

**Oracle® Communications  
Performance Intelligence Center  
Reference Data Guide**  
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**<http://www.oracle.com/technetwork/indexes/documentation/oracle-comms-tekelec-2136003.html>**.  
Refer to Appendix section for instructions on accessing My Oracle Support.

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## **Chapter 1: About this Help Text**

### **Scope and Audience**

This guide is designed to assist those users (individuals with roles nspManager, nspAdmin) using the Reference Data application to manage reference data in the OCPIC system.

### **General Information**

You can find general information about OCPIC, such as product overview, list of other guides, workstation requirements, login and logout procedures, user preference settings, in the Quick Start Guide. This document is available from the Portal menu or can be downloaded from Oracle Help Center (OHC).

## Chapter 2: Getting Started with Reference Data

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### Introduction to Reference Data

The reference data application is developed for users, (individuals who have role, nspUser, nspPowerUser, nspManager and nspAdmin), to view and manage reference data for OCPIC analytics packages.

The following information and structures are utilized:

- All reference data such as carrier network data, subsystem numbers, area codes, etc is displayed in tabular format.
- All data that provides the basic information within the reference data structure. The information and structures are used to:
  - Map customer data to monitored network data.
  - Enrich monitored network data with customer data.
  - Filter monitored network data.
  - Map technical network data values to values recognized in the customer's domain. For example, to map an address to a name.
  - Make analytics, charts, and reports understandable
  - Group monitored network data. For example, group IP addresses to a common SGSN name.

These privileges are assigned to the roles listed here.

Feature - Authority	nspUser	nsp PowerUser	nspManager	nspAdmin
Open	X	X	X	X
View	X	X	X	X
Modify, Update, Delete Reference Data			X	X
Export			X	X
Import			X	X
Import Reference Metadata*				X
Remove Reference Metadata*				X

\* = Operations are completed by Tekelec Service personnel.

### Opening Reference Data

Complete these steps to open the Reference Data application.

Reference Data is an application that runs on Management Application. It must be opened from the Management Application portal.

1. Using a Web browser, type in the IP Address of the Management Application Server.

**Note:** Management Application only supports versions of IE 7.0 or later and Firefox 3.6 or later. Before using Management Application, turn off the browser pop up blocker for the Management Application site.

**Note:** Contact your system administrator to obtain the IP address for the Management Application Server. Check with your system administrator for your userid and password.

The Management Application login screen appears

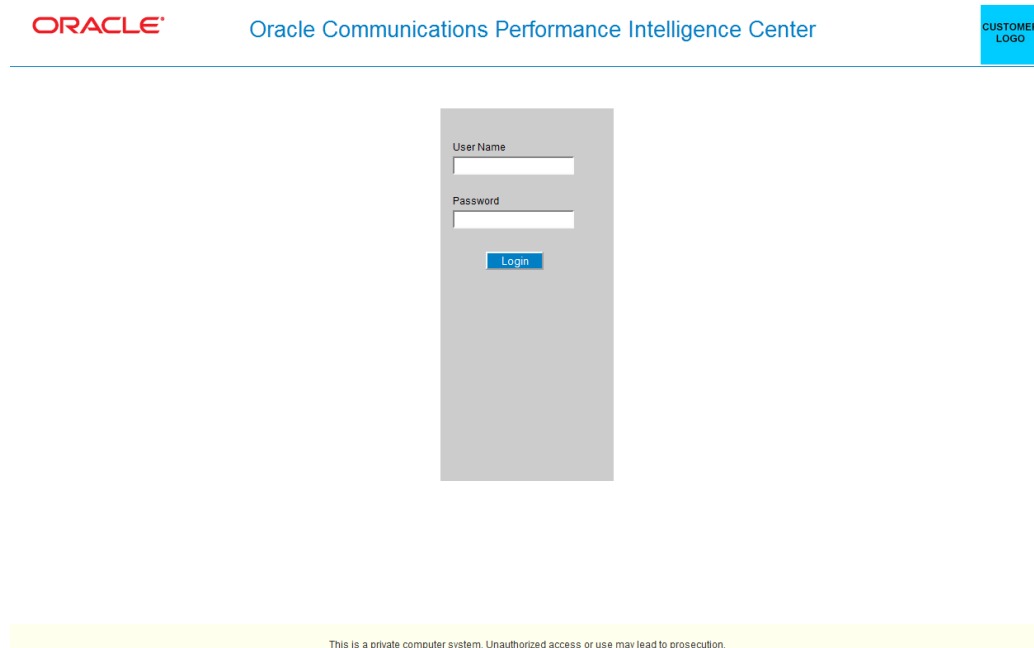


Figure 1: Login Screen

2. Log into Management Application by typing:
  - a) Your Userid
  - b) Your Password
3. To open the Reference Data application, click the **Reference Data** icon located in the configuration section of the application board.

## Reference Data Home Screen

The main screen has a left and right section.

