

# Introducing ELIGHTSOFT ESF

Enterprise Service Framework



# Benefits

Web base

Integrate various isolated systems

Synchronize Operation Workflows

Enable faster deploy of new services.



# Total Web based Solution

Easy to learn, powerful to use ...

## Integrate with anything

- ✓ 100% tailor made connectors
- ✓ ELIGHTSOFT ESF is capable to integrate any protocol or application
- ✓ Both on-premise or in the cloud

## Intuitive User Interface

- ✓ With ELIGHTSOFT ESF Suite, users of different access level, from Managers, Co-ordinator, to Operators and Customers, your everyday operation can be productive in minutes
- ✓ Easily integrate different workflows and mapping data all from a single graphical design environment

## Lightweight & Flexible

- ✓ ELIGHTSOFT ESF is lean in every respect, from download size to memory and CPU usage.
- ✓ It performs well on commodity servers, virtual machines, and even developer laptops.
- ✓ Clients fits laptops and mobile platforms to accommodate mobile workforce.

## Open Source, Open Standards

- ✓ Built on an open source components & open standards.
- ✓ ELIGHTSOFT ESF gives you more control and guards against legacy systems vendor lock-in.



# Integration and Synchronization of systems

So, you have *more than a couple* of applications, services, or legacy systems?  
Custom point-to-point integration is painful, expensive and time-consuming...

## Service Mediation

- ✓ Business logic is separated from protocols and message formats
- ✓ Rapid, nimble development and long-term flexibility.

## Message Routing

- ✓ Messages can be routed based on content or complex rules and filtered, aggregated, or re-sequenced as required.

## Data Transformation

- ✓ Data can be transformed to and from virtually any format across heterogeneous transport protocols and data types.
- ✓ Incomplete messages can be enhanced through data retrieval.
- ✓ Message payload can be encrypted, compressed or encoded to ensure security.

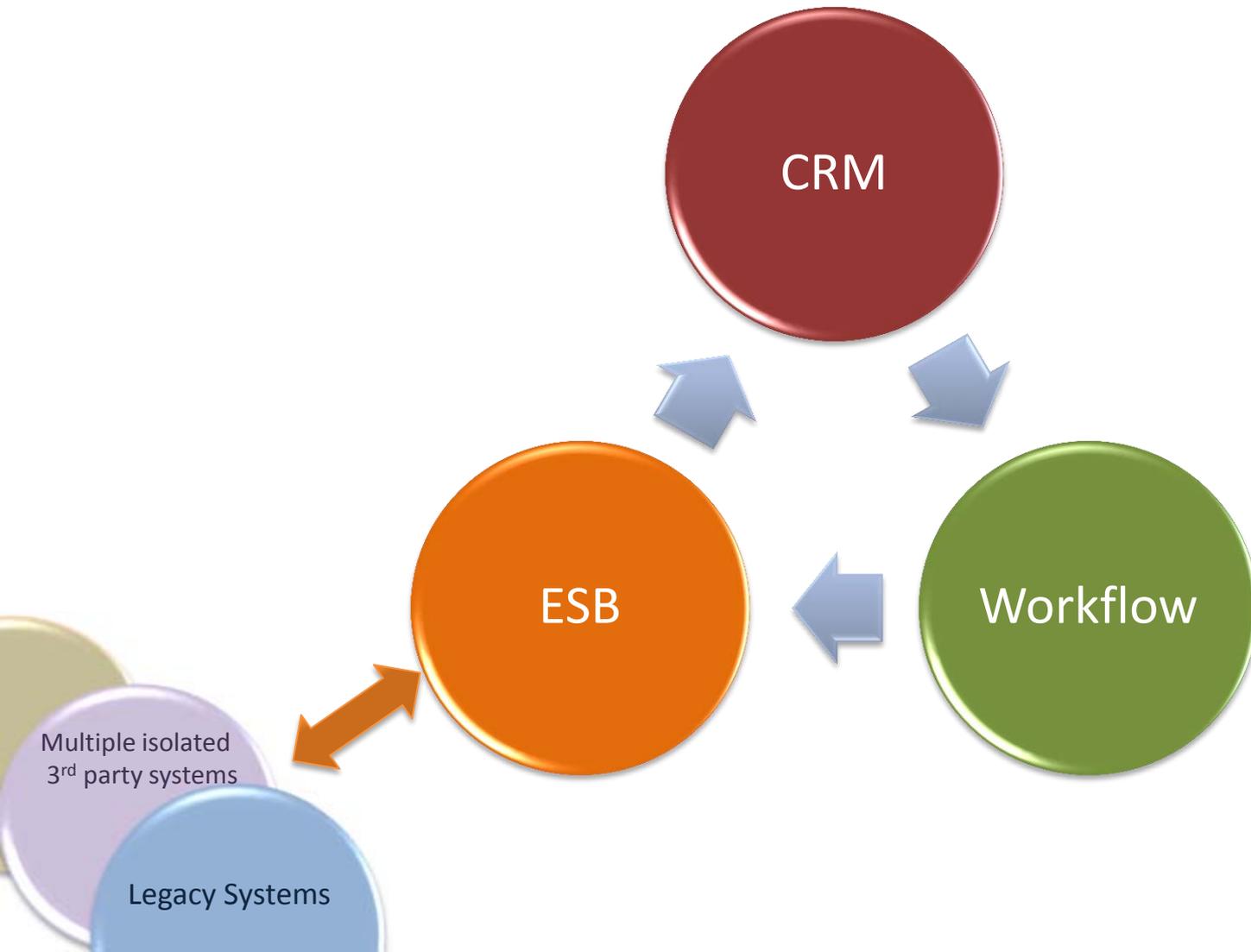
## Service Orchestration

- ✓ ELIGHTSOFT ESF Suite supports synchronous and asynchronous events, transactions, routing patterns, and SOAP UI architecture.
- ✓ Message flows can contain lightweight service orchestration to support SOA initiatives.



# Under the hood

An SOA approach ...



# a *Service Oriented Approach*...

**Gain clarity**  
on mission  
critical aspects:

- Customer Information
- Product, Sales and Service Provisioning

**Facilitate**

Business planning  
and Daily Operation

- Operation flow
- Sales Analysis
- Document Management

# Gain Clarity on Strategic Aspects

Informational driven business ...

## Customer Information

- ✓ Keep track of the customer up-to-date information
- ✓ Support access control by division
- ✓ Customer activation process
- ✓ Customer Activity Creation
- ✓ Customer Document Management
- ✓ Customer Data Interface with 3<sup>rd</sup> parties

## Products, Sale and Service

- ✓ Dashboard : Rapid access to vital info
- ✓ Teamwork Management
  - ✓ Sales team
  - ✓ Shops
  - ✓ Inventory
  - ✓ Agents
- ✓ Customer Provisioning
- ✓ Service Agreement Processing
- ✓ Multi-level data approval
- ✓ Support Customized Product Feature



# Facilitate Business Planning and Daily Operation

Informational driven business ...

## Operations, Workflow & ESB

- ✓ Handle activities and transactions of
  - **3<sup>rd</sup> Parties and vendors**
  - **Legacy System Manoeuvrability**
  - Customer, agent, operators & managements
  - Product, orders & campaign
  - package & service provisioning
  - **Order initiation** for **multiple** systems & services **kick-off**
  - Order status **Fall back** and **total cancellation recovery**
- ✓ Single point data control:
  - ✓ Keeps **authoritative** and updated records of transaction
  - ✓ Prevent **duplicated** data input effort
  - ✓ Reduce manual processes, training of different systems
  - ✓ Reduce human error rate
  - ✓ Provide maximum flexibility and effective communications.

## Document Management

- ✓ Support document for agents, products and customers
- ✓ Enables organizations to efficiently create, capture, classify, secure, share, distribute and manage electronic assets and printed documents.
- ✓ Highly scalable web based platform.
- ✓ Manage different type of file such as words, pictures, audio, video or scanned images.

## Sales Analysis

- ✓ Multi-angle assessment for evaluating sales performance
- ✓ Generate various charts, reports and presentations for detailed studies.



# Case Study

## National Telco

- The introduction of **ELIGHTSOFT ESF** helps:
  - **Synchronize** provisioning of :
    - **Hardware, services, billing and customer services**
    - Align different data definition on multiple isolated legacy 3<sup>rd</sup> party systems
  - **Obtain Clarity** on business aspects and opportunities
    - Business performances analysis and operation indexes.
  - **Align** customer with their products:
    - **Customer records, services subscriptions and billing cycles**
  - **Simplify** Daily Operation and facilitate efficiency
    - By lowering manual error rate, and recover revenue leakages
  - **Promote** business aspects and enable new business opportunities.
    - Introducing customizable products and packages.



