Oracle Communications
RODOD Reference Solution
User Guide

October 2018

ORACLE

Contents

Introduction

This document outlines RODOD 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 RODOD is NOT secure and should not be used for live customer data. Before using RODOD 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 RODOD 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 RODOD 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 RODOD, 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
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

Setup and Login to RODOD Applications

The RODOD 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 RODOD applications, their default locations, and default usernames.

Application Server	Default Location	Default Usernames
Siebel CRM	https://host:9001/siebel/app/ecommunications/enu	SADMIN
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/	pdcuser
Oracle AIA Enterprise Manager	http://host:7001/em	weblogic
BRM Billing Care	https://host:8022/bc/login.html	weblogic

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 *RODOD Reference Solution Installation Guide*.

Accessing Siebel CRM

- Siebel 18.7 Innovation Pack
- Open UI supports the following browsers:
    - Internet Explorer
    - Firefox Mozilla

- Apple Safari
- Google Chrome

- Refer to Siebel IP18 documentation for more information on Siebel CRM : http://docs.oracle.com
  - Click on *Applications* > *Siebel* > *Siebel Business Applications*

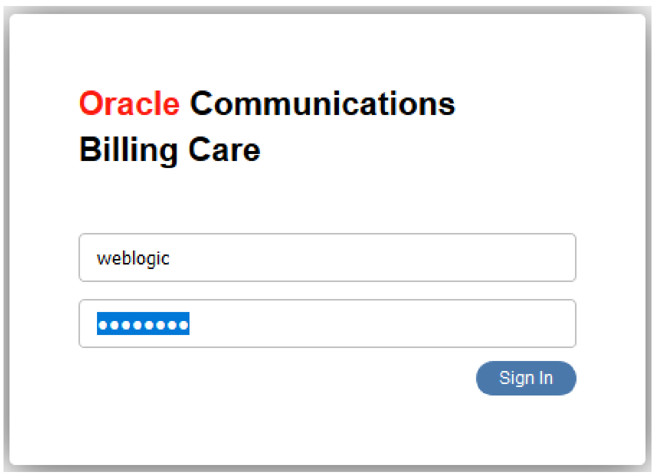
Accessing BRM Billing Care

BRM billing care has to be installed separately. For information on installing the BRM Billing Care, refer to BRM 12 documentation:

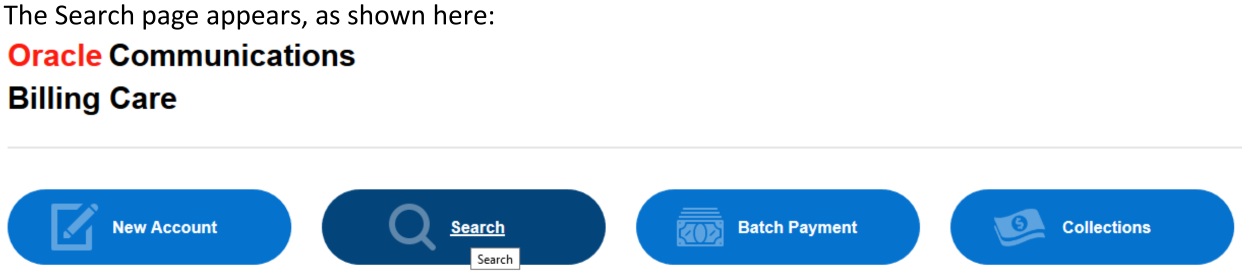
Oracle Communications Billing and Revenue Management Installation Guide

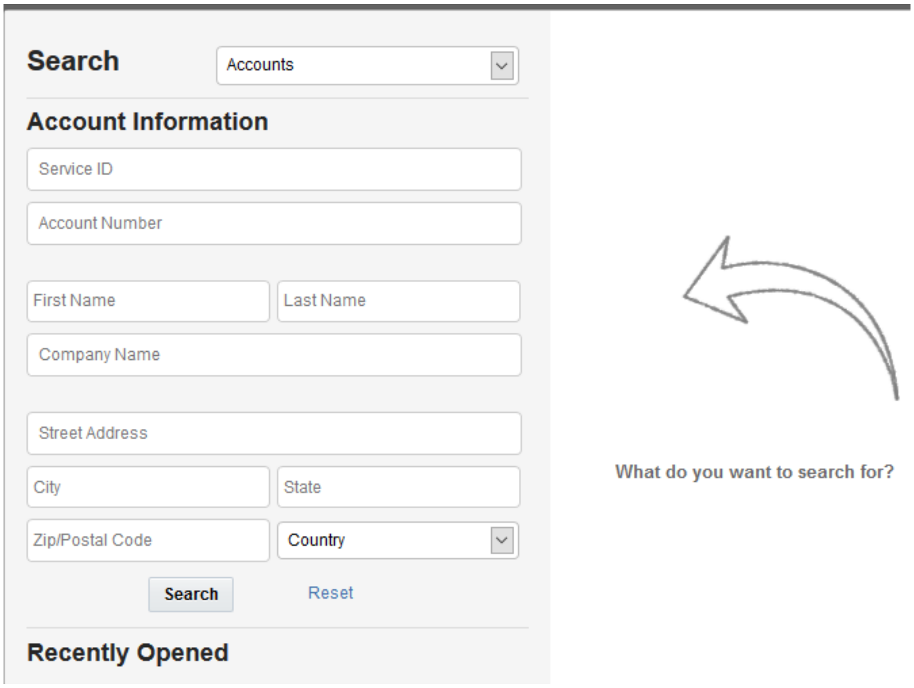
To access the BRM Billing Care after installing BRM:

1. Log into https://host:8022/bc/login.html

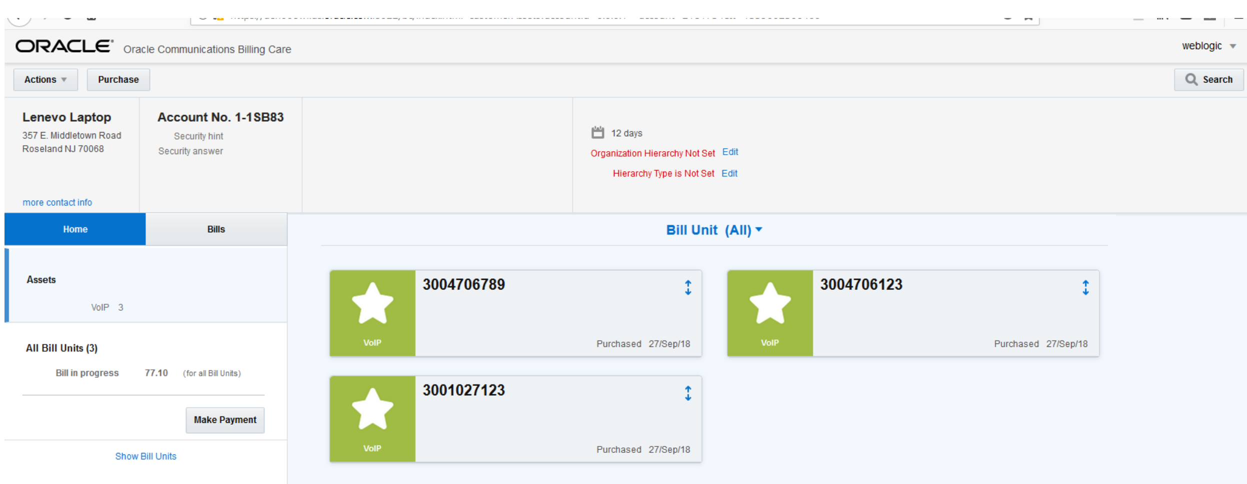


2. To view and account synched from Siebel CRM via a Sales Order, click the Search icon.
   The Search page appears, as shown here:





3. Select an account from the search results and click **Open**.
   The following page appears:



About the RODOD Reference Solution Data

The RODOD Reference Solution comes with sample reference data that can be used to demonstrate the RODOD use cases and features outlined in this document. The reference data includes sample product catalogues for the Broadband, Mobile, and VoIP domains. This includes reusable product bundles and simple offerings that have been defined based on RODOD best practices.

In addition, a set of sample accounts is included along with their related contacts, address, and billing profile information. These accounts allow you to immediately create orders and demonstrate RODOD features.

Figure 1 and Figure 2 show the hierarchies for the sample accounts provided with the RODOD reference solution.

Figure 1 - Sample Corporate Accounts

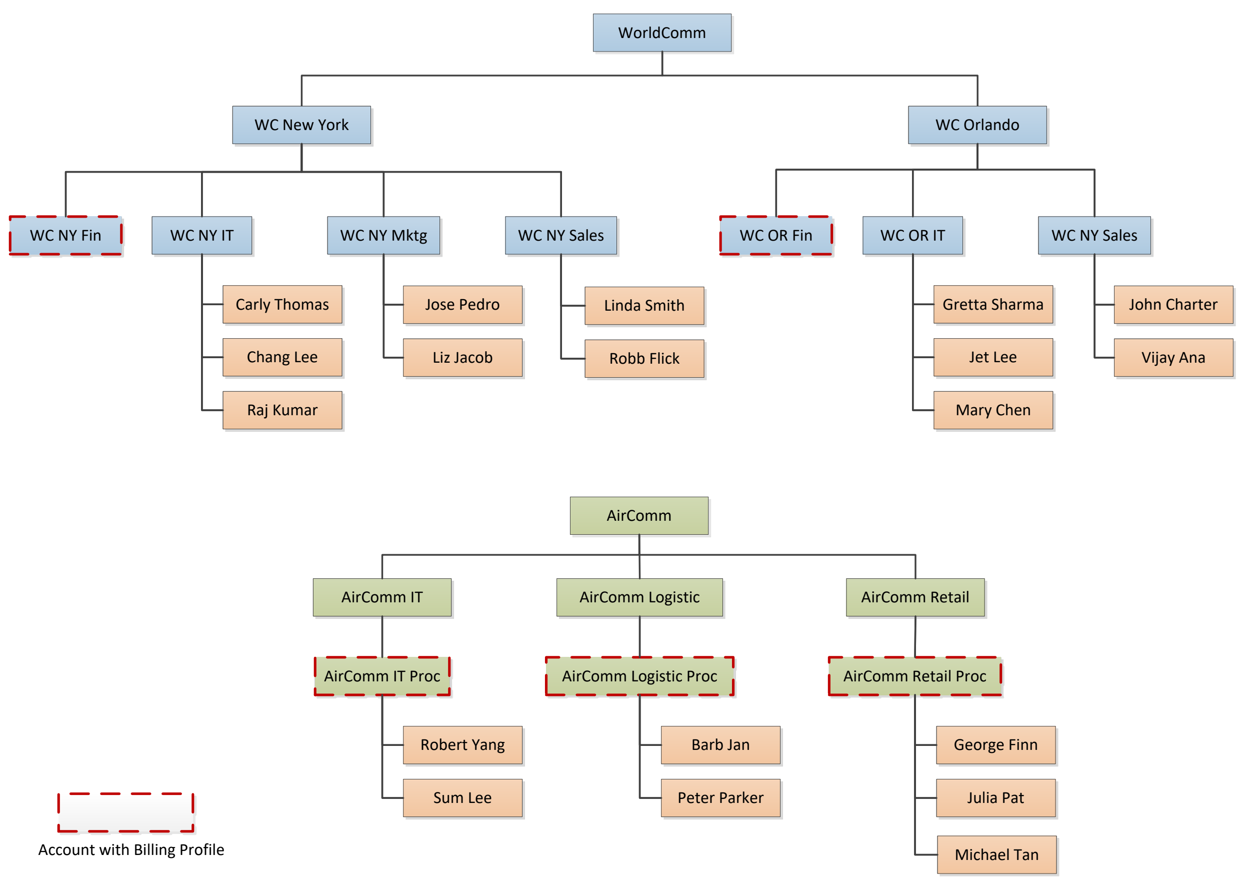
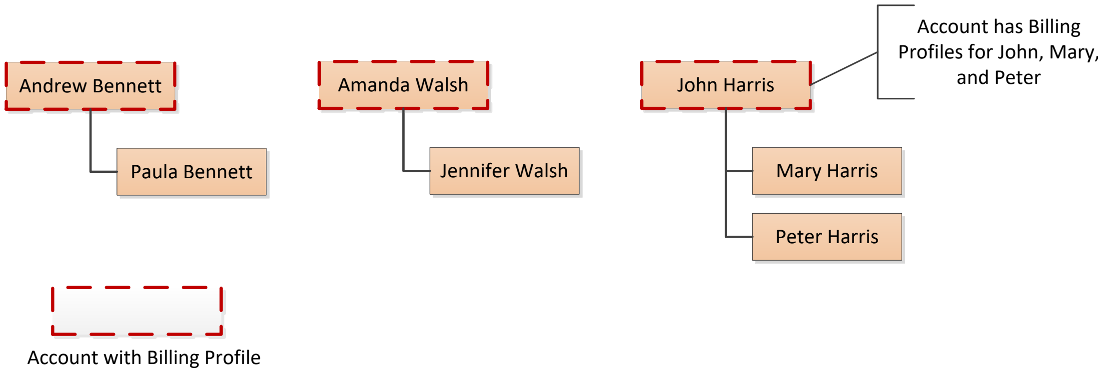


Figure 2 - Sample Family Accounts



Order Capture

In RODOD Reference Solution, it receive orders from Siebel CRM. The solution would recognize the source of the orders and send the updates back to the appropriate order capture.

