Oracle® Communications Billing and Revenue Management

Business Operations Center Online Help

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Preface

Oracle Communications Billing and Revenue Management Business Operations Center is a web-based application that you use to create, schedule, and manage operations such as billing, payment collection, invoicing, general ledger report generation, product catalog synchronization, and refunds. You can also use it to track business trends. Business Operations Center Online Help describes how to use the application.

Audience

This guide is intended for all Business Operations Center users and system administrators.

See the documentation for those products for additional installation and configuration instructions.

Documentation Accessibility

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Document Revision History

The following table lists the revision history for this book.

Version	Date	Description
E72036-01	April 2016	Initial release.

Version	Date	Description
E72036-02	December 2016	Documentation updates for BRM 7.5 Patch Set 17: ■ Added information about performing the following operations: Synchronizing Product Catalogs Refunding Payments ■ Added the following topics: Searching for and Sorting Jobs Managing Failed Jobs and Transactions Editing Jobs ■ Added information about Creating a Blackout Period. ■ Added information about Deactivating, Reactivating, and Deleting Jobs. ■ Made minor formatting and text changes.

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Getting Started with Business Operations Center

You use Oracle Communications Billing and Revenue Management (BRM) Business Operations Center to create, schedule, and view the results of the following operations:

- **Billing**: Finds accounts that need to be billed; calculates the balance due for each bill unit in the accounts, including all usage and cycle fees; and creates a bill for the balance due.

- **Collecting payments**: Collects the balance due for accounts that use payment card (credit or debit card) or direct debit payment methods.

- **Invoicing**: Generates invoices that list the events that were charged for and the customer's total account balance.

- **Generating general ledger reports**: Generates general ledger reports to collect general ledger data for general ledger accounts.

- **Synchronizing product catalogs**: Synchronizes the catalogs stored in the BRM server with updated values from customers.

- **Refunding payments**: Finds accounts that have refund items, and makes online refund transactions.

- **Tracking business trends**: Shows business trends based on data generated by the preceding operations.

About Using Browser Commands with Business Operations Center

To avoid losing data, do not use browser commands, such as Back, Forward, and Refresh.

About Roles

The following table lists the user roles that provide access to Business Operations Center functionality. A user's role determines what tasks the user can perform in Business Operations Center.

Role	Description
BOC Super Admin	■ Create, edit, delete, deactivate, and reactivate billing, collecting payment, invoicing, general ledger, synchronizing product catalog, and refund operations. ■ Resolve failures in payments from the **Home** page. ■ Have read access to the **Dashboard** page. ■ Create users and assign roles to them.
Operations Billing Admin	■ Create, edit, delete, deactivate, and reactivate billing and invoicing operations.
Operations View	■ Have read access to the **Job History** page, job timeline, and failed BRM payment transactions in the **Home** page.
Operations Finance Admin	■ Create, edit, delete, deactivate, and reactivate operations to collect payments, generate general ledger reports, and refund payments. ■ Resolve payment failures from the **Home** page. ■ Have read access to the **Home** and **Job History** pages and the job timeline.
Finance View	■ Have read access to the **Dashboard** page.
Operations Pricing Sync Admin	■ Create, edit, delete, deactivate, and reactivate product catalog sync operations. ■ Have read access to the **Job History** page and job timeline.

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Configuring Business Operations

In Oracle Communications Billing and Revenue Management (BRM) Business Operations Center, you configure jobs to perform the following business operations:

- Running Billing
- Collecting Payments
- Generating Invoices
- Generating General Ledger Reports
- Synchronizing Product Catalogs
- Refunding Payments

To configure the preceding operations, you must be assigned the appropriate role. The following table shows the operations that each role can configure:

Role	Operations
BOC Super Admin	- Billing - Collecting payments - Invoicing - Generating general ledger reports - Synchronizing product catalogs - Refunding payments
Operations Billing Admin	- Billing - Invoicing
Operations Finance Admin	- Billing - Invoicing - Refunding payments
Operations Pricing Sync Admin	Synchronizing product catalogs

For more information, see "About Roles".

Running Billing

To bill your customers, you run a billing operation. To run the operation, you create a billing job.

To create a billing job:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. In the **Categories** column, click **Billing**.

3. Click **New**.

   The job creation wizard appears.

4. In the **Name** field, enter a name for the job.

   > **Note:** You cannot use the name of an active job. You can, however, reuse the name of a job that has ended or that was deleted.

5. (Optional) In the **Tag** field, enter one or more descriptive terms to use to search for the job.

   > **Note:** Tags are not case sensitive.

6. (Optional) Select **Notify when complete** and enter your email address to get an email notification when the job is completed.

7. In the **Frequency** section, select when the job is to run:

   - To run the job only once, select **One Time.**

   - To run the job recurrently, select **Repeats**.

8. (Optional) To view the job in a calendar-like view, click **View timeline with this job included**.

   The timeline displays completed and upcoming jobs in a scrolling, calendar-like view. You can use this view to see whether you scheduled your job to run during a blackout period or to run at the same time another job is running.

   See "Viewing Jobs in the Timeline" and "Creating a Blackout Period".

9. Click **Attributes**.

   The **Attributes** page appears.

10. Select the status of the accounts to bill.

    > **Note:** You must select at least one status.

11. Select the payment method of the accounts to bill.

    The payment method is the way customers pay their bills.

    > **Note:** You must select at least one payment method.

12. (Optional) Select one or more billing segments to which the accounts to bill belong.

    A billing segment is a bill unit category. Select the billing segments that contain the bill units you want to bill.

13. In the **Billing due date occurs** section, select the billing due date that determines which accounts are included in the job.

    Do one of the following:

    ■ To bill accounts whose billing due date is on or a day before the day the job is run, select **On or before day this job runs**.

    ■ To bill accounts whose billing due date is a specified number of days before the date the job is run, select **N days or earlier before this job runs** and enter a numeric value for **N**.

    ■ To bill accounts based on their billing day, select **On specific days of month**, and specify one or more days of month. The job will include all accounts whose billing day of the month is selected.

    > **Note:** If you selected one or more billing segments, you cannot specify a specific day of month as the billing due date.

14. Click **Done**.

Collecting Payments

To collect payments from your customers, you run a payment collection operation. To run the operation, you create a payment collection job.

To create a payment collection job:

1. Click the **Jobs** icon.

    The **Jobs** page appears.

2. In the **Categories** column, click **Payment Collections**.

3. Click **New**.

    The job creation wizard appears.

4. In the **Name** field, enter a name for the job.

    > **Note:** You cannot use the name of an active job. You can, however, reuse the name of a job that has ended or that was deleted.

5. (Optional) In the **Tag** field, enter one or more descriptive terms to use to search for the job.

    > **Note:** Tags are not case sensitive.

6. (Optional) Select **Notify when complete** and enter your email address to get an email notification when the job is completed.

7. In the **Frequency** section, select when the job is to run:

    ■ To run the job only once, select **One Time.**

    ■ To run the job recurrently, select **Repeats**.

8. (Optional) To view the job in a calendar-like view, click **View timeline with this job included**.

The timeline displays completed and upcoming jobs in a scrolling, calendar-like view. You can use this view to see whether you scheduled your job to run during a blackout period or to run at the same time another job is running.

See "Viewing Jobs in the Timeline" and "Creating a Blackout Period".

9. Click **Attributes**.

   The **Attributes** page appears.

10. Select the status of the accounts to collect payments from.

> **Note:** You must select at least one status.

11. Select the payment methods of the accounts to collect payments from.

    The payment method is the way customers pay their bills.

> **Note:** You must select at least one payment method.

12. In the **Accounts with payment collection date occurring** section, select the payment collection date for the accounts. Do one of the following:

    ■ To include accounts whose payment collection date is on or a day before the day the job is run, select **On or before day this job runs**.

    ■ To include accounts whose payment collection date is a specified number of days before the job is run, select **N days or earlier before this job runs** and enter a numeric value for **N**.

13. (Optional) To deposit all preauthorized credit card and direct debit transactions made within the last 30 days (from yesterday), select **Settle previously authorized one-time payment**.

14. Click **Done**.

Generating Invoices

To generate invoices for your customers, you run an invoicing operation. To run the operation, you create an invoicing job.

