually be completed, and any new assets can be viewed in BRM.

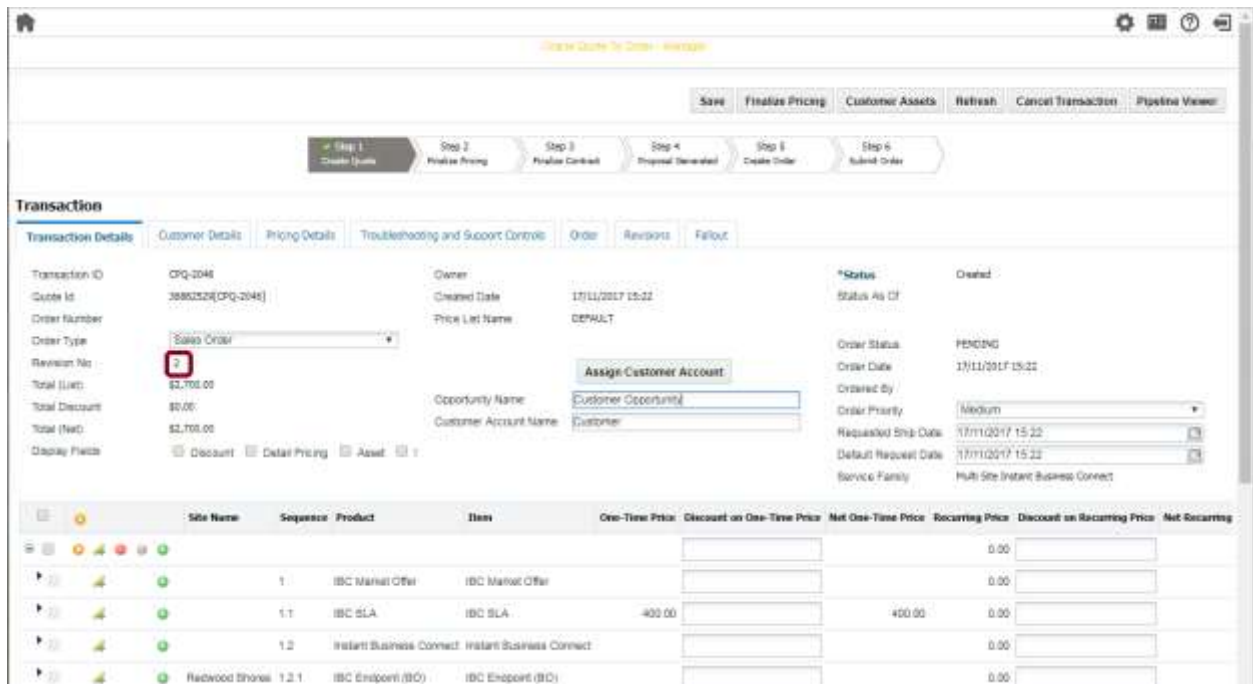
Revising an In Progress Transaction

After a transaction has been submitted to the system, it can then be revised further as long as it has not reached the point of no return. Once the point of no return has been reached, no changes can be made while the order is in progress. If the order fails, it can then be revised.

To revise the transaction, the “Revise Order” button is selected.



The user is then presented with a new revision of the transaction that can now be modified or reconfigured. If the previous revision reaches the point of no return before the new revision is submitted and processed, this revision will fail and be rejected by the system.



The revisions for an order can be viewed in the “Revisions” tab. It will list all the revisions and their statuses.

Transaction

Transaction Details	Customer Details	Pricing Details	Troubleshooting and Support Controls	Order	Revisions	Fallout
-------------------------------------	----------------------------------	---------------------------------	--	-----------------------	------------------	-------------------------

Version	Transaction	Status	Order Status
1	38153060	Ordered	FAILED
2	38156578	Ordered	OPEN

ORACLE

Cancelling an Order In Progress

An order can be cancelled while it is in progress. It cannot be cancelled if any lines are past the point of no return, unless it has failed.

