

Oracle Communications RODOD Reference Solution User Guide

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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 production 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, 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 on the Oracle University Web site at: <http://education.oracle.com>. The trainings are available in **Classroom** and **Live Virtual Class** modes.

On the Oracle University Web site, 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

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/	pduser
Oracle AIA Enterprise Manager	http://host:7001/em	weblogic
BRM Billing Care	https://host:8022/bc/login.html	weblogic

Accessing Siebel CRM

To access Siebel 19.11 application, log into <https://host:9001/siebel/app/ecommunications/enu>.

Following browsers are supported by Siebel:

- Internet Explorer
- Firefox Mozilla
- Apple Safari
- Google Chrome

Refer to Siebel IP19 documentation for more information: <http://docs.oracle.com>

On Oracle Help Center, Navigate to *Applications > Siebel > Siebel Business Applications*

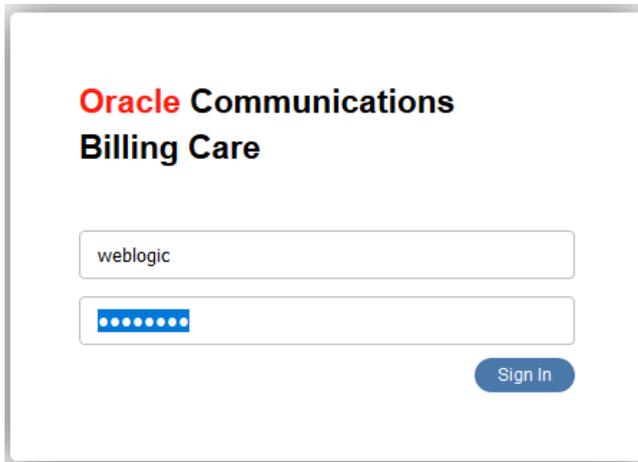
Accessing BRM Billing Care

BRM Billing Care has to be installed separately. For information on installing BRM Billing Care, refer to BRM 12 documentation on Oracle Help Center:

[Oracle Communications Billing and Revenue Management Installation Guide](#)

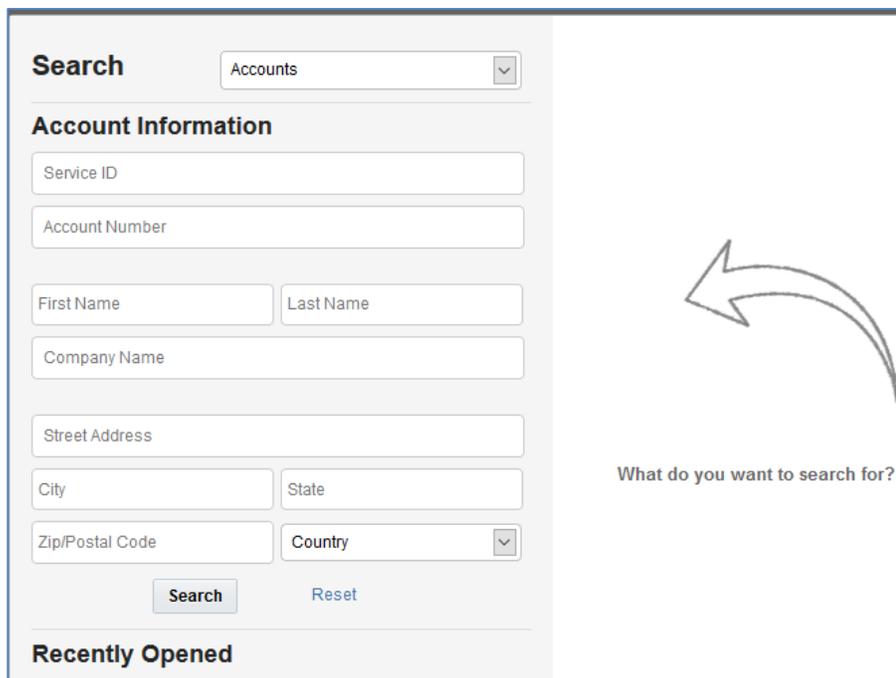
To access BRM Billing Care after installing BRM:

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



The image shows the Oracle Communications Billing Care login interface. At the top, the text "Oracle Communications Billing Care" is displayed in a bold, sans-serif font. Below this, there are two input fields: the first contains the text "weblogic", and the second is a password field with a blue dot mask. A blue "Sign In" button is positioned to the right of the password field.

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



The image displays a search interface for "Accounts". On the left, there is a form titled "Search" with a dropdown menu set to "Accounts". Below this is a section titled "Account Information" containing several input fields: "Service ID", "Account Number", "First Name", "Last Name", "Company Name", "Street Address", "City", "State", "Zip/Postal Code", and "Country". At the bottom of this section are "Search" and "Reset" buttons. Below the form is a section titled "Recently Opened". On the right side of the page, there is a large, curved arrow pointing left towards the search form, with the text "What do you want to search for?" below it.

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

ORACLE Oracle Communications Billing Care weblogic ▾

Actions ▾ Purchase Search

Lenevo Laptop
357 E. Middletown Road
Roseland NJ 70068

[more contact info](#)

Account No. 1-1SB83
Security hint
Security answer

📅 12 days
Organization Hierarchy Not Set [Edit](#)
Hierarchy Type is Not Set [Edit](#)

Home Bills

Assets
VoIP 3

All Bill Units (3)
Bill in progress 77.10 (for all Bill Units)

[Make Payment](#)

[Show Bill Units](#)

Bill Unit (All) ▾

★
VoIP

3004706789

Purchased 27/Sep/18

↕

★
VoIP

3004706123

Purchased 27/Sep/18

↕

★
VoIP

3001027123

Purchased 27/Sep/18

↕

About the RODOD Reference Solution Data

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

Figure 1 - Sample Corporate Accounts

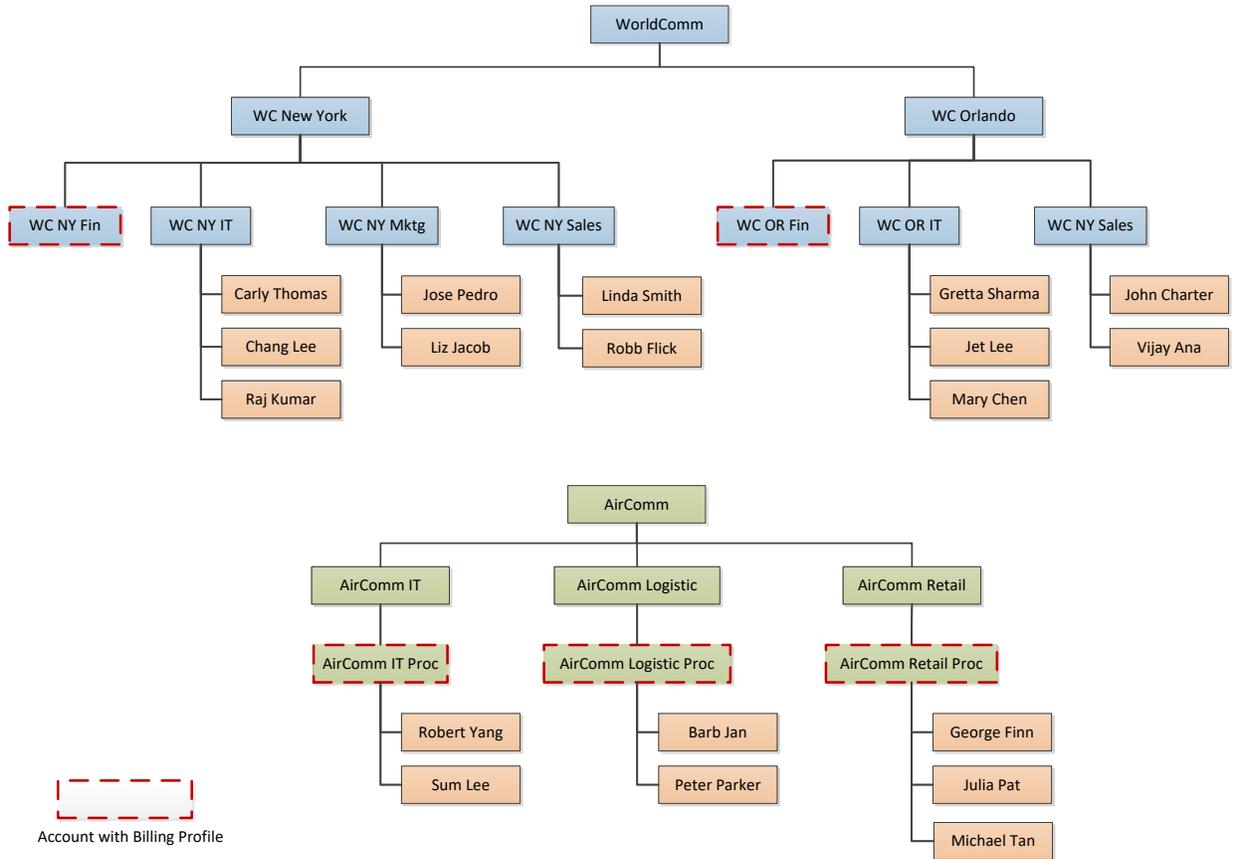
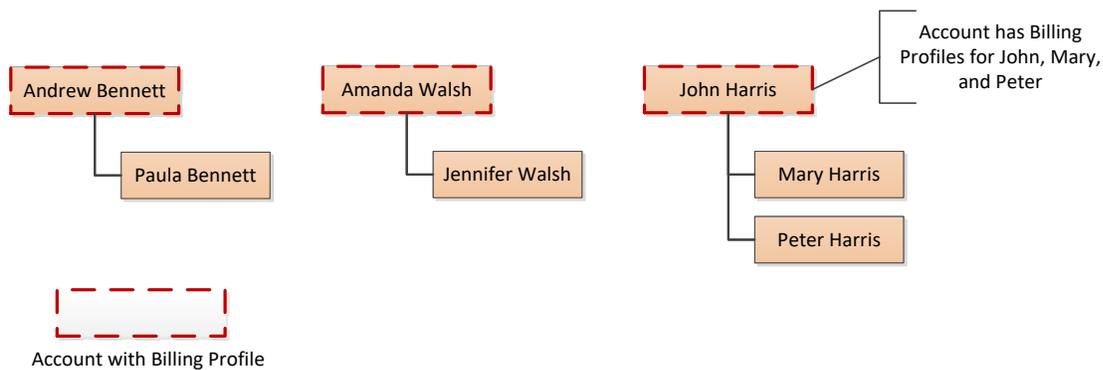


