TM FORUM APPLICATION FRAMEWORK

STRATEGY, INFRASTRUCTURE & PRODUCT			OPERATIONAL, SUPPORT & READINESS					
			MARKET / SALES MA	NAGEMENT				
			CAMPAIGN MANAGEMENT CAMPAIGN ANALYTICS		CAMPAIGN EXECUTION &	REFINEMENT		
			CAMPAIGN DESIGN > Explore installed base and historical customer data > Quick campaign creation > Templated campaign creation > Pre-defined execution channels and fulfillment	a	 Permission-based controls Fast execution of campaign Integrated Workflow notifi Event triggers Inbound and outbound cam Adjustments 	cations		
			LEAD GENERATION		CAMPAIGN PERFORMANC > Real-time view > Dashboard views, alerts, ar > Pre-built Marketing Insigh	d notifications		
			COMPENSATION & RESULTS					
RODUCT MANAGEMEN	NT		COMPENSATION SALES PORTALS		RESULTS REPORTING			
RODUCT STRATEGY / PROPOSITION N > Strategy Capturing and Management > Proposition Organization > Link strategy to propositions	VANAGEMENT Link propositions to products Strategy Delivery Project Management Strategy Performance Reporting 	Ш	CUSTOMER SALES PORTALS	INTERNAL SALES PO	RTALS	INDIRECT SALES PORTALS		
RODUCT CATALOG MANAGEMENT								
	Domain Catalog Management application in the Customer Doma	in		CEMENT				
Solicit product requirements Model products Provide detailed product specifications Introduce new products	 Manage existing products Obsolesce/retire products Implement marketing and offer strategies 		PRODUCT PERFORMANCE MANA Product campaign tracking Product revenue reporting Product cost reporting Product capacity analysis	GEMENI	 > Product Cost Management > Product Inventory Optimizati > Product Sourcing Determinat 			
		View management Partner integration	CUSTOMER INFORMATION MAN	AGEMENT	> Automatic merging			
		> View man > Partner ir	 > 2450 degree customer view > Data mapping > Customer data matching > Duplication handling 		 > Data stewardship > Data cleansing > Governance 			
			TRANSACTIONAL DOCUMENT PR	RODUCTION				
		rity	TRANSACTIONAL DOCUMENT FORMATTER Bills and Letter Template Formatting Template Usage Business Rules Input Data Source Definition Input Binding Rules to Template Resource Template Definition 		TRANSACTIONAL DOCUMI > Document Information For > Marketing Information In > Apply Regional Requireme > Aggregates multiple accou > Legend Formatting > Send to Downstream Inter	matting corporating nts nts		
		 Revision control Data driven secur 	DOCUMENT DELIVERY		DOCUMENT ARCHIVING > Compression and storage of > Retrieval mechanisms for > Archive maintenance and a			
RVICE MANAGEMEN	Т		SERVICE INVENTORY MANAGEN	/ENT	SERVICE INVENTORY			
SERVICE CATALOG MANAGEMENT Service Catalog Management is a realization of the Cross Domain Catalog Management application in the Service Domain		oning ge management v handling	 > Service-Resource Relationship Creation > Service-Resource Relationship Update > Service-Resource Relationship Update Notification > Service-Resource Relationship Deletion > Service-Resource Relationship Retrieval > Service-Resource Relationship > Reconciliation / Synchronization 	ns	RECONCILIATION / SYNCH > Service instance comparis > Service reconciliation exc	on		
		 > Versioni > Change > Inquiry 	SERVICE TEST MANAGEMENT					
		ement	SERVICE TEST STRATEGY AND POLICY MANAGE > Test rules defining the strategies for carrying out to > Policies on interpretation of test results		SERVICE TEST LIFECYCLE > Scheduling > Retrieval of appropriate in	ventory data		
