

eTOM Certification – Comverse ONE Billing & Active Customer Management

Representation of Solution Functionality/Capability

The Comverse ONE Billing & Active Customer Management solution offers operators fast time to revenue through comprehensive monetization, active customer management and an architecture built to remove complexity. It turns an operator's business support system (BSS) into a strategic asset for marketing, competitive differentiation and growth enablement, allowing them to profit from market opportunities faster than ever.

The Comverse ONE solution is founded upon several fundamental concepts that enable an operator to implement the functionality required to support its business, at the appropriate point in time. These key concepts are the underpinning of the Comverse ONE solution:

- A unified account and subscriber data model that gives a common view of the customer across all modules
- A single Product Catalog that manages the provider's market offerings across the solution
- An open operational and business framework that enables providers to leverage the Comverse ONE solution functionality and logic across any complex operational environment

These key concepts allow the Comverse ONE solution to support any business model – today's as well as tomorrow's. With an innovative architecture – backed by deep BSS and network expertise – the solution unifies sales, marketing, customer management, charging, billing and policy. Because of this, deployment time and risk is lowered; operational efficiency is increased; prospect to cash is streamlined; smart charging and multi-dimensional policy management is enabled. This allows operators to capitalize on the broadband opportunity and allow end-customers to benefit from consistency and choice.

Mapping Technique Employed

Each eTOM process is supported by one or more business scenarios. In many cases there are quite a few business scenarios that support a process. In these cases, one or more selected business scenarios examples are used rather than mapping the entire set of business scenarios to the process.

eTOM L3 descriptions are analyzed by looking for implied tasks (similar to Semantic Analysis). Each User Story step is analyzed to find the step or steps that support the implied tasks.

Implied tasks are highlighted in green with Word citation(s) following the highlighted text to show support for an implied task. These Citations will be included in a Words Cited table, which follows the mapping tables.

For the cases where process description text cannot be mapped to a step or steps, the sentences are highlighted in yellow and the reasons are explained.

Manual and Automated Support

It is important to determine whether the implied task is supported by manual steps, automated steps or a combination of both. In this document, "A", "M" or "AM" are used for each step included in the Citation to indicate that the step or steps is/are automated (A), manual (M), or both (AM).

Process Mapping

1.1.1.3 Marketing Fulfillment Response

eTOM process element	Software Vendor Mapping	
1.1.1.3 Marketing Fulfillment Response	Alignment	Mapping Comment
1.1.1.3.2 Track Leads	1.1.1.3.2.3 Create Lead B2C (Import Job) [A] 1.1.1.3.2.1 Create Prospect B2B [AM] 1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM] 1.1.1.1.9.3 Configure and Execute Campaign [AM]	Extended Description The purpose of this process is to identify leads following on from marketing campaign advertising, or those that arise otherwise in the course of business and are collected here.
	1.1.1.3.2.5 View Lead - Sales UI [AM] 1.1.1.3.2.5 View Lead B2C - Customer Center [AM] 1.1.1.3.2.8 Report Lead (Sales UI) [AM] 1.1.1.4.1.1 Qualify Lead [AM] 1.1.1.4.1.2 Cancel Lead (Customer Center) [AM] 1.1.1.4.1.2 Cancel Lead (Sales UI) [AM]	Leads are tracked,
	1.1.1.4.1.1 Qualify Lead [AM] 1.1.1.4.1.2 Cancel Lead (Customer Center) [AM] 1.1.1.4.1.2 Cancel Lead (Sales UI) [AM]	evaluated and notified to other processes (e.g. Selling) for further action.

1.1.1.4 Selling

eTOM process element	Software Vendor Mapping	
1.1.1.4 Selling	Alignment	Mapping Comment
1.1.1.4.1 Manage Prospect	1.1.1.4.1.3 Create B2B Opportunity [AM] 1.1.1.3.2.3 Create Lead B2C (Import Job) [A] 1.1.1.3.2.1 Create Prospect B2B [AM] 1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM] 1.1.1.1.9.3 Configure and Execute Campaign 1.1.1.4.1.1 Qualify Lead	Extended Description The purpose of this process is to match assigned leads with the most appropriate products
	1.1.1.4.1.5 Manage Opportunity Using Defined Sales Process (Update Task and Stage) [AM]	and ensure that these prospects are handled appropriately
	NA	These prospects represent a “pipeline” of potential sales, each of which is expressed in terms of the probability of successful sales closure and an estimate of the total attainable revenue
	1.1.1.4.1.1 Qualify Lead [AM] 1.1.1.4.1.2 Cancel Lead (Customer Center) [AM] 1.1.1.4.1.2 Cancel Lead (Sales UI) [AM]	The needs of each potential prospect are analyzed
	1.1.1.4.1.3 Create B2B Opportunity [AM]	Based on these needs, potential solutions are identified from the service provider’s product portfolio.
	1.1.1.4.1.5 Manage Opportunity Using Defined Sales Process (Update Task and Stage) [AM]	Each prospect is tracked through these processes

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.4.1.6 Update Opportunity to Reflect Deal Outcome [AM]</p> <p>1.1.1.4.1.7 Update Organization Billing Accounts [AM]</p> <p>1.1.1.4.1.8 Convert B2C Lead to Order - - Customer Center [AM]</p> <p>1.1.1.4.1.2 Cancel Lead (Sales UI) [AM]</p> <p>1.1.1.4.1.2 Cancel Lead (Customer Center) [AM]</p> <p>1.1.1.4.1.9 Report On Opportunity [AM]</p>	<p>and the outcome (win or loss) of each prospect is reported</p>
	<p>1.1.1.3.2.1 Create Prospect B2B [AM]</p> <p>1.1.1.3.2.3 Create Lead B2C (Import Job) [A]</p> <p>1.1.1.3.2.1 Create Prospect B2B[AM]</p> <p>1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM]</p>	<p>Prospects are assigned to the appropriate sales channel</p>
<p>1.1.1.4.4 Acquire Customer Data</p>	<p>1.1.1.3.2.3 Create Lead B2C (Import Job) – [A]</p> <p>1.1.1.3.2.1 Create Prospect B2B [AM]</p> <p>1.1.1.4.1.3 Create B2B Opportunity [AM]</p> <p>1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM]</p> <p>1.1.1.4.4.6 Finalize the opportunity [AM]</p> <p>1.1.1.4.1.8 Convert B2C Lead to Order - - Customer Center [AM]</p> <p>1.1.1.4.6.4 Prepare and Export Proposal [AM]</p>	<p>Extended Description</p> <p>The purpose of this process is to capture and record all pertinent customer data required for the initiation, realization and deployment of the agreed sales proposal.</p>
	<p>1.1.1.4.6.4 Prepare and Export Proposal [AM]</p> <p>1.1.1.4.1.1 Qualify Lead [AM]</p>	<p>In most standard offerings the necessary customer data is often captured on the sales proposal agreement form associated with the standard offerings.</p>

eTOM process element	Software Vendor Mapping	
	NA	For non-standard and/or complex sales agreements associated, for instance, with a customer RFP, extensive customer information may be required to plan and roll-out the agreed solution. For example, Centrex designs require extensive capture of details surrounding deployment of handsets, features associated with each handset, customer Centrex groups, etc.
	1.1.1.4.6.4 Prepare and Export Proposal [AM]	In some cases the necessary level of precise detail may be available from the Develop Sales Proposal.
	1.1.1.4.1.1 Qualify Lead [AM] 1.1.1.4.1.8 Convert B2C Lead to Order - - Customer Center [AM] 1.1.1.4.4.6 Finalize the opportunity [AM] 1.1.1.4.1.3 Create B2B Opportunity [AM] 1.1.1.4.6.3 Update Opportunity Products and Pricing[AM] 1.1.1.4.4.4 Review Opportunity (including Proposal Information) [AM]	Where this is not the case, this process is responsible for determining the precise customer information required to support the agreed proposal, capturing (through forms, or customer interviews, etc.) the required customer information, and storing the details in a form required by other processes.
1.1.1.4.5 Cross/Up Sell	NA	<p>Extended Description</p> <p>The purpose of this process is to ensure that the value of the relationship between the customer and service provider is maximized by</p>
	1.1.1.4.7.2 Promote Products to Customers - B2B [AM] 1.1.1.4.7.3 Promote Products to Customers - B2C [AM]	selling additional, or more of the existing, products.
	1.1.1.1.9.2 Plan Campaign[AM]	The ongoing analysis of customer trends (e.g. usage, problems, and complaints) is used to identify when the current offerings may no longer be appropriate for the customer, or when the opportunity for a larger sale arises.
	1.1.1.1.9.3 Configure and Execute Campaign [AM]	. Based on the data collected, more appropriate offerings should be recommended to the customer.

eTOM process element	Software Vendor Mapping	
1.1.1.4.6 Develop Sales Proposal	1.1.1.4.6.4 Prepare and Export Proposal [AM]	<p>Extended Description</p> <p>The purpose of this process is to develop a sales proposal to respond to the customer's requirement</p>
	1.1.1.4.1.1 Qualify Lead [AM] 1.1.1.4.1.5 Manage Opportunity Using Defined Sales Process (Update Task and Stage) [AM]	<p>This process commences following approval by the Qualify Customer process.</p>
	1.1.1.4.6.4 Prepare and Export Proposal [AM]	<p>The development of a sales proposal may require the selection of a standard product offering, .</p>
	1.1.1.4.6.3 Update Opportunity Products and Pricing [AM]	<p>may require the development of a non-standard offering, or</p>
	1.1.1.4.6.1 Create and Manage Product Requests for Custom Products [AM]	<p>may require the creation of a project team to construct an offering in response to a customer's Request For Proposal</p>
	1.1.1.4.6.4 Prepare and Export Proposal [AM]	<p>In all cases, the processes are responsible for ascertaining the customer's requirements, .</p>
	1.1.1.4.1.5 Manage Opportunity Using Defined Sales Process (Update Task and Stage) [AM]	<p>determining the ability of the enterprise to support the customer requirements, and developing a proposal (or proposals) for the customer which meets the stated requirements</p>
	1.1.1.4.6.1 Create and Manage Product Requests for Custom Products [AM]	<p>These processes assess the extent of enterprise support required to develop the sales proposal, marshal the necessary support across the enterprise and</p>
	1.1.1.4.1.5 Manage Opportunity Using Defined Sales Process (Update Task and Stage) [AM]	<p>administer the sales proposal development activity to ensure that any timing constraints associated with the customer requirements are achieved.</p>
	1.1.1.4.6.1 Create and Manage Product Requests for Custom Products [AM]	<p>Note that development of a non-standard sales proposal or the response to a customer's RFP may require the development of unique solution designs</p>

eTOM process element	Software Vendor Mapping	
	1.1.1.1.11.1 Creating New Offering in the system [AM]	The development of unique solutions, within the context of current deployed capabilities, uses the Design Solutions process within Service Management & Operations to undertake the necessary feasibility studies.
	1.1.1.4.6.1 Create and Manage Product Requests for Custom Products [AM]	Where current capabilities are not able to support customer's requirements, the Product & Offer Capability Delivery processes are invoked
	1.1.1.4.6.1 Create and Manage Product Requests for Custom Products [AM] 1.1.1.1.11.1 Creating New Offering in the system [AM]	to undertake any necessary assessment and business case development.

