CRP - 1432

Visibility of Call Barring Implemented on By-pass – RA Fraud Tools Suspension On CLM

MTN Nigeria

Solution Description

Customer

Draft

A/1.0

|  |  |  |  |  |  |  |  |  |
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Preface

About this document

This document describes the Solution Description for the requirement received as a part of the Visibility of Call Barring Implemented on By-pass Fraud Tools On CLM

Audience

This document is intended for.

* MTN Business
* MTN Planning & Architecture
* Third Party application owners.

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# Introduction

## Purpose

The purpose of this document is to define the Solution Description for the requirements received as part of the Visibility of Call Barring Implemented on By-pass Fraud Tools on CLM from MTN Nigeria.

## Scope

The objective of this change request is to cover the requirements for the Visibility of Call Barring Implemented on By-pass Fraud Tools on CLM CER raised by MTN Nigeria.

## Definitions & Acronyms

|  |  |  |
| --- | --- | --- |
| S. No. | Acronym | Description |
|  | CLM | Customer Lifecycle Management System |

## References

|  |  |
| --- | --- |
|  |  |
| Requirement ID | CRP – 1432 |
| URS Document |  |
| SRS Document |  |
| Reference Mails |  |
| MTN Sign Off Communication |  |

## Impacted Systems

Following table provides the impacted systems respective to the CER.

|  |  |  |
| --- | --- | --- |
| S. No. | CER Name | Impacted Systems |
| 1 | Visibility of Call Barring Implemented on By-pass Fraud Tools on CLM | CLM |

# General Description

## Assumptions

* NA

## Component Deployment Diagram

* NA

## Detail System Flow

### RA Fraud Suspension [CRP-1432]

The subscriber Fraud Unit have discovered the need to have a visibility of the status of detected bypass fraud MSISDNs that have been flagged and blocked directly on the HLR by the several Fraud Monitoring Systems.

These solutions are exposed to an API to bar incoming and outgoing calls directly on the HLR and hence reduce extra post detection minutes of usage and exposure.

The MTN business has mentioned that once the RA tool suspends a line, it can only be revoked by the RA tool.

**RA Fraud Tool Suspension**

* TT shall provide an API which will be invoked by 3PP system to place a suspension on the subscriber’s line once the RA fraud tool has detected a fraud by the subscriber MSISDN
* The API shall accept as input the below field
  + MSISDN
  + Action
  + Channel
* MSISDN is the subscriber mobile number to be suspended on CLM
* Action is the type of action to be taken on the subscriber MSISDN
* Action can be either of the below type
  + Suspend – To place a suspension on the subscriber MSISDN on CLM
  + Revoke – To remove the suspension on subscriber MSISDN
* Once MTN Fraud Tool application invokes this CLM/Agility API passing all the relevant parameters, CLM/Agility shall trigger a hard suspension request which will NOT impact the network layer. That is, request will not be triggered to EDA.
* The service status on CLM/Agility shall be “**SUSPEND**”
* The service status reason on CLM/Agility shall be “**Suspended By RA**”
* If there is an existing hard suspension on the line, and RA suspension is triggered via the API, CLM/Agility would still trigger a RA hard suspension which will NOT impact the network and the status reason would still be “**Suspended By RA**”
* The RA fraud suspension and revoke transaction shall be available in the service request history on CLM

**Revoke RA Fraud Tool Suspension**

* CLM/Agility shall ensure that once a subscriber MSISDN is suspended by RA. That is status reason is “**Suspended By RA**”, Revoke suspension via CLM shall not remove/lift the suspension.
* This suspension by RA fraud tool, shall only be lifted on CLM by the RA fraud tool
* RA Fraud tool shall invoke the CLM/Agility API to revoke the RA suspension placed on the subscriber MSISDN by the tool
* Once request to revoke is initiated by the RA fraud tool by calling the CLM/Agility API, CLM/Agility will trigger a revoke suspension request which will NOT impact the network node
* The Service status reason shall be updated to blank/empty
* The Service status shall be ACTIVE if there is no other existing suspension
* If there is an existing hard suspension on the line, and RA revoke suspension is triggered via the API, CLM/Agility would still trigger an RA revoke suspension which will NOT impact the network and the status reason would be blank/empty

**Revoke Suspension Via CLM**

* CLM shall validate that during revoke suspension via CLM UI, if the status reason is “**Suspended By RA**” CLM/Agility shall display the below error message on the UI and not allow the user to proceed with the revoke

*“Subscriber Line is suspended by RA Fraud. Please Contact RA to Lift suspension”*

**Bulk Revoke Suspension Via CLM**

* CBS shall now validate that during bulk revoke suspension, if the status reason on the number is **RASUSP** (“**Suspended By RA**”) CBS shall return the below error message and not proceed with the revoke

*“Subscriber Line is suspended by RA Fraud. Please Contact RA to Lift suspension”*

# External Interface Specifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| S. No. | TT System | Use Case | 3rd  Party Vendor | Service/API Name | Status= (Open/Closed) | Discussion History |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

# Business Use cases

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S. No. | Use Case Type | Use Case | TT Systems | 3rd Party System | Remarks |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Requirement Traceability Matrix

# 

# Open Issue

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S. No. | Open Point | Open On | Status | Resolution |
|  |  |  |  |  |

# Fraud Management

NA

# Risk

NA

# Dependencies

|  |  |  |  |
| --- | --- | --- | --- |
| S. No. | Dependency | Dependent  On | Remarks |
| 1 |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Appendix

NA

# Sign Off

|  |  |  |
| --- | --- | --- |
| Name (Designation, Department) | Contact Number | Sign & Date |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |