

Ericsson Catalog Manager and Ericsson Order Care

Realize Higher Consistency for Faster Time-to-Revenue

Product Analytics User Guide



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1 Introduction

This document introduces you to Product Analytics concepts and helps you to become familiar with the system.

1.1 Purpose and Scope

This guide provides the reader an understanding of features supported by the Product Analytics module, and detailed information about 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.

1.3 Overview

The Product Analytics (PA) module provides the ability to address all aspects of end-to-end order management (OM) 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 Designer (PLD) or Orchestration Framework (OF) audits and tracks all aspects of it. The timestamps of all activities such as, from the new idea or concept about the new offer, product, or promotion to the milestones that are completed, are stored in the 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, Worklist Management, and Order Analytics (OA).

2 Getting started

This section provides the information on how to access and set up the Product Analytics module.

2.1 Before you begin

Refer to Product Analytics configuration guide to install Velocity Studio, initialize the database schema, configure the System Configuration Application, and assign the privileges for the Product Analytics module.

2.2 Access the Product Analytics module

To access the Product Analytics module, follow these steps:

- 1 Open a Web browser and enter the `http://<localhost>:<port>/cwf/login` address (for example, `http://localhost:8080/cwf/login`).
- 2 The Common Login Screen appears; enter the username and password (for example, `upadmin` for both **Username** and **Password** fields), and hit the **Enter** key to login.
- 3 The Application Selection Page appears with the accessible applications.

Note: The available applications are based on your metadata and the privileges assigned to a particular user.

- 4 Double-click the icon or option for the Product Analytics application.
- 5 The home page of Product Analytics module appears.



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.

3 Product Analytics User Interface

The UI of this module contains the following options or elements:

- [Preferences and Logout Bar](#)
- [Menu Bar](#)
- [Search Reports](#)
- [Export Reports](#)

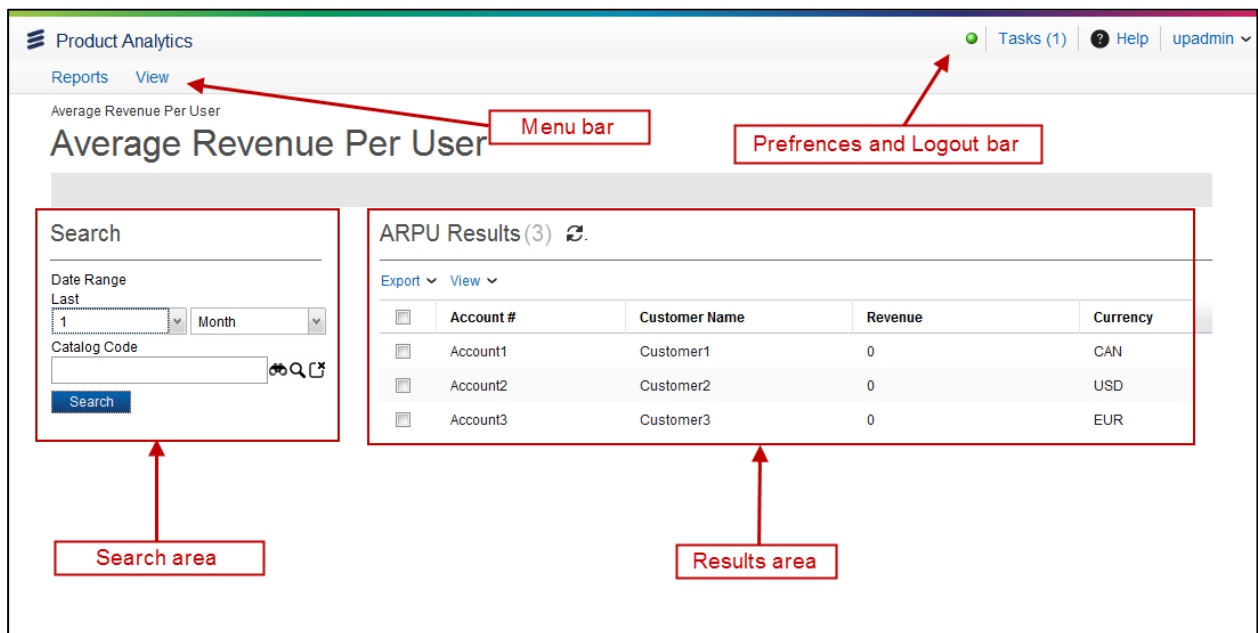


Figure 1 Product analytics user interface

3.1 Preferences and Logout Bar

The banner and preferences bar displays the banner for the module and has the following options:

3.1.1 User Availability for Task Assignment

The banner and preferences bar of displays availability of the logged-in user that whether the current user is available for task assignment or no (for example, green circle indicates that this user is available for task assignment.).



