Oracle® Service for Communications

Implementation Guide

Release 11i

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Oracle Service for Communications, Release11i

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Contents

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Preface

Welcome to the Service for Communications, Release 11i.

This Detailed Implementation Guide provides information and instructions about the implementation of the Oracle Service for Communications application.

This preface explains implementation considerations and processes is organized and introduces other sources of information that can help you.

Intended Audience

This guide is aimed at the following users:

- Product Implementation team (Oracle and Customer)
- Oracle and Customer Project Managers
- Technical Support Associates
- System Administrators (SAs), Database Administrators (DBAs), and others with similar responsibility.

This guide assumes you have the following prerequisites:

- Understanding of the product implementation processes.
- Knowledge of Oracle Network Logistics operation and services
- Basic understanding of Oracle and Developer / 2000
- Understanding of the interface protocol to each of the fulfillment elements (telnet, script)
- Background in SQL, PL / SQL, SQL* Plus programming

Structure

This manual contains the following chapters:

- Considerations for planning
- User Roles
- Typical Release Dependencies
- Setting up Oracle Service for Communications
- System Profile Options
- Considerations for Future Upgrades

Related Documents

The following are resources related to Oracle Service for Communications

URLs

- http://crm.us.oracle.com
- http://products.us.oracle.com

Published Resources

Aim Documentation

- CR010: Scope, Objectives, and Approach
- BR020: Business Requirements Mapping Form
- BR110: Application Setup
- TE070: Unit Test Scripts
- Oracle Product Name Concepts and Procedures

Conventions

The following conventions are also used in this manual:

Convention	Meaning
. . .	Vertical ellipsis points in an example mean that information not directly related to the example has been omitted.
. . .	Horizontal ellipsis points in statements or commands mean that parts of the statement or command not directly related to the example have been omitted
boldface text	Boldface type in text indicates a term defined in the text, the glossary, or in both locations.
< >	Angle brackets enclose user-supplied names.
[ ]	Brackets enclose optional clauses from which you can choose one or none.

Implementing Oracle Service for Communications

Considerations for Planning an Implementation Project

The following items are part of planning an Oracle Service for Communications Implementation:

- Overview of Oracle Service for Communications
- Application architecture
- Features and functions
- User roles
- Other considerations

Overview of Oracle Service for Communications

Service for Communications Defined

Oracle Service for Communications extends the features of Oracle Support and Oracle Service to include the customer care processes in the communications industry. Specifically, it offers features that:

- Maintain a directory of products and services customers have purchased in the Installed Base
- Log, track, and resolve trouble reports made against installed products and services

Integration with Other Oracle Modules

The primary area of customer care that this application supports is service request management. In addition, this application integrates with the customer service management tools found in the Oracle modules shown in the following table.

Service for Communications Integration with Oracle Modules

Oracle Application	Functionality
Oracle Service Contracts	Creates, updates, and displays service agreements for service contract management.
Oracle Customer Care	Manages customer interaction through the Customer Care Contact Center.
	Provides computer-telephony integration necessary for call-centers.
	Allows quick service request creation.
Oracle SDP Provisioning	Provides an environment for diagnostic testing of network elements in the Test Center.
Oracle Sales for Communications	Includes product catalog, order management, and diagnostic test definitions.

Understanding Service Request Management

Service request management begins when customers call to report trouble with installed products and services. Support agents receive customer trouble reports and enter the information into a service request window.

After a service request is entered, agents and technicians can view the request and track its status. If several service requests are related to one network problem, those related requests can be linked and tracked together.

Service request management includes these tasks:

- Receiving trouble reports from customers or service personnel
- Service testing through Test Center
- Determining the cause of trouble reports
- Creating service requests
- Viewing and tracking the progress of service requests
- Entering service requests to third-party service providers
- Confirming that a problem has been resolved and notifying the customer
- Closing service requests

For a detailed description of service requests, see Overview of Service Requests.

Service Requests are Received

Agents access Oracle Service for Communications as a stand-alone application. When customers call to report a problem with a product or service, the Customer Care Contact Center (or via integration with the Customer Care Center) immediately displays the caller's account information to the agent via computer-telephony integration. When the agent elects to log a service request by accessing Service for Communications from Customer Care, the caller context is populated onto the Service Request form.

Agents Troubleshoot Customer Trouble Reports

When customers describe their service problems, agents can quickly perform research and diagnostic tests to immediately resolve simple problems. If the problem cannot be immediately resolved, then agents can gather information that can be relayed to the technician to reduce the amount of time it takes to resolve problems. The application provides the following methods for diagnosing the cause of a problem before the service request is dispatched to a technician:

- Search the Knowledge Base to find similar problems that were resolved in the past.

  The Knowledge Base is a history file of previously logged service requests. It contains troubleshooting information that includes which network elements have caused similar problems in the past. See Knowledge Base.

- Use the Test Center to determine whether the network fulfillment element, which provides the service, is working.

  The Test Center contains a selection of predefined diagnostic tests that can be applied to elements in the network. See Test Center.

Third-Party Service Providers are Notified of Problems

To provide more comprehensive products and services to their customers, communications service providers often engage in reselling arrangements with third-party service providers. If customer problems are related to faults in the third-party service provider's network, then you must notify that service provider. However, your organization must be the single point of contact for the customer.

You can enter a service provider request to notify the third-party provider. You can track the third-party service provider's external reference number, to keep yourself and your customer informed on the progress of the service request. See Service Request Types.

How Customers are Notified of Problem Resolutions

When customers call to report service problems, a support agent opens a service request. As a result, the customer service request workflow is automatically activated. This workflow ensures that customers are contacted to confirm that a service problem has been resolved to their satisfaction before the service request can be closed. See Types of Pre-defined Service Requests.

Features and Functions

Overview of Service Requests

A service request contains details about the customer, product, and problem. Typically, support agents create service requests when they receive reports of network problems from customers, network engineers, or field service personnel.

When setting up user profiles for the application, you determine who has the necessary privileges to create service requests for your organization. See Default Service Request Owner Setup. You can also use application programming interfaces (APIs) to create service requests.

For procedures that describe how to create service requests, see Creating Service Requests.

The following table describes the tabs found in the Service Request main window. Each tab gives access to a function that contributes to the process of managing a service request. The support agent can use these tabs to manage customer information, problem details, problem resolution, service history, and task assignment to assist and sustain a support center.

Service Request Tabs

Tab Name	Function
Product Coverage	View and edit product attributes and service coverage information.
Links	Link two or more related service requests.
Workbench	Post a problem summary note to the Knowledge Base to review support recommendations or provide solution results for other support agents.
Log	View the history of customer contact with your company across all service requests.
Contacts	View and edit customer contact information.
Addresses	View and edit customer billing, shipping, and installation address information.
Task	View or assign tasks associated with a service request.
Interactions	View or contribute to the customer contact history of the selected service request.
Test Center	.Communicate with network elements and apply diagnostic tests.

Workflows Monitor the Resolution Process

The creation of a service request triggers a service request workflow, which monitors the resolution of the problem. When a service request needs attention, the workflow notifies responsible individuals. For more information about workflows, see About Service Request Workflows and the documentation for Oracle Workflow.

The Knowledge Base in Service for Communications

Oracle Service for Communications creates a knowledge base of previously reported problems and their resolutions. When responding to a service request, service personnel may search this knowledge base to identify solutions that have worked in the past. As new problems are resolved, the Knowledge Base is updated to include these problems and their resolutions. For more information about the Knowledge Base, see Using Knowledge Base Search.

Types of Service Requests

Three types of service requests that are specific to the communications industry have been pre-defined and configured during the setup of the application:

- Customer service request
- Network service request
- Service provider service request

Customer Service Request

Use this request to describe a customer problem. As the customer and product information are collected on the service request form, you can validate details about the customer, the product, and the current service coverage against the Installed Base. If the customer is unknown to the Installed Base, all the information can be collected in a non-verify mode and verified later.