# Case Study – Sizing Scope

Active Customers : 4,000,000+

Ongoing Assets : 20,000,000+

Daily Service Workflow Initiated : 20,000+

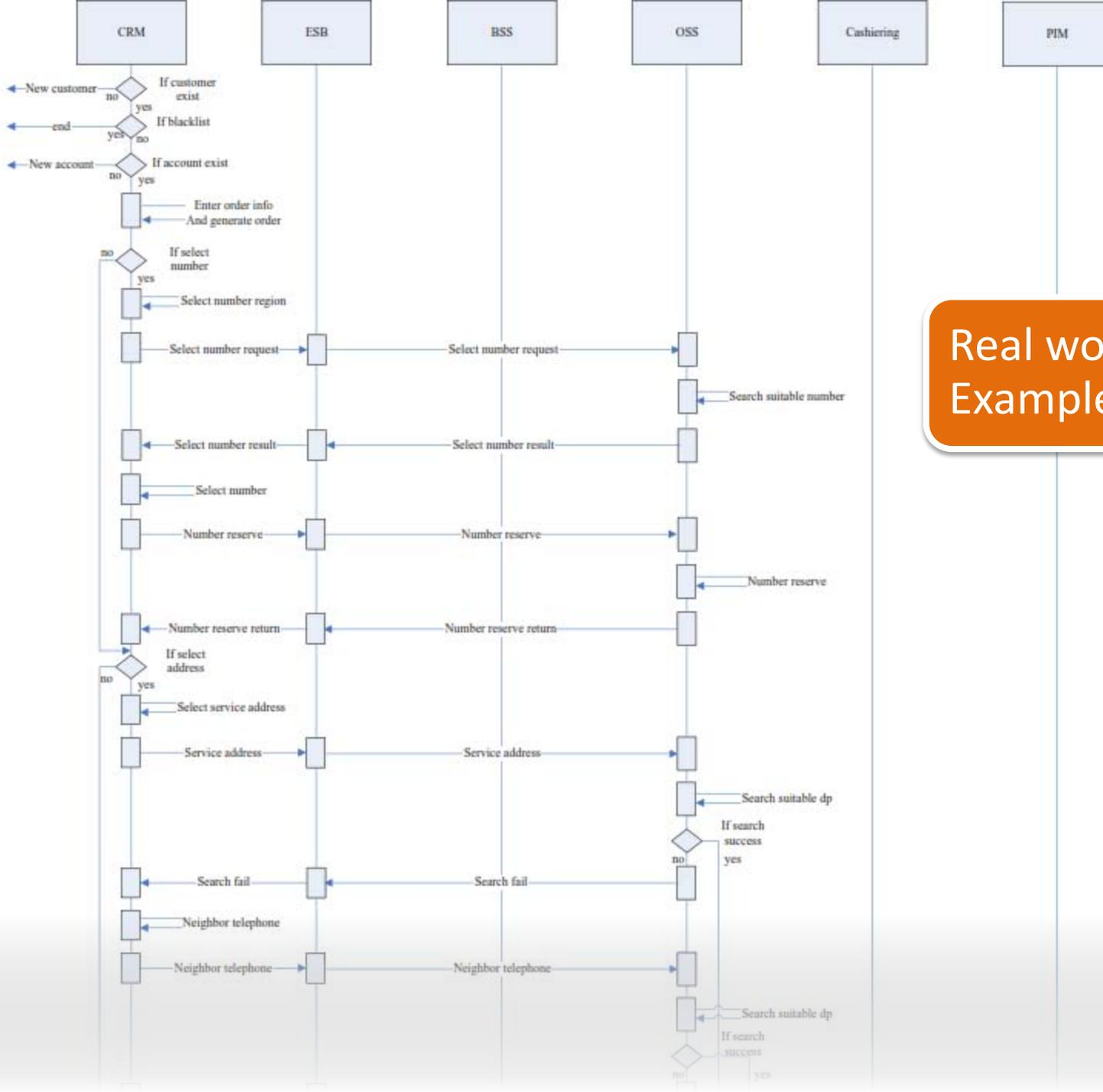
Daily Service Workflow Activities: 200,000+

Daily ESB API Bus Transaction: 2,000,000+

Concurrent Operation Staff Users: 1,000+

Controlling ***nationwide*** services and billing





Real world  
Example of ESB



# CRM - Customers

Nova CRM

UAT

My Account | Sign Out | Help

Welcome : elight 11 Mar 2013 Mon

Home Customer Product Billing Workflow Order SA Channel PLC Campaign Profile User Data System Rights Audit ESB

- Menu
- Customer List
- Contact List
- Institute List
- Account List
- Address List
- Budget Center List

## Customer

### Basic Search

Page  of 2

Credential Number	<input type="text" value="1"/>	Customer Ref.	<input type="text"/>
Business/Reg No.	<input type="text"/>	Tax Number	<input type="text"/>
Customer/institute Name	<input type="text"/>	Customer First Name	<input type="text"/>
Customer Status	<input type="text"/>		
Customer Category	<input type="text"/>	Customer (Revenue) Segment	<input type="text"/>
Created By	<input type="text"/>	SLT Acct Mgr Code	<input type="text"/>
Created on (From)	<input type="text" value="2013-03-01"/>	Created on (To)	<input type="text" value="2013-03-11"/>