1.1.1.1 CRM Support & Readiness

eTOM process element	Software Vendor Mapping	
1.1.1.1 CRM Support & Readiness	Alignment	Mapping Comment
1.1.1.1.1 Support Customer Interface Management	1.1.1.1.1.1 Ability to Capture Customer Requests and Contact (Customer Center)[M] 1.1.1.1.1.2 Ability to Capture Customer Request and Contact (IVR)[M] 1.1.1.1.1.3 Ability to Capture Customer Request and Contact (Self-Service)[M]	Extended Description The purpose of the Support Customer Interface Management processes is to ensure that there is capability (for example, information, materials, systems and resource) so that the Customer Interface Management processes can operate effectively when a contact with a customer occurs.
	NA	Examples are information on how to handle unusual requests based on temporary situations, systems needed to accept and track customer contacts, requests for the provisioning of additional resources where it has been identified that current levels will impact on timely contact handling.
	1.1.1.1.1.1 Ability to Capture Customer Requests and Contact (Customer Center) [M] 1.1.1.1.1.2 Ability to Capture Customer Request and Contact (IVR)[M] 1.1.1.1.1.3 Ability to Capture Customer Request and Contact (Self-Service)[M]	These processes are responsible for implementing generic and specific changes to customer interfaces. This support could be in updating agent scripts, IVR announcements, Web pages, etc. Customer Interface Support processes keep up to date all information concerning customers
	1.1.1.2.1.6 View & Update Interaction Session (Customer Center) [AM] 1.1.1.2.1.7 Generate Report on Interactions[AM]	These processes undertake trend analysis on customer contacts, e.g. type, frequency, duration, outcome.
1.1.1.1.9 Manage Campaign	1.1.1.1.9.5 Manage Campaign Instances and Feed. [AM] 1.1.1.1.9.3 Configure and Execute Campaign[AM]	Extended Description The purpose of the Manage Campaign processes is to manage individual Marketing Campaigns developed by Product Marketing Communications & Promotion processes.

eTOM process element	Software Vendor Mapping	
	1.1.1.1.9.2 Plan Campaign[AM] 1.1.1.1.9.4 Manage Campaign Results[AM]	These processes monitor and undertake trend analysis on the effectiveness of the campaigns
	1.1.1.1.9.3 Configure and Execute Campaign[AM] 1.1.1.1.9.5 Manage Campaign Instances and Feed[AM] 1.1.1.1.9.4 Manage Campaign Results[AM]	, make modifications and report results.
	1.1.1.1.9.2 Plan Campaign[AM] 1.1.1.1.9.3 Configure and Execute Campaign[AM]	Manage Campaign processes ensure that Marketing Fulfillment Response is staffed, trained and equipped appropriately to support the specific campaign, whether direct mail, TV ad, etc

eTOM process element	Software Vendor Mapping	
<p>1.1.1.1.10 Manage Customer Inventory</p> <p><i>Note: Comverse ONE is a database driven system. At the heart of the solution is the centralized customer database, and management of customer data is integral to the entire solution. Therefore, every business process supports, in some way, that customer database. So to talk about "management" of that customer database would require listing of literally hundreds of business processes in support of this single process. This, we believed, was neither constructive nor supportive of our interest in attaining eTOM certification. Therefore, we have interpreted this process focused exclusively on the Comverse ONE inventory capability, not the broader concept of a customer information repository.</i></p>	<p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Customer Center)[A]</p> <p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Self Service) [A]</p> <p>1.1.1.4.1.3 Create B2B Opportunity [AM]</p> <p>1.1.1.3.2.3 Create Lead B2C (Import Job) [A]</p> <p>1.1.1.3.2.1 Create Prospect B2B [AM]</p> <p>1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM]</p> <p>1.1.1.4.6.4 Prepare and Export Proposal [AM]</p> <p>1.1.1.5.6.4 Add subscriber [AM]</p> <p>1.1.1.5.6.29 Resume subscriber [AM]</p> <p>1.1.1.5.6.5 Add Supplementary Offer [AM]</p> <p>1.1.1.5.4.1 Order Fulfillment [A]</p> <p>1.1.1.5.6.19 Disconnect Supplementary offer [AM]</p> <p>1.1.1.5.6.23 Disconnect subscriber [AM]</p> <p>1.1.1.5.6.12 Swap Primary Offer [AM]</p> <p>1.1.1.1.1.1 Ability to Capture Customer Requests and Contact (Customer Center)[M]</p> <p>1.1.1.1.1.2 Ability to Capture Customer Request and Contact (IVR)[M]</p> <p>1.1.1.1.1.3 Ability to Capture Customer Request and Contact (Self-Service)[M]</p> <p>1.1.1.2.1.1 Create new interaction (Customer Center)[AM]</p> <p>1.1.1.2.1.1 Create new interaction (IVR)[A]</p>	<p>Extended Description</p> <p>The purpose of the Manage Customer Inventory processes are twofold - establish, manage and administer the enterprise's customer inventory, as embodied in the Customer Inventory Database</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.2.1.1 Create new interaction Including Registration (Self-Service)[AM]</p> <p>1.1.1.2.1.2 Create Automatic Notes Up On user actions[A]</p> <p>1.1.1.2.1.3 - Add Manual Notes to Contact - Customer Center[AM]</p> <p>1.1.1.2.1.6 View & Update Interaction Session (Customer Center)[AM]</p> <p>1.1.1.1.10.1 Load Inventory Identifiers (Back office [AM]</p> <p>1.1.1.1.10.1 Load Inventory Identifiers (Bulk Load) [AM]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier Attribute/State (Bulk Load) [AM]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier attribute/State (Back office GUI) [AM]</p> <p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Customer Center) [A]</p> <p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Self Service)</p> <p>1.1.1.1.10.4 Report on Inventory Consumption[A]</p> <p>1.1.1.1.10.6 Generate or Receive Order File For SIM Cards (SIM Replacement) [AM]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Back Office UI [A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Customer Center[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Sales UI[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Services UI[A]</p>	<p>(...continued from previous page)</p> <p>The purpose of the Manage Customer Inventory processes are twofold - establish, manage and administer the enterprise's customer inventory, as embodied in the Customer Inventory Database</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.10.4 Report on Inventory Consumption[A]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier Attribute/State (Bulk Load)[AM]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier attribute/State (Back office GUI) [AM]</p>	<p>, and monitor and report on the usage and access to the customer inventory, and the quality of the data maintained in it.</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Customer Center) [A]</p> <p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Self Service) [A]</p> <p>1.1.1.4.1.3 Create B2B Opportunity [AM]</p> <p>1.1.1.3.2.3 Create Lead B2C (Import Job) [A]</p> <p>1.1.1.3.2.1 Create Prospect B2B [AM]</p> <p>1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM]</p> <p>1.1.1.4.6.4 Prepare and Export Proposal [AM]</p> <p>1.1.1.5.6.4 Add subscriber [AM]</p> <p>1.1.1.5.6.29 Resume subscriber [AM]</p> <p>1.1.1.5.6.5 Add Supplementary Offer [AM]</p> <p>1.1.1.5.4.1 Order Fulfillment [A]</p> <p>1.1.1.5.6.19 Disconnect Supplementary offer [AM]</p> <p>1.1.1.5.6.23 Disconnect subscriber [AM]</p> <p>1.1.1.5.6.12 Swap Primary Offer [AM]</p> <p>1.1.1.1.1.1 Ability to Capture Customer Requests and Contact (Customer Center)[M]</p> <p>1.1.1.1.1.2 Ability to Capture Customer Request and Contact (IVR)[M]</p> <p>1.1.1.1.1.3 Ability to Capture Customer Request and Contact (Self-Service)[M]</p> <p>1.1.1.2.1.1 Create new interaction (Customer Center)[AM]</p> <p>1.1.1.2.1.1 Create new interaction (IVR)[A]</p> <p>1.1.1.2.1.1 Create new interaction Including Registration (Self-Service)[AM]</p> <p>1.1.1.2.1.2 Create Automatic Notes Up On user actions[A]</p> <p>1.1.1.2.1.3 - Add Manual Notes to Contact - Customer Center[AM]</p> <p>1.1.1.2.1.6 View & Update Interaction Session (Customer Center)[AM]</p>	<p>The customer inventory maintains records of all customers, their interactions with the enterprise, any contracts established, and any other customer related- information, required to support CRM and other processes.</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Customer Center) [A]</p> <p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Self Service) [A]</p> <p>1.1.1.1.10.1 Load Inventory Identifiers (Back office) [AM]</p> <p>1.1.1.1.10.1 Load Inventory Identifiers (Bulk Load) [AM]</p> <p>1.1.1.4.1.3 Create B2B Opportunity [AM]</p> <p>1.1.1.3.2.3 Create Lead B2C (Import Job) [A]</p> <p>1.1.1.3.2.1 Create Prospect B2B [AM]</p> <p>1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM]</p> <p>1.1.1.4.6.4 Prepare and Export Proposal [AM]</p> <p>1.1.1.5.6.4 Add subscriber [AM]</p>	<p>Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> Identifying the inventory-relevant information requirements to be captured for customers ;

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.10.1 Load Inventory Identifiers (Back office) [AM]</p> <p>1.1.1.1.10.1 Load Inventory Identifiers (Bulk Load) [AM]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier Attribute/State (Bulk Load)[AM]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier attribute/State (Back office GUI) [AM]</p> <p>1.1.1.1.10.6 Generate or Receive Order File For SIM Cards (SIM Replacement) [AM]</p> <p>1.1.1.4.1.3 Create B2B Opportunity [AM]</p> <p>1.1.1.3.2.3 Create Lead B2C (Import Job) [A]</p> <p>1.1.1.3.2.1 Create Prospect B2B [AM]</p> <p>1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM]</p> <p>1.1.1.4.6.4 Prepare and Export Proposal [AM]</p> <p>1.1.1.5.6.4 Add subscriber [AM]</p>	<ul style="list-style-type: none"> Identifying, establishing and maintaining customer inventory repository facilities;

