

# ORACLE

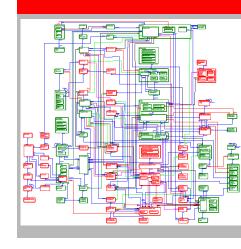


Product Hub Telco Product Data Modeling Concepts Pitika Buttini Principal Solution Specialist

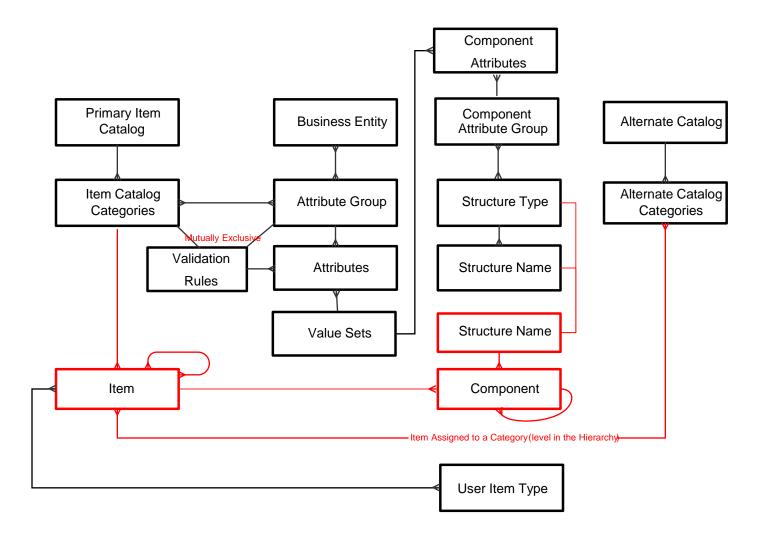
## **Topics**

- PIM Logical Data Model
- SID
- Pricing
- Rules

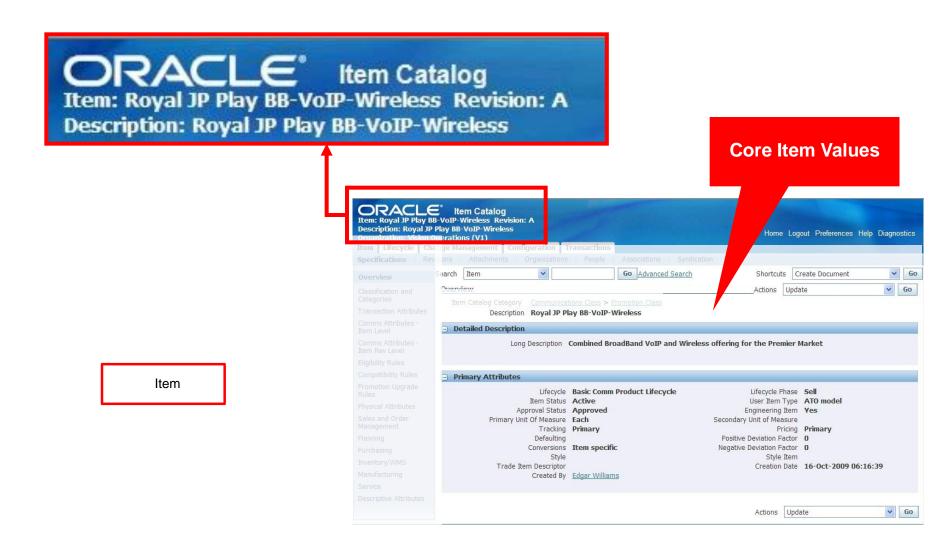
# **PIM** Logical Data Model



#### The Core Product Hub Data Model

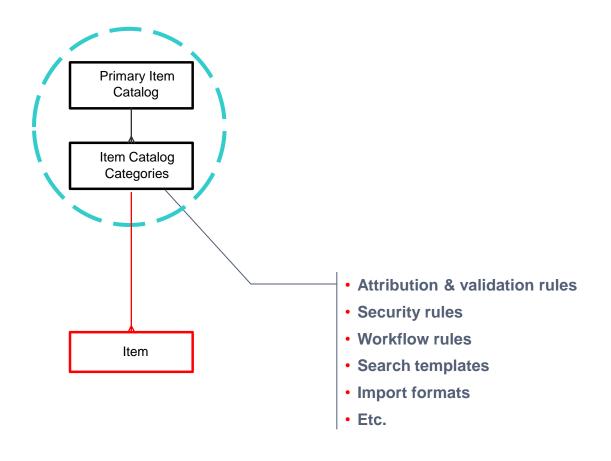


#### "Item" is the base record for all Product data

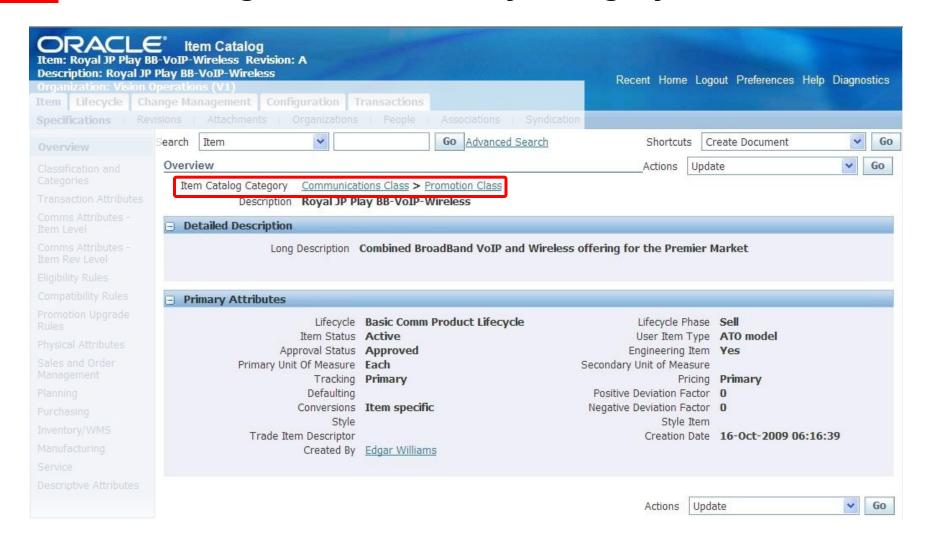


## All Items Belong to ONE Item Catalog Category

Item as an "Instance" of an ICC "class"



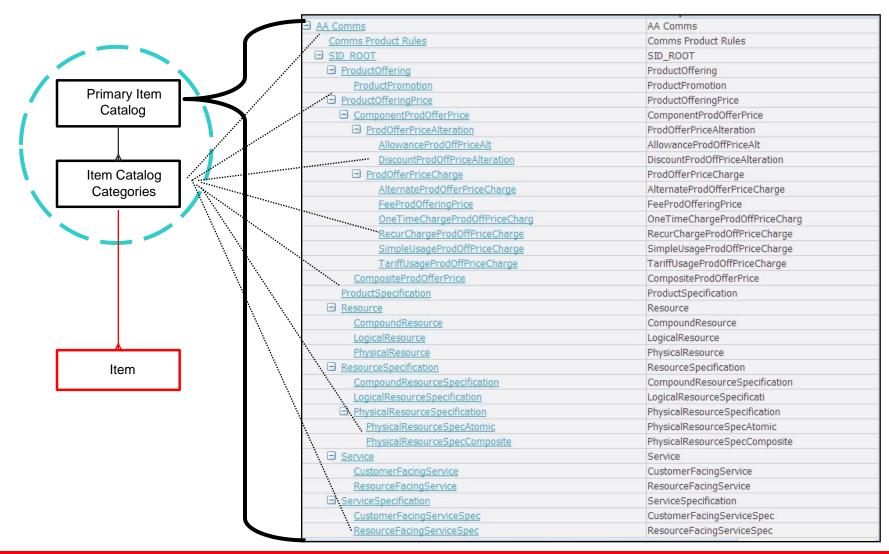
## Item "Assigned" to a Primary Category



## ICC Hierarchy Configured to your needs

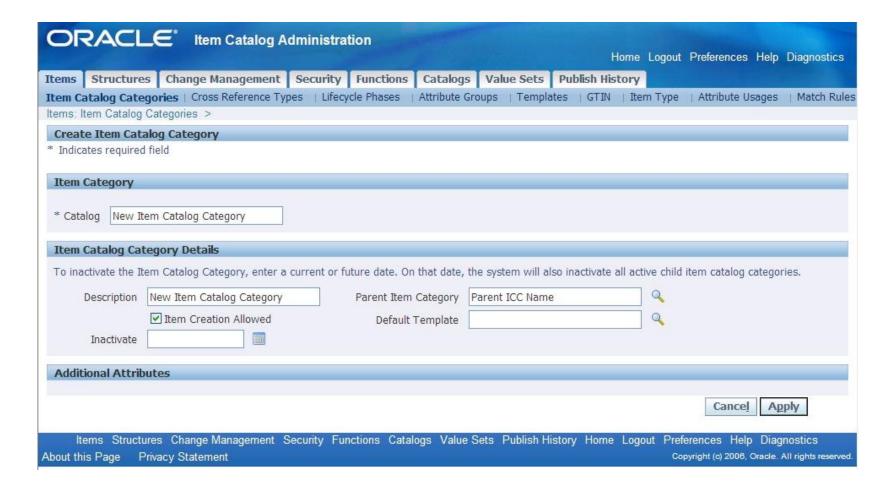
	☐ Communications Class	Communications Class
	☐ Billing Product Class	Billing Product Class
	Pricing Event Class	Pricing Event Class
Primary Item	☐ <u>Discount Class</u>	Discount Class
Catalog	Time Based Offering Class	Time Based Offering Class
/	☐ Physical Device Class	Physical Device Class
	Broadband Modem Class	Broadband Modem Class
The second secon	Mobile Handset Class	Mobile Handset Class
Item Catalog	VoIP Equipment Class	VoIP Equipment Class
Categories	Wireless Device Accessory	Wireless Device Accessory
	Wireless Router Class	Wireless Router Class
	☐ Product Specification Class	Product Specification Class
	Data Service Class	Data Service Class
	H Spd Internet Business Srv CL	High Speed Internet-Business Service Class
NA NA	H Spd Internet Installation CL	High-Speed Internet Installation Class
N. Carlotte and M. Carlotte an	H Spd Internet Srv Feature CL	High Speed Internet Service Feature Class
<b>.</b>	H Spd Internet Web Storage CL	High Speed Internet Web Storage Class
	High Speed Internet Srv Class	High Speed Internet Service Class
Item	Internet Media Class	Internet Media Class
	Proximity Service Class	Proximity Service Class
	Text Messaging Class	Text Messaging Class
	VoIP Service Class	VoIP Service Class
	VoIP Service Feature Class	VoIP Service Feature Class
	Wireless Service Class	Wireless Service Class
	Wireless Service Feature Class	Wireless Service Feature Class
	Promotion Class	Promotion Class
•	Special Rating Class	Special Rating Class

## ICC Hierarchy Configured to your needs



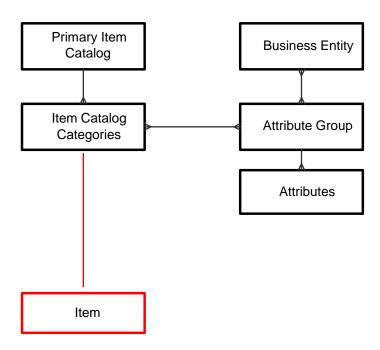
### ICC Hierarchy Configured to your needs

#### Simple UI for Definition

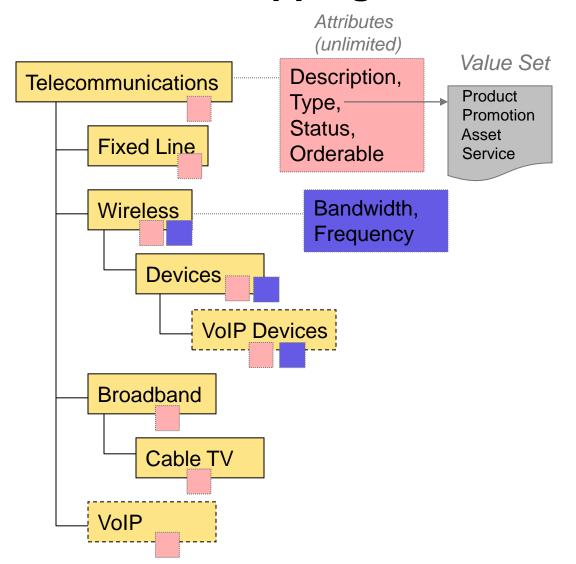


## "User Defined Attribute Groups" Mapped to Categories

Provides different data models for each category of item

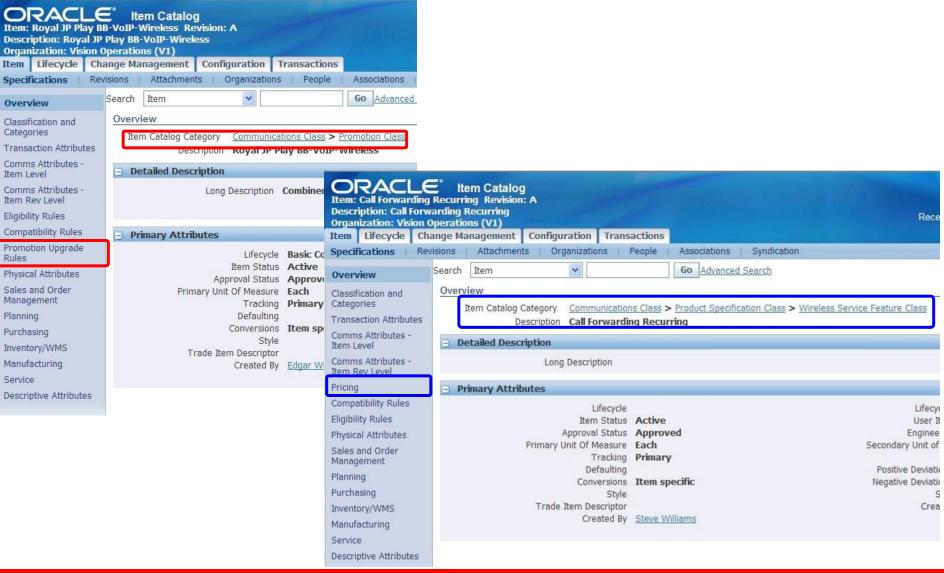


## **Attribute Mapping Inheritance**

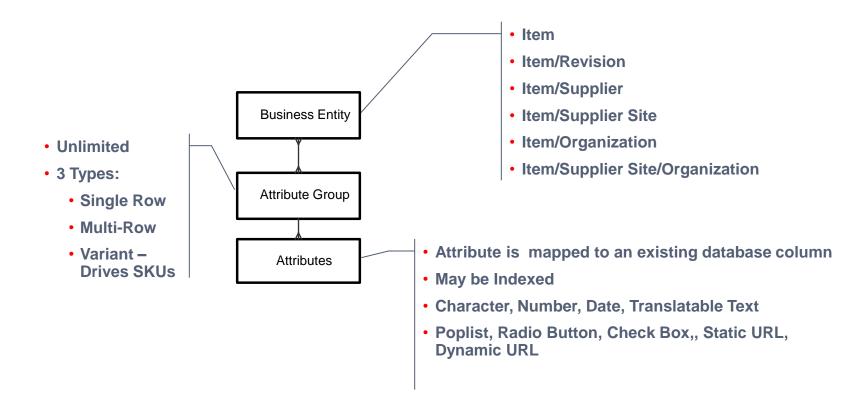


Class (Category)

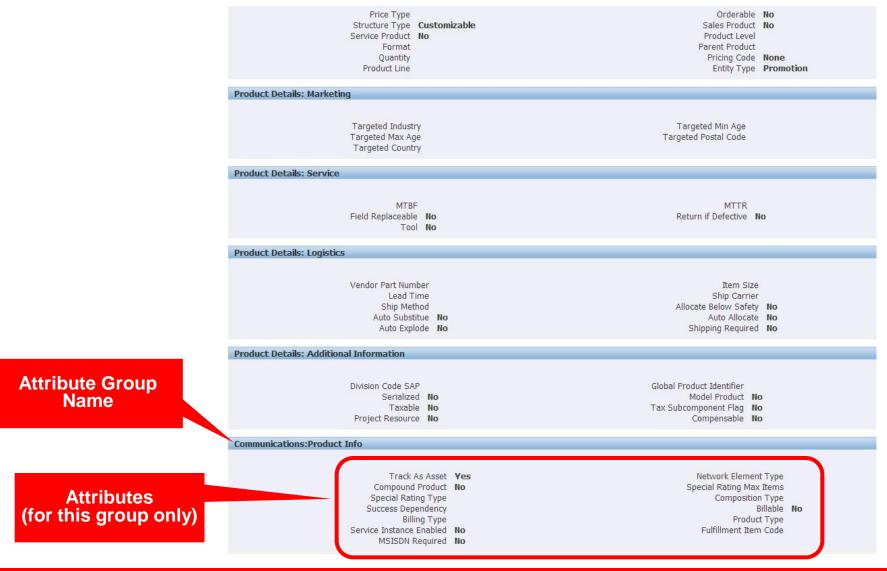
#### Item Attributes Differ Based on ICC