Network Service Request

Use this request to record information about a problem with the network elements in your communications network. You may create a network service request as a result of customer reports, or second-level repair personnel may create one after troubleshooting a customer service request. You can also create a network service request in response to a network problem that may or may not impact customer service.

Service Provider Service Request

Use this request to record a problem related to third-party network elements. You may generate service provider requests based on customer service requests or on network service requests. Service providers are pre-defined in the Installed Base.

Overview of Status of Service Requests

The service request status may change at different stages in the process of resolving a problem. Each pre-defined service request status is described in the following table. If you define your own types of request status, you must use Oracle Workflow to re-design the workflows, or processes, that are driven by the user-defined status.

Note: Only a customer service request can have a Clear status.

Service Request Status

Status	Definition
Open	Action has been initiated to resolve a service request.
Clear	The service problem is resolved but the service request is not yet closed. Through the customer service request in "Clear States"will create a notification to the customer. The customer must approve of the resolution before the request can be closed.
Closed	The service problem resolution process is complete.

Audit History Log

Oracle Service for Communications maintains an audit history that records all changes made to service requests. For example, if you change the status of a service request from Queued to Open / Active, then the audit history records the old and new status values, as well as the user who made the change and the date.

About Service Request Linking

You can link any service request to one or more service requests in a parent-child, or cause-and-affect, relationship. If several customers report the same problem and you discover the problem is occurring in a single network element, then you can link these customer service requests together.

For example, you may have several customer service requests related to voice mail problems. After further diagnosis, you find that the voice mail server is down and you need to open a network service request. You can link the multiple customer service requests as child service requests to the parent network service request.

You may also link two related parent service requests to one or more child requests. For example, you may discover a secondary problem that is unrelated to the original customer service request. However, if it is not resolved, this secondary problem may have an impact on the original customer service request. In this case, you would link the secondary problem as a second parent to the child(ren) service requests. Both parent service requests must be resolved as part of the overall resolution process.

For information about how to link service requests to one another, see Linking Service Requests.

Status Propagation in Linked Service Requests

Service requests can have links with other service requests in a one-to-many, one-to-one, many-to-one, or many-to-many relationship. When you link several service requests together in a parent-child relationship, you tie the status of each child service request to the status of the parent.

Status propagation ensures that the status of the parent service request affects the status of all its child requests. When you close a service request, whether it is linked or not, the system automatically checks for dependencies on the closed service request according to the business rules discussed in About Service Request Linking.

For example, a customer service request might be logged against an email service in the Installed Base. If the problem is the result of a server problem, then the network service request for the server is the parent to the child customer service request. As long as the network service request is open, the child service request remains open.

When the server is repaired and the network service request is closed, the associated child service request for the customer is given the Clear status. Customer service requests are the only request that can have a status of Clear.

When the customer service request has a Clear status, the customer is notified of the problem resolution. If the customer is satisfied with the resolution, the status of the

customer request becomes Closed. If the customer is not satisfied, the status of the customer service request becomes Open and a notification is sent to the owner of the request.

Understanding the Test Center

The Test Center provides an environment for agents to communicate with network elements and apply diagnostic tests. Often, agents can use the Test Center to quickly resolve customer problems, while customers are still on the line. Or they can perform a simple test and then call the customer back immediately with the test results.

You set up the tests that you need to use as part of the definition of products in the Sales for Communications' Product Catalog. To set up the tests, you must map actions that have been defined in Service for Communications to work items that have been associated to parameters of network elements in Oracle SDP Provisioning.

To implement the Test Center, you must integrate Oracle Service for Communications with Oracle SDP Provisioning, which provides the service delivery platform that communicates with your network. In the process of setting up the Test Center, you need to define actions, work items and parameters.

Actions

An action is an operation performed on a service or product. When you set up Oracle Service for Communications, use the test type of actions to define the actions used in the Test Center. They should include the actions that you perform on products and those that comprise the services you provide. These actions are not predefined in the Test Center. See Defining Test Type Actions.

Work Items

In Oracle SDP Provisioning, you define work items that describe the subprocedures that can be performed against network elements. When you set up the Test Center in this application, you must map these work items to actions. For more detailed information, see Work Items in Oracle Provisioning.