To create an invoicing job:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. In the **Categories** column, click **Invoicing**.

3. Click **New**.

   The job creation wizard appears.

4. In the **Name** field, enter a name for the job.

> **Note:** You cannot use the name of an active job. You can, however, reuse the name of a job that has ended or that was deleted.

5. (Optional) In the **Tag** field, enter one or more descriptive terms to use to search for the job.

> **Note:** Tags are not case sensitive.

6. (Optional) Select **Notify when complete** and enter your email address to get an email notification when the job is completed.

7. In the **Frequency** section, select when the job is to run:

   - To run the job only once, select **One Time.**

   - To run the job recurrently, select **Repeats**.

8. (Optional) To view the job in a calendar like view, click **View timeline with this job included**.

   The timeline displays completed and upcoming jobs in a scrolling, calendar-like view. You can use this view to see whether you scheduled your job to run during a blackout period or to run at the same time another job is running.

   See "Viewing Jobs in the Timeline" and "Creating a Blackout Period".

9. Click **Attributes**.

   The **Attributes** page appears.

10. Select the payment method of the accounts to be invoiced.

    The payment method is the way customers pay their bills.

> **Note:** You must select at least one payment method.

11. In the **Accounts with billing cycle ending** section, select the billing cycle end date for the accounts. Do one of the following:

    - To include accounts whose billing cycle ends on or a day before the day the job is run, select **On or before day this job runs**.

    - To include accounts whose billing cycle ends a specified number of days from the date the job is run, select **N days or earlier before this job runs** and enter a numeric value for **N**.

12. Select the type of invoice to generate:

    - To list only bill items, select **Summary**.

    - To list the bill items for the bill unit and the events that have currency balance impacts greater than zero, select **Details**.

13. Click **Done**.

Generating General Ledger Reports

To generate general ledger reports, you run a general ledger report operation. To run the operation, you create a general ledger job.

To create a general ledger job:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2.   In the **Categories** column, click **General Ledger**.

3.   Click **New**.

The job creation wizard appears.

4.   In the **Name** field, enter a name for the job.

> **Note:**   You cannot use the name of an active job. You can, however, reuse the name of a job that has ended or that was deleted.

5.   (Optional) In the **Tag** field, enter one or more descriptive terms to use to search for the job.

> **Note:**   Tags are not case sensitive.

6.   (Optional) Select **Notify when complete** and enter your email address to get an email notification when the job is completed.

7.   In the **Frequency** section, select when the job is to run:

   ■   To run the job only once, select **One Time.**

   ■   To run the job recurrently, select **Repeats**.

8.   (Optional) To view the job in a calendar-like view, click **View timeline with this job included**.

The timeline displays completed and upcoming jobs in a scrolling, calendar-like view. You can use this view to see whether you scheduled your job to run during a blackout period or to run at the same time another job is running.

See "Viewing Jobs in the Timeline" and "Creating a Blackout Period".

9.   Click **Attributes**.

The **Attributes** page appears.

10. Specify the reporting period, which determines which bills are included in the job.

11. Select the G/L segment.

A G/L segment is a user-defined group that includes data for specific brands or sets of customers.

12. From the **Types of Reports to Generate**, select the revenue type to include in the report.

13. (Optional) Do one of the following:

   ■   To include currency values in the report, select **Currency**.

   ■   To include noncurrency values, select **Non Currency**.

You can include both in your report.

14. (Optional) To review and edit the report, do not select **Post G/L Revenue**.

15. Do one of the following:

   ■   To list the balance impacts for G/L debit and credit accounts by resource (such as Currency, Non Currency, All Resource) for a time period and bill type you specified in the preceding steps, select **Summary**.

■ To list the balance impacts for G/L debit and credit accounts by customer account for a time period and bill type you specified in the preceding steps, select **Detail**.

16. Click **Done**.

Synchronizing Product Catalogs

Different catalogs or plans for different pricing components such as charge offers, discount offers, packages, and so on are stored in the BRM server. But the customer cannot access the BRM server to update the catalogs.

To update these catalogs in the BRM server, you create a product catalog sync job.

To synchronize a product catalog:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. In the **Categories** column, click **Product Catalog Sync**.

3. Click **New**.

   The job creation wizard appears.

4. In the **Name** field, enter a name for the job.

   > **Note:** You cannot use the name of an active job. You can, however, reuse the name of a job that has ended or that was deleted.

5. (Optional) In the **Tag** field, enter one or more descriptive terms to use to search for the job.

   > **Note:** Tags are not case sensitive.

6. (Optional) Select **Notify when complete** and enter your email address to get an email notification when the job is completed.

7. In the **Frequency** section, select when the job is to run:

   ■ To run the job only once, select **One Time.**

   ■ To run the job recurrently, select **Repeats**.

8. (Optional) To view the job in a calendar-like view, click **View timeline with this job included**.

   The timeline displays completed and upcoming jobs in a scrolling, calendar-like view. You can use this view to see whether you scheduled your job to run during a blackout period or to run at the same time another job is running.

   See "Viewing Jobs in the Timeline" and "Creating a Blackout Period".

9. Click **Attributes**.

   The **Attributes** page appears.

10. Specify the synchronization parameter, which determines which catalog will be synchronized.

You can either synchronize the entire catalog or select specific elements of the catalog to synchronize.

For more information on the catalog elements, see *PDC Online Help*.

11. Specify the synchronization period.

12. Click **Done**.

Refunding Payments

To refund payments to your customers, you run a refund operation. To run the operation, you create a refund job.

To create a refund job:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. In the **Categories** column, click **Refunds**.

3. Click **New**.

   The job creation wizard appears.

4. In the **Name** field, enter a name for the job.

   > **Note:** You cannot use the name of an active job. You can, however, reuse the name of a job that has ended or that was deleted.

5. (Optional) In the **Tag** field, enter one or more descriptive terms to use to search for the job.

   > **Note:** Tags are not case sensitive.

6. (Optional) Select **Notify when complete** and enter your email address to get an email notification when the job is completed.

7. In the **Frequency** section, select when the job is to run:

   - To run the job only once, select **One Time.**
   - To run the job recurrently, select **Repeats**.

8. (Optional) To view the job in a calendar-like view, click **View timeline with this job included**.

   The timeline displays completed and upcoming jobs in a scrolling, calendar-like view. You can use this view to see whether you scheduled your job to run during a blackout period or to run at the same time another job is running.

   See "Viewing Jobs in the Timeline" and "Creating a Blackout Period".

9. Click **Attributes**.

   The **Attributes** page appears.

10. Select the status of accounts to give refunds to.

11. Select the payment methods of the accounts to give refunds to.

12. Click **Done**.

Creating a Blackout Period

A blackout period is a time period in the future during which you cannot create a one-time job scheduled to run in the blackout period. Any instances of a recurring job falling in the blackout period will not run. You define a blackout period during preplanned system maintenance. You can run the job later. See "Rerunning Failed Jobs".

Note: You cannot create a one-time job that is scheduled to run in a blackout period.

See "Creating a Blackout Period".

To create a blackout period:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. Click **Schedule Blackout Period**.

   The Schedule Blackout Period dialog box appears.

3. In the **Title** field, enter a name for the blackout period.

4. Specify the time range of the blackout period.

5. (Optional) In the **Description** field, enter information about the blackout period.

6. Click **Create**.

   The blackout period is displayed only in the timeline. It appears as a gray bar at the bottom of the timeline.

   For more information, see "Viewing Jobs in the Timeline".

Deleting a Blackout Period

You can delete a blackout period scheduled for the future. All the occurrences of a job in a blackout period run as scheduled after you delete the blackout period.

To delete a blackout period:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. Click the **Job Timeline** icon.

   The job timeline appears.

3. Right-click the blackout period, and select **Delete**.

4. Click **Confirm**.

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Searching for and Sorting Jobs

This section describes how to use Oracle Communications Billing and Revenue Management (BRM) Business Operations Center to search for and sort jobs.

You can search for jobs in the **Jobs** page, and search for and sort jobs in the **Job History** page.

Searching for Any Type of Job

To search for any type of job:

1. Click the **Jobs** icon.

    The **Jobs** page appears.

2. In the **Categories** column, click the type of job that you want to find.

3. Click the **Filter** icon.

4. Select the appropriate filters, and then click **Update**.

5. Click the **Search** icon.

    All jobs matching the search criteria appear.

