



CSG Kenan[®]/BP

Software Product Description

CSG Systems Inc.

Product Release #: 11.7

SPD #: KBP-11.7-SPD-2005-04-29

Date: April 29, 2005

Software Product Description for CSG Kenan/BP

CSG Kenan/BP is a comprehensive billing and customer care system for both usage-based and non-usage-based products and services. Access to supported functions is provided through graphical user interfaces and supported standard interfaces.

Relational Databases

A single instance of CSG Kenan/BP includes one set of relational databases that comprises one or more customer databases, zero or one administrative databases, and exactly one catalog database. The customer database stores customer information, the administrative database stores configuration information that has a system-wide scope, and the catalog database stores system navigation information. One instance of CSG Kenan/BP also includes the client software that processes data in these databases.

Billing Activities

CSG Kenan/BP supports the following billing activities:

- data exchange with external systems
- customer usage accumulation and rating
- correction and reprocessing of errored usage
- variable tax rates based on charge type, jurisdiction, account, and location
- customer invoice preparation
- payments processing from lockbox, credit cards, and electronic funds transfer
- invoice formatting and dispatching
- financial feeds for general ledger
- journalizing of revenue information



Configuration Activities

CSG Kenan/BP supports the following configuration activities:

- defining product packages, discounts, and contracts
- creating and modifying product and charge information
- customizing rates
- configuring country-specific and international support
- starting, configuring, and monitoring CSG Kenan/BP processes
- configuring and managing bill cycles
- adding and maintaining authorized users and user groups
- defining entry and exit thresholds for collectables
- defining collections entities, actions, event categories, properties, and scheduling
- combining events and states to create collections scenarios
- defining parameters used to assign collections scenarios to accounts
- archiving, restoring, counting, and deleting data

Collections Activities

CSG Kenan/BP supports the following collections activities:

- identifies delinquent entities (“collectables”)
- assigns each collectable an appropriate collections scenario (sequence of collections actions) and assigns collectors
- creates schedules for each collections scenario
- changes collectables from one scenario to another when collectable attributes change (“shuffle”)
- updates collections status as payments are received (credit card, lockbox, and electronic funds transfer)

Customer Care Activities

Customer Center supports the following customer care activities:

- creating, viewing, modifying, terminating accounts
- querying for accounts
- creating, viewing, and modifying account hierarchies
- creating, viewing, modifying, terminating, suspending, transferring, and resuming services
- creating, viewing, modifying, and terminating product packages, package components, products, contracts, discount plans, and unit credits
- creating, viewing, modifying, and terminating non-recurring charges



- viewing, printing, and reissuing invoices
- viewing billed and unbilled detailed charges
- creating, modifying, and reversing adjustments
- accepting payments and deposits
- distributing prepayments and overpayments over past invoices
- viewing and managing account balances
- creating, viewing, and modifying insufficient funds charges and refinancing plans
- creating, viewing, modifying, and terminating customer corridor rating plans
- viewing and rescheduling collection activities for an account
- creating, viewing, and modifying account and service external ids
- creating, viewing, modifying, and committing order requests that affect the state of billing entities
- creating, viewing, modifying, and committing future-dated suspend resume, and transfer requests

Hardware and Software Support

CSG Kenan/BP uses the following open system standards:

- UNIX[®] System V
- C++/ANSI C and Java[®] programming languages
- ANSI SQL
- TCP/IP layered network protocol socket interface
- PowerBuilder[™] or InfoMaker[™] for Windows[®]-based report configuration and generation

Additional CSG Kenan/BP Components

CSG Kenan/BP includes the following components:

- Configurator 1.7
- Configurator 2.2
- Operations Center 1.7

See the individual Software Product Description documents for these components for information on their capabilities and requirements (including third-party software).



Third-Party Software

The following sections describe required and optional third-party software.

The purchase, installation, configuration, maintenance, support, and upgrade of third-party software and hardware is the responsibility of each licensee.

Server Platforms

The following operating systems can be used as CSG Kenan/BP application and database servers:

- Sun[™] Solaris[®] 5.8
- Sun Solaris 5.9
- HP-UX[®] 11i
- IBM[®] AIX[®] 5.2

Client Platforms

The following operating systems can be used as CSG Kenan/BP clients:

- Microsoft Windows[®] Server 2000 or XP (Service Pack 2)

RDBMS

The following RDBMS software can be used by CSG Kenan/BP:

- Oracle[®] Database Server 9.2.0.5 (64-bit) for Solaris or HP-UX or AIX
- Oracle Database Client 9.2.0.5 (Net*8) (64-bit) for Solaris or HP-UX or AIX

Note CSG Systems supports only the UTF-8 character set.

Required Software

The following third-party software is required:

- Sun Java 2 Standard Edition (J2SE) 1.4.2_07 (for Windows client)
- Sun Java 2 Standard Edition (J2SE) 1.4.2_07 (64-bit) (for Solaris)
- IBM Java 2 Standard Edition (J2SE) v1.4.2 (64-bit) (for AIX)
- HP Java 2 Standard Edition (J2SE) v1.4.2_06 (64-bit) (for HP-UX)
- BEA[™] Tuxedo 8.0 (32-bit, patch 331) for Windows client
- BEA Tuxedo 8.0 (64-bit, patch 331) for AIX, HP-UX, and Solaris
- Oracle 9.2.0.5 JDBC Driver (for the Server side)



- Oracle ojdbc14.jar
- IBM VisualAge® C V.6.0.0.11 (C++ V 6.0.0.12) or higher compiler (only if licensee is running AIX operating system).
- Sun Workshop C++ V.6 compiler, update 2 (only if licensee is running Solaris operating system).
- HP acc 3.45 compiler (only if licensee is running HP-UX operating system).

Software Required to Run Optional Features

The following software is required to run optional features of CSG Kenan/BP:

- Adobe Acrobat® Reader, version 5.0 or higher (HP-UX, Solaris, Windows, AIX). Required to view online documentation.
- Vertex® Quantum™ version 3.1.6 (UNIX and Windows). Required for sales taxation (in North America).
- Vertex CommTax™ version 2.01.02 (UNIX and Windows). Required for communications taxation (in North America).
- An LDAP v3 compatible server. Software has been certified with the following LDAP servers:
 - » Novell eDirectory 8.7.x
 - » Sun Directory Server 5.2

Optional Software

The following software is optional:

- COBOL compiler: Micro Focus® Application Server for Server Express, version 2.2. Required for Vertex CommTax. Need Service Pack 2 for Sun, Service Pack 2 for HP, and Service Pack 1 for IBM.
- Microsoft Windows Visual C++ 2003.NET compiler (only if licensee wants to do custom development).

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