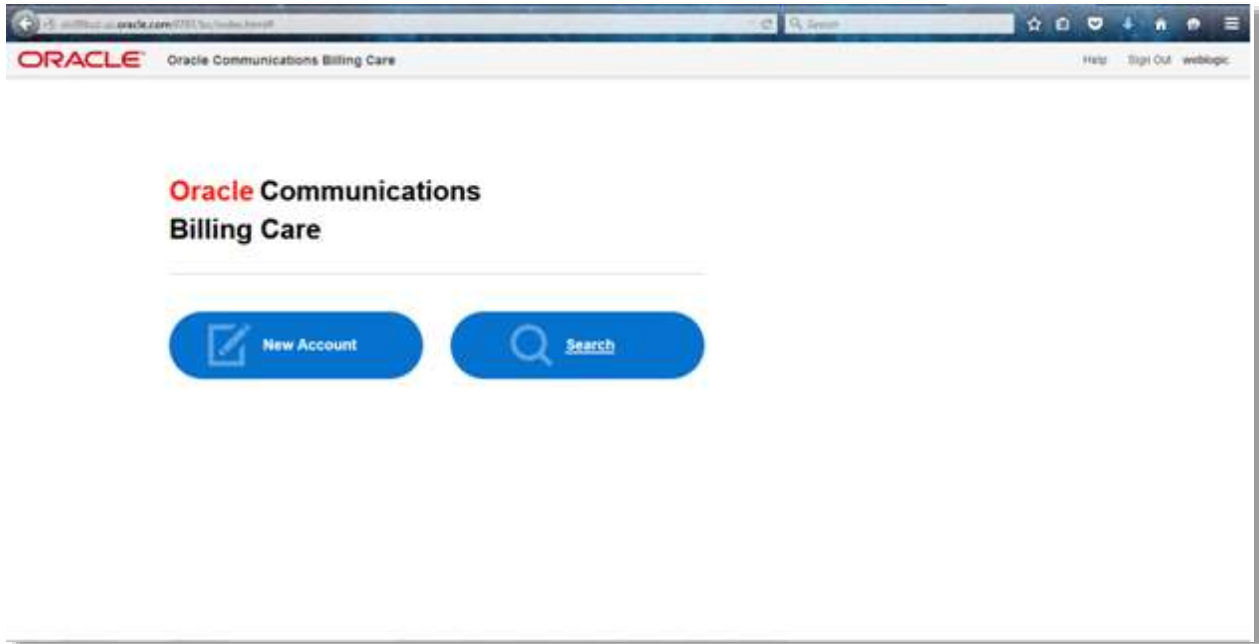
After an order is submitted, the transaction will include a “Cancel Order” button. Selecting this will create a new cancel order.



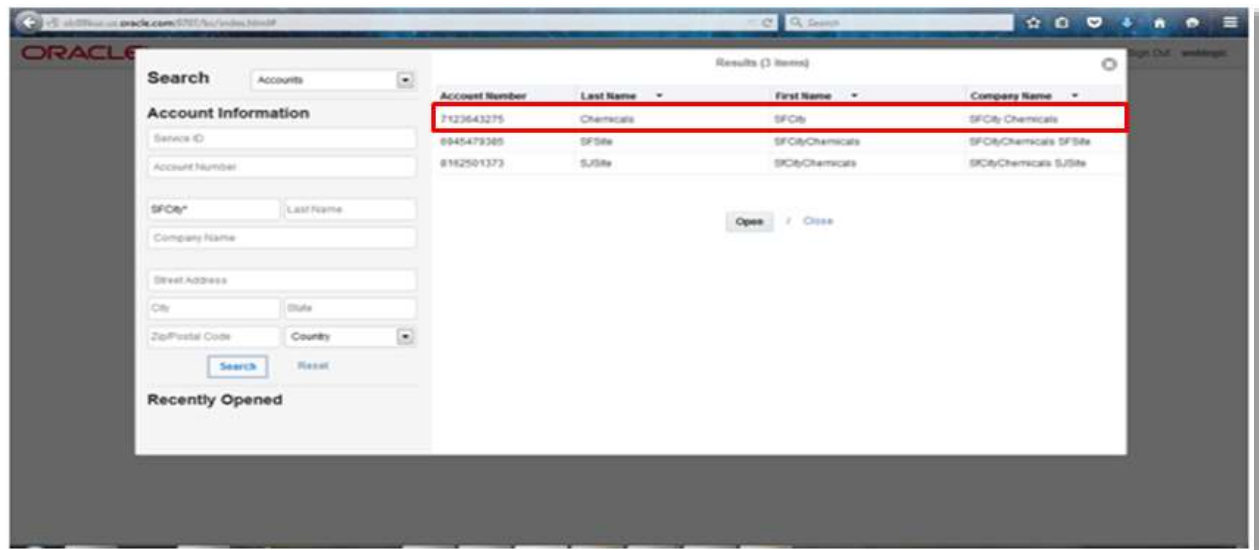
The cancel order will automatically be in the last step and ready to be submitted. The cancel will not occur until it is submitted into the system. Once the cancel order is submitted, any completed tasks will be undone.