Searching for and Sorting Completed Jobs

You can search for jobs from the **Job History** page. You can search for jobs by applying filters such as time period, status, category, job name, job ID, or tag. You can also sort the jobs from the **Job History** page.

To sort the completed jobs:

1. Click the **Job History** icon.

    The **Job History** page appears.

2. From the **Sort By** list, select the sorting condition.

    A list of the sorted jobs appears.

Searching for Jobs in the Timeline

To search for jobs in the timeline:

1. Click the **Jobs** icon.

    The **Jobs** page appears.

2. Click the **Job Timeline** icon.

The timeline appears.

3. In the **Filter by category, job name, job id, tag** field, enter the search criteria.

    All jobs matching the search criteria appear in the timeline.

4. (Optional) Select **My jobs only** to view the jobs you created.

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Viewing Jobs

This section describes how to view the results of running jobs in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center. This section also describes how to view jobs in a timeline and how to view details of accounts associated with failed jobs.

Viewing Job Details

All jobs, except deleted jobs, are listed in the **Jobs** and **Home** pages.

The **Jobs** page contains all the jobs, except deleted jobs, created from the time Business Operations Center was installed.

The **Home** page shows all the jobs, except deleted jobs, scheduled to run today and tomorrow. See "Viewing All Jobs Scheduled to Run Today and Tomorrow".

The **Home** page also shows the jobs completed yesterday and today. See "Viewing All Jobs Completed Yesterday and Today".

To view job details:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. In the **Categories** column, click the type of job you want to view.

   All the active jobs in the selected category appear.

3. (Optional) To view completed and deactivated jobs, apply filters:

   a. Click the **Filter** icon.

   b. Select **Completed** and **Inactive**.

   c. Click the **Search** icon.

      All completed and deactivated jobs appear.

4. Click a job.

   The details of the job appear on the right.

Viewing All Jobs Scheduled to Run Today and Tomorrow

You can view the jobs scheduled to run between now and 11:59 p.m. tomorrow from the **Home** page.

To view the details of the jobs scheduled to run between now and 11:59 p.m. tomorrow:

1. Click the **Home** icon.

   The **Home** page appears.

2. Click the **Scheduled** tab.

   The list of jobs scheduled to run between now and 11:59 p.m. tomorrow appears.

3. Click a job.

   The **Job History** page appears.

   For more information, see "Viewing Job Results".

Viewing Job Results

You can view job results from the **Job History** and the **Home** pages.

To view job results from the **Job History** page:

1. Click the **Job History** icon.

   The **Job History** page with the results of the jobs run in the last 24 hours appears.

   > **Note:** You can view only 25 jobs at a time in the **Job History** page.
   >
   > Click **Show More** to view the next 25 jobs and so on.

2. (Optional) Select the time period.

3. (Optional) Click the **Filter by category, name, job id, tag** field, select one or more filter criteria, and click the **Search** icon.

4. (Optional) Select the status of the jobs.

5. (Optional) From the **Sort By** list, sort the results of running the job by job start date, job end date, status, or category.

   > **Note:** You can view job details from the **Job History** page by clicking the job name displayed at the top of each row.

Viewing All Jobs Completed Yesterday and Today

To view the details of the jobs completed between 12:00 a.m. yesterday and now:

1. Click the **Home** icon.

   The **Home** page appears.

2. Click the **Completed** tab.

   The list of jobs completed between 12:00 a.m. yesterday and now appears.

Viewing Information about Failed Jobs

You can view information about failed jobs from the **Home** and **Job History** pages.

Viewing Details of Failed Jobs

To view details of a failed job:

1. Click the **Job History** icon.

The **Job History** page with the results of the jobs run in the last 24 hours appears.

2. (Optional) Select the time period.

3. (Optional) Select the status of the jobs as **Failed**.

4. Click the **View failure report** link for any job with **Failed** status.

   The Review Failure Details dialog box appears.

   > **Note:** The **View failure report** link appears only in the following situations:
   >
   > - The job failed due to issues in the account associated with the job.
   >
   > - The job is a billing, invoicing, payment collection, or refund job.

5. (Optional) In the **Account Number** column, click the account number for which you want to view details.

   A page with the details of that account appears.

   You can also export the details of the account associated with the failed jobs.

For more information, see "Rerunning Failed Jobs" and "Exporting Failure Reports".

Viewing All Jobs That Did Not Run or That Failed in the Last 24 Hours

To view the jobs that did not run or that have failed in the last 24 hours:

1. Click the **Home** icon.

   The **Home** page appears.

2. In the **Unresolved** section, the number of jobs that failed in the last 24 hours appear.

   In the **Attention** section, the number of jobs that did not run due to blackout or server issues in the last 24 hours appear.

Viewing Jobs in the Timeline

The job timeline displays completed and upcoming jobs in a scrolling, calendar-like view.

To view a job in the timeline:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. To view a job and its occurrences in a calender-like, read-only mode, select a job and click **View in timeline**.

   The timeline appears, and the selected job and its occurrences are highlighted. The timeline is read only.

You can also view a job in the timeline while creating the job. See "Running Billing".

Viewing Details of a Job in the Timeline

To view details of a job in the timeline:

1. Click the **Jobs** icon.

The **Jobs** page appears.

2. Click the **Job Timeline**. icon

   The timeline view with all the jobs appears.

3. (Optional) Right-click a job, and select **View**.

   The details of the job appear.

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Managing Failed Jobs and Transactions

This section describes how to use Oracle Communications Billing and Revenue Management (BRM) Business Operations Center to rerun failed jobs, export reports containing details of the accounts related to the failed jobs, and resolve the failed BRM-initiated payment transactions.

Rerunning Failed Jobs

To rerun a failed job:

1. Click the **Job History** icon.

    The **Job History** page with the results of the jobs run in the last 24 hours appears.

2. (Optional) Select the appropriate time period.

    > **Note:** You can view only 25 jobs at a time in the **Job History** page.
    >
    > Click **Show More** to view the next 25 jobs and so on.

3. (Optional) Select the **Failed** or **Blacked-out** status.

    All the failed jobs or jobs that did not run due to blackout are displayed.

4. Do one of the following:

    -   To run failed jobs, click **Run Again**.

    -   To run blacked-out jobs, click **Run Now**.

    The job creation wizard with the details of the job appears.

5. Click **Done**.

    The failed job runs immediately.

You can view the result of running the job in the **Job History** page. The job that you reran is listed in the same job, in a reverse chronological list. The job name is same, but it now has a suffix **(rerun)**. If rerunning a failed job also fails, you can rerun it again. The second rerun is also listed in the original job.

See "Viewing Details of Failed Jobs".

> **Note:** You can rerun a failed job only one time.

Exporting Failure Reports

You can export details of the accounts associated with a failed job into a spreadsheet on your local system.

See "Viewing Details of Failed Jobs" for more information on failed jobs.

To export a failure report:

1. Click the **Job History** icon.

    The **Job History** page appears.

2. Click **View failure report** link for any job with **Failed** status.

    The Review Failure Details dialog box appears.

    > **Note:** The **View failure report** link appears only in the following situations:
    >
    > ■   The job failed due to issues in the account associated with the job.
    >
    > ■   The job is a billing, invoicing, payment collection, or refund job.

3. Click the **Export** button.

4. Select **Save File**.

5. Click **OK**.

6. Browse to the location where you want to save the report.

7. (Optional) Change the name of the file.

8. Click **Save**.

Solving Failed BRM-Initiated Payment Transactions

The three types of payment failures that you can resolve through Business Operations Center are the following:

■   **Failed credit card transactions**: Transactions representing credit card authorization and verification failure.

■   **Payments failed due to issues in the payment clearing house**: Transactions in batches where BRM does not know if the payment clearing house received or processed the transactions.

■   **Payments failed due to loss of connection**: Transactions where the credit card number is reported as charged in both BRM and the payment clearing house, but it has not been recorded as paid in BRM.

For more see the discussion about resolving failed BRM-initiated payment transactions in *BRM Configuring and Collecting Payments*.

> **Note:** If the option **Failed BRM-Initiated Payment Transactions** is not displayed in the **Home** page, no payments failed.

Resolving Failed Credit Card Transactions

To resolve failed credit card transactions:

1. Click the **Home** icon.

    The **Home** page appears.

2. Click **Failed BRM-Initiated Payment Transactions**.

    A page with the details of the failed payments appears.

3. Click **Real-Time Checkpoints**.

    The details of the failed verification and authorization for the credit card transaction appear.

4. Click **Clear**.

    The transactions are deleted from the BRM database.

5. (Optional) To save the details of the failed transactions, click **Export authorize records**.

Resolving Payment Failures due to Issues in the Payment Clearing House

To resolve payment failures due to issues in the payment clearing house:

1. Click the **Home** icon.

    The **Home** page appears.

2. Click **Failed BRM-initiated Payment Transactions**.

    A page with the details of the failed payments appears.

3. Click **Unresolved Batches**.

    All failed batch transactions appear.

4. Call the payment clearing house.

5. Do one of the following:

    - If the payment clearing house has received the batch transactions, click **Yes** and then click **Resolve**.

    - If the payment clearing house has not received the batch transactions, click **No** and then click **Resolve**.

        Reconfirm with the payment clearing house. If the payment clearing house has received the batch transactions, click **Resubmit**.

6. (Optional) Export details of the batch transactions:

    a. Click **View Batch**.

        The list of all the transactions in the batch transaction appears.

    b. Click **Export All.**

Resolving Payment Failures due to Loss of Connection between BRM and the Payment Clearing House

To resolving payment failures due to loss of connection between BRM and the payment clearing house:

1. Click the **Home** icon.

    The **Home** page appears.

2. Click **Failed BRM-initiated Payment Transactions**.

A page with the details of the failed payments appears.

3. Click **Unresolved Payments**.

All unresolved payment transactions appear.

4. Click **Resolve**.

All unresolved payments are resolved.

5. (Optional) To save the details of the failed transactions, click **Export All**.

6

Editing Jobs

This section describes how to edit jobs in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

Editing a Job from the Jobs Page

You can edit only an active job. For recurring jobs, you can edit only the future occurrences of the job.

> **Note:** You cannot edit the following:
> - A one-time job scheduled to run immediately
> - A single instance of a recurring job

To edit a job from the **Jobs** page:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. Select the active job that you want to edit.

   The job details appear on the right side.

3. Click the **Edit Job** icon.

   The job creation wizard with the details of the job appears.

4. Edit the details as required.

5. Click **Done**.

   The edited job appears in the jobs list.

Editing Jobs from the Job Timeline

> **Note:** You cannot edit the following:
> - A one-time job scheduled to run immediately
> - A single instance of a recurring job

To edit a job from the job timeline:

1. Click the **Jobs** icon.

The **Jobs** page appears.

2. Click the **Job Timeline** icon.

The timeline appears.

3. Right-click the active job you want to edit, and select **Edit**.

The job creation wizard with the details of the job appears.

4. Edit the required details.

5. Click **Done**.

The edited job appears in the jobs list.

7

Deactivating, Reactivating, and Deleting Jobs

This section describes how to delete, deactivate, and reactivate jobs from Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

Deactivating a Job

Deactivating a job prevents it from running. You can reactivate a deactivated job. You can deactivate either a single instance of a job or all occurrences of the job.

Deactivating a Job from the Jobs Page

To deactivate a job from the **Jobs** page:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. Click the appropriate job category.

3. Click the job you want to deactivate.

4. Click the **Deactivate Job** icon.

5. Click **Confirm**.

Deactivating a Job from the Timeline

To deactivate a job from the timeline:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. Click the **Job Timeline** icon.

   The timeline appears.

3. Right-click the job you want to deactivate, and select one of the following options:

   - To deactivate a one-time job, select **Deactivate**.

   - To deactivate one instance of a recurring job, select **Deactivate this one only**.

   - To deactivate the entire recurring job, select **Deactivate entire job**.

4. Click **Confirm**.

Reactivating a Job

You can reactivate all occurrences of a deactivated job or single instance of a deactivated job before its scheduled runtime. You cannot reactivate a deleted job.

Reactivating a Job from the Jobs Page

To reactivate a job from the **Jobs** page:

1. Click the **Jobs** icon.

    The **Jobs** page appears.