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.10.1 Load Inventory Identifiers (Back office) [AM]</p> <p>1.1.1.1.10.1 Load Inventory Identifiers (Bulk Load) [AM]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier Attribute/State (Bulk Load)[AM]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier attribute/State (Back office GUI) [AM]</p> <p>1.1.1.1.10.6 Generate or Receive Order File For SIM Cards (SIM Replacement) [AM]</p> <p>1.1.1.4.1.3 Create B2B Opportunity [AM]</p> <p>1.1.1.3.2.3 Create Lead B2C (Import Job) [A]</p> <p>1.1.1.3.2.1 Create Prospect B2B [AM]</p> <p>1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM]</p> <p>1.1.1.4.6.4 Prepare and Export Proposal [AM]</p> <p>1.1.1.5.6.4 Add subscriber [AM]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Back Office UI [A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Customer Center[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Sales UI[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Services UI[A]</p>	<ul style="list-style-type: none"> · Establishing and managing the customer inventory management and information capture processes; · Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download customer data to and from the customer inventory;

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Customer Center) [A]</p> <p>1.1.1.1.10.3 Assign Inventory Identifier to Customer (Self Service) [A]</p> <p>1.1.1.4.1.3 Create B2B Opportunity [AM]</p> <p>1.1.1.3.2.3 Create Lead B2C (Import Job) [A]</p> <p>1.1.1.3.2.1 Create Prospect B2B [AM]</p> <p>1.1.1.3.2.4 Create Lead B2B (Sales UI) [AM]</p> <p>1.1.1.4.6.4 Prepare and Export Proposal [AM]</p> <p>1.1.1.5.6.4 Add subscriber [AM]</p> <p>1.1.1.2.1.1 Create new interaction (Customer Center)[AM]</p> <p>1.1.1.2.1.1 Create new interaction (IVR)[A]</p> <p>1.1.1.2.1.1 Create new interaction Including Registration (Self-Service)[AM]</p> <p>1.1.1.2.1.2 Create Automatic Notes Up On user actions[A]</p> <p>1.1.1.2.1.3 - Add Manual Notes to Contact - Customer Center[AM]</p> <p>1.1.1.2.1.6 View & Update Interaction Session (Customer Center)[AM]</p>	<p>· Ensuring the customer inventory repository accurately captures and records all identified customer details, through use of automated or manual audits;</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.10.2 Modify Inventory Identifier Attribute/State (Bulk Load)[AM]</p> <p>1.1.1.1.10.2 Modify Inventory Identifier attribute/State (Back office GUI) [AM]</p> <p>1.1.1.1.10.1 Load Inventory Identifiers (Back office GUI)</p> <p>1.1.1.1.10.1 Load Inventory Identifiers (Bulk Load)</p> <p>1.1.1.1.10.4 Report on Inventory Consumption[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Back Office UI[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Customer Center[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Sales UI[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Services UI[A]</p>	<p>· Tracking and monitoring of the usage of, and access to, the customer inventory repository and associated costs, and reporting on the findings; and</p> <p>.</p>
	<p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center)[AM]</p>	<p>Identifying any technical driven shortcomings of the customer inventory repository and providing input to Resource Development & Management processes to rectify these issues.</p>

eTOM process element	Software Vendor Mapping	
<p>1.1.1.1.11 Manage Product Offering Inventory</p>	<p>1.1.1.1.11.1 Creating New Offering in the system [AM]</p> <p>1.1.1.1.11.11 Bulk Load - Configuration Entities [A]</p> <p>1.1.1.1.11.2 Maintain the Offering information up-to-date [AM]</p> <p>1.1.1.1.11.3 Expire the available Offering [AM]</p> <p>1.1.1.1.11.10 Assigning Offer/Product to Dealers[AM]</p> <p>1.1.1.1.11.5 Managing Resellers [AM]</p> <p>1.1.1.1.11.7 Managing Region [AM]</p> <p>1.1.1.1.11.8 Assigning Reseller-Region relationship [AM]</p> <p>1.1.1.1.11.9 Assigning Region-Product Relationship [AM]</p> <p>1.1.2.1.5.1 Configure Basic System Infrastructure Objects [AM]</p> <p>1.1.2.1.5.2 Configure Basic Offering [AM]</p> <p>1.1.2.1.5.3 Configure Discount and Promotion Offering [AM]</p> <p>1.1.2.1.5.4 Configure Network Service Offering [AM]</p> <p>1.1.2.1.5.5 Perform PC Propagation [A]</p>	<p>Extended Description</p> <p>The purpose of the Manage Product Offering Inventory processes are twofold - establish, manage and administer the enterprise's product offering inventory, as embodied in the Product Offering Inventory Database,</p>
	<p>1.1.1.1.11.4 Report the changes of offering[A]</p> <p>Comverse.2.1.1.2.2.4 Authenticate User - Product Catalog [A]</p>	<p>and monitor and report on the usage and access to the product offering inventory, and the quality of the data maintained in it.</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.11.1 Creating New Offering in the system [AM]</p> <p>1.1.1.1.11.11 Bulk Load - Configuration Entities [A]</p> <p>1.1.1.1.11.2 Maintain the Offering information up-to-date [AM]</p> <p>1.1.1.1.11.3 Expire the available Offering [AM]</p> <p>1.1.1.1.11.10 Assigning Offer/Product to Dealers[AM]</p> <p>1.1.1.1.11.5 Managing Resellers [AM]</p> <p>1.1.1.1.11.7 Managing Region [AM]</p> <p>1.1.1.1.11.8 Assigning Reseller-Region relationship [AM]</p> <p>1.1.1.1.11.9 Assigning Region-Product Relationship [AM]</p> <p>1.1.2.1.5.1 Configure Basic System Infrastructure Objects [AM]</p> <p>1.1.2.1.5.2 Configure Basic Offering [AM]</p> <p>1.1.2.1.5.3 Configure Discount and Promotion Offering [AM]</p> <p>1.1.2.1.5.4 Configure Network Service Offering [AM]</p> <p>1.1.2.1.5.5 Perform PC Propagation [A]</p>	<p>The product offering inventory maintains records of all product offerings, their interactions with the enterprise, and any other product offering related- information, required to support CRM and other processes.</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.5.6.2 Add Account-Level Offer Customer Center[AM]</p> <p>1.1.1.5.6.4 Add New subscriber with Primary Offer (or one or more Supplementary Offer along with it) - Customer Center [AM]</p> <p>1.1.1.5.6.12 Subscriber Change - Swap Primary Offer - Customer Center[AM]</p> <p>1.1.1.5.6.17 Account Change - Disconnect Account Offer - CSR [AM]</p> <p>1.1.1.5.6.19 Subscriber Change - Disconnect Supplementary Offer - Customer Center[AM]</p> <p>1.1.1.5.6.2 Add Account-Level Offer Customer Center[AM]</p>	<p>The product offering inventory is also responsible for maintaining the association between customers and purchased product offering instances, created as a result of the Order Handling processes.</p>
	N/A	Responsibilities of these processes include, but are not limited to:
	<p>1.1.2.1.5.1 Configure Basic System Infrastructure Objects [AM]</p> <p>1.1.2.1.5.2 Configure Basic Offering [AM]</p> <p>1.1.2.1.5.3 Configure Discount and Promotion Offering [AM]</p> <p>1.1.2.1.5.4 Configure Network Service Offering [AM]</p> <p>1.1.1.1.11.11 Bulk Load - Configuration Entities [A]</p>	<p>Identifying the inventory-relevant information requirements to be captured for product offerings ;</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.1.11.10 Assigning Offer/Product to Dealers[AM] 1.1.1.1.11.5 Managing Resellers [AM] 1.1.1.1.11.7 Managing Region [AM] 1.1.1.1.11.8 Assigning Reseller-Region relationship [AM] 1.1.1.1.11.9 Assigning Region-Product Relationship [AM] 1.1.2.1.5.5 Perform PC Propagation [A] 1.1.1.1.11.1 Creating New Offering in the system [AM] 1.1.1.1.11.13 - Set-up Product Catalog and maintain [AM]</p>	<ul style="list-style-type: none"> Identifying, establishing and maintaining product offering inventory repository facilities;
	<p>1.1.1.1.11.1 Creating New Offering in the system [AM] 1.1.1.1.11.11 Bulk Load - Configuration Entities [A] 1.1.1.1.11.2 Maintain the Offering information up-to-date [AM] 1.1.1.1.11.3 Expire the available Offering [AM] Comverse.2.1.1.2.2.4 Authenticate User - Product Catalog [A] 1.1.2.1.5.5 Perform PC Propagation [A]</p>	<ul style="list-style-type: none"> Establishing and managing the product offering inventory management and information capture processes; Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download product offering data to and from the product offering inventory;
	<p>1.1.1.1.11.1 Creating New Offering in the system [AM] 1.1.1.1.11.11 Bulk Load - Configuration Entities [A] 1.1.2.1.5.5 Perform PC Propagation [AM]</p>	<ul style="list-style-type: none"> Ensuring the product offering inventory repository accurately captures and records all identified product offering details, through use of automated or manual audits;
	<p>1.1.1.1.11.4 Report the changes of offering[A] Comverse.2.1.1.2.2.4 Authenticate User - Product Catalog [A]</p>	<ul style="list-style-type: none"> Tracking and monitoring of the usage of, and access to, the product offering inventory repository and associated costs, and reporting on the findings; and

eTOM process element	Software Vendor Mapping	
	1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]	Identifying any technical driven shortcomings of the product offering inventory repository, and providing input to Resource Development & Management processes to rectify these issues.