		nent tegrity manaç	SERVICE TEST COMMAND AND CONTROL > Access the various service test devices > Command and control the various service test devi	ces	 > Setting up the test configu > Acquisition and management > Test execution > Tear down of the test configional results interpretation 	ent of test resources guration		
		Entity state management Inter layer aspects Inter catalog data integri	SERVICE TEST SERVICES > Automated invocation of a test and retrieval of res > Manual test initiation and control	sults	 > Reporting of test results be > Management of service test 			
SOURCE MANAGEME	ENT	∧ ∧ ∨	RESOURCE TEST MANAGEMENT					
ESOURCE LIFECYCLE MANAGEMEN	NT IMPLEMENTATION PLANNING	ement	RESOURCE TEST STRATEGY AND POLICY MAN > Test rules defining the strategies for carrying out t > Policies on interpretation of test results		RESOURCE TEST LIFECYCL > Scheduling > Retrieval of appropriate in > Setting up the test configu	> Reporting of test resi ventory data the client ration > Management of reso		
ANAGEMENT Resource commissioning process Resource Configuration Management Resource Configuration Logs Resource Configuration Verification Versus Design	 > Implement Tactical Plans Locally > Provide Physical Implementation Information TACTICAL PLANNING 	rules tion ation manag	RESOURCE TEST COMMAND AND CONTROL > Access the various resource test devices > Command and control the various resource test de to perform resource testing	evices or network elements required	 > Acquisition and manageme test resources > Test execution > Tear down of the test configuration > Test results interpretation 	capacity > Management of test	head availability	
Resource Computation Verification Versus Design Management Systems	 > Implementing Strategic plans at All Technology Layers > Support Network Rearrangement > Remedial Relocation of Network Capacity in Response to Unpredicted Demand 	Compatibility r Componentizat Component rela	> Manage test heads RESOURCE TEST SERVICES					
RES & WAREHOUSE INVENTORY MANAGEMENT atabase of all spares	 > Detailed Design and Implementation of Interconnect with Other Operators > Reactive Planning for Fulfilment > Reactive Planning for Fault Management > Reactive Planning for Performance Management 	^ ^ ^	> Automated invocation of a test and retrieval of re RESOURCE PROCESS MANAGEN		> Manual test initiation and c	untroi		
arcode / RFID tracking ecord location of spares ecord commercial information upport retrieval, update, update notifications nd reconciliation	PLANNING DESIGN AUTOMATION Applies algorithmic and heuristic analysis of the network Use Generalized Capability View of the Network	1	RESOURCE CHANGE MANAGEMENT Provides the orchestration between planning duties engineering activities	s and to manual network	RESOURCE LOGISTICS > Resource or kit distribution > People + part + event coo			
SOURCE CATALOG MANAGEMENT esource Catalog Management is a realization of the	> Supports forecasting functionality	nentation	 > Interfaces to Workforce Management > Supports interface to financial control in order to > Supports links to vendors ERP > Support project management of build projects 	authorize the expenditure	 > Stock balancing or distributive reaction to special events of the special	r disasters distribution including ections > Resource planning lanagement > Workforce managem	9 Ient	