Validating a Completed Order in BRM

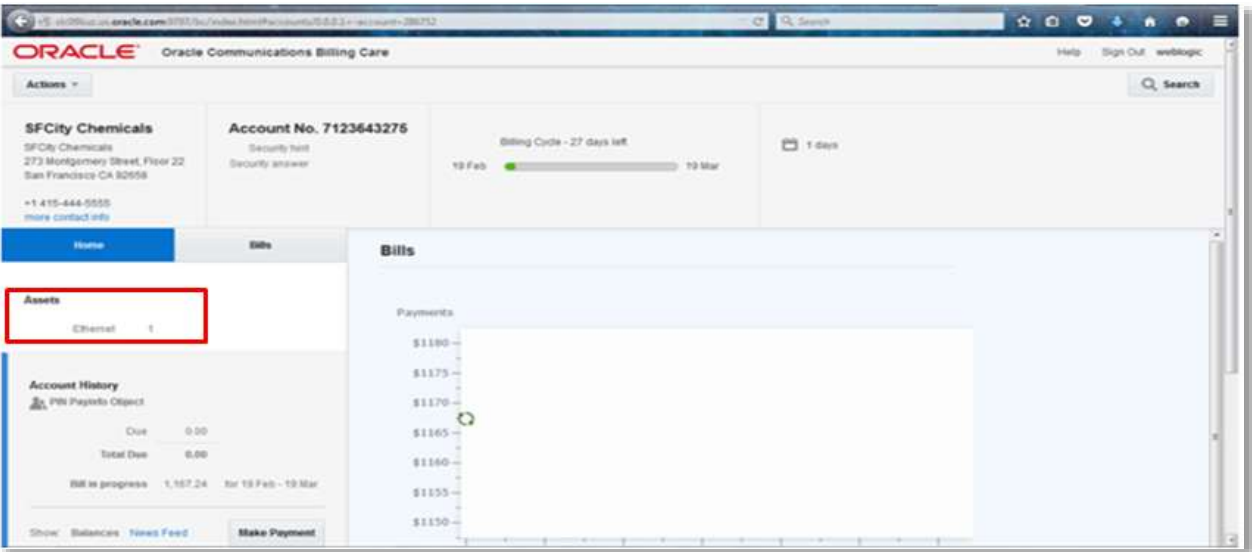
To validate the completed order, log on to the BRM Billing Care application by entering the provided user id and password.



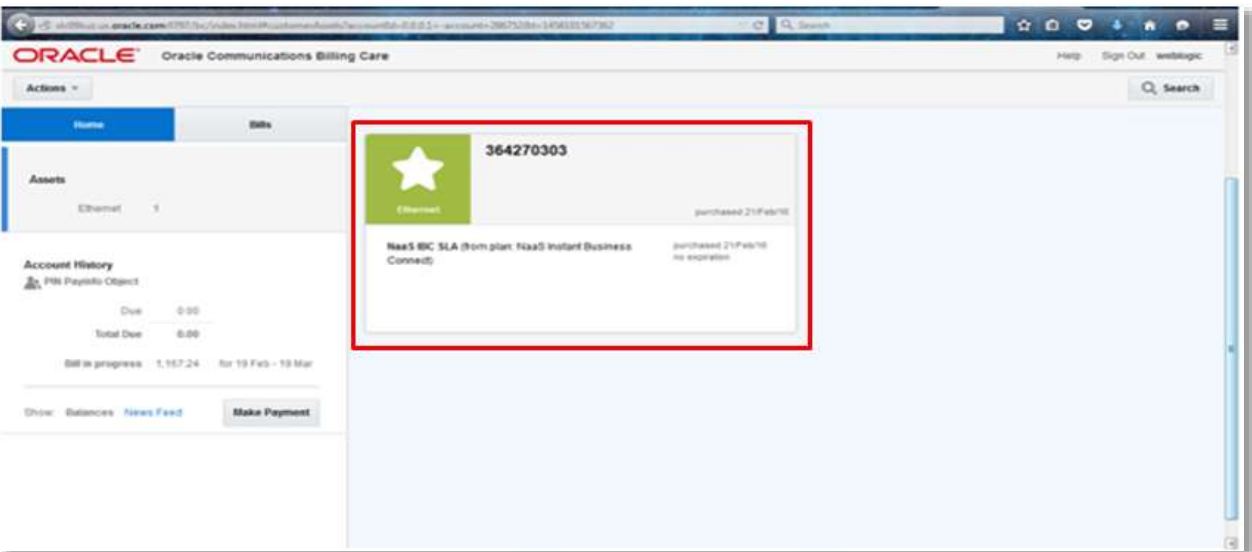
Select the search button, and provide details to search for the desired account.



Once the account is located and selected, the account details are presented. The purchased assets can be viewed by selecting "Assets".



This will show the list of assets for the account. The default products will include a list of SLA and Ethernet products.



Checking the Fallout Message

If an error occurs after the order is submitted, the Order Status in CPQ will be set to "FAILED". More details on the cause of the failure can be viewed on the Fallout Tab. This information can be used to determine why the order failed and how to correct it. Changes can be made to correct the problem and submitted using a revision. The following is an example Fallout tab with a sample fallout message.

Transaction

Transaction Details Customer Details Pricing Details Troubleshooting and Support Controls Order Revisions **Fallout**

Fault Message

```
System: BRM_01
SubSystem: ProcessFulfillmentOrderBillingBRMCommsProwABCSmpProcess
ErrCause: (type # 241677) faultName: ([http://schemas.oracle.com/types/extension]bindingFault)
messageType: ([http://schemas.oracle.com/types/extension]RuntimeFault/message)
parts: []
summary=Exception occurred when binding was invoked.
Exception occurred during invocation of JCA binding: JCA Binding execute of Reference operation 'COM_CP_CUST_MODIFY_CUSTOMER' failed due to: Location=DW ErrMsg=ERR_BAD_ARG
ErrMsg=ERR_BAD_ARG Field=RM_FLT_FOUT RevID=0
The involved JCA adapter raised a resource exception.
Please examine the above error message carefully to determine a resolution.
[code=4
[detail=BRM-ERR_BAD_ARG]
```

TSQ

Technical Service Qualification validation is supported in CPQ. It is similar to placing a sales order. In the configurator page of CPQ, configure the order as usual. Once the transaction is created, the commerce page will contain a “Qualify Service” button. This button will send a TSQ order to the downstream system for validation.

Save **Qualify Service** Finalize Pricing Cancel Transaction Customer Assets Refresh

Step 1 Create Quote Step 2 **Qualify Service** Step 3 Finalize Pricing Step 4 Finalize Contract Step 5 Generate Proposal Step 6 Create Order Step 7 Submit Order

Transaction

Transaction Details Customer Details Pricing Details Troubleshooting and Support Controls Order Revisions **Fallout**

Transaction ID	CPQ-5368	Owner	CommsCPUser CommsCPUser	*Status	Created
Quote ID	38356946 [CPQ-5368]	Created Date	13/07/2018 05:33	Status As Of	
Order Number		Price List Name	DEFAULT	Fulfillment Mode Code	DELIVER

When TSQ order is processed, the order status will be updated in CPQ. The following three statuses are supported.

- TSQ Passed
- TSQ Failed
- TSQ Pending

Once the TSQ order is completed, CPQ will show the TSQ validation results at both the order and line item levels. An order will only show TSQ Passed if all its lines have also passed. Otherwise, if any order lines show TSQ Failed, the order will also be failed.






Transaction

Transaction Details Customer Details Pricing Details Troubleshooting and Support Controls **Order** Revisions **Fallout**

Transaction ID	CPQ-5367	Owner	CommsCPUser CommsCPUser	*Status	Created
Quote ID	38356759 [CPQ-5367]	Created Date	13/07/2018 05:30	Status As Of	
Order Number		Price List Name	DEFAULT	Fulfillment Mode Code	TSQ
Revision Number	1			Order Status	TSQ Passed
Order Type	Sales Order			Order Date	13/07/2018 05:30
Total (List)	\$2,000.00	Opportunity Name		Ordered By	CommsCPUser CommsCPUser
Total Discount	\$0.00	Customer Account Name		Order Priority	Medium
Total (Net)	\$2,000.00			Requested Ship Date	13/07/2018 05:30
Display Fields	Discount Asset Detail Pricing System			Default Request Date	13/07/2018 05:30
				Service Family	Multi Site Instant Business Connect

Net One-Time Price	Recurring Price	Discount on Recurring Price	Net Recurring Price	Net Price	Action Code	Request Date	Fulfillment Status	Status	Line Status
	0.00	<input type="text"/>		0.00	Add	13/07/2018	Created		TSQ Passed
	0.00	<input type="text"/>		0.00	Add	13/07/2018			TSQ Passed
400.00	0.00	<input type="text"/>	0.00	400.00	Add	13/07/2018			TSQ Passed
	0.00	<input type="text"/>		0.00	Add	13/07/2018			TSQ Passed
	0.00	<input type="text"/>		0.00	Add	13/07/2018			TSQ Passed
0.00	400.00	<input type="text"/>	400.00	400.00	Add	13/07/2018			TSQ Passed
150.00	250.00	<input type="text"/>	250.00	400.00	Add	13/07/2018			TSQ Passed
	0.00	<input type="text"/>		0.00	Add	13/07/2018			TSQ Passed
0.00	400.00	<input type="text"/>	400.00	400.00	Add	13/07/2018			TSQ Passed
150.00	250.00	<input type="text"/>	250.00	400.00	Add	13/07/2018			TSQ Passed

When reconfiguring an order that has had TSQ validation, the configurator page will show the TSQ status for each site under the Service Availability column. The green color symbol indicates TSQ Passed, red for TSQ Failed and black for TSQ Pending.

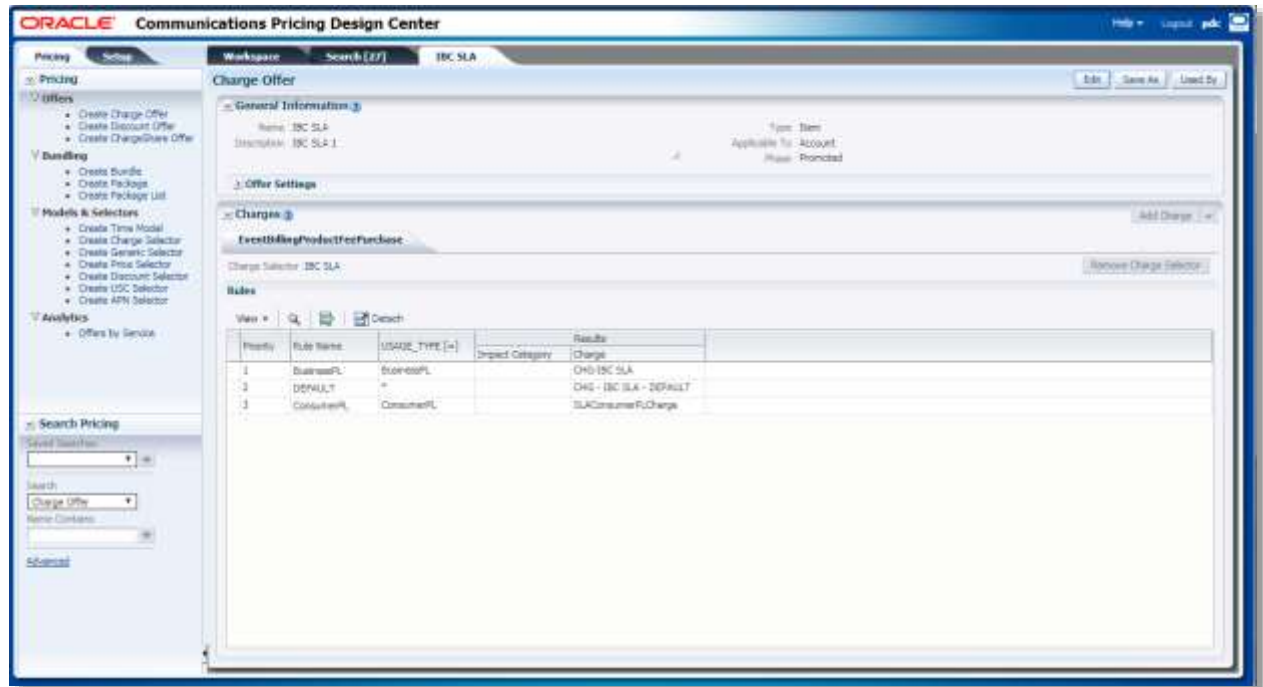
	Sites	Bandwidth	Disconnect	Service Availability	
1	<input type="text" value="Redwood Shor"/>	<input type="text" value="50 Mbps"/>	<input type="checkbox"/>		
2	<input type="text" value="Redwood Shor"/>	<input type="text" value="50 Mbps"/>	<input type="checkbox"/>		

Changing the site or bandwidth will cause the Service Availability for that line to be reset to black for TSQ Pending.

Synchronizing Products from PDC

Oracle Communications Pricing Design Center is used for designing the products and charges. A charge offer is used to provide the various charges, which will appear as price lists in CPQ.

Changes made to the charge offer inside PDC will automatically sync to CPQ.



More detailed information on creating and synchronizing new products can be found in the *Digital BSS Reference Solution Implementation Guide*.

Updating Account and Contact in Oracle Engagement Cloud

Modify account and contact data are handled through updating customer account or contact information in Oracle Engagement Cloud user interface. The account and contact data is synced to BRM when a change is made in Oracle Engagement Cloud user interface.

Oracle Digital BSS Reference solution supports the following changes in account and contact

- Modify billing or service account address data
- Modify billing or service account contact data
- Change billing or service account primary address
- Change billing or service account primary contact
- Modify billing profile data in billing account

Validating Account and Contact Update in Oracle Engagement Cloud

Oracle Digital BSS Reference solution provides the instruction to customized Oracle Engagement Cloud user interface to display synchronization status in Account and Contact overview page. Refer to *Digital BSS Reference Solution Implementation Guide - Display Synchronization Status* for more detail.

To verify update account in BRM status, log in to Oracle Engagement Cloud, select Navigator -> Accounts and select Account that was updated. The update status message is shown in *Synchronization Status* field.

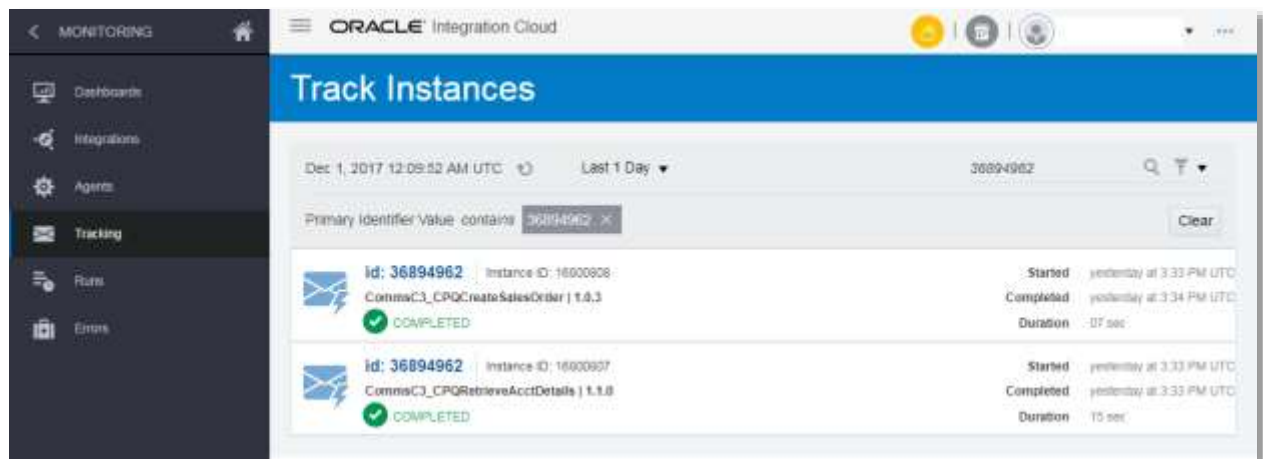
To verify update contact in BRM status, log in to Oracle Engagement Cloud, select Navigator -> Contacts and select Contact that was updated. The update status message is shown in *Synchronization Status* field.

Tracking the Order in ICS, OSM and Oracle AIA

This section provides information about tracking the order flow through ICS, OSM and Oracle AIA Enterprise Manager.

Tracking the Order in ICS

After logging into ICS, tracking is accessed through the menu->Monitoring->Tracking. The CPQ order number is entered in the search field, and will show the CommsC3_CPQRetrieveAcctDetails and CommsC3_CPQCreateSalesOrder workflows used for that order.



Accessing OSM

To access OSM:

1. Log into OSM Task web client.
2. From the toolbar, click **Worklist** to view the list of orders in process.
NOTE: The Worklist view may appear on your screen by default.
3. Click the **Edit Preference** link to customize your view.

You can set preferences regarding the columns you want to view or hide. Save your preferences by giving it a unique name. Your preferences will be saved and applied in subsequent logins.

For clarity of information, Oracle recommends that the result columns be restricted, to and presented in, the following order:

- Order ID
- Order Number
- Order State
- Reference Number (this is the Oracle CPQ Order Number)
- Type
- Completed Date
- Task
- Execution Mode
- State

Worklist Preferences: USER1

Available Columns:

- Active Trouble Ticket ID
- Asset Integration Id
- CRM Account Contact ID
- CRM Instance
- CRM Order ID
- CRM Owner Account ID
- CRM Parent Order ID

Displayed Columns:

- Order Number
- Order ID
- Revision
- Source
- Order State
- Type
- Priority

Sort Order:

1st: Order ID
2nd: (None)

Worklist Filter:

Execution Modes: (All) [Go To Associated] | Order States: (All) [Accepted] | Task States: (All) [Accepted for current user] | Tasks: (All) [Show All Related Order Task]

Ascending/Descending:

Ascending Descending
Ascending Descending

4. After saving your preferences, click **Worklist** to return to the Worklist view.

Worklist

Order ID: Reference #1

Page 1 of 4 Last Refresh At: 01/11/2015 02:46:46 AM

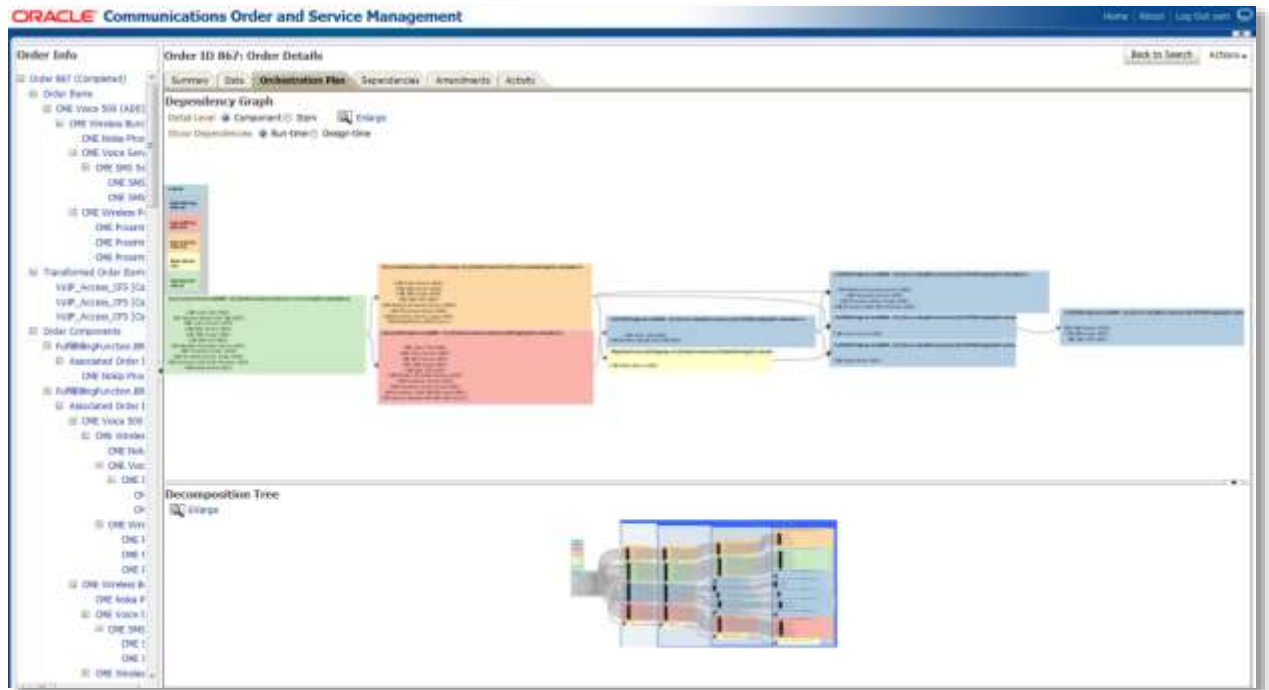
Order ID	Order Number	Order State	Ref.#	Type	Task	Execution Mode	State
2079	Acct1246PM112013	In Progress	202303031157017508145710351	COM_SalesOrderFulfillment	SyncCustomerFulfillmentTask	Do	Received
2079	Demo_RICE	In Progress	21313040077513311510300000000	COM_SalesOrderFulfillment	SyncCustomerFulfillmentTask	Do	Received
2079	Acct11464PQ12012_500	In Progress	20230303115710614030001111000	COM_SalesOrderFulfillment	SyncCustomerFulfillmentTask	Do	Received
2066	206-4840340	In Progress	2023030311574000000013333333333	COM_SalesOrderFulfillment	SyncCustomerFulfillmentTask	Do	Received
2065	2054	In Progress		SP-SubRPOrder	CreateCPAOrderTask	Do	Accepted
2064	2061	In Progress		SP-SubRPOrder	CreateCPAOrderTask	Do	Accepted
2061	1-2065-0	In Progress	202311030115115700000000000	COM_SalesOrderFulfillment	SyncCustomerFulfillmentTask	Do	NotForFulfillment


Order ID is an OSM generated value that signifies the **Order #** assigned to an order request in OSM. **Order Number** is the original order number coming from CPQ.

Viewing the OSM Order Orchestration Plan

To view the OSM orchestration plan:

1. Login to OSM Order Management web client.
2. Search by **Order Number**.
Order Number is the order number coming from CPQ. If the search field is not visible, click **Add Fields**, and add the search criteria from the LOVs.
3. Double-click the row where **Type** is **COM_SalesOrderFulfillment**.
4. Click the **Orchestration Plan** tab to view the orchestration plan.



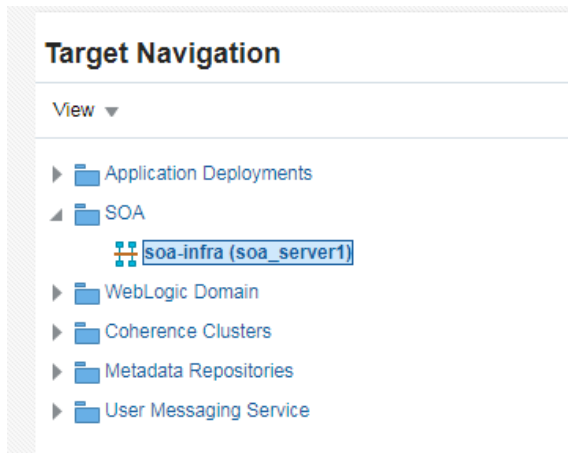
5. Click the  **Enlarge** icon in the Dependency Graph and Decomposition Tree applets to expand the image for viewing.