1.1.1.2 Customer Interface Management

eTOM process element	Software Vendor Mapping	
1.1.1.2 Customer Interface Management	Alignment	Mapping Comment
1.1.1.2.1 Manage Contact	1.1.1.2.1.1 Create new interaction (Customer Center)[AM] 1.1.1.2.1.1 Create new interaction (IVR)[A] 1.1.1.2.1.1 Create new interaction Including Registration (Self-Service)[AM]	Extended Description The purpose of this process is to manage all contacts between potential or existing customers and the enterprise.
	1.1.1.2.1.1 Create new interaction (Customer Center)[AM] 1.1.1.2.1.1 Create new interaction (IVR)[A] 1.1.1.2.1.1 Create new interaction Including Registration (Self-Service)[AM] 1.1.1.2.1.2 Create Automatic Notes Up On user actions[A] 1.1.1.2.1.3 - Add Manual Notes to Contact - Customer Center[AM] 1.1.1.2.1.6 View & Update Interaction Session (Customer Center)[AM]	It deals with the identification of the contact, its development, enhancement and update

eTOM process element	Software Vendor Mapping	
<p>1.1.1.2.2 Manage Request (Including Self Service)</p>	<p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]</p> <p>1.1.1.2.2.1 - Create Request or Report Problem (Self-Service) [AM]</p> <p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Service UI [AM]</p> <p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Customer Center [AM]</p> <p>1.1.1.2.2.4 Update task and request status to reflect in progress work activities - Service UI [AM]</p> <p>1.1.1.2.2.4 Update task information to reflect in progress work activities - Customer Center [AM]</p> <p>1.1.1.2.2.7 Update request with additional information - Service UI [AM]</p> <p>1.1.1.2.2.10 List and View Requests/Problems - Customer Center [AM]</p> <p>1.1.1.2.2.10 List and View Requests/Problems - Service UI [AM]</p>	<p>Extended Description</p> <p>The purpose of this process is to manage all requests (inbound and outbound) made by potential and existing customers. It receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request; it manages the status of the request and is able to provide status information at any moment in which the request is active; it formally closes the request when all related activities have been terminated.</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.2.2.8 Update request status to complete / closed - Customer Center [AM]</p> <p>1.1.1.2.2.8 Update request status to complete / closed - Service UI [AM]</p> <p>1.1.1.2.2.7 Update request with additional information - Customer Center [AM]</p> <p>1.1.1.2.2.7 Update request with additional information - Service UI [AM]</p> <p>1.1.1.2.2.9 Cancel Request/Problem - Customer Center [AM]</p> <p>1.1.1.2.2.9 Cancel Request/Problem - Service UI [AM]</p>	<p>(...Continued from previous page)</p> <p>The purpose of this process is to manage all requests (inbound and outbound) made by potential and existing customers. It receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request; it manages the status of the request and is able to provide status information at any moment in which the request is active; it formally closes the request when all related activities have been terminated.</p>

1.1.1.5 Order Handling

eTOM process element	Software Vendor Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment
1.1.1.5.1 Determine Customer Order Feasibility	1.1.1.5.1.1 Evaluate eligibility /Pre-requisite/Exclusion/Transition rules against subscriber/account [A] 1.1.1.5.1.2 - Evaluate Compatibility templates against existing offering 1.1.1.5.1.3 Evaluate Serviceability Rules[A]	Extended Description The purpose of the Determine Customer Order Feasibility process is to check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified as part of the standard product offering process flow, to a customer. These processes invoke requests to SM&O provisioning processes to determine the availability and supportability of product offerings to a customer.
	1.1.1.5.1.1 Evaluate eligibility /Pre-requisite/Exclusion/Transition rules against subscriber/account[A] 1.1.1.5.1.2 Evaluate Compatibility templates against existing offering[A] 1.1.1.5.1.3 Evaluate Serviceability Rules[A]	These processes are also responsible for determining whether the offering can be supported by other CRM processes.
1.1.1.5.4 Track & Manage Customer Order Handling	1.1.1.5.4.1 Order Fulfillment [AM] 1.1.1.5.5.1 Complete Customer Order [A]	Extended Description The objective of the Track & Manage Customer Order Handling processes is to ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date. Responsibilities of these processes include, but are not limited to: <ul style="list-style-type: none"> Scheduling, assigning and coordinating customer provisioning related activities; Generating the respective service order creation request(s) to Issue Service Orders based on specific customer orders;

eTOM process element	Software Vendor Mapping	
	1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Order [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Service Order [AM]	
	1.1.1.5.4.2 Tracking the Order Status – OIU [AM] 1.1.1.5.4.2 Tracking the Order Status – Customer Center [AM] 1.1.1.5.4.2 Tracking the Order Status – CSS [AM] 1.1.1.5.4.2 Tracking the Order Status – Worklist Handler [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Order [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Service Order [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Cancel Order [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Cancel Service Order or Order Item [AM]	<ul style="list-style-type: none"> · Escalating status of customer orders in accordance with local policy; · Undertaking necessary tracking of the execution process; · Adding additional information to an existing customer order; · Modifying information in an existing customer order; · Modifying the customer order status;
	1.1.1.5.4.3 Cancel or Modify Order or Order Item – Cancel Order [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Cancel Service Order or Order Item [AM]	<ul style="list-style-type: none"> · Canceling a customer order when the initiating sales request is cancelled;

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]</p> <p>1.1.1.5.4.2 Tracking the Order Status – OIU [AM]</p> <p>1.1.1.5.4.2 Tracking the Order Status – Customer Center [AM]</p> <p>1.1.1.5.4.2 Tracking the Order Status – CSS [AM]</p> <p>1.1.1.5.4.2 Tracking the Order Status – Worklist Handler [AM]</p> <p>1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Order [AM]</p> <p>1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Service Order [AM]</p>	<p>Monitoring the jeopardy status of customer orders, and escalating customer orders as necessary; and</p>
	<p>1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Order [AM]</p> <p>1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Service Order [AM]</p> <p>1.1.1.5.5.1 Complete Customer Order [A]</p>	<p>Indicating completion of a customer order by modifying the customer order status.</p>
	<p>1.1.1.5.4.1 Order Fulfillment [AM]</p>	<p>Note that some specific product components may be delivered directly by suppliers/partners. In these cases the Track & Manage Customer Order Handling process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific product components.</p>
<p>1.1.1.5.5 Complete Customer Order</p>	<p>1.1.1.5.4.1 Order Fulfillment [AM]</p> <p>1.1.1.5.5.1 Complete Customer Order [A]</p>	<p>Extended Description</p> <p>The purpose of the Complete Customer Order processes is to manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase. The customer may participate in commissioning or end-to-end testing and then satisfactory delivery.</p> <p>The customer is trained in the functionality and benefits of the solution. These processes are responsible for ensuring that any customer information required by other CRM processes is updated as part of the customer order completion.</p>

eTOM process element	Software Vendor Mapping	
1.1.1.5.6 Issue Customer Order	1.1.1.5.6.4 Add subscriber [AM] 1.1.1.5.5.1 Complete Customer Order [A]	<p>Extended Description</p> <p>The purpose of the Issue Customer Orders processes is to issue correct and complete customer orders. These processes ensure that all necessary information about the Customer Order (for example, type of product, install address, special requirements, etc.) is available.</p>
	1.1.1.5.6.4 Add subscriber [AM] 1.1.1.5.6.29 Resume subscriber [AM] 1.1.1.5.6.5 Add Supplementary Offer [AM] 1.1.1.5.4.1 Order Fulfillment [A] 1.1.1.5.1.1 Evaluate eligibility /Pre-requisite/Exclusion rules/Transition Rules against subscriber/account [A] 1.1.1.5.1.2 Evaluate Up-Sell templates against existing offering [A] 1.1.1.5.1.3 Evaluate Serviceability Rules [A]	<p>The customer orders may be required to satisfy pertinent customer requests from the Selling processes (in particular taking into account the purchase order from Negotiate Sales), may arise as a result of requests for customer provisioning activity to satisfy customer problem restoration activities, may arise to alleviate customer performance issues. These processes assess the information contained in the customer order relating to the sales request or initiating customer process request to determine the associated customer orders that need to be issued. The issued customer order may require a feasibility assessment, may require new provisioning activities.</p>
	1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Order [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Service Order [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Cancel Order [AM] 1.1.1.5.4.3 Cancel or Modify Order or Order Item – Cancel Service Order or Order Item [AM]	<p>may require a change to a previously issued customer order, or may require cancellation of a previously initiated customer order.</p>
	1.1.1.5.6.19 Disconnect Supplementary offer [AM] 1.1.1.5.6.23 Disconnect subscriber [AM] 1.1.1.5.6.12 Swap Primary Offer [AM]	<p>The customer order may also relate to the cancellation of previously purchased specific services..</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.3.2.3 Create Lead B2C [A] 1.1.1.5.6.* Issue Customer Orders Processes [AM]</p>	<p>Where, the initiating request for a purchased product offering has a standard customer order this process is responsible for issuing the customer order, and for creating a record of the relevant initiating sales request and the associated customer order. Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has been previously undertaken, this process is responsible for issuing the customer order, and for creating a record of the relevant initiating request information and the associated customer order</p>
	<p>1.1.1.5.1.1 Evaluate eligibility /Pre-requisite/Exclusion rules/Transition Rules against subscriber/account [A] 1.1.1.5.1.2 Evaluate Up-Sell templates against existing offering [A] 1.1.1.5.1.3 Evaluate Serviceability Rules [A] 1.1.1.5.4.1 Order Fulfillment [A] 1.1.1.5.6.36 Manage Extended Attributes at Account/Subscriber/Order [AM] 1.1.1.5.5.1 Complete Customer Order [A]</p>	<p>Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has not been previously undertaken, this process marks the issued customer order as requiring special handling, and passes management for further processing to the Track & Manage Customer Order Handling process.</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.5.4.1 Order Fulfillment [A]</p> <p>1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Order [AM]</p> <p>1.1.1.5.4.3 Cancel or Modify Order or Order Item – Modify Service Order [AM]</p> <p>1.1.1.5.4.2 Tracking the Order Status – OIU [AM]</p> <p>1.1.1.5.4.2 Tracking the Order Status – Customer Center [AM]</p> <p>1.1.1.5.4.2 Tracking the Order Status – CSS [AM]</p> <p>1.1.1.5.4.2 Tracking the Order Status – Worklist Handler [AM]</p> <p>1.1.1.5.4.3 Cancel or Modify Order or Order Item – Cancel Order [AM]</p> <p>1.1.1.5.4.3 Cancel or Modify Order or Order Item – Cancel Service Order or Order Item [AM]</p>	<p>The orchestration, if required, and tracking of the customer order progress is the responsibility of the Track & Manage Customer Order Handling processes.</p>