ross domain Catalog Management application in the source Domain ATEGIC PLANNING		y handling y data implen rity rules	 Coordinate project activities with the suppliers Provide jeopardy management Support collaborative project management across 	business boundaries	 Engineering Project Mana Network Asset Deployment Resource Supply Chain Ma 	Workflow > Resource Need Ident		
Analyze demand forecasts and utilization trends Determine optimum network deployments Support Strategic Network Sizing Decisions Determine which locations are to become strategic sites ntroduce new technologies into the network	 > Support Radio Spectrum Allocation > Determining interconnect sites and capacity to other CSPs > Support Strategic Data Centre locations, sizing, interconnectivity and resilience > Selection of application server vendors and infrastructure 	> Entity > Entity > Integri	RESOURCE INVENTORY MANAGEMENT	FMFNT				
termine Network vendors, Devices and Configuration termine the role of different technologies in the network ecify the Generalized Resource Device and Technology quirements	applications > Support Partner Management with volume requirements	NT	 Resource Inventory Information Model Resource Inventory Retrieval Resource Inventory Update Notifications 		 Resource Inventory Update Resource Inventory Reconcili 	ation		
		E MEN [.]	WORKFORCE MANAGEMENT					
		NAG	WORKFORCE SCHEDULE MANAGMENT		WORK ORDER TRACKING & WORKFORCE MAGAGEMEN			
		MAI	WORK ORDER ASSIGNMENT & DISPATCH		WORKFORCE CONFIGURATI	ON AND SETUP		
		LOG	RESOURCE DOMAIN MANAGEMI RESOURCE ACTIVATION					
		CATALO	 Update the resource instance to perform the actival Update the resource to activate Billing data collect Notify Resource Provision / Control of the activati Update Resource Inventory with the resource status Queued / scheduled activation requests 	tion on status	 Configuration validation and Manage dependencies within Multi-vendor and multi-tech Multiple NE activation coor Confirm / identify available 	n, and across network elements through r nology activation dination	rules	
UPPLIER/PARTNER			PARTNER MANAGEMENT PARTNER MANAGEMENT > Partner definition and hierarchy management > Pre-defined revenue sharing agreements and variat	ion rules		> Direct and indirect settlement > Real-time settlement		
			 > Agreement definition – Agreement definition for ea 		tion	> Drill down reconciliation – Dril	ll down reconciliatio	
NTERPRISE			HR MANAGEMENT				FINANO	
EVENUE ASSURANCE MANAGEMEN			PAYROLL MANAGEMENT PERFORMANCE MANAGEMENT &	FEEDBACK	AWARDS & RECOGNITION		FINANCIA > Genera > Financi	
> Detection of data discrepancies	> Equipment and system testing						> Accoun	

		HR MANAGEMENT FINANCIAL MANAGEMENT				
REVENUE ASSURANCE MANAGEMENT	r	PAYROLL MANAGEMENT	AWARDS & RECOGNITION	FINANCIAL CORE OPERATIONS	FINAN	
 > Detection of data discrepancies > Detection of data integrity and correctness problems > Rating and Billing Verification > Investigation of revenue leakages > Grouping and classification of leakages 	 > Equipment and system testing > Trouble Reports and Alarms > Automation of revenue assurance controls and data collection > Automation of leakages correction > Generation of revenue leakage reports and documentation 	PERFORMANCE MANAGEMENT & FEEDBACK	SALARY PLANNING	 > General Ledger > Financial Controls, Editing & Reference Data 	CORPO	
		GOVERNMENTAL & REGULATORY TRACKING & REPORTING	CORPORATE COMMUNICATIONS	> Accounts Payable > Fixed Assets > Project Accounting	CORPO	
		TIME REPORTING & ATTENDANCE MANAGEMENT	COMMUNITY INVOLVEMENT	> Project Accounting	CASH	
			LABOR RELATIONS	EMPLOYEE EXPENSE REIMBURSEMENT	GENER	