Work Item Parameters

Each work item that is defined in Oracle SDP Provisioning is associated to parameters. These parameters are the characteristics of the network elements. If you do not define unique parameters in Oracle SDP Provisioning, the parameters use the default values. For more detailed information, see Defining a New Work Item Parameter.

About Service Request Workflows

When you enter a Customer Service Request for that customer, the application uses Oracle Workflow technology to drive the resolution process. A workflow routes information to people inside your enterprise, according to business rules that you can easily modify.

Oracle Service for Communications provides a pre-defined workflow process for each of the pre-defined request types:

- Comms Customer Service Request Process
- Comms Network Service Request Process
- Comms Service Provider Request Process

Each workflow comprises activities required to drive a service request to resolution. Each activity generates information that can be recorded and tracked. You can use Oracle Workflow to create custom workflows for user-defined service requests. Use the Service Request Types setup window to define relationships between request types and workflows.

Customized Response to Service Requests

You can route service requests to individuals or roles in your organization and move them through a workflow-based resolution process tailored to your own unique business requirements. You can implement procedures that:

- Select and notify service personnel
- Facilitate the transfer and automatic escalation of service requests

You can define business rules that identify actions that violate your service standards or response guidelines and then take corrective actions or escalate those requests to the appropriate person. You can analyze the exact routing of each service request to identify and eliminate the bottlenecks in your resolution process.

User Roles

Creating Service Requests

For directions on creating service requests, select the one of the three types of pre-defined service requests:

Customer Service Requests

Network Service Requests

Service Provider Requests

Creating Customer Service Requests

When a customer calls to report a problem, use this procedure to enter information about the problem and the product on a customer service request.

Prerequisites

Before creating customer service requests, you must:

- Define customer products in the Installed Base.
- Define items in Inventory.
- Define customer accounts in Accounts Receivable

Steps

The following steps are an example of creating a Service Request. Please note that this is one of many combinations that can be used to perform this procedure.

1. Select **Service Request > View Comms Service Requests** in the Navigator,

   The fields for Date Opened, Type, Status, Urgency and Owner contain default values.

2. Select Customer Service Request from the Type drop-down menu under Request Information,.
3. Select the appropriate Caller Type and fill in the Last name field.

   The fields for First name, Company, Phone, Ext, and Email should contain the appropriate information.

4. Enter Account or select the appropriate account from the drop-down menu.
5. Select the Time Zone from the drop-down menu.

6. Check the Installed Base checkbox and select the Product from the drop-down menu.

   The "Desc" field shows the product description. If applicable, the product Revision, Serial Number, and Service Key appear. If applicable, information related to the service contract appears.

7. Select the Test Center tab and select a test name (if applicable).

   The Work Items button becomes available. You may click **Work Items** to see a list of all work items and their parameters.

8. Click **Submit** to run the selected test.

   The test name and results are displayed.

9. Select the Workbench tab and fill in the required fields to describe the problem and the date a resolution is expected.

10. Click **Save** to save the service request.

    The new Customer Service Request is now in the system.

Reference

For more information on service requests, see Service Requests.

See also Testing Network Elements.

Creating Network Service Requests

When a problem with a communication network occurs, use this procedure to enter a network service request.

Steps

1. Select **Service Request > Comms Service Requests** in the Navigator.

   The fields for Date Opened, Type, Status, Urgency and Owner contain default values.

2. Select employee from the Caller Type drop-down menu and fill in the Last name field.

   The fields for First name, Company, Phone, Ext, and Email should contain the appropriate information.

3. Select the Time Zone from the drop-down menu.

4. Select Network Service Request from the Type drop-down menu under Request Information.

   If applicable, enter a reference to a network element. (For example, external number or location identification)

5. Select a network fulfillment element from the Source list of values.

6. Select the Workbench tab and fill in the required fields to describe the problem and the date a resolution is expected.

7. Select **File > Save** to save the service request.

   The new Network Service Request is now in the system.

Reference

For more information on service requests, see Service Requests.