### New Customer

Customer Ref.	Customer Name	Integration Status	Customer Status	Customer Category	Customer Sub Category	Created on	Created By
CR004000060	MRS D M NADEEKA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:41:31 am	US000002114 Test User 4
CR004000061	MRS DILINI ABEYWARNA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:42:57 am	US000002114 Test User 4
CR004000062	MRS K L NILANTHI PERERA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:43:57 am	US000002112 Test 2 User
CR004000063	MS N A HENDAWITHARANA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:44:02 am	US000002111 Test 1 User
CR004000064	MS H M S WIMANTHI	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:44:08 am	US000002113 Test 3 User
CR004000065	MR K DINESH THANTHIRIGE	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:44:10 am	US000002110 MR Trainee Rtom
CR004000066	MRS R A R JAYASEKARA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:45:18 am	US000002110 MR Trainee Rtom
CR004000067	MR A S WEEDAGAMA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:45:20 am	US000002111 Test 1 User
CR004000068	MRS S DAKSHIMA DE ZOYSA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:45:34 am	US000002112 Test 2 User
CR004000069	MRS RENUKA MUTHUKUMARANA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:45:42 am	US000002111 Test 1 User
CR004000070	MRS W T S CHANDANI	Synchronized	Inactive	Individual	Individual-Residential	2013/3/1 11:45:43 am	US000002111 Test 1 User
CR004000071	MRS K LAKMI	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:47:20 am	US000002113 Test 3 User
CR004000072	MR S M HEMAPRIYA	Synchronized	Active	Individual	Individual-Residential	2013/3/1 11:47:33 am	US000002113 Test 3 User



# ESB – Failed Job Re-submit

Nova CRM

UAT

[My Account](#) | [Sign Out](#) | [Help](#)

Welcome : elight 11 Mar 2013 Mon

[Home](#) [Customer](#) [Product](#) [Billing](#) [Workflow](#) [Order](#) [SA](#) [Channel](#) [PLC](#) [Campaign](#) [Profile](#) [User](#) [Data](#) [System](#) [Rights](#) [Audit](#) **ESB**

Menu

ESB Job

ESB Job

List

ESB Job Re-submit

WS Job Ref.	JB020003367
Service Class	crmws.Cwacct
Data Class	Ccacctip
Key value	0010060086
Order Ref.	
Command	chg
Status	Failed
Step	2
Service Priority	5
Maximum Concurrent Process	0
Description	The Account Manager is not defined
Re-submit Job Ref	
Job Start Time	2013/3/11 1:28:34pm
Job End Time	2013/3/11 1:28:38pm

ESB Job XML Log

File Name	XML	Date	Hour-Minute-Second-ms	Service Provider	Service Name	Service Type
<a href="#">JB020003367_20130311_132837784_OSS_addressExists_REQ.xml</a>	xml	2013/3/11	132837784	OSS	addressExists	REQ
<a href="#">JB020003367_20130311_132837822_OSS_addressExists_RES.xml</a>	xml	2013/3/11	132837822	OSS	addressExists	RES
<a href="#">JB020003367_20130311_132837829_OSS_createAddress_REQ.xml</a>	xml	2013/3/11	132837829	OSS	createAddress	REQ
<a href="#">JB020003367_20130311_132838165_OSS_createAddress_RES.xml</a>	xml	2013/3/11	132838165	OSS	createAddress	RES
<a href="#">JB020003367_20130311_132838195_OSS_updateAccount_REQ.xml</a>	xml	2013/3/11	132838195	OSS	updateAccount	REQ
<a href="#">JB020003367_20130311_132838236_OSS_updateAccount_RES.xml</a>	xml	2013/3/11	132838236	OSS	updateAccount	RES



# ESB - Job List

Nova CRM

UAT

Home Customer Product Billing Workflow Order SA Channel PLC Campaign Profile User Data System Rights Audit **ESB**

Menu

ESB Job

ESB Job

Basic Search

Search  Reset  Export List   
 Page 1 of 5

WS Job Ref.	<input type="text"/>	Order Ref.	<input type="text"/>
Service Class	<input type="text"/>	Status	<input type="text"/>
Key value	<input type="text"/>	Command	<input type="text"/>
Submit Date (From)	2013-03-11	Submit Date (To)	2013-03-11

WS Job Ref.	Service Class	Key value	Order Ref.	Command	Status	Step	Description
<a href="#">JB020003359</a>	crmws.Cwacct	TP030000120		add	Failed & Retry	1	The Account Manager is not defined
<a href="#">JB020003360</a>	crmws.Cwcust	CR003000003		chg	Failed & Retry	1	Fail to update OSS contact (Email): The contactpointID "" is not a valid reference to a valid Contact Point
<a href="#">JB020003361</a>	crmws.Cwacct	TP030000120		add	Completed	2	
<a href="#">JB020003362</a>	crmws.Cwacct	0030988727		chg	Completed	4	
<a href="#">JB020003363</a>	crmws.Cwacct	0030988727		chg	Completed	4	
<a href="#">JB020003364</a>	crmws.Cwacct	0010060086		chg	Failed & Retry	0	Exception : Exception during processing: The bill style's template is invalid for the billing contact's language BillStyleNotValidForLangException[#0,IncidentRef=249/161,DBErrorDetails=DBErrorDetails[#1,Number=53085,Name=gnvAccbillstyleRelation[0]],BillStyleId=14] (see Fault Detail for stacktrace)
<a href="#">JB020003365</a>	crmws.Cwacct	0010060086		chg	Failed & Retry	2	Cannot change OSS address : The PostCode <>parameter does not reference a valid Post Code
<a href="#">JB020003366</a>	crmws.Cwaddr	AD030088569		add	Completed	0	
<a href="#">JB020003367</a>	crmws.Cwacct	0010060086		chg	Failed	2	The Account Manager is not defined
<a href="#">JB020003368</a>	crmws.Cwaddr	AD000000969		chg	Completed	2	
<a href="#">JB020003369</a>	crmws.Cwaddr	AD000000948		chg	Completed	2	
<a href="#">JB020003370</a>	crmws.Cwcust	CR000000008		chg	Failed	0	Exception : Exception during processing: Provider 4446 not found DataNotFoundException[#0,IncidentRef=249/162,DBErrorDetails=null,TableName=PROVIDER,ColumnValues=[1]] (see Fault Detail for stacktrace)
<a href="#">JB020003371</a>	crmws.Cwaddr	AD005060732		chg	Completed	2	
.....	.....	.....	.....	.....	.....	.....	Exception : Exception during processing: 52065.gnvCustSumContactSeqError,46