		RECRUITMENT & STAFFING		CAPITAL LEASE MANAGEMENT		
ADMINISTRATIVE SERVICES		ETHICS & COMPLIANCE		FINANCIAL CORE OPERATIONS REPORTING	AUDIT	
LEGAL	PROJECT MANAGEMENT	EMPLOYEE RECORDS MANAGEMENT	BENEFITS MANAGEMENT		REGUL	
RECORDS RETENTION MANAGEMENT	TRANSPORTATION & TRAVEL SERVICE				_	
ADVERTISING		FRAUD MANAGEMENT		REGULATORY & COMPLIANCE MANAGE	MENT	

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RE	LEASE	4.5	

FULFILLMENT					ASSURANCE		BII	LLING	
CHAN	NNEL SALES MANAGEMENT				CUSTOMER MANAGEMEN	т			
		DTE CONTACTS > LITERATURE DISPATCHING > LEAD	MANAGEMENT > SALES QUOTATION		CUSTOMER SLA MANAGEMENT				
> Oppor	CT SALES FORCE portunities Dispatching	DEALERS > Customer Acquisition	TELESALES > Action Items and Follow Ups		> Customer SLA Issue Reception	> Customer SLA Violation Management			
> Foreca > Opport	les Quotes Dispatching recast Analysis portunity & Quote Management	> Upgrade Customer's Products / Services	 Holistic Customer View Order Capture, Negotiation and Activation Order Tracking Capabilities Nulki Media Latenartica 		> Customer SLA Collection > Customer SLA Analysis	> Customer SLA Reporting			
> Territo	rritory Management		 Multi Media Integration Cross Sell / Up Sell recommendations Scripting 		CUSTOMER PROBLEM MANAGEMENT				
	AIL OUTLET	VIRTUAL NETWORK OPERATORS	AFFILIATES		CUSTOMER PROBLEM QUALIFICATION & RECEPTION	CUSTOMER PROBLEM LIFECYCLE MANAGEMEN	ντ		
> Conta > Order	stomer Information Management ntact and Retention Management der Capture and Negotiation	 Customer Information Management Contact and Retention Management Order Capture and Negotiation 	 Mass Service / Product Activation Mass Transaction Feed of New Orders Activation of Service / Product Sold by Affiliate 		 > ID customer/Customer validation > ID services customer has subscribed to > Reception of problems from various sources 	 Create a case if needed Relate the given case to an existing case / trouble tid Relate the given case to a workforce management di 			
> Self S	oblem Resolution If Service Kiosk ent Portable Device Support	 > Billing Management Activities > Receivables and Collection Activities > Problem Resolution 	> Registration of Pre Activated Service / Product	í.	 > Problem triage > Access to a complete customer problem history database 	 > Tracking of the case, including the related activities > Associate correct diagnostic code to the case > Case Archival 		COLLECTION MANAGEMENT	COLLECTION POLICY EXECUTION AND
	tail Store Integration	 > Data Fencing > VNO Personalization 			CUSTOMER PROBLEM DIAGNOSTICS	Case Archival CUSTOMER PROBLEM RESOLUTION		CONFIGURATION > Collection Flows Creation	MONITORING > Collection Decision Engine
					 > Determine the source (root cause) of the problem > Utilize service performance and service problem management fund > Use Diagnostics / Testing tools to determine the actual cause 			> Collection rules definition	 Collection Treatment Management Collection Execution Monitoring Manual Intervention
	PORATE SALES MANAGEMENT	CONTRACT MANAGEMENT	SOLUTION MANAGEMENT		 > Use a detailed service inventory to create customer connectivity / topo > Utilize the supplemental data to resolve the customer problem > Receive service quality of service violation data 			COLLECTION SETTLEMENT > Build payment plan > Payment plan monitoring	
> Contra > Design	ntract Workflow sign / Price / Propose Workflow	 Contract Generation Contract Implementation 	> Design > Price		> Correlate events associated with customer contact to determine so > Update the case with a "Cause Code"	> Verify with the customer that the problem has been	n fixed		