3.1.2 Number of Assigned Tasks

Next option (to the user availability) is the number of assigned task that shows the number of tasks currently assigned to the logged-in user (for example, the upadmin user has one task assigned.).

3.1.3 Help

This option is a placeholder for the help documentation link of this module.

3.1.4 Logged-in User

This option displays the name of user logged in to the module (for example, upadmin). The following actions are available for a logged-in user:

- **Preferences:** This option allows you to change the preferences from default (for example, change the number of rows per page).
- **Switch:** Click this option to go you back to the Application Selection page, from where you can switch in between available applications.
- **Logout:** Click this option to logout and close the current session of Product Analytics module.

3.2 Menu Bar

The menu bar of product analytics has two menus **Report** and **View**. Each main menu contains submenu options and features.

3.2.1 Reports

This menu contains the options to generate different kinds of reports. The following reports are available:

- Profitability Report
- 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



3.2.2 View

The View menu contains **Event Log** option that displays a list of messages logged by the module.

For detailed information on these features, see the Worklist Management user guide or System Configuration application's user guide.

3.3 Search the Reports

You can search the report provided by Product Analytics module. The following steps to perform the search are same for each page of the [Reports](#) menu:

1. Click **Reports > Profitability Report** menu; the Profitability page appears.
2. Enter your search criteria in any of the fields provided for search area. For example, you can search by Date Range or Catalog Code. The following table describes the fields:

Field	Description								
Date Range	<p>This field the date range for the report. This field has two drop-down menus. The first one consist a list of values to select from 1 to 12. The second one consist two options, Month and Year, to select.</p> <p>You can specify the date range as last 5 years or last 2 months. The search function uses the current date as the base date.</p>								
Catalog Code	<p>This editable advanced reference field denotes the order item's catalog code. You can select the value for this field either from the drop-down list or can specify one. The following icons are available for this field:</p> <table> <tr> <th>Icon</th><th>Description</th></tr> <tr> <td></td><td>This icon provides a list of catalog codes filtered by the value entered in this field.</td></tr> <tr> <td></td><td>This icon displays the details of a catalog code.</td></tr> <tr> <td></td><td>This icon clears the value entered in this field.</td></tr> </table>	Icon	Description		This icon provides a list of catalog codes filtered by the value entered in this field.		This icon displays the details of a catalog code.		This icon clears the value entered in this field.
Icon	Description								
	This icon provides a list of catalog codes filtered by the value entered in this field.								
	This icon displays the details of a catalog code.								
	This icon clears the value entered in this field.								

3. Click the **Search** button. The results are displayed in the results pane.



3.4 Export the Reports

You can export the results of the product analytics reports in XLS, CSV, and XML format. The following steps are for exporting results from in the XLS format for the [Profitability report](#). These steps are similar for exporting the results in the CSV and the XML formats for other reports of this module.

1. Follow the steps described in the [Profitability report](#) section of this document to generate the report.
2. Click the **Export** button and select the **to XLS** option from the drop-down list.

The screenshot shows the 'Profitability' report interface. On the left, there is a 'Search' section with a 'Date Range' dropdown set to 'Last 1 Month' and a 'Catalog Code' input field. A 'Search' button is at the bottom. On the right, the 'Profitability Results (3)' section shows an 'Export' dropdown menu open with options 'to XLS', 'to CSV', and 'to XML'. Below the menu is a table with 4 columns: '# of Accounts', 'Profitability %', and 'Currency'. The table contains 3 rows of data.

# of Accounts	Profitability %	Currency
1	0	CAN
1	0	EUR
1	0	USD

Figure 2 Export reports options

3. Depending on what Web browser you are using, you are prompted to open or select a directory location to save your file. The default filename is _cwf_finder.xls. You can change this name, if required.
4. When you open the .xls file, the results from the profitability report appear in your exported file.