# Workflow – Fine grain view

**Nova CRM** **UAT**

Home Customer Product Billing **Workflow** Order SA Channel PLC Campaign Profile User Data System Rights Audit ESB

Menu

- Workflow List
- Step List
- Work Group List

**Workflow**

Add Edit List

**Order Workflow** Terminate

Flow	FW00000001		
Name	Create Order		
Order Type	Create	Hours to complete	20
Status	Active		
Created By	eight eight	Created on	2011/9/8 12:35:14pm
Last Modified By	US00001594 K I Hettiarachchi	Last Modified On	2013/2/14 09:40:45 am

**Step** Add Step

Step	Seq No	Name	Order Category	Activity Type	External System Function	Responsible Group	Hours to complete	Alert percentage %
<a href="#">SP00000001</a>	10	Generate Quotation	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Quotation		<a href="#">WG00000001 - Front Office</a>	30	80
<a href="#">SP00000002</a>	20	Quotation Confirmation	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Quotation		<a href="#">WG00000001 - Front Office</a>	40	85
<a href="#">SP00000004</a>	30	Reserve Number	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Reserve Number	Reserve Number	<a href="#">WG00000001 - Front Office</a>	30	90
<a href="#">SP00000043</a>	35	Reserve Facilities	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Reserve Facility	Reserve Facility	<a href="#">WG00000001 - Front Office</a>	50	90
<a href="#">SP00000005</a>	40	Prepare Agreement	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Agreement		<a href="#">WG00000001 - Front Office</a>	30	86
<a href="#">SP00000006</a>	50	Sign Agreement	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Agreement		<a href="#">WG00000001 - Front Office</a>	50	92
<a href="#">SP00000058</a>	53	Biz Order Approval	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Biz Approval		<a href="#">WG00000003 - Supervisor</a>	1	80
<a href="#">SP00000009</a>	55	Issue Service Element Orders	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Final Setup	Create OSS Order	<a href="#">WG00000001 - Front Office</a>	55	90
<a href="#">SP00000061</a>	57	Issue International Create Order	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Issue order		<a href="#">WG00000001 - Front Office</a>	1	80
<a href="#">SP00000068</a>	58	Issue CREATE-UPGRADE Order for INTL CCT	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	create up		<a href="#">WG00000001 - Front Office</a>	1	80
<a href="#">SP00000007</a>	60	Create Product/Package Instance	<input type="checkbox"/> Shop Sale <input type="checkbox"/> Customized <input type="checkbox"/> Standard <input type="checkbox"/> Trial	Create BSS	Create BSS instance	<a href="#">WG00000001 - Front Office</a>	40	84



# Order Management

**Nova CRM** **UAT**

Home Customer Product Billing Workflow **Order** ISA Channel PLC Campaign Profile User Data System Rights Audit ESP

**Menu**

- Order
- Activity
- My Activity
- Subscription
- Asset Upload
- From BSS
- Asset Merge
- Bulk Asset Upload
- Order
- Adjustment
- Manual Order
- Cancellation
- Change Asset
- Package Name
- Order Resume
- From Pending
- Cancellation

**Asset Group**

Asset Group Modify Upgrade Downgrade Transfer Terminate Suspend Partial Suspend Partial Resume Modify Package Back

Service Group Ref. SG020001042 Customer Ref. CR004500467 MRS CRM FOR CONTACT CENTRE

Account Number 0030995643 Budget Center

Order Package PK000000021 Megaline Double Play DST From Date

Service Address AD030091702 NO 60 AHANGAMA, HABARADUWA, GALLE, SOUTHERN SRI LANKA, 80630.