> Sales	les Workflow	> Contract Storage	> Price/Cost Optimization > Propose		CUSTOMER PROBLEM REPORTING	 > Verify that the service and/or resource level tickets of > Close the customer trouble ticket > Document the cause code 	closure	RECEIVABLES MANAGEMENT	
	NEL & LEAD MANAGEMENT nnel Management				 > Generate operational reports > Generate customer problem lifecycle tracking reports 			A/R MANAGEMENT > Invoice charges from Billing	
> Sales	les Account Management ad Management							 > Financial Account Management > Bill preparation > Payment management 	FINANCIAL REPORTING
MASS	S MARKET SALES MANAGEMENT	т			CASE MANAGEMENT	CASE TRACKING & MANAGEMENT			
	OMER/PROSPECT DATA ACQUISITION		ES WORKFLOW MANAGEMENT		CASE WORKFLOW	> Oversees the transfer of the case to appropriate inter > Tracks the case until closed	ernal applications	BILLING INQUIRY, DISPUTE & ADJU	
OFFER M	R MANAGEMENT	SALES NEGOTIATION	N		CASE CORRELATION & ANALYSIS	 > Provides status on the overall case > Raises jeopardies on the case as appropriate > Escalates jeopardies to appropriate management lev 	vels	 > Balance statement > List all invoices 	ADJUSTMENTS
MASS M	S MARKET SALES REPORTING & TRACKING				CASE REPORTING	 > Creates and manages case worklists > Updates the state of a case > Sequences the various steps of the case 		 > View exact bill image > List all charges per invoice > View unbilled charges 	
					CASE ARCHIVAL	 Notifies case has been closed / completed 		 > Generate bill on demand > View usage summary and details 	
	TOMER SELF MANAGEMENT				CUSTOMER SELF EMPOWERED ASSURANCE			CUSTOMER SELF EMPOWERED BILLING	
> Produc > Guideo	duct catalog and Offerings browsing ided selling driven view for offer eligibility	 > Alerts and notifications > Knowledge Management 	ent Access		 > Account management > Self registration to online services 	 Alerts and notifications setting Address book management 		> Bill view > Unbilled charges view	 Penalties view Address book driven usage view
> Shoppi > Assign	opping cart driven order management signed products maintenance e plans amendment	> Access to Call center a > Reports on fulfillment a > Corporate Customer Su	agents and SLA aspects		 > Service requests management: > Service request submission > Service request amendment 	 Access to Knowledge Management database and soluti Access to call center agents Service Requests and SLA Reporting 	ions to common problems	 > Usage view > Payment capture > Dispute capture and resolution 	 > Split statement for demarcation between calls > Calls assignment for classification of usage > Reports on usage and charges
					 Service request closure Users management 	> Corporate Customer Support		 > Usage and charges comparison 	 Corporate Customer Support
	TOMER SERVICE REPRESENTATI		IDANCE > EMBEDDED ACTIONS > LAUNCH IN-CONT	ΑΤΕΧΤ COMMON ACTIC	NNS > CONVERSATIONAL SCRIPTING			CSR BILLING Collection	> Force account into collection / Stop collection treatment
CSR FUL	FULFILLMENT			. 2.41 CONTROL ACTIO	CSR ASSURANCE			 Collection inquiries – query treatment path and collection history 	 > Change collection policy > Pause / Resume collection treatment