1.1.1.6 Problem Handling

eTOM process element	Software Vendor Mapping	
1.1.1.6 Problem Handling	Alignment	Mapping Comment
1.1.1.6.2 Report Customer Problem	<p>1.1.1.2.2.3 Monitor due date of request for jeopardy situations – Customer Center [AM]</p> <p>1.1.1.2.2.3 Monitor due date of request for jeopardy situations – Service UI [AM]</p> <p>1.1.1.2.2.4 Update task and request status to reflect in progress work activities - Service UI [AM]</p> <p>1.1.1.2.2.4 Update task information to reflect in progress work activities - Customer Center [AM]</p> <p>1.1.1.2.2.6 Update Task Status to reflect completed tasks – Customer Center [AM]</p> <p>1.1.1.2.2.6 Update Task Status to reflect completed tasks – Service UI [AM]</p> <p>1.1.1.2.2.10 List and View Requests/Problems - Customer Center [AM]</p> <p>1.1.1.2.2.10 List and View Requests/Problems - Service UI [AM]</p> <p>1.1.1.2.2.12 Generate Report on Request/Problem [AM]</p>	<p>Extended Description</p> <p>The objective of the Report Customer Problem processes is to monitor the status of customer problem reports, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of customer problem reports and managing notifications to processes and other parties registered to receive notifications of any status changes.</p>
	N/A	Notification lists are managed and maintained by the Support Problem Handling processes. carried out for recovery of normal operation.

eTOM process element	Software Vendor Mapping	
	1.1.1.2.2.12 Generate Report on Request/Problem [AM] 1.1.1.2.2.10 List and View Requests/Problems - Customer Center [AM] 1.1.1.2.2.10 List and View Requests/Problems - Service UI [AM]	These processes record, analyze and assess the customer problem report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Problem Handling process.
	N/A	These specialized summaries could be creation of specific reports required by customers and/or other specific audiences.
	1.1.1.2.2.12 Generate Report on Request/Problem [AM] 1.1.1.2.2.12 Generate Report on Request/Problem [AM] 1.1.1.2.2.10 List and View Requests/Problems - Customer Center [AM]	These processes will make the necessary reports about the problem that occurred, the root cause and the activities c

eTOM process element	Software Vendor Mapping	
<p>1.1.1.6.3 Track & Manage Customer Problem</p>	<p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Service UI [AM]</p> <p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Customer Center [AM]</p> <p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]</p> <p>1.1.1.2.2.1 - Create Request or Report Problem (Self-Service) [AM]</p> <p>1.1.1.2.2.3 Monitor due date of request for jeopardy situations – Customer Center [AM]</p> <p>1.1.1.2.2.3 Monitor due date of request for jeopardy situations – Service UI [AM]</p> <p>1.1.1.2.2.6 Update Task Status to reflect completed tasks – Customer Center [AM]</p> <p>1.1.1.2.2.6 Update Task Status to reflect completed tasks – Service UI [AM]</p>	<p>Extended Description</p> <p>The purpose of the Track & Manage Customer Problem processes is to ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy. Responsibilities of these processes include, but are not limited to</p> <ul style="list-style-type: none"> Scheduling, assigning and coordinating tracking any recovery activities, and any repair and restoration activities delegated to other processes;
	<p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]</p> <p>1.1.1.2.2.1 - Create Request or Report Problem (Self-Service) [AM]</p>	<ul style="list-style-type: none"> Generating the respective service trouble report creation request(s) to Create Service Trouble Report based on specific customer problem reports;

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.2.2.3 Monitor due date of request for jeopardy situations – Customer Center [AM]</p> <p>1.1.1.2.2.3 Monitor due date of request for jeopardy situations – Service UI [AM]</p> <p>1.1.1.2.2.6 Update Task Status to reflect completed tasks – Customer Center [AM]</p> <p>1.1.1.2.2.6 Update Task Status to reflect completed tasks – Service UI [AM]</p> <p>1.1.1.2.2.10 List and View Requests/Problems - Customer Center [AM]</p> <p>1.1.1.2.2.10 List and View Requests/Problems - Service UI [AM]</p> <p>1.1.1.2.2.12 Generate Report on Request/Problem [AM]</p>	<p>Undertake necessary tracking of the execution progress;</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Service UI [AM]</p> <p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Customer Center [AM]</p> <p>1.1.1.2.2.7 Update request with additional information - Customer Center [AM]</p> <p>1.1.1.2.2.7 Update request with additional information - Service UI [AM]</p> <p>1.1.1.2.2.6 Update Task Status to reflect completed tasks – Customer Center [AM]</p> <p>1.1.1.2.2.6 Update Task Status to reflect completed tasks – Service UI [AM]</p> <p>1.1.1.2.2.8 Update request status to complete / closed - Customer Center [AM]</p> <p>1.1.1.2.2.8 Update request status to complete / closed - Service UI [AM]</p> <p>1.1.1.2.2.9 Cancel Request/Problem - Customer Center [AM]</p> <p>1.1.1.2.2.9 Cancel Request/Problem - Service UI [AM]</p>	<p>· Modifying information in an existing customer problem report based on assignments;</p> <p>· Modifying the customer problem report status;</p>
	<p>1.1.1.2.2.9 Cancel Request/Problem - Customer Center [AM]</p> <p>1.1.1.2.2.9 Cancel Request/Problem - Service UI [AM]</p>	<p>· Canceling a customer problem report when the specific problem was related to an incorrect customer problem report; and</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.2.2.3 Monitor due date of request for jeopardy situations – Customer Center [AM]</p> <p>1.1.1.2.2.3 Monitor due date of request for jeopardy situations – Service UI [AM]</p>	<p>Monitoring the jeopardy status of open customer problem reports, and escalating customer problem reports as necessary.</p>
	<p>N/A</p>	<p>Note that some specific product and/or service components may be owned and managed by suppliers/partners.</p>
	<p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]</p> <p>1.1.1.2.2.1 - Create Request or Report Problem (Self-Service) [AM]</p> <p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Service UI [AM]</p> <p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Customer Center [AM]</p>	<p>In these cases the Track & Manage Customer Problem process is responsible for initiating requests, through S/P Problem Reporting & Management processes for restoration and recovery by the supplier/partner of the specific service components. These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. The Track & Manage Customer Problem processes will also inform the Close Customer Problem processes by modifying the customer problem report status to cleared when the customer problem has been resolved.</p>
<p>1.1.1.6.4 Close Customer Problem Report</p>	<p>1.1.1.2.2.8 Update request status to complete / closed - Customer Center [AM]</p> <p>1.1.1.2.2.8 Update request status to complete / closed - Service UI [AM]</p> <p>1.1.1.2.2.10 List and View Requests/Problems - Customer Center [AM]</p> <p>1.1.1.2.2.10 List and View Requests/Problems - Service UI [AM]</p> <p>1.1.1.2.2.12 Generate Report on Request/Problem [AM]</p>	<p>Extended Description</p> <p>The purpose of the Close Customer Problem Report processes is to close a customer problem report when the problem affecting the customer is solved. These processes are also responsible for possibly contacting the customer to inquire about the customer's satisfaction with resolution of the problem. These processes monitor the status of all open customer problem reports and recognize that a customer problem report is ready to be closed when the status is changed to cleared.</p>

eTOM process element	Software Vendor Mapping	
<p>1.1.1.6.5 Create Customer Problem Report</p>	<p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]</p> <p>1.1.1.2.2.1 - Create Request or Report Problem (Self-Service) [AM]</p> <p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Service UI [AM]</p> <p>1.1.1.2.2.2 Instantiate and assign tasks to appropriate resource(s) for completion - Customer Center [AM]</p>	<p>Extended Description</p> <p>The objective of the Create Customer Problem Report process is to create a new customer problem report.</p>
	<p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]</p> <p>1.1.1.2.2.1 - Create Request or Report Problem (Self-Service) [AM]</p>	<p>A new customer problem report may be created as a result of customer contacts indicating a problem with their purchased product offerings or, at the request of analysis undertaken by other processes in the CRM or SM&O horizontal process layers, which detect a failure or degradation which may be impacting customers.</p>
	<p>1.1.1.2.2.1 - Create Request or Report Problem (Customer Center) [AM]</p> <p>1.1.1.2.2.1 - Create Request or Report Problem (Self-Service) [AM]</p>	<p>These processes are responsible for capturing all the necessary customer information to be included in the new Customer Problem Report.</p>

1.1.1.10 Bill Invoice Management

eTOM process element	Software Vendor Mapping		
1.1.1.10 Bill Invoice Management	Alignment	Mapping Comment	
1.1.1.10.1 Apply Pricing, Discounting, Adjustments & Rebates		Extended Description The purpose of the Apply Pricing, Discounting, Adjustments & Rebates process is	
	1.1.1.10.1.1 - Collect Charges, Adjustments, Payments [A] 1.1.1.10.1.3 (a) - Apply Late Fees [A] 1.1.1.10.1.6 Online - Apply RC/NRC based on Account/Subscriber Configuration and Give Awards[A] 1.1.1.10.1.7 Batch -Apply RC/NRC based on Account/Subscriber Configuration and Give Awards [A]		to ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between the Service Provider and the customer
	1.1.1.10.1.3 (b) - Apply Billing Time Taxes[A]	. In addition, it ensures that the appropriate taxes	
	1.1.1.10.1.2 - Apply Billing Time Discount and Promotion[A] 1.1.1.10.1.4 - Calculate Loyalty Points[A] 1.1.1.10.1.5 - Apply HDP[A]	, rebates (i.e. missed customer commitments) and credits are applied to the customer's bill invoice(s).	
	1.1.1.10.1.1 - Collect Charges, Adjustments, Payments [A]	It accepts events that have been collected, translated, correlated, assembled, guided and service rated.	This process contains the account and customer specific pricing, charges, discounting, credits and taxation for services delivered to the customer by the Service Provider

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.10.1.2 - Apply Billing Time Discount and Promotion [A]</p> <p>1.1.1.10.1.3 (a) - Apply Late Fees [A]</p> <p>1.1.1.10.1.3 (b) - Apply Billing Time Taxes [A]</p> <p>1.1.1.10.1.4 - Calculate Loyalty Points [A]</p> <p>1.1.1.10.1.5 - Apply HDP [A]</p> <p>1.1.1.10.1.6 Online - Apply RC/NRC based on Account/Subscriber Configuration and Give Awards[A]</p> <p>1.1.1.10.1.7 Batch -Apply RC/NRC based on Account/Subscriber Configuration and Give Awards [A]</p>	<p>It takes these events and determines the account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer. It reviews any agreed adjustments agreed in the previous billing period and includes these to the bill invoice.</p>
	<p>1.1.1.10.2.1 (b) - Proforma invoice [AM]</p> <p>1.1.1.10.1.6 Online - Apply RC/NRC based on Account/Subscriber Configuration and Give Awards[A]</p> <p>1.1.1.10.1.7 Batch -Apply RC/NRC based on Account/Subscriber Configuration and Give Awards [A]</p>	<p>This process can occur in real-time as events are service rated, or can be on a scheduled on a periodic basis at the Service Provider's discretion.</p>
<p>1.1.1.10.2 Create Customer Bill Invoice</p>	<p>1.1.1.10.2.1 - Collect charges, aggregate, and create invoice [A]</p> <p>1.1.1.10.2.1 - Collect charges, aggregate, and create invoice [A]</p> <p>1.1.1.10.1.1 - Collect Charges, Adjustments, Payments [A]</p> <p>1.1.1.10.2.6 - Create Distribution Process [AM]</p> <p>1.1.1.10.3.1 - Physical invoice distribution [AM]</p> <p>1.1.1.10.3.2 - Electronic invoice distribution[A]</p>	<p>Extended Description</p> <p>The primary purpose of the Create Customer Bill Invoice process is the production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective trading partners.</p>

eTOM process element	Software Vendor Mapping		
	1.1.1.10.2.5 – Create bill format [AM]	design and development of the Service Provider's invoicing process,	This process contains the invoicing components of the Service Provider's business. This includes the
	1.1.1.10.2.2 - Format invoice[A]	rendering/formatting of an invoice	
	1.1.1.10.2.6 - Create Distribution Process [AM] 1.1.1.10.3.2 - Electronic invoice distribution [A]	the delivery of an electronic copy of an invoice to customers	
	1.1.1.10.2.8 - Invoice QA/QC [AM]	and the processes that verify invoice quality prior to	
	1.1.1.10.2.6 - Create Distribution Process [AM] 1.1.1.10.3.1 - Physical invoice distribution [AM] 1.1.1.10.3.2 - Electronic invoice distribution[A]	distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution.	
	n/a	The flow of this process can be viewed as an extension of the company's e-business strategy.	
	1.1.1.10.3.2 - Electronic invoice distribution[A]	In this case, the Service Provider would render an invoice electronically, via the Internet for example.	
	1.1.1.10.2.5 – Create bill format [AM] 1.1.1.10.2.2 - Format invoice[A] 1.1.1.10.2.5 – Create bill format [AM]	Furthermore, this process provides specifications for the formatting of invoices in different ways and to achieve different publishing possibilities, and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers.	

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.10.2.7 - Reissue Invoice [AM]</p> <p>Clarification: Note that invoices, once stored in the database as described in 1.1.1.10.2.1, remain in the database (and available for reissue and inquiry) until explicitly modified or deleted. No additional steps to ensure continued storage are necessary; persistent storage is the default behavior.</p>	<p>Additionally these processes store the customer invoice for a period of time to address regulation and/or internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices.</p>
<p>1.1.1.10.3 Produce & Distribute Bill</p> <p><i>Note: Comverse ONE is responsible for initiating invoice production and making formatted invoices available in electronic form, either directly to customers (via electronic bill presentment) or to external print vendors. The actual physical printing, along with the physical manipulation of the resulting invoice (e.g., envelope stuffing) is not handled by Comverse ONE. It is not entirely clear how this process maps to L3 eTOM processes 1.1.1.10.2 and 1.1.1.10.3, but the following is a proposed mapping.</i></p>	<p>1.1.1.10.3.1 - Physical invoice distribution [AM]</p> <p>1.1.1.10.3.2 - Electronic invoice distribution[A]</p> <p>1.1.1.10.2.2 - Format invoice[A]</p>	<p>Extended Description</p> <p>The purpose of the Produce & Distribute Customer Bill Invoice process is the physical production and distribution of bills to customers in accordance with the specified billing cycle. This process is responsible for all activities associated with ensuring a physical bill is delivered to customers.</p>
	NA	The responsibilities of the process include, but are not limited to:
	1.1.1.10.3.1 - Physical invoice distribution [AM]	·{T} Establishing and managing the physical bill production cycle;

eTOM process element	Software Vendor Mapping	
	<p>Note: Comverse ONE produces print ready invoices files according to the commercial agreement between operator and 3rd party printing supplier.</p> <p>1.1.1.10.3.1 - Physical invoice distribution [AM]</p> <p>1.1.1.10.3.2 - Electronic invoice distribution[A]</p> <p>1.1.1.10.2.2 - Format invoice[A]</p>	<p>·{T}Establishing the requirements for, and managing the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities;</p>
	<p>1.1.1.10.3.1 - Physical invoice distribution [AM]</p>	<p>·{T}Delivery of invoice information to the physical production processes;</p>
	<p>1.1.1.10.2.2 - Format invoice[A]</p> <p>1.1.1.10.3.1 - Physical invoice distribution [AM]</p>	<p>·{T}Co-ordinating with promotional processes for any billing insertions to be included with the bill;</p>
	<p>1.1.1.10.2.2 - Format invoice[A]</p> <p>1.1.1.10.3.1 - Physical invoice distribution [AM]</p> <p>Note: The availability of paper /envelops or Quality management of physical invoices are part of support processes internal to Operator or 3rd party vendor with which Comverse ONE interacts with.. Comverse ONE produces invoice files and provides integration points to distributes them to 3rd party interfaces so that they can fulfill the quality management requirements.</p>	<p>·{T}If internal processes are used, managing availability of paper and envelope volumes to meet the needs of the physical production process;</p> <p>·{T}If internal production facilities are used, managing the production runs to create the bills; and</p> <p>·{T}Quality management of the physical production and distribution processes.</p> <p>Note that in the above processes for establishing arrangements with outsourced suppliers that the Supply Chain Capability Delivery processes are used as the vehicle for creating the commercial agreements.</p>

1.1.1.11 Bill Payments & Receivables Management

eTOM process element	Software Vendor Mapping		
1.1.1.11 Bill Payments & Receivables Management	Alignment	Mapping Comment	
1.1.1.11.2 Manage Customer Payments	Extended Description		
	<p>1.1.1.11.2.1 Bill Payment and Receivables Management – Process Payments (LBX) [A]</p> <p>1.1.1.11.2.3 Bill Payment and Receivables Management – Process Payments (CPM) - Inbound [A]</p> <p>1.1.1.11.2.5 Bill Payment and Receivables Management – Process Payments (EFT) – Inbound [A]</p>	<p>This process is meant to match these payments with the services/invoices delivered to this customer. In addition these processes are responsible for establishing, managing and, if required, operating the various payment processes that the Service Provider chooses to establish.</p>	<p>The purpose of the Manage Customer Payments process is to collect payments made by the customer and reconcile the payments to the invoices.</p>
	<p>1.1.1.11.2.1 Bill Payment and Receivables Management – Process Payments (LBX) [A]</p> <p>1.1.1.11.2.2 Bill Payment and Receivables Management – Process Payments (CPM) - Outbound[A]</p> <p>1.1.1.11.2.3 Bill Payment and Receivables Management – Process Payments (CPM) - Inbound [A]</p> <p>1.1.1.11.2.4 Bill Payment and Receivables Management – Process Payments (EFT) - Outbound [A]</p> <p>1.1.1.11.2.5 Bill Payment and Receivables Management – Process Payments (EFT) – Inbound [A]</p> <p>1.1.1.11.2.9 Create Payment for Invoices Using Payment Profile - Customer Center [AM]</p> <p>1.1.1.11.2.9a Create Payment for Invoices - CSS [AM]</p>	<p>These processes can include credit/debit/EFT payments using various channels, either directly or through third parties, and cash or cheque payments, either directly or through third parties.</p>	

eTOM process element	Software Vendor Mapping	
	1.1.1.11.2.1 Bill Payment and Receivables Management – Process Payments (LBX) [A] 1.1.1.11.2.3 Bill Payment and Receivables Management – Process Payments (CPM) - Inbound [A] 1.1.1.11.2.5 Bill Payment and Receivables Management – Process Payments (EFT) – Inbound [A]	In all the above cases these processes are responsible for the processes interacting with the customers and/or the third parties. The processes are also responsible for establishing back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties. These processes are responsible for reconciling the money received into the bank accounts against the payments expected in the invoices.
	1.1.1.11.2.10 Journaling Financial Transactions [A]	Additionally these processes inform the Financial Management on all those payments for updating the ledger.
	1.1.1.11.2.1 Bill Payment and Receivables Management – Process Payments (LBX) [A] 1.1.1.11.2.2 Bill Payment and Receivables Management – Process Payments (CPM) - Outbound[A] 1.1.1.11.2.3 Bill Payment and Receivables Management – Process Payments (CPM) - Inbound [A] 1.1.1.11.2.4 Bill Payment and Receivables Management – Process Payments (EFT) - Outbound [A] 1.1.1.11.2.5 Bill Payment and Receivables Management – Process Payments (EFT) – Inbound [A]	These processes are responsible for establishing the requirements for, and managing any commercial arrangements agreed with, third party suppliers. Note that the Supply Chain Capability Delivery process is used to deliver the commercial agreements.
	N/A	To the extent that processing of any payments is undertaken internally, i.e. cheque processing, these processes are responsible for managing the operation and quality of the internal processing.

eTOM process element	Software Vendor Mapping	
	<p>Collections handles overdue balances (“underpayments”) – see 1.1.1.11.3.2 Assign Collections Scenario [AM]</p> <p>Bill Processing handles overpayments – see 1.1.1.10.2.1 - Collect charges, aggregate, and create invoice [A]</p> <p>1.1.1.10.2.1 (c) - Interim bills[A]</p> <p>1.1.1.10.2.1 (d) - Flash bills[A]</p> <p>See also:</p> <p>1.1.1.11.2.6 Bill Payment and Receivables Management – Process Payments (LBX) - Process Errored Payments [AM]</p> <p>1.1.1.11.2.7 Bill Payment and Receivables Management – Process Payments (CPM) - Process Errored Payments [AM]</p> <p>1.1.1.11.2.8 Bill Payment and Receivables Management – Process Payments (EFT) - Process Errored Payments [AM]</p>	<p>Where payments do not match invoices, this process is responsible for informing the Manage Debt Management processes of any underpayments, and the Bill Inquiry Handling processes for any over-payments. Underpayments and overpayments are handled appropriately by these separate processes.</p>
<p>1.1.1.11.3 Manage Customer Debt Collection</p>	<p>N/A (overview)</p>	<p>The purpose of the Manage Customer Debt Collection process is to collect past due payments from the customer. This process monitors the amount due from the customer, i.e. check whether the payments are made on time, and implements necessary activities and policies to recover amounts overdue.</p>
	<p>1.1.1.11.3.2 Assign Collections Scenario [A]</p>	<p>The responsibilities of this process include, but are not limited to:</p> <p>{T}Identifying invoices which are overdue for payment;</p>
	<p>1.1.1.11.3.3 Process Collections Events [AM]</p> <p>1.1.1.11.3.4 Manage Collection Events [AM]</p>	<p>{T}Initiating and managing follow-up with customers having overdue amounts;</p>

