Ericsson Order Care

Realize Higher Consistency for Faster Time-to-Revenue

Order Analytics Configuration Guide

4/127 01-CSH 109 420/1 Uen Rev A

Contents

1 Introduction

This document provides information on configuring the Order Analytics (OA) module.

1.1 Purpose and Scope

This guide provides the reader with an understanding of the data model and features supported by the Order Analytics (OA) module. To perform the tasks in this document requires that you have metadata development experience.

1.2 Reader's Guideline

This section describes the version syntax covered in this document and any additional, required information.

Commands that you enter on the command line appear in courier font, such as the following:

```
svnadmin dump C:\SVN\myProject > C:\backupFolder\myProject.bak
```

Document names and sections within documentation are set in italics, such as the following:

For more information on making a copy of your project metadata, see the *Velocity Studio User Guide*, under *Velocity Studio User Interface* > *Common Actions Outside Velocity Studio*.

Note: To navigate the documentation, an arrow appears (>), which separates each hyperlink to be clicked.

2 OA Overview

The Order Analytics (OA) module provides real-time operational reporting (statistics and measurements) to address all aspects of the end-to-end order fulfillment life cycle. All data is collected during the order lifecycle and parsed/assembled into management reports and live dashboards. However, further configuration is required to use Order Analytics as part of a solution with other modules and external applications.

2.1 OA Features

The Order Analytics application provides real-time operational reporting features:

Reports

- Reports are generated real-time in a tabular format or dashboard format (for example, bar graph, line graph or pie chart format).
- Report columns can be customized to display only specific columns
- Reports include Service Level Performance, Orders, Process, and Work Items.
- User and user activity log reports can be generated.

Search Capability

- Provide the ability to filter reports by system defined search criteria.
- Reports can be viewed and filtered by history, completion, rejection, delays and milestones.

Print/Export Reports

- Report output can be viewed on a web-browser, printed and exported as a XLS, CSV and XML files formats.

3 Quick Start

The following are the quick steps to install the OA module:

1. Install Velocity Studio and follow the directions from the Velocity Studio's Installer User Guide to install Velocity Studio, initialize the database, and configure the System Configuration application.
2. Create a project in Velocity Studio and set the internal name of the project.
3. Add the Order Analytics library files to Velocity Studio.
4. Start the runtime and update the logical connection in the System Configuration application.
5. Run the **cwl_report.sql** from the <*installation_folder*>\ modules\order_analytics\DDL.
6. Upgrade the database and run the associated SQL file.
7. Configure new logical connections in the System Configuration application.
8. Assign the privileges required to run the OA module in the User Profile Management application.
9. Logout and log back in from the runtime.
10. Double-click the Order Analytics application's icon.

4 Installation and Setup of OA

This section provides the details on how to install and configure OA module.

4.1 Set up Velocity Studio and Database Schema

1. Install Velocity Studio as outlined in the *Installer User Guide > Standard Install.*
2. Create a new schema in your database. Refer to the *Installer User Guide > Standard Install > Database Initialization.*
3. Run the <*installation_folder*>\DDL\CW.sql file. Use your newly created database schema to run this script. Update the `CW.sql` with the new user name.
4. Open the <*installation_folder*>\designer\env\startDesigner.cmd file to start Velocity Studio.
5. Create a Project in Velocity Studio.

    a. Click **File > New > New Project** from the menu bar.
    b. From the Select an empty directory dialog, specify the folder where you want to save your new project.
    c. Click the root metadata node, by default appears as AVM Metadata. On the General properties of this node, enter project's internal name in the **Internal Name** field.

6. Click **Database > Connect** from the menu bar to connect to your newly created database schema.
7. From the Database Login dialog, click the **New** button to configure the database connection settings.
8. The Connection Properties dialog appears; enter the name for the connection and the name of your database schema user in the **Name** and **User** fields, respectively.

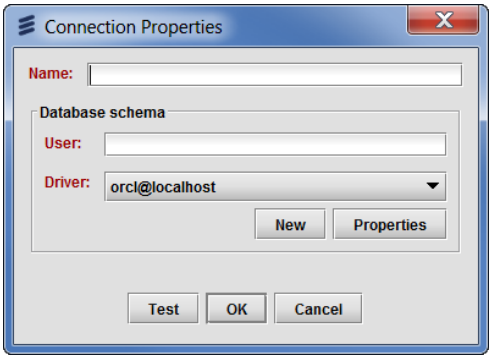

Figure 1 Connection Properties Dialog

9. Click the **New** button.
10. The Driver Properties dialog appears; click the **Driver type** field's drop-down menu and select **Oracle thin**. Proceed to enter the **Host, Port, Connection Type,** and **Service** information.

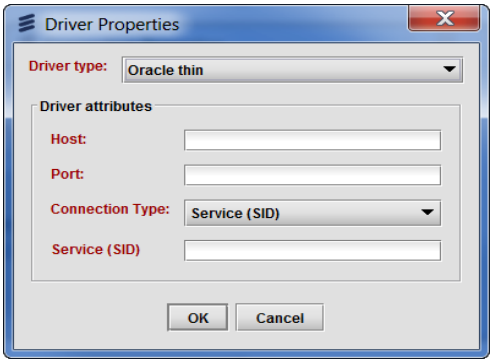

Figure 2 Driver Properties Dialog

11. Click the **OK** button.
12. The Connection Properties dialog reappears. You can click the **Test** button and then enter the password to test the connection.
13. Click the **OK** button to return to the Database Login dialog.
14. Enter the value in the **Password** field and click the **OK** button to connect.
15. Click **Runtime** > **Run** from the menu bar to run the framework.
16. The Select Application dialog appears; click the **New** button.

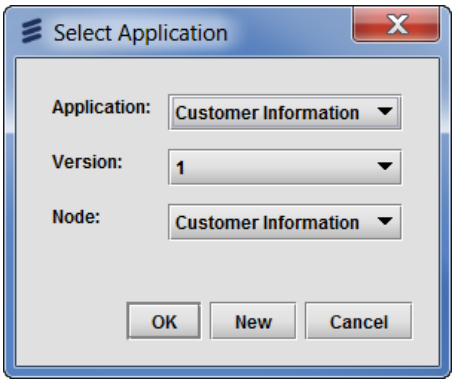

Figure 3 Select Application Dialog

17. The Add dialog appears; enter the value for the **Version** and **Description** field.
18. Click the **OK** button from the **Add** and **Select Application** dialogs.

Note: The Velocity Studio runs in Configuration mode until the System Configuration application is properly set up, and the application metadata has been run.

4.2 Set Up the System Configuration Application

The following are the steps to set up the system configuration application.

1. In your Web browser, access the System Configuration application by entering `http://localhost:8080/cwf/config` as the URL.
2. Enter **upadmin** as both your Username and Password, and then press the **Enter** key to login. The main screen of system configuration application displays:

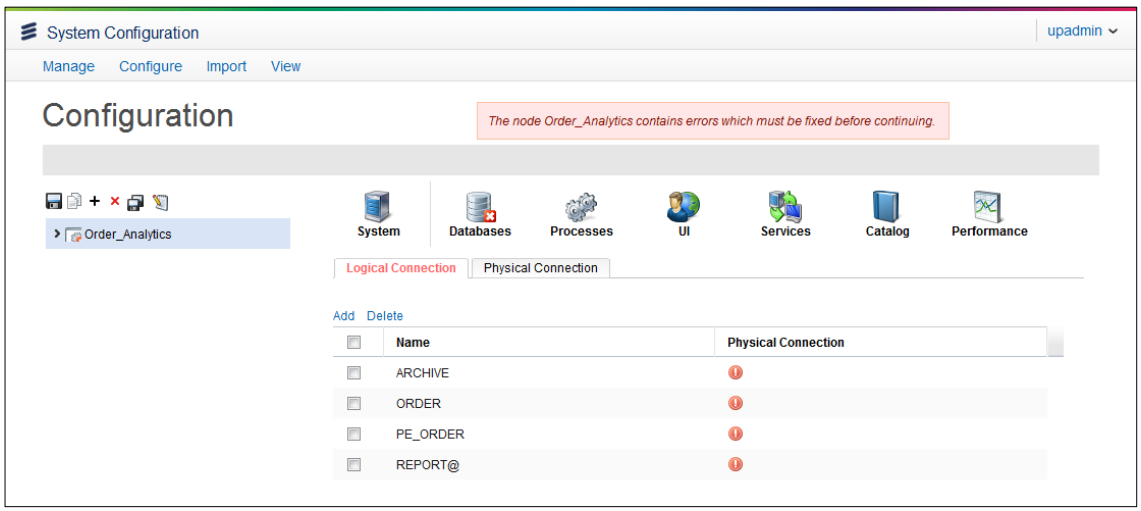

Figure 4 Main Screen of System Configuration Application

3. Select the main node (for example, Customer Information) from the node menu section, and then click the **Database** tab.
4. The **Logical Connection** tab displays the logical connections to the database, which are responsible for enabling the AVM to send database commands to the database, to carry out different functionalities.
5. Clicking **Databases** > **Physical Connection** displays the physical connections to the database, which are responsible for defining database connection parameters to be used by logical connections. Complete these steps to add a physical connection:
    a. From the Physical Connection page, click the **Add** button.
    b. The New Physical Connection dialog appears. Enter your database credentials.
    c. To test your connection settings, click the T**est** button. If your connection settings are properly set up, a *Successful Connection* confirmation message appears.
    d. Click the **Apply** button. A message appears, indicating that you have successfully updated your Oracle thin connection.
    e. Click the **Close** button.

Note: The database attributes in the System Configuration application need to match the database attributes in the Velocity Studio. For more information, refer to the *System Configuration User Guide*.

6. Click the Logical Connection tab to associate your logical connections to the physical connection you have just created, double-click each of the following logical connections and select your newly created physical connection from the drop-down list:

    - ARCHIVE
    - ORDER
    - PE_ORDER

7. Click the **Save** button to save your configuration settings, and exit the system configuration application.

Note: You can select the **Active configuration** checkbox for **PE**, **PE_UI**, or **UI** node.

4.3 Add JAR files

Go back to the Velocity studio, and follow these steps to continue the configuration on the Velocity Studio side.

1. Click **Runtime > Stop** from the menu bar, to stop the runtime in Velocity Studio.
2. Click the root metadata icon (for example, AVM Metadata) in the left navigation menu, and then click the **Library** tab.
3. Click the Add button ( ) to launch the Select an template JAR dialog.

Figure 5 Add Library Files

7. Select the required and recursive JAR file for OA module from <*installation_folder*>\modules folder. The OA library or JAR files contains the metadata that enables OA to run.

Module	Required JAR Files	Recursive JAR Files
Order Analytics	cwa_report_oa.jar	address.jar api_common.jar billing.jar customer.jar cwl_report.jar data_dictionary.jar notification.jar party.jar report.jar

8. A Copy File dialog appears; select Yes or No in the dialog. If Yes is selected, the JAR files are copied locally to your <*installation_folder*>\templates folder. If No is selected, file path is added to your template folder.
9. Once the files are added, save the project metadata.
10. Reload or open the project for the library files to take effect.
11. To create the OA privileges and database indexes, run the **cwl_report.sql** from the <installation_folder>\ modules\order_analytics\DDL.

12. Click **Runtime** > **Run** from the menu bar to start the runtime. The Velocity Studio runs in configuration mode. New logical connections are available in the System Configuration application.
13. Follow the steps described in the previous section of this document to login to the System Configuration application
14. Associate the new logical connection REPORT@ to the physical connection.
15. Click the **Save** button and exit the System Configuration application.
16. To make the existing database schema compatible with the new files and settings, upgrade the database by following these steps:

    a. In Velocity Studio, click **Database > Upgrade System** from the menu bar to open the Upgrade SQL dialog.
    b. Specify the directory and the name of the SQL file (for example, upgrade.sql), and then click the **Save** button to create the file.
    c. Use SQLPlus or SQL Developer to connect to the appropriate database and run this upgrade file.

Note: If there are no system upgrades available, a dialog box appears, indicating that no upgrades are required.

4.4 Assign the Privileges

To assign the privileges, complete the following steps:

1. In the Velocity Studio, click **Runtime > Run** from the menu bar or click the run button () to start the framework.
2. Open your Web browser and enter the `http://<localhost>:<port>/cwf/login` Web address. For example, `http://localhost:8080/cwf/login`.
3. Enter the username and password to login (for example, `upadmin` for both the **Username** and **Password** fields), and then click the **OK** button.
4. Open the User Profile Management application and click the **Manage > Groups** from the menu bar.
5. On the Search Group page, click on the **Search** button to get the list of the user groups.
6. Double-click the appropriate user group (for example, User Profile Administrators).
7. On the Select Privileges page, first click the **Edit** button and then click the **Add** button. The Search Privileges page appears with the available privileges for that group.
8. Select all privileges and click the **Select** button. A message appears that the privilege has been added successfully.
9. Click **Upadmin** option from the menu bar, and then click the **Logout** option.
10. Log back in to the application; follow the steps defined previously in this section.
11. The **Application Selection** page appears with the available applications.
12. Double-click the icon for Order Analytics module. The main screen of the application appears as follows:

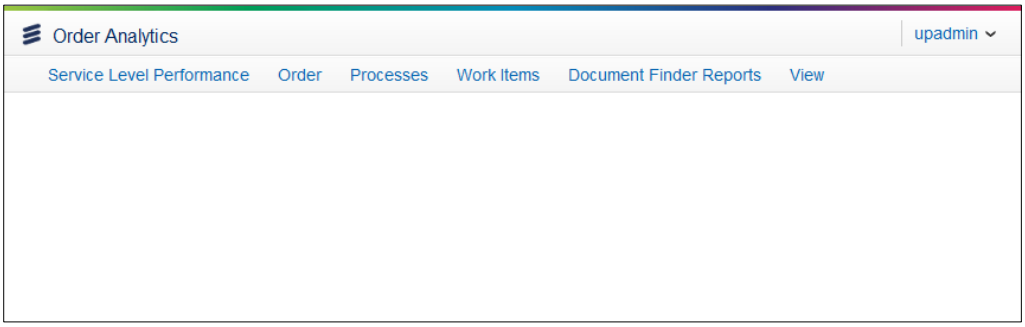

Figure 6 OA User Interface

Note: If the login screen does not load, verify that either the Web address is correct or contact your system administrator to verify that you have the correct Web address.

5 Reference List

The following is a list of documentation for reference:

- *System Administration User Guide*
- *System Configuration User Guide*
- *User Profile Administration User Guide*
- *Velocity Studio Installer Guide*
- *Velocity Studio User Guide*

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