Status Active

**Main Products**

Product Ref.	Quantity
PC000000342 P_Megaline	1
PC000000033 D_SLT Broadband Access	1

**P\_Megaline (1)** Customize Properties Prices Event Source Service Properties Event Setup Asset History

Service Ref.	Service Type	Primary Number	Secondary Number	Service ID	OSS Service ID	Actual DSP Date	Actual DST Date	Status
SV020012487	PSTN	0912121222		0912121222	SI2014010901305158	2014/1/9 12:13:00pm		Active

**D\_SLT Broadband Access (1)** Customize Properties Prices Event Source Service Properties Asset History

Service Ref.	Service Type	Primary Number	Secondary Number	Service ID	OSS Service ID	Actual DSP Date	Actual DST Date	Status
SV020012874	ADSL			HAR2121222	SI201401200001305275	2014/1/20 3:56:00pm		Active

**Related Orders**

Order Ref.	Order Type	Order Start Date	Total Initial Charge	Default Completion Date	OSS order type	Actual DSP date	CRM Order Status
OR030003602	Create	2014/1/9	12,000.00	2014/1/11	0912121222-CREATE	2014/1/9 12:13:00pm	Completed
OR030003705	Upgrade	2014/1/20	500.00	2014/1/20	HAR2121222-CREATE	2014/1/20 3:56:00pm	Completed
OR030003741	Modify	2014/1/21	250.00	2014/1/22	HAR2121222-MODIFY-SPEED	2014/1/21 11:41:00am	Completed
OR030003775	Modify	2014/1/21	0.00	2014/1/22	0912121222-MODIFY-FEATURE	2014/1/21 2:47:00pm	Completed

**P\_Megaline (1)** Customize Properties Prices Event Source Service Properties Event Setup Asset History

Service Ref.	Service Type	Primary Number	Secondary Number	Service ID	OSS Service ID	Actual DSP Date	Actual DST Date	Status
SV020012487	PSTN	0912121222		0912121222	SI2014010901305158	2014/1/9 12:13:00pm		Active

**D\_SLT Broadband Access (1)** Customize Properties Prices Event Source Service Properties Asset History

Service Ref.	Service Type	Primary Number	Secondary Number	Service ID	OSS Service ID	Actual DSP Date	Actual DST Date	Status
SV020012874	ADSL			HAR2121222	SI201401200001305275	2014/1/20 3:56:00pm		Active

**Related Orders**

Order Ref.	Order Type	Order Start Date	Total Initial Charge	Default Completion Date	OSS order type	Actual DSP date	CRM Order Status
OR030003602	Create	2014/1/9	12,000.00	2014/1/11	0912121222-CREATE	2014/1/9 12:13:00pm	Completed
OR030003705	Upgrade	2014/1/20	500.00	2014/1/20	HAR2121222-CREATE	2014/1/20 3:56:00pm	Completed
OR030003741	Modify	2014/1/21	250.00	2014/1/22	HAR2121222-MODIFY-SPEED	2014/1/21 11:41:00am	Completed
OR030003775	Modify	2014/1/21	0.00	2014/1/22	0912121222-MODIFY-FEATURE	2014/1/21 2:47:00pm	Completed
OR030003795	Modify	2014/1/21	0.00	2014/1/22	0912121222-MODIFY-FEATURE	2014/1/21 3:35:00pm	Completed
OR030003815	Modify	2014/1/21	250.00	2014/1/22	HAR2121222-MODIFY-SPEED	2014/1/21 4:24:00pm	Completed

Go Top

## Multiple Order Type

- Create,
- Modify,
- Upgrade,
- Downgrade,
- Terminate,
- Suspend and
- Resume.

## Activity Co-ordination

- Set-Sequence coordination
- Coordination across different:
  - User groups,
  - Modules of CRM
  - External Systems

# Order Creation

**Nova CRM** **UAT**

Home Customer Product Billing Workflow **Order** SA Channel PLC Campaign Profile User Data System Rights Audit ESB

**Menu**

- Order
- Activity
- My Activity
- Subscription
- Asset Upload
- From BSS
- Asset Merge
- Bulk Asset
- Upload
- Order
- Adjustment
- Manual Order
- Cancellation
- Change Asset
- PackageName
- Order Resume
- From Pending
- Cancellation

**Order**

Submit Cancel

**Order**

Order Type Create

Customer Ref.*	<input type="text"/>	Select	Account Number*	<input type="text"/>	Select
Budget Center	<input type="text"/>	Select	Order Owner*	<input type="text"/>	Select
Order Package*	<input type="text"/>	Select	Order Category	<input type="text"/>	▼
Service Address*	<input type="text"/>				Select
Update billing address	<input type="checkbox"/> Do not TICK unless BILLING ADDRESS need to be changed. Be careful on customers having many accounts and products				
Order Start Date*	2014-02-18	■	Sale Source	<input type="text"/>	▼
Default Completion Date	<input type="text"/>	■	Service Required Date	<input type="text"/>	■
Actual DSP date	<input type="text"/>	■	Immediate Billing	<input type="text"/>	■
Requirements	<input type="text"/>				
Organization Ref.*	<input type="text"/>	Select	CRM Order Status	Open	

Submit Cancel

# Order Customization

**Nova CRM** **UAT**

Home Customer Product Billing Workflow **Order** SA Channel PLC Campaign Profile User Data System Rights Audit ESB