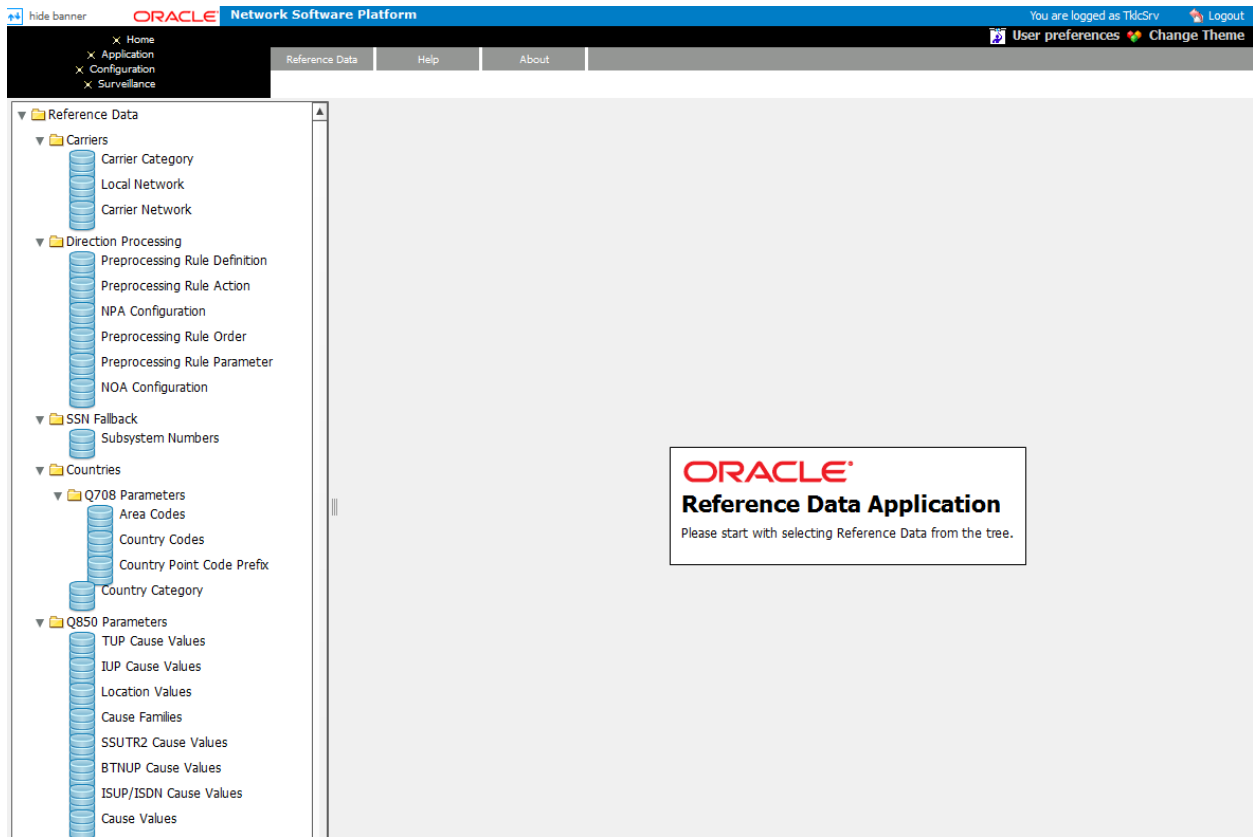


Figure 2: Reference Data Main Screen

The left section lists all the reference data entity groupings with associated reference data.

**Note:** Groupings can change according to what report packages are loaded on the system.

The groupings such as: SSN Fallback, Countries, Q850 Parameters, Carriers and Direction Processing appear as folders that contain their associated reference data shown as blue icons.

The right section has the following functionality.

Menu Bar

- Reference Data menu - provides options to:
  - Apply changes - applies reference data changes to the OCPIC system (alternative means to the Pending Changes banner).
  - Cancel changes - cancels any changes/modifications to reference data (alternative means to the Pending Changes banner).
  - Import meta data - uploads metadata xml file .
  - Delete reference data - deletes reference data of the displayed table.
  - Refresh - refreshes the screen to show any changes that have occurred to the system.
  
- Help menu - provide option to:
  - User Manual
  - About Application - opens a screen that shows the application name and software release installed. In addition it provides the corporate headquarters address and pertinent phone numbers for corporate offices.



- Change Theme - enables the choice of six different screen themes such as sky, sage, cobalt, graphite, desert or the default theme.
- Workspace - provides a tabular format to view and work with records.

**Note :** User Preferences - set generic preferences on default time format, directory, mapping (xDR display), Point Code, CIC, Alarms and Privacy (privileges) for all OCPIC applications. (See the Quick Start Guide)

## Reference Data Screens with Tables and Records

This is an example of reference data screen (Carrier Network entity) with both main and navigation tool bars.

This figure shows an example of a reference data screen showing the tables populated with a sample record.

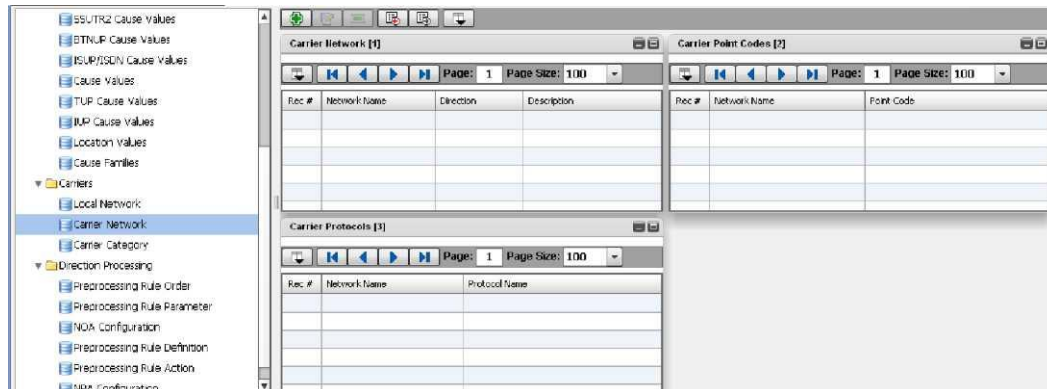


Figure 3: Reference Data Screen with Tables

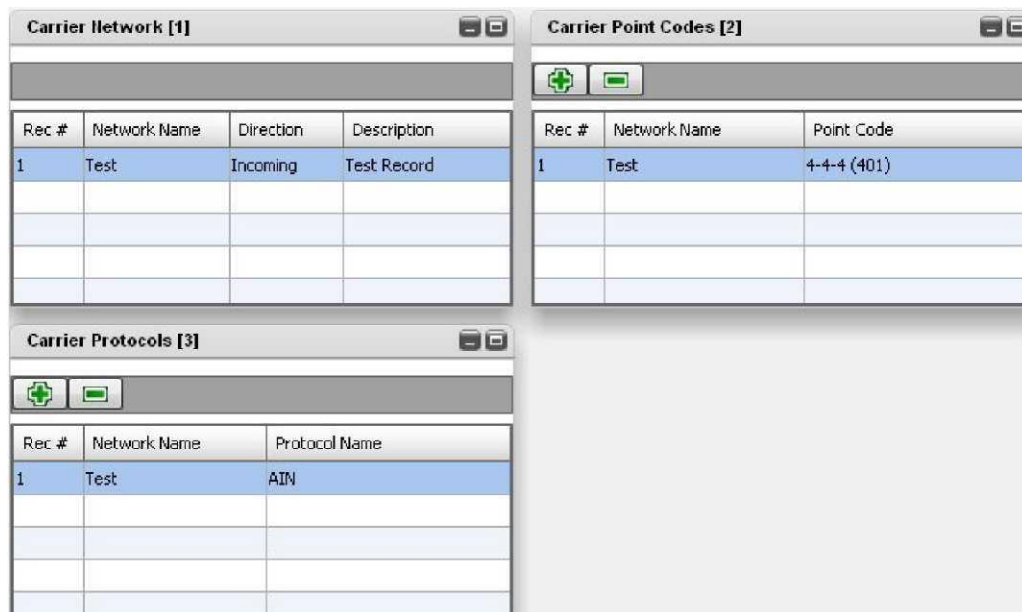


Figure 4: Populated Tables in Reference Data Screen

**Note:** All screens are configurable and allow for different table layouts (column layout button). Tables can be minimized or maximized so that the desired table can always be viewed. Record columns can be re-arranged (by drag and drop) and sort order (ascending or descending) is changed by clicking on the column heading.

### Reference Data Tool Bars

The Reference Data application main tool bar provides a limited number of operations.



Figure 5: Main Tool Bar

- Add - enables the addition of a reference data entity record.
- Modify - enables the modification of a selected record.
- Delete - enables a selected record to be deleted.
- Import - enables the importing of files in csv format.

**Note:** Imports can be either fresh or incremental. A fresh import erases the existing data and replaces it with the imported data. The incremental import appends any new data to the existing data as well as merging modified records.

- Export - enables the export csv files in zip format to the local disk.
- Columns - allows for the selection of specific column layouts.

### Table Navigation Tool Bar



Figure 6: Table Navigation Tool Bar

Reference data can have more than one table on the screen (protocol name, subsystem number, area code, etc.). Each table belonging to the reference data has a navigation tool bar. The navigation tool bar provides the following operations:

- Column select - enables the selection/de-selection of columns viewed. (A check mark beside the column name designated that the column is selected for viewing.)
- First - click this button to go to the first record on the first page.
- Previous - click this button to move to the previous page.
- Next - click this button to move to the next page.
- Last - click this button to go to the last page.
- Page - this field shows what page the selected record is located. (Helpful with searching for a record in a very large group of records.)
- Page Size - this field shows the number of records on each page. (The default is 100. The selections are: 100, 200, 500, 1000, 2000, 5000.)

## Chapter 3: Managing Records in the Reference Data Application

### Working with Reference Data Tables

The Reference Data application contains Performance Intelligence Center (OCPIC) system-wide information that can be customized. The information is organized in tabular form, the reference data is comprised of one or more tables depending on the nature of the data. For example, NOA Configuration data is comprised of one table with three columns (NOA, NOA Description and Prefix Value) while NPA Configuration contains four tables with each table containing two to seven columns.

Although the number of tables and columns can differ according to the reference data, the method of working with them is the same. The reference data Carrier Network is comprised with three tables. The parent or root table, Carrier Network, is in the top left-hand of the screen with its dependent tables listed after it.

