

## Project Background and Purpose

NTG Clarity undertook a major project at the request of a major Wireless Networks and Services Provider company in Canada to develop and integrate a Product Catalogue with supporting systems in order to supplement systems in use by the company main Retail Sales Central organization. In order to support wireless product sales, services and activation the company uses the Amdocs Vision 21 system that provides a number of eligibility rules describing which products and price plans may be sold to any particular customer, such as a corporation or a consumer.

The Product Catalogue primarily stores price plans and products available for sale. In addition, it supplements the Vision 21 rules by associating additional properties to price plans and products. Any of these properties may be used to further refine a search on the product catalogue. The product catalogue also stores groups of mutually exclusive products. These groups are examined to identify potential conflicts among product offerings. For example, a customer may only choose one voice mail service when purchasing a cellular price plan.

The purpose to the project was to develop a product catalogue database and supporting systems to:

- Consolidate the various price plans and product information in the existing company information systems.
- Provide further filtering of eligible price plans and products in addition to the eligibility rules in Vision 21.
- Identify potential product conflicts.
- Serve as an authoritative source for price plans and products when Vision 21 is not available (offline).

## Main System Features:

The product catalogue is a centralized system component that consists of the product catalogue data store, business logic and an application interface (APILink) to Vision 21. It also contains interfaces to support other applications such as Express Activation or Corporate Ordering, that need to access this component for eligible price plans, equipment and other functions.

The product catalog is used in conjunction with real-time Vision 21 access, and also has the capability to operate in offline mode, in case Vision 21 is not available or Vision 21 does not completely support the required business eligibility rules.

The key functions of the Product Catalog include the following capabilities.

- Provide the means to further filter consumer and corporate pricing options and services for eligibility based on business rules not accommodated in Vision 21 and used manually by corporate sales and service representatives when doing ordering.
- Provide intelligent and pro-activate service conflict identification and resolution to minimize or even eliminate the conflicts.
- Provide an authoritative source for price plans and services for offline processing (offline ordering) when Vision 21 is not available, or the existing V21 functionality cannot provide adequate eligibility rules.
- Using a graphic user interface, provide an administrative environment to set up and maintain contents of the product catalog and the rules for price plans and products for each applicable application.
- Provide synchronization with Vision 21 for saleable price plans and services.

## Accomplishments and Results:

The Product Catalog system has been successfully developed and implemented in for the Wireless Networks and Services Provider company in Canada. Further work is continuing on enhancements.