Figure 2 - Sample Family Accounts



Order Capture

In RODOD Reference Solution, OSM receives orders from Siebel CRM. The solution recognizes the source of the orders and sends the updates back to the appropriate order capture application.

Siebel CRM as the Order Capture

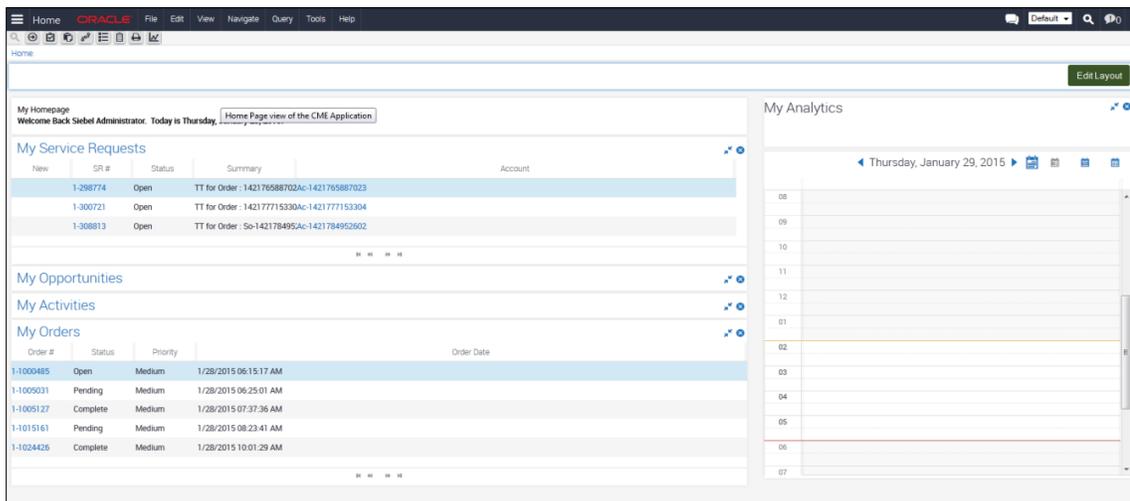
To get started using the RODOD functionality, you must first create an account in Siebel CRM, and then create an order for the account. This section provides detailed instructions for performing these actions.

Creating an Account in Siebel CRM

To create an account in Siebel CRM:

1. Log into Siebel CRM.
See [Accessing Siebel CRM](#) for detailed information.

The Home page is displayed, (The options may differ slightly from what is shown).

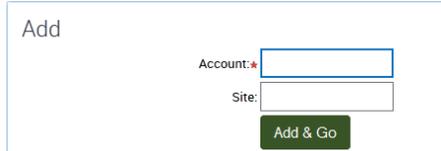


2. Click the  icon and select **Accounts**.

The Accounts page appears.

Note: If you do not find the **Accounts** 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**.

A screenshot of the "Add" form in Siebel CRM. The form has a title "Add" and two input fields: "Account:" and "Site:". Below the input fields is a green button labeled "Add & Go".

The Account page for the account you created appears.

Note: If you need to create more than one account with the 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.)

Accounts List Customer Portal

DEMO_ACCOUNT Status

Account Name: DEMO_ACCOUNT Site: SITE001 Main Phone #: Account Type: Business

Address: Account #: 88-55F1Z Account Class: Customer

City: State: Customer Since: 1/12/2015 Status: Active

Zip Code: Country: Primary Contact: Account Team: SADMIN

7. Add an address to the account:

- a. In the **Address** field, click the  icon. The Account Addresses page appears.

Account Addresses

Transfer Service No Records

Selected

Primary	Street Address	City
---------	----------------	------

Available

Street Address	Street Address 2	City	State	Zip
b43f372b4d674...		High Pointe	CA	98876
10 Westward Av...		Danville	CA	94526
a1f49fd809fc4e...		High Pointe	CA	98876
9e3bb66f78124...		High Pointe	CA	98876
80ef8b17882c4...		High Pointe	CA	98876
d10b5715e94f4...		High Pointe	CA	98876
ec982ab873974...		Washington	CA	94567
cff1fbfae9046...		Washington	CA	94567
0fb498e08a7b4...		Washington	CA	94567
0dd23e7001284...		Washington	CA	94567

OK

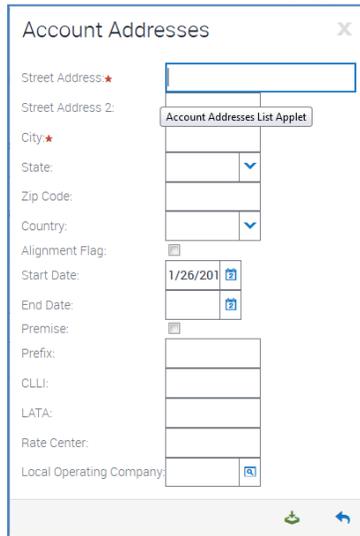
- b. Do one of the following:

- 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.

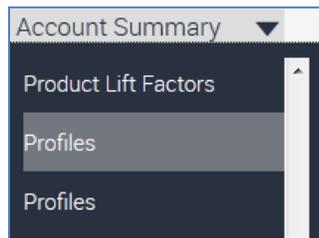
- b. Do one of the following:
 - Use an existing contact:

- 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.

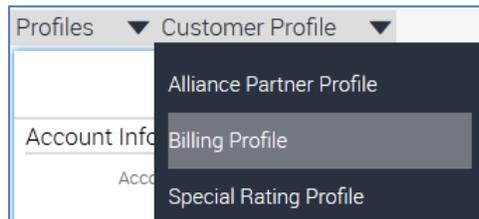
9. Add a billing profile to the account:

- 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**.



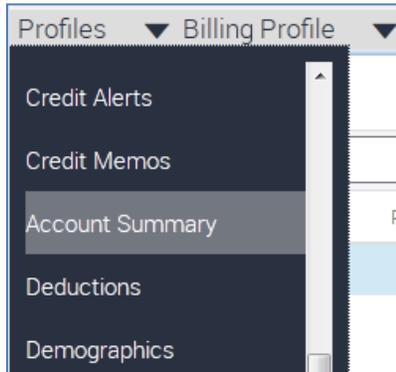
The Billing Profile page appears.

- 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**.

