

Amdocs

Overview

SAMPLE BOOK CONTENT  
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(design is fixed  
corporate style)

# 1 Introduction

Amdocs Portfolio is a set of products and applications providing seamless, multi-channel ordering. It offers a unified user-interface across billing, CRM, sales, ordering, and product catalog. It provides comprehensive, business best-practice, industry-specific processes.

Amdocs uses a modular approach supporting all service providers' revenue engines such as:

- Wireless (CDMA and GSM)
- Voice over Internet Protocol (VoIP)
- Public Switched Telephone network (PSTN)
- Leased Line
- Frame Relay
- Integrated Services Digital Network (ISDN)
- Digital Subscriber Lines (DSL)
- Internet Protocol-Virtual Private Network (IP-VPN)
- Internet Protocol Television (IPTV)
- 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 Portfolio products to fit individual business needs.

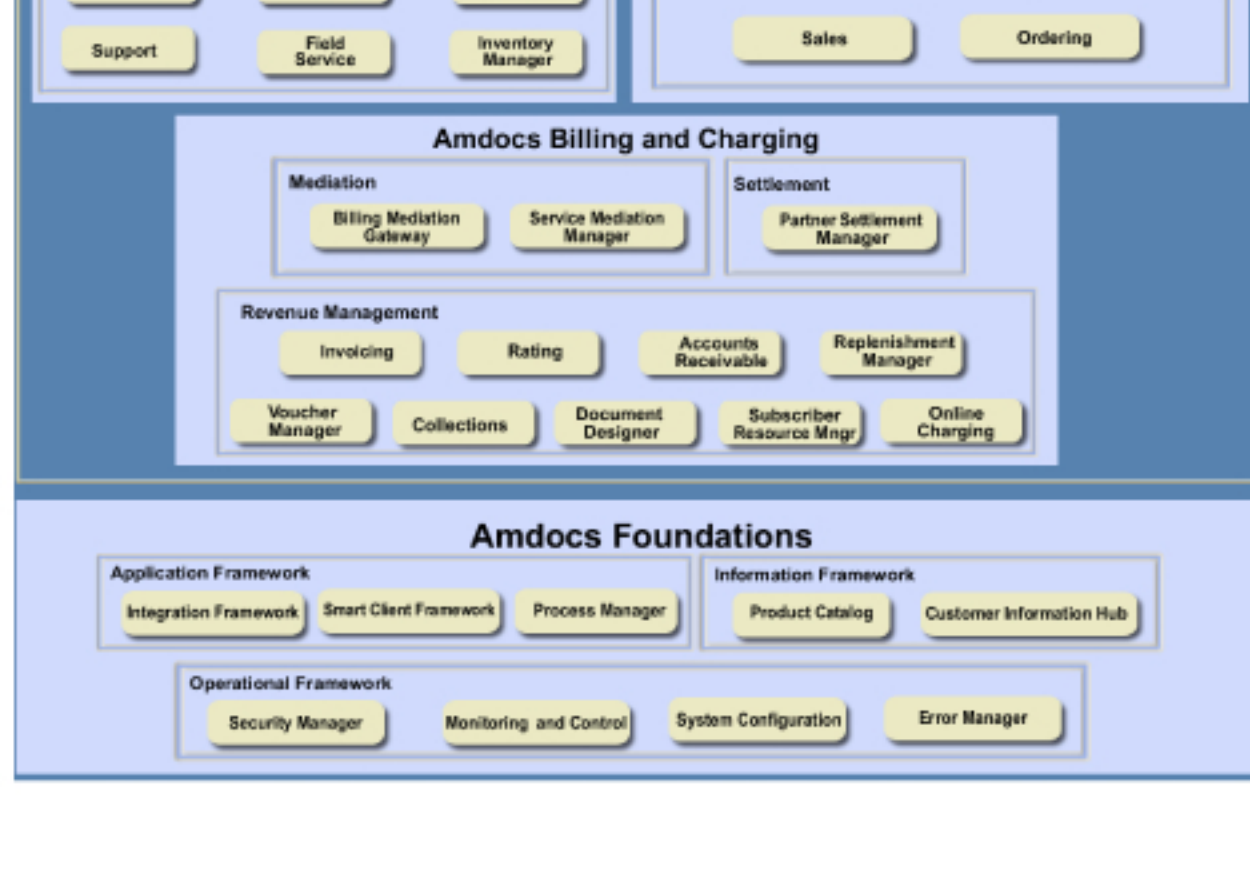
# 2 Amdocs Products

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

- Amdocs CRM
- Amdocs Ordering
- Amdocs Self Service
- Amdocs Billing and Charging

See [Figure 2-1](#) for a graphical representation of the functional areas covered by Amdocs Portfolio products discussed in this book.