The images provide a view of how the order was decomposed, and of the actions taken on the order in OSM.

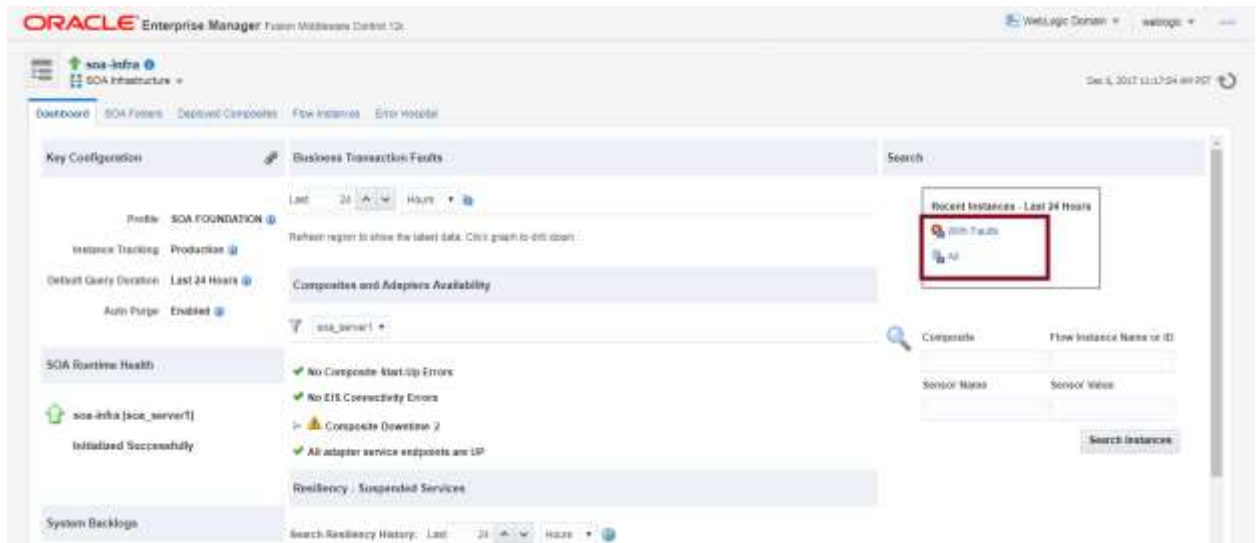
Accessing Oracle AIA Enterprise Manager


To access Oracle AIA Enterprise Manager:

1. Log in to Oracle AIA Enterprise Manager.
2. Expand SOA and select the soa-infra.



3. Selecting ALL will list all composites fired in the given time period. Alternatively, just failed composites can be listed.



4. If there are errors and a composite fails, the **Instance State** column shows a  symbol for the faulted composite. Click on the **Instance ID** link for the respective composite to view the error message in detail.

Oracle Communications Digital BSS has its own Error Handling and Trouble Ticketing framework. Oracle recommends this approach to view and debug only to the system administrators and not to end users.

Appendix A: Reference Commercial Offer in Oracle CPQ Cloud

In Oracle Communications Extensions for Oracle CPQ Cloud, a sample Carrier Ethernet reference product model is provided that can be used to sell a carrier ethernet based connectivity service on top of an existing infrastructure. The diagram below shows the structure of the commercial offer. The simple offers are created in Pricing Design Center and are synched to Oracle CPQ Cloud. The commercial offer along with component service bundles are enriched in Oracle CPQ Cloud.

#	Entity Name	Offer Type	Prod Spec	Cardinality (min,max,default)
1	NaaS IBC Market Offer	Promotion		
1.1	NaaS IBC SLA	Simple Product	CE SLA PS	1,1,1
1.2	NaaS IBC 10% SLA Discount	Simple Product	CE Discount PS	1,1,1
1.3	NaaS Instant Business Connect	Bundle	CE Service PS	1,1,1
1.3.1	NaaS IBC Endpoint	Service Bundle	CE Endpoint PS	2,n,2
1.3.1.1	NaaS EBC Bandwidth	Simple Product	CE CoS BW PS	1,1,1
1.3.1.2	NaaS Basic Uni Access	Simple Product	UNI Access PS	1,1,1
1.3.1.3	NaaS Endpoint Discount	Simple Product	CE Discount PS	1,1,1