eTOM process element	Software Vendor Mapping	
	1.1.1.11.3.12 Create Promise to Pay [AM] 1.1.1.11.3.13 Manage Promise to Pay [AM]	{T}Arranging and monitoring payment plans to allow customers to pay overdue amounts in instalments;
	1.1.1.11.3.3 Process Collections Events [AM] 1.1.1.11.3.4 Manage Collection Events [AM]	{T}Initiating debt recovery activities in accordance with appropriate commercial practice and policies;
	1.1.1.11.3.16 Write off Account [AM]	{T}Managing the aged customer debt portfolio;
	1.1.1.11.3.2 Assign Collections Scenario [A]	{T}Establishing and managing customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis;
	<p>Comverse ONE initiates the write-off and selling of aged debt once scheduled debt-recovery activity is completed and the debt remains outstanding, and marks the debt as written off within Comverse ONE. The subsequent transfer of outstanding debt to third parties is not handled by Comverse ONE, although it can be configured as a collections event and thereby automated.</p> 1.1.1.11.3.4 Manage Collection Events [AM] 1.1.1.11.3.16 Write off Account [AM]	{T}Establishing and managing commercial arrangements with third parties for the recovery of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties
	1.1.1.11.3.3 Process Collections Events [AM]	Note that these processes may initiate a direct enquiry to the customer
	<p>Any CSR interaction can result in a customer payment being accepted; see:</p> 1.1.1.11.2.9 Create Payment for Invoices Using Payment Profile - Customer Center [AM] 1.1.1.11.2.9a Create Payment for Invoices - CSS [AM]	<p>and attempt to manage the initial recovery through the Bill Inquiry Handling processes. These processes use policies established by the Support Bill Payments & Receivable Management process to direct any escalation of the recovery processes being employed.</p>

eTOM process element	Software Vendor Mapping	
	<p>Note: an additional automated procedure supported by Comverse ONE but not included in this summary involves the automatic “undo” of collections activity where appropriate upon payment of outstanding debt – for example, suspended service can be automatically resumed. See 1.1.1.11.3.15 Remove Account from Collections [A]</p>	

1.1.1.12 Bill Inquiry Handling

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	Alignment	Mapping Comment
1.1.1.12.3 Authorize Customer Bill Invoice Adjustment	NA	The purpose of the Authorize Customer Bill Invoice Adjustment processes is to adjust the customer's bill invoice based on detailed assessment and/or policy. The responsibilities of this process include, but are not limited to:
	1.1.1.12.3.1 Issue Below-Threshold Adjustment[AM] 1.1.1.12.3.2 Approve/Reject Above-Threshold Adjustment[AM] 1.1.1.12.3.3 Issue an Adjustment Reversal[AM]	<ul style="list-style-type: none"> - Determination of whether policy allows for automated adjustment of the customer bill invoice, and approving any resultant adjustments; - Undertaking more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment; and - Recording the results of the adjustment if approved into the records relating to the customer's bill invoice.
	NA	These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of minor billing disputes. The resolution processes may require investigation of the billing processes themselves to determine whether the disputed bills are the result of quality errors within the Service Provider processes.

1.1.1.13 Charging

eTOM process element	Software Vendor Mapping	
1.1.1.13 Charging	Alignment	Mapping Comment
1.1.1.13.1 Perform Rating	<p>1.1.1.13.1.1 - CallProcessor - Online Rating[A]</p> <p>1.1.1.13.1.1 - Camel 3 GPRS and SMS - Online Rating[A]</p> <p>1.1.1.13.1.1 - Diameter - Online Rating[A]</p> <p>1.1.1.13.1.1 - Event Charging Interface - Online Rating[A]</p> <p>1.1.1.13.1.1 - Open Service Access - Online Rating[A]</p> <p>1.1.1.13.1.2 - Rate Offline Usage[A]</p> <p>1.1.1.13.1.5 - Rate using OR Processor[A]</p> <p>1.1.1.13.1.3 - Perform Re-rating [A]</p> <p>1.1.1.5.6.12 Subscriber Change - Swap Primary Offer - Customer Center[AM]</p> <p>1.1.1.5.6.4 Add New subscriber with Primary [Offer (or one or more Supplementary Offer along with it) - Customer Center [AM]</p> <p>1.1.1.5.6.5 Subscriber Change - Add Supplementary Offer - Customer Center[AM]</p>	<p>Extended Description</p> <p>The Perform Rating process is responsible for rating billing events based on prices for products established through mechanisms such as contracts, tariffs, service agreements or price lists</p> <p>The prices may be specific to a customer or they may be generally available. The association of a price to a product instance occurs prior to the rating process</p> <p>Service usage records produced by various network elements may be used by rating as measurements for calculating the rate of product instances where the price is expressed as a usage price type (pricing structure). The network elements include, but are not limited to, components of the wireline, wireless, and IP networks. The records may report measurements expressed in various units (bandwidth, duration, quantity, message vs. measured, etc.).</p> <p>The service usage records are related to a customer's billing account and to a product by the guiding process.</p> <p>Where the product price plan requires accumulations such as tiers, steps, or allowances, the rating process gathers accumulations of the event data, and applies the appropriate rating rules to the guided group of events.</p> <p>For products that do not require a subscription prior to use of the product, a service usage record may indicate to rating that the product has been ordered by the customer. Service usage records may be associated with a price without consideration of specific product or customer information.</p>
	<p>1.1.1.13.1.3 - Perform Re-rating [A]</p> <p>1.1.1.13.1.2 - Rate Offline Usage[A]</p> <p>1.1.1.13.1.5 - Rate using OR Processor[A]</p>	<p>Rating may use this price as the charge to the customer or the rating process may subsequently re-rate these items (for example when tiers or thresholds apply). In addition, service usage records may be used by the rating process as a quantity in the calculation of a rate.</p>

eTOM process element	Software Vendor Mapping	
	<p>1. 1.1.1.5.6.12 Subscriber Change - Swap Primary Offer - Customer Center[AM]</p> <p>1.1.1.5.6.4 Add New subscriber with Primary [Offer (or one or more Supplementary Offer along with it) - Customer Center [AM]</p> <p>1.1.1.5.6.5 Subscriber Change - Add Supplementary Offer - Customer Center[AM]</p>	<p>Customers may purchase products where the price is expressed as a reoccurring price type. The product instances for these products purchased will be associated to the appropriate price prior to the rating process.</p>
	<p>1.1.1.10.1.7 Batch -Apply RC/NRC based on Account/Subscriber Configuration and Give Awards [A]</p>	<p>A billing event will be initiated at the specified interval for these product instances. These events, along with their effective dates, are used by the rating process to calculate the rate for the product for the specified interval. In addition, the rating process may calculate the rate for partial interval charges or credits.</p>
<p>1.1.1.13.2 Apply Rate Level Discounts</p>	<p>1.1.1.13.2.1 - Apply discount as %ge off of Rate - Currency[A]</p> <p>1.1.1.13.2.1 - Apply discount as %ge off of Rate - Usage and Event[A]</p> <p>1.1.1.13.2.2 - Apply discount as fixed amount off of rate - Currency[A]</p> <p>1.1.1.13.2.2 - Apply discount as fixed amount off of rate - Usage and Event[A]</p> <p>1.1.1.13.2.3 - Apply discount as charge to non-monetary balance[A]</p>	<p>Extended Description</p> <p>This process applies discounts to product prices at an individual product level.</p> <p>A discount may be expressed as a monetary amount or percentage, and modifies a price for a product</p> <p>When a discount is expressed as a percentage, the discounting process determines the discount calculated in relation to the price for the product.</p>
	<p>1.1.1.10.2.2 - Format invoice [A]</p> <p>1.1.1.10.2.5 – Create bill format [AM]</p>	<p>The discount may be displayed as a separate entry on the bill or may be combined with the rate for the product to only show as one entry.</p>

eTOM process element	Software Vendor Mapping	
	<p>1.1.1.13.2.1 - Apply discount as %ge off of Rate - Currency[A]</p> <p>1.1.1.13.2.1 - Apply discount as %ge off of Rate - Usage and Event[A]</p> <p>1.1.1.13.2.2 - Apply discount as fixed amount off of rate - Currency[A]</p> <p>1.1.1.13.2.2 - Apply discount as fixed amount off of rate - Usage and Event[A]</p> <p>1.1.1.13.2.3 - Apply discount as charge to non-monetary balance[A]</p>	<p>Discounts may be a one-time event or may have some duration (days, months, life of product, etc.).</p>
	<p>1.1.1.13.2.1 - Apply discount as %ge off of Rate - Currency[A]</p> <p>1.1.1.13.2.1 - Apply discount as %ge off of Rate - Usage and Event[A]</p> <p>1.1.1.13.2.2 - Apply discount as fixed amount off of rate - Currency[A]</p> <p>1.1.1.13.2.2 - Apply discount as fixed amount off of rate - Usage and Event[A]</p> <p>1.1.1.13.2.3 - Apply discount as charge to non-monetary balance[A]</p>	<p>Discounts may apply to a specific customer or be generally available based on selection of products (for example - bundles). Discounting structures may involve tiers, tapers, or thresholds</p>

1.1.1.14 Manage Billing Events

eTOM process element	Software Vendor Mapping	
1.1.1.14 Manage Billing Events	Alignment	Mapping Comment
1.1.1.14.2 Guide Billing Events	1.1.1.13.1.1 - CallProcessor - Online Rating[A] 1.1.1.13.1.1 - Camel 3 GPRS and SMS - Online Rating[A] 1.1.1.13.1.1 - Diameter - Online Rating[A] 1.1.1.13.1.1 - Event Charging Interface - Online Rating[A] 1.1.1.13.1.1 - Open Service Access - Online Rating[A] 1.1.1.13.1.2 - Rate Offline Usage[A] 1.1.1.13.1.5 - Rate using OR Processor[A] 1.1.1.13.1.3 - Perform Re-rating [A]	Extended Description The Guide Billing Events processes ensure that the event records used in the billing process relate to the correct customer billing account and products
	1.1.1.14.2.1 - Transfer usage to Customer DB[A] 1.1.1.14.2.2 - Transfer usage to Campaign[A]	A specific event record may be related to multiple customer billing accounts and subscribed products Distribution of billing event records to other processes may also occur

1.1.2.1 SM&O Support & Readiness

eTOM process element	Software Vendor Mapping	
1.1.2.1 SM&O Support & Readiness	Alignment	Mapping Comment
1.1.2.1.5 Support Service & Specific Instance Rating	1.1.2.1.5.1 Configure Basic System Infrastructure Objects[AM] 1.1.2.1.5.10 Emergency PC Version Fallback[AM] 1.1.2.1.5.2 Configure Basic Offering[AM] 1.1.2.1.5.3 Configure Discount and Promotion Offering[AM] 1.1.2.1.5.4 Configure Network Service Offering[AM] 1.1.2.1.5.5 Perform PC Propagation[A] 1.1.2.1.5.6 Maintain Multiple Resellers Versions[AM] 1.1.2.1.5.8 Purge and Restore PC Version[AM] 1.1.2.1.5.9 Revert PC Version[AM]	Extended Description The purpose of the Support Service and Specific Instance Rating Processes ensure that rating and tariff information is maintained for each service class, for use by Service and Specific Instance Rating. They are also responsible for the processing of this information related to administration of the services.