Figure 2-1: Amdocs Portfolio Products



# 4 Product Integration

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

- 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

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 implementation of service-oriented architecture:

- Exposing the suite's server-side functionality as standard services
- Promoting the composition of automated functional flows across the suite of applications
- Aiding the development of composite user interfaces on top of Amdocs applications
- Advancing the integration of Amdocs applications with external applications
- Prohibiting the functional overlap between the existing 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 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, perform collection actions, and resolve all issues on any call.

In the integrated system, Amdocs CRM serves as the central front-end for handling all customer services and billing matters, where the main integration points are:

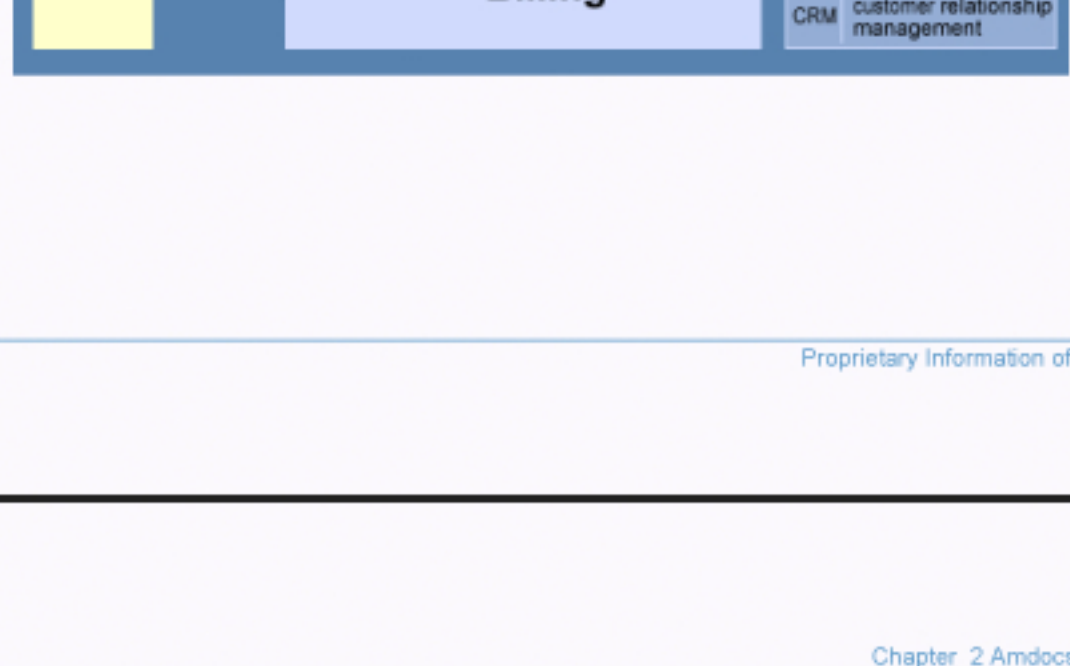
- Customer model – the customer model is maintained in both products, with the majority of data stored in Amdocs Billing.
- Integrated flows – activities that originate in one product and involve actions in the other product, such as getting billing information, generating financial transactions, performing collection activities, and creating the customer model entities.

Amdocs CRM uses the following portfolio foundation applications:

- Amdocs Integration Framework – the service repository through which all service calls are made
- Amdocs System Configurator – all Amdocs CRM integration related configuration properties are implemented in Amdocs System Configurator
- Amdocs Security Manager – Amdocs CRM Single Sign On is integrated with Amdocs Security Manager

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

Figure 4-1 Amdocs Billing – Amdocs CRM Integration



## 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
- Creating charges – creates recurring and one-time charges in the invoicing system when the order is completed
- Using the product catalog – uses a central catalog that stores all the relevant information for the ordering process. This information includes pricing, discounts, service description and definitions, and resources

Figure 4-2 shows the functional architecture of the integration:

Figure 4-2 Amdocs Billing – Amdocs Ordering Functional Integration