4 Types of Reports

You can create the following types of product reports with Product Analytics module:

4.1 Profitability Report

You can generate the profitability reports using the PA module. The following are the steps to generate the profitability report:

1. Click **Reports > Profitability** from the menu bar. The Profitability page appears.
2. Enter or select the information for the **Date Range** and **Catalog Code** fields in the search area.
3. Click the **Search** button. The results displays in the result area.
4. You can export the results in different file formats.



Profitability

Search

Date Range
Last
3 Year

Catalog Code

Profitability Results (3)

Export View

<input type="checkbox"/>	Catalog Code	# of Accounts	Profitability %	Currency
<input type="checkbox"/>	code	1	0	CAN
<input type="checkbox"/>	code	1	0	EUR
<input type="checkbox"/>	code	1	0	USD

Figure 3 Profitability report

The following is a description of the fields and columns for the search and results sections of Profitability page:

Field	Description
Catalog Code	This field denotes the order item's catalog code.
# of Accounts	This field denotes the number of accounts.
Profitability %	This field indicates the percentage value of profit.
Currency	This field denotes the currency used for the calculation.

4.1.1 Events and Database Tables for Profitability Report

The **processOrderEvent** is used to gather data for this report. When a charge type amount is modified, you must create a new event, **chargeModificationEvent**, to be published on the Catalog application.

The CWT_REPORT_PSR table holds the columns for this report. The following columns are available in this table:

CWT_REPORT_PSR Table	Type
ID	VARCHAR2 (16) NOT NULL
SOURCE	VARCHAR2 (128)
TYPE	VARCHAR2 (64)
ORDERID	VARCHAR2 (32)
SITEID	VARCHAR2 (32)
ORDERITEMID	VARCHAR2 (32)
STATUS	NUMBER (1)
DATE_STATUSCHANGED	DATE
VALUE	VARCHAR2 (64)
IN_SERVICEDATE	DATE



CWT_REPORT_PSR Table	Type
OUT_SERVICEDATE	DATE
CATALOGCODE	VARCHAR2(32)
CHARGE_PERCENT	NUMBER (3)

The following column values are required to complete this report:

- IN_SERVICEDATE
- OUT_SERVICEDATE
- CATALOGCODE
- CHARGE_PERCENT

Here the IN_SERVICEDATE and OUT_SERVICEDATE columns are to keep track of start and end date of the service. The in service date refers to the date of the first day the charge is applied.

The CATALOGCODE column is to keep track of the order item's catalog code.

The CHARGE_PERCENT column is to keep track of the account's charge percent. The default value for this column is hundred percent (100%). The charge is considered a profit disregards to what may happen during the billing process. For example, if the customer is charged but unable to pay the charges, the report does not count this charge as a loss.

The charges are counted based on the charge frequency. The date considered for report generation is the in service date plus the charge frequency. For example:

- If the in service date is November 22nd and the frequency is monthly, If the report asks for the last two months with end date being November 23rd, the report count the charge as one month profit.
- If the in service date is September 24th, and the frequency is monthly, if the report asks for the last two months, with end date being November 23rd, the report calculate the charge as two months profit (September 24th charge and October 24th charge).

The list of charges is stored in the CWT_REPORT_CHARGE table. The following columns are available for this table:

CWT_REPORT_CHARGE	TYPE
CHARGE	NUMBER (4)
CHARGE_TYPE	VARCHAR2 (4)
START_DATE	DATE
END_DATE	DATE
FREQUENCY	NUMBER (1)
CATALOGCODE	VARCHAR2 (32)
CURRENCY	VARCHAR2 (3)
CATALOGITEMID	VARCHAR2 (16)



The REPORT_PROCESS_EVENT of type CW_ORDER is published in the Order Management (OM) metadata as part of the order completion.

The default implementation of the event handler processes the order and re-prices it using the Catalog pricing API. The handler goes through each charge and saves the data into CWT_REPORT_CHARGE and CWT_REPORT_PSR tables. You must provide your event handlers if your metadata provides these values through other means.

When the price of a charge is modified in Catalog application, an event CATALOG_CHARGE_MODIFICATION is published. The PA module subscribes to this event and creates a new record in CWT_REPORT_CHARGE table. The end date is set on the currently existing charge so that the PA module knows which price to use, based on the search query.

4.1.2 Profitability Reporting

This section describes how the reports are generated, and which input and output values are required.

