

Oracle Communications Digital BSS Reference Solution Release Notes

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Overview

The Oracle Communications Digital BSS Reference Solution is a set of Concept-to-Cash reference and sample materials, which enables service providers with rapidly monetizing their customer engagements with a modern customer buying, order delivery and personalized usage experience. Key capabilities are: Offer Design, Order Capture, Order Delivery, and Customer & Billing Care.

Getting Started with the Digital BSS Reference Solution

To get started with the Digital BSS Reference Solution, review the Digital BSS Reference Solution Installation Guide. This guide describes the various components that come as part of the reference solution, the purpose of the components, where to get them and the process to install and configure them.

In addition, review the Digital BSS Reference Solution User Guide and the Digital BSS Reference Solution Implementation Guide to learn about deployment topologies and a step by step guide on how to create an order in Oracle CPQ cloud and complete the end-to-end fulfillment through the reference solution components including Oracle Communications Order and Service Management (OSM), Oracle Communications Billing and Revenue Management (BRM), Oracle Communications Pricing Design Center (PDC) and Oracle Application Integration Architecture (AIA).

The Digital BSS Reference Solution Implementation Guide provides technical details on the various flows covered by the reference solution as well as examples on how to enhance the solution to cover additional use cases.

About the Digital BSS Reference Solution

The following list provides high-level descriptions of features available with the Digital BSS Reference Solution:

- Digital BSS delivers the following functionality across Order Lifecycle Management:
 - Offer Design: Modular APIs to design Offers across PDC and CPQ. Enables 3rd Party Commercial Catalog Integration.
 - Synchronize Product: PDC/BRM sends a Product and Discount synch request to CPQ
 - Process Sales Order: CPQ submits sales Order to OSM COM to create a COM Order
 - Synchronize Customer: During Order Orchestration, Customer Account hierarchy is queried from OEC and synchronized in BRM
 - Correct Order Capture with Technical Service Qualification to reduce Fallout rate: Support Service Feasibility in the Configurator and Commerce Process
 - Provision Order: During COM Order Orchestration, OSM COM creates a SOM Order and send it to OSM SOM

- Update COM Order Status: As SOM Order progresses and gets complete, OSM SOM sends Order and Milestone updates to OSM COM
- Fallout Management: Trouble Ticket Information is shown to the Sales Representative in CPQ Cloud. Leverages OSM capabilities for managing Fallouts
- Capture In-Flight Order Revisions: Enhanced CPQ Extensions to support In-flight Order Revisions. Leverages OSM capabilities for managing In-Flight Order Revisions
- Billing Fulfillment: During COM Order Orchestration, OSM COM sends order data to BRM during Initiate Billing and Fulfil Billing Functions
- Update Sales Order Status: As COM Order progresses and gets complete, OSM COM sends Order and Milestone updates to CPQ
- Customer Care: Synchronization of Customer Account across Engagement Cloud and BRM using ICS Integrations
- Billing Care: Unified Billing Care Experience in Engagement Cloud with Context-sensitive embedded Billing Care UI. Option to build Custom UI for Billing Care Portal for Customer Center using APIs
- Digital BSS solution comprises of following application versions:

Application/ Cloud Subscription	Version
Oracle CPQ Cloud	2018 B
Oracle ICS Cloud	18.3.3.0.0
Oracle Engagement Cloud (OEC)	17D + PB15+
Oracle Communications Billing and Revenue Management (BRM)	12.0.0.0.0
Oracle Communications Pricing Design Center (PDC)	12.0.0.0.0
Oracle Application Integration Architecture (Oracle AIA) pre-built integrations on Oracle Fusion Middleware 12.2.1.3	12.2.0.0.0 + Patchset 2 (Patch bug 28333315)
Oracle Communications Order and Service Management (OSM) on Oracle Fusion Middleware 12.2.1.3	7.3.5.1.4
OSM Order-to-Activate Cartridges	2.1.2

Fixed Issues

CPQ related issues:

1. Bug 28033880: CPQ is not showing the HARD for PONR, though it crossing the PONR in OSM Issue:
 CPQ processes the status updates from downstream applications in parallel, which sometimes result in the updates getting mismatched in the transaction. This can happen in case of TSQ, New Order and MACD scenarios where the status updates from OSM are updated in the CPQ transaction.
 Mitigation/ workaround: This issue has been resolved in this release of Digital BSS reference solution.

2. BUG 28075794 - CPQ: Reconfigure revision can sometimes reuse CPQ asset ID

Issue:

CPQ is reusing the asset id in a transaction based on certain criteria. This results in failure in Revision order scenario wherein the Bandwidth selected for the new Site is same as the Site deleted in the revision order.

Resolution: This issue has been resolved in this release of Digital BSS reference solution.

Known Issues and Workarounds

This section provides manual steps and workarounds that may be necessary, depending on your specific environment or depending on the activities you may be performing within Digital BSS Reference Solution.

ICS related issues:

1. 28255494 - OfferDesign-Incase offer design takes more than 2 mins, Integrations gets faulted OfferDesign API for updating CPQ is taking more than 2 mins sometimes for updating NaaS demo hierarchy. There is no way to set the timeout value in ICS to mitigate this issue.
Mitigation/ workaround: There is no loss of service in this case. Catalog operations continues and we can track the progress in ICS.