AMDOCS PORTFOLIO

Amdocs

SAMPLE BOOK CONTENT
RESEARCHED AND WRITTEN (design is style)
corporate

ordering. It offers a unified user-interface across billing, CRM, sales, ordering, and product catalog. It provides comprehensive, business best-practice, industry-specific Amdoes uses a modular approach supporting all service providers' revenue engines such

amdocs

Leased Line Frame Relay

processes.

as:

Introduction

Wireless (CDMA and GSM)

Voice over Internet Protocol (VoIP)

Internet Protocol Television (IPTV)

Portfolio products to fit individual business needs.

Public Switched Telephone network (PSTN)

Integrated Services Digital Network (ISDN) Digital Subscriber Lines (DSL) Internet Protocol-Virtual Private Network (IP-VPN)

Amdoes Portfolio is a set of products and applications providing seamless, multi-channel

Advanced Intelligent Network (AIN) Asynchronous Transfer Mode (ATM)

Amdocs Portfolio is designed to meet the needs of communications service providers offering the digital lifestyle. Applications can be assembled as needed, tailoring the

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Amdocs Products

Amdocs Billing and Charging

Portfolio products discussed in this book.

Amdocs CRM Amdocs Ordering Amdocs Self Service

The Amdoes Products chapter is an overview of these products and their subcomponents:

See Figure 2-1 for a graphical representation of the functional areas covered by Amdocs

amdocs

Figure 2-1: Amdocs Portfolio Products

Billing Manager

Multimedia Integrator

Customer Integration Management

Contracts

Amdocs Billing and Charging

Amdocs Foundations

Process Manager

Service Mediation Manager

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Amdocs Self Service

Amdocs Ordering

Amdocs Self Service Support

Amdocs Self Service Report

Amdocs Self Service Common Business

Ordering

Amdocs Self Service Bill

Amdocs Self Service Order

Sales

Partner Settlement Manager

Replenishment Manager

Online Charging

Customer Information Hub

Settlement

Subscriber Resource Mngr

Information Framework

Product Catalog

Amdocs Products

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Amdocs Overview

Revenue Management Invoicing Rating Voucher Manager Collections

Operational Framework

Application Framework

Amdocs CRM

Analytics Connector

SLA Manager

Field Service

Mediation

Billing Mediation Gateway

Smart Client Fram

Customer Interaction Manager

Script Manager

Marketing Connector

Error Manager System Configuration Security Manager Monitoring and Control Proprietary Information of Amdocs amdocs **Product Integration**

> Product integration refers to combining functionality between Amdocs Portfolio products. Amdocs provides integration between the following application pairs:

Amdocs incorporates all Amdocs Portfolio software products into a single coherent suite of applications based on service-oriented architecture. The back-end functionality is composed of modular and reusable components. The following list defines the

Promoting the composition of automated functional flows across the suite of

Advancing the integration of Amdocs applications with external applications

Amdocs defines a single coherent information model with clear definitions of ownership by applications. This model is shared by all applications and serves to enhance seamless mutual understanding of information semantics across applications. It also facilitates the development of information exchange mechanisms with little information overlap and

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Aiding the development of composite user interfaces on top of Amdocs applications

Exposing the suite's server-side functionality as standard services

Prohibiting the functional overlap between the existing applications

Amdocs Billing and Amdocs CRM Amdocs Billing and Amdocs Ordering Amdocs Self Service and Amdocs CRM

Amdocs Self Service and Amdocs Ordering

Amdocs CRM and Amdocs Ordering

implementation of service-oriented architecture:

applications

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Amdocs Overview

redundancy between applications.

Amdocs Billing - Amdocs CRM Integrating Amdocs Billing and Amdocs CRM enables customer service representatives (CSRs) to access all of a customer's service and billing information from a single entry point. The CSR can review service and billing information, create adjustments, receive payments, performs collection actions, and resolve all issues on any call.

customer services and billing matters, where the main integration points are:

majority of data stored in Amdocs Billing.

calls are made

Figure 4-1

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Amdocs Security Manager

In the integrated system, Amdocs CRM serves as the central front-end for handling all

Customer model - the customer model is maintained in both products, with the

performing collection activities, and creating the customer model entities.

Amdocs CRM uses the following portfolio foundation applications:

properties are implemented in Amdocs System Configurator

Amdocs Billing - Amdocs CRM Integration

CRM

Integrated flows - activities that originate in one product and involve actions in the other product, such as getting billing information, generating financial transactions,

Amdocs Integration Framework - the service repository through which all service

Amdocs System Configurator - all Amdocs CRM integration related configuration

AIF

ASC

configurator ASM security manager

customer relationship management

ASC

Amdocs Security Manager - Amdocs CRM Single Sign On is integrated with

Figure 4-1 illustrates the integration between Amdocs Billing and Amdocs CRM.

ASM LEGEND application integration framework system

Billing

Proprietary Information of Amdocs Chapter 2 Amdocs Products Amdocs Billing - Amdocs Ordering Integrating Amdocs Billing and Amdocs Ordering is based on synchronous calls from the Amdocs Ordering server to Amdocs Billing. Amdocs Ordering manages several processes such as orders, products and billing. Amdocs Ordering main functionalities are: Subscriber management – operations on a subscriber, such as create, modify, delete, and cancel, are initiated by Amdocs Ordering and then sent to Amdocs Billing. This includes adding and removing offers from group level nodes in the customer hierarchy. Getting quotes - calls to Amdocs Billing receive a quote charges

Server

Figure 4-2 Amdocs Billing – Amdocs Ordering Functional Integration Amdocs Ordering Amdocs Billing Portfolio Product Catalog

service description and definitions, and resources Figure 4-2 shows the functional architecture of the integration:

when the order is completed

Amdocs Ordering Product Catalog

Creating charges - creates recurring and one-time charges in the invoicing system

Using the product catalog - uses a central catalog that stores all the relevant information for the ordering process. This information includes pricing, discounts,

Amdocs Billing Customer Manager Amdocs Amdocs Invoicing Ordering Server Quotation

> Negotiation Phase Notify Billing Phase

END OF SAMPLE

Implementation Design Phase

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