

Ericsson Catalog Manager and Ericsson Order Care

Realize Higher Consistency for Faster Time-to-Revenue

Product Analytics Configuration Guide



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1 Introduction

This document describes how to configure and install the Product Analytics module.

1.1 Purpose and Scope

This guide provides the reader an understanding of features supported by the Product Analytics module, and the steps on how to setup or access this module's user interface (UI). To perform the tasks described in this document requires that you have metadata development experience and some knowledge of related technologies, such as database administration is assumed.

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 Product Analytics Overview

The Product Analytics (PA) module provides the ability to address all aspects of end-to-end order management performance statistics and measurements, for Communication Service Provider's (CSP) real-time operational reporting requirements.

As a product's lifecycle is initiated, the Product Lifecycle Developer (PLD) or Orchestration Framework (OF) audits and tracks all aspects of it. From the marketing team who thinks of the new idea or concept about the new offer, product, or promotion to the milestones that are completed, timestamps of all



activities are stored in our database for immediate retrieval through the predefined finders and search criteria.

The product analytics module provides a mechanism to gather data to provide Product specific reports in tabular or a graphical form. With product analytics you can generate the following types of reports :

- Profitability
- Average revenue per user (ARPU)
- Customers acquired
- Customers lost
- PLD performance indicators
 - Average time (days) to market all the products launched in a specific time
 - Mean time difference (days) between requested delivery date and planned date
 - Percentage of products launched on time in a specific time.

This module work in conjunction with other modules and applications such as, Catalog, PLD, OF and Order Analytics (OA)

3 Quick Start

The following are the quick steps to install Product Analytics 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 following library files for Product Analytics module:
 - cwl_report.jar
 - report.jar
 - cwa_report_oa.jar
- 4 Start the runtime and update the logical connection in the System Configuration application.
- 5 Upgrade the database and run the associated SQL file.
- 6 Assign the privileges required to run the Product Analytics module in the User Profile Management application.
- 7 Logout and log back in from the runtime.
- 8 Double-click the Product Analytics application's icon.

4 Installation and Setup of Product Analytics

This section provides the details on how to install and configure Product Analytics 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 <EOC-ECM_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 <EOC-ECM_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.

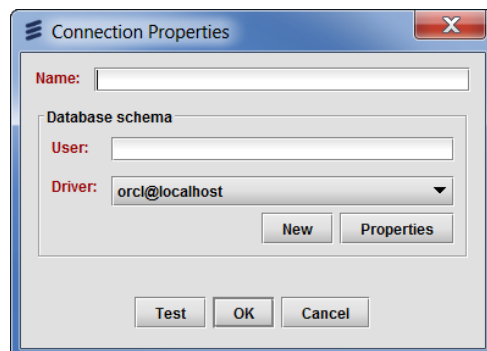


Figure 1 Connection Properties Dialog

- 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.

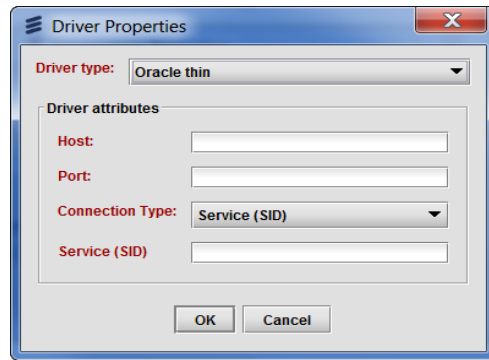


Figure 2 Driver Properties Dialog

- 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.

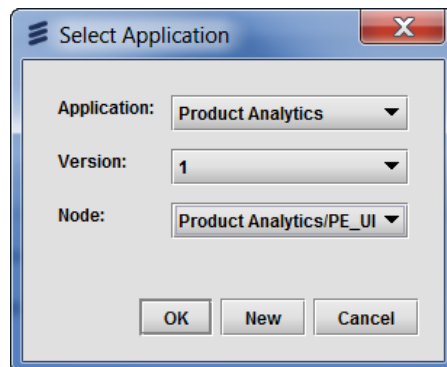


Figure 3 Select Application Dialog

- 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:

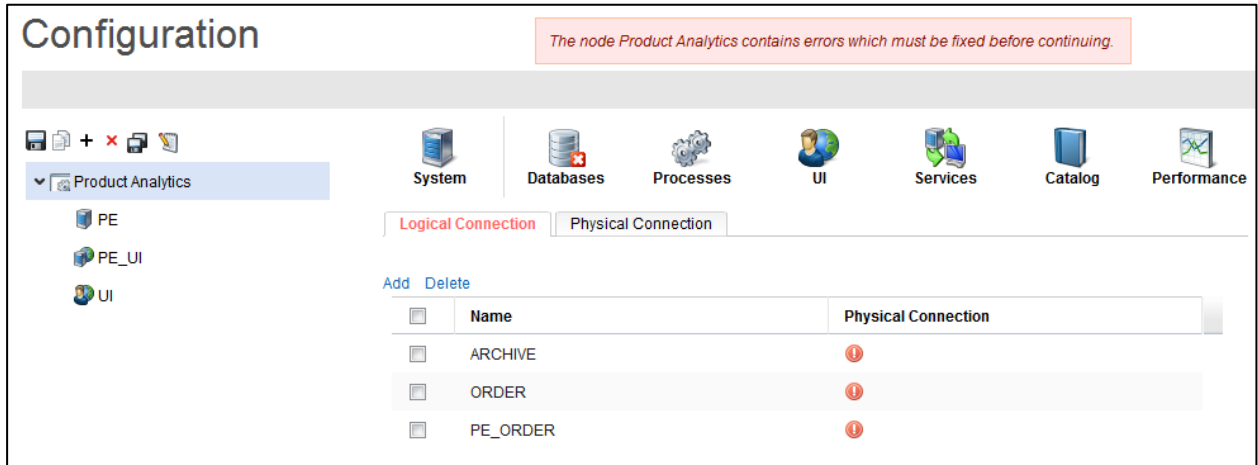


Figure 4 Main Screen of System Configuration Application

- 3 Select the main node (for example, Product Analytics) 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 **Test** 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.

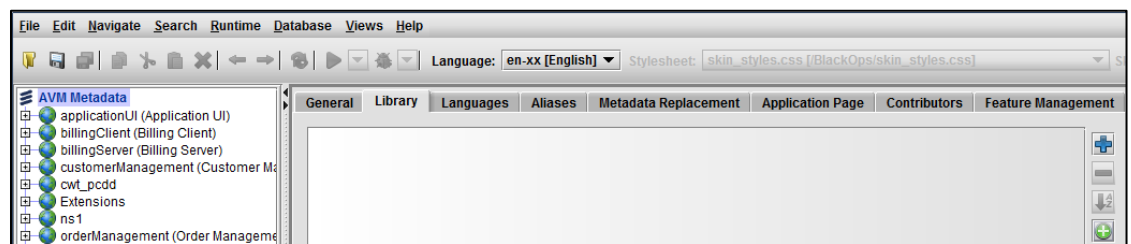


Figure 5 Add Library Files

- 4 Select the following JAR files required for Product Analytics module from `<EOC-ECM_installation_folder>\modules` folder:
 - cwl_report.jar
 - report.jar
 - cwa_report_oa.jar
- 5 A Copy File dialog appears; select Yes or No in the dialog. If Yes is selected, the JAR files are copied locally to your `<EOC-ECM_installation_folder>\templates` folder. If No is selected, file path is added to your template folder.
- 6 Once the files are added, save the project metadata.
- 7 Reload or open the project for the library files to take effect.
- 8 Click **Runtime > Run** from menu bar to start the runtime. The Velocity Studio runs in configuration mode as a new logical connection, **Report@**, is available in the System Configuration application.




- 9 Follow the steps described in the previous section of this document to login to the System Configuration application, and to associate new logical connection to the physical connection.
- 10 Click the **Save** button and exit the system configuration application.
- 11 To make the existing database schema compatible with the new files and settings, upgrade the database by following these steps:
 - a. Select **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.

Note: Make sure you select the active node from Select Application dialog.

- 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 of the Product Analytics module. The main screen of the application appears as follows:

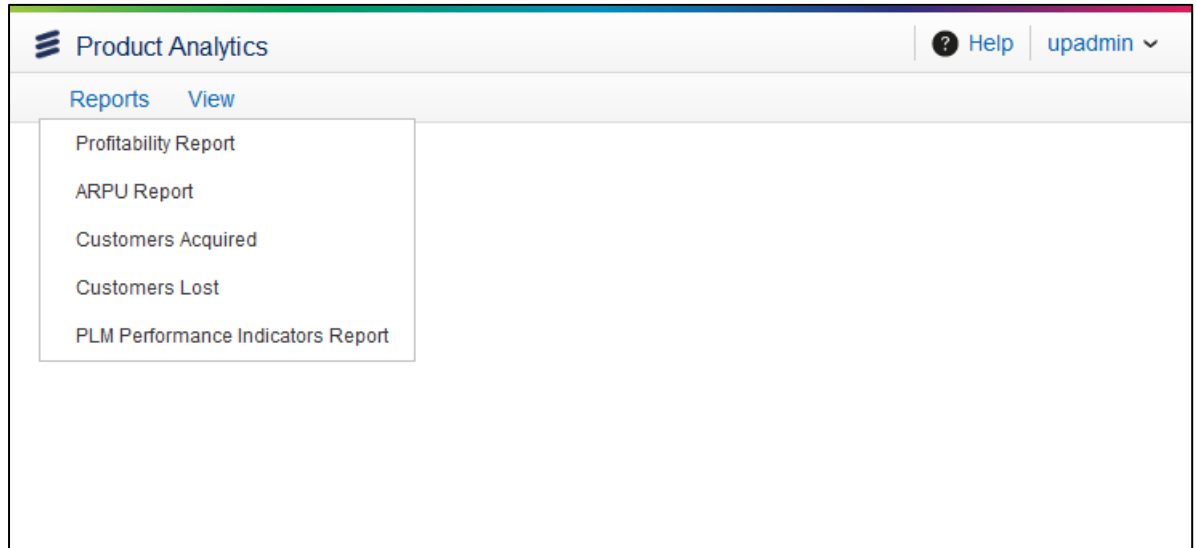


Figure 6 Product Analytics User Interface

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:

- *Installer User Guide*
- *Orchestration Framework (OF) User Guide*
- *Order Analytics (OA) User Guide*
- *Product Lifecycle Developer User Guide*
- *Product Analytics User Guide*
- *System Configuration User Guide*
- *System Administration User Guide*
- *Velocity Studio User Guide*

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