Creating Service Provider Requests

When a problem is related to a product or service provided by a third party, use this procedure to enter information into a service provider request.

Prerequisites

The third-party service provider must exist as an inventory entry in Purchasing. The third-party service provide must generate a reference number through their service request system.

Steps

1. Select **Service Request > Comms Service Requests** in the Navigator.

   The fields for Date Opened, Type, Status, Urgency and Owner contain default values.

2. Select Service Provider Request from the Type drop-down menu under Request Information.

3. Select the service provider from the drop-down menu and enter the service provider's reference number.

4. Select employee from the Caller Type drop-down menu and fill in the Last name field.

   The fields for First name, Company, Phone, Ext, and Email should contain the appropriate information.

5. Select the Time Zone from the drop-down menu.
6. Select the Workbench tab and fill in the required fields to describe the problem and the date a resolution is expected.
7. Click **Save** to save the service request.

   The new Service Provider Request is now in the system.

Reference

For more information on service requests, see Service Requests.

Viewing and Updating Service Requests

Use this procedure to view and update customer information, product information, and any current or previous service requests. You can search by Customer, Number, Status or other fields of information.

Prerequisites

None.

Steps

1. Select **Service Request > View Comms Service Requests** from the Navigator.

   The Find Window opens.
2. Enter information about the service request of interest in one or more fields and click **Find**.

   The Service Request window displays one or more lines of requests that contain the information you entered.
3. Click to select a particular line and view details about that associated request.

   At this point, you may update information about the request.
4. Select **File > Save** to save your changes.

Linking Service Requests

When a service request is a direct result of a problem for which another service request has been opened, use this procedure to link one or more service requests in a parent/child relationship.

Prerequisites

None.

Steps

1. select **Service Request >** from the Navigator.
2. Create a new Service Request by:
   - Use **Enter Comms Service Request** or,
   - Locate an existing service using **View Comms Service Request**
3. Select the Links tab in the Service Requests window.

   The lines on the Links tab display all service requests that are associated to this request and the type of link, either parent or child.
4. Enter that number on a blank line, if you know the request number of the request you want to link to.

   As an alternative, click **New Association** to open the Find Service Request window.

   In the Find Service Request window, enter information in one or more of the fields and click **Find**. Select a service request to return to the Links tab.
5. Select the relationship you want the link to represent, either parent or child.

   All other columns on the Links tab are view-only.
6. Click **Save Association** to save the new link.
7. Repeat this procedure for each service request you want to link.

Guidelines

When you close a service request and change its status to closed, the application automatically checks for dependencies on the closed service request. For information about the business rules that apply to closing linked service requests, see About Service Request Linking.

References

Only customer service requests can have a Clear status. The following table lists which statuses can apply to the three types of service requests.

Service Request Types and Statuses

Service Request Type	Allowed Status
Customer Service Request	Open Clear Closed
Network Service Request	Open Closed
Service Provider Request	Open Closed

Testing Network Elements

When customers call to report trouble with products and services, use this procedure to run diagnostic tests while the customer waits.

Prerequisites

Tests must be set up during implementation of this application before you can test products or services. For more information, see Test Center.

Steps

1. Select **Service Request > Comms Service Requests** from the Navigator.
2. Enter the service request information in the Service Requests window,.
3. Choose the Test Center tab.

   The Test Procedures region displays all test Actions that are associated with the product displayed. To view work items that are associated with a test procedure, click **View Workitems** in the Test Procedures region of the Test Center tab window.
4. Select the desired test action and click **Submit** to perform the test.

   The Test Results are displayed in a read-only panel for each work item associated to the test action.

Guidelines

The Test Center tab is active only when you have entered sufficient information to uniquely identify an active product or service.

Troubleshooting

If no work items have been associated to a test action for the product or service, then the View Workitems button is inactive. To activate it, contact your system administrator to associate work items with the test action item in Oracle SDP Provisioning.

Viewing Product Information in the Installed Base

The Installed Base contains data about products and services that have already been purchased by customers. Use this procedure to view product information in the Installed Base.

Prerequisites

None.