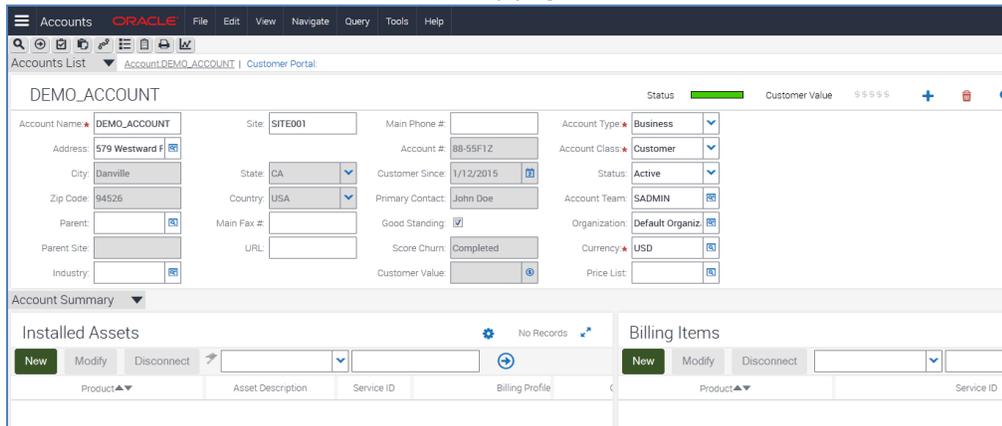
NOTE: The contact and address details for the Billing Profile are pre-populated with specified primary contact and address information for the account. The billing profile is added to the account.

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.

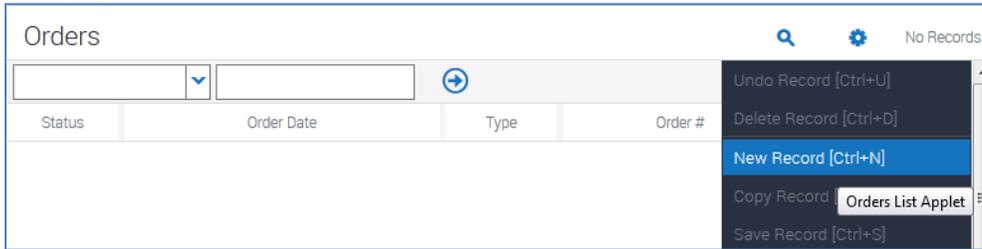


Creating an Order in Siebel CRM

This procedure assumes that you have created 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**.

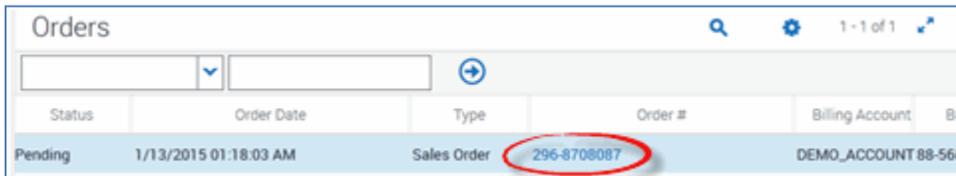


A new order row appears under Orders.

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 your 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 products such as **Service Bundles**, **Simple Service Bundles**, and **Marketing Bundles** or **Promotions**. In the following steps, you add 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.

- 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.

- 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

The following screen illustrates how your order should look like prior to submitting it.:

Due	Product	Action	Status	Service Id	Status Context	Special Rating List	Fulfillment Status	Billing Account	Billing Profile
1/23/2015 0...	CME Voice 500	Add	Pending					DEMO_ACCOUNT 1-59AT	
1/23/2015 0...	CME Wireless Bundle with SIM	Add	Pending					DEMO_ACCOUNT 1-59AT	
1/23/201...	CME Voice Service	Add	Pending	990112122				DEMO_ACCOUNT 1-59AT	
1/23/2...	CME SMS Service	Add	Pending	112122				DEMO_ACCOUNT 1-59AT	
1/2...	CME SMS Usage	Add	Pending					DEMO_ACCOUNT 1-59AT	
1/2...	CME SMS 200	Add	Pending					DEMO_ACCOUNT 1-59AT	
1/23/201...	CME Wireless Proximity Service	Add	Pending	9901121224				DEMO_ACCOUNT 1-59AT	
1/23/2...	CME Proximity Service	Add	Pending	99011212241				DEMO_ACCOUNT 1-59AT	
1/23/2...	CME Proximity Service Usage	Add	Pending					DEMO_ACCOUNT 1-59AT	
1/23/2...	CME Proximity 100% TBO Discount	Add	Pending					DEMO_ACCOUNT 1-59AT	

- 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.

Due	Product	Action	Status	Service Id	Status Context	Special Rating List	Fulfillment Status	Billing Account	Billing Profile
1/23/2015 0...	CME Voice 500	Add	Open		INITIATE BILLING START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/23/2015 0...	CME Wireless Bund CME Voice 500	Add	Open		INITIATE BILLING START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/23/201...	CME Voice Service	Add	Open	990112122	PROVISION START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/23/2...	CME SMS Service	Add	Open	112122	PROVISION START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/2...	CME SMS Usage	Add	Open		PROVISION START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/2...	CME SMS 200	Add	Open		PROVISION START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/23/201...	CME Wireless Proximity Service	Add	Open	9901121224	PROVISION START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/23/2...	CME Proximity Service	Add	Open	99011212241	PROVISION START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/23/2...	CME Proximity Service Usage	Add	Open		PROVISION START: reached		In Progress	DEMO_ACCOUNT 1-59AT	
1/23/2...	CME Proximity 100% TBO Discount	Add	Open		INITIATE BILLING START: reached		In Progress	DEMO_ACCOUNT 1-59AT	

10. After order completion, verify the following data 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**.

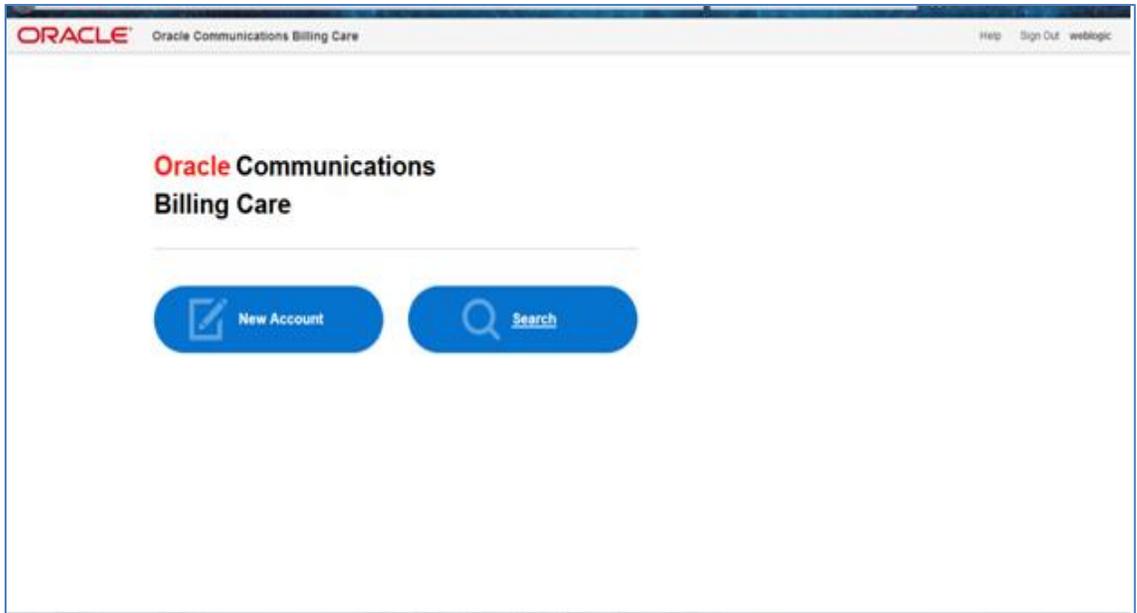
After order completion, your order should look like this:

Due	Product	Action	Status	Service Id	Status Context	Special Rating List	Fulfillment Status	Billing Account	Billing Profile
1/23/2015 0...	CME Voice 500	Add	Complete		FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/23/2015 0...	CME Wireless Bundle with SIM	Add	Complete		FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/23/201...	CME Voice Service	Add	Complete	990112122	FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/23/2...	CME SMS Service	Add	Complete	112122	FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/2..._CME SMS Usage		Add	Complete		FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/2..._CME SMS 200		Add	Complete		FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/23/201...	CME Wireless Proximity Service	Add	Complete	9901121224	FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/23/2..._CME Proximity Service		Add	Complete	99011212241	FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/23/2..._CME Proximity Service Usage		Add	Complete		FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	
1/23/2..._CME Proximity 100% TBO Discount		Add	Complete		FULFILL BILLING COMPLETE: reached		Complete	DEMO_ACCOUNT1-59AT	

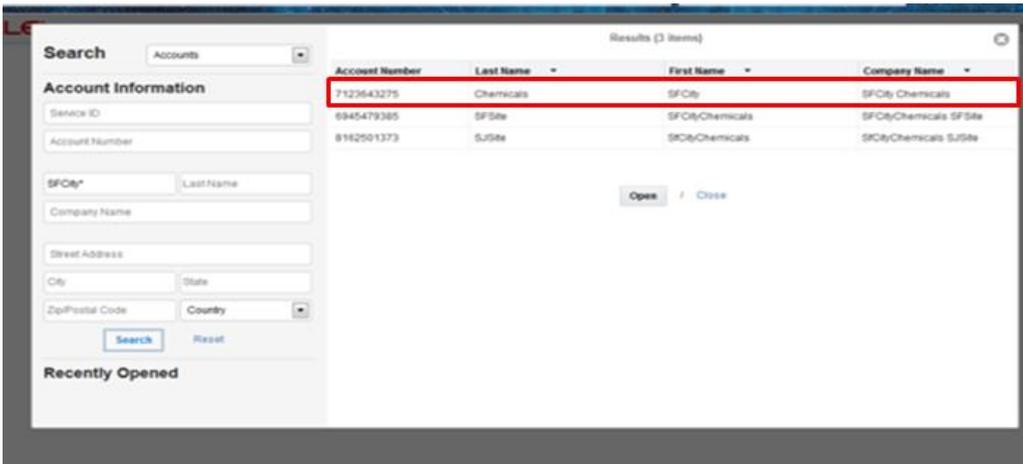
Validating a Completed Order in BRM

To validate the completed order:

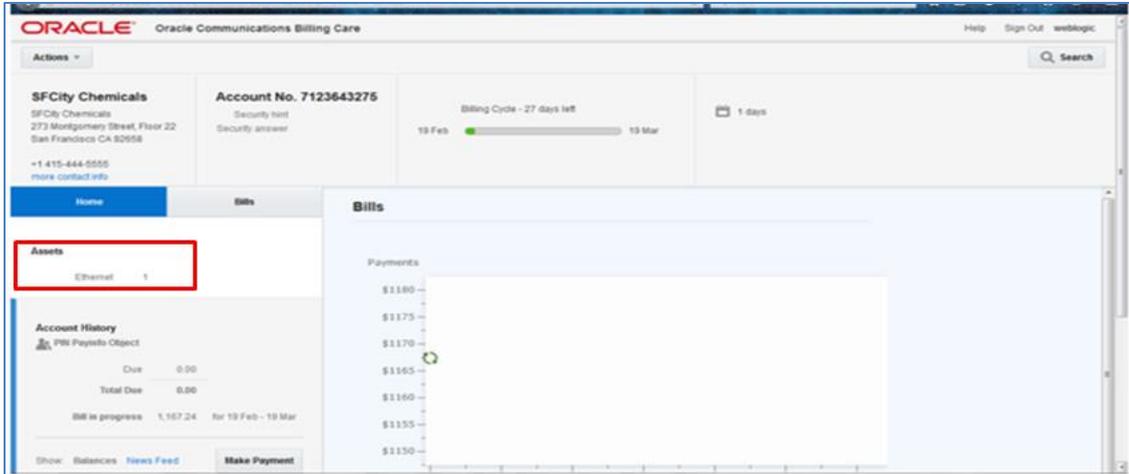
1. Log in to the BRM Billing Care application by entering the provided user Id and password.



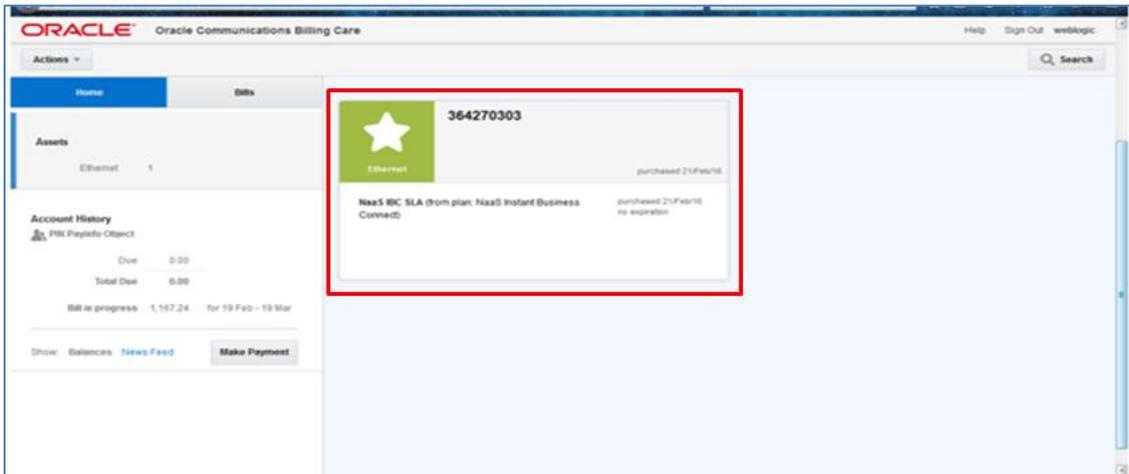
2. Click Search and search for the account.



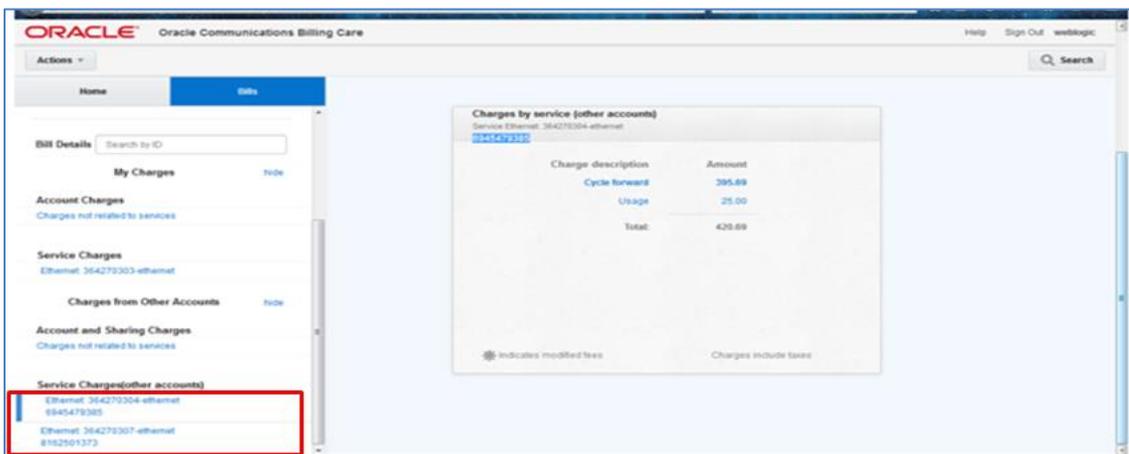
3. On the Results page, select the account and click Open.