> Order	oduct Catalog and Offerings browsing Ier Capture and Negotiation Ier take-over and relinquish	 CSR access to a specific order Error resolution Jeopardy notifications 	 > Orders administration > Business / Financial / Operational reporting 					 Perform manual collection activities Payment arrangement settlement – Payment arrangemen settlement with the customer 	> Immediate Payment of Balance / Specific Invoice
> Urder								 > Issue write-offs > Manual intervention in collection treatment 	> Prepaid recharge
CHICTO		RETENTION & LOVALTY							
	FOMER CONTACT MANAGEMENT, IFY CUSTOMER RELATIONSHIP	ANALYZE AND MANAGE	E CUSTOMER RISK	INTERACTION MA	IANAGEMENT	PERSONALIZE CUSTOMER PROFILE	BUILD CUSTOMER INSIGHT	VALIDATE CUS	STOMER SATISFACTION
	TOMER ORDER MANAGEMENT							BILLING ACCOUNT MANAGEMENT	
> Chann	TOMER ORDER ESTABLISHMENT annel guidance and data capture	> Oversees the transfer	TRACKING & MANAGEMENT er of the distributed requests to appropriate internal factories	ies	SERVICE PROBLEM MANAGEMENT			BILLING ACCOUNT CONFIGURATION MANAGEMENT	
> Custor	stomer and Product data Collection stomer Qualification stomer Order Validation	 > Provides status on ov > Raises jeopardies 		BUS	SERVICE PROBLEM RECEPTION			 > Price plan determination > Shared allowances community 	 > Billing statement association > Charge association to billing account
	TOMER ORDER PUBLICATION	> Create and manage of > Completes the custom	customer order worklists mer order ed order provisioning if required	OARD	SERVICE PROBLEM ANALYSIS > Verification that the service configuration matches the product fee			 Charge distribution to pay means Replenishment relation 	> Reporting
	TOMER ORDER OF	> Buffers – Submit an	ed order provisioning if required n order to be processed at a future date maintenance when order has been completed	DASHB T INTE	 Correlation and consolidation of the various customer problems an Prioritization of currently open service problems Issuing service tests 	and resource troubles > Analysis of relevant fault of performance data > Analysis of customer problem information			
CUSTON	TOMER ORDER DISTRIBUTION			E MEN	SERVICE PROBLEM CORRECTION & RESOLUTION	SERVICE PROBLEM MONITORING		BILL CALCULATION CUSTOMER BILL CHARGE CALCULATION	QUOTATION ENGINE
	TOMER ORDER LIFECYCLE MANAGEMENT nding Orders Maintenance	> Order Change Manag	igement	ECHNI	SERVICE PROBLEM REPORTING	SERVICE PROBLEM TRACKNG AND MANAGEME	ENT	> Recurring > One time	 Order components Customer information
> Order	nding Orders Maintenance der Versioning Maintenance acking & Logging	> Order Unange Manag > Ordering Business rul > Ordering Activity Gov	ules	Н Ц Ц П О- Ч Ц П О- О П О-				> Usage	 > Rating schemes > Market rating rules
				FALL	SERVICE QUALITY MANAGEMENT	Country One Physical Street		DISCOUNTS CALCULATION	COMMITMENT TRACKING
				<u> </u>	 > Service Quality Model Establishment > Service Quality Monitoring 	 > Service Quality Analysis > Service Quality Reporting 		TAX APPLYING	MANAGE BILL CYCLE RUN
SERVI	/ICE ORDER MANAGEMENT			ENGIN				CHARGE CALCULATION AND BALAN	CE MANAGEMENT
	VICE DATA COLLECTION	SERVICE AVAILABIL		RCHES	SERVICE PERFORMANCE MANAGEMENT			CHARGE CALCULATION	
> Produ	/ICE ORDER ORCHESTRATION oduct/Service Order Decomposition	 > Service Address Vali > Service Availability > Service Termination 	y Validation > Determine Delivery Interval	LOUT R	> Service performance data collection, including end-to-end service > Collection of relevant resource data	e data > Service performance event correlation and filtering > Service Data aggregation and trending		 > Charge/Credit calculation > Recalculation > Proration of calculated charges/credits. 	