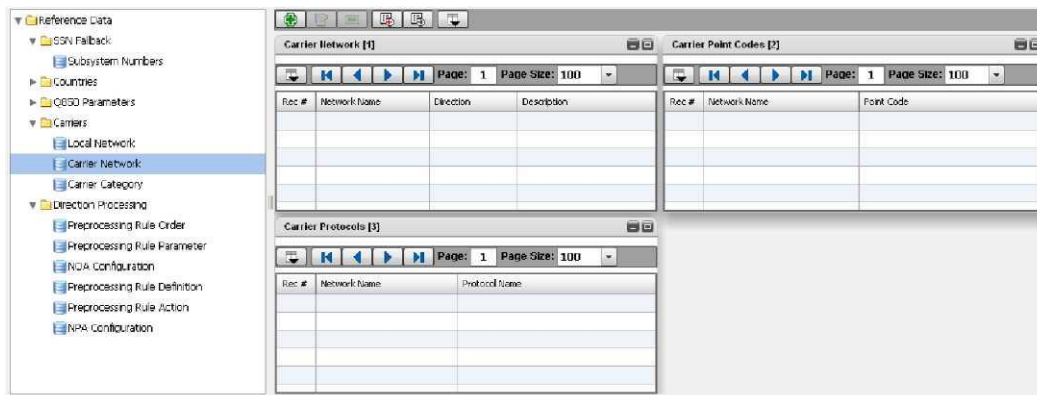


Figure 7: Carrier Categories Screen

When creating a new reference data record it is best to follow the work flow of the screen (top left to bottom right).

### Adding a Reference Data Record

Complete these steps to add a reference data record.

**Note:** This is a generic example of this operation and is represented by adding a carrier network record.

**Note:** Lists of information appear either as drop-down lists or pop-up screens.

1. **Carriers > Carrier Network.**
2. Click **Add** from the tool bar.
3. Enter the **Network Name** of the carrier network table.
4. Select the **Direction** (Incoming, Outgoing) from the pull-down list.
5. (Optional) Enter a **Description** of the carrier network.
6. Click **Add** on the Carrier Point Codes table tool bar.
7. Click on the **format list** and select the **point code format**.
8. Enter the **point code**.

**Note:** The point code must be in the proper format for the protocol. If the information that is entered is not in the correct format, the field will be highlighted in red and a tool tip appears stating that an incorrect format has been entered.

**Note:** Repeat steps 6-8 to add additional point codes to a record.

**Note:** A network carrier record can contain 1 to 100 point codes.

9. Click **Add** on the Carrier Protocols table tool bar.
  10. Select the **Protocol Name** from the pop-up screen.
- Note:** Repeat steps 9-10 to add additional protocols to a record.
- Note:** A network carrier record can contain 1 to 5 protocols.
11. Click **Save**.

**Note:** Follow steps 2-10 to add additional records to the reference data.

**Note:** A "Pending Changes" banner appears showing what reference data has been modified, (in this case Carrier Network), with three buttons: View, Apply and Cancel. (See [Viewing, Applying and Canceling Pending Changes](#) for more information.) In addition, on the left-hand section of the screen the Reference Data header is highlighted in bold print with an "\*" beside it as well as the specific reference data modified.

### Modifying a Reference Data Record

Complete these steps to modify a reference data record.

**Note:** This is a generic example of this operation and is represented by modifying a carrier network record.

1. **Grouping (Carriers) > Reference Data (Carrier Network).**
2. Select the **record** to be modified.
3. Click **modify** on the screen tool bar.
4. Modify the appropriate information.

**Note:** Selecting a dependent record in either to modify or delete operation opens the reference table pop-up screen. From this screen a different reference can be selected.

5. Click **Save**.

**Note:** Follow steps 2-4 to modify additional records in the reference data.

**Note:** A "Pending Changes" banner appears showing what reference data has been modified, (in this case Carrier Network), with three buttons: View, Apply and Cancel. (See [Viewing, Applying and Canceling Pending Changes](#) for more information.) In addition, on the left-hand section of the screen the Reference Data header is highlighted in bold print with an "\*" beside it as well as the specific reference data modified.

### Deleting a Reference Data Record

Complete these steps to delete a reference data record (parent record and all dependent records).

**Note:** This is a generic example of this operation that is represented by deleting a carrier network dependent record.

1. Select **Grouping (Carriers) > Reference Data (Carrier Network).**
2. Select the **record** to be deleted.
3. Click **Delete** on the screen tool bar.

**Note:** Click **Cancel** if the operation is to be canceled.

4. Click **Yes** to confirm the deletion. The parent record and all dependent records are deleted.

**Note:** A "Pending Changes" banner appears showing what reference data record has been modified, (in this case Carrier Network), with three buttons: View, Apply and Cancel. (See [Viewing, Applying and Canceling Pending Changes](#) for more information.) In addition, on the left-hand section of the screen the Reference Data header is highlighted in bold print with an "\*" beside it as well as the specific reference data record modified.

### Deleting a Dependent Reference Data Record

Complete these steps to delete a dependent reference data record.

**Note:** This is a generic example of this operation that is represented by deleting a carrier network dependent record.

**Note:** In this example all references (parent tables) must have a dependent (child) associated to them. If a dependent record is deleted leaving the reference "blank" the system will signal an error with a red box around the reference field. If such a condition exists, click the **plus (+)** button on the dependent record field and add the record.