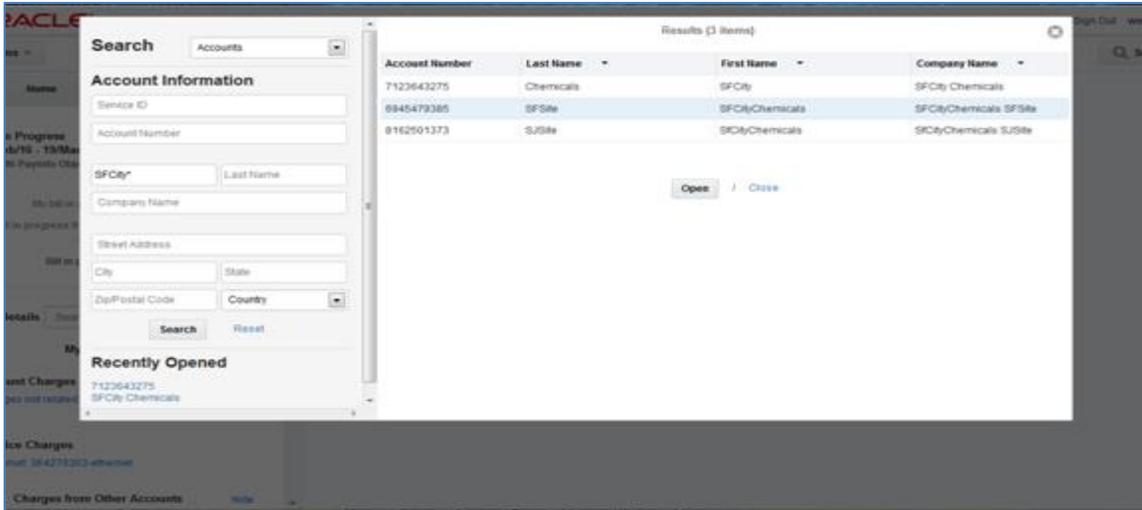
4. In the Home tab, click Assets.



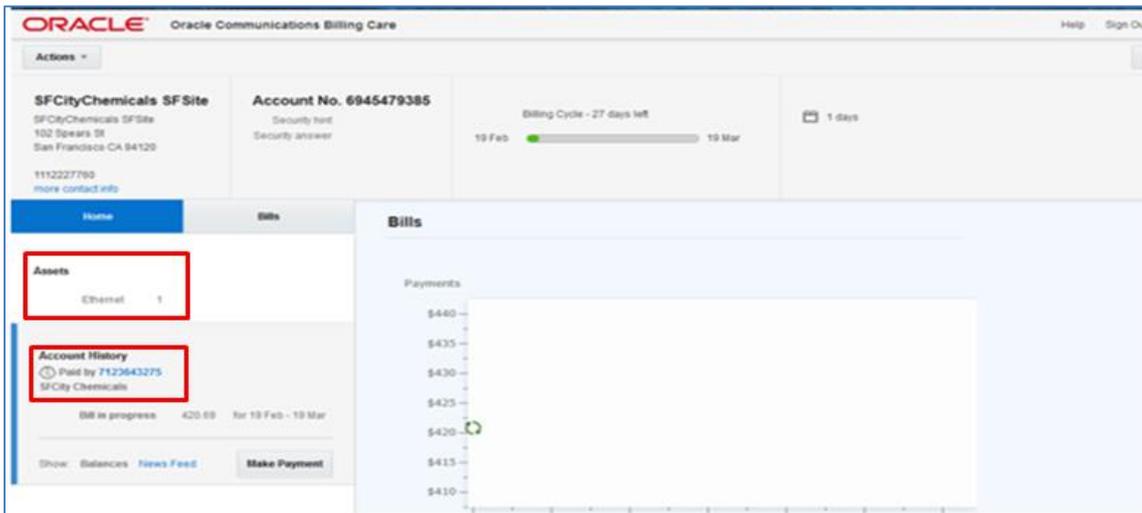
5. On the Bills tab, verify the Service Charges (other accounts) section.



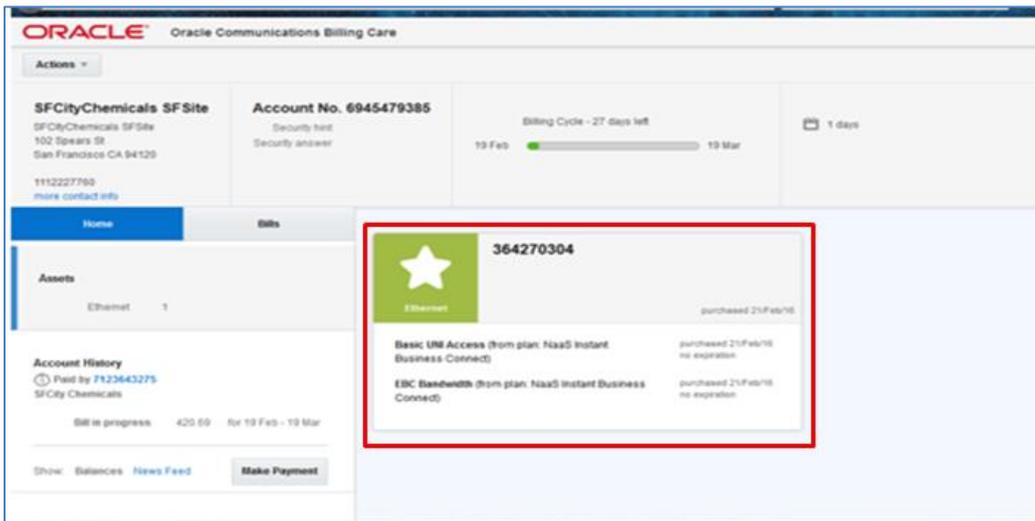
6. Copy the other account number from the Charges by service panel and search for it.



7. On the Home tab, select Account History.



8. Verify the order details.



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

Creating a 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](#).

Creating a Change Order

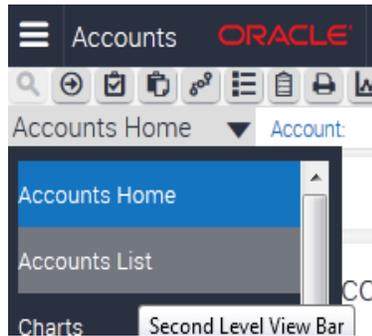
USE CASE: John is an existing customer who subscribes to a voice service by Century Telecom Ltd. He subscribes to the **CME Voice 500** Marketing Bundle. He wants to replace the **CME SMS 200** service with the **CME SMS 400** service. He calls the service center to speak to a CSR to request this change. 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 completion of change order in Siebel:

1. Log into Siebel CRM .
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:

New	Name▲▼	Site	Parent	Main Phone #	Status	Account Type	Account Team	Account Class
	DEMO_ACCOUNT	SITE001			Active	Business	SADMIN	Customer

- e. Click the link representing the name of the account 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 in the following screen:

Accounts List Customer Portal: DEMO_ACCOUNT Status ■

Account Name: DEMO_ACCOUNT Site: SITE001 Main Phone #: Account Type: Business

Address: 579 Westward F Account #: 88-55F1Z Account Class: Customer

City: Danville State: CA Customer Since: 1/12/2015 Status: Active

Zip Code: 94526 Country: USA Primary Contact: John Doe Account Team: ADMIN

Parent: Main Fax #: Good Standing: Organization: Default Organiz

Parent Site: URL: Score Churn: Completed Currency: USD

Industry: Customer Value: Price List:

Account Summary

Installed Assets 1 - 2 of 2

New Modify Disconnect

Product	Asset Description	Service ID	Billing Profile	Owner Account
CME Voice 500	CME Voice 500 prom Idesc	88-56N78		DEMO_ACCOUNT
CME WirelessBundlewithSIM	CME Wireless Bundle with SL...	88-56N78		DEMO_ACCOUNT

Billing Items

New Modify Disconnect

Product	Asset Description	Service ID	Billing Profile	Owner Account
CME Voice 500				
CME WirelessBundlewithSIM				

- 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.
- Click **Continue** without making any changes. The following page appears.

Accounts ORACLE File Edit View Navigate Query Tools Help

Accounts List AccountUserGuide_3 | Customer Portal>UserGuide_3

CME SMS Service

Your Price \$0.00

Save Cancel Done Finish It Verify

Messages

Details

CME SMS Usage

Item	List Price	Your Price	Promotion	Explanation	Customize
CME SMS Usage					

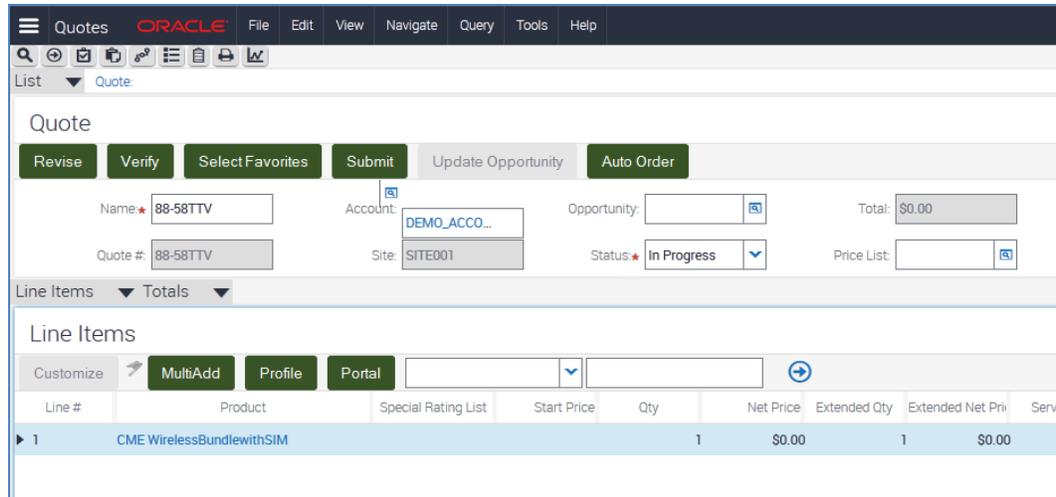
CME SMS Options

Item	List Price	Your Price	Promotion	Explanation	Customize
CME SMS 400	\$8.99	\$8.99			

Linked Item

Resource

- Click **Done**.
- Depending on the account type, perform step a or b:
 - For **Business** account type, the Quotes page appears (below). Click **Auto Order**. The Sales Order page appears and a new order is auto-generated.
 - 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.



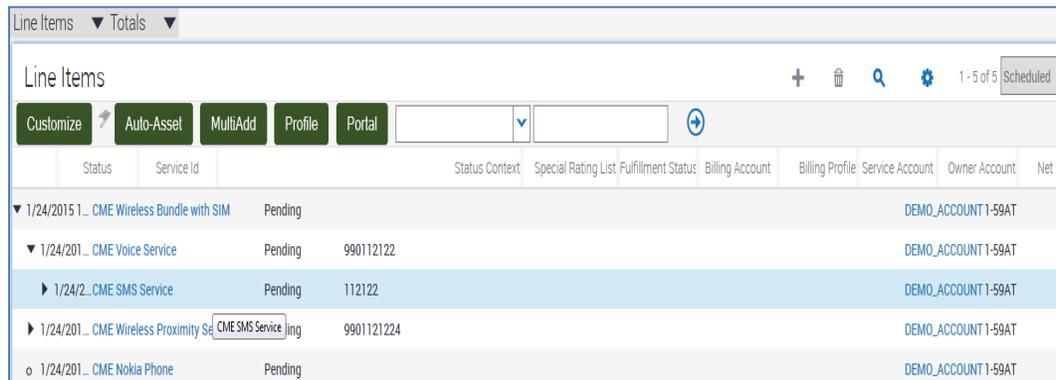
7. Enter the following data:

- **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.

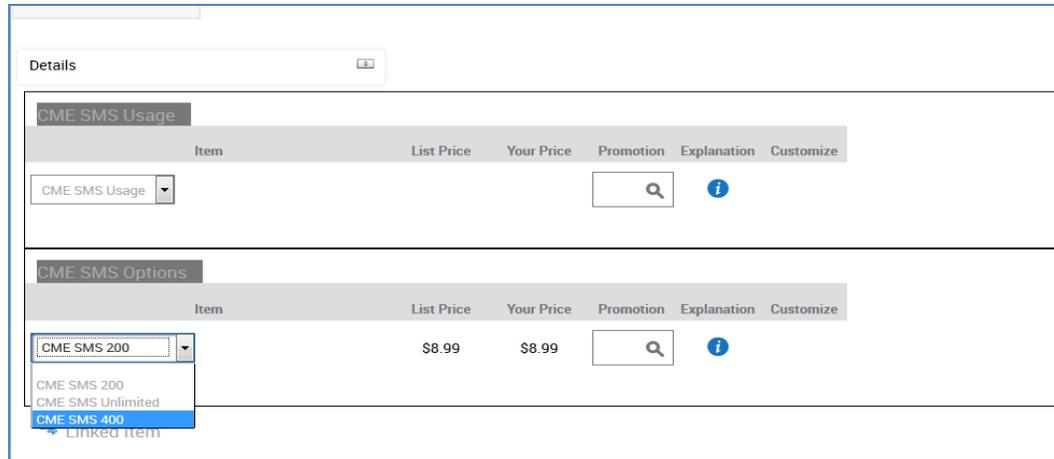
8. Customize the bundle by replacing **CME SMS 200** with **CME SMS 400**:

- Expand **CME Wireless Bundle with SIM**, and then expand **CME Voice Service**.
- Select **CME SMS Service** and click **Customize**.



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

- 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**.

Due▲▼	Product	Action
▼ 1/24/2015 1...	CME Wireless Bundle with SIM	-
▼ 1/24/201...	CME Voice Service	-
▼ 1/24/2...	CME SMS Service	-
○ 1/2...	CME SMS 200	Delete
○ 1/2...	CME SMS Usage	-
○ 1/2...	CME SMS 400	Add

NOTE: There is no need to enter the **Service IDs** here. The **Service IDs** added as part of the New Order are retained. However, you can change the **Service IDs** if needed, and the change is 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 **FULL BILLING COMPLETE**

To verify the change order results in BRM:

1. Log into BRM Billing Care.
See [Accessing BRM](#) Billing Care for detailed information.

2. Click the **Assets** tab.
If you are 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.

Creating a SuspendOrder

USE CASE: John is an existing customer. He has not made a payment in over 40 days, which results in his account being transitioned to 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:

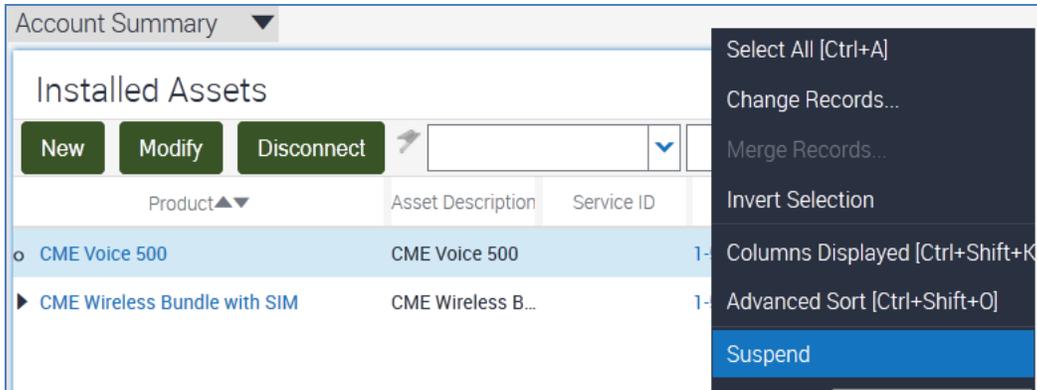
- Creating a Suspend order from the installed assets
- Verifying the changes in BRM

To create a suspend order, and verify the completion of the suspend order task in Siebel:

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 subscriptions 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 pop-up window.)

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**.)

Due	Product	Action	Status	Service Id
1/23/2015 03:02:11 AM	CME Voice 500	Suspend	Pending	
1/23/2015 03:02:11 AM	CME Wireless Bundle with SIM	Suspend	Pending	
1/23/2015 03:02:11 AM	CME Voice Service	Suspend	Pending	990112122
1/23/2015 03:02:11 AM	CME Wireless Proximity Service	Suspend	Pending	9901121224
1/23/2015 03:02:11 AM	CME Wireless Suspend Fee	Add	Pending	

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. Log into BRM Billing Care.
See [Accessing BRM Billing Care](#) for detailed information.
2. Click the **Assets** tab.
If you are 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. It does not carry the Promotion reference.

Creating a Resume Order

USE CASE: John is an existing customer whose services were previously suspended for non-payment. He makes a payment and his account balance is now 0. 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:

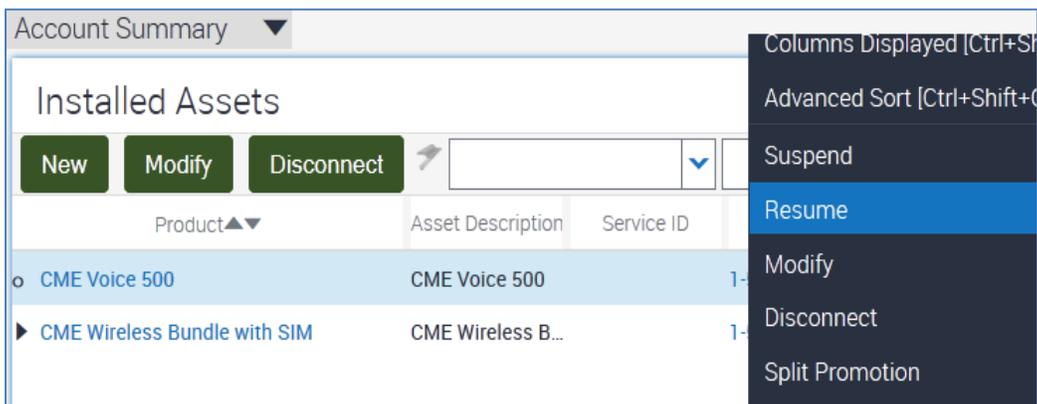
- Creating a resume order from the installed assets
- Verifying the changes in BRM

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

1. Log into Siebel CRM.
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 has subscriptions 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**.)

Line Items			
Line Items			
Customize		Auto-Asset	MultiAdd
		Profile	Portal
Due▲▼	Product	Action	Status
○ 1/24/2015 12:00:00 AM	CME Voice 500	Resume	Pending
▼ 1/24/2015 12:00:00 AM	CME Wireless Bundle with SIM	Resume	Pending
▶ 1/24/2015 12:00:00 AM	CME Voice Service	Resume	Pending
▶ 1/24/2015 12:00:00 AM	CME Wireless Proximity Service	Resume	Pending
○ 1/24/2015 12:00:00 AM	CME Wireless Resume Fee	Add	Pending

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 **FULLILL BILLING COMPLETE: reached**

To verify the resume order results in BRM:

1. Log into BRM Billing Care.
See [Accessing BRM Billing Care](#) for detailed information.
2. Click the **Assets** tab.
If you are 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.

Creating a 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 Siebel:

1. Log into Siebel CRM.
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 your 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**.)

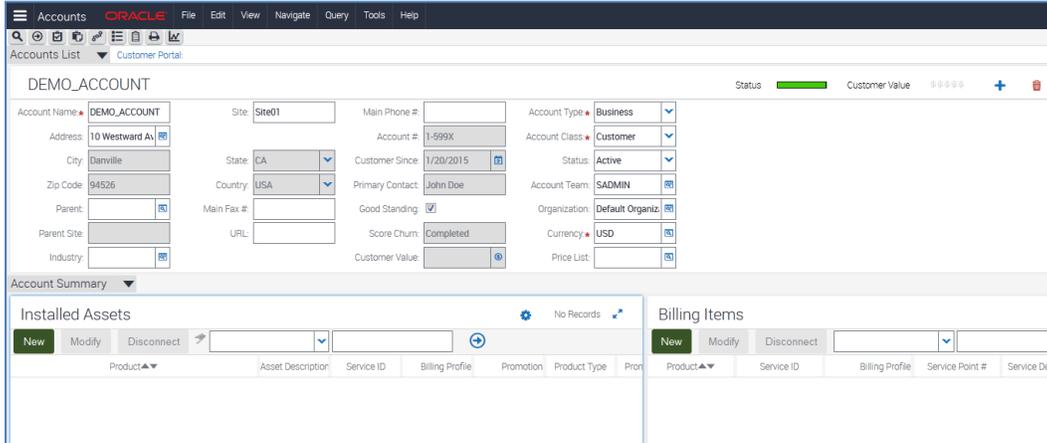
Line Items		Totals		
Line Items				
Customize	Auto-Asset	MultiAdd	Profile	
Portal				
Outlir	Due	Product	Status	Action
o 1	1/28/2015 11:46:49 PM	CME Wireless Disconnect Fee	Pending	Add
▼ 2	1/28/2015 11:46:49 PM	CME Wireless Bundle with SIM	Pending	Delete
▶	1/28/2015 11:46:49 PM	CME Voice Service	Pending	Delete
▶	1/28/2015 11:46:49 PM	CME Wireless Proximity Service	Pending	Delete
o 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. Log into BRM Billing Care.
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 in the **Canceled** status.
 - 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.

Transfer of Information Collateral for Oracle AIA

The following table lists Transfer of Information collateral for the latest RODOD features available with Oracle AIA for Communications.

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

On the Oracle University web site, 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

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

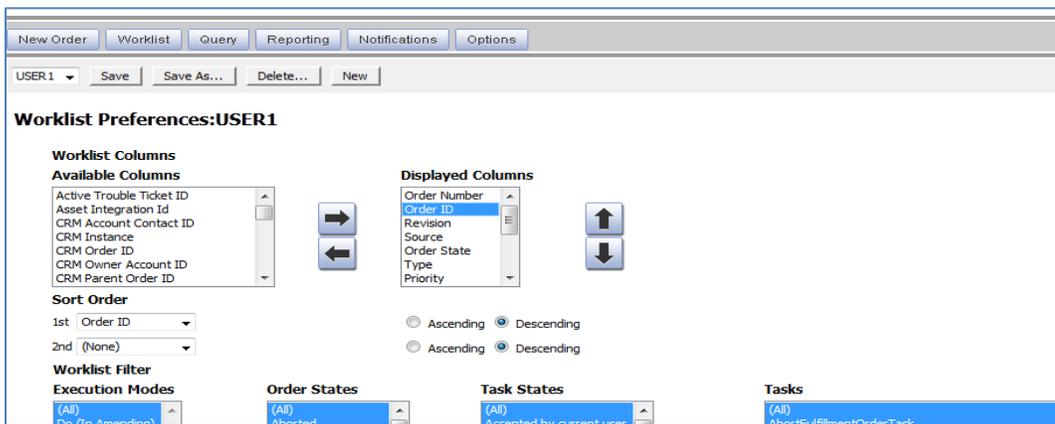
To access OSM:

1. Log into OSM Task web client.
2. On 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.

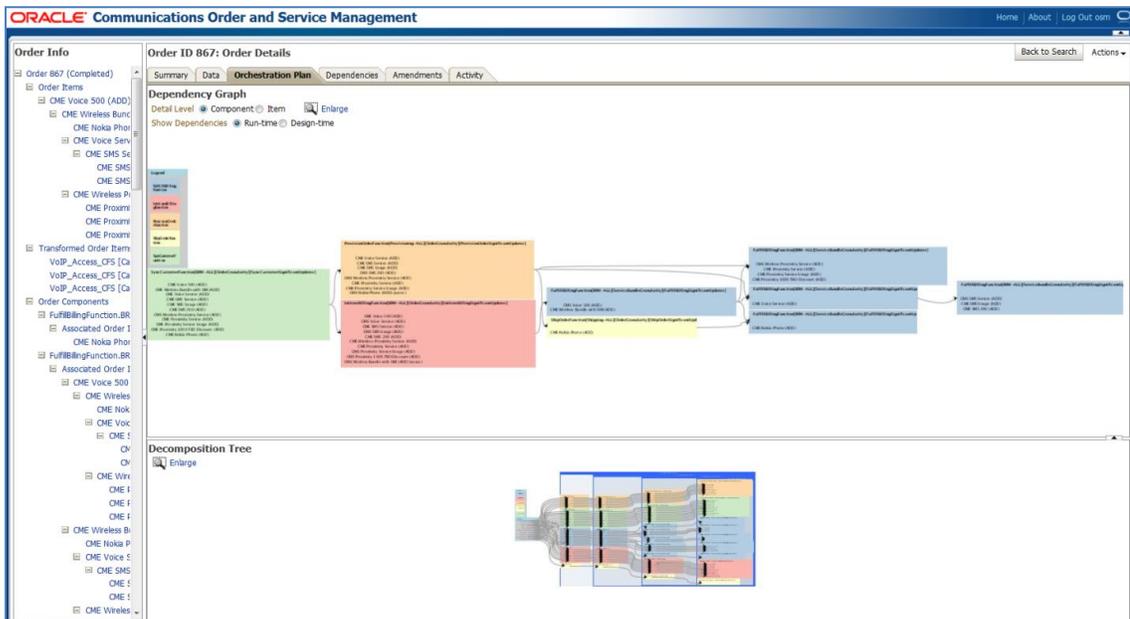
Order ID	Order Number	Order State	Ref. #	Type	Task	Execution Mode	State
2079	Acorn1240PM2112015	In Progress	2d322631333537203735363497313531	COM_SalesOrderFulfillment	SyncCustomerFaloutRecoverTask	Do	Received
2075	Demo_ECE	In Progress	31313634363731333331353030393931	COM_SalesOrderFulfillment	SyncCustomerFaloutRecoverTask	Do	Received
2070	Acorn114AM2112015_S01	In Progress	2d322639393139373634353035313336	COM_SalesOrderFulfillment	SyncCustomerFaloutRecoverTask	Do	Received
2066	296-8942742	In Progress	2d322630393234353838313333373738	COM_SalesOrderFulfillment	SyncCustomerFaloutRecoverTask	Do	Received
2065	2064	In Progress		SIFaloutPPOrder	CreateSIFaloutTroubleTicketTask	Do	Accepted
2064	2061	In Progress		SIFaloutPPOrder	CreateSIFaloutTroubleTicketTask	Do	Accepted
2061	1-198510	In Progress	34333131363533133838383838313032	COM_SalesOrderFulfillment	ProvisionOrderSIPResponseTask	Do	TaskForFaloutSucces...