> Servio	rvice Order Tracking & Management	Determination SERVICE CONFIGURA		FALI	> Service performance monitoring data accumulation			> Accumulate events	
	/ICE ORDER VALIDATION	> SERVICE CONFIGURA > Service Parameters > Service Parameters	s Allocation > Compose a Service Configuration s Reservation > Service Configuration	ion Plan	SERVICE PERFORMANCE ANALYSIS > Analyzing performance data received from Service Performance I > Determining the root causes of service performance degradations			BALANCE MANAGEMENT > Policy Definition	> Threshold Notifications
> Desig > Assig	sign Solution sign/Procure Network Resources ocure Access	> Update Service Inve	ventory > Cross Service Dependencies	ORTIN	SERVICE PERFORMANCE REPORTING			 > Unit reservation > Balance inquiry > Support for multiple simultaneous sessions 	 > Credit and debit operations > Application of a payment to a balance. > Communication of balance information to the
	ocure Access ocure CPE	SERVICE ACTIVATION > Plan Service Activat > Service Configuratio	ation > Activation Notifications	Inventory				 > Replenishment > Spending-limit enforcement 	 Formulation of balance information to the financial systems Provide transaction logs to support reporting activities
SERVIC	VICE ORDER PUBLICATION	> Service Configuration	> update information in Service In					> Splitting charges	
				CTION					
				JRRE					
				S					
RESOL	DURCE ORDER MANAGEMENT			ANUAL CC DLING	RESOURCE PERFORMANCE MANAGEMEN	IT		VOUCHER MANAGEMENT	
	DURCE ORDER MANAGEMENT	RESOURCE SERVICE	ORDER VALIDATION	UT MANUAL CC	RESOURCE PERFORMANCE ANALYSIS	RESOURCE PERFORMANCE MONITORING		> Voucher Ordering	> Pairing of serial numbers with PINs > Sending of the order file to the manufacturer
RESOUR	URCE ORDER ORCHESTRATION	RESOURCE SERVICE RESOURCE ORDER P		FALLOUT MANUAL CO	RESOURCE PERFORMANCE ANALYSIS > Analyzing performance data received from Resource Performance > Determining the root causes of resource performance degradation:	RESOURCE PERFORMANCE MONITORING > Performance data collection ns > Performance monitoring data accumulation			
RESOUR RESOUR > Resour	URCE ORDER ORCHESTRATION			FALLOUT MANUAL C	RESOURCE PERFORMANCE ANALYSIS > Analyzing performance data received from Resource Performance	RESOURCE PERFORMANCE MONITORING > Performance data collection ns > Performance monitoring data accumulation		 > Voucher Ordering > Definition and creation of packages and tentative voucher > PIN generation and encryption 	rs > Sending of the order file to the manufacturer
RESOUR RESOUR > Resour	URCE ORDER ORCHESTRATION URCE DESIGN / ASSIGN source Availability			FALLOUT MANUAL C	RESOURCE PERFORMANCE ANALYSIS > Analyzing performance data received from Resource Performance > Determining the root causes of resource performance degradations > Provide recommendations for performance improvements and tree	e Monitoring > Performance data collection ns > Performance monitoring data accumulation end analysis > Performance event correlation and filtering		 > Voucher Ordering > Definition and creation of packages and tentative voucher > PIN generation and encryption BILLING DATA MEDIATION > CDR Formatting, mediation and correlation	rs > Sending of the order file to the manufacturer > Voucher Distribution to dealers > Wholesale Partner Gateways
RESOUR RESOUR > Resour	URCE ORDER ORCHESTRATION URCE DESIGN / ASSIGN source Availability			ION SISTANCE	RESOURCE PERFORMANCE ANALYSIS Analyzing performance data received from Resource Performance Determining the root causes of resource performance degradation: Provide recommendations for performance improvements and tren RESOURCE PERFORMANCE REPORTING FAULT MANAGEMENT	RESOURCE PERFORMANCE MONITORING Performance data collection Performance monitoring data accumulation Performance event correlation and filtering Data aggregation and trending		 > Voucher Ordering > Definition and creation of packages and tentative voucher > PIN generation and encryption BILLING DATA MEDIATION 	rs > Sending of the order file to the manufacturer > Voucher Distribution to dealers