### **User Defined Attributes (UDAs)**



### **Product Definition Attributes Example**

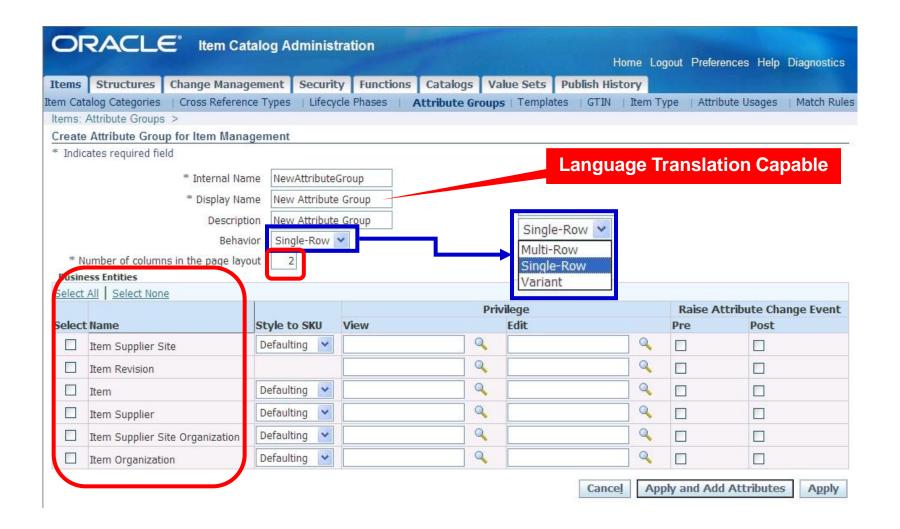


## **Pricing/Billing Attributes Example**

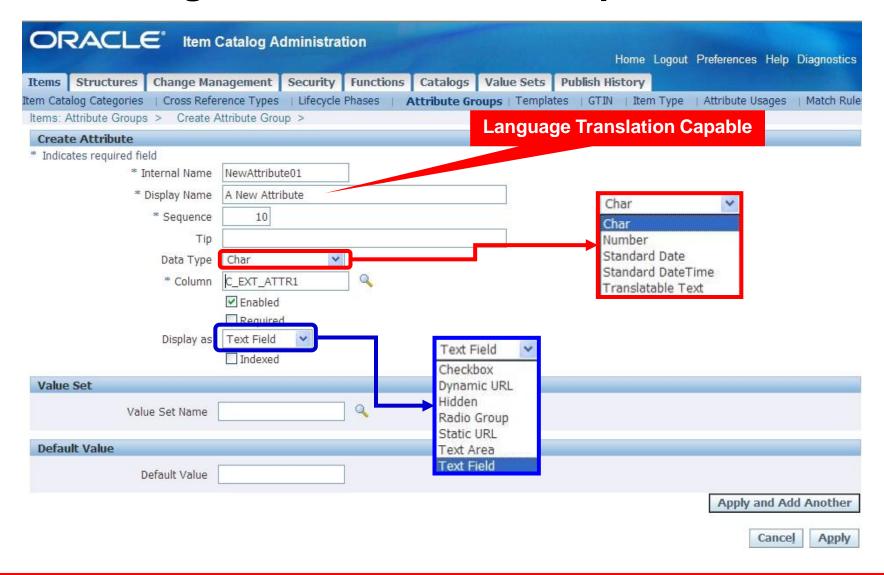
### utilizing "MultiRow" attribute groups

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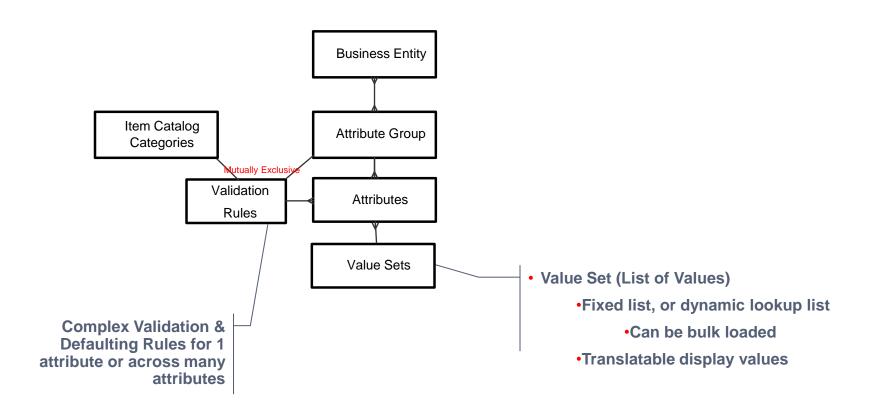
## **Defining Attribute Groups**



## Defining an Attribute in a Group



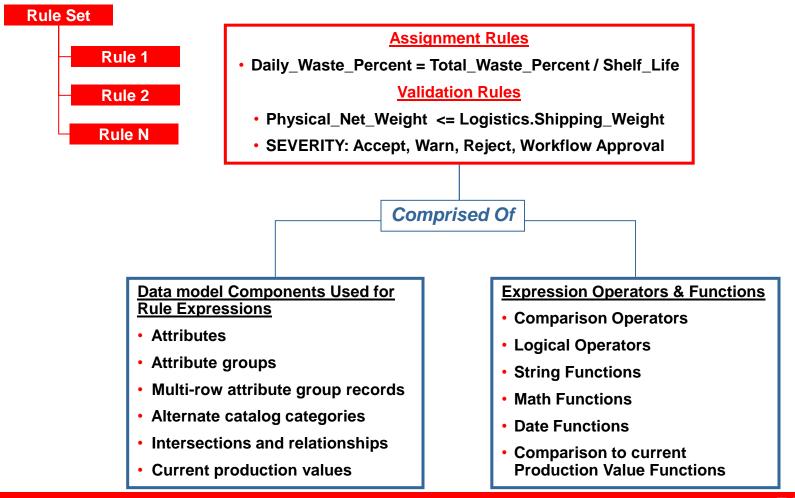
## Validation of User Defined Attributes (UDAs)



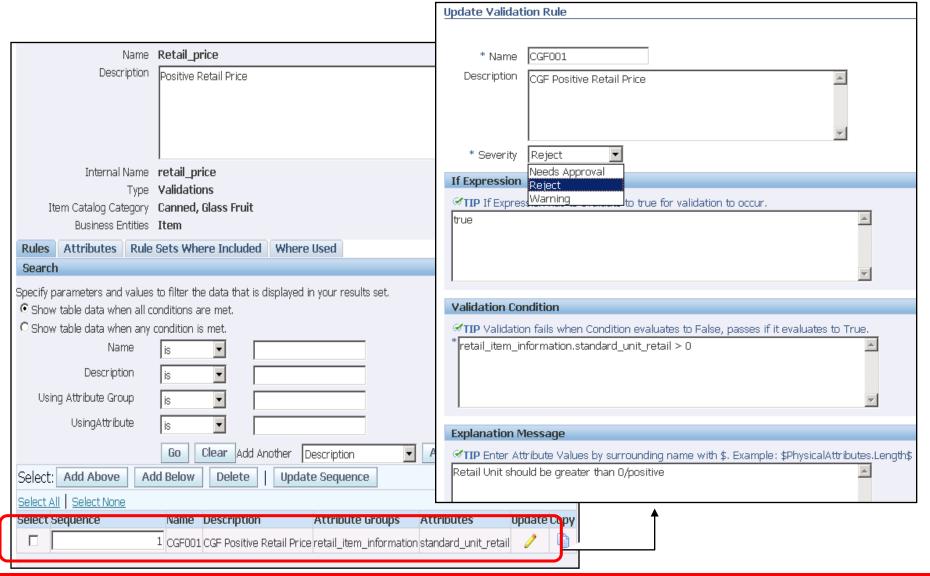


#### **Item Business Rules**

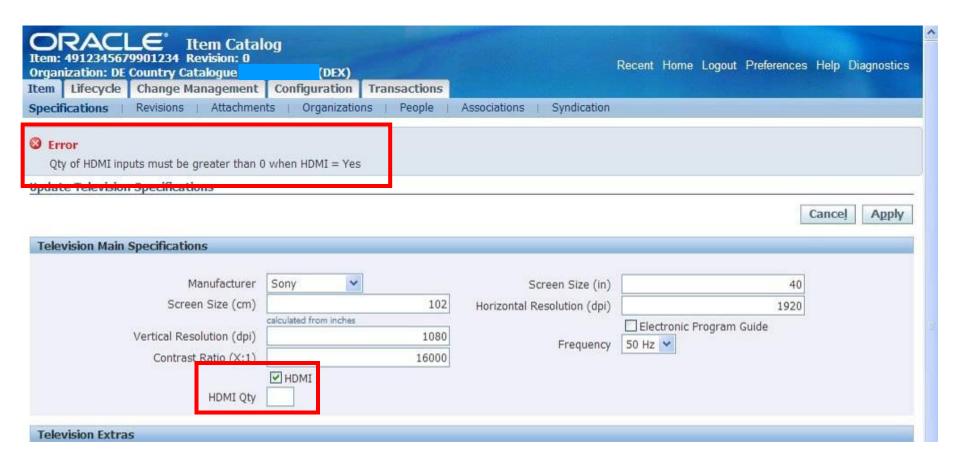
#### Complex Data Rules in Setup Workbench or External Program



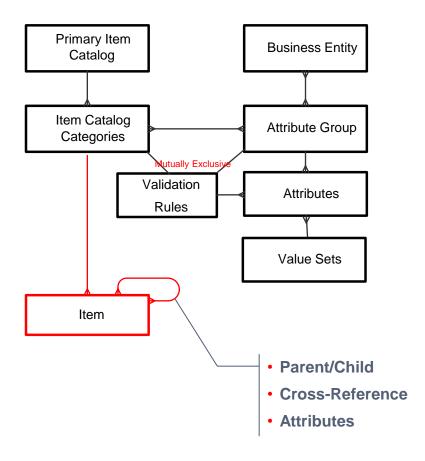
### **Rule Set for Complex Validations**