**Menu**

- Order
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- Asset Upload From BSS
- Asset Merge Bulk Asset Upload
- Order
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- Manual Order
- Cancellation
- Change Asset PackageName
- Order Resume From Pending
- Cancellation

**Order Service Element**

Submit Cancel

---

Order Ref. OR030004512

Service Ref. SV020014635 Product Ref. PC000000033 D\_SLT Broadband Access

Service Type ADSL

---

**Customized Product**

Product	Select	Quantity	Termination Date
PC000000033 I Broadband Access	<input checked="" type="checkbox"/>	1	
-PC000000031 I Broadband 858	<input checked="" type="checkbox"/>	1	
-PC000000345 D_Broadband Startup 453	<input type="checkbox"/>		
-PC000001426 D_Broadband Startup-Additional Line 453	<input type="checkbox"/>		
-PC000001429 D_Broadband Startup-Regional Promo-13 453	<input type="checkbox"/>		
-PC020000088 D_Broadband Startup-Dec 13 Promo with WiFi Router 453	<input type="checkbox"/>		
-PC000000987 D_Broadband Startup-GMOA 453	<input type="checkbox"/>		
PC000000988 D_Broadband Installment 1269	<input type="checkbox"/>		
-PC000001427 D_Special Discount SLT LTM 1372	<input type="checkbox"/>		
-PC000000363 D_StaticIP,Mail,Web 1238	<input type="checkbox"/>		
-PC000000353 D_Broadband Package Transfer 585	<input checked="" type="checkbox"/>	1	
-PC000001391 D_Service Termination 1292	<input type="checkbox"/>		
-PC000001407 D_Broadband Startup-Year End Promo-2012 453	<input type="checkbox"/>		
-PC000001410 D_RemoteViewer 1286	<input type="checkbox"/>		
-PC000001483 D_WEB Filtering 5002	<input type="checkbox"/>		
-PC020000006 D_Web Guard 1448	<input type="checkbox"/>		
PC020000007 D_Web Guard Startup 1449	<input type="checkbox"/>		
-PC020000035 D_Extra GB 1477	<input checked="" type="checkbox"/>	1	
-PC000000032 D_PeoTV 862	<input type="checkbox"/>		
-PC000000035 D_TSTV 940	<input type="checkbox"/>		
PC000001421 D_TSTV-Discount 1009	<input type="checkbox"/>		
-PC000000036 D_Video on Demand 939	<input type="checkbox"/>		
PC000001422 D_VoD-Discount 986	<input type="checkbox"/>		
-PC020000088 D_Broadband Startup-Dec 13 Promo with WiFi Router 453	<input type="checkbox"/>		
-PC000000987 D_Broadband Startup-GMOA 453	<input type="checkbox"/>		
PC000000988 D_Broadband Installment 1269	<input type="checkbox"/>		
-PC000001427 D_Special Discount SLT LTM 1372	<input type="checkbox"/>		
-PC000000363 D_StaticIP,Mail,Web 1238	<input type="checkbox"/>		
-PC000000353 D_Broadband Package Transfer 585	<input checked="" type="checkbox"/>	1	
-PC000001391 D_Service Termination 1292	<input type="checkbox"/>		



# Product Properties Setup

**Nova CRM** **UAT** We

Home Customer Product Billing Workflow **Order** SA Channel PLC Campaign Profile User Data System Rights Audit ESP

**Menu**

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- Cancellation
- Change Asset PackageName
- Order Resume From Pending
- Cancellation

**Properties**

Submit Cancel

---

**Order Service Element**

Order Ref.	OR030004530		
Service Ref.	SV020014558	Product Ref.	PC000000342 P_Megaline
Service Type	PSTN		
OSS Order Type*	<input type="text"/>	Reason	<input type="text"/>

---

**PC000000342 P\_Megaline**

Attribute Ref.	Mandatory	Value	Date	Current Value
PF020000065 @Account Number	<input type="checkbox"/>	0030995834		0030995834
PF020000205 SLT Easy DIALUP	<input checked="" type="checkbox"/>	Enable		Enable
PF000000376 Megaline Package Type	<input checked="" type="checkbox"/>	Double Play - BB without modem/ router		Double Play - BB without modem/ router
PF000000380 Exchange Area Code	<input checked="" type="checkbox"/>	HABARADUWA		HABARADUWA
PF000000377 Usage Category	<input checked="" type="checkbox"/>	Home		Home
PF000000381 Nearest SLT Phone Number	<input type="checkbox"/>	<input type="text"/>		
PF000002179 PSTN Connection Type	<input checked="" type="checkbox"/>	COPPER		COPPER
PF000000378 PSTN Phone Class	<input checked="" type="checkbox"/>	SLT Own instrument		SLT Own instrument
PF000000787 Meter Override Value	<input type="checkbox"/>	<input type="text"/>		
PF000000384 Priority	<input checked="" type="checkbox"/>	5		5
PF000000385 Old EX Old Phone Number	<input type="checkbox"/>	<input type="text"/>		
PF0000003895 CPE SERIAL NUMBER	<input type="checkbox"/>	1231231230		1231231230
PF0000003977 Contact Number	<input type="checkbox"/>	<input type="text"/>		

