COMVERSE

Comverse® ONE™

3.5.50

noTificaTion is senT To The desTinaTion (single
mulTiple desTinaTions) noTifying of The
eived VoiS AfTer geTTing The noTificaTion, The
ssage recipienT may reTrieve The message onTher
using The 'qvick click' direcT access To The message

Glossary

Disclaimer

Revision History

Date	Change	Description
10/15/2010	Initial publication for Comverse ONE 3.5.50.	Posted for GA.

Contents

Notational Conventions

 Important notes appear in this format

 Indicates possible danger to data, software, or hardware

 Indicates serious risk of damage to data, software, or hardware

Notation	Explanation of Conventions
References to printed documents	*Helvetica italic* **Example:** See *Database Reference Volume 2.*
<KEYS>	UPPERCASE HELVETICA, in angle brackets **Example:** Press <CTRL><Q><SHIFT><P> to create an em dash.
User-entered text	**Courier bold** Example: Enter **Total Charges** in the field.
Placeholders for user-determined text	*Courier italic,* in angle brackets **Example:** Enter your *<password>*.
`Code samples, TABLE_NAMES, field_names, file and directory names, file contents, user names, passwords, UNIX ENIVIRONMENT_VARIABLES`	`Courier`
Placeholders for system-generated text	*Helvetica italic* **Example:** Messages appear in this form: *timestamp messageID >> text.*
Buttons, Icon Names, and Menu items	**Helvetica bold** **Example:** Choose **Reports** from the main menu.

Chapter 1

Comverse ONE Solution Glossary

Welcome

Welcome to the Comverse ONE *Glossary*. This document provides a list of terms used specifically for the Comverse ONE Billing and Active Customer Management solutions.

> **NOTE**
>
> Some of the functionality defined in these terms might not be included in your release of the software. Please contact your Comverse support representative for more information regarding the functionality available within your specific release.
>
> This document is intended for informational purposes only. No part of this document shall constitute any contractual commitment by Comverse, Inc.

Glossary

This glossary provides a list of terms used specifically for the Comverse ONE solution.

Term	Acronym	Definition
A		
Access Method Segmentation Key		A key that is used in the rating process. The value of the Access Method Segmentation Key is based on how the call came through the system. For example, a Calling Assistance Access Number (CAAN) is a special number the "network operator" makes available to its subscribers so they can talk to a "switchboard operator," who helps them set up the call. Usually the network operator charges a premium rate for the privilege of talking to a switchboard operator.
account		An entity that represents a customer of an operator. An account can be billable (for example, the liable party that owns the accounts receivable) or nonbillable. An account contains the subscriber profile details and can have associated subscribers and offers. An account can have one or more child accounts (organized in a hierarchy), as well as one or more subscribers and offers. An account can have zero or one account bundle. Accounts can have real-time balances and accumulators.
account hierarchy		A set of parent and child accounts often representing a set of departments in a single corporate entity.

Term	Acronym	Definition
Account Mover	AMP	A module used to support the following: ■ Move account hierarchy from one billing CUST database to another ■ Move account hierarchy from one rating MAIN database to another ■ Move account hierarchy from one rating HIST database to another ■ Move account/subscriber range from one rating MAIN database to another ■ Move account/subscriber range from one rating HIST database to another ■ Move late-coming transaction records from one billing CUST database to another
account offer		An account offer is a sellable entity that can be associated only to an account and is used to provision account-level balances and account-level promotions to the account. Account offers can have associated recurring and non-recurring terms, as well as contract terms. Account offers cannot contain usage items. It models a service that is consumed at the account level. Unlike a primary offer, an account offer is optional, unless it is mandatory as part of a bundle. Note that an offer is a minimum sellable entity that can be delivered to an account or subscriber for the consumption of service. It is a collection of reusable building blocks that models its activity usage type, service, price, eligibility and dependencies with other offers, correlated resources, service payments, and consumed credits. Supported types of offers are: primary offer, supplementary offer, account offer.
account state		The status of the account entity. Valid values are: New, Current, Disc_req, Disc_done, Active, Fraud-locked, Post-active, Disconnected.
accrual accounting		Accounting that deals with amounts that have been earned but not yet invoiced, or invoiced but not yet earned. The Journals capability is based on accrual accounting. Accrual accounting includes the tracking of financial transactions that do not depend on the exchange of money. Examples include (1) usage, which is often provided before the customer is invoiced, and (2) recurring charges, which are often billed before service is provided.

Term	Acronym	Definition
accumulator		Accumulators are registers capable of counting or measuring transactional activity including calls, recharges, data sessions, SMS, and so on. Accumulators can count several types of chargeable activities if they share the same unit type. What an accumulator counts (or does not count) is defined via a set of inclusions/exclusions, applicable to Final AUTs or AUT Groups. Accumulators can count units consumed, occurrences, or currency consumed. When the accumulator is recharge-type, it can count occurrences or currency consumed. In that case, the inclusion/exclusion to Final AUTs is not applicable (because recharge is not usage). Accumulators are cyclical in nature, in that they are periodically reset back to zero. The reset period is configurable, with supported periods of Daily, Weekly, Monthly, Quarterly, Yearly, Bill Cycle, and None. System-initiated activities like recurring charges are not accumulated. Accumulators are primarily used for triggering real-time promotions.
accumulator reset date		The date when an accumulator is reset.
accumulator reset period		The frequency at which an accumulator is reset. Examples: daily, weekly, monthly.
action step (Comverse Self-Service)		Processes used to build page flows with JavaServer Pages (JSPs). Serves as a bridge between the HTML and the business objects world when it comes to user actions. Consists of an action input, an action processor, and an action output. Note: This term is specific to the Comverse Self-Service web framework.
activation charge		A non-recurring charge applied when an offer is first activated.

Term	Acronym	Definition
activity usage type	AUT	Activity usage type represents a customer-driven network event in Unified Rating Engine (for example, phone calls, website visits, or pay-per-view movies). Activity usage type can be classified as Initial AUT and Final AUT. Initial AUTs represent the usage event received from network (that is, the physical service). Final AUTs represent the logical service (that is, the translation of the Initial AUT based on segmentation keys that can drive different rates for the same physical service event received from the network, based on operator/reseller business rules). Definitions of Final AUT are reseller-specific. Final AUTs are subject to pricing via the tariff plan. See also **segmentation keys**.
Actor (Comverse Self-Service)		Concept used to determine the users of your web application. Allows operator to manage safe access to the application. The following are examples of actors: - Business administrator - Business user - Dealer - Supplier - Consumer Note: This term is specific to the Comverse Self-Service applications.
additional unit rate		The per-unit rate, added to the fixed charge for a rated usage event.
Address Management		Address Management maintains information about service delivery areas. A service delivery area is any defined context that determines the ability to deliver service to a customer, such as single physical addresses. Service delivery areas are linked with a provider's service types to manage product availability by address.
Address Verification Service	AVS	A service supported by credit-card/debit-card companies that verifies the cardholder's billing address against the address on file with the card issuer. AVS is designed to help combat fraud in non-face-to-face transactions. An "AVS response" is a code sent from the credit card clearinghouse to the merchant.

Term	Acronym	Definition
adjustment	ADJ	A credit or debit that adjusts the amount of a specific charge or, in the case of a miscellaneous adjustment, adjusts the amount of an invoice or invoice-open-item. Typically, an adjustment is a one-time financial transaction (as opposed to the recurring aspect of a recurring charge) and a miscellaneous financial transaction (as opposed to the routine and expected charge of most non-recurring charges). An adjustment typically requires action by a customer service representative (CSR) or other employee. A credit adjustment normally credits back funds to the running balances that were originally debited by the charge. Note: By contrast, a direct balance adjustment is a credit or debit to a running balance and has no explicit association with a charge.
adjustment reversal		A special adjustment that modifies an existing adjustment. See also **adjustment**.
advance billing		The practice of charging a customer for services before they are rendered.
Advanced Invoice Numbering	AIN	A module in some deployments that assigns unique sequential numbers to invoices and open items on invoices before formatting. It can group invoices for numbering according to various account or invoice characteristics.
aggregate usage rate		A rate structure based on cumulative usage over a billing period.
Application Server Tier		Part of Self-Service Solutions that provides resources to build, deploy, and run web applications. Consists of the Personalization Manager and the Comverse Self-Service (CSS) Engine.
Application Specific Model	ASM	A Self-Service application component, the ASM consists of a set of Java classes to create a business logic layer over the base Llogic model (BLM) of the Self-Service Platform.
approval process		Process through which an organization user or system is designated to approve changes to contracts and services made by other organization users.
approval sequencer		Process that applies the approval logic to requests in the request queue before submitting
Archiver	ARCH	A module that archives, restores, counts, and deletes data from database tables. Specifically, the Archiver module archives or deletes specified billing data (such as old invoices or evaluated historic data), counts database records, and restores data from archives.
assertive cure		Collections action in which a specific delinquent collectible is identified and forced out of collections (regardless of outstanding balance or collections status).
audit and control	AC	The process that tracks CDRs as they pass through the system.