Siebel CRM as the Order Capture:

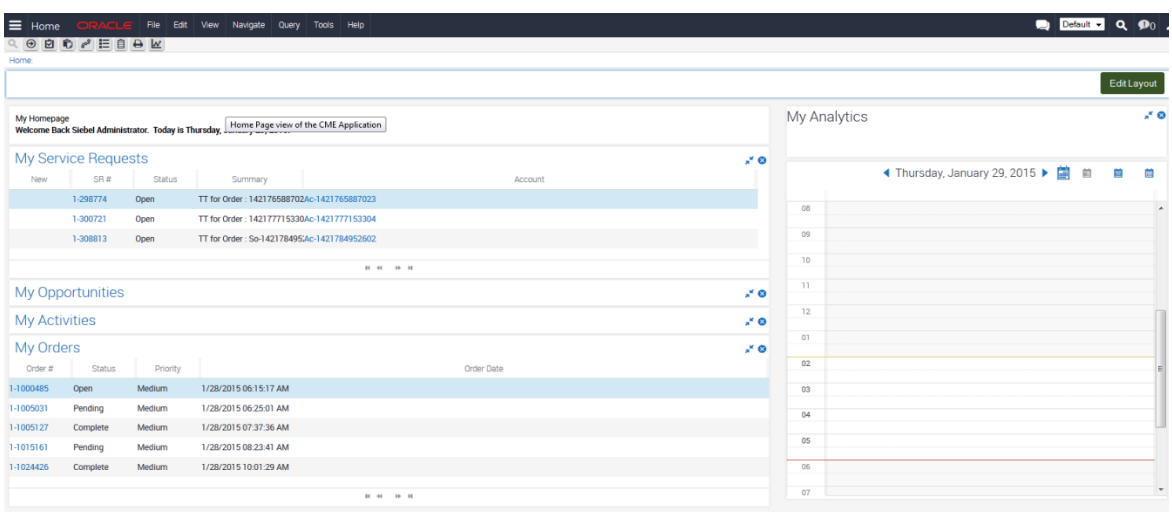
To get started using the RODOD functionality, you must first create an account in Siebel CRM, and then create an order for the account. This section provides detailed instructions for performing these actions.

Creating an Account in Siebel CRM

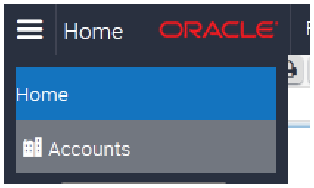
To create an account in Siebel CRM:

1. Access Siebel CRM and log in.
   See Accessing Siebel CRM for detailed information.

   The home page displays, as shown here (the options may differ slightly from what is shown):



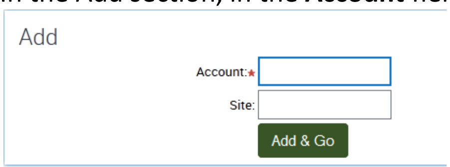
2. Click the icon and select **Accounts**.



The Accounts page appears.

NOTE: If **Accounts** is not an option, click the Site Map icon ( ) located on the Siebel CRM toolbar. From the Site Map, click **Accounts**, and then click **Accounts Home**. The Accounts page appears.

3. In the Add section, in the **Account** field, enter an account name and click **Add & Go**



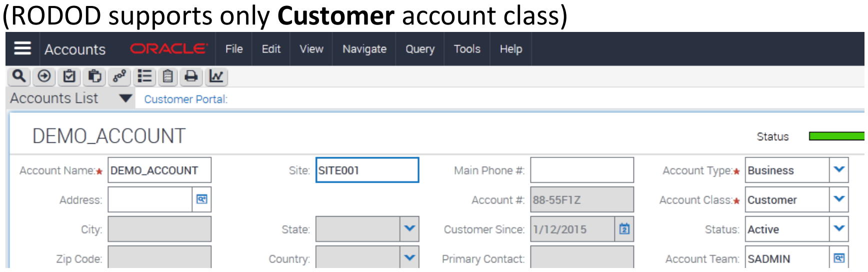
The Account page for the account you created appears

NOTE: If you need to create more than one account with same name, you must enter data in the **Site** text field. However, be aware that **Site** is not used by RODOD.

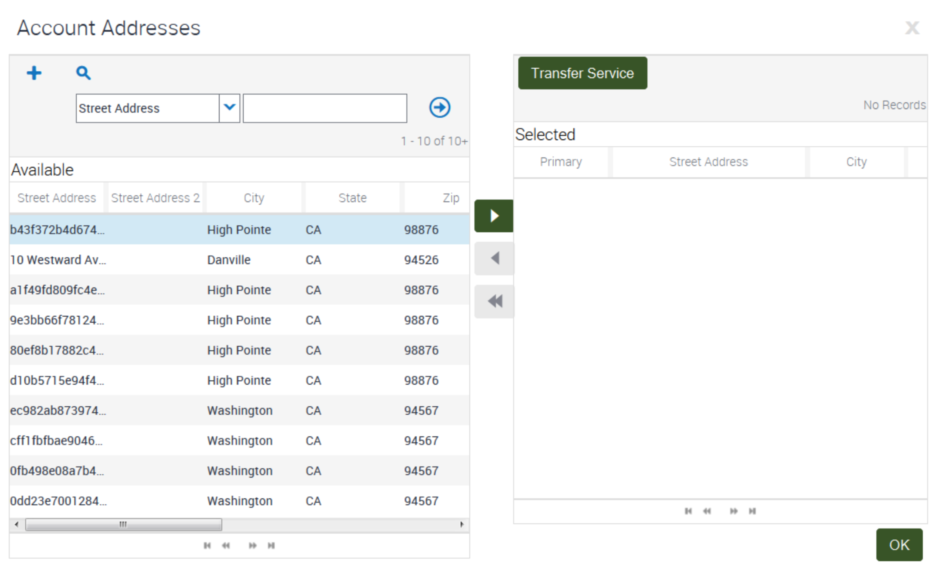
4. In the **Main Phone #** field, enter a phone number

5. From the **Account Type** list, select **Business** or **Residential**
(RODOD supports only **Business** or **Residential** account types)

6. From the **Account Class** list, select **Customer**.
(RODOD supports only **Customer** account class)

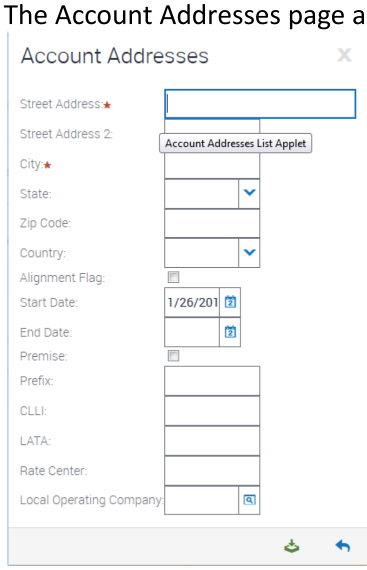


7. Add an address to the account:
   a. In the **Address** field, click the icon - The Account Addresses page appears



b. Do one of the following:
   - Use an existing address:
     i. Search for an existing address.
        The address search results appear in the Available Addresses section.
     ii. Select an existing available address.
     iii. Click the icon to move the existing address from the Available Addresses section the Selected Addresses section.
     iv. Click **OK**.
        The address is added to the account.

   - Create a new address:
     i. Click the icon.
        The Account Addresses page appears.



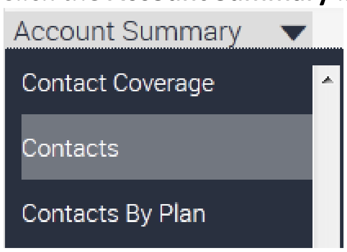
     ii. Enter the address details.

iii. Click the icon to save.
The Account Address page closes, and the address you created appears in the Selected Address section.

iv. Click **OK**.
The address is added to the account.

NOTE: Multiple addresses can be added to an account. The address with the **Primary** flag selected is the primary address.

8. Add a contact to the account:
   a. Click the **Account Summary** list arrow and select **Contacts**.

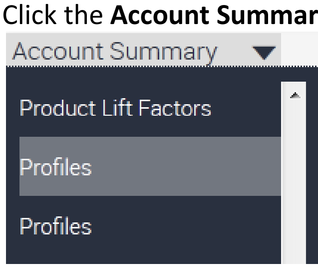


The Contacts page appears.

   b. Do one of the following:
      - Use an existing contact:
        i. Click the + icon.
        The Add Contacts page appears.
        ii. Search for and select an existing contact.
        iii. Click **OK**.
        The contact is added to the account.
      - Add a new contact:
        i. Click the ++ icon.
        An empty row appears under Contacts.
        ii. In the empty row, click on each field to enter data.
        The contact is added to the account.

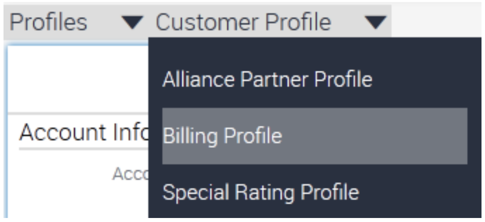
NOTE: Multiple contacts can be added to the account. The contact with the **Primary** flag selected is the primary contact.

9. Add a billing profile to the account:
   a. Click the **Account Summary** list arrow and select **Profiles**.



The Profiles page appears.

b. Click the **Customer Profile** list arrow and select **Billing Profile**.



The Billing Profile page appears.

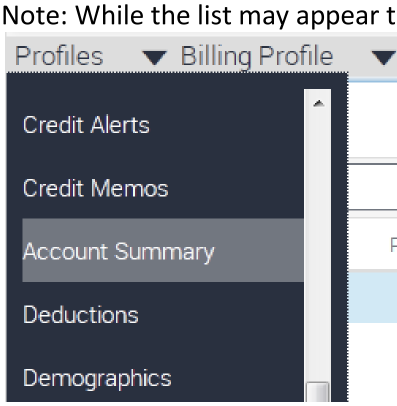
c. Click the + icon.
An empty row appears under Billing Profiles.

d. In the empty row, click on the following fields to select the specified data:
- From the **Frequency** list, select **Monthly**.
- From the **Payment Method** list, select **Bill Me**.
- From the **Payment Type** list, select **Postpaid**.
- From the **Bill Media** list, select **Email**.
- From the **Bill Type** list, select **Summary**.
- From the **Language** list, select **ENU**.

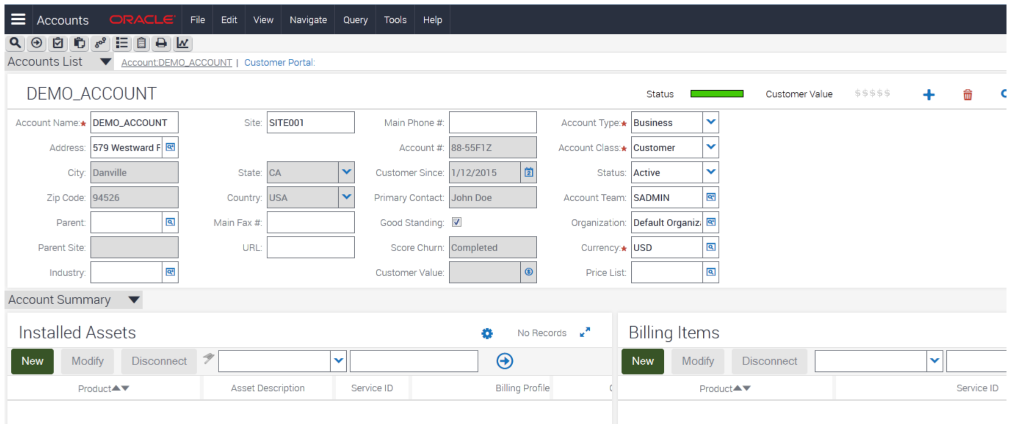
NOTE: The contact and address details for the Billing Profile are pre-populated with specified primary contact and address information for the account. The billing profile is added to the account.

NOTE: Multiple billing profiles are supported.

f. Click the **Profiles** list arrow and select **Account Summary**.
Note: While the list may appear to be alphabetical, it is not.



You are returned to the Account Summary page.

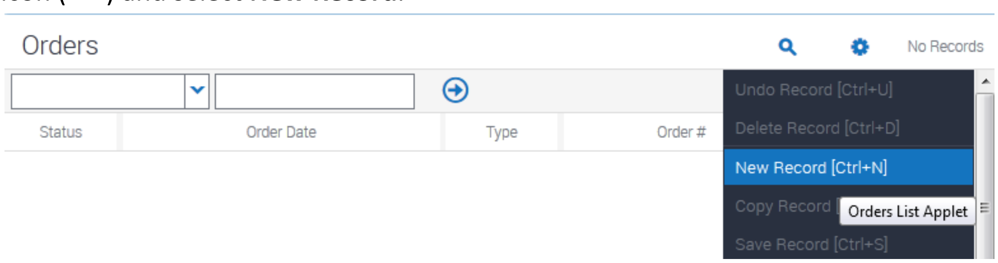


Creating an Order in Siebel CRM

This procedure assumes that you just performed the previous procedure, [Creating an Account in Siebel CRM](), and are currently on the Account Summary page for the created account.

To create an order in Siebel CRM:

1. On the Account Summary page for your account, in the Order section, click the Orders Menu icon ( ) and select **New Record**.

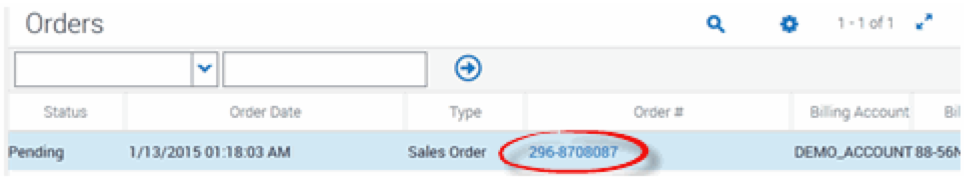


A new order row appears under Orders.

2. In the order row, click on the following fields to select the specified data:
   - From the **Type** list, select **Sales Order**.
   - In **Billing Account**, search for and select your account.
   - In **Billing Profile**, search for and select the billing profile for your account.
   - In **Service Account**, search for and select your account.

The order is added to the account.

3. Click the **Order #** link for your order.



   The Sales Order page appears.

4. Click the Show More icon ( ).
5. Enter the following data:
   - **Order #** is pre-populated, but you can edit it per business requirements.
   - For demo purposes, set the **Due** date to the order creation date.
   - In **Price List**, search for and select the appropriate price list.
6. In the Line Items section, click the + icon to add a new product line to the order.

   NOTE: Orders can be placed using different types of product like ***Service Bundles***, ***Simple Service Bundles***, and ***Marketing Bundles*** or ***Promotions***. In the following steps, you will be adding a promotion to the product lines to create and place an order. For more information on these terms, refer to *Oracle Application Integration Architecture Oracle Communications Order to Cash Integration Pack Implementation Guide*.

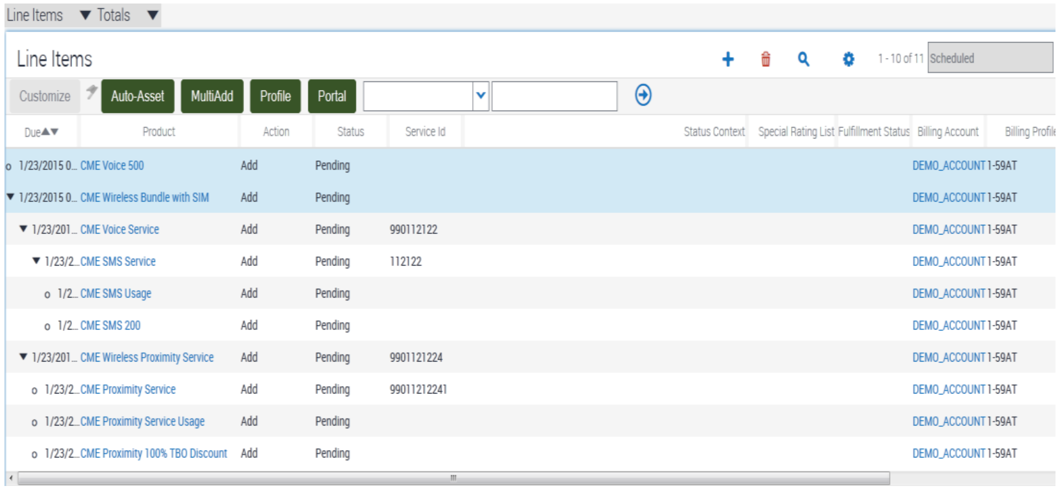
   NOTE: All product data used in the examples in this document exist in your environment after installing the RODOD Reference Implementation.

7. In the **Product** column, enter the name of the product that needs to be ordered, For example, **CME Voice 500**.

   NOTE: You can customize *Service Bundles* and *Marketing Bundles* to add or remove optional products contained within these groupings.

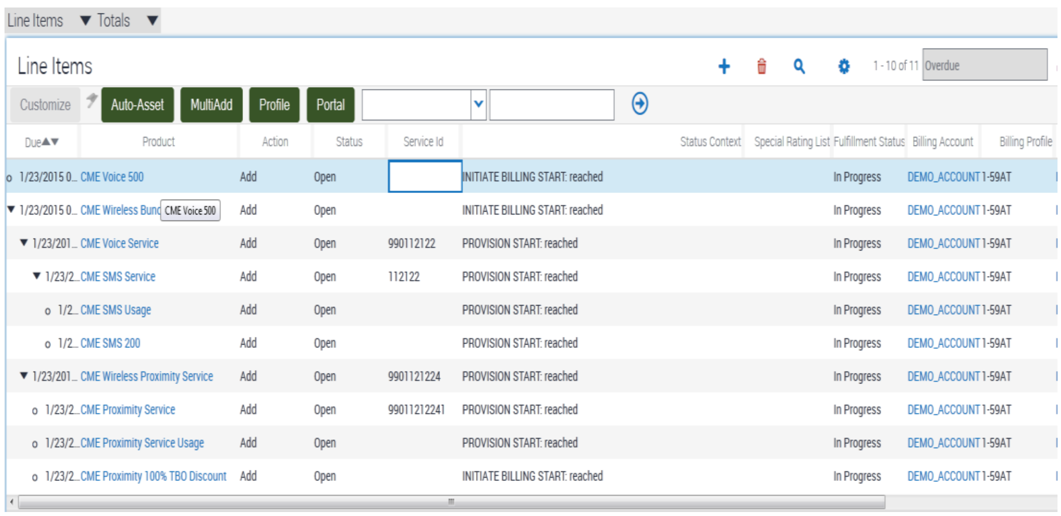
8. Enter the **Service ID** for all the *Service Bundles* and *Simple Service Bundles*.
   Service ID is required for these product types, and the **Service ID** value you enter:
   - Must be unique per order
   - Can be alphanumeric
   - Cannot contain special characters

   Prior to submitting your order, it should look like this:



9. Click **Submit**.

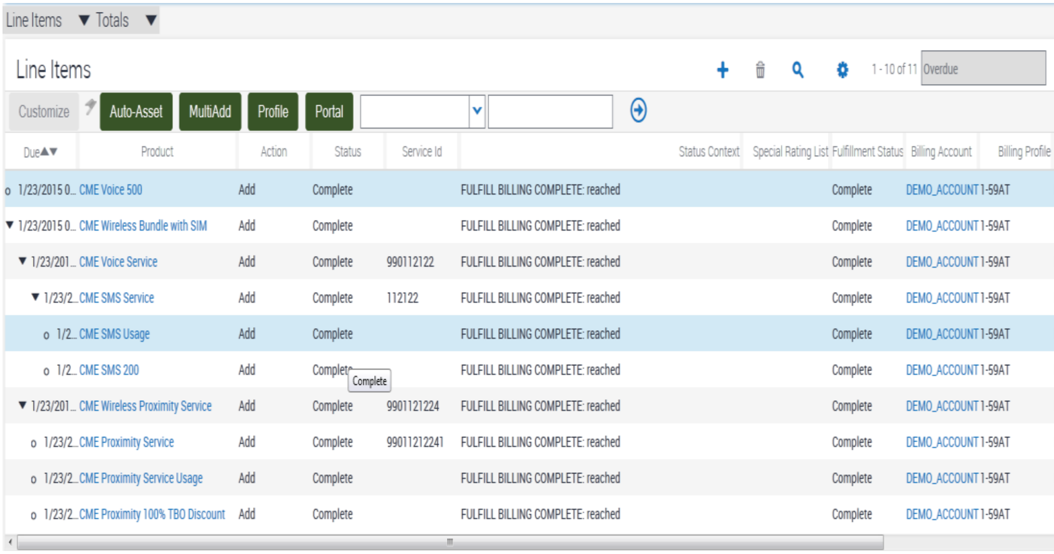
   After you submit the order, the order transitions through various statuses as it proceeds through the RODOD process. You can view these statuses in the Line Items section, under the **Status Context** column, which is updated by OSM via Oracle AIA.



10. After order completion, verify the following data on the on the Order page:

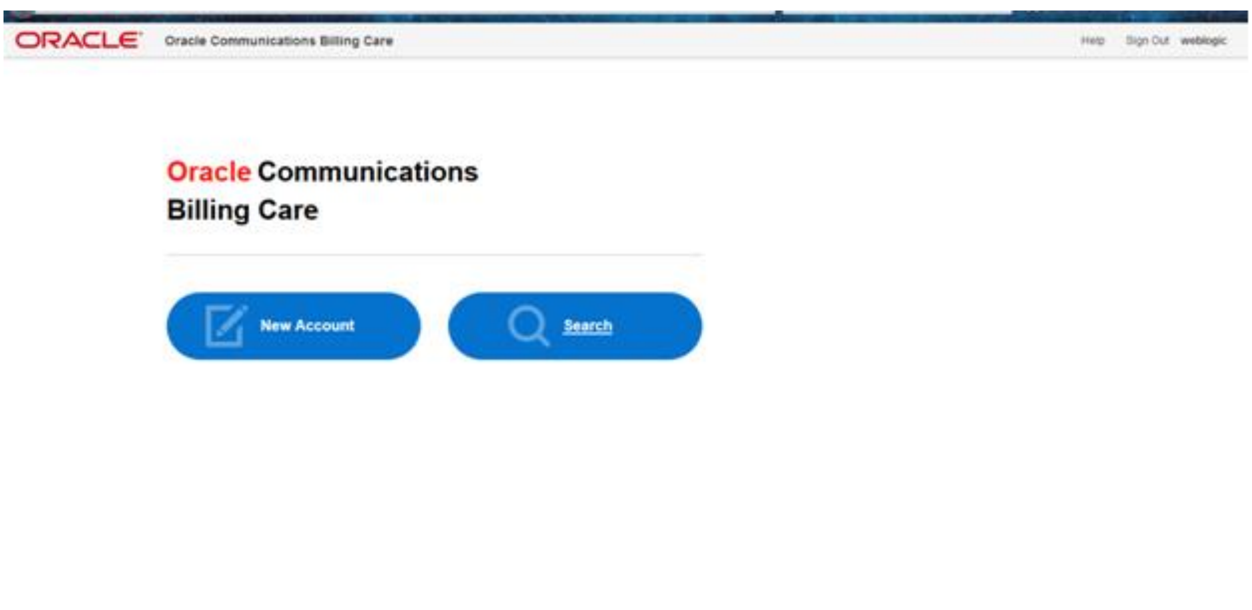
    - Verify the **Fulfillment Status** for the order is **Complete**.
    - In the Line Items section, verify the **Status** for each line item is **Complete**.
    - In the Line Items section, verify the **Status Context** for each line item is **FULFILL BILLING COMPLETE: reached**.
    - In the Line Items section, verify the **Fulfillment Status** for each line item is **Complete**.

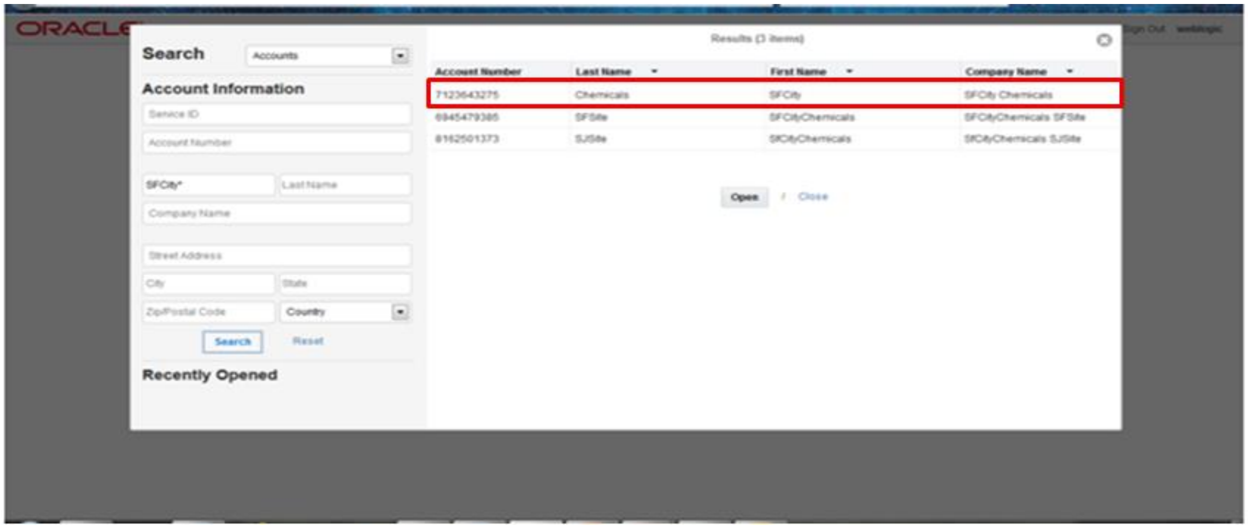
After order completion, your order should look like this:

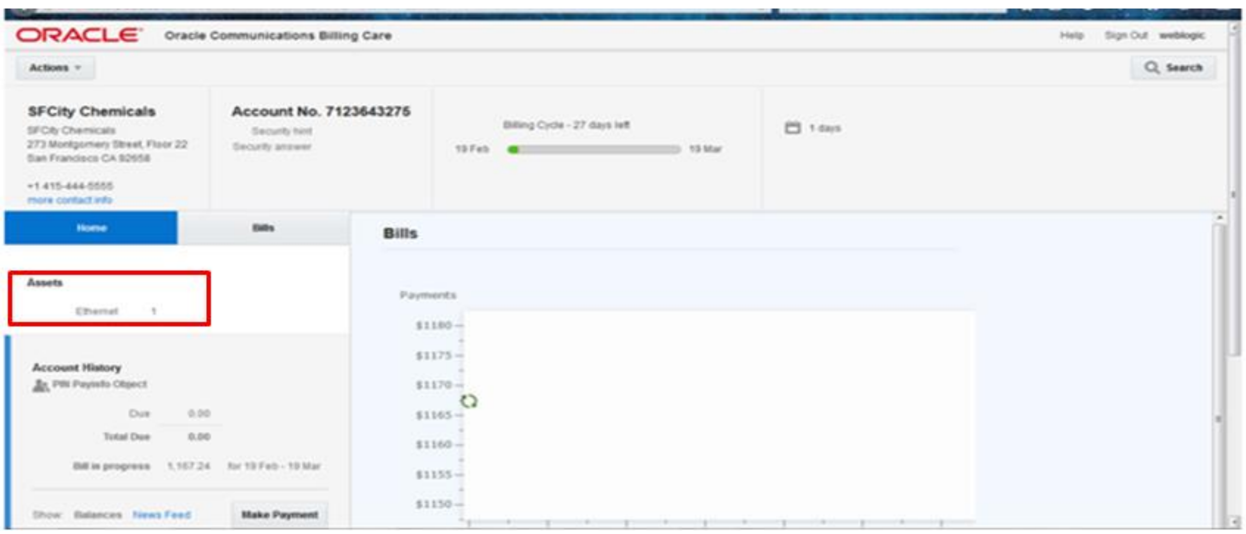


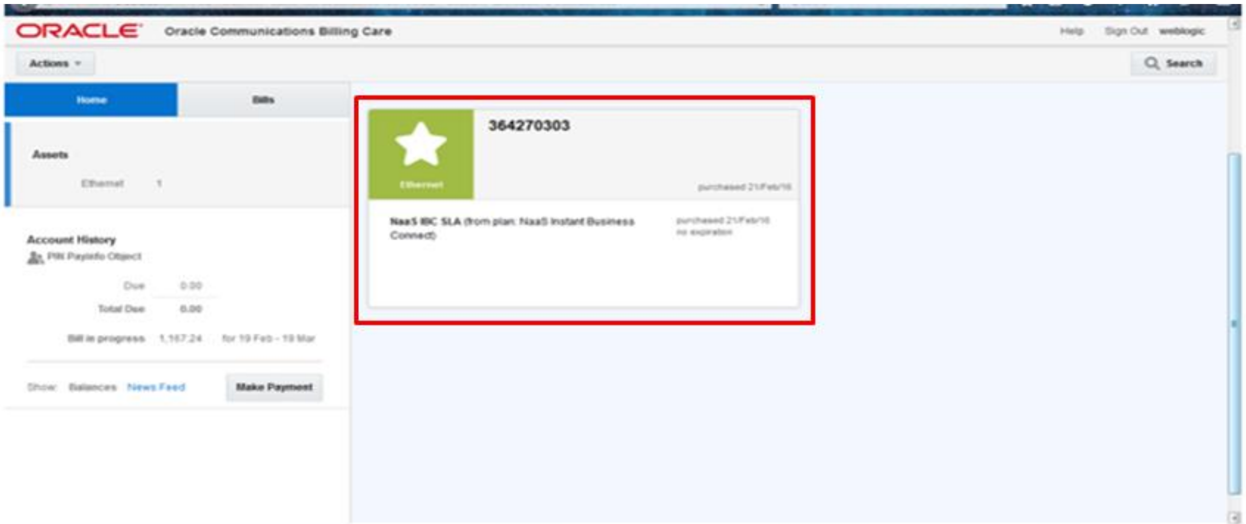
Validating a Completed Order in BRM

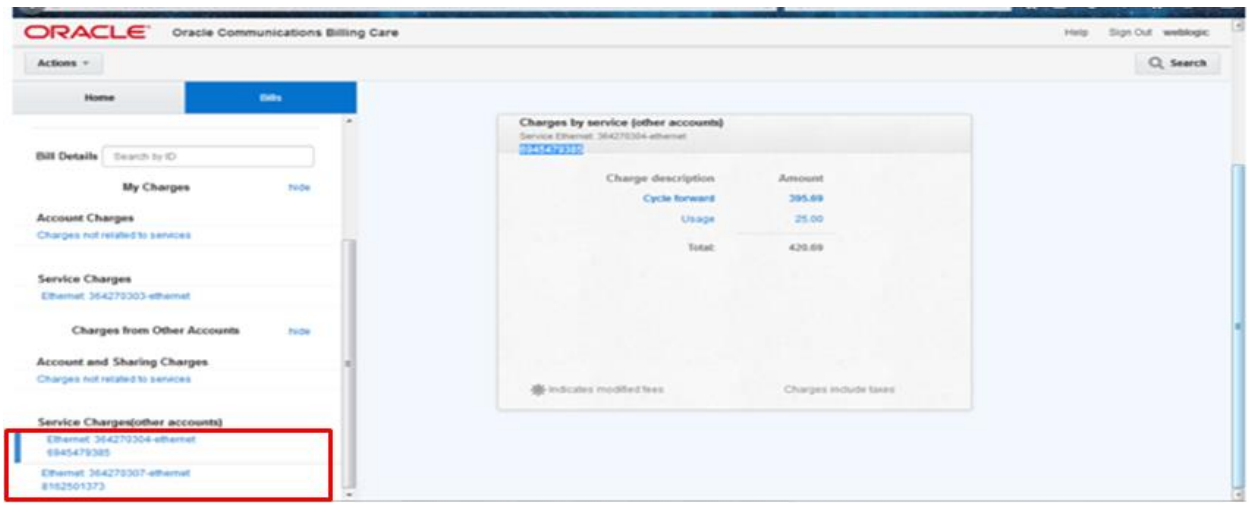
To validate the completed order, log on to the BRM Billing Care application by entering the provided user id and password.

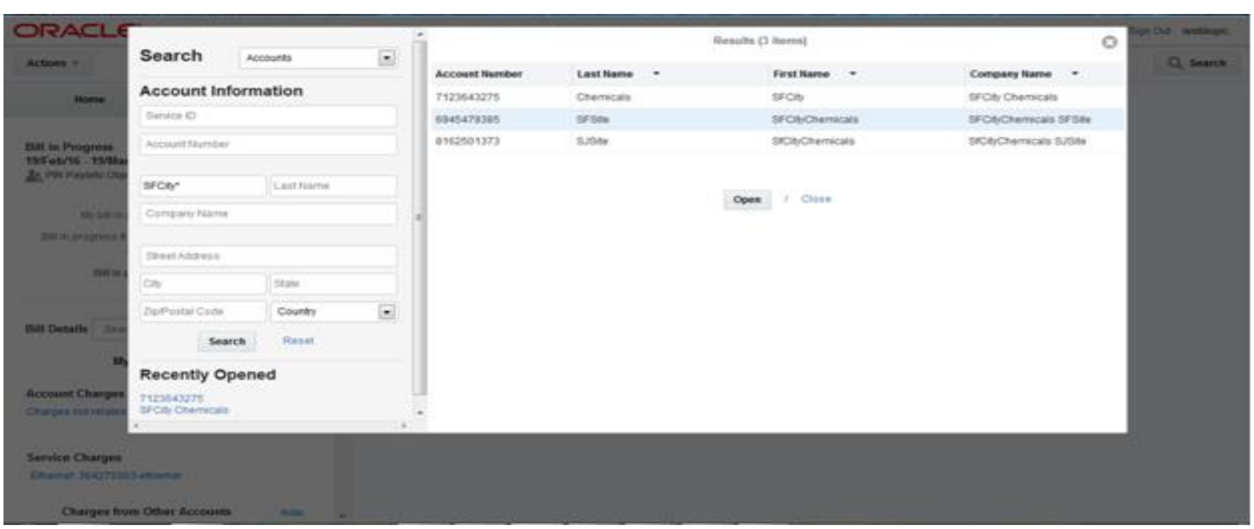


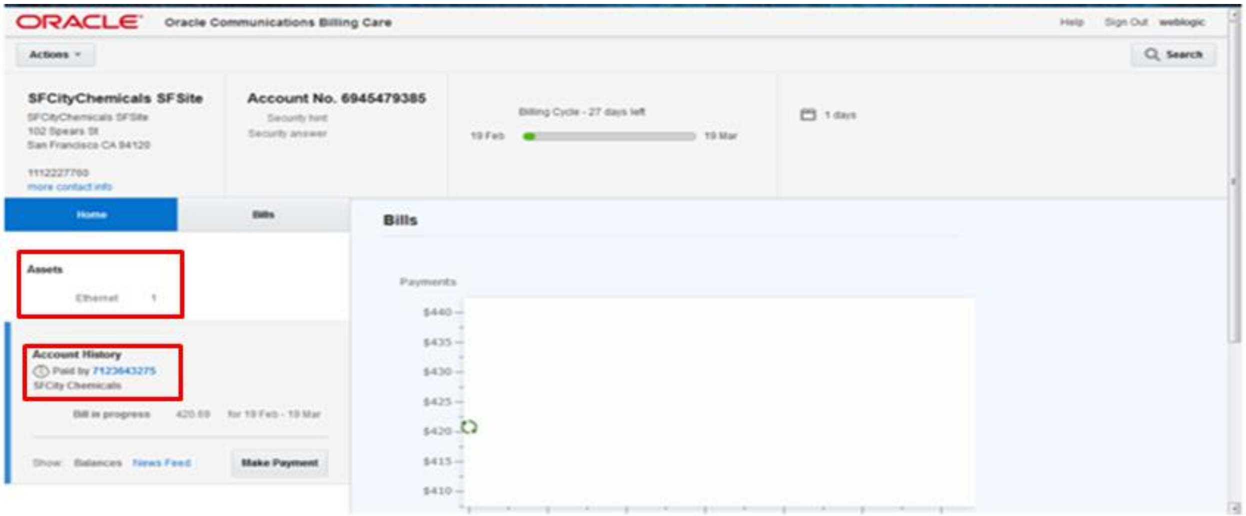

ORACLE
Search
Accounts
Account Information
Service ID
Account Number
SFCity*
Last Name
Company Name
Street Address
City
State
Zip/Postal Code
Country
Search
Reset
Recently Opened
Results (3 items)
Account Number
Last Name
First Name
Company Name
7123643275
Chemicals
SFCity
SFCity Chemicals
SFSite
SFCityChemicals
SFCityChemicals SFSite
SJSite
SfCityChemicals
SfCityChemicals SJSite
Open
Close
Sign Out
weblogic

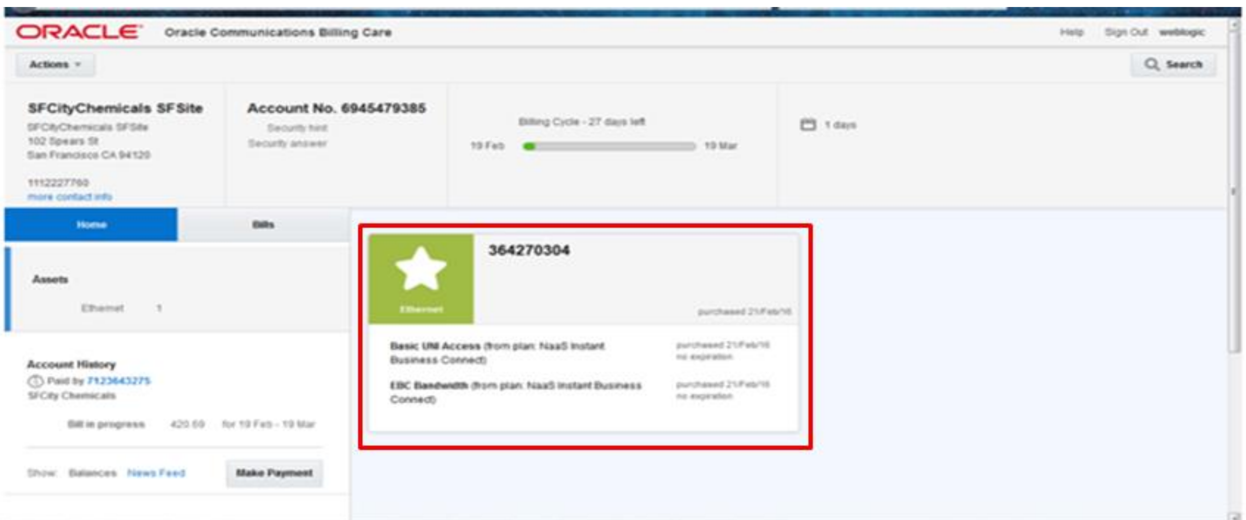

ORACLE
Oracle Communications Billing Care
Help
Sign Out
weblogic
Actions
Search
SFCity Chemicals
SFCity Chemicals
273 Montgomery Street, Floor 22
San Francisco CA 92658
+1 415-444-5555
more contact info
Account No. 7123643275
Security hint
Security answer
Billing Cycle - 27 days left
19 Feb
19 Mar
1 days
Home
Bills
Bills
Assets
Ethernet 1
Payments
Account History
PIN Payinfo Object
Due 0.00
Total Due 0.00
Bill in progress 1,167.24 for 19 Feb - 19 Mar
Show: Balances News Feed
Make Payment
$1180
$1175
$1170
$1165
$1160
$1155
$1150


ORACLE
Oracle Communications Billing Care
Actions
Search
Home
Bills
Assets
Ethernet 1
364270303
Ethernet
Account History
Make Payment


ORACLE
Oracle Communications Billing Care
Actions
Search
Home
Bills
Bill Details
My Charges
Account Charges
Charges not related to services
Service Charges
Charges from Other Accounts
Account and Sharing Charges
Service Charges(other accounts)
Charges by service (other accounts)
Charge description
Amount
Cycle forward
Usage
Total


Search
Account Information
Recently Opened
Account Number
Last Name
First Name
Company Name
7123643275
Chemicals
SFCity
SFCity Chemicals
6945479385
SFSite
8162501373
SJSite
Open
Close





RODOD Use Cases

After installing the RODOD Reference Solution, you can familiarize yourself with the various RODOD systems by working with some basic RODOD-supported use case scenarios, as described in detail in the following sections.

- New Order for a new account
- Change Order for an existing account with installed assets
- Suspend Order for an existing account with installed assets
- Resume Order for an existing account with installed assets is Suspended status

- Disconnect Order for an existing account with installed assets

New Order

USE CASE: John is a new customer who wants to subscribe to a Voice Service from Century Telecom Ltd. He calls the service center to speak to a CSR to request the subscription. The CSR verifies John is not an existing customer and creates a new account for John based on information he provides. The CSR captures details such as:

- Address
- Contact name
- Phone numbers (if any)
- Email address
- Billing details

After creating the new account, the CSR creates a new order and adds the **CME Voice 500** Marketing Bundle to which John wants to subscribe to the order, and submits the order. The order flows through the RODOD stack to completion. After order completion, the CSR can login to the BRM system to view the synced customer and order details.

For detailed instructions, see Creating an Account in Siebel CRM, Creating an Order in Siebel CRM, and Validating a Completed Order in BRM.

Change Order

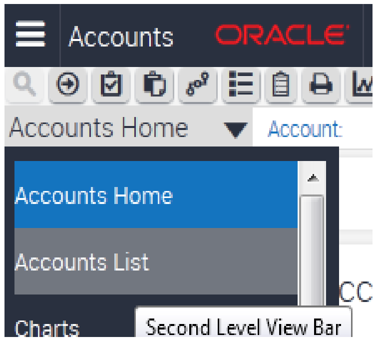
USE CASE: John is an existing customer who subscribes to a voice service by Century Telecom Ltd. He subscribes to the **CME Voice 500** Marketing Bundle. He wants to subscribe to replace the **CME SMS 200** service with **CME SMS 400** service. He calls the service center to speak to a CSR to request this change. The CSR creates a new order and customizes it to reflect John's request, and submits the order.

In this use case scenario, the following is demonstrated:

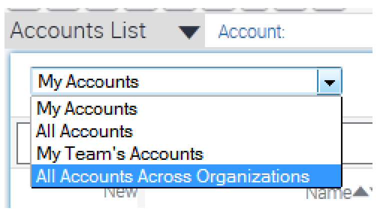
- Creating a change order from the installed assets
- Customizing the change order per your needs
- Verifying the change order results in BRM

To create a change order, customize the change order, and verify the change order completion in Seibel:

1. Access Siebel CRM and log in.
   See Accessing Siebel CRM for detailed information.
2. Query for the account:
   a. Click the ☰ icon and select **Accounts List**.



b. Select **All Accounts Across Organizations**.
This enables the query to run across different Organization IDs if multiple values are in use.



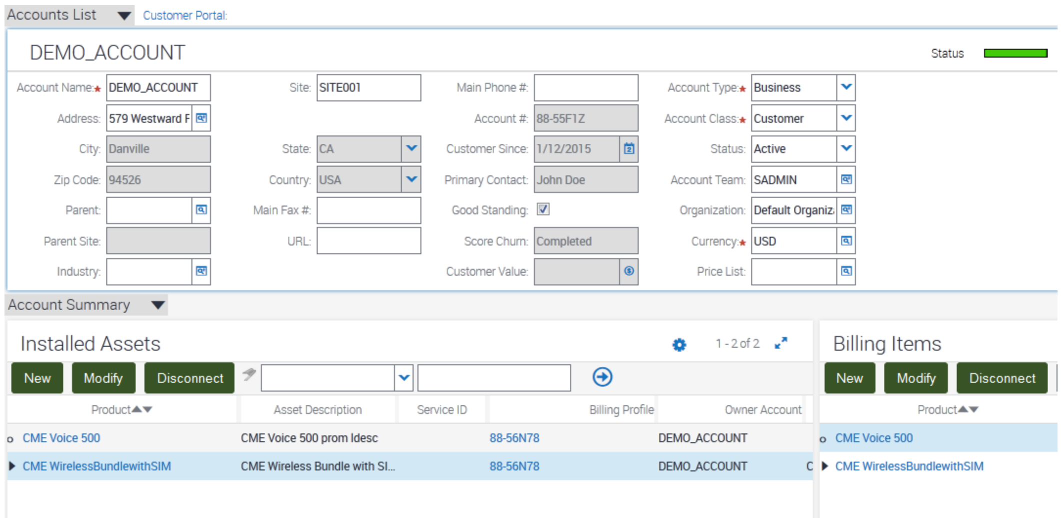
c. On the Account List page, click the icon to search for the account.
The Search page appears.

d. In **Account Name**, enter the account name as search criteria and click the icon to run the query.
NOTE: Siebel CRM supports an asterisk (*) as a wildcard character for searches.

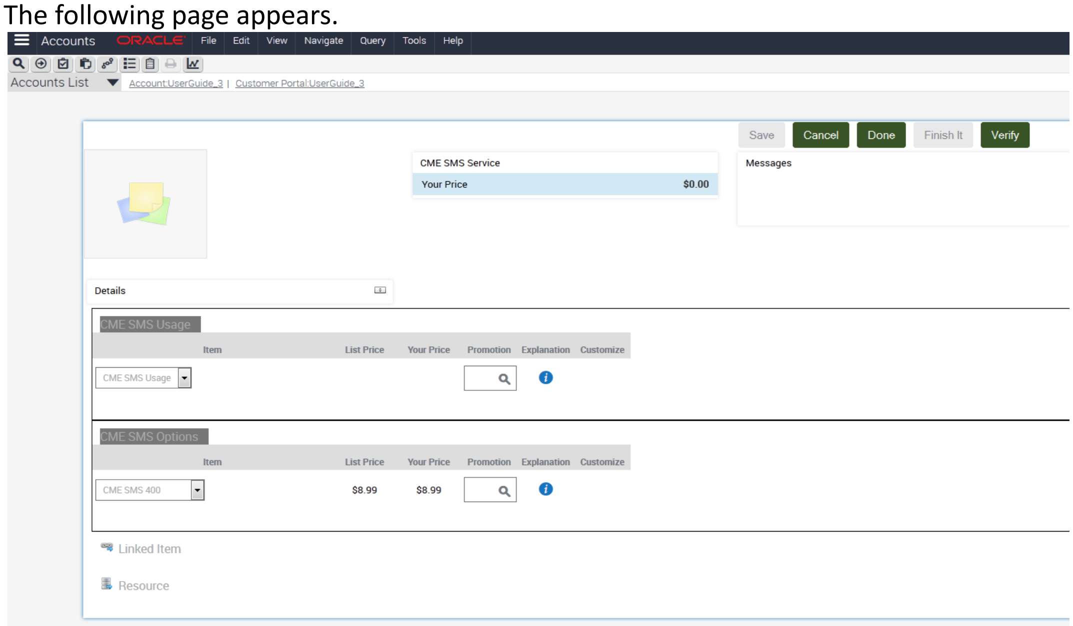
The search results appear:

e. Click the link representing the name of the account, which is located in the **Name** column.
The Accounts page appears for the selected account.

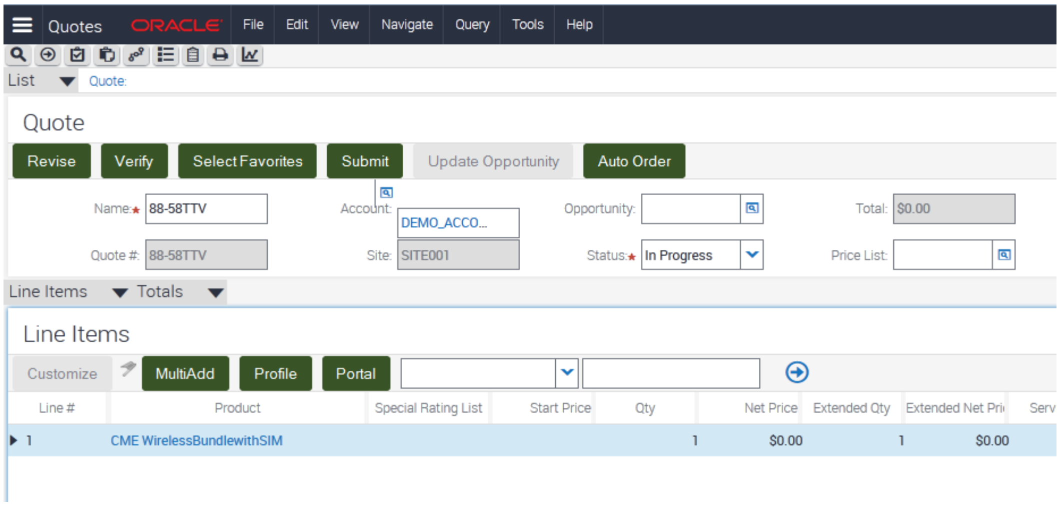
In this use case scenario, the order for the account was previously placed, submitted, and completed; therefore, you can scroll down to the Installed Assets section and view the products the account has subscribed to, as shown here:



3. To modify any of the installed assets listed in the Install Assets section, select a row (such as the **CME Wireless Bundle with SIM**, as shown), and click **Modify**.
   The Change Order Due Date Popup page appears.
4. Click **Continue** without making any changes.
   The following page appears.



5. Click **Done**.
6. Depending on the account type, perform step a or perform step b:
   a. For **Business** account type, the Quotes page appears (below). Click **Auto Order**.
      The Sales Order page appears and a new order is auto-generated.
   b. For **Residential** account type, the Quotes page is bypassed and you are taken directly to the Sales Order page, where a new order is auto-generated.

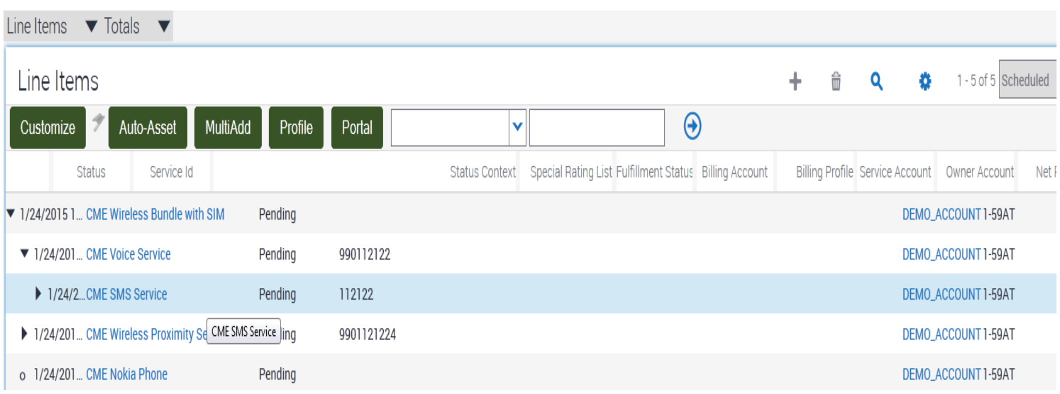


7. Enter the following data:

   - **Order #** is pre-populated, but you can edit it per business requirements.
   - For demo purposes, set the **Due** date to the order creation date.
     The date also needs to be updated for all Line Item under the **Due** column.
   - In **Price List**, search for and select the appropriate price list.

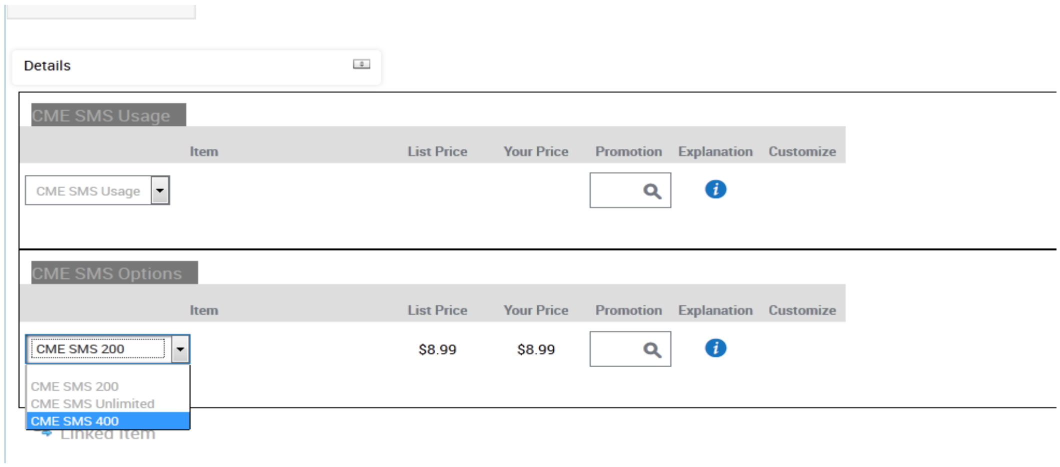
   The change order is now created.

8. Customize the bundle by replacing **CME SMS 200** with **CME SMS 400**:
   a. Expand **CME Wireless Bundle with SIM**, and then expand **CME Voice Service**.
   b. Select **CME SMS Service** and click **Customize**.



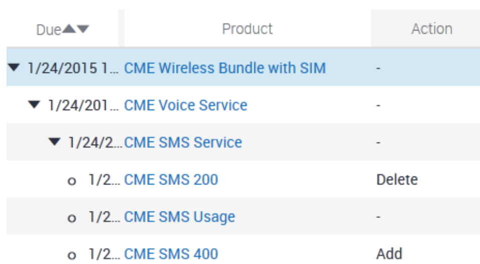
   Another page appears where you can customize the CME SMS Service bundle.

   c. From the list, select **CME SMS 400**, and click **Done**.



d. In the Line Items section, verify the following:

- Both the **CME SMS 200** and **CME SMS 400** line items appear.
- For the **CME SMS 200** line item, the **Action** column displays **Delete**.
- For the **CME SMS 400** line item, the **Action** column displays **Add**.



NOTE: There is no need to enter the **Service ID**s here. The **Service ID**s added as part of the New Order are retained. However, you can change the **Service ID**s if needed, and the change will be treated as an update by the RODOD Reference Solution.

9. Click **Submit**.

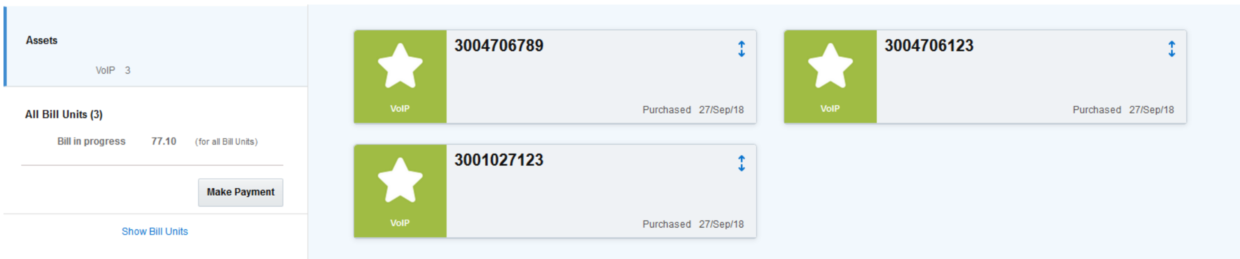
10. When the change order completes, verify the following:

- **Fulfillment Status** (under Order applet) is **Complete**
- **Status Context** for all order lines is **Complete**
- **Fulfillment Status** (under Line Items applet) is **FULFILL BILLING COMPLETE: reached**

To verify the change order results in BRM:

1. Access BRM Billing Care and log in.
   See [Accessing BRM]Billing Care for detailed information.

2. Click the **Asstes** tab.
   If you were already in BRM, click **Refresh** to update the page with the latest changes.



3. Verify the following:
   - **CME SMS 400** has been added to the list and the **Status** is **Active**.
   - **CME SMS 200** is still on the list and the status is **Canceled**.
   - The Promotion reference is carried forward to the newly added product under the Plan column.

Suspend Order

USE CASE: John is an existing customer. He has not made a payment in over 40 days, which makes his account to go into delinquent status. As per company policy, all his services must be suspended until he clears his past payments. The CSR places a suspend order on John's account, which suspends all services.

In this use case scenario, the following is demonstrated:

- Creating a Suspend order from the installed assets
- Verifying the changes in BRM

To create a suspend order, and verify the suspend order completion in Seibel:

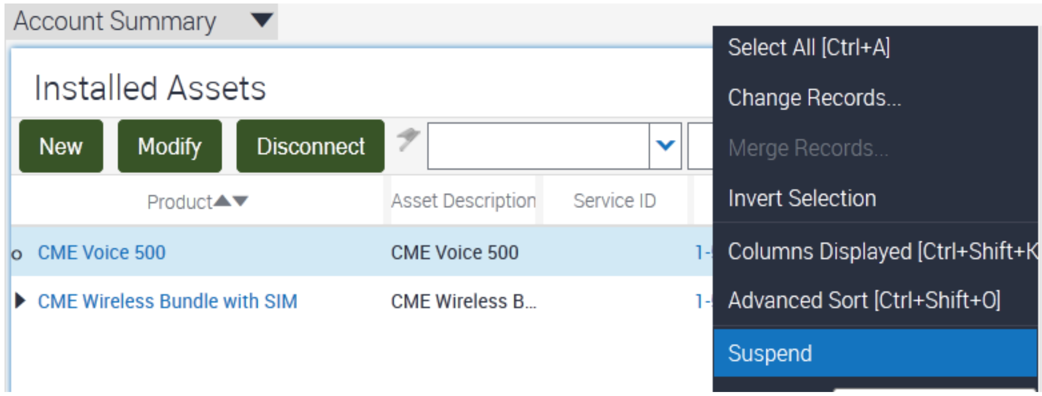
1. Access Siebel CRM and log in.

   See Accessing Siebel CRM for detailed information.

2. Query for the account.
   See Change Order step 2 for detailed instructions on querying for the account.

   In this use case scenario, the order for the account was previously placed, submitted, and completed; therefore, you can scroll down to the Installed Assets section and view the products the account has subscribed to.

3. In the Installed Assets section, select the row for the **CME Voice 500** promotion.
4. Click the icon, scroll down, and select **Suspend**.



The Change Order Due Date Popup page appears.

- For demo purposes, set the **Due Date** to **Now**, to cause the action to happen immediately after order submission. (“Now” is a button in the date picker popup.)

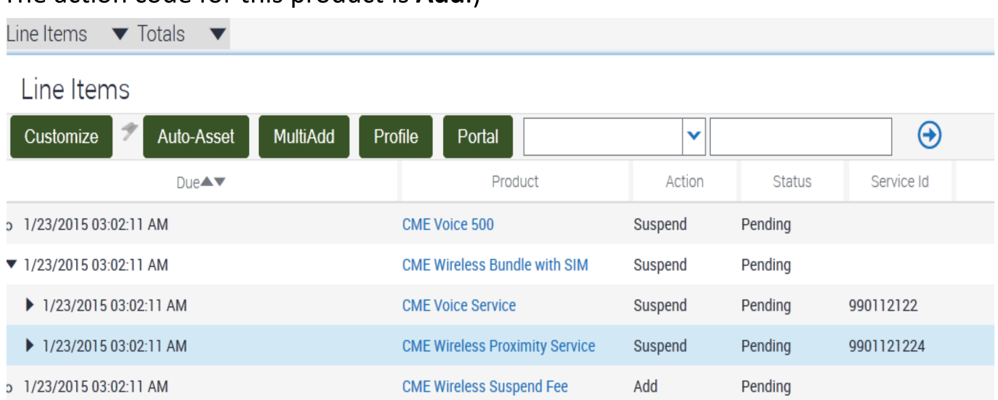
5. Click **Continue**.
6. Click **Done**.
7. Depending on the account type, perform step a or perform step b:
   a. For **Business** account type, the Quotes page appears. Click **Auto Order**. The Sales Order page appears and a new order is auto-generated.
   b. For **Residential** account type, the Quotes page is bypassed and you are taken directly to the Sales Order page, where a new order is auto-generated.
8. Enter the following data:

   - **Order #** is pre-populated, but you can edit it per business requirements.

   The suspend order is now created.

9. In the Line Items section, verify the following:

   - The **Action** column displays **Suspend** for all existing line items.
   - A new **CME Wireless Suspend Fee** line item is added. (This is preconfigured as part of the RODOD Reference Solution data. The action code for this product is **Add**.)



10. Click **Submit**.
11. When the suspend order completes, verify the following:

- **Fulfillment Status** (under Order applet) is **Complete**
- **Status Context** for all order lines is **Complete**
- **Fulfillment Status** (under Line Items applet) is **FULFILL BILLING COMPLETE: reached**

To verify the suspend order results in BRM:

1. Access BRM Billing Care and log in.
   See Accessing BRM Billing Care for detailed information.
2. Click the **Assets** tab.
   If you were already in BRM, click **Refresh** to update the page with the latest changes.

3. Verify the following:
   - All products that were in the **Active** status are now **Inactive**.
   - Any products that were in the **Canceled** status remain in the same status.
   - Any products that were in the **Not Set** status remain in the same status.
   - The status of the **CME Wireless Suspend Fee** is **Not Set**.
     NOTE: The **CME Wireless Suspend Fee** is not a part of the **CME Voice 500** promotion, so it does not carry the Promotion reference.

Resume Order

USE CASE: John is an existing customer whose services were previously suspended for nonpayment. He makes a payment and his account balance is now zero. The account is now out of delinquent status, and John can start using his services. The CSR places an order to resume the services on John's account.

In this use case scenario, the following is demonstrated:

- Creating a resume order from the installed assets
- Verifying the changes in BRM

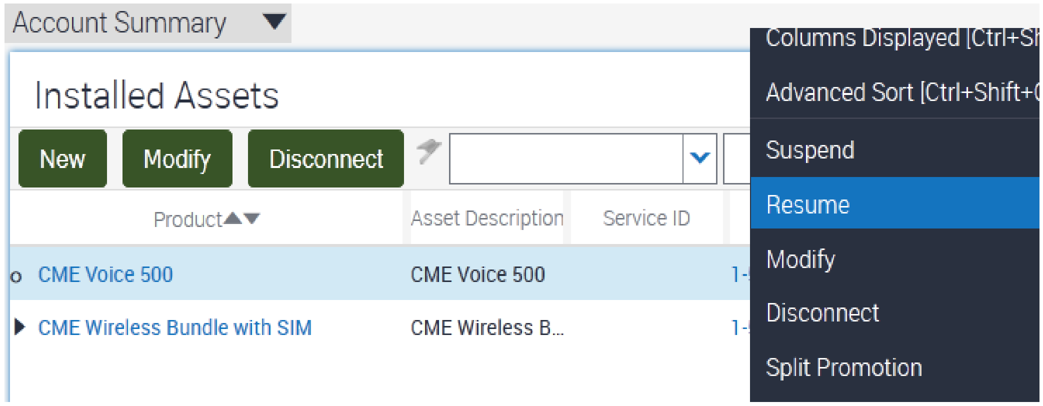
To create a resume order, and verify the resume order completion in Seibel:

1. Access Siebel CRM and log in.

   See Accessing Siebel CRM for detailed information.
2. Query for the account.
   See Change Order step 2 for detailed instructions on querying for the account.

   In this use case scenario, a suspend order for the account was previously placed, submitted, and completed; therefore, you can scroll down to the Installed Assets section and view the products the account had subscribed to.

3. In the Installed Assets section, select the row for the **CME Voice 500** promotion.
4. Click the icon, scroll down, and select **Resume**.



The Change Order Due Date Popup page appears.

- For demo purposes, set the **Due Date** to **Now**, to cause the action to happen immediately after order submission. ("Now" is a button in the date picker popup.)

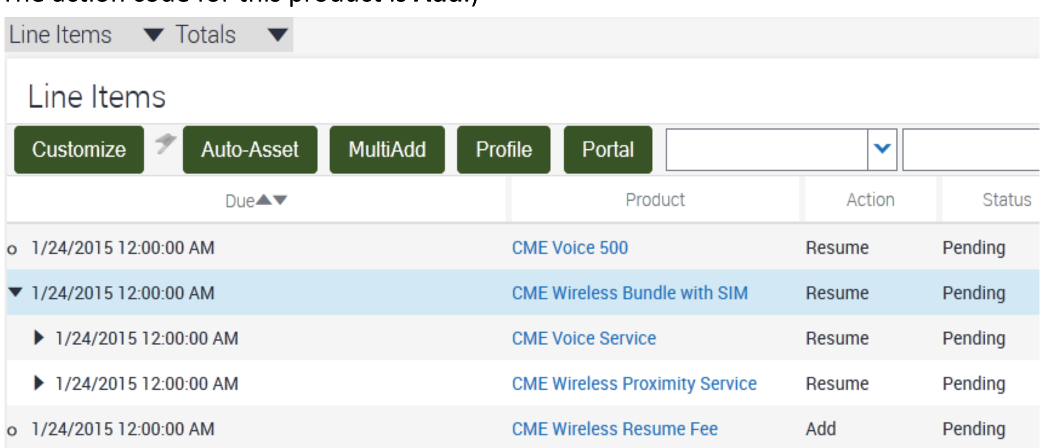
5. Click **Continue**.
6. Click **Done**.
7. Depending on the account type, perform step a or perform step b:
    a. For **Business** account type, the Quotes page appears. Click **Auto Order**. The Sales Order page appears and a new order is auto-generated.
    b. For **Residential** account type, the Quotes page is bypassed and you are taken directly to the Sales Order page, where a new order is auto-generated.
8. Enter the following data:

    - **Order #** is pre-populated, but you can edit it per business requirements.

    - In **Price List**, search for and select the appropriate price list.

    The resume order is now created.

9. In the Line Items section, verify the following:
    - The **Action** column displays **Resume** for all existing line items for the bundle.
    - A new **CME Wireless Resume Fee** line item is added.
      (This is preconfigured as part of the RODOD Reference Solution data.
      The action code for this product is **Add**.)



10. Click **Submit**.
11. When the resume order completes, verify the following:
    - **Fulfillment Status** (under Order applet) is **Complete**
    - **Status Context** for all order lines is **Complete**
    - **Fulfillment Status** (under Line Items applet) is **FULFILL BILLING COMPLETE: reached**

To verify the resume order results in BRM:

1. Access BRM Billing Care and log in.
   See Accessing BRM Billing Care for detailed information.
2. Click the **Assets** tab.
   If you were already in BRM, click **Refresh** to update the page with the latest changes.
3. Verify the following:
   - All products that were in the **Inactive** status are now **Active**.
   - Any products that were in the **Canceled** status remain in the same status.
   - Any products that were in the **Not Set** status remain in the same status.
   - The status of the **CME Wireless Resume Fee** is **Not Set**.
     NOTE: The **CME Wireless Resume Fee** is not a part of the **CME Voice 500** promotion, so it does not carry the Promotion reference.

Disconnect Order

USE CASE: John is an existing customer who wants to disconnect all of his services and use a different Service Provider. He calls the service center to speak to a CSR to request the change to disconnect his services. The CSR places an order disconnect all the services.

In this use case scenario, the following is demonstrated:

- Creating a Disconnect order from the Installed assets
- Verifying the changes in BRM

To create a disconnect order, and verify the disconnect order completion in Seibel:

1. Access Siebel CRM and log in.

   See Accessing Siebel CRM for detailed information.
2. Query for the account.
   See Change Order step 2 for detailed instructions on querying for the account.

   In this use case scenario, an order for the account was previously placed, submitted, and completed; therefore, you can scroll down to the Installed Assets section and view the products the account has subscribed to.

3. In the Installed Assets section, select the rows for **CME Voice 500** and **CME Wireless Bundle with SIM**, and click **Disconnect**.

   The Change Order Due Date Popup page appears.

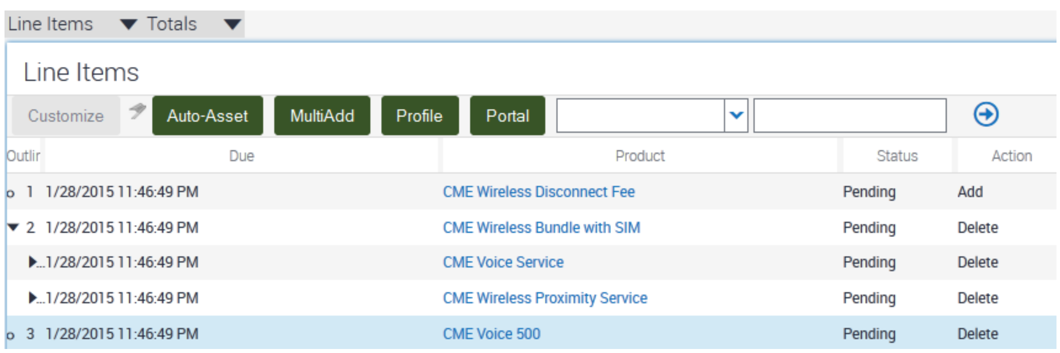
   - For demo purposes, set the **Due Date** to **Now**, to cause the action to happen immediately after order submission. (“Now” is a button in the date picker popup.)

4. Click **Continue** without making any changes.
5. Click **Done**.
6. Depending on the account type, perform step a or perform step b:
   a. For **Business** account type, the Quotes page appears. Click **Auto Order**.
      The Sales Order page appears and a new order is auto-generated.
   b. For **Residential** account type, the Quotes page is bypassed and you are taken directly to the Sales Order page, where a new order is auto-generated.
7. Enter the following data:

   - **Order #** is pre-populated, but you can edit it per business requirements.

   The disconnect order is now created.

8. In the Line Items section, verify the following:
   - The **Action** column displays **Delete** for all line items for the bundle.
   - A new **CME Wireless Disconnect Fee** line item is added.
     (This is preconfigured as part of the RODOD Reference Solution data.
     The action code for this product is **Add**.)

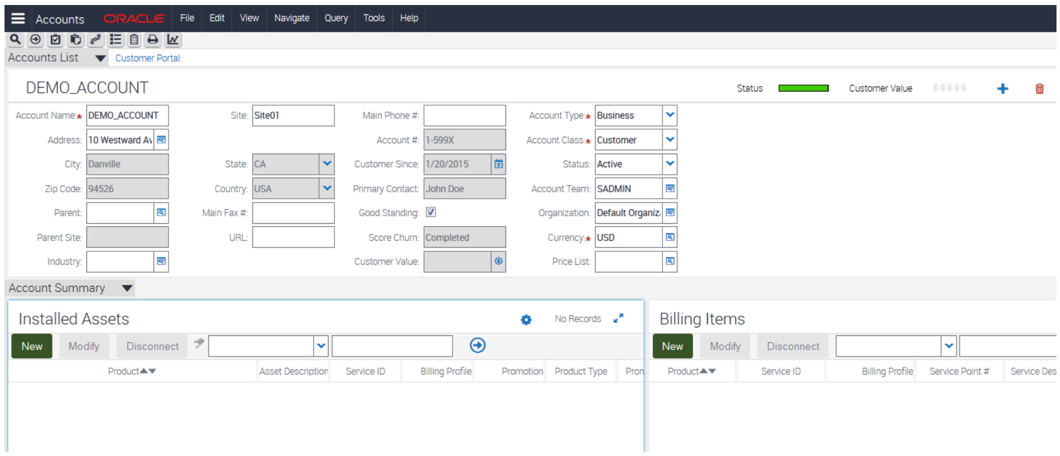


Outlir	Due	Product	Status	Action
1	1/28/2015 11:46:49 PM	CME Wireless Disconnect Fee	Pending	Add
2	1/28/2015 11:46:49 PM	CME Wireless Bundle with SIM	Pending	Delete
..	1/28/2015 11:46:49 PM	CME Voice Service	Pending	Delete
..	1/28/2015 11:46:49 PM	CME Wireless Proximity Service	Pending	Delete
3	1/28/2015 11:46:49 PM	CME Voice 500	Pending	Delete

9. Click **Submit**.
10. When the disconnect order completes, verify the following:

    - **Fulfillment Status** (under Order applet) is **Complete**
    - **Status Context** for all order lines is **Complete**
    - **Fulfillment Status** (under Line Items applet) is **FULFILL BILLING COMPLETE: reached**

11. Click **Portal** to return to the Accounts Summary page.
    In the Installed Assets section, no installed assets are listed because they have all been disconnected.



To verify the disconnect order results in BRM:

1. Access BRM Billing Care and log in.
   See Accessing BRM Billing Care for detailed information.
2. Click the **Assets** tab.
   If you were already in BRM, click **Refresh** to update the page with the latest changes.
3. Verify the following:
   - All products that were in the **Active** status are now **Canceled**.
   - Any products that were in the **Canceled** status remain in the same status.
   - Any products that were in the **Not Set** status remain in the same status.
   - The status of the **CME Wireless Disconnect Fee** is **Not Set**.
     NOTE: The **CME Wireless Disconnect Fee** is not a part of the **CME Voice 500** promotion, so it does not carry the Promotion reference.

Features

The following table lists Transfer of Information collateral for the latest RODOD features available with the Oracle AIA for Communications. It also has links to some generic topics like Siebel, which may interest the readers.

To access all the trainings listed in the table below, log in to http://ilearning.oracle.com using your Oracle account.

Navigate to: Product Courses > Industry Solutions > Communications > Business Support Systems > Application Integration Architecture for Comms

TOI Name	Description
AIA 11.6 TOI: AIA for Communications Order to Cash - B2C Family Mobile Share Plan Functional Overview	Review key concepts and demonstrate offer design and order capture process to share mobile data plan across family members.
AIA 11.6 Functional TOI: AIA for Communications Order to Cash - B2B Corporate Share Plan	Review key concepts and demonstrate offer design and order delivery process to setup a shared pool for sharing minutes and free calls between employees of a corporate.
AIA 11.6 Functional TOI: AIA for Communications Order to Cash 11.6 - Customizing RODOD for Billing	Review key concepts for extending order billing integration to support new business scenarios that leverage custom implementation in billing
AIA 11.6 Functional TOI: AIA for Communications Order to Cash - B2B Bulk and Large Orders	Review key concepts and demonstrate offer design and order delivery process for B2B large orders and bulk on-boarding of customers into a service provider network
AIA 11.6 Functional TOI: AIA for Communications Order to Cash 11.6 - Calculate Service Order for RODOD	Review key concepts and value of productized Calculate Service Order support in RODOD
AIA 11.6 Functional TOI: AIA for Communications Order to Cash - B2B and B2C Split Billing	Review key concepts and demonstrate offer design and order delivery process for implementing split billing between accounts in a business to business and business to consumer scenario
AIA 11.6 Functional TOI: AIA for Communications Order to Cash - B2B and B2C Legal Owner	Review key concepts and demonstrate offer design and order delivery process for designating a legal owner for an account for the purpose of debt collection in a business to business and business to consumer scenario
AIA 11.6 Functional TOI: AIA for Communications Order to Cash - B2C Payment on Order	Review key concepts and demonstrate offer design and order delivery process for capturing consumer payments at the time of purchasing services
AIA 11.6 Functional TOI: Product Master Data Management Integration 11.3 - Product Hub integration with PDC	Review key concepts and demonstrate offer design solution for mastering product offerings in Product Hub and distribution to PDC.
AIA 11.6 Functional TOI: Product Master Data Management Integration 11.3 - Offer Design enhancements with Product Hub	Review key concepts and demonstrate enhanced promotion management capabilities with Product Hub and distribution to Siebel CRM.
Application Management Pack for Communications 12.1.0.2.0 TOI: RODOD Operations Using Application Management Pack for Communications Functional Overview	Review key concepts and functional overview of managing operations of RODOD solution, component applications and underlying infrastructure.

AIA 11.6 Functional TOI: AIA for Communications Order to Cash 11.6 - RODOD Reference Installation	Hands-on demonstration of the unattended installation setup based on the RODOD Reference Installation Guide

NOTE: Product hub does not get installed as part of the RODOD Reference Solution. In order to run the PH related flows on your environment, a PH instance will need to be setup manually.

Tracking the Order in OSM and Oracle AIA

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

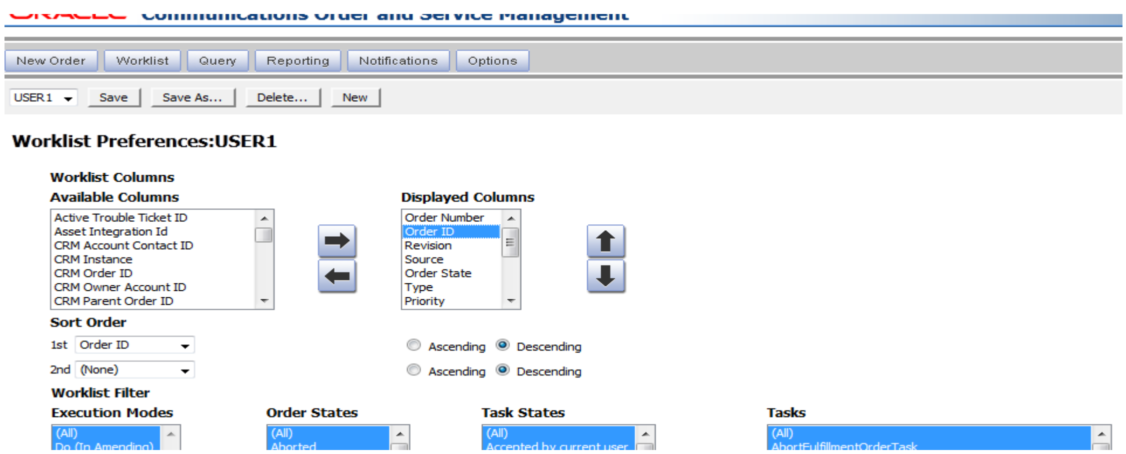
Accessing OSM

To access OSM:

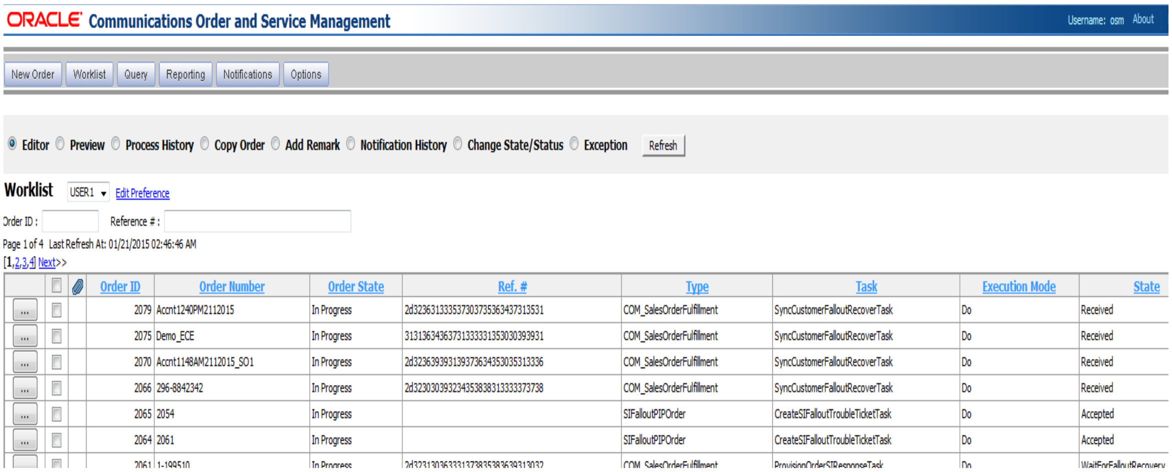
1. Log into OSM Task web client.
2. From the toolbar, click **Worklist** to view the list of orders in process.
   NOTE: The Worklist view may appear on your screen by default.
3. Click the **Edit Preference** link to customize your view.

   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 AIA reference key)
   - Type
   - Completed Date
   - Task
   - Execution Mode
   - State



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

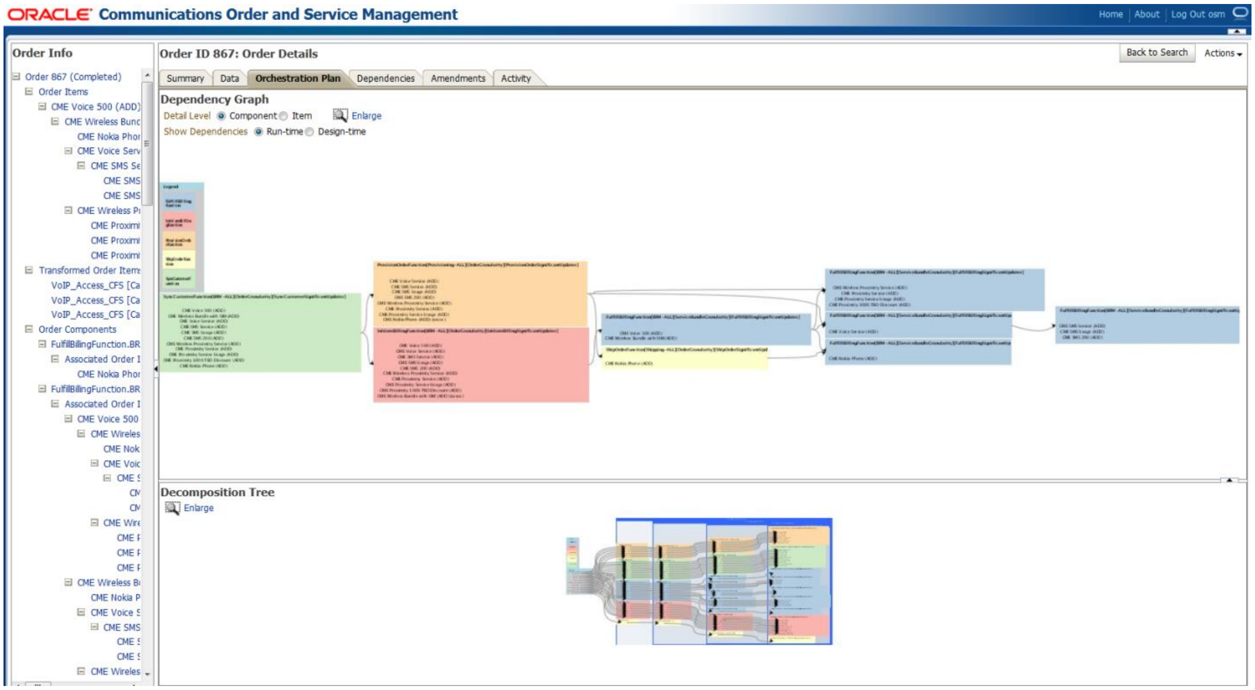


Order ID is an OSM generated value that signifies the **Order #** assigned to an order request in OSM. **Order Number** is the original order number coming from Siebel CRM.

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 Siebel CRM. 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.



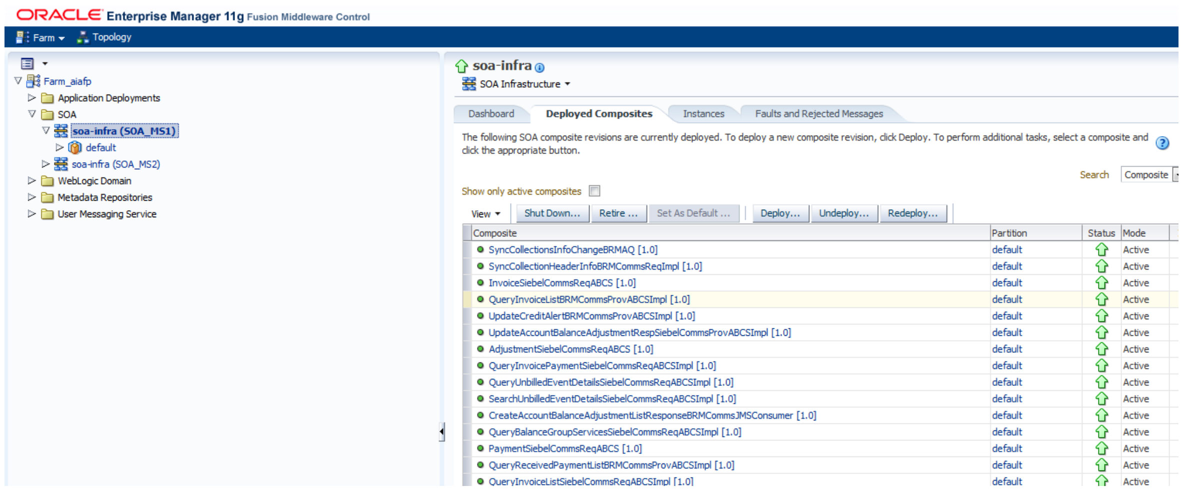
5. Click the Enlarge icon in the Dependency Graph and Decomposition Tree applets to expand the image for viewing.

   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

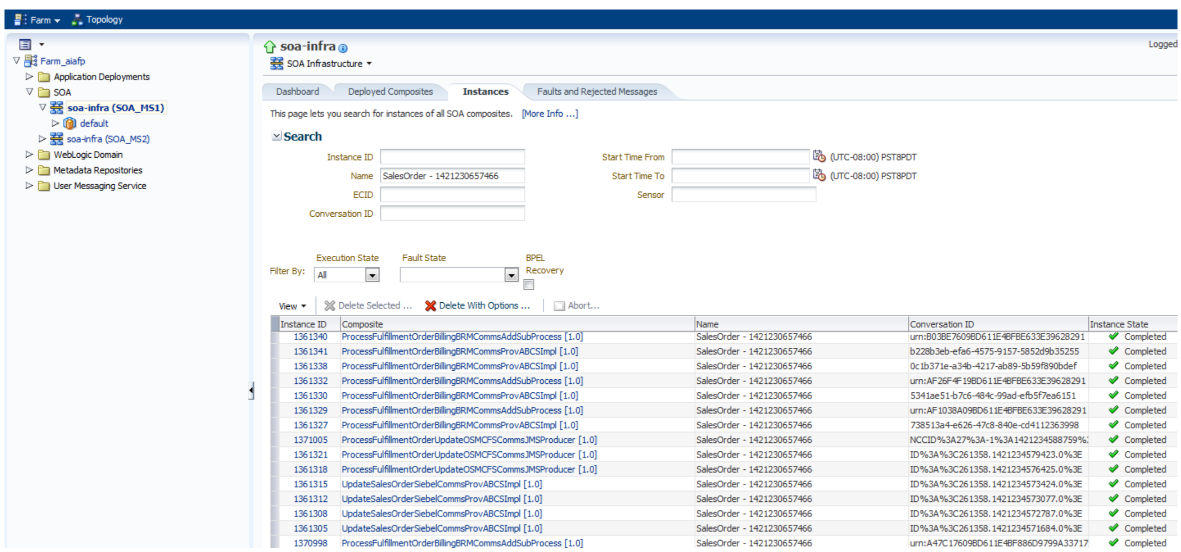
To access Oracle AIA Enterprise Manager:

1. Log in to Oracle AIA Enterprise Manager.
2. Expand SOA to see a list of the composites deployed.
   Click any of the managed servers to get the view shown below.
   The following screenshot is from a cluster setup, so there are two managed servers present.
   In a cluster environment, both of the managed servers have the same composites deployed onto them.



3. To see the list of composites fired upon an action in Siebel CRM, such as an address update on an account, click the **Instances** tab and then click **Search**.

4. To view all composite instances related to one specific order, enter the **Name** as “SalesOrder - <ORDER NUMBER>” and search. The result of this action is shown below.



All instances in the screenshot above have completed, as shown in the **Instance State** column.

5. 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.

   RODOD 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: Products Requiring Service IDs

When capturing an order, an order line that carries a Service Bundle or a Simple Service Bundle must be populated with a Service ID value.

Service Bundles:

- CME Broadband Service
- CME Broadband Access
- CME Data Service
- CME Family Plan – Add On Line
- CME Family Plan - Main Line Service
- CME Internet Media Service
- CME SMS Service
- CME Voice Service
- CME VoIP Service
- CME Wireless 4G LTE Service
- CME Wireless LTE Service
- CME Wireless Proximity Service

Simple Service Bundles:

- CME 6G Mobile Data Service – Wireless fees
- CME Content on Demand – Broadband fees
- CME Email Service – Broadband fees
- CME Mobile 4G LTE Data – Wireless fees
- CME Mobile Unlimited Talk – Wireless fees
- CME Mobile Unlimited Text – Wireless fees
- CME Video on Demand – Broadband fees
- CME VoIP Fax Service – VoIP fees
- CME VoIP Visual Voicemail – VoIP fees
- CME Web Conferencing Service – Broadband fees
- CME Wireless Voice - Additional TN – Wireless fees

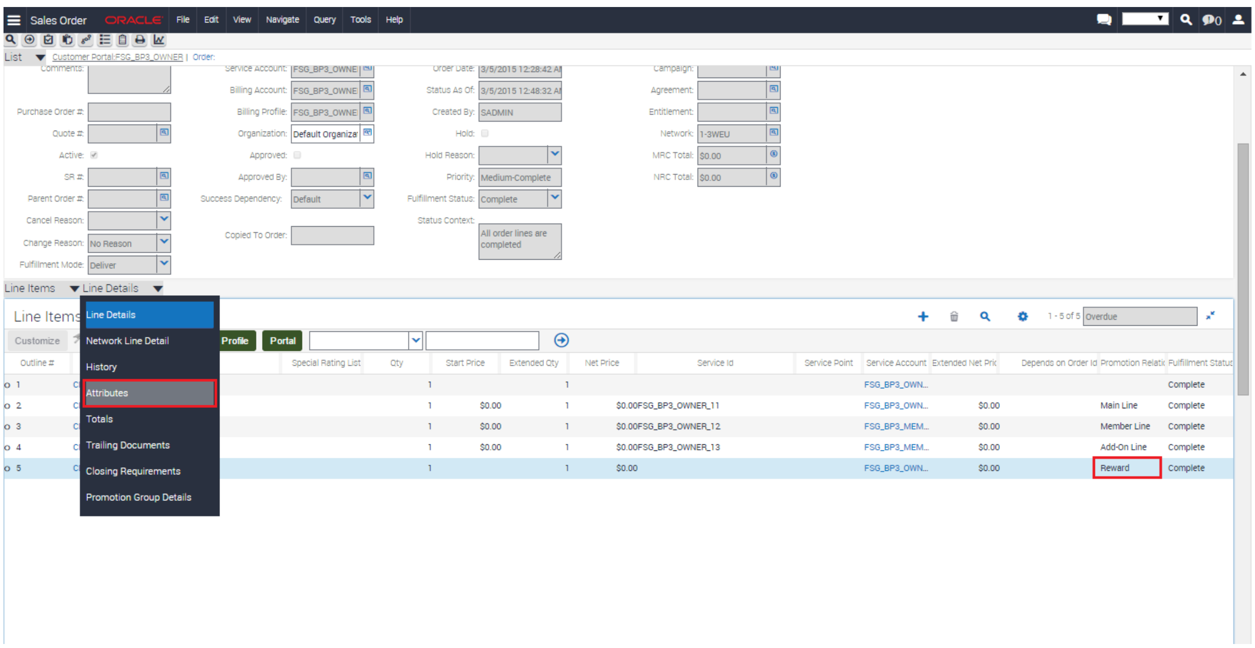
Appendix B: Family Share Groups

This section applies when capturing an order with the following products:

- CME Family Plan 4G LTE
- CME Family Plan 4G LTE 4GB

The Community Offer Attribute value of the Reward Line item should be set to "Y". By default this field is set to "N", so it needs to be overridden. This is accomplished by performing the following steps.

1. In the **Sales Order** screen, select the reward line item in the **Line Items** applet.
2. Navigate to **Attributes** in Line Details drop down.



3. In the **Line Item Attributes** applet, change the value of **Community Offer** attribute to "Y".