Steps

1. Use the Navigator to open Installed Base > Customer Products.

   The Find Product window opens in front of the Product Summary and Details form.

2. Enter information in the blanks on the Find Product window to describe the product or account information you want to view.

   Click **Search Account** to open the Search Account Number window for finding account numbers.

3. Click **Find** when one or more blanks in the Find Product window contain information.

   One or more lines at the top of the Product Summary and Details form become populated with details about the related product or account.

4. Select a line to see more details about that entry appear in the bottom of the form.

5. Click tabs to review more information about a selected line.

References

To understand how product information may be organized in the Installed Base, see:

- About the Installed Base
- Installed Base Tabs

Typical Release Dependencies

Oracle Service for Communications 11i is based on the foundation of the Oracle installed base that includes:

- Common Data Model
- Technical Stack

Setting Up Oracle Service for Communications

Before setting up Oracle Service for Communications, you must install and fully implement these Oracle applications or components:

- Oracle Service Installed Base module
- Oracle Support Service Request module
- Oracle Field Service, if you wish to use the dispatching feature
- Oracle SDP Provisioning, if you wish to use the Test Center

For information regarding the installation and implementation of these applications and components, see the appropriate documentation for each product. The implementation tasks described here are tasks that are necessary to use the additional functionality included with Oracle Service for Communications.

Implementation of this application includes setting up these features and options:

- Service request statuses
- Linking workflow notifications to service request types
- Default service request owner
- Default service request escalation time
- Default network service request escalation time
- Default customer response time
- Test Center tests

Service Request Status Setup

Use service request status to indicate where a service request is in the resolution process. This application provides three pre-defined service request status: Open, Clear and Closed. You can define any number of additional statuses to reflect your organization's business processes.

For a description of all of the pre-defined statuses, see Overview of Service Requests.

Workflow Setup

When a service request is created, the associated Workflow launches, based on the service request type. A service request type may be defined to use a standard or customized workflow. The standard service request types used in this application and their corresponding workflows are listed in the following table.

Service Request Type	Associated Workflow
Customer Service Request	Comms Customer Service Request Process
Network Service Request	Comms Network Service Request Process
Service Provider Request	Comms Service Provider Request Process

Linking a Workflow to a Service Request Type

For the correct workflow to launch when a service request is created, you must link each workflows to the appropriate service request type. Use the following procedure to link a service request type to a workflow.

Prerequisites

None

Steps

1. Select **Setup > Service Requests > Request Types** from the Navigator.
2. Locate the appropriate Service Request Type.
3. Choose the appropriate workflow from the list of values […].
4. Select **File > Save** to save your work.

Profile Options Setup

During implementation, the System Administrator assigns a value for each profile option. The values define access privileges and how the application processes data.

The profile options are set at one or more of the following levels: site, application, responsibility, and user. The system administrator sets and updates profile values using the System Profile Options window.

The following table describes the profile options that are unique to Oracle Service for Communications.

Profile Option	Description
Service: Default Workflow Customer Service Request Escalation Time (XNS_RESPONSE_TIME)	Workflow resolution uses the expected resolution date that is specified in the service request to determine the date of escalation. When no expected resolution date is specified, the escalation time is 3 days. Use the profile to define a default escalation timeframe in hours. The default system profile is set at 72 hours.
Service: Default Workflow Network Service Request Escalation Time (XNS_NW_RESPONSE_TIME)	A network service request is more critical than a customer service request because it may impact a significant number of customers. Network service requests should be resolved as quickly as possible and escalation should occur in a shorter timeframe—in a matter of hours instead of days. Use this profile option to define the escalation timeframe in hours. The default escalation time is set at 8 hours. The time count begins as soon as the initial workflow notification is sent. If the notification is forwarded within the timeframe, the new escalation deadline does not extend an additional 8 hours. Instead, escalation must occur within the timeframe specified in the first workflow notification.
Service: Default Customer Response Time (XNS_CUST_RESPONSE_ TIME)	When a service request is resolved, the status changes to cleared. At this point, the agent who created the service request receives a workflow notification to contact the customer and confirm that the problem is resolved. If the customer agrees that the problem is resolved, then the service request is closed. This profile option defines how many days a service request can remain in the cleared state. The default response time is 72 hours.

Profile Option	Description
Customer Care: Service Request Check Form	This profile option calls the Comms Service Request form from Oracle Customer Care. Set this profile option to the following: **Value: Comms Service Requests** **Level: Responsibility** **Responsibility Name: Oracle Service for Communications**
Start Menu in Quick Menu	This profile option calls the Comms Quick Menu. Set this profile option to the following: **Value: XNS_QUICK_MENU** **Level: Responsibility** **Responsibility Name: Oracle Service for Communications**

Default Service Request Owner Setup

The person who receives a workflow notification must be defined in these areas of Oracle Applications:

Oracle Human Resources Management System (HRMS)	Individuals must be defined in Oracle HRMS before they can receive a workflow notification. In addition an individual's Assignment, Organization, Job, Position, and their Supervisor must also be defined in Oracle HRMS. The Supervisor must be defined so a workflow escalation notification can be routed to the appropriate management contact. For information about setting up an employee in Oracle HRMS, see the Oracle Human Resources Management System user's documentation.
Application Object Application User	When an application user is created, the user must be linked to the person defined in oracle HRMS, and the appropriate responsibilities must also be assigned. For information about how to create application users, see the Oracle System Administrator user's documentation.

Resetting the Default Service Request Owner

The Service Request window displays the default owner, based on the profile option that is defined at the system or user level. The owner may be changed when the service request is created. However, the default service request owner may be reset as required. Use this procedure to reset the default service request owner.

Prerequisites

The new default service request owner must be defined in the Oracle Human Resources Management System (HRMS) area of this application.

Steps

1. Select **Other > Profile** from the Navigator in the Oracle Service for Communications responsibility.
2. Query for the profile option, **Service: Default Service Request Owner**.

   The window displays the default value.
3. Choose the appropriate user from the list of values [...].
4. Select **File > Save** to save your work.

Guidelines

To reset the default service request owner, submit a request to your system administrator to change this profile option.

Defining Test Type Actions

An action is an operation performed on a service or product. Use the test type of actions to define the actions used in the Test Center. The actions should include the actions that you perform on products as well as the services you provide. Use this procedure to define test type actions.

Prerequisites

None.

Steps

1. Navigate to **Setup > Test Center > Item Action Parameters** in the Service for Communications responsibility.

   The Organizations window appears.

2. Select your organization from the list of organizations and click **OK**.

   The Action Parameters window appears.

3. choose **Test** in the Action Type list of values.

4. Use the Item field to describe the item being tested. Use the Description field to describe the action.

   Leave the fields on the Main and Entity tab blank.

5. Select **File > Save** to save the definitions.

6. Click Map Work Items to open the form for mapping the defined action to one or a series of work items.

See Mapping Actions to Work Items for the Test Center

Mapping Actions to Work Items for the Test Center

If you want to use the Test Center in Oracle Service for Communications, you must map test type item actions to the work items that are defined in Oracle SDP Provisioning. The application uses these mappings to communicate with network elements and apply diagnostic tests to those elements. Use this procedure to map actions to work items.

Prerequisites

Before you can map actions to work items, you must define the actions in Oracle Service for Communications. Then you must associate work items to network parameters in Oracle SDP Provisioning. For more information, see Test Center.

For detailed information about defining work items, see Work Items in Oracle Provisioning.

Steps

1. Select **Service Request > Comms Workitems Mapping** from the Navigator.
2. Select an Action Name from the list of values by clicking the [...] in the field in the Mapping Action to Workitems window.

   Only test-type action items will display in the list of values.
3. Select the work items from the list of values in the Name column in the appropriate sequence in the Work Items region of the window.

   When you select a work item, the parameters that are associated to it are displayed in the read-only Parameters region of the window.
4. Choose **File > Save** to save this mapping association.

System Profile Options

About the Installed Base

The Installed Base is a repository of information about installed products and customers. Agents can view Installed Base data when customers call or when they need to create service requests. For more information, see Viewing Product Information in the Installed Base.