RESOUR RESOUR > Resour	URCE ORDER ORCHESTRATION URCE DESIGN / ASSIGN source Availability			RECTION TON ASSISTANCE	RESOURCE PERFORMANCE ANALYSIS > Analyzing performance data received from Resource Performance > Determining the root causes of resource performance degradation: > Provide recommendations for performance improvements and tren RESOURCE PERFORMANCE REPORTING	re Monitoring > Performance data collection > Performance monitoring data accumulation > Performance event correlation and filtering > Data aggregation and trending FAULT CORRELATION & ROOT CAUSE ANALYSIS > Alarm Correlation		 > Voucher Ordering > Definition and creation of packages and tentative voucher > PIN generation and encryption BILLING DATA MEDIATION > CDR Formatting, mediation and correlation	rs > Sending of the order file to the manufacturer > Voucher Distribution to dealers > Wholesale Partner Gateways
RESOUR RESOUR > Resour	URCE ORDER ORCHESTRATION URCE DESIGN / ASSIGN source Availability			TO CORRECTION RECTION ASSISTANCE	RESOURCE PERFORMANCE ANALYSIS Analyzing performance data received from Resource Performance Determining the root causes of resource performance degradations Provide recommendations for performance improvements and terr RESOURCE PERFORMANCE REPORTING FAULT MANAGEMENT FAULT SURVEILLANCE	RESOURCE PERFORMANCE MONITORING Performance data collection Performance vent correlation and filtering Data aggregation and trending FAULT CORRELATION & ROOT CAUSE ANALYSIS		 Voucher Ordering Definition and creation of packages and tentative voucher PIN generation and encryption BILLING DATA MEDIATION CDR Formatting, mediation and correlation IP & IPCDR formatting / mediation / correlation 	rs > Sending of the order file to the manufacturer > Voucher Distribution to dealers > Wholesale Partner Gateways
RESOUR RESOUR > Resour	URCE ORDER ORCHESTRATION URCE DESIGN / ASSIGN source Availability			INT AUTO CORRECTION TO CORRECTION TO CORRECTION ASSISTANCE	RESOURCE PERFORMANCE ANALYSIS > Analyzing performance data received from Resource Performance > Determining the root causes of resource performance degradation: > Provide recommendations for performance improvements and terr RESOURCE PERFORMANCE REPORTING FAULT MANAGEMENT FAULT SURVEILLANCE FAULT CORRECTION & RESTORATION	re Monitoring > Performance data collection > Performance monitoring data accumulation > Performance event correlation and filtering > Data aggregation and trending FAULT CORRELATION & ROOT CAUSE ANALYSIS > Alarm Correlation		 Voucher Ordering Definition and creation of packages and tentative voucher PIN generation and encryption BILLING DATA MEDIATION CDR Formatting, mediation and correlation IP & IPCDR formatting / mediation / correlation REAL-TIME BILLING MEDIATION Acquisition and validation of events 	 > Sending of the order file to the manufacturer > Voucher Distribution to dealers > Wholesale Partner Gateways > CDR / IPCDR pre-processing / rating > Communication with the session control device
RESOUR RESOUR > Resour	URCE ORDER ORCHESTRATION URCE DESIGN / ASSIGN source Availability			FALLOUT AUTO CORRECTION FALLOUT AUTO CORRECTION FALLOUT CORRECTION ASSISTANCE	RESOURCE PERFORMANCE ANALYSIS > Analyzing performance data received from Resource Performance > Determining the root causes of resource performance degradation: > Provide recommendations for performance improvements and terr RESOURCE PERFORMANCE REPORTING FAULT MANAGEMENT FAULT SURVEILLANCE FAULT CORRECTION & RESTORATION	re Monitoring > Performance data collection > Performance monitoring data accumulation > Performance event correlation and filtering > Data aggregation and trending FAULT CORRELATION & ROOT CAUSE ANALYSIS > Alarm Correlation		 Voucher Ordering Definition and creation of packages and tentative voucher PIN generation and encryption BILLING DATA MEDIATION CDR Formatting, mediation and correlation IP & IPCDR formatting / mediation / correlation REAL-TIME BILLING MEDIATION Acquisition and validation of events Common Event Record Formatting	 > Sending of the order file to the manufacturer > Voucher Distribution to dealers > Wholesale Partner Gateways > CDR / IPCDR pre-processing / rating > Communication with the session control device
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LAWFUL INTERCEPTION PKI AND DIGITAL CERTIFICATES

ANOMALY MANAGEMENT

APPLICATION SECURITY



Available on the App Store