For input, cwl_report.itemSearch datastructure is used that has the following datatypes:

1. startDate
2. endDate
3. catalogCode (Catalog Code)

At runtime for the calculation of profitability report, the endDate defaults to the current date, and the startDate defaults to the current date minus the value selected in the search field (in the UI) of PA module.

For output, cwl_report.itemCharge datastructure is used that includes the following datatypes:

1. catalogCode
2. totalCharge
3. operatingCost
4. currency
5. chargeType

The list of charges, grouped by currency, is retrieved for the catalog code specified in the query. The total charge (base charge) is calculated as follows:

- For each discount type charge, the charge amount is subtracted.
- For each charge type charge, the charge amount is added.

The list of entries for catalog code is retrieved from CWT_REPORT_PSR table where the in service date falls before or on the startDate, and out service date is after or on the endDate, or it is empty.



For each entry in CWT_REPORT_PSR, the date applied by charge is calculated as follows:

- For the charge type charge, retrieve the frequency value.
- Using this frequency, calculate the date from when the charge is going to be applied. If the output date is before the startDate, calculate the amount being charged to the account and add it to the accumulated total charge.
- The actual charge for the account is calculated as follows:
 - $\text{base charge} * (\text{CHARGE_PERCENT}/100)$

The charge type cost is set as the operating cost. This number is multiplied by the number of account entries in CWT_REPORT_PSR. The calculation is done as follows:

- Net Profit: Total charge – Total Operating cost
- Profitability: $(\text{Net Profit} / \text{Total charge}) * 100$

4.2 Average Revenue per User (ARPU) Report

This report is to gather the number of users who have ordered a specific service, and to calculate the profit per user. The following are the steps to generate this report:

1. Click **Reports > ARPU** from the menu bar. The Average Revenue Per User page appears.
2. Enter or select the information for the **Date Range** and **Catalog Code** fields in the search area.
3. Click the **Search** button. The results displays in the result area.
4. The calculation for the average revenue per user, with net profit and currency information, appears at the bottom of the result area. This average revenue is calculated by dividing the total revenue with the number of accounts ($\text{Total Revenue} / \# \text{ of accounts}$).

Note: You can export the reports in different file formats.



Average Revenue Per User

Search

Date Range
Last
1 ▼ Month ▼

Catalog Code
 🔍 📄

Search

ARPU Results (3) ↻

Export ▼ View ▼

	Account #	Customer Name	Revenue ▲	Currency
<input type="checkbox"/>	Account1	Customer1	0	CAN
<input type="checkbox"/>	Account2	Customer2	0	USD
<input type="checkbox"/>	Account3	Customer3	0	EUR

Currency	Net Profit
CAN	0
USD	0
EUR	0

Figure 4 Average revenue per user page

In addition to the fields described in the Profitability reports section, the following is a description of the fields and columns for the search and results sections of ARPU report page:

Field	Description
Account #	This field denotes the account number for a particular customer.
Customer Name	This field denotes the name of the customer.
Revenue	This field indicates the revenue from a particular customer and account.
Net Profit	This field indicates the net profit in specified currencies.

4.2.1 Events and Database Tables for ARPU Report

The **processOrderEvent** is used to gather the data for this report. The CWT_REPROT_PSR and CWT_REPORT_ORDER tables hold the values. The following values are required to complete this report:

- CWT_REPORT_PSR: IN_SERVICEDATE
- CWT_REPORT_PSR: CATALOGCODE
- CWT_REPORT_PSR: ORDERID

Note: This ID is used to look up the customer ID in CWT_REPORT_ORDER table.

- CWT_REPORT_ORDER: ACCOUNTID
- List of charges per product



For every order submitted to the billing system, the metadata triggers a call to the Service Registry. At this point, the metadata also publishes the REPORT_PROCESS event of type CW_ORDER.

To get the charges, your metadata must provide all the information regarding the order including the customer ID and customer visual key.

4.2.2 ARPU Reporting

This section describes how the reports are generated, and which input and output values are required.