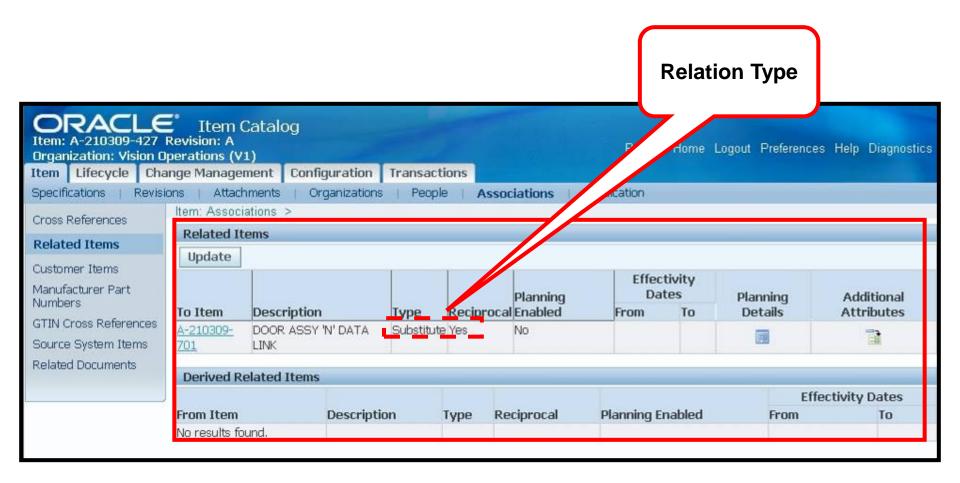
### Rules Can Drive UI Behaviour



## **Item/Item Relationships**

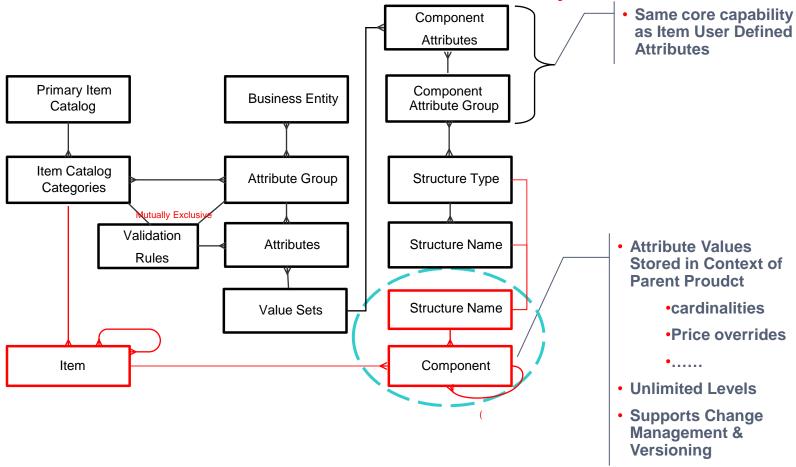


## **Item Relationships**



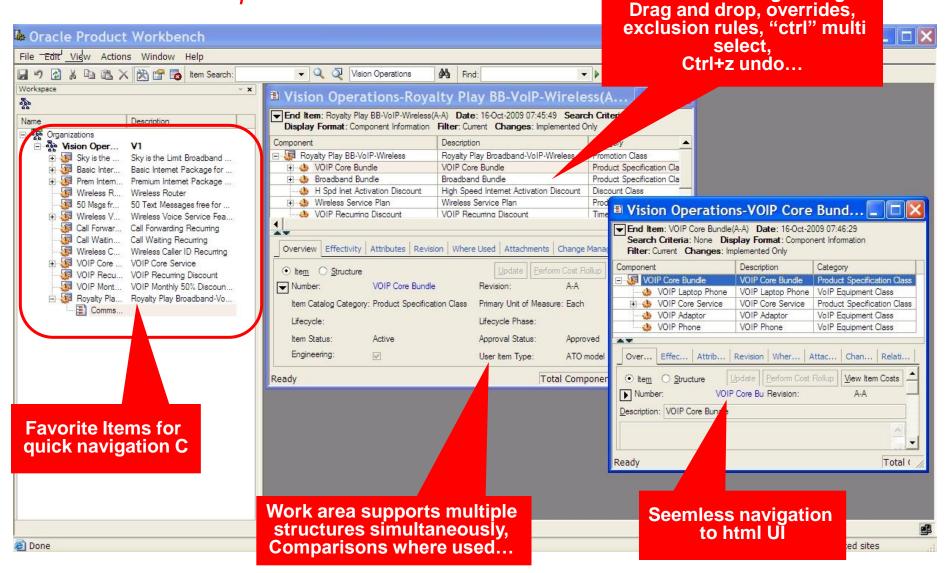
### **Product Configuration "Structures"**

parent/child, contains, uses, hasRelation, used by...



### **PIM - Product Workbench**

Power UI for product administrators



**Product bundling through** 

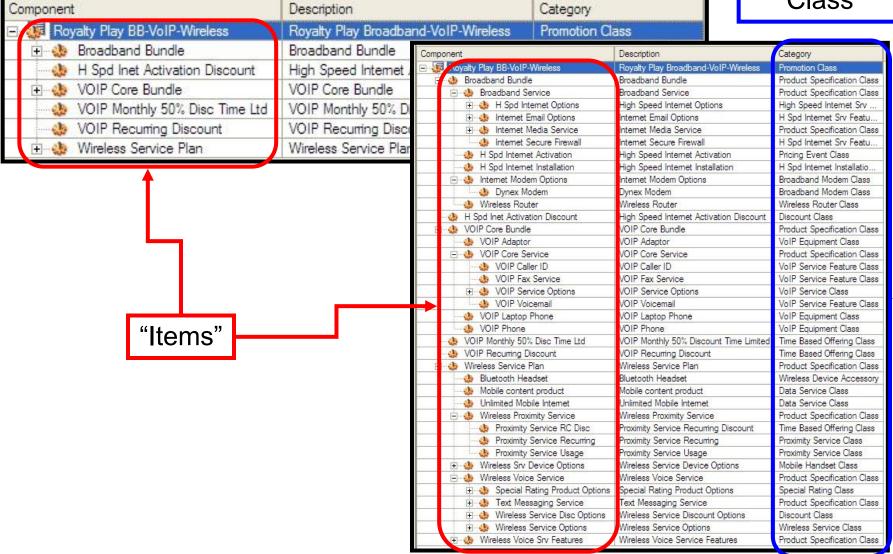
## **Reusable Product Components and Configurations**

building blo	JUNO		Component		Description	Category	
					VOIP Core Bundle	Product Specification Class	
			₩ VOIP Laptop Phone		VOIP Laptop Phone	NAME OF TAXABLE PARTY OF TAXABLE PARTY.	
Component	Description	Category	VOIP Core Service		VOIP Core Service	Product Specification Clas	
Wireless Service Plan					VOIP Fax Service	VoIP Service Feature Clas	
FI Wireless Voice Srv Features	Wireless Voice Service Features	Product Specification Class			VOIP Service Opti	VolP Service Class	
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Wireless Caller ID Recurring	Wireless Caller ID Recurring	Wireless Service Feature	Basic VOIP	-	Basic VOIP	VoIP Service Class	
Call Waiting RC Disc	Call Waiting Recurring Discount	Discount Class	- VOIP w/ unlimite	ed calls	VOIP w/ unlimited	VolP Service Class	
Call Waiting Recurring	Call Waiting Recurring	Wireless Service Feature	₩ VOIP Caller ID		VOIP Caller ID	VoIP Service Feature Class	
& Call Forwarding RC Disc	Call Forwarding Recurring Disc	Discount Class	VOIP Voicemail		VOIP Voicemail	VolP Service Feature Clas	
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	Basic Wireless 550	Wireless Service Class		Description		Category	
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Prem Wireless RC 10% Disc	Premium Wireless Recurring 1	Time Based Offering Class	Dynex Modem	Dynex Modem		Broadband Modem Class	
- 🐎 Prem Wless First 3 Mths Disc	Premium Wireless First 3 Mont	Discount Class				Broadband Modern Class	
- 🌺 Minutes Usage Discount	Minutes Usage Discount	Discount Class	Motorola Modem	Motorola Modem			
🖃 🌺 Text Messaging Service	Text Messaging Service	Product Specification Class	padband Service Bro		Service	Product Specification Class	
- 🐠 Text Messaging Usage	Text Messaging Usage	Text Messaging Class	Internet Media Service In		edia Service	Product Specification Class	
Text Messaging Options	Text Messaging Options	Text Messaging Class	Internet Content on Demand	Internet Content on Demand Internet Video on Demand		Internet Media Class	
& SMS Usage Discount	SMS Usage Discount	Discount Class	Internet Video on Demand				
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Mobile content product	Mobile content product	Data Service Class	Basic H Spd Internet Rec		Speed Internet R		
Bluetooth Headset	Bluetooth Headset	Wireless Device Accessor				High Speed Internet Srv Cl	
	- Love constitution of the section		Ineless Houter	Wireless F	200	Wireless Router Class	
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			H Spd Internet Installation	High Spee	d Internet Installation	H Spd Internet Installation CI	