Term	Acronym	Definition
AUT groups		AUT groups group Final AUTs. Final AUTS include AUT translation from initial to final. Using AUT groups is an efficient way to configure usage inclusions/exclusions applicable to balances and accumulators. See also **activity usage type**.
authorization policy		Set of rules defining which subjects are permitted to access which resources using which actions under which conditions.
authorization rule		The most elementary unit of an authorization policy. It defines the target of the rule (includes subject, resource, and action) and the intended consequence of the rule (that is, permit or deny access).
Automatic Clearing House	ACH	An electronic funds transfer system set up by the Federal Reserve Bank and used by many United States banks to handle EFT transactions.
auto-post delay		Number of days the system waits after sending payments to a credit-card or direct-debit clearinghouse before crediting customer accounts if the clearinghouse does not send a response.
auto-posting payments		CPM or EFT behavior that credits credit-card or direct-debit payments to customer accounts in the absence of a response from the credit-card or direct-debit clearinghouse.
award		A rule that applies a monetary amount or nonmonetary units to a balance. Sources for awards include voucher purchases, recharges, RCs, and bonus plans. The award is consumed in real time, through usage that occurs after the award has been granted. See also **bonus**.
B		
backout		The process of undoing a calculated but not-yet-dispatched invoice, or a historic discount contract evaluation for such an invoice, in case of error.
backout adjustment		Credit against past charges. A backout adjustment is produced only by running a bill backout.
balance		A balance is a collection of funds of a similar unit type. Balances can be either (1) running (real-time authorization) balances or (2) financial (accounts receivable) balances. A balance is a representation of either a monetary or nonmonetary (units-based) amount. A balance can be either postpaid or prepaid. A postpaid balance can signify a unit amount, a monetary credit, or a spending limit, or the total amount due; all of which are incremented based upon user consumption activity. A real-time prepaid balance can represent the reserved holding of funds or units drawn from when a user consumes services. See also **shadow balance**.
balance accumulator		An accumulator that tracks balance amounts. See also **accumulator**.
balance expiration date		Date on which a running balance expires.

Term	Acronym	Definition
balance ID		An ID for a running balance (regular or shared). This ID is used to track the transactions that have been applied to this balance, for invoicing, invoice formatting, payment, and journalizing purposes.
balance payment		A payment that applies to a running balance.
base logic model	BLM	CSS Engine component that manages the business logic of your application.
bill cycle		The periodic cycle for calculating, formatting, dispatching, and reviewing invoices. Examples: monthly, quarterly, yearly.
bill date		The date of a single invoice, issued for a particular bill period. This term is highly dependent on context and can mean statement date, preparation date, or cutoff date.
bill format option		A code that can specify a particular bill format template to be used for a given account's invoices. For example, this setting can be used to brand certain invoices by reseller.
bill insert		Additional literature that is sent with the customer bill and that is triggered by a special bill insert code on the invoice.
Bill Invoice Browser	BIB	A customer information interface that allows browsing of all available invoices or a selected list of available invoices and marking them for backout.
Bill Invoice Dispatcher	BID	A process that takes the formatted invoices and dispatches them via paper, tape, email, and so forth.
Bill Invoice Processor	BIP	A process within the postpaid module that selects a set of accounts to bill; accumulates charges; calculates discounts, adjustments, credits, and taxes; creates unformatted bill records; and updates account balances.
bill message		Text message that appears on some or all bills. For example, bill messages can serve as a means to communicate information about a subscriber's existing services (such as a reminder to pay invoices) or about additional services available (such as upsell opportunities for the operator).
bill period		Bill-cycle identifier. Groups all customers that are on the same billing cycle (for example, monthly on the 5th).
bill ref no		Billing reference number. Uniquely identifies an invoice when combined with the number of times the billing reference number counter has been reset.
bill time		The time, at the end of a bill cycle, when charges, awards, and other elements for a bill are calculated and the bill is produced. Contrasted against "real time" whereby transactions are fully processed and charged at rating or event time.
bill-time discount		A promotion scheme that rewards a subscriber with discounts or unit credits based on transactions during the bill period.
billable account		The term "billable" indicates that the account is a liable party. The account can have prepaid, postpaid, or converged offers.
billable indicator		Account attribute that indicates whether an account is billable or nonbillable. The attribute indicates (a) whether the account can have bills generated for it and (b) whether the account can be a liable entity.

Term	Acronym	Definition
billing account (Comverse Self-Service)		In the Comverse Self-Service product, each billing account has an organization or member that is responsible for payment. A billing account has one party responsible for payment. The CID database defines a BILLING_ACCOUNT submodel.
billing frequency		The billing periodicity for the bill cycle. Examples: monthly, quarterly, yearly.
billing units		Raw unit types for a given usage event or rate converted to enable calculation of the total charge on a bill. Example: raw units of seconds type converted to billing units of minutes to determine the total bill charge.
bonus		A promotion scheme that rewards a subscriber with discounts or awards based upon specific subscriber characteristics or upon achieving a certain threshold level of usage. See also **award**.
bonus points		Bonus points calculated during the billing process based upon monetary spending. Bonus points are calculated using a configured factor of monetary spending. Bonus points can then be spent using an external system interfaced to an API.
Browser-Based Graphical User Interface	BBGUI	The Browser-Based Graphical User Interface uses a tool such as Internet Explorer to access the functionalities of the Comverse Mediation software.
bulk discount		A discount applied to the entire amount of the charge beyond a specified threshold. For example, a bulk discount might give 10% off all usage charges if the customer has more than $100 in charges for the bill cycle.
bulk usage rate		A single rate applied to an accumulated usage event.
bundle		A bundle represents a collection of offers that can be provisioned to, or consumed by, a subscriber or account. Examples: subscriber bundle, account bundle.
C		
Call Control Server	CCS	Real-time billing component responsible for processing Signaling System 7 (SS7) ISDN User Part (ISUP) messages associated with IVR sessions, calling cards, and Unstructured Supplementary Service Data (USSD) Callback. Supports all layers of SS7 protocol (including Media Transfer Protocol [MTP] and ISUP) as defined by international standardization bodies, including International Telecommunication Union (ITU) and ANSI.
calling circle		A group that subscribers can join to secure special/differentiated rates and discounts for intragroup usage activity.
campaign		A campaign is a coordinated business effort that presents appropriate messages and offers to specific customers so users can grow their businesses and learn more about their customers.

Term	Acronym	Definition
Campaign Manager		The Campaign Manager is a complete, integrated application component that provides powerful database marketing functionality while remaining easy to use. Typically, campaign management functionality breaks down into four categories of activities: ■ Customer Targeting: Using filters to define the universe of customers a campaign will target and to break that population into segments and sub-segments. ■ Campaign Planning: Splitting segments into test and control groups, describing offers, and assigning those treatments to the various test cells. Setting global permission-based business rules to ensure policies are met. Getting counts and estimating campaign ROI. Planning multi-wave, event-driven, and longitudinal campaigns. ■ Campaign Execution: Scheduling the campaign and extracting from the database the relevant customer information in the correct format for each offer and channel. ■ Closed-Loop Analysis: Tracking all information about the campaign in the Outbound Marketing Data Mart and providing tools to analyze post-campaign effectiveness.
Card Generator		Offline software package for creating batches of recharge vouchers or prepaid calling cards. The software is used as part of the card management process, especially when random numbers are needed for recharge vouchers.
Case Management		A premium capability in the Customer Order Management domain. It captures trouble requests reported by customers and provides the capabilities to enable the effective resolution of issues via cases and tasks
category		A category is a defined division used to regroup a set of values for a concept. Applicable to the following: ■ **Organization Types:** For example, residential customers and business customers can be grouped under the customer category. ■ **Service Types:** For example, a set of services used for display purposes such as Global System for Mobile Communications (GSM) services and value-added services can be grouped together in a category.
cell/campaign cell		In Campaign Management, each pairing of a treatment to a segment is known as a cell. Each cell has no more than one treatment.