1.1.2.5 Service Guiding & Mediation

eTOM process element	Software Vendor Mapping	
1.1.2.5 Service Guiding & Mediation	Alignment	Mapping Comment
1.1.2.5.4 Guide Resource Usage Records	<p>1.1.2.5.4.1 - COM - Process Inbound Records[A]</p> <p>1.1.2.5.4.2 - CMCAP Input Usage Records to a Specific Rating Server [A]</p> <p>1.1.1.13.1.1 - CallProcessor - Online Rating[A]</p> <p>1.1.1.13.1.1 - Camel 3 GPRS and SMS - Online Rating[A]</p> <p>1.1.1.13.1.1 - Diameter - Online Rating[A]</p> <p>1.1.1.13.1.1 - Event Charging Interface - Online Rating[A]</p> <p>1.1.1.13.1.1 - Open Service Access - Online Rating[A]</p> <p>1.1.1.14.3.1 - Translate usage into Rating input format [A]</p> <p>In case of Online Rating Network elements identifies the service and connects to correct rating interface from above [M]</p>	<p>Extended Description</p> <p>The Guide Resource Usage Records process converts/relates the record to the appropriate service.</p> <p>In many cases, this process is performed by a resource such as a network element</p>

Works Cited

Comverse ONE Business Process example described in the following document:

Comverse ONE-eTOM Business Process Mapping Example_Determine Customer Order Feasibility.pdf.

Process Compliance

Assessed eTOM Compliance – Comverse ONE			
eTOM process element	Assessed Domain	Compliance Level	Comment
Within Level 1: 1.1.1 Customer Relationship Management	Customer	1	Compliance marked here is relevant for two L2 processes within the eTOM: 1.1.1.3 – Marketing Fulfilment Response and 1.1.1.4 – Selling
Within Level 2: 1.1.1.3 Marketing Fulfilment Response	Customer	3	One L3 eTOM processes has been assessed here for compliance: 1.1.1.3.2 - Track Leads. The use cases provided in this document for this particular L3 process demonstrate compliance to the eTOM standard definition for Marketing Fulfilment Response.
1.1.1.3.2 Track Leads	Customer	5	Compliant
Within Level 2: 1.1.1.4 Selling	Customer	3	Four L3 eTOM processes have been assessed for compliance, these are: 1.1.1.4.1 – Manage Prospect, 1.1.1.4.4 – Acquire Customer Data, 1.1.1.4.5 – Cross/Up Selling, and 1.1.1.4.6 – Develop Sales Proposal. These 4 processes cover a significant portion of the lifecycle of the Customer, namely the customer acquisition phase. The use cases provided in this document for these processes demonstrate compliance to the eTOM standard definition for Selling with some minor deviations for the Develop Sales Proposal L3 process.
1.1.1.4.1 Manage Prospect	Customer	5	Compliant
1.1.1.4.4 Acquire Customer Data	Customer	5	Compliant
1.1.1.4.5 Cross/Up Selling	Customer	5	Compliant
1.1.1.4.6 Develop Sales Proposal	Customer	4	Compliant with minor deviations
Within Level 2: 1.1.1.1 CRM Support & Readiness	Customer	3	Three L3 eTOM processes have been assessed here for compliance: 1.1.1.1.1 – Support Customer Interface Management; 1.1.1.1.9 – Manage Campaign; and 1.1.1.1.10 – Manage Customer Inventory. The use cases provided in this document for these particular L3 processes demonstrate compliance to the eTOM standard definition for CRM Support & Readiness
1.1.1.1.1 Support Customer Interface Management	Customer	5	Compliant
1.1.1.1.9 Manage Campaign	Customer	4	Compliant with minor deviations
1.1.1.1.10 Manage Customer Inventory	Customer	5	Compliant
1.1.1.1.11 Manage Product Offering Inventory	Customer	5	Compliant

Assessed eTOM Compliance – Converse ONE			
eTOM process element	Assessed Domain	Compliance Level	Comment
Within Level 2: 1.1.1.2 Customer Interface Management	Customer	3	One L3 eTOM process has been assessed here for compliance: 1.1.1.2.1 – Manage Contact. The use cases provided in this document for this particular L3 process demonstrate compliance to the eTOM standard definition for Customer Interface Management.
1.1.1.2.1 Manage Contact	Customer	5	Compliant
1.1.1.2.2 Manage Request (Including Self Service)	Customer	5	Compliant
Within Level 2: 1.1.1.5 Order Handling	Customer	3	One L3 eTOM process has been assessed here for compliance: 1.1.1.5.1 – Determine Customer Order Feasibility. The use cases provided in this document for this particular L3 process demonstrate compliance to the eTOM standard definition for Order Handling.
1.1.1.5.1 Determine Customer Order Feasibility	Customer	5	Compliant
1.1.1.5.4 Track & Manage Customer Order Handling	Customer	5	Compliant
1.1.1.5.5 Complete Customer Order	Customer	5	Compliant
1.1.1.5.6 Issue Customer Orders	Customer	5	Compliant
Within Level 2: 1.1.1.6 Problem Handling	Customer	3	Four L3 eTOM processes have been assessed for compliance, these are: 1.1.1.6.2 – Report Customer Problem, 1.1.1.6.3 – Track and Manage Customer Problem, 1.1.1.6.4 – Close Customer Problem Report, and 1.1.1.6.5 – Create Customer Problem Report. These 4 processes cover a significant portion (roughly 2/3rds) of the lifecycle of the Customer Problem. The use cases provided in this document for these processes demonstrate compliance to the eTOM standard definition for Problem Handling.
1.1.1.6.2 Report Customer Problem	Customer	5	Compliant
1.1.1.6.3 Track & Manage Customer Problem	Customer	5	Compliant
1.1.1.6.4 Close Customer Problem Report	Customer	5	Compliant
1.1.1.6.5 Create Customer Problem Report	Customer	5	Compliant
Within Level 2: 1.1.1.10 Bill Invoice Management	Customer	3	Three L3 eTOM processes have been assessed here for compliance: 1.1.1.10.1 – Apply Pricing, Discounting, Adjustments & Rebates, 1.1.1.10.2 –

Assessed eTOM Compliance – Converse ONE			
eTOM process element	Assessed Domain	Compliance Level	Comment
			Create Customer Bill Invoice, and 1.1.1.10.3 – Produce & Distribute Bill. The use cases provided in this document for these particular L3 processes demonstrate compliance to the eTOM standard definition for Bill Invoice Management.
1.1.1.10.1 Apply Pricing, Discounting, Adjustments & Rebates	Customer	5	Compliant
1.1.1.10.2 Create Customer Bill Invoice	Customer	5	Compliant
1.1.1.10.3 Produce & Distribute Bill	Customer	5	Compliant
Within Level 2: 1.1.1.11 Bill Payments & Receivables Management	Customer	3	Two L3 eTOM processes have been assessed here for compliance: 1.1.1.11.2 – Manage Customer Payments, and 1.1.1.11.3 – Manage Customer Debt Collection. The use cases provided in this document for these particular L3 process demonstrate compliance to the eTOM standard definition for Bill Payments & Receivables Management.
1.1.1.11.2 Manage Customer Payments	Customer	5	Compliant
1.1.1.11.3 Manage Customer Debt Collection	Customer	5	Compliant
Within Level 2: 1.1.1.12 Bill Inquiry Handling	Customer	3	One L3 eTOM process has been assessed here for compliance: 1.1.1.12.3 – Authorize Customer Bill Invoice Adjustment. The use cases provided in this document for this particular L3 process demonstrate compliance to the eTOM standard definition for Bill Inquiry Handling.
1.1.1.12.3 Authorize Customer Bill Invoice Adjustment	Customer	5	Compliant
Within Level 2: 1.1.1.13 Charging	Customer	3	Two L3 eTOM processes have been assessed here for compliance: 1.1.1.13.1 – Perform Rating, and 1.1.1.13.2 – Apply Rate Level Discounts. The use cases provided in this document for these particular L3 processes demonstrate compliance to the eTOM standard definition for Charging
1.1.1.13.1 Perform Rating	Customer	5	Compliant
1.1.1.13.2 Apply Rate Level Discounts	Customer	5	Compliant
Within Level 2: 1.1.1.14 Manage Billing Events	Customer	3	One L3 eTOM process has been assessed here for compliance: 1.1.1.14.2 – Guide Billing Events. The use cases provided in this document for this particular L3 process demonstrate compliance to the eTOM standard definition for Manage Billing Events

Assessed eTOM Compliance – Converse ONE			
eTOM process element	Assessed Domain	Compliance Level	Comment
1.1.1.14.2 Guide Billing Events	Customer	5	Compliant
Within Level 1: 1.1.2 Service Management & Operations	Service	1	Compliance marked here is relevant for two L2 processes within the eTOM: 1.1.2.1 – SM&O Support & Readiness, and 1.1.2.5 – Service Guiding & Mediation
Within Level 2: 1.1.2.1 SM&O Support & Readiness	Service	3	One L3 eTOM process has been assessed here for compliance: 1.1.2.1.5 – Support Service & Specific Instance Rating. The use cases provided in this document for this particular L3 process demonstrate compliance to the eTOM standard definition for SM&O Support & Readiness.
1.1.2.1.5 Support Service & Specific Instance Rating	Service	5	Compliant
Within Level 2: 1.1.2.5 Service Guiding & Mediation	Service	3	One L3 eTOM process has been assessed here for compliance: 1.1.2.5.4 – Guide Resource Usage Records. The use cases provided in this document for this particular L3 process demonstrate compliance to the eTOM standard definition for Service Guiding & Mediation
1.1.2.5.4 Guide Resource Usage Records	Service	5	Compliant