## **Using the Building Blocks**

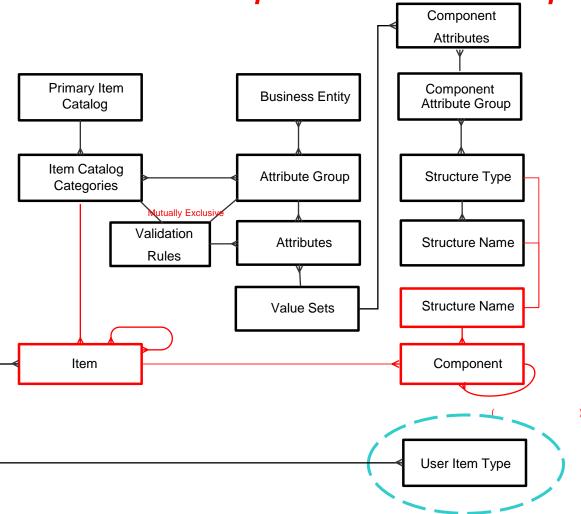
Each Item's

Class



### **User Item Type**

control of allowable parent/child relationships



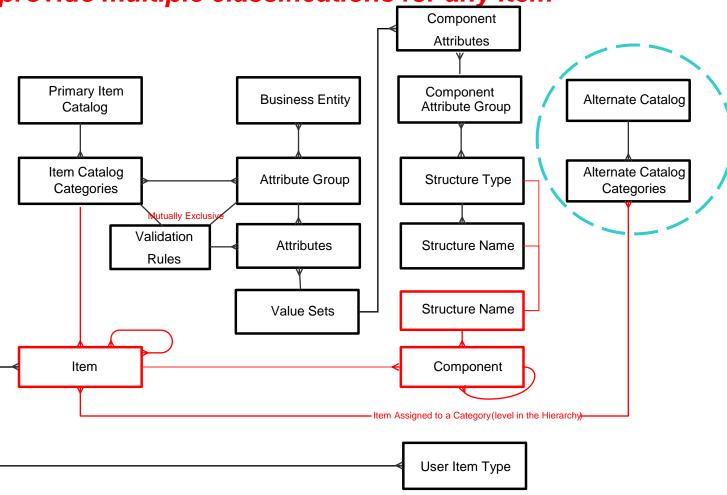
### **User Item Type**

#### control of allowable parent/child relationships

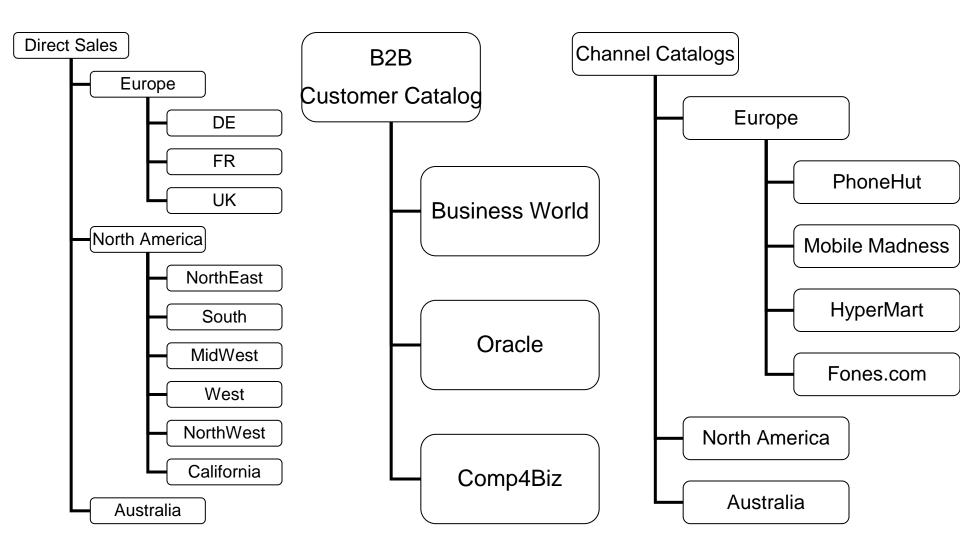
Update Component Type Rule Apply Cancel Error Parent Item Type ProductPromotion Select Component Item Type: Delete CP1005 of item type Component Select All | Select None Commercial Product cannot be added to this product Select Component Item Type Description structure since it violates one or more validations. Also, please ensure that the component type rules BundledProductOffering BundledProductOffering for this structure type do not prevent items of user SimpleProductOffering SimpleProductOffering Commercial Product. item type ComponentProdOfferPrice ComponentProdOfferPrice CompositeProdOfferPrice CompositeProdOfferPrice Add Another Row Update Component Type Rule Cancel Apply Parent Item Type CompositeProductSpecification Select Component Item Type: Delete Select All | Select None Select Component Item Type Description CompositeProductSpecification CompositeProductSpecification AtomicProductSpecification AtomicProductSpecification CompoundResourceSpecification CompoundResourceSpecification PhysicalResourceSpecAtomic PhysicalResourceSpecAtomic PhysicalResourceSpecComposite PhysicalResourceSpecComposite Add Another Row

## **Unlimited Alternate Hierarchies (Catalogs)**

provide multiple classifications for any item



## **Alternate Hierarchies Example**

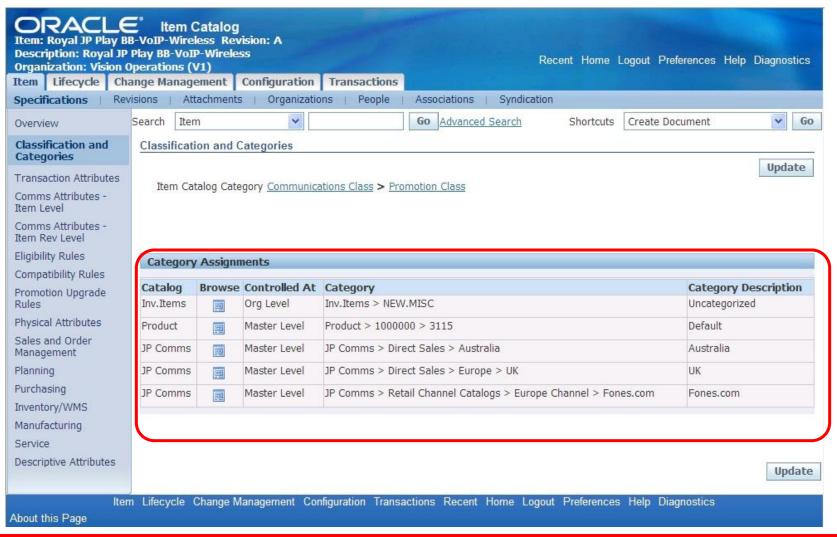


## As modelled in Product Hub

☐ <u>Direct Sales</u>	Direct Sales				
∃ <u>Europe</u>	Europe				
DE	DE				
ER	FR				
<u>uk</u>	UK				
☐ North America	North America				
North West	North West				
South	South				
MidWest	MidWest				
<u>California</u>	California				
Western US	Western US				
Australia	Australia				
☐ B2B Customer Catalogs	B2B Customer Catalogs				
Business World	Business World				
<u>Oracle</u>	Oracle				
Comp4Biz	Comp4Biz				
☐ Retail Channel Catalogs	Retail Channel Catalogs				
☐ Europe Channel	Europe Channel				
Phone Hut	Phone Hut				
Mobile Madness	Mobile Madness				
<u>HyperMart</u>	HyperMart				
Fones.com	Fones.com				
North America Channel	North America Channel				
Australia Channel	Australia Channel				

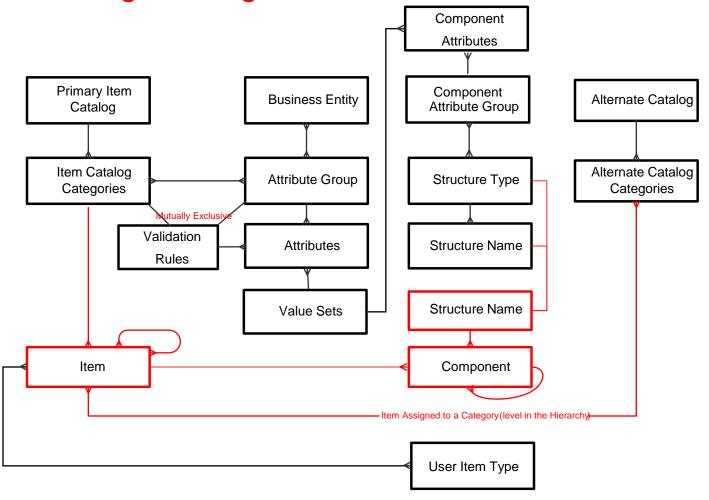


## Item Mapped to Unlimited Number of Catalogs



## Summary: Configurable, Flexible, Upgradable

with self-generating user interface



# **PIM SID Mapping**



## **Product Model and SID Compliance**

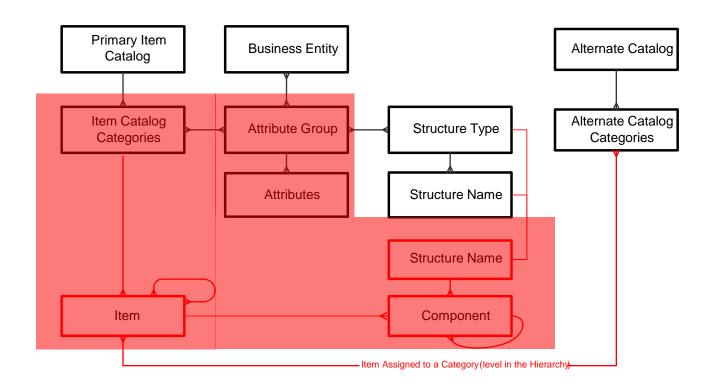
- Good compliance
  - PIM DH Core Model is very flexible in its support for various types of product modelling
    - With exception of Telco only applications, Oracle delivers "generic" models that can be configured to meet industry specific models
      - UNSPCC
      - NATO
      - SID
      - .....
  - see next slides
- Some differences in concepts and naming schemes
  - But all major concepts are covered in both models