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.



- 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.

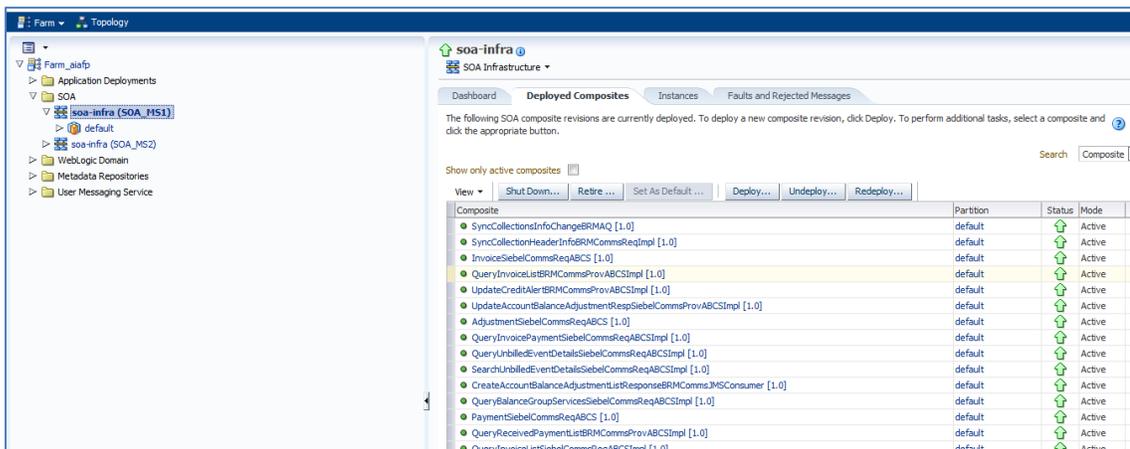
Accessing Oracle AIA Enterprise Manager

To access Oracle AIA Enterprise Manager:

- Log in to Oracle AIA Enterprise Manager.
- Expand  **SOA** to see a list of the composites deployed and click any of the managed servers to get the view shown below.

The following screenshot shows a cluster setup that has two managed servers.

In a cluster environment, both of the managed servers have the same composites deployed onto them.



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

The screenshot shows the SOA Infrastructure console with a search filter for 'SalesOrder - 1421230657466'. The table below lists various instances, all of which are in a 'Completed' state.

Instance ID	Composite	Name	Conversation ID	Instance State
1361340	ProcessFulfillmentOrderBillingBRMCommsAddSubProcess [1.0]	SalesOrder - 1421230657466	urn:30:8E780960611E-4F8BE633E39628291	Completed
1361341	ProcessFulfillmentOrderBillingBRMCommsProvABCSmpl [1.0]	SalesOrder - 1421230657466	b228b3eb-ef66-4575-9157-585299b35255	Completed
1361338	ProcessFulfillmentOrderBillingBRMCommsProvABCSmpl [1.0]	SalesOrder - 1421230657466	0c1b371e-a34b-4217-ab89-5b99f890bdef	Completed
1361332	ProcessFulfillmentOrderBillingBRMCommsAddSubProcess [1.0]	SalesOrder - 1421230657466	urn:AF26F-FF198D611E-4F8BE633E39628291	Completed
1361330	ProcessFulfillmentOrderBillingBRMCommsProvABCSmpl [1.0]	SalesOrder - 1421230657466	5341ae51-b7c6-484c-99ad-efb5f7ea6151	Completed
1361329	ProcessFulfillmentOrderBillingBRMCommsAddSubProcess [1.0]	SalesOrder - 1421230657466	urn:AF1038A098D611E-4F8BE633E39628291	Completed
1361327	ProcessFulfillmentOrderBillingBRMCommsProvABCSmpl [1.0]	SalesOrder - 1421230657466	738513a4-e626-47c8-840e-cd4112363998	Completed
1371005	ProcessFulfillmentOrderUpdateSNCFSCCommsJMSProducer [1.0]	SalesOrder - 1421230657466	NCCID%3A27%3A-%3A1421234579423.0%3E	Completed
1361321	ProcessFulfillmentOrderUpdateSNCFSCCommsJMSProducer [1.0]	SalesOrder - 1421230657466	ID%3A%3C261358.1421234579423.0%3E	Completed
1361318	ProcessFulfillmentOrderUpdateSNCFSCCommsJMSProducer [1.0]	SalesOrder - 1421230657466	ID%3A%3C261358.1421234579423.0%3E	Completed
1361315	UpdateSalesOrderSiebelCommsProvABCSmpl [1.0]	SalesOrder - 1421230657466	ID%3A%3C261358.1421234579424.0%3E	Completed
1361312	UpdateSalesOrderSiebelCommsProvABCSmpl [1.0]	SalesOrder - 1421230657466	ID%3A%3C261358.1421234579424.0%3E	Completed
1361308	UpdateSalesOrderSiebelCommsProvABCSmpl [1.0]	SalesOrder - 1421230657466	ID%3A%3C261358.1421234579424.0%3E	Completed
1361305	UpdateSalesOrderSiebelCommsProvABCSmpl [1.0]	SalesOrder - 1421230657466	ID%3A%3C261358.1421234579424.0%3E	Completed
1370998	ProcessFulfillmentOrderBillingBRMCommsAddSubProcess [1.0]	SalesOrder - 1421230657466	urn:A47C176098D611E-4F8BE633E39628291	Completed

In the above graphic, all instances have completed as shown in the **Instance State** column.

- 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 that only system administrators use this approach to view and debug.

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

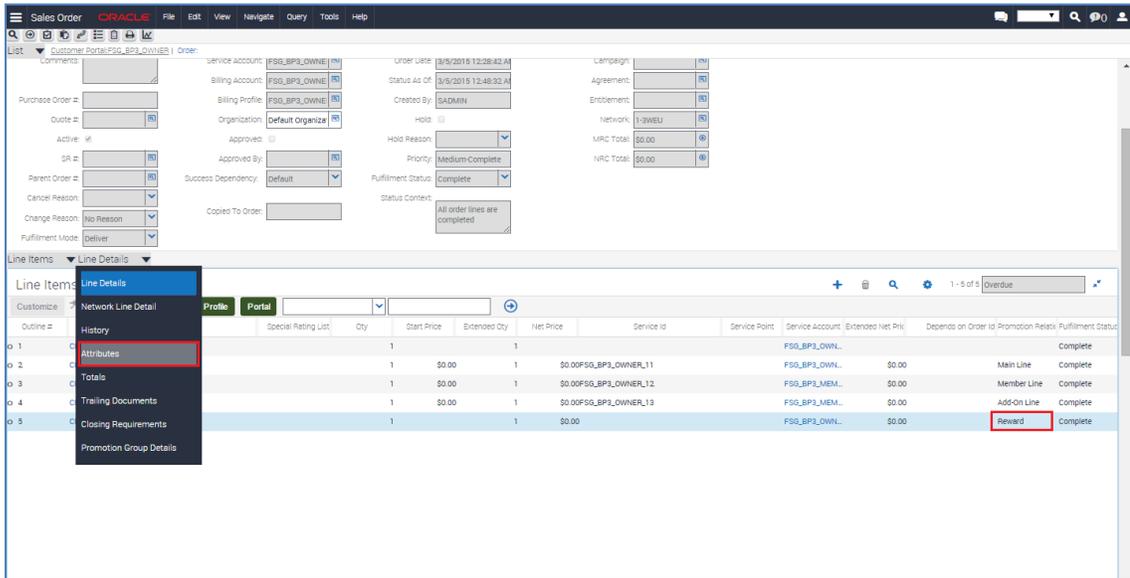
Appendix B: Family Share Groups

The information in this appendix is applicable 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 the Line Details dropdown list.



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

