

**Oracle® Communications Order and Service
Management**

Customer Asset Manager Online Help

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Preface

This Help describes how to use Oracle Communications Order and Service Management (OSM) Customer Asset Manager to view OSM customer assets.

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Working with Customer Asset Manager

Oracle Communications Order and Service Management (OSM) Customer Asset Manager enables you to view the customer assets that are associated with a customer account in OSM.

The customer requirements that are included in a customer order are called **assets**. An asset can be a physical product or a service product that is activated at a customer site: for example a telephone pager, telephone handset, telecommunications service, and Internet service.

A customer order is submitted to the OSM system. As assets are activated or delivered during order processing, they are automatically created and stored in the OSM system, which generates a unique asset number for each asset.

Customer Asset Manager displays only active assets.

Related Topics

[About Customer Asset Offer Types](#)

[Viewing Assets](#)

About Customer Asset Offer Types

Assets are created, stored, and displayed in a parent-child structure that is based on asset offer types.

Customer assets consist of the following offer types:

- **Promotion:** The marketing definition of an offering. Promotions include discounted prices and contractual terms. This is typically a top-level asset, known as the root asset.
- **Bundle:** A group of services and simple products that are sold as a package.
- **Service:** A group of related services that are sold as a package.
- **Simple:** An individual product. Simple products have the billing service type of the parent service offering.

[Example 1-1](#) shows the parent-child relationships between the asset offer types.

Example 1-1 Example of Asset Parent-Child Relationships

```
Gold Promotion (Promotion offer type)
  Dual Play Bundle (Bundle offer type)
    Mobile Voice Service (Service offer type)
      Voice Mail (Simple offer type)
      Call Forwarding (Simple offer type)
```

Mobile Handset (Simple offer type)
Broadband Service (Service offer type)
Modem (Simple offer type)

In this example, Gold Promotion is the root asset. Dual Play Bundle is the child asset of Gold Promotion. Dual Play Bundle is also the parent asset of Mobile Voice Service and Broadband Service, and so on.

See "[Viewing Assets](#)" for information about viewing assets.

Viewing Assets

You can view root, parent, or child assets that are associated with a customer account. See "[About Customer Asset Offer Types](#)" for information about the structure of asset offer types.

Note: You can view assets only if the Assets module has been installed on the OSM system. If no assets appear on the Assets page, contact your OSM administrator.

Some asset information is displayed in tabs in the Asset Details section. For example, the **Associated Accounts** tab shows the accounts the asset is associated with, and the **Pricing** tab displays price type, list price, and discount type. The tabs that are displayed depend on the type of asset.

To view assets associated with a customer account:

1. In the **Assets** list, click an asset.
Information about the asset appears in the Asset Details section.
2. To view child assets of the root asset, click the **Child Assets** icon next to the root asset in the Assets list.



Tip: To navigate back to parent and root assets, click the locator links above the Asset Details section.

3. To narrow the list of assets, click the **Asset Search** icon located at the upper right of the page, and do the following in the Asset Search drawer.
 - a. Enter search criteria. See "[Asset Search Criteria](#)" for information about the search criteria fields.
Tip: If you click a **Search** button without providing search criteria, all of the account's assets appear in the Assets list.
 - b. Click **Search** for the criteria that you entered.
Asset search results appear in the Assets list.

Note: To close the Asset Search drawer, click the **Asset Search** icon.

Related Topics

[Asset Search Criteria](#)

[About Customer Asset Offer Types](#)

Asset Search Criteria

Use asset search criteria to search for customer assets.

Search fields can contain the following

- An asterisk (*), which matches any string of characters. For example, if you enter ***ip** in the **Offer Name** field, the search returns all assets with offer names that end with the characters **ip**.
- A question mark (?), which matches any single character. For example, if you enter **Go?d Promotion** as an offer name, the search returns all offers named **Gold Promotion**.

Criterion	Description
Asset Number	Enter the unique asset number. This returns the asset with that asset number.
Offer Name	Enter an offer name.
Offer Type	Select one or more offer types.
Network Reference ID	Enter the ID of a network. This returns all assets associated with the specified network.

Related Topics

[Viewing Assets](#)

[About Customer Asset Offer Types](#)