## **Product / SID Key Term Comparison**

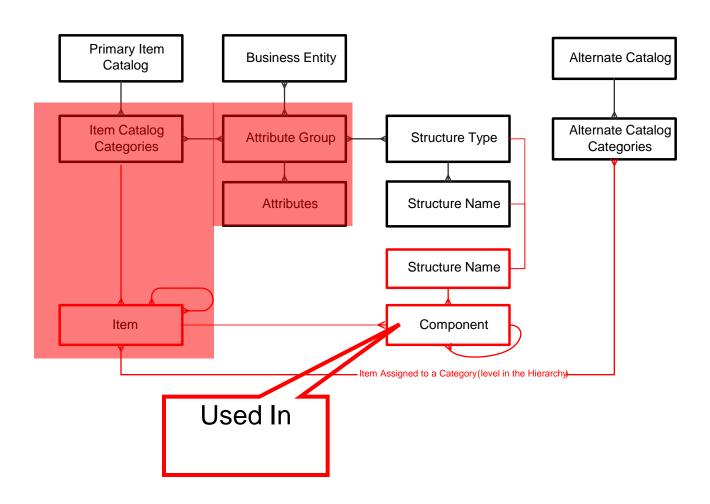
#### **Summary Overview**

SID	Oracle Product Hub
Product	*
Product Offering	Item with Structure
Product Specification	Item
Product Catalog	Primary and alternate Catalogs
Product Component	Item
Product Spec Characteristic	Item Attribute / Category combination (assigned to appropriate category to distinguish product types)
Product Characteristic	Attribute Value
Product Offering Price	Attribute Group or Item
Bundled Product Offering	Item with Structure
Product Bundle	Item with Structure

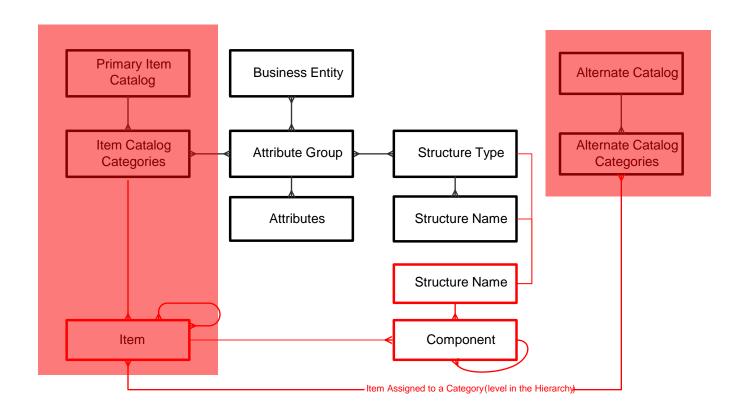
#### Product Offering, Bundled Product Offering, Product Bundle



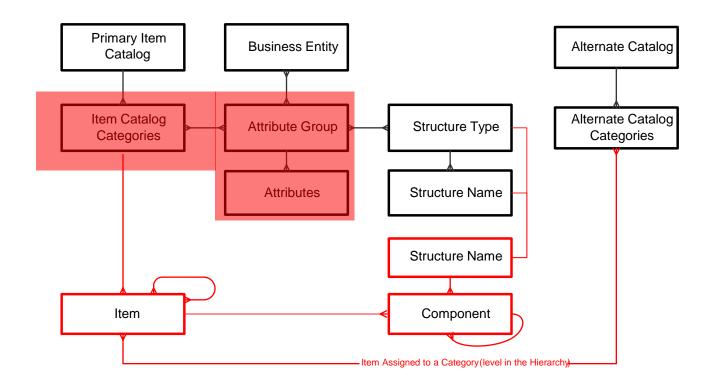
#### **Product Specification, Product Component**



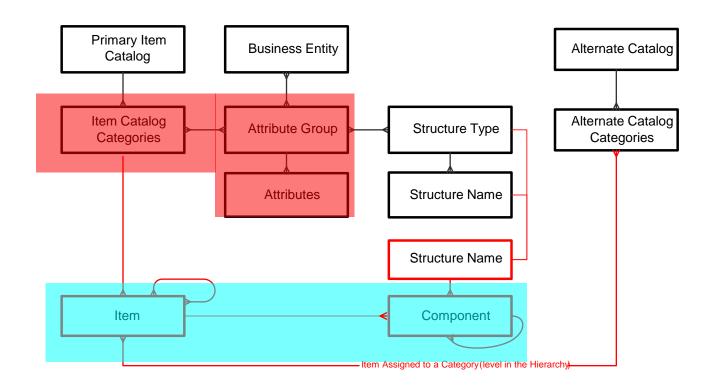
#### **Product Catalog**



## **Product Specification Characteristic**



## **Product Offering Price – Alternate Possibilities**

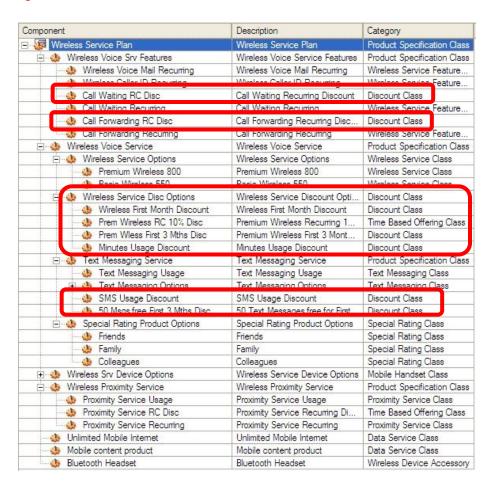


## **PIM Pricing Models**



## Billing and Pricing "Items"

#### reusable objects

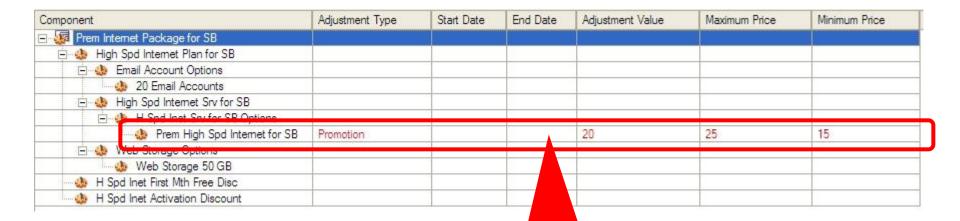


## **Pricing/Billing Attributes Example**

#### utilizing "MultiRow" attribute groups

ID		Name		Tax When	Advan	ce Bill	Charge Cycle	Fees in ad	vance of billing	ig cycle			Unit	Advance c	ycle fee	on billing	date		
ALDF	_ACT_6524	ALDF Activa		No Taxes	No									No					
ALD	_MRC_6524	ALDF Subsc	cription	No Taxes	No									No					
ALDF	_USG_6524	ALDF Usage	9	No Taxes	No									No					
Ra	te Data																		
ID	Name	Overrides (	Credit Limit			Dis	scount Bracke	t Based O	n				Res	source Balan	ce ID				
Eve	ent Map																		
Eve	nt							Mea	asured By		Rate Pla	n Struct	ure		F	Rate Plan	ID		
/eve	nt/billing/product/	/purchase						Occ	urence		Single Ra	te Plan			А	ALDF_ACT_	6524		
/eve	nt/billing/product/	/fee/cycle/cycle	forward_mo	onthly				Occ	urence		Single Ra	te Plan			A	ALDF_MRC	6524		
		A CONTRACTOR CONTRACTOR CONTRACTOR		Service of the					urence		Single Ra					ALDF_USG_			
	nt/delayed/sessio	nyteico						000	and the control of th		omgie re	te Flati			T.				
Bal	ance Impacts	Rate Rate Data Data	Resource			Contrac					Fixed	Scaled		Promotiona	Pricing Commit	Dynamic Discount			
Bal	ance Impacts Rate Plan ID	Rate Rate Data Data ID Min Ma	x ID	<b>GLID Category</b>			Sponsorable	. Proratabl	le Discountab		Fixed	Scaled Amount	List		Pricing Commit	Dynamic	Units		
Bal Seq	Rate Plan ID ALDF_ACT_6524	Rate Rate Data Data ID Min Ma	<b>X ID</b> 840	GLID Category Loyalty	ID Direc		Sponsorable No	e Proratabl	le Discountab	No	Fixed e Amount	Scaled Amount	List		Pricing Commit	Dynamic Discount	Units	08-May-2009	9
Bal Seq 1	Rate Plan ID ALDF_ACT_6524 ALDF_ACT_6524	Rate Rate Data Data ID Min Ma	840 840	GLID Category Loyalty No_Loyalty	ID Direc		Sponsorable No No	Proratabl No No	le Discountab No No	No No	Fixed e Amount	Scaled Amount 10 300	List		Pricing Commit	Dynamic Discount	Units	08-May-2009 08-May-2009	9
Seq 1 2	Rate Plan ID ALDF_ACT_6524 ALDF_ACT_6524 ALDF_MRC_6524	Rate Rate Data Data ID Min Ma	840 840 840	GLID Category Loyalty No_Loyalty	ID Direc		Sponsorable No No No	Proratabl No No No	le Discountab No No	No No No	Fixed e Amount	Scaled Amount 10 300	List		Pricing Commit	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009	9
<b>Seq</b> 1 2 3 4	Rate Plan ID ALDF_ACT_6524 ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524	Rate Rate Data Data ID Min Ma	840 840 840 840 840	GLID Category Loyalty No_Loyalty	ID Direct	tion Type	Sponsorable No No No No	Proratabl No No No No	le Discountab No No No No	No No No No	Fixed e Amount	Scaled Amount 10 300 2 65	List		Pricing Commit	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009	9
<b>Seq</b> 1 2 3 4	Rate Plan ID ALDF_ACT_6524 ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524 ALDF_USG_6524	Rate Rate Data Data ID Min Ma	840 840 840 840 840 840	GLID Category Loyalty No_Loyalty	BG F2Mob	ile	No No No No No No	Proratabl No No No No No	le Discountab No No No No No	No No No No	Fixed e Amount	Scaled Amount 10 300 2 65 0.33	List		Pricing Commit	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009	9
<b>Seq</b> 11 22 33 44 88 66	Rate Plan ID ALDF_ACT_6524 ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524 ALDF_USG_6524 ALDF_USG_6524	Rate Rate Data Data ID Min Ma	840 840 840 840 840 840	GLID Category Loyalty No_Loyalty	BG F2Mot BG F2GSN	ile	No No No No No No No No	Proratabl No No No No No No	le Discountab No No No No No	No No No No No	Fixed e Amount	Scaled Amount 10 300 2 65 0.33 0.34	List		Pricing Commit	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009	9
<b>Seq</b> 1 2 3 4 8 6 7	Rate Plan ID  ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524	Rate Rate Data Data ID Min Ma	840 840 840 840 840 840 840 840	GLID Category Loyalty No_Loyalty	BG F2Mol BG F2GSN F2Fixe	ile d	Sponsorable No	Proratable No	le Discountab No No No No No No	No No No No No No	Fixed e Amount	Scaled Amount 10 300 2 65 0.33 0.34 0.1	List		Pricing Commit	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009	9
Seq 1 2 3 4 8 6 7	Rate Plan ID ALDF_ACT_6524 ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524 ALDF_USG_6524 ALDF_USG_6524	Rate Rate Data Data ID Min Ma	840 840 840 840 840 840	GLID Category Loyalty No_Loyalty	BG F2Mot BG F2GSN	ile d	No No No No No No No No	Proratabl No No No No No No	le Discountab No No No No No	No No No No No	Fixed e Amount	Scaled Amount 10 300 2 65 0.33 0.34	List		Pricing Commit	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009	
<b>Seq</b> 1 2 3 4 8 6 7	Rate Plan ID  ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524	Rate Rate Data Data ID Min Ma	840 840 840 840 840 840 840 840 840 840	GLID Category Loyalty No_Loyalty	BG F2Mot F2Fixe BG F2Fixe Loyalty	iile 1 d	Sponsorable No	Proratable No	No N	No No No No No No No	Fixed e Amount	Scaled Amount 10 300 2 65 0.33 0.34 0.1	List	Price	Pricing Commit Type	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009	
<b>Seq</b> 1 2 3 4 8 6 7	Rate Plan ID  ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524	Rate Rate Data Data ID Min Ma	840 840 840 840 840 840 840 840 840 B40 B40 B40	GLID Category Loyalty No_Loyalty	BG F2Mot F2Fixe F2Fixe	iile 1 d	Sponsorable No	Proratabl No No No No No No No No No	le Discountab No	No No No No No No No	Fixed e Amount	Scaled Amount 10 300 2 65 0.33 0.34 0.1	List	Price	Pricing Commit Type	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009	
<b>Seq</b> 1 2 3 4 8 6 7	Rate Plan ID  ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524	Rate Rate Data Data ID Min Ma	840 840 840 840 840 840 840 840 840 840	GLID Category Loyalty No_Loyalty	BG F2Mot F2Fixe BG F2Fixe Loyalty	iile 1 d	Sponsorable No	Proratabl No No No No No No No No No No No	No N	No No No No No No No	Fixed e Amount	Scaled Amount 10 300 2 65 0.33 0.34 0.1	List	Price	Pricing Commit Type	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009	9
Seq 1 2 3 4 8 6 7	Rate Plan ID  ALDF_ACT_6524 ALDF_MRC_6524 ALDF_MRC_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524 ALDF_USG_6524	Rate Rate Data Data ID Min Ma  1 AL 2 AL 3 AL 4 AL 8 AL	840 840 840 840 840 840 840 840 840 B40 DF_ACT_6524 DF_MRC_6524 DF_MRC_6524	GLID Category Loyalty No_Loyalty  No_Loyalty  840 840 840 840 840 840	BG F2Mot F2Fixe BG F2Fixe Loyalty	iile 1 d d d F2Mobile	Sponsorable No	Proratable No	No N	No No No No No No No	Fixed e Amount	Scaled Amount 10 300 2 65 0.33 0.34 0.1	List	0 0 0 0	Pricing Commit Type 8-May-2009 8-May-2009 8-May-2009 8-May-2009 8-May-2009	Dynamic Discount	Units	08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009 08-May-2009	9
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#### **Price Overrides**



Values stored in "Prem Internet Package for SB" ONLY..

"Prem High Spd Internet for SB" can have different overrides for every occurance in a ProductOffering



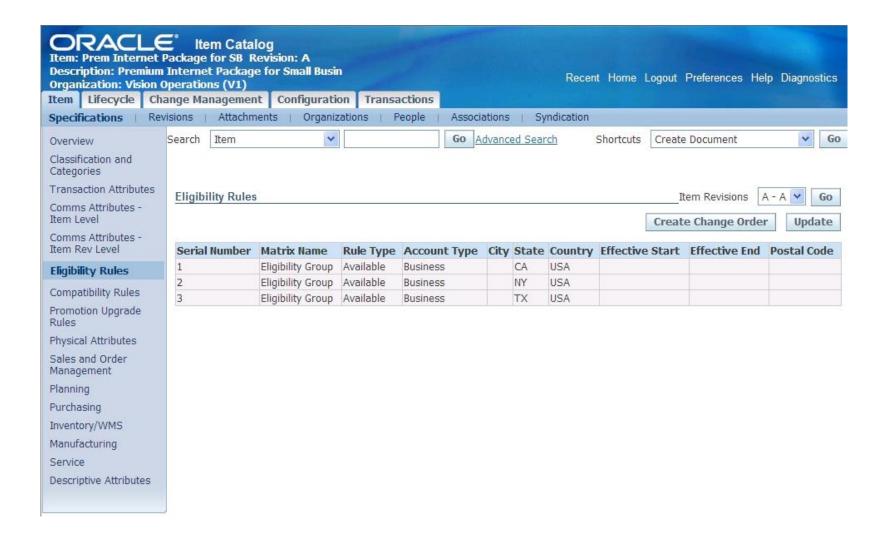
## **PIM** Rules



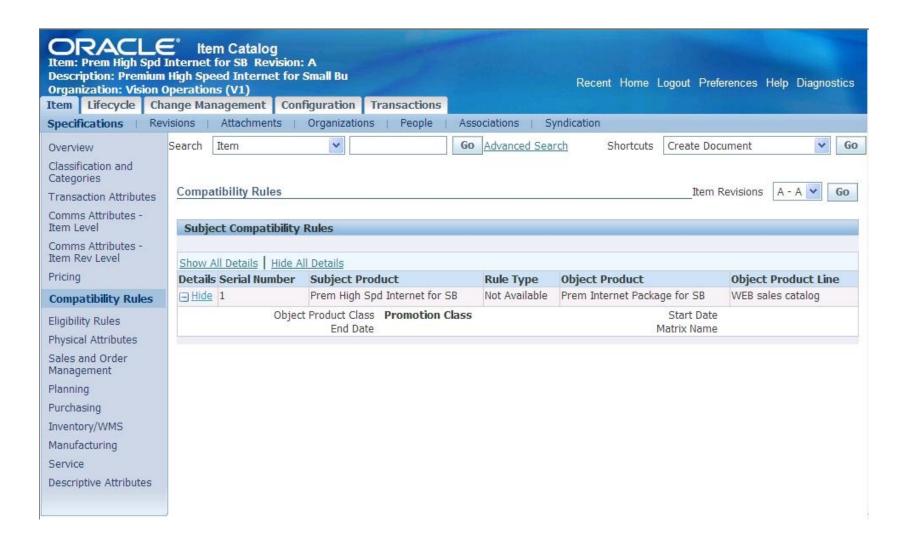
#### **Rules Overview**

- Commercial Eligibility Rules Example sales channel, customer type, billing type etc ..
- Functional Compatibility & Incompatibility Rules
- Global / Local cardinality rules min / max / default
- Attribute based pricing Example
   Long distance, local, zip code, time of day, event type, billing type etc.
- Up sell / Cross sell rules
- Substitutability rules
- More ...