Term	Acronym	Definition
charge redirection		Charge redirection is the act of having charges (usage and/or non-usage charges) paid for by an entity other than the entity to which the charge was originally assigned. By default, the liable party for any usage, recurring charge, and non-recurring charge is the using subscriber (technically the owning account of the subscriber). But charge redirection (via liability redirection and shadow balances) allows a different party to be a liable party of for any usage, recurring charge, and non-recurring charge. Comverse ONE supports two different types of charge redirection: (1) liability redirection and (2) shadow balances. See also **liability redirection**.
charge type		Generic term for a type of charge. Applies to usage, recurring charges, and non-recurring charges.
charging		The process of modifying balances based on the calculated amounts for RC terms, NRC terms, and usage.
CID2CBU Loader		Processor that manages notifications from the CID database and uses them to update the CBU database from the CID data. The update is called synchronization.
class		Contains the definitions for one or more file formats. Typically, classes and their associated file formats are installed as part of the Comverse Mediation installation.
clearinghouse		Credit-card or direct-debit clearinghouses are businesses that exchange payment files with the postpaid module and bill customers' credit or debit accounts. Roaming clearinghouses are businesses that settle and exchange roaming usage among mobile carriers.
Collections	COL	A series of capabilities to handle accounts that have long overdue balances. Typical Collections actions are: (1) placing delinquent accounts into collections based upon user-configurable criteria, (2) moving accounts through a collections event queue in which specific actions can take place (for example, sending a reminder letter or making a phone call), and (3) removing resolved accounts from collections or facilitating a write-off. Includes a GUI to manage accounts in Collections.
collections entity		In deployments running Collections, an entity in collections can be at account-level, account-level open item, invoice-level, or invoice-level open item.
collections event		An action performed to help collect outstanding balances from delinquent accounts. Examples include sending a reminder letter or placing a phone call.
collections scenario		A predefined series of scheduled collections events. Collections scenarios are either system-defined or client-defined. For each scenario, events occur in a certain order with a configurable number of days delay before advancing to the next event.
commercial offer		A set of rate plans and associated products dedicated to a contract type. Depends on the organization type.

Term	Acronym	Definition
commitment NRC		A type of non-recurring charge associated with a discount. A charge for enrolling in or activating a discount or discount plan. The commitment is characterized as a minimum amount the subscriber commits to pay.
competitor		In the Comverse ONE Sales Force Automation solution, a competitor is an organization that represents another company that offers similar products and services as the operator. A competitor organization can be added to a specific opportunity. See also **opportunity**.
Comverse Mediation		Comverse Mediation is the Comverse data mediation product. Comverse Mediation is a standalone product. Mediation converts network usage records into the format supported by the billing system. It collects data associated with various events from several network elements and then correlates the usage events to form an aggregated "billable" event. The aggregated billing event can then be rated and billed by the Billing System.
Comverse Mediation entity		A defined collection of mediation logic or other Comverse Mediation configuration information that is either entirely under version control or entirely not under version control. Entities are uniquely identified by their type, name, and version number.
Comverse Self-Service	CSS	Provides customer-oriented solutions to self-service requirements. Developed on top of the Comverse Self-Service Platform. CSS is a suite of products that allows communications service providers to deliver a personalized, self-service customer portal, providing online account management, e-Commerce, and electronic bill analysis. Consists of the Self-Service Solutions and Applications.
Comverse Self-Service Composer		Part of the Self-Service Platform. Contains the following development studios to build your solutions: ■ Presentation Logic Studio (PLS) ■ Integration Logic Studio (ILS) ■ Report Studio (RS) ■ Workspace Resource Wizard
Comverse Self-Service Engine	CSS Engine	Part of the Application Server Tier that handles the transactional and analytical business logic of your Comverse Self-Service application. Consists of: ■ The Base Logic Model (BLM) ■ The Data Access layer (DAL) ■ The Web File System (WFS) to store data in a file system ■ The Query, Reporting, and Analysis Engine (QRA) ■ A set of APIs to manage information in the CID database

Term	Acronym	Definition
Comverse Self-Service Platform		The foundation of Comverse Self-Service Solutions. Organizes development resources and provides core components to allow the design, development, deployment, and execution of applications. The Self-Service Platform consists of: ■ Comverse Self-Service Runtime (RTE) ■ Comverse Self-Service Software Development Toolkit (SDK) ■ Comverse Self-Service Composer
Comverse Self-Service Runtime		Part of the Comverse Self-Service Platform that contains the components used to run your solution.
concurrent tariff		A feature through which multiple tariffs are applied to the same usage record.
continuous polling		A feature by which the Comverse Mediation module stays connected to a source to receive data whenever the data is available from the source.
contract term		A term that defines the contract duration for an offer or a bundle.
control action fields		Fields that contain management rules or state information for the correlation record. Examples include (1) the ID Correlation Record rules that filter records selected for correlation and (2) the Correlation Record State that identifies the record as incomplete, complete, or excepted.
control data fields		Fields that contain information about the correlation record. Examples include (1) the correlation key for identifying the record and (2) timestamps for indicating when the record was created or last updated.
control group		In Campaign Management, a control group is a segment of a campaign that typically has no treatment and is used for comparison to campaign segments containing actual targeted customers.
core balance		A currency (monetary) balance that is also used to control the subscriber life cycle (S1 to S4 states). Every subscriber must have one and only one core balance. Note that every subscriber primary offer must have one and only one core balance. Supplementary offers never have core balances. Also, accounts never have a core balance.
correlated record		A record that has been harvested from the correlation store.
correlation		A set of actions performed during data mediation that takes input records from one or more sources and produces output records. These outputs are defined using mapping rules.
correlation destination		A destination automatically created by the system and paired with an associated correlation source when a correlation ID is first defined and added to the database. The correlation destination supports mapping incoming records to correlation records in the correlation store.

Term	Acronym	Definition
correlation event		Any action that results in a modification to a record in the correlation store. This includes the initial action of creating the correlation record. Correlation event counts are maintained on a per-record basis for all records contained in the correlation store. Using the correlation input statistics and output statistics reports, you can view event counts that are associated with records and that have been removed from the correlation store for these reasons: deleted, sent to exception, output due to User Complete Action, and output due to Orphan Timeout.
correlation file conversion		Contains a set of user-defined rules that (1) determine which incoming records require correlation; (2) convert incoming records into the correlation file format; (3) define the correlation keys for incoming records; (4) search the correlation store for related records; (5) combine related correlation records in the correlation store; and (6) determine when a correlation record is complete. A correlation file conversion is sometimes referred to as a correlation conversion.
correlation file format		The generic record identification (GRID) file format used for correlation records stored in the correlation store. The correlation file format is defined using the standard GRID functionality.
correlation ID		A set of user-defined rules that (1) manages how correlation records are stored in and removed from the correlation store; (2) assigns one or more correlation file conversion IDs to a data stream; and (3) specifies a source association.
correlation key		A field or combination of fields in a record that can be used to identify the record and match it to other related records. The correlation key is stored in ASCII format in the correlation store and has a maximum length of 99 bytes. An example of a correlation key is the combination of the originating number, terminating number, connect date, and connect time data fields.
correlation key padding character		A single alphanumeric character used to pad the correlation key on the right to the user-defined maximum correlation key length.
correlation record		A record in the correlation store built from mappings defined in the correlation mediation feature.
correlation source		A source automatically created by the system and paired with an associated correlation destination when a correlation ID is first defined and added to the database. All files stored in the CDR Data File Store must be associated with a particular source. After records have been correlated, those marked as complete are harvested from the correlation store and written into files. The files are associated with a correlation source and stored in the CDR Data File Store.
correlation store		A very fast, in-core database that is used to store correlation records.

Term	Acronym	Definition
correlation store conversion		A feature in correlation that allows the mapping of a specific type of source correlation record to a specific type of target correlation record. There can be zero or more target correlation records and one or more source correlation records. The source and target correlation records usually have different correlation keys within the correlation store. When the Comverse Mediation system receives an incoming record containing information associating the source and target records, the target records are correlated with the source records according to the user-defined rules and placed back into the correlation store.
Credit Card Investigation Unit	CCIU	An interface that enables authorized customer service representatives (CSRs) to investigate and manually resolve rejected or nonrouted credit card payments.
Credit Card Payment module	CPM	Processes information in the postpaid module going to and coming from credit card authorization centers. Exchanges payment files with credit card clearinghouses.
credit limit	CL	An operator-defined, cyclical balance limit, used to limit exposure on a postpaid balance. On a periodic basis, the balance is reset to this limit. If a balance reaches its minimum value (usually 0) during a cycle, then that balance cannot be used to authorize events until it is reset to the limit value at the start of the next cycle. Supported cycles include: Daily, Weekly, Monthly, Quarterly, Yearly, Bill Cycle, and None.
cross-product discount		A discount calculated on one set of eligible charges and applied to a different set of target charges. Example: a discount that gives 10% off long-distance charges if local charges are over $25.
cure		Collections task that checks each entity in collections to see if the outstanding balance has been reduced below a configured level and, if it has, removes the entity from collections. Disconnected accounts are cured when their balance is reduced to zero.
currency code		Specifies the currency to be used.
customer		The person (or other party) that receives items from an operator. A customer can represent one or more subscriptions to billable services. A customer is not a data model entity. Note that in the Comverse ONE Sales Force Automation solution, a customer is a business entity that has purchased a product or service from the operator. The term 'customer' collectively refers to both individual (B2C) customers and organization (B2B) customers.
customer account		A billable entity. One customer might have several accounts and thus receive several invoices, one for each account. An account can, but does not always, represent a customer. The phrase "customer account" is used as a basic unit of reference in the postpaid module. Each customer using services has at least one account and is billed at regular intervals. Also known as a postpaid account.

Term	Acronym	Definition
Customer Care Client	CCC	Comverse ONE Prepaid Offer only. Graphical user interface (GUI) that facilitates the provisioning of subscriber information. The CCC is a Windows client that can be downloaded on demand to standalone computers, significantly simplifying upgrades.
customer category		In the Comverse ONE Sales Force Automation solution, customer category is an attribute on an individual and organization that indicates whether the individual or organization is a customer or a prospect.
Customer Center		The graphical user interface used to create and manage accounts, subscribers, and hierarchies.
Customer Interaction Datastore	CID	A relational database model designed to reflect the needs and structure of the modern communications service provider in term of sale, delivery, support, and management. This database is the key data storage of the Comverse Self-Service platform and applications.
Customer Interaction Tracking	CIT	Enables the operator to define interaction types, thus providing the customer service representative (CSR) the ability to log interactions with customers via Customer Center.
cutoff date		The last date in a bill cycle. Charges on or before this date appear on the current bill.
cycle-dependent unit credit		A unit credit plan that offers a fixed amount of credits every bill cycle. See also **cycle-independent unit credit**.
cycle-independent unit credit		A unit credit plan that offers a one-time amount of credits for use against ongoing service usage. When the cycle-independent unit credits are consumed, they are not reset upon the start of the subscriber's monthly billing cycle.
D		
Data Access layer	DAL	Layer responsible for managing the data access to and from the CID database and external sources. It then separates the business logic from the data storage. Access is made through standard SQL statements.
Default Campaign		Every time users click the link to create a campaign from scratch, Campaign Management will start a copy of a default campaign. To create a default campaign, create a campaign and save it in the Defaults directory.
deferral		Revenue that has been billed to a customer for a service that has not yet been provided (for example, a recurring charge). In accounting terms, considered a nonstandard transaction. Deferrals are treated in the postpaid module as a type of accrual.
deposit		A refundable amount of money that is collected by the operator from its subscriber, for services to be rendered. The deposit is refunded if the subscriber pays for all charges when services are terminated. The deposit is kept by the operator if the subscriber does not pay for all charges. For some operators, a deposit affects how an account is treated. For example, a subscriber's monthly credit limit might be increased by the amount of the deposit, for as long as the deposit is held.

Term	Acronym	Definition
discount		A rule that applies a percentage or amount (monetary) reduction on the target charges at the point of processing. The discounts can be applied at rate time or at bill time. Discounts can be applied in a variety of ways, depending on the type of services and discount plans offered by the service provider. Discounts automatically decrease (or in rare cases increase) the amount of charges billed to a customer. Discounts can be combined into discount plans. Discounts cannot be provisioned outside of discount plans or contracts. The term discount also refers to the percentage amount by which a percentage discount decreases a charge or the absolute amount by which a discount decreases a charge.
display step (Comverse Self-Service)		Display steps are processes used to build display pages with JavaServer Pages (JSPs), used within Comverse Self-Service. These pages display data to the user or allow the user to enter data or make choices.
Distributed Audit Service	XDAS	Specification produced by The Open Group that defines a set of generic auditable events that are relevant for most distributed systems such as the Comverse ONE solution. The specification defines a common portable audit record format to facilitate merging and analysis of audit information from multiple components at the distributed system level.
E		
EFT Investigation Unit	EIU	Interface that enables authorized customer service representatives (CSRs) to investigate and resubmit rejected, reversed, or cancelled EFT payments.
Electronic Funds Transfer	EFT	Method for transferring funds directly from a bank account to an accounts receivable account. An EFT transaction is a valid method for recharging a prepaid account balance. Processes debit transaction information in the postpaid module going to and coming from electronic funds transfer clearinghouses including the ACH and exchanges debit payment files with EFT clearinghouses.
entity instance		An instance of an entity. Identified by the name, type, and version number.
entity name		An identifier for an entity. Example: the MFS entity "CIBER."
entity type		The type associated with an entity.
entity version number		A number associated with an instance of an entity. Used to distinguish the instance from other instances of the same entity.
environment		Refers to the logical definition of all necessary parts to execute a specific task along the project life cycle. An environment is actor-oriented (for example, developer, assembler, test). Typical environments include: development, factory, production. The same system can host several environments. A development system can host both a development environment and a runtime environment.
errored usage		Usage that fails guiding or rating.
event mode		A mode for integrating the transactional and analytical self-service applications. Specific changes referred to as events are synchronized between the CID and the CAW through a process of notifications.

Term	Acronym	Definition
exclusions		In Campaign Management, exclusions prevent members who were recipients of other campaigns from being included in the current campaign. Exclusions take place only when the campaign is being executed through scheduler. Exclusions can be based on the same campaign code, the same treatment code, any treatment code, or the same message code. The exclusions can be set to "forever" or to a specified number of days.
extension		Customized processor created using the ILS.
External Payment Gateway		Receives external real-time payments (for example, a credit card payment) and ensures its secure download.
F		
forecast		In the Comverse ONE Sales Force Automation solution, a forecast is a prediction made about an organization's future revenue. In the Comverse ONE Sales Force Automation solution, forecasts are based on the extended sales values of all products (offers and bundle) in all opportunities expected to close in the sales period covered by the forecast. See also **opportunity**.
Friends and Family	F&F	A feature in the Comverse ONE solution that enables subscribers to designate frequently called numbers to be grouped into phone books that will grant them preferred rates when called.
G		
grace period		Number of days to wait after a bill's due date before beginning to charge late fees. For contracts: The period after a contract's termination date during which the customer still receives the benefits of the contract. For historic discounts: The period during which previously-earned discount rate can be applied to current invoice, but during which no additional contribution is made to determine future discount rates.
grant		A grant is a specific unit type held by the balance entity (container). Individual grants have different expiration dates.
guaranteed minimum discount		Reduces the charges to a specified threshold, after all other discounts have been calculated and applied to the total charges.
guiding		The process of determining the charging party for the consumed usage.
H		
hard timeout		Termination of a user session because it has exceeded the allowable session duration.
headquarters discounting		Calculates discounts for a group of accounts known as the headquarters (HQ) discount group. The accounts in the group must belong to the same account hierarchy. At the end of the billing period, charges for all accounts in the group are added together, and the discount is applied to the sum of the charges.
hierarchy		Describes the structure of an organization.

Term	Acronym	Definition
High Availability	HA	The High Availability configuration offers protection against a fatal hardware or software error at a single physical location for the Comverse Mediation product. The HA feature allows for the failure of a single processor with minimal service outage and with no loss of access to data already collected. The high availability configuration consists of an active and a standby hardware platform. Both platforms share common storage for billing data and the administrative database. Also known as Disaster Recovery.
Historic Discount Processor	HDP	Batch process that evaluates historic contract contributions and calculates discounts/rebates to pass to Billing and Financials.
hot bill		An on-demand bill created outside of an account's provisioned billing cycle to show current charges and credits. See also **interim bill**.
I		
incremental discount		Breaks up a charge by discrete thresholds with a discount applied to each increment. Example: 10% off all usage charges between $100 and $200, and 15% off for usage over $200, in the bill cycle. Also called a tiered discount.
incremental rating		Applying a different rate to each charge segment before adding the individual charges for a total charge. Also known as "stepped rating." "Telescoping charges" is a type of incremental rating in which the rates for each segment decrease. For example, the rate for segment 2 is less than or equal to the rate for segment 1, and the rate for segment 3 is less than or equal to the rate for segment 2.
individual case basis	ICB	Rate for products, services, discounts, or unit credits that is negotiated on a per-customer basis. Allowed for both account-level and service-instance-level products and services provisioned to a customer. Also called ICB rates.
inferred response		In Campaign Management, inferred responses are used to analyze campaign effectiveness when there is not a complete record of campaign member responses. Filters (campaign/cell/treatment, date, and desired activity) can be used to define who should be counted as having responded.
installment NRC		An installment NRC is a non-recurring charge that can be split up into multiple smaller installments and charged over time instead of all at once.
Integration Logic Studio	ILS	Graphical tool provided by Self-Service Composer to design and develop connectors for data exchange between your solution and Operations and Business Support Systems (OSS/BSS) tiers.