When you use Oracle Service for Communications to review information in the Installed Base, you start in the Product Summaries and Details window. This window has three tabs that are specific to Service for Communications:

- Related Products
- Parameters
- Network Configuration

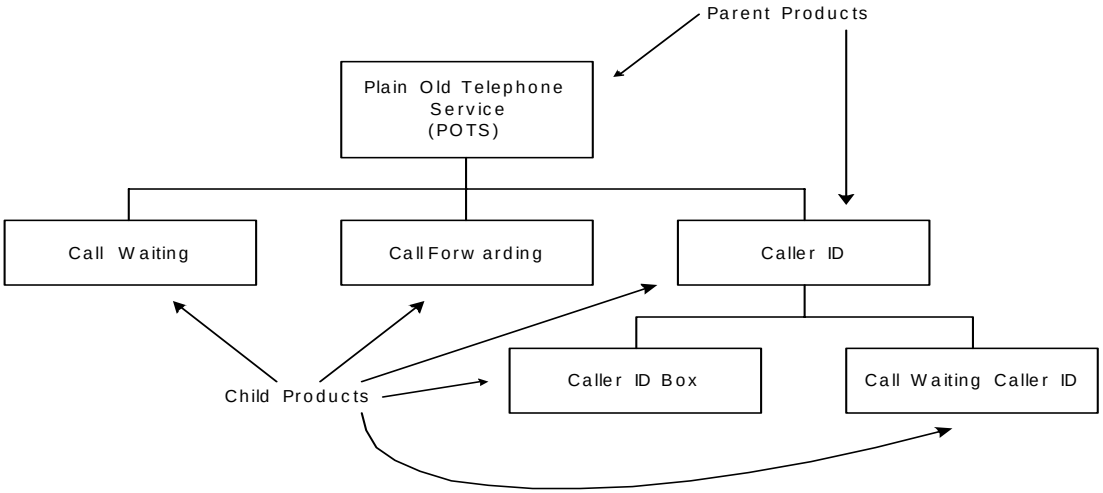
Related Products Tab Shows Product Hierarchies

Use the Related Products tab on the Product Summaries and Details window to look at product hierarchies in the Installed Base. The Related Products tab shows the product of interest with its immediate Parent and Child products.

Configurable products in a communications service network are related to each other in either a one-to-many or many-to-one relationship. To reflect these relationships, products in the Installed Base are organized into parent-child relationships. These parent-child relationships form the product hierarchy, illustrated in the Product Hierarchy Example diagram.

Note: One product can simultaneously be a parent and a child, as is the case for Caller ID in the Product Hierarchy Example diagram

Product Hierarchy Example



Levels of Product Hierarchies

Product hierarchies are defined in one of two ways:

- In the Product Catalog that is implemented with Oracle Sales for Communications
- By specific APIs that populate the Installed Base with product information

As necessary, you may add levels to the product hierarchy to accurately represent your product structure. In the above Product Hierarchy Example, for instance, you may add several hierarchical levels between the POTS parent product and the child products to categorize products into market segments, residential versus business, or geographical regions.

Only one level of relative, either a parent or child product, is displayed in the Relations window of the Installed Base module. For more information, see Viewing Product Information in the Installed Base.

Parameters in the Installed Base

Use the Parameters tab in the Product Summary and Details window to review the attributes of a selected service or product in the Installed Base. The information on the Parameters tab is for viewing only and cannot be edited in the window.

Service Key. A service key is a number or string of characters that is used to identify a communications product or service sold to a customer. For example, a phone number or an email address may be a service key.

Network Configurations

Use the Network Configurations tab in the Product Summary and Details window to review the fulfillment elements of a selected product in the Installed Base. The information on this tab can be edited. Access to this tab can be restricted to knowledgeable personnel during implementation.

Considerations for Future Upgrade Paths

The following are considerations for future System-Level upgrades:

- System Profiles
- Enabled Workflows
- Employees and Security
- Multicurrency capabilities
- Customization Issues