For input, cwl_report.itemSearch is used that has the following datatypes:

1. startDate
2. endDate
3. catalogCode (Catalog Code)

For output, cwl_report.accountRevenue is used that includes the following datatypes:

1. catalogCode (Catalog Code)
2. AccountID (account#)
3. customerVK (Customer Name)
4. revenue (Total Revenue)
5. currency (Currency)

For each catalogCode and accountId that exists in CWT_REPORT_PSR, do the following:

- Retrieve the list of records from CWT_REPORT_PSR that contains the accountId and where the in service date falls before or on the startDate.
- Using the list of records retrieved, calculate the total charge accumulated by the account per item instance:
 - Using the frequency, calculate the date the charge is going to be applied. If the output date is before the endDate, calculate the amount being charged for this account and add to the accumulated total charge.
 - The actual charge for the account is calculated as follows:
 - $\text{base charge} * (\text{CHARGE_PERCENT}/100)$
- Using the total charge calculated, the total revenue for this account is the total charge minus the operating cost of the item instance.

4.3 Customers Acquired Report

This report is to gather the number of customers acquired through services added. The following are the steps to generate this report:



1. Click **Reports > Customer Acquired** from the menu bar. The Customer Acquired page appears.
2. Enter or select the information for the **Date Range** and **Catalog Code** fields in the search area.
3. Click the **Search** button. The results displays in a tabular format in the result area.

Customers Acquired

Search

Date Range
Last

3 ▼ Year ▼

Catalog Code
A123

Search

Services Results (2)

Export ▼ View ▼

	Catalog Code	# of Clients	Total Revenue	Currency
	A123	4	1,686	CAD
	A123	3	553	USD

Figure 5 Customer Acquired Report Page

In addition to the fields described in previous sections, the following is a description of the fields and columns for the customer required report page:

Field	Description
# of Clients	This field denotes the total number of customer or clients.

4. Click the **Graphical Chart** button () to view the results in the bar graph format. The view appears as follows:
 - Catalog code as Label
 - Customer name on the x-axis
 - Revenue on the y-axis

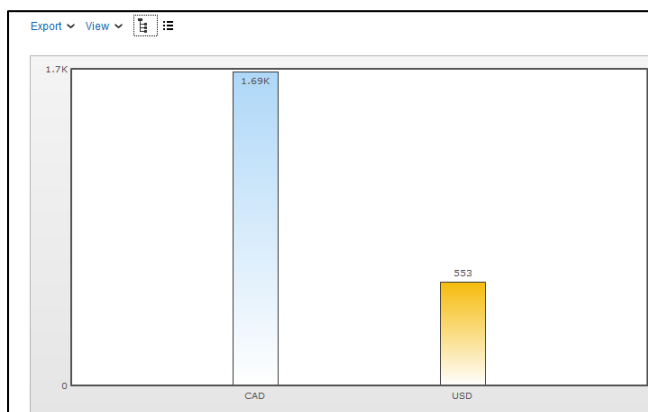


Figure 6 Graphical Chart View of Customer Acquired Report



5. Click the **Tabular Format** button (☰) to switch back.
6. You can click a record in the tabular view to get the list of items within that timeframe in tabular format.

Note: You can export the reports in different file formats.

4.3.1 Events and Database Tables for Customer Acquired Report

The **processOrderEvent** is used to gather the data for this report. The CWT_REPROt_PSR and CWT_REPORT_ORDER tables are used to hold the values required to generate this report. The following values are required:

- CWT_REPORT_ORDER: NAME (Customer Name)
- CWT_REPORT_ORDER: ACCOUNTID
- CWT_REPORT_PSR: CATALOGCODE
- CWT_REPORT_PSR: ORDER_DATE
- CWT_REPORT_PSR: ORDERID
- CWT_REPORT_PSR: IN_SERVICEDATE
- Revenue (calculated)

For every order submitted to the billing system, the metadata triggers a call to the Service Registry. At this point, the metadata must publish the REPORT_PROCESS event of type CW_ORDER.

Your metadata must provide all the information regarding the order including the customer ID and customer visual key.

4.3.2 Customer Acquired Reporting

This section describes how the reports are generated, and which input and output values are required.

For input, cwl_report.itemSearch is used with the following datatypes:

1. startDate
2. endDate
3. catalogCode (Catalog Code)

For output, cwl_report.itemCharge is used that includes the following datatypes:

1. catalogCode (Catalog Code)
2. Number of clients (Calculated)
3. Total Revenue (Calculated)

For more information on data retrieval and calculation, see Profitability report section of this document.