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**PC000000342 P\_Megaline > PC00000068 DO\_Contact Details**

PF000000381 Nearest SLT Phone Number	<input type="checkbox"/>	<input type="text"/>		
PF000002179 PSTN Connection Type	<input checked="" type="checkbox"/>	COPPER		COPPER
PF000000378 PSTN Phone Class	<input checked="" type="checkbox"/>	SLT Own instrument		SLT Own instrument
PF000000787 Meter Override Value	<input type="checkbox"/>	<input type="text"/>		
PF000000384 Priority	<input checked="" type="checkbox"/>	5		5
PF000000385 Old EX Old Phone Number	<input type="checkbox"/>	<input type="text"/>		
PF0000003895 CPE SERIAL NUMBER	<input type="checkbox"/>	1231231230		1231231230
PF0000003977 Contact Number	<input type="checkbox"/>	<input type="text"/>		

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**PC000000342 P\_Megaline > PC00000068 DO\_Contact Details**

Attribute Ref.	Mandatory	Value	Date	Current Value
PF00000062 @Customer Category in Directory	<input checked="" type="checkbox"/>	Personal Names' Section		Personal Names' Section
PF00000063 @Title	<input type="checkbox"/>	MRS		MRS
PF00000064 @First word of the Full Name	<input type="checkbox"/>	<input type="text"/>		
PF00000065 @Remainina word(s) of the Full Name	<input type="checkbox"/>	<input type="text"/>		



# Price Setup

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[Home](#) [Customer](#) [Product](#) [Billing](#) [Workflow](#) **Order** [SA](#) [Channel](#) [PLC](#) [Campaign](#) [Profile](#) [User](#) [Data](#) [System](#) [Rights](#) [Audit](#) [ESB](#)

**Menu**

- Order
- Activity
- My Activity
- Subscription
- Asset Upload
- From BSS
- Asset Merge
- Bulk Asset
- Upload
- Order
- Adjustment
- Manual Order
- Cancellation
- Change Asset
- PackageName
- Order Resume
- From Pending
- Cancellation

**Price Setup**

[Back](#)

Order Ref.	<a href="#">OR030004530</a>	Product Ref.	<a href="#">PC000000342_P_Megaline</a>
Service Ref.	SV020014558	Service Type	PSTN

**Price Details**

Product	Attribute Values	Quantity	BSS Tariff PK	Initial Charge	Unit	Recurrent Unit Price	Original Recurrent Unit Price	Original Initial Charge	Initial Amount	Recurrent Amount	Max Discount	Max Surcharge	Contract Ref.	Contract Start Date	Contract End Date
PC000000342 P_Megaline	Megaline Package Type=Double Play - BB without modem/ router; Usage Category=Home; PSTN Phone Class=SLT Own instrument; Tax Status=Exclusive	1	10902	0.00	Month	310.00	310.00	0.00	0.00	310.00					
- PC000000013 P_IDD	Tax Status=Exclusive; IDDTariff=IDD_P_Megaline	1	9781	0.00	Month	0.00	0.00	0.00	0.00	0.00					
- PC000000017 P_SLT CLI	Tax Status=Exclusive; Tariff=Free Tariff	1	6660	0.00	Month	0.00	0.00	0.00	0.00	0.00					
- PC000000068 DQ_Contact Details	Tax Status=Exclusive	1	1388	0.00	Month	0.00	0.00	0.00	0.00	0.00					

[Go Top](#)

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# Event Source Setup

**Nova CRM** **UAT**

[Home](#) [Customer](#) [Product](#) [Billing](#) [Workflow](#) **Order** [SA](#) [Channel](#) [PLC](#) [Campaign](#) [Profile](#) [User](#) [Data](#) [System](#) [Rights](#) [Audit](#) [ESB](#)

**Menu**

- Order
- Activity
- My Activity
- Subscription
- Asset Upload
- From BSS
- Asset Merge
- Bulk Asset
- Upload
- Order
- Adjustment
- Manual Order
- Cancellation
- Change Asset
- PackageName
- Order Resume
- From Pending
- Cancellation

### Event Source Setup

[Back](#)

Order Ref.	<a href="#">OR030004530</a>	Product Ref.	<a href="#">PC000000033 D_SLT Broadband Access</a>
Service Ref.	SV020014638	Service Type	ADSL

### Event Source

Event Source Type	Product	Event Source	Rate Plan	Itemization Order	Actual DSP Date	Actual DST Date	Select	Multiple Event Source
D_SLT Broadband	<a href="#">PC000000031 D_SLT Broadband</a>	HAR2121313	35		2014/2/24 4:59:59pm		<input checked="" type="checkbox"/>	
D_Extra GB	<a href="#">PC020000035 D_Extra GB</a>	HAR2121313	131		2014/2/24 4:59:59pm		<input checked="" type="checkbox"/>	

[Go Top](#)

Demo