Term	Acronym	Definition
Intelligent Synchronization Framework	ISF	Integrates Comverse Self-Service solutions with Operations and Business Support Systems (OSS/BSS) tiers. Consists of: ■ The Integration Logic Studio (ILS) ■ CustDim Loader, Loopback, Synchronizer, and Operations Support Systems (OSS) Connectors ■ The Extraction, Transformation, and Loading framework (ETL) ■ Set of administration tools
Interaction Management		A premium capability in the Customer Order Management domain. It provides the ability to capture and maintain an historical view of customer interaction notes and actions that are available to users while they interact with and manage a customer
interactive voice response	IVR	An interactive voice response system allows the subscriber to query account balances, recharge accounts, change language, or contact Customer Care by means of audible announcements played by an automated service. IVR also allows the service provider to initiate informational announcements to the subscriber about an account or the progress of a call.
interim bill		On-demand bill created outside of an account's provisioned billing cycle to show current charges and credits. See also **hot bill**.
Inventory		Inventory is a premium product in the Customer and Order Management domain. It enables customers to define the inventory (for example, handset, modem, cable boxes, and telephone numbers) that is required to be provisioned to an offer.
invoice		Cyclically generated or on-demand detailed listing of charges, taxes, and outstanding balance against an account, associated discounts or credits, and adjustments. Also includes invoice number, invoice date, total amount, and so on. Invoices can be generated and formatted for dispatch to customers.
Invoice Designer		In some deployments, a graphical user interface that produces templates that define invoice formats. These templates are used when invoices are formatted.
Invoice Mode		Invoice Mode is for deployments of bill presentment and analysis only. In this environment, the Comverse Self-Service applications might not be integrated with back-office systems such as CRM and billing. Instead, billing files might be the only source of data.
Invoice zero		A holding place for all unbilled usage for an account. Invoice zero displays each unbilled usage record for the active account. Once the usage becomes billed, invoice zero is empty until usage is processed again for the account. Overpayments and payments that have not yet appeared on a bill are also held in invoice zero. Also called suspense account.

Term	Acronym	Definition
J		
journal code		Code that the external general ledger or accounting system uses to represent accounts, subaccounts, or other identifiers. Held in a database and written to the Journals feed file.
Journals feed file		Feed file produced by the Journals process for input into a general ledger or other accounting system.
journal key		A postpaid module field for determining where to journalize financial information.
Journals module	JNL	A process within the postpaid module that collects all of the charges for a given period and outputs them to a flat file that can be imported into a general ledger. JNL books the original entry in a double-entry system, which lists all transactions and the accounts to which they belong.
jurisdiction		Territorial range of a usage event (for example, interstate or intrastate). Acts as an optional key into the usage rating and rate period tables so that different rates and discounts can be applied for different jurisdictions.
L		
language code		The unique identifier that determines the language to be used in descriptions and other text.
late fee		A postpaid debit non-recurring charge that accrues automatically when a subscriber's unpaid balance at the end of the grace period exceeds a threshold limit.
lead		In the Comverse ONE Sales Force Automation solution, a lead is a circumstance in which a customer or prospect has expressed interest in purchasing a product or service. In the customer case, the lead is termed an 'upsell' lead; in the prospect case, a 'prospect' lead.
letter event		Collections event that creates letters, using the Letter Writer feature, for printing or deletion by an administrator.
liability redirection		A feature that allows charges (such as usage, a recurring charge, or a non-recurring charge) to be paid for by an entity (account or shadow subscriber) different from the entity that uses the services. Liability redirection involves configurable charge redirection to liable parties as follows: ■ Account to account ■ Subscriber to account ■ Subscriber to shadow subscriber See also **charge redirection**.
liable account		Account that is liable for payments for services used by the owning account and/or subscribers.
list (Campaign Management)		In Campaign Management, a list is a set of members in the data mart that meet given criteria. The types of lists available are based on system configuration. Lists can be saved as either criteria or materialized members. Lists can be filtered by demographic filters, top N filters, or transaction filters.

Term	Acronym	Definition
location		The location of the calling (origination) party or the called (destination) party. A location typically is a geographical segment of a billable area. Locations are hierarchical. For example, "Boston" and "Massachusetts" are both locations, and Massachusetts contains the Boston location along with other locations. Other examples are locations in the real-time billing module or jurisdictions in the postpaid module.
location segmentation key		Consists of a compound expression defined via a combination of one or more of the following location parameters: (1) location relationship; and (2) jurisdiction, distance band ID, and zone class.
Lockbox Payment module	LBX	Batch process that brings in check payment files from banks (in cases where customers pay bills directly to the bank) and posts payments to the appropriate accounts. Also known as the Lockbox module.
Lockbox Investigation Unit	LIU	An interface within the postpaid module that allows authorized personnel to investigate rejected or nonrouted lockbox payments.
M		
macro		Script-defining external APIs to be used as commands in Integration Processes.
market code		(1) A market segmentation key. A group classification to be used for account segmentation activities such as promotion availability, bill messages and journaling, and so on. (2) An arbitrary customer designation, such as a gold or platinum customer. The value can be left Null.
matrix data transformer		Part of a report providing an analysis of your data in a two-dimension matrix. Type of data transformer. This transformer contains: ■ A prompt block used for interactive filters on dimension values ■ Charts ■ Sorts on dimension values ■ Formats and expressions on dimension values and measures
member		Defines a physical person. Members can have: ■ One or more contracts ■ An access to the Self-Service Solutions application to manage their own contracts, the contracts of their organization, or the contracts of other organizations
Message Investigation Unit	MIU	An interface within the postpaid module that allows for investigation of usage charges that cannot be guided and/or rated.
Message Processing System	MPS	A subsystem responsible for extracting usage event information from external usage files, calculating charges for each usage event, and associating those events and charges with the appropriate customers.

Term	Acronym	Definition
MIU Batch	MIUB	See **Message Investigation Unit**.
Monetary Transaction Record	MTR	A financial transaction, other than a call detail record (CDR) or Recharge, generated by the real-time billing module as a result of modifying a balance. Note that for the integration with postpaid, Recharges are grouped with MTRs.
Multiserver Architecture	MSA	Configurable logical and physical architecture that allows multiple subscriber (Customer and Billing) databases to be set up in a single instance of the Comverse product.
N		
negative discount		Increases the total charge amount to which the discount applies. For example, if you set a rebate with a discount amount of $20, it adds $20 to the given target amount. For encouraging higher usage among the customers.
nonbillable account		An account that is not the liable party and that has its charges redirected to other account(s).
nonmonetary balance		A running balance that holds units other than currency.
non-recurring charge	NRC	A one-time charge, such as a returned check fee, installation fee, activation fee, termination fee, or equipment purchase. Can be applied at either the account or subscription level.
O		
OCM Repository		The Online Catalog Manager (OCM) has a datastore called the OCM Repository. The OCM Repository handles the following: ■ Structured catalog content (catalog entities along with their attributes and associations) ■ Unstructured content as media files ■ Publication information and history
OCM2CID Loader		This connector takes the data published by the OCMPublisher and loads it into the CID.
OCMPublisher		This connector manages the extraction and publication of data from the OCM Repository.
offer		An offer is a minimum sellable entity that can be delivered to an account or subscriber for the consumption of service. It is a collection of reusable building blocks that models its activity usage type, service, price, eligibility, and dependencies with other offers, correlated resources, service payments, and consumed credits. Types of offers are primary offer, supplementary offer, and account offer.
Online Catalog Manager	OCM	A standalone web application used to manage the Product Catalogs of Self-Service Solutions.
open-item ID		In open-item accounting, open-item IDs are identifiers that classify the A/R amounts into specific categories. Payments, collections, and journal posting can be done on the basis of open items. Users can manage open-item IDs in the Product Catalog.

Term	Acronym	Definition
opportunity		In the Comverse ONE Sales Force Automation solution, an opportunity represents the next step in the sales cycle after lead qualification. An opportunity is a sales deal that is solid enough to devote sales resources towards. An opportunity is associated with a defined sales process, which includes the sales activities to be worked in order to win the deal.
ordering instructions		In the Comverse ONE Sales Force Automation solution, ordering instructions provide the sales person a place to enter any information he or she thinks is important to the ordering of the associated opportunity. See also **opportunity**.
outcollects		Roaming data records received from a Mediation System that need to be transmitted out to a partner. Same as "outgoing."
owning account		An owning account is the account that is the logical parent of a particular subscriber. It is the account that actually consumes the services. This is distinct (sometimes) from a liable account, which can pay for subscriber charges but can exist in a separate hierarchy. An account is a parent account of its child account if it is one step higher in the hierarchy and closer to the root account. A parent account can have zero or more child accounts, and a child account can be a parent account to zero or more child accounts. A child account must have one and only one parent account.
P		
Package Manager		Comverse Mediation feature that allows you to add headers and trailers to usage data before transmission, send variable size blocked data in a fixed block output format, and send usage data in record structure format.
partners		In the Comverse ONE Sales Force Automation solution, a partner is an organization that represents another company with whom the operator coordinates efforts to produce additional revenues. A partner organization can be added to a specific opportunity. See also **opportunity**.
passive		The protocol in which the source controls data collection.
pay-as-you-go promotion		A standard or rollover unit credit promotion that includes a single product-element recurring charge and a single active unit credit plan that offers a single active unit credit discount in either monetary or units amounts. When terminated, a pay-as-you-go promotion charges customers for used unit credits only.
payment		Money applied by the customer against outstanding charges for the customer's account.