4.4 Customers Lost Report

This report is to gather the number of customers lost through services added. The following are the steps to generate this report:

1. Click **Reports > Customers Lost** from the menu bar. The Customers Lost page appears.
2. Enter or select the information for the **Date Range** and **Catalog Code** fields in the search area.
3. Click the **Search** button. The results displays in a tabular format in the result area.

Catalog Code	# of Clients	Total Revenue	Currency
code	1	0	CAN
code	1	0	EUR
code	1	0	USD

Figure 7 Customers Lost Report Page

4. Click the **Graphical Chart** button () to view the results in the bar charts format. This view appears as follow:
 - Catalog code as Label
 - Customer name on the x-axis
 - Revenue on the y-axis

The [reporting, events, and database tables](#) for Customer Lost reports are same as Customer Acquired reports except the out service date falls within the startDate or endDate range provided in the query.

4.5 PLD Performance Indicators Report

The reports available in this option work in conjunction with PLD that provides the functionality to manage the lifecycle of items (products, services, offers, resources, and so on) from conception, through design and development, to service and retirement.

PLD employs a project concept to group changes in the catalog. The first step in modeling a product, promotion or discount within the catalog is to establish a **Project**, which contains all the changes made in the catalog. A project is assumed as the starting point for the workflow.



As the project goes through the PLD lifecycle, the state of the underlying catalog changes is moved as a group through the catalog's lifecycle. Mostly two types of workflows are involved from Conception to the Retirement of the products or offers as follows:

- **Product-Modeling PLD:** This work flow is to initiate the concept of a new offer, promotion, and product, and to go through the mandatory activities to model the products till the launch of the product for sale.

The key stakeholders involved in this workflow can be the portfolio management, marketing team, financial team, business analysts, SME, PMO, and the IT team. The output of this workflow can involve the product, offer, and promotion matching to the marketing concept or idea ready for sale or production.

The following types of different stages or tasks are involved in the flow:

- Initiate the concept or Idea by the marketing.
 - Approvals by the marketing lead or portfolio management.
 - Approvals by the finance lead to cover the financial impacts.
 - Product modelling by business analysts, SMEs, IT.
 - Product build and simulation by BSA, SMEs, IT, marketing, and finance.
 - Product deployment for launch or production by IT.
 - Product ready for sale by sales team, customer service representatives (CSR), CRM and so on.
- **Rollout or Order PLD:** This workflow is to rollout the products to end user till the activation or retirement of the products. This workflow involves all the activities required to fulfill the ordering process. The Order Management (OM) takes care of the order fulfillment part. The key stakeholders in this flow can be the sales team, CSR, channels, customers, and technicians.

The PA module covers the PLD performance indicators report in three reports as follows:

- 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.

It is assumed, that all the information (for example, planned date, due date, duration per task, and so on) required for the reports is captured while initiating any project.


These reports are important to analyze the history or past information, for example, last n numbers of requests or PLD workflows, for the progressive enhancements within the domain to achieve internal operation improvements.



As a marketing lead or portfolio management, request changes to Catalog through PLD process, these reports allow you to estimate how much total duration is expected or considered to proceed with the new request and to plan accordingly.

4.5.1 Average time (days) to market all the products launched in a specific time

The report is to present the average time between requested date and planned date for each item ordered. The following are the steps to generate this report:

1. Click **Reports > PLD Performance Indicators Report** from the menu bar. The PLD Performance Indicators Summary page appears.
2. Enter or select the information for the **Date Range** fields in the search area. This field has been described in the previous section of this document.
3. Click the **Search** button. The results displays in the result area.
4. Click the green arrow () to view a tabular list of all item instances for this report. A summary report showing the average difference in time between requested date and planned date appears below the list.





PLD Performance Indicators Results (3)						
Export ▾ View ▾						
	Project Id	Project Name	Project Initiation Date	Planned Delivery Date	Actual Delivery Date	Duration in Days
	1	Project1	01/01/2014	01/05/2014 12:00:00	01/08/2014 12:00:00	7
	2	Project2	01/08/2014	01/03/2014 12:00:00	01/16/2014 12:00:00	8
	3	Project3	01/13/2014	01/20/2014 12:00:00	01/27/2014 12:00:00	14
Average time(Days) to market of all products launched in a specific time 9.67						

Figure 8 Average Time (Days) to Market All the Products Launched in a Specific Time

The following is a description of the fields and columns for this report:

Field	Description
Project ID	This field denotes the ID of the project.
Project Name	This field indicates the name of the project.
Project Initiation Date	This field denotes the initiation date of the project.