2. Click the appropriate job category.

3. Click the **Filter** icon, and select the **Inactive** filter.

4. Deselect any other Job Status filter.

5. (Optional) Select the appropriate frequency for the jobs.

6. Click **Update**.

    A list of all the deactivated jobs appears.

7. Click the job you want to reactivate.

8. Click **Activate**.

9. Click **Confirm**.

Reactivating a Job from the Timeline

To reactivate a job from the timeline:

1. Click the **Jobs** icon.

    The **Jobs** page appears.

2. Click the **Job Timeline** icon.

    The timeline appears.

3. Right-click the deactivated job you want to reactivate, and select one of the following:

    ■ To reactivate a nonrecurring job, select **Activate**.

    ■ To reactivate one instance of a recurring job, select **Activate this one only**.

    ■ To reactivate the entire recurring job, select **Activate entire job**.

4. Click **Confirm**.

Deleting a Job

After deleting a job, you can view it in the **Job History** page and in the job timeline. A deleted job cannot be reactivated.

Deleting a Job from the Jobs Page

To delete a job from the **Jobs** page:

1. Click the **Jobs** icon.

    The **Jobs** page appears.

2. Click the category of job you want to delete.

3. Click the job you want to delete.

4. Click the **Delete Job** icon.

5. Click **Confirm**.

Deleting a Job from the Timeline

Note: You cannot delete a single instance of a recurring job.

To delete a job from the timeline:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. Click the **Job Timeline** icon.

   The timeline appears.

3. Right-click the job you want to delete, and select **Delete**.

4. Click **Confirm**.

You can view the past occurrences of a deleted job only in the timeline.

8

Changing the Time and Date of BRM

This section describes how to use Oracle Communications Billing and Revenue Management (BRM) Business Operations Center to change the BRM system time and date without affecting the operating system time and date. You do this to test time-sensitive functions associated with nonrecurring jobs.

> **Caution:** Changing the time and date introduces the possibility of corrupting data. Do not change the time and date in a production database.

For example, you can change BRM system's time and date to test the following:

- Whether accounts are billed correctly. You can advance the date and then run the billing job and generate an invoice.

- Whether product catalogs are synchronized correctly.

To indicate that you have changed the BRM system time and date, a banner showing the modified BRM system time and date is displayed on the top of every page.

> **Note:** Closing the banner does not revert the time and date to the real system time and date.

Changing the BRM System Time and Date

To change the BRM system time and date:

1. Click the **Jobs** icon.

   The **Jobs** page appears.

2. Do one of the following:

   - If you are changing the time and date for the first time, click the **Manage Virtual Time** button.

   - If you already changed the time and date and want to edit those settings, click the **Manage Virtual Time** link in the banner.

   The Manage Virtual Time dialog box appears.

3. Click **Virtual time enabled**.

   > **Note:** If you already changed the time and date, skip this step.

4. In the **New virtual time value** field, change the BRM system time and date.

5. (Optional) To freeze the system time and date to the time and date you set, click **Do not advance time**.

   To keep the clock running, do not click **Do not advance time**.

6. (Optional) To view the updated time and date, refresh the page.

7. Click **Save**.

   The BRM system's new time and date is displayed in the banner at the top of every page.

9

Viewing Business Trends

This section describes how to view business trends in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

The **Business Dashboard** page displays the progression of business trends during the last 12 months. Businesses use this data to predict future trends or to make strategic decisions.

To view business trends:

1. Click the **Dashboard** icon.

    The following graphs appear:

    - **Billed Revenue**: Shows revenue collected in dollars for all billed accounts.

    - **Payments Received**: Shows payments received in dollars.

    - **Accounts Receivable**: Shows the amount, in dollars, to be collected from all accounts.

    - **Subscriber Accounts**:

        – The line graph shows the number of active and inactive accounts that have subscribed to any service. The data points show the data for the last day of the month.

        – The donut chart shows the percentage for the current day of active and inactive accounts that have subscribed to any service.

    - **Subscriptions**:

        – The line graph shows the number of various types of subscriptions. The data points show the data for the last day of the month.

        – The donut chart shows the top five subscriptions for the current day. All remaining subscriptions are combined as **Others** in the chart.