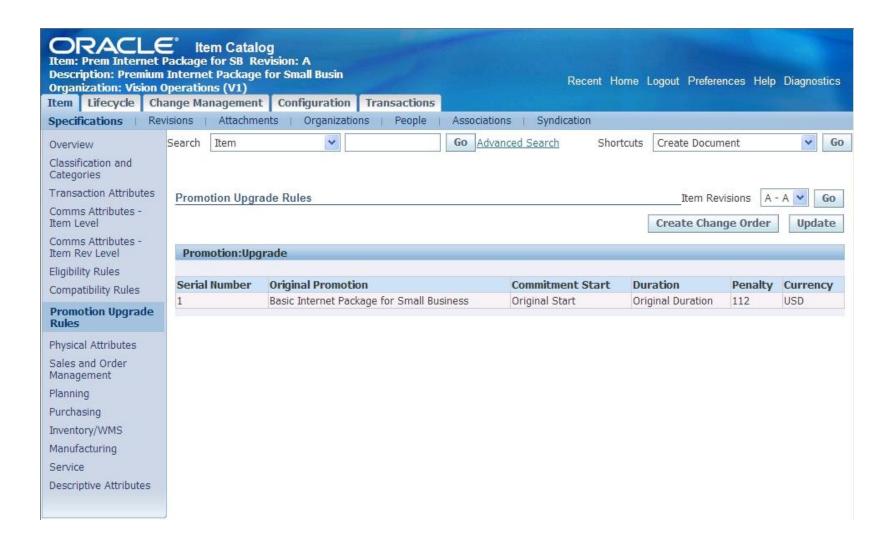
## **Eligibility Example**



## **Compatibility Example**



## **Promotion Upgrade Example**



## **PIM Migration Rule Example**

stored in "target" product



## **Expressive Rules**

- Rules Catalog Category for 'Rule Objects' and 'RuleSet'
- RuleSet combine other Rule Groups and Rule Objects
- Rule Object contain information like this based on attributes (using some language construct)

```
rule ::= LHS <operator> RHS

LHS ::= expression

RHS ::= expression

operator::= ('INCOMP' | 'PREREQ' | 'COMES WITH' | 'REIES_ON' | 'RELIES_FROM' | COMMERCIAL_RO...)

expression ::= orExpression

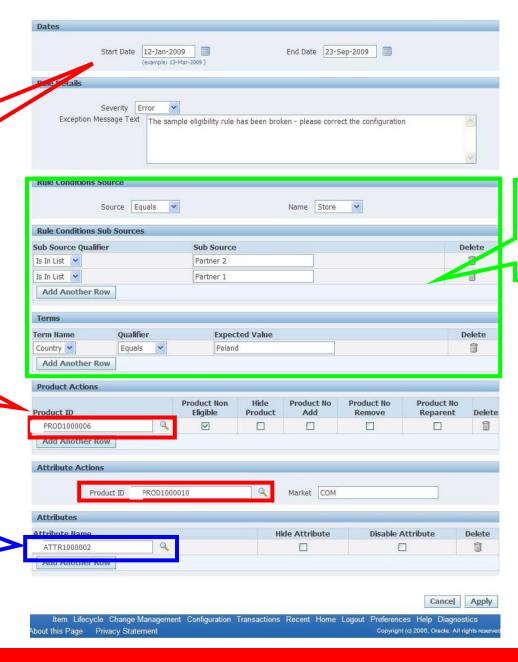
orExpression ::= andExpression ('OR' andExpression)*

andExpression ::= atom ('AND' atom)*
```

Dates Validated for <> and incomplete data

Lookup Constrained to Products Only

> Lookup Constrained to Attributes Only



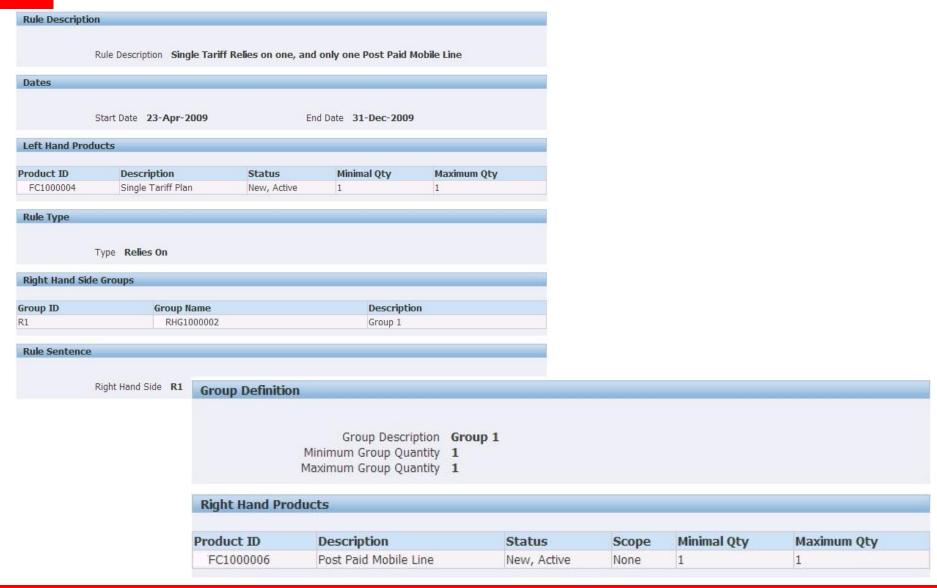
**ORACLE** 

Rule

**Evaluation** 

Condition

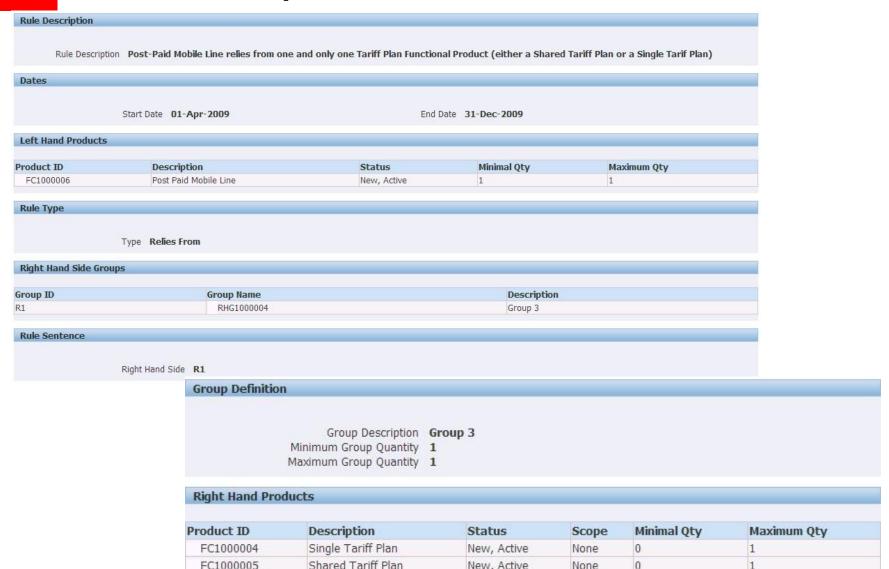
#### Rule 1 – Example from customer



#### Rule 2 – Example from customer



#### Rule 3 – Example from customer





1

New, Active

0

None

FC1000005

## Rule 4 – Example from customer

**Rule Description** Rule Description Shared Tariff Plan Offer limited from 3 to 5 Lines (Either Post-Paid or VoiP Lines). min VoIP Line and one Mobile Line belonging to the same Customer Dates Start Date 01-Apr-2009 End Date 31-Dec-2009 **Left Hand Products Product ID** Description Status Minimal Qty Maximum Qty PROD4000019 Shared Tariff Plan Offer New, Active **Rule Type** Type Commercial RO **Right Hand Side Groups Group ID Group Name** Description RHG1000005 Group 4 Rule Sentence Right Hand Side R1

#### **Group Definition**

Diales Hand Bundares

Group Description Group 4
Minimum Group Quantity 3
Maximum Group Quantity 5

Right Hand Products							
Product ID	Description	Status	Scope	Minimal Qty	Maximum Qty		
PROD4000020	Post Paid Mobile Line Offer	New, Active	Same Customer	1	1		
PROD4000020	Post Paid Mobile Line Offer	New, Active	None	0	2		
PROD4000021	VOIP Line Offer	New, Active	None	1	4		



## Making Rules Work ...

 Restrictive language definition that consuming systems can 'transform'

```
rule ::= LHS <operator> RHS

LHS ::= expression

RHS ::= expression

operator::= ('INCOMP' | 'PREREQ' | 'COMES WITH' | 'REIES_ON' | 'RELIES_FROM' | COMMERCIAL_RO...)

expression ::= orExpression

orExpression ::= andExpression ('OR' andExpression)*

andExpression ::= atom ('AND' atom)*
```

- Transforming references to native reference ids in destination system (and understanding the scope of entities)
- Transforming generic language construct to native language construct

For example (A or B or C) Compatible (D or E or F or G) will translate to 3x4 = 12 compatibility rules in Siebel

- The ability to consume Rules is not a PIM issue but it is a general rule engine issue
- Executing Rules via custom publish to a rule engine which returns valid / invalid results

#### **Business Rule Definition**

#### Canonical Representation is a Myth

# If any 'SMS Class Product' then you have to pick 'Basic News Product' OR 'Call Waiting'

- No standard to adhere to as expressive as the language
- Transformation of entities in the expression (x-references)
- No practical implementation that will work for more than one sophisticated configurator Siebel and EBS and Clarify and ...
  - •For example (A or B or C) Compatible (D or E or F or G) will translate to 3x4 = 12 compatibility rules in Siebel

"However, if we define a constrained rules, then it is possible to express them in simple language and transform them - PIM can present such rule expression storage and delivery"



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