Term	Acronym	Definition
Payment Card Industry Data Security Standard	PCI DSS	Organization that oversees security standards as guidelines for members, merchants, and service providers that store, process, and transmit cardholder data. PCI DSS aims to protect cardholder data, safeguarding the storage and transmission of such sensitive data through the use of encryption and secure protocols and policies.
payment due date		Date when payment for charges invoiced for the bill period is due.
payment-insensitive real-time balance		Real-time postpaid bill-cycle spending limit. This type of real-time "balance" is really a per-bill-cycle credit limit that is reset at (or near) the beginning of each bill cycle. Payments are generally not applied to this real-time "balance"; only current bill-cycle charges and credits are applied. This real-time bill-cycle spending limit is not really a balance as it does not reflect the customer's financial obligation, nor does it reflect an amount of credit that the customer has. It merely reflects how much credit the customer still has available.
payment-sensitive real-time balance		Real-time credit limited postpaid balance. Payment-sensitive means that all credits and debits (including payments) are applied to the real-time balance, thus making the real-time balance a running total of the customer's obligation. This is sometimes referred to as the credit-card credit-limit model. This represents the customer's total credit limit/credit risk, independent of billing cycles.
Personalization Manager		The part of the Application Server Tier that handles the presentation logic for web applications. Consists of: ■ The Self-Service application template ■ The JavaServer Page Framework (JFN) application framework ■ The Presentation Logic Studio (PLS)
pipeline		In the Comverse ONE Sales Force Automation solution, pipeline provides sales information for all stages of the sales process and provides information about the number of opportunities, team members, and potential monetary value for the opportunities in process. The pipeline module provides a graphical funnel view of sales records in the sales pipeline. See also, **opportunity** and **sales process**.
point of sale	POS	The system used to facilitate sales of services and equipment oftentimes located at operator shops and kiosks or at dealers at franchisee locations. The POS system is also commonly used to manage stock and market devices and calling plans.
point origin		The number that originates the call. See also **usage point**.
point target		The number that is called. See also **usage point**.
Policy Administration Point	PAP	An XACML component that creates policies and stores them in a repository. In the Comverse ONE solution, the Security Server acts as the PAP.
Policy Decision Point	PDP	An XACML component that makes decisions about authorization requests.

Term	Acronym	Definition
Policy Enforcement Point	PEP	An XACML component that makes requests for authorization and enforces authorization decisions. In the Comverse ONE solution, the Unified API is an example of a PEP.
postbill adjustment		A credit applied against any or all charges that appear on the customer's existing invoice.
prebill adjustment		A credit applied against usage charges that have not been invoiced.
prep delay		The difference between the cutoff date for a bill and the date and time when BIP generates the bill. A prep delay is often built into the operations of invoice production to allow time for all usage for a given period to arrive for inclusion on the bill.
prepayment		A prepayment is a payment intended for an invoice or a charge that has not yet been issued. Each entry can identify an amount assigned to taxes distinct from the remainder of the prepayment.
Presentation Logic Studio		Graphical tool provided by Self-Service Composer to model, design and visualize pageflows using action and display steps (JavaServer Page [JSP] files).
Presentation Server		Part of the Personalization Manager. A Presentation Server consists of user interfaces for the different potential users. These user interfaces consist of one or more menus, linked to a number of pageflows. The Personalization Manager can support many different Presentation Servers.
pricing		The Unified Rating Engine act of assigning an actual price to a usage, based on rates, duration, and so on. See also **tariff**. Another example of pricing is defining the price of a RC term (with rating keys and rates).
primary offer		A mandatory offer that must be provisioned to a subscriber in order to receive/consume service(s). See also **offer**.
product		In the Comverse ONE Sales Force Automation solution, a product in the Sales system generally represents and offer or bundle for sale to an organization customer.
Product Catalog	PC	The Product Catalog is the Comverse ONE solution's system-provisioning datastore for coherent and centralized management of market offerings. It supports multiple virtual operator product definitions within a deployment and provides various paradigms for market segmentation and product pricing.
product request		In the Comverse ONE Sales Force Automation solution, a product request is a request to locate or configure a product to add to a specific opportunity. It is a form associated with an opportunity that contains fields that a sales person uses to describe the needed offer or bundle. See also **opportunity**.
production filter		Optional mediation feature that allows filtering of incoming data based on specified criteria.

Term	Acronym	Definition
production search		Optional mediation feature that allows users to search billing data files stored on disk for records containing user-specified values.
promotion		A preconfigured grouping of charges, rates, and/or awards and discounts, by which subscribers consume services. The benefit of a promotion can be applied in either real time or bill time. Promotions can be applied at rating time (referred to as rating time promotions) and can be applied at billing time (referred to as billing time promotions). A promotion plan reduces a charged amount, allocates free services, or credits a balance.
proposal		In the Comverse ONE Sales Force Automation solution, a proposal is a report of the current state of an opportunity, intended to be sent to and reviewed by the organization customer, and listing information about the operator, the customer, and the opportunity. Opportunity information includes all products (offers and bundles) included in the opportunity, summary pricing information for each product, and any outstanding product requests related to the opportunity. Once generated, a Proposal can be exported as an html document for eventual transmission to the customer.
prospect		In the Comverse ONE Sales Force Automation solution, a prospect is a business entity that might purchase a product or service from the operator, but has not yet done so. The term 'prospect' collectively refers to both individual (B2C) and organization (B2B) prospects.
protocol		From the Comverse Mediation perspective, there are two types of protocol interaction modes: active and passive. From a network perspective, protocol refers to particular network messaging that is used between the network elements. Examples of network protocol include CAMEL and IS-826.
provisioning item		Provisioning items define the types of customer information that must be captured in order to provision a usage plan on the network.
Q		
queue		Collections task that manages collection event work queues and moves accounts through a collections scenario.
quota		In the Comverse ONE Sales Force Automation solution, the sales quota is used primarily for reporting purposes when comparing sales quotas against forecast and actual sales results..

Term	Acronym	Definition
R		
rate		A preconfigured amount per unit that is used to price usage and non-usage charge types. Rates are derived based on a number of key fields. For usage, some of the keys used to derive rates include, but are not limited to, the following: ■ AUT ■ Segmentation keys ■ Calendar ■ Currency For recurring charges and nonrecurring charges, the keys used to derive rates include the following: ■ Frequency ■ Class of Service ■ Subscriber class ■ Subscriber type ■ Rate class ■ Offer ■ Currency See also **tariff** and **segmentation keys**.
rate class		Differentiates classes of subscriptions and accounts for rating purposes. For example, rate classes could be defined as business and individual, allowing business and individual subscribers to have different rates for the same product or service.
rate period		Defines a specific time or date when a tariff plan can change rates. Enables discount for usage during that time period.
rate plan		Defines the sale policy of a subset of the offer's services.
rated amount		The amount to be billed in a currency defined for the rated charge, instead of in the customer's currency (which is called the amount). For instance, a particular Boston/Toronto charge is rated in Canadian dollars. For a U.S. account, the amount appears in U.S. dollars and the rated amount appears in Canadian dollars.
rating		Rating refers to the entire process of authorizing, pricing, discounting, and charging usage through the Unified Rating Engine.
rating key		An account or subscription attribute that affects the rate for a charge type. Rating keys enable the configuration of multiple rates for the same charge type. Elements used to rate products, include price, type, currency, billing frequency, active date, rate period, and zone.

Term	Acronym	Definition
rating time bonus item		An item that defines a bonus/award based on the subscriber's usage. Example: after using 500 minutes, get five SMS messages for free.
rating time discount item		An item that defines a monetary discount that is applied at rating time per event.
rating time promotion plan		A collection of one or more rating-time bonus items and/or rating-time discount items that reduces a charged amount, allocates free services, or credits a balance. Examples: 10% discount on voice; pay $10/month in recurring charges and get 50 free SMS messages.
raw units		Total usage specified in a predetermined type (for example, seconds) in a predetermined field.
RC/NRC term		Term that defines the characteristics of the recurring or non-recurring charges assessed through an offer.
real balance		A monetary or nonmonetary unit that is consumed via an offer. Core balance must be associated with a primary offer. Non-core-balances can be associated with all offers.
rating-time		Describes an activity or transaction that occurs during the rating and/or charging process, as opposed to waiting until the end of a cycle (bill time). Note that the "rating-time" rating and/or charging process takes place, in most cases, during the actual duration of the usage event that is being rated and/or charged.
real-time bill-cycle limit		This is a per-bill cycle spending limit. Also known as real-time bill-cycle credit limit, or real-time bill-cycle limited balance.
rebate		Discount in which the customer receives money back instead of receiving free units of usage or a percentage off charges.
receiver-initiated		A type of protocol in which Comverse Mediation initiates all data collection sessions with the source. Also known as active protocol.
recharge		Recharging is a process by which a subscriber adds time, units, or monetary value for services to running balances. This can also extend or change an expiration date for a running balance. Recharging is done with physical or electronic recharge vouchers. Recharges are the primary way that money is received into prepaid operations.
recurring charge	RC	A charge assessed at regular intervals regardless of subscriber activity. Example: a monthly subscription fee.
Recurring / Non-Recurring Charge Server	RCS	The entity that generates recurring and non-recurring charges and applies them to subscriber balances.
Red Hat Package Manager	RPM	RPM is a command line-driven package management system capable of installing, uninstalling, verifying, querying, and updating computer software packages. RPM is free software, released under the GNU GPL.
refund		A return of money. There can be many different events across prepaid and postpaid operations that trigger refunds. This is a generic term for the return of money to the subscriber. It applies only to monetary amounts and not to units.
regular balance		A running balance that is neither a shadow balance nor a shared balance. See also **shadow balance** and **shared balance**.

Term	Acronym	Definition
Request Handling and Tracking	RHT	This feature uses the Workflow application that allows customers to define rules to externalize process flow logic from the application, easily and quickly change their business processes, and be confident that each job follows the execution plan laid out in the process definition. See also **Workflow**. RHT provides Business Process Management capabilities to the Customer and Order Management domain (product) to enable end-to-end service fulfillment. This feature provides operators the ability to define the process flow logic and business rules associated with their service order fulfillment business processes. It ensures that each step of the business processes as laid out in the process definition is executed as required. RHT tracks (1) the current state of each job initiated in the service fulfillment process and (2) a history of all past jobs.
reseller		A service provider who leases an operator's services (such as a network, billing, and/or rating system) and then resells the leased services to subscribers. Typically, all data specific to the reseller is segmented; that is, only the reseller can view the offers and bundles they sell and the pricing terms and conditions. Examples: virtual operators such as mobile virtual network operators (MVNOs) and virtual internet service providers (VISPs), and large dealers or channels who sell branded services.
resource		Any file that is part of a component or module that is targeted to the runtime environment. Resources can be either development-time or runtime resources.
Role-Based Access Control	RBAC	Primary access control mechanism in the Comverse ONE solution. Users gain access to resources based on which role they are in.
rollover		An award from a cyclical promotion that can be carried forward to one or more cycles beyond the bill cycle in which the award was granted.
rule (Campaign Management)		In Campaign Management, a rule is a single set of filters triggered by a single condition. Rules have three parts: ■ Name ■ Trigger ■ Filter For example, name: No Discount in NYC; trigger: cell code = discount; filter: city ≠ New York.
rule-combining algorithm		Resolves conflicts among rules in an authorization policy.
rule set		A named collection of one or more rules that are active for a given set of users.

Term	Acronym	Definition
running balance		A balance that can be either prepaid or credit-controlled postpaid and that is decremented by usage or RCs or NRCs. Usage-related running balances can be either a monetary type (when it is associated with currency) or a nonmonetary type (units-based). A running balance is managed in real time or near real time.
S		
Sales Force Automation		A premium capability in the Customer Order Management domain. It provides sales lead and opportunity management, including the ability to assign resources to work the leads and opportunities to closure according to defined sales processes for both new and existing customers
sales process		In the Comverse ONE Sales Force Automation solution, the sales cycle is conducted through a sales process. A sales process consists of sales stages, each of which can consist of one or more tasks. When an opportunity is created it is associated with one of the sales processes configured in the system. See also, **opportunity**.
sales users		A Sales Force Automation system user is anyone with a login account to the Sales system. Users are granted permissions to applications based on user roles and profiles. Access to various aspects of the Sales system and resources depends on the roles assigned to the user. For example, an application can have a Sales User and a Sales Manager User defined, where the Sales Manager User can generate forecasts and perform other actions not available to the Sales User.
scored list		A list whose members are ranked using a measurement or a predictive model.
security role		An abstract entity that, by means of authorization policies, has access to resources. An individual user's role determines that user's access privileges. A security role is a privilege granted to groups of users based on specific conditions.
Security Server		The server that checks user authentication within a Comverse ONE system to approve or reject service.
seed		In Campaign Management, seeds are dummy customers included in a campaign to ensure that the campaign has been executed as planned. Typically, a fulfillment house does not know which campaign recipients are legitimate customers and which are seeds. Seed information is not included in financial projections, historical records, or counts.

Term	Acronym	Definition
seeding strategy		In Campaign Management, there are four seeding strategy options, from least to most prevalent: ■ No seed strategy (do not include seeds) ■ All seeds in each treatment ■ Seeds even across cells ■ All seeds in each cell Seed files are created by the administrator. There are four output options: ■ Seeds on top ■ Seeds on bottom ■ Seeds interspersed ■ Camouflaged ❑ If some fields in a seed record are incomplete, the fields are filled with information from the record above the seed record ❑ Seeds on top cannot be camouflaged
segment		In Campaign Management, a segment is a logical subset of the target audience. Campaign data for each segment is recorded separately. Segments are frequently separated into subsegments to compare how different members of the target audience behave to similar or different offers.
segmentation key		An attribute that affects the rate for a charge type. For usage, there are currently the following-segmentation keys, each consisting of multiple attributes: (1) Account Segmentation Key, (2) Subscriber Segmentation key, (3) Location Segmentation Key, (4) Special Feature segmentation Key, (5) Access Method Segmentation Key, (6) Offline Segmentation Key, (7) Market Segmentation Key.
sequence number		A numeric identifier assigned to a series of data records, blocks, or files. It is used to identify any gaps in a series. Sequence numbers are typically generated by the source, but they can be generated by Comverse Mediation using the Sequence Numbers page.
service		Defines any kind of product sold. Services can be delivered by various means, such as wireline, mobile, or cable. Services can be shared between different contract types.
service item		Service items define the types of customer information the CSR must capture in order to provision a service plan on the network.
service data point	SDP	An Oracle database instance (or instances) used in a real-time billing module deployment to hold the subscriber data and the current Product Catalog configuration set. It is a real-time database. The real-time billing History databases (there are several kinds) are housed on SDPs as well, but those databases are separate from the subscriber database.

Term	Acronym	Definition
Serviceability		Serviceability, a component of the Customer and Order Management domain, maintains service delivery area data. This data maps physical addresses with available services. This component also maintains the criteria used by the ordering system to determine whether a particular geographical location (address) has the prerequisite requirements that would allow delivery of an offering. See also **Address Management**.
set-top box		A device used in a video cable system that delivers video at the customer's location.
shadow balance		A monetary or nonmonetary (units-based) balance that is used for liability redirection of certain specified charges. A shadow balance does not contain any real value. Instead, it points to a real balance (for example, the core balance) and draws from there.
shadow subscriber		A subscriber whose charges are paid by an account other than its own. A shadow subscriber is a virtual subscriber. The shadow-subscriber feature allows certain charge liabilities to be redirected from one account to another. The shadow subscriber is liable for those redirected charges. For example, if an employee must pay for calls outside of business hours, then charges for calls made after work can be redirected to a personal account. See also **liability redirection** and **liable account**.
shared balance		A running balance that can be shared by multiple subscribers of an account. A shared balance uses shadow subscribers.
short message service	SMS	Mobile telephony service that allows short messages to be sent to cell-phones. SMS messages are limited to 160 alphanumeric characters in length, and can contain no images or graphics.
single subscriber account	1SA	An account that has only one subscriber. Note that 1SAs are no longer permitted in an account hierarchy and must be split into separate account and subscriber rows when added to hierarchies (or simply brought in as only subscribers via subscriber transfer).
soft timeout		Termination of a user session because it has been inactive (idle) longer than the allowable time.
spending limit		A user-definable (account-definable) cyclical limit on a balance, put in place to voluntarily control spending on a balance. A spending limit is used to limit exposure on a postpaid balance. Spending limits are reset cyclically and are not impacted by payments.
split strategy		In Campaign Management, a split strategy is a method that determines which members of a segment receive which treatment. By default, the split strategy of every segment is random. The other options are 'nth from the lowest scores' or 'nth from the highest scores' both of which require a scored list. For example, if there are four cells with percentages 30%, 20%, 50%, and 10%, then the top or bottom 30% (according to the scores in the scored list) are placed in the first cell, then the next 20% in the next cell, then the next 50% in the third cell, and finally the bottom or top 10% in the last cell.

Term	Acronym	Definition
strategy		Collections mechanism that can be modified to extend collections functionality in a controlled manner. Site-specific strategies can be externally programmed to meet specific requirements, such as defining how real-time events are handled within the system.
subscriber		A subscriber is at a specific service-delivery point for a product or service being used by an account. Examples: a telephone line, a login account for an online service, an end point in a leased line network.
subscriber segmentation key		A compound expression defined via a combination of one or more subscriber/service parameters that have been marked as applicable for a subscriber rating segmentation key.
subscriber state		The status of the subscriber entity of an account. Valid values are: Active, Awaiting Activation, Awaiting Recharge, Disconnected, Fraud-locked, Idle, Post-active, and Suspended.
subscriberID		Real-time billing subscriber ID, which is not necessarily the same as a postpaid subscriber external ID nor a postpaid internal identifier (subscr_no). A real-time billing subscriberID + Identity maps to a service instance within the postpaid module. The only way that real-time billing ever refers to the subscriber entity. In other words, if you want to access a subscriber record of any kind you always use this.
supplementary offer		An offer that can be provisioned to a subscriber to receive/consume additional service(s). A supplementary offer is not included in a primary offer. Note that an offer is a minimum sellable entity that can be delivered to an account or subscriber for the consumption of service. It is a collection of reusable building blocks that models its activity usage type, service, price, eligibility and dependencies with other offers, correlated resources, service payments, and consumed credits. Common types of offers are: primary offer, supplementary offer, account offer. See also **primary offer**.
suspense account		See **invoice zero**.
symmetric key encryption		Type of encryption in which the same key is used for both encryption and decryption.
system parameter		A configurable setting that globally controls the behavior of processes, utilities, and interfaces.
T		
tariff		Used to price all usage transactions, such as voice calls, data transactions, and other information services. A tariff defines the price for the usage in terms of some chargeable unit such as money per time unit (for voice calls) or bytes (for data downloads). Example: A simple tariff is 1 cent per second. For a call lasting 120 seconds, the account is charged $1.20. See also **rate**.

Term	Acronym	Definition
tariff plan	TP	A set of predefined tariffs used by the software to charge subscribers for transaction activities. Each tariff plan is assigned a calendar that enables different tariffs to be configured by time type. Each tariff plan also is assigned a unit type for the purpose of charging. (Each usage plan employs a number of different tariff plans, each of which is pointed to by a unique application, subtype, and unit type triplet defined in the Activity Definition table.) See also **concurrent tariff**.
task event		A Collections task that processes collections entities, such as Re-Treat, Treat, Queue, Cure, Event Treat, and Assertive Cure.
task mode		Type of task performed by a process. For example, BIP operations differ depending on whether the particular operation is run in Production, Pro forma, Backout, or another task mode.
tax exemption		State of being exempt from a particular tax, either for a charge or a customer account. A charge can be defined as tax-exempt based on its tax package instance, tax type, or geocode (that is, a code based upon geographical location). If an account is defined as exempt from a particular tax, then no tax applies, even when paying for a service that is normally taxed.
tax package		Specialized tax calculation software, including location, tax type, and tax rate data.
territory		In the Comverse ONE Sales Force Automation solution, a territory represents a geographical or logical division of the Sales customer base.
time type		A defined segment of time used for rating. Different time types have different associated tariff plans. Examples: Offpeak time, Peak time.
total monetary liability	TML	A running, real-time summation of an account's outstanding monetary liability. All monetary debits increment the TML value, and all monetary credits decrement the TML value. TML = unbilled charges + billed charges - payments - credits - adjustments - refunds. (Unbilled charges include any unbilled NRCs and RCs.)
total monetary liability limit	TML limit	A limit on the TML for the purpose of triggering notifications or actions. See also **total monetary liability**.
transmapper		Processors that transform Java objects (used for interaction with Comverse Self-Service applications and Operations and Business Support Systems [OSS/BSS]) and XML strings (used for message transport).
Transaction Synchronization Server	TSS	Updates total monetary liability in response to payments, late fees, billing-time taxes, HDP discounts, or credits. It updates running balances in response to cycle-time promotions, billing-time taxes, or bill backouts.
treat		Collections task that identifies delinquent entities, moves them into collections, and assigns and schedules scenario events for them.
treatment		In Campaign Management, a treatment is an offer that will be extended to campaign recipients. A treatment can also be referenced in one or more output files.

Term	Acronym	Definition
treatment strategy		In Campaign Management, a treatment strategy is a saved segment that can be applied to one or more existing segments at one or more levels of the segment tree. A treatment strategy without treatment code can be used as a "segmentation" strategy in a campaign. Can be used to rapidly create trees with repetitive structure. Can be reused over and over again. Existing segments and filters from a campaign or a segmented list can be turned into a treatment strategy.
trouble ticket		Describes an issue reported by the user.
U		
Unified API	UAPI	The Unified Application Programming Interface is a programmatic interface for client-side application development. The Unified API runs in a Java 2 Platform, Enterprise Edition, (J2EE) environment, exposing a Web Services interface. Also available is the client Software Development Kit (SDK), which is a client-side development environment capable of running business logic. Note that the Unified API also includes an Enterprise JavaBeans (EJB) interface, but this interface is highly abstracted and is not intended for direct use by client applications that do not use the client SDK.
Unified Platform user interfaces (Management Console and Management Shell command line interface [CLI])		The Unified Platform Management Console is a Web-based graphical user interface (GUI) that is accessed using a standard Web browser. The Management Console's Home page provides a summary of various site-wide conditions and access to the several services such as Event, Process, and so on. The Unified Platform Management Shell command line interface (CLI) is a command line interpreter (also referred as a shell), implemented as a Perl script, that provides a text-based interface. This Management Shell acts as a command line interpreter for Unified Platform commands.
Unified Rating Engine	URE	The Comverse ONE solution Unified Rating Engine (URE) enables operators to charge for all telecom services in real time and non-real-time, with complete real-time balance management for prepaid, postpaid, and hybrid customers. It has a flexible charging model that can adapt to evolving customer models with the ability to limit overall customer liabilities for reduced financial risk. It enables real-time and deferred promotions, with cross-product discounting to create innovative marketing offers for penetrating new customer segments and reducing churn. It supports many rating features to meet a wide range of requirements from the wireline, mobile, cable, and Internet broadband industries.
unit credit	UC	A special kind of fixed-amount discount restricted to usage charges that are applied in the form of free usage. Unit credits can apply to any charge type: usage, recurring, or non-recurring charge. Unlike other discounts, unit credits can be configured to carry over from one billing period to the next.
unit type		Can be monetary or nonmonetary. A monetary unit type needs to have a currency type. A nonmonetary unit type implies units.

Term	Acronym	Definition
usage item		A usage item defines the available and permitted usage activities and their associated tariffs and thus is the relationship between the AUT and the tariff plan.
usage jurisdiction		See **jurisdiction**.
usage plan		A collection of one or more usage items that defines available and permitted usage activities and their associated rates.
usage point		An origin or target (destination) of usage, such as phone numbers or document numbers. Usage points must be associated with a jurisdiction.
user role		The user role defines the features available to a user, and the scope of each feature. An individual user's role determines the user's access privileges. The list of possible user roles depends on the organization type. See **security role**.
V		
versioning		Product Catalog versioning includes the configuration and management of data sets to facilitate propagation and to control the release of data to test, production, and other systems. A complete version consists of one set of service data (the service version) and multiple sets of reseller data (the reseller version) grouped together and propagated as a unit. Corrective versioning, change history logging, record level locking, and auditing and security are supported.
VIP code		A code designating the level of special handling required for an account.
virtual balance		A synonym for shadow balance. See **shadow balance**.
Voucher Management System	VoMS	This is the sum total of all of the various voucher management pieces in the real-time billing module but is most often applied when the real-time billing installation features a Centralized Voucher System (CVS) database. That is, instead of each subscriber database (which, in a service area like the former Soviet Union, might be spread over a large area with *many* physical SDP devices that belong to one network operator) having a set of unique vouchers loaded, *all* of that operator's vouchers reside in the CVS. Also includes entities such as the Card Generator software. Also, a feature in Customer Center that allows a user to perform various voucher administration activities (such as search, view, delete, and state transition). It provides system-wide voucher management (including search and batch delete).
W		
Workflow		Workflow is a third-party product used in the Comverse ONE solution for Business Process Management Applications. The Workflow database serves as a central knowledge base containing the current state of each job as well as a history of all past jobs.