1. Select **Grouping (Carriers) > Reference Data (Carrier Network)**.
2. Select the **parent record** that will have the a dependent record deleted.

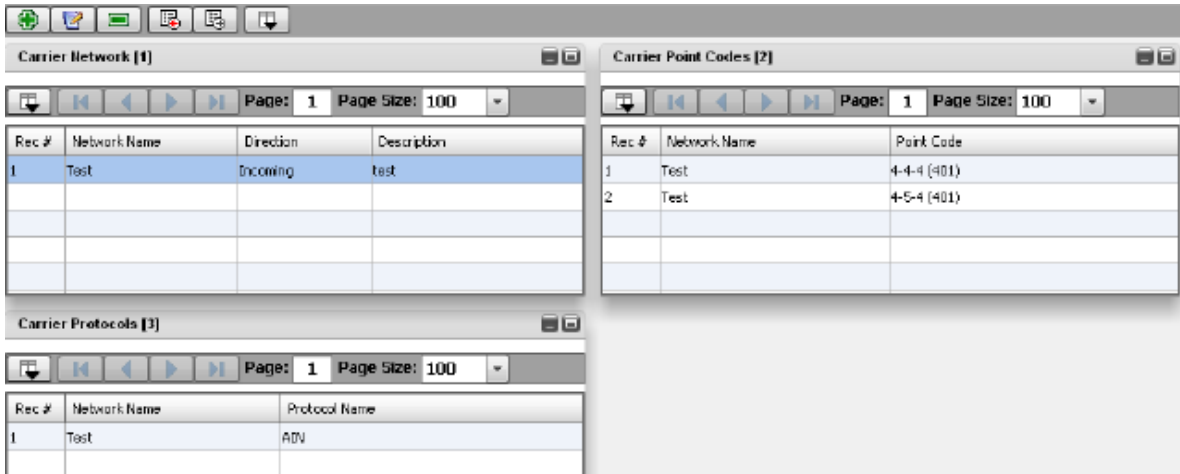


Figure 8: Selected Parent Record

3. Click **modify** on the main tool bar.
4. Select the **Dependent Record** to be deleted

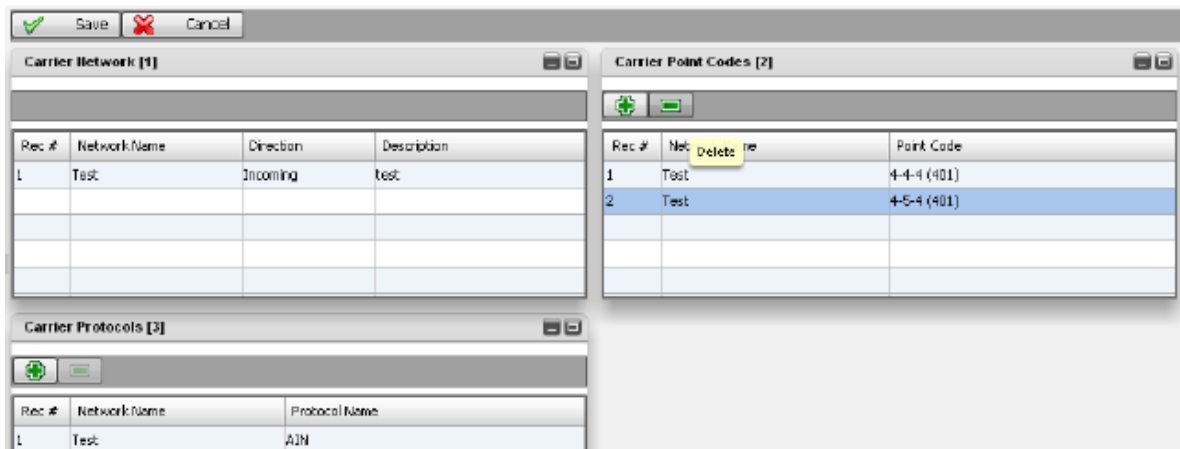


Figure 9: Selected Dependent Record

5. Click **Delete** on the table tool bar.
6. Click **Yes** to confirm the deletion.

**Note:** Follow steps 2-4 to delete additional dependent records from the reference data record.

**Note:** All parent records must have a dependent record associated to them. If a dependent record is deleted leaving the reference "blank" the system will signal an error with a red box around the reference field shown in this figure. In addition, a "tool tip" will appear showing the error. If such a condition

exists, cancel the delete operation by clicking the **cancel** button on the tool bar. This action cancels any changes and returns the record to its original state with dependent records.