Field	Description
Planned Delivery Date	This field indicates the planned delivery date for a project.
Actual Delivery Date	This field denotes the date a project is actually delivered.
Duration In Days	This field displays in how many days a project was delivered (from a project's initiation to actual delivery date).


5. Clicking a row in this report displays the list of objects for the item instance clicked in the report.
6. You can [export](#) the results of this report.

4.5.1.1 Database tables and Reporting

The CWT_REPORT_ORDER, CWT_REPORT_PROJECT, CWPC_PROJECT, CWPC_PROJECTCOMMAND, CWPL_CHANGEREQUESTDATES, CWPL_CHANGEREQUEST, tables contains the columns required to generate this report.

4.5.2 Mean time difference (days) between requested delivery date and planned date

The report is to present the average time between requested date and planned date for each item ordered. The following are the steps to generate this report:

1. Click **Reports > PLD Performance Indicators Report** from the menu bar. The PLD Performance Indicators Summary page appears.
2. Enter or select the information for the **Date Range** fields in the search area.
3. Click the **Search** button. The results displays in the result area.
4. Click the green arrow () to view a tabular list of all item instances for this report. A summary report showing the mean difference in time between requested date and planned date appears below the list.



PLD Performance Indicators Results (3)						
Export ▾ View ▾						
<input type="checkbox"/>	Project Id	Project Name	Project Initiation Date	Planned Delivery Date	Actual Delivery Date	Duration in Days
<input type="checkbox"/>	1	Project1	01/01/2014	01/05/2014 12:00:00	01/08/2014 12:00:00	7
<input type="checkbox"/>	2	Project2	01/08/2014	01/03/2014 12:00:00	01/16/2014 12:00:00	8
<input type="checkbox"/>	3	Project3	01/13/2014	01/20/2014 12:00:00	01/27/2014 12:00:00	14
Mean Time Difference(Days) Between Requested Delivery Date and Planned Date						
				6.33		

Figure 9 Mean Time Difference (Days) between requested Delivery Date and Planned Date

The following is a description of the fields and columns for this report:


Field	Description
Project ID	This field denotes the ID of the project.
Project Name	This field indicates the name of the project.
Project Initiation Date	This field denotes the initiation date of the project.
Planned Delivery Date	This field indicates the planned delivery date for a project.
Actual Delivery Date	This field denotes the date a project is actually delivered.
Duration In Days	This field displays in how many days a project was delivered (from a project's initiation to actual delivery date).

5. Clicking a row in this report displays the list of objects for the item instance clicked in the report.
6. You can [export](#) the results of this report.

4.5.3 Percentage of products launched on time in a specific time

The report is to present the calculated number of products launched on time in a specific time. This report displays all those projects whose completion date or actual delivery date is smaller than or equal to the planned delivery date. The following are the steps to generate this report:



1. Click **Reports > PLD Performance Indicators Report** from the menu bar. The PLD Performance Indicators Summary page appears.
2. Enter or select the information for the **Date Range** fields in the search area.
3. Click the **Search** button. The results displays in the result area.
4. Click the green arrow () to view a tabular list of all item instances for this report. A summary report showing the mean difference in time between requested date and planned date appears below the list.

PLD Performance Indicators Results (1)						
Export ▾ View ▾						
<input type="checkbox"/>	Project Id	Project Name	Project Initiation Date	Planned Delivery Date	Actual Delivery Date	Duration in Days
<input type="checkbox"/>	3	Project3	01/13/2014	01/20/2014 12:00:00	01/27/2014 12:00:00	14
Percentage of products launched on time in a specific time 33.0						

Figure 10 Percentage of products launched on time in a specific time

Note: The fields for this report have been described in the previous section of this document.

5. Clicking a row in this report displays the list of objects for the item instance clicked in the report.
6. You can [export](#) the results of this report.

5 Reference List

The following is a list of documentation for reference:

- *Catalog Manager User Guide*
- *Installer User Guide*
- *Product Analytics Configuration Guide*
- *Product Lifecycle Designer User Guide*
- *System Configuration User Guide*
- *System Administration User Guide*
- *Velocity Studio User Guide*
- *Worklist Management User Guide*



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