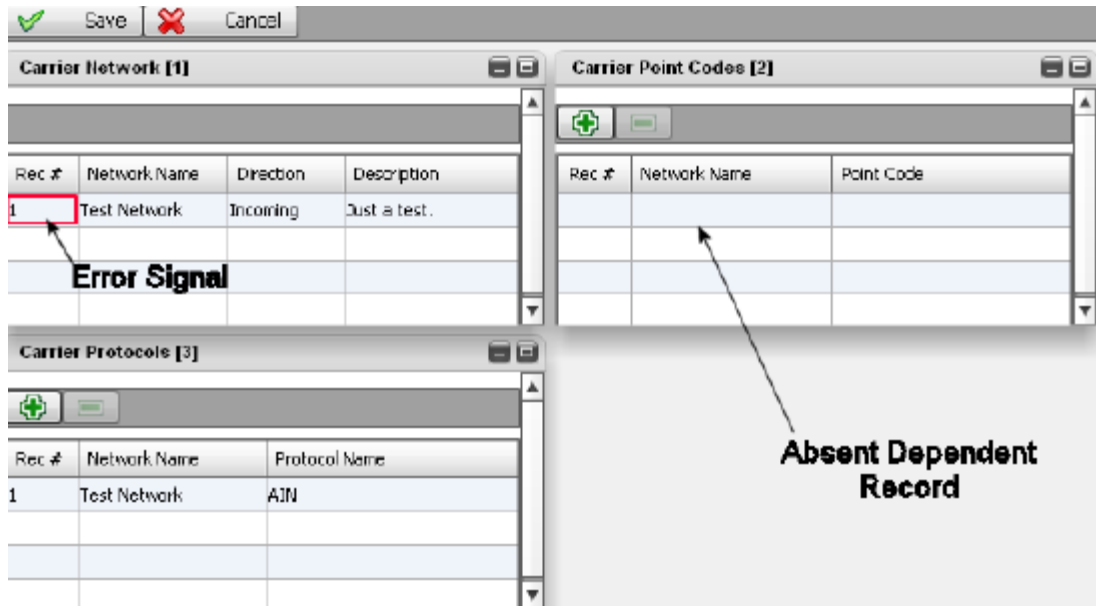


Figure 10: Error in deleting a Dependent Record

**Note:** A "Pending Changes" banner appears showing what reference data record has been modified, (in this case Carrier Network), with three buttons: View, Apply and Cancel. (See [Viewing, Applying and Canceling Pending Changes](#) for more information.) In addition, on the left-hand section of the screen the Reference Data header is highlighted in bold print with an "\*" beside it as well as the specific reference data record modified.

### Exporting Reference Data Files

You can export a file, as a zip file which contains one csv file per table, from the Reference Data application to a specified directory on a local disk drive.

**Note:** The export procedure described here is the same for all files, therefore, a generic example is described using the grouping *SSN Fallback* and the reference data *subsystem numbers*.

Complete these steps to export a reference data file in zip file format.

1. Select **Entity Parent (SSN Fallback) > Entity Child (Subsystem Numbers)**.
2. Click **Export** on the tool bar.
3. Enter a **Name** for the file to be exported
4. Click **Save**.

A pop-up screen appears showing the progress of the export. When the export is finished a message appears stating the result (successful or failed).

### Importing a CSV Records to the Reference Data Application

The Reference Data application's import operation enables reference data records to be imported, in csv format, from a specified directory.

The import operation imports all the data within a entity. Since the import operation works the same for all entities, Subsystem Numbers is used as a "generic" example for importing reference data records.

Complete these steps to upload a reference data records in csv format.

1. Select **Grouping (SSN Fallback) > Reference Data (Subsystem Numbers)**.
2. Click **Import** from screen tool bar.
3. Select if the import is a **fresh import** or **Incremental Import**

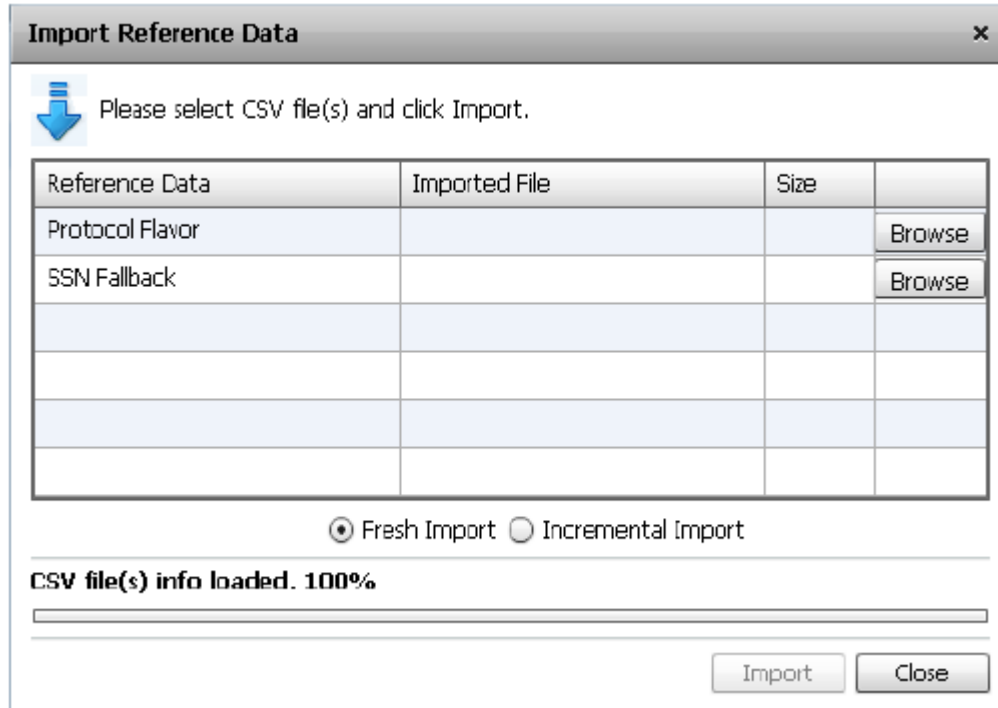


Figure 11: Import Reference Data Screen

4. Click **Browse** for each table of the reference data record being imported and select each record belonging to the reference data record.
5. Click **Import** to begin the import process.

A progress bar appears showing the stage of the import. When the import operation is over, a pop-up window appears showing the number of records added, modified or deleted as well as any errors that have occurred during the import process. The screen also shows what record had the errors, what line and what the error was. This is an example of an import pop-up window showing the results of an import with errors

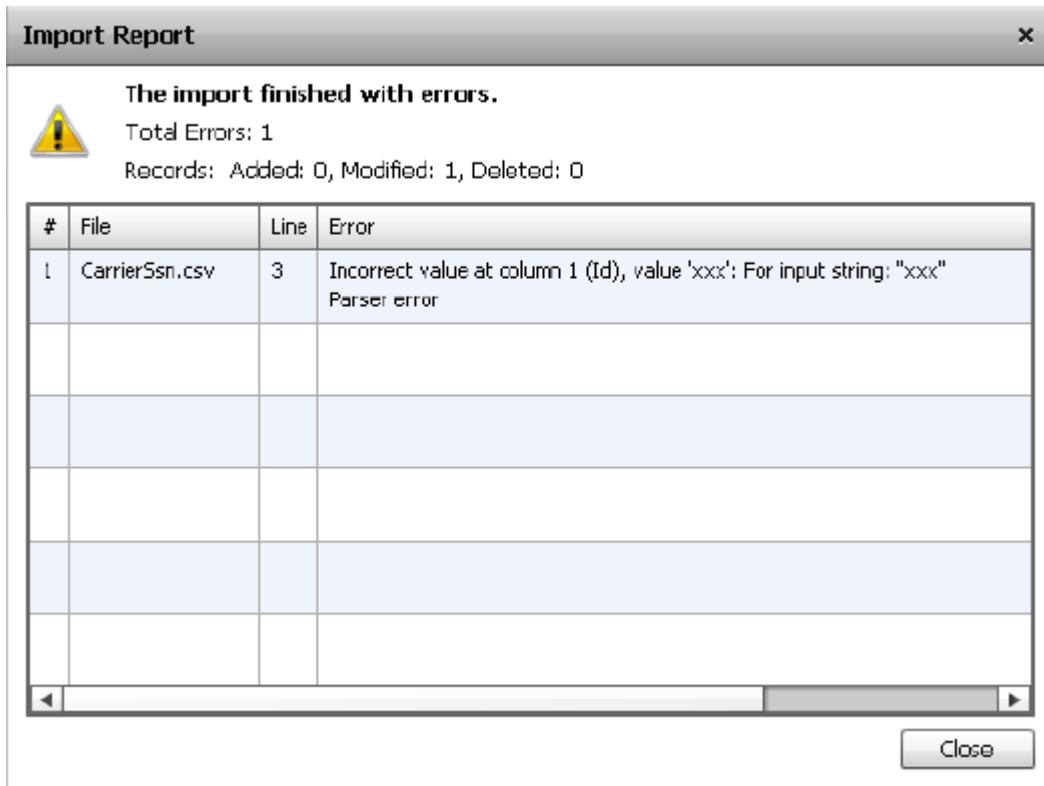


Figure 12: Import Result Data Screen

### Viewing, Applying and Canceling Pending Changes

Because all Reference Data application activity is stored in the OCPIC system, any additions, modifications or deletions made in the application must also be applied to the OCPIC system. Each change made in the Reference Data application is prompted by a "Pending Changes" banner showing the reference data record(s) that has changed. (In this example the Network Carrier reference data record has been changed.)

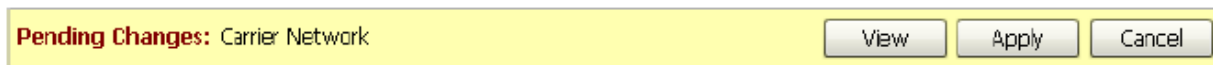


Figure 13: Pending Changes Banner

### Viewing Pending Changes

Clicking on the **View** button on the Pending Changes Banner opens a pop-up screen showing the reference data reference data record affected as well as the number of records that have been added, changed or deleted.





Figure 14: View Pop-up Screen

### Applying Pending Changes

Clicking on the **Apply** button on the Pending Changes Banner opens a pop-up screen showing the reference data record affected as well as the number of records that have been added, changed or deleted. To apply the pending changes, click the **Apply changes** button.



Figure 15: Apply Pop-up Screen

### Canceling Pending Changes

Clicking on the **Cancel** button on the Pending Changes Banner opens a pop-up screen showing the reference data record affected as well as the number of records that have been added, changed or deleted.

To apply the pending changes, click the **Cancel changes** button.



Figure 16: Cancel Pop-up Screen

## Chapter 4: Reference Data Description

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### Overview

The Reference Data application contains Performance Intelligence Center (OCPIC) system-wide information that can be customized for reporting. The data is provided in a series of records that can either be imported or exported in csv format.

The following Reference Data groupings are provided in this application:

**Note:** Each grouping has reference data associated with it. For more information on a grouping, click the link for that grouping.

[佗儀彙\(楮 □ 彙\)](#)  
*bout Direction Processing*  
[佗儀彙\(楮 □ 彙\)](#)  
*bout Countries*  
[佗儀彙\(楮 □ 彙\)](#)  
*bout Carriers*  
[佗儀彙\(楮 □ 彙\)](#)  
*bout SSN Fallback*  
[佗儀彙\(楮 □ 彙\)](#)  
*bout Q850 Parameters*

**Note:** The categories of data listed are related to OCPIC configuration, applications, and analytics packages. The number and type of reference categories available in the Reference Data application is dependent upon the applications and analytics packages present in the OCPIC system. As new applications and analytics packages are added to the system, the number of categories will increase.

### About Direction Processing

Direction processing is business logic applied to an xDR to determine the direction (Country Code) and Area Code/City Code of the A-number and B-number for the phone call.

There are six direction processing entities that utilize the following reference data:

- NPA Configuration - consists of four tables: NPA Configuration (parent), NPA Max Digits Config (child), NPA Trunk Group (child) and NPA TCIC Range (child)
- NOA Configuration - consists of a single table: NOA Configuration
- Preprocessing Rule Definition - consists of a single table: Preprocessing Rule Parameter
- Preprocessing Rule Action - consists of a single table: Preprocessing Rule Action
- Preprocessing Rule Order - consists of a single table: Preprocessing Rule Order
- Preprocessing Rule Parameter - consists of a single table: Preprocessing Rule Parameter

### About Countries

The countries category is made up of the Q708 parameters (a network parameter) that is used to enrich xDRs.

Q708 Parameters map a point code to a country code. They are used by ISUP, TUP, and SSUTR2 xDR builders. As the party number field for international calls carried in the national network of the destination country (for example, having no more country code).

Q708 parameters utilize the following reference data:

- Country Point Code Prefixes - consists of the single table Country Point Code Prefix
- Area Codes - consists of the single table Area Codes

- Country Codes - consists of the single table Country Codes
- Country Category - consists of two tables Country Category (parent) and Country Category Mapping (child)

Q850 Parameters map cause values and failure messages to location values and cause families to fill xDRs' appropriate fields. They are used by ISUP, ISDN, TUP, SSUTR2, IUP, and BTNUP xDR builders.

## About Carriers

Carrier information, such as NAPC point codes, is configured in the Reference Data application. This configured information is then sent and received from remote networks.

There are three types of carriers:

- Local Networks - a list of signaling points and a list of point codes owned by the OCPIC customer
- Carrier Networks - a list of point codes owned by a named Carrier. Carrier networks are interconnected to your SS7 network
- Carrier Category - a named list of Carrier Networks. You refer to a group of Carriers by a Carrier Category name

Each type of carrier utilizes the following reference data:

- Carrier Network - consists of three tables: Carrier Network (parent), Carrier Point Codes (child) and Carrier Protocols (child)
- Carrier Category - consists of two :Carrier Category (parent) and Carrier Network Category (child)
- Local Network - consists of a single table: Local Network

## About SSN Fallback

Subsystem numbers reference data is located under the SSN Fallback heading. This grouping shows all the subsystem numbers (SSN) configured in the system. Each subsystem number record has the following column headings.

**Note:** There is no upload capability for SSN numbers.

- Protocol - shows the protocol used
- Flavor - shows the flavor of the protocol
- Subsystem Numbers - shows the SSN's used by that protocol
- Actions - shows what actions you can perform on that record listing

## About Q850 Parameters

Q850 parameters are a reference data grouping used to enrich xDRs.

Q850 Parameters map cause values and failure messages to location values and cause families to fill xDRs' appropriate fields. They are used by ISUP, ISDN, TUP, SSUTR2, IUP, and BTNUP xDR builders.

The Reference Data application enables you to add, modify or delete Q850 parameters. Any change to a parameter is propagated to the OCPIC system.

## Appendix A: My Oracle Support (MOS)

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MOS (<https://support.oracle.com>) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request
2. Select 3 for Hardware, Networking and Solaris Operating System Support
3. Select 2 for Non-technical issue

You will be connected to a live agent who can assist you with MOS registration and provide Support Identifiers. Simply mention you are a Tekelec Customer new to MOS.

MOS is available 24 hours a day, 7 days a week, 365 days a year.



## Appendix B: Locate Product Documentation on the Oracle Technology Network Site

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Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at [www.adobe.com](http://www.adobe.com).

1. Access the **Oracle Help Center** site at <http://docs.oracle.com>.
2. Click **Industries** icon.
3. Under the **Oracle Communications** heading, click the **Oracle Communications documentation** link. The Communications Documentation page appears. Go to the **Network Visibility and Resource Management** section.
4. Click on **Performance Intelligence Center** and then the release number. A list of the entire documentation set for the selected release appears.
5. To download a file to your location, right-click the **PDF** link and select Save Target As (or similar command based on your browser), and save to a local folder.

**Note:** As long as the documentation site has not been significantly refactored, you can use this link as a shortcut to step 4: <http://docs.oracle.com/en/industries/communications/performance-intelligence-center/index.html>