

Q. Which oss system is used in your company?

Q. Which CRM

Q. Which mediation system?

BSS

Business support system.

Note

In 3-4 yrs we can work on 2-3 systems.

In project do tell end to end flow.

flow + function.

- While explaining project do tell
End-to-End flow. + function of system.
- Mention domain → end to end.
+ Technology → what we are using & where.
- Always mention technical points.
- Always give high level info.
- Mention about end user.
- Mention name of the product → multimedia, wifi, fiber, etc.

② We should confirm the product of particular system.
i.e. AMDOCS ERM.

- At time of use of CRM ⇒ what we do here?
 - We have to tell function of the system
- workflow.

- 4-5 min project flow.

OSS engine

(Don't say)

AMDOCS cramer

Net cracker

Huwei

Erricson (reliance using)

HP

IBM

Nokia.

Mediation

HP

Nokia

erricson.

BSS

AMDOCS Billing

Oracle BRM

(Business revenue
mgmt)

Erricson BSS

HP

IBM

Netcracker.

or

Clients own BSS system

Basically in my system we deal with inventory mgmt system.

Here all the requirement,
i.e. customer info

model

Address

cell no.

is stored by customer executive into CRM.

CRM is nothing but customer relationship mgmt.
CRM is gateway systems. In our org we are using
AMDOCS CRM.

The data got in CRM will drive the business.

CRM - end user → executive.

fun.ⁿ of CRM
order processing.

Sir, Basically here we process the order.

Product of Telecom

wifi, multimedia, fibre, multimedia + wifi, MPLS.

✓ Sir, generally there are various types of products like wifi, multimedia, fibre, multimedia + wifi, MPLS.

For these products we are coming to various journeys like create, modify, delete, cease.

(multiprotocol level switching)

Work flow

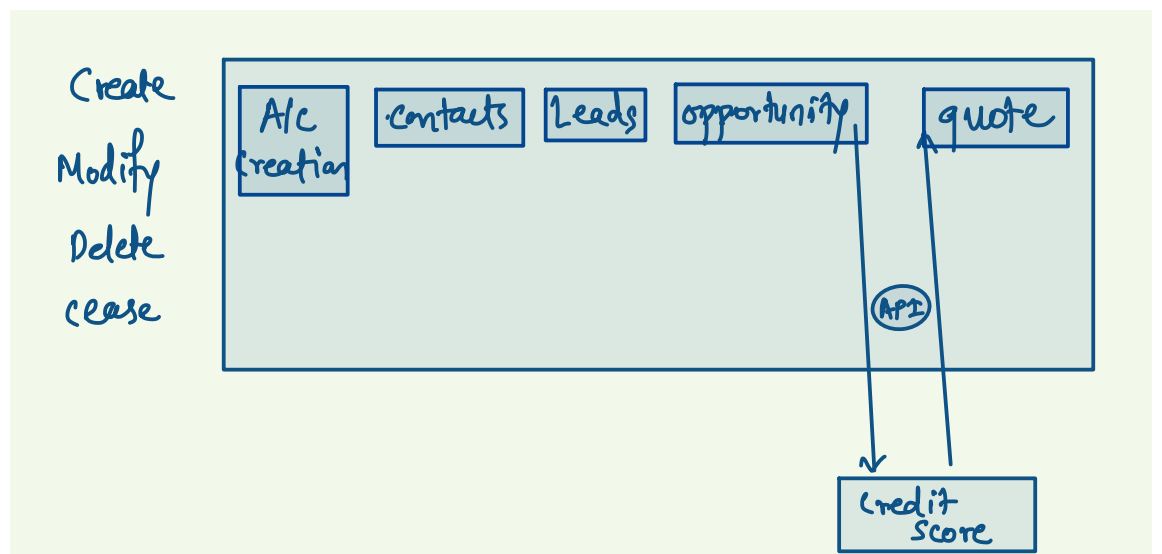
We have to complete the workflow of finally status will be quote. In this workflow there is

- ① Account creation
- ② Contact creation (for communication purpose)
- ③ Leads (who is going to drive your order)
- ④ Opportunity.
- ⑤ Quote. → status will be queued.

Unless & untill status is queued, data of CRM will never goes to next stage i.e. OSS.

Sir basically we process the order, various type of product will be there, I mean wifi, multimedia, fibre, multimedia f wifi f MPLS (multi protocol level switching) for these products we have to come across various types of jurnies i.e.

create
modify
delete
f cease.



Basically we have to complete the workflow f the final state will be quote. In this workflow there will be

Amount creation
contacts
Leads
opportunity.

Once opportunity gets done the CRM sends request to credit score / CIBIL score which deals with financial transaction details. For this we use API system. API

Simply means that Application programming interface.

Once credit score sends the status, the quote will be generated. As quote is generated, order processing is completed.

Q. How CRM sends data to OSS?

Once order processing in CRM gets done, we run the job of the CRM data gets uploaded into OSS engine. OSS is nothing but operational support system. In our organization we are using netcracker's OSS.

After loading the data into OSS engine, OSS sends one response i.e. it sends acknowledgment to CRM. & Simultaneously CDR gets generated in OSS. CDR is nothing but call detail record.

Once CDR gets generated, OSS sends request to upload CDR to mediation in terms of 0 or 1.

Here 0 means non billable → prepaid

1 means billable. → postpaid, (Airtel to Airtel)

In our organization we are using clients own mediation system.

After that we again run the job of data gets uploaded into BSS system. BSS simply means Business support system. In our organization we are using Ericsson's BSS system.

In this BSS system first comes rating & charging. For rating & charging,

The tariff plan data comes from CRM to the rating engine if we calculate the total billing so in this case we are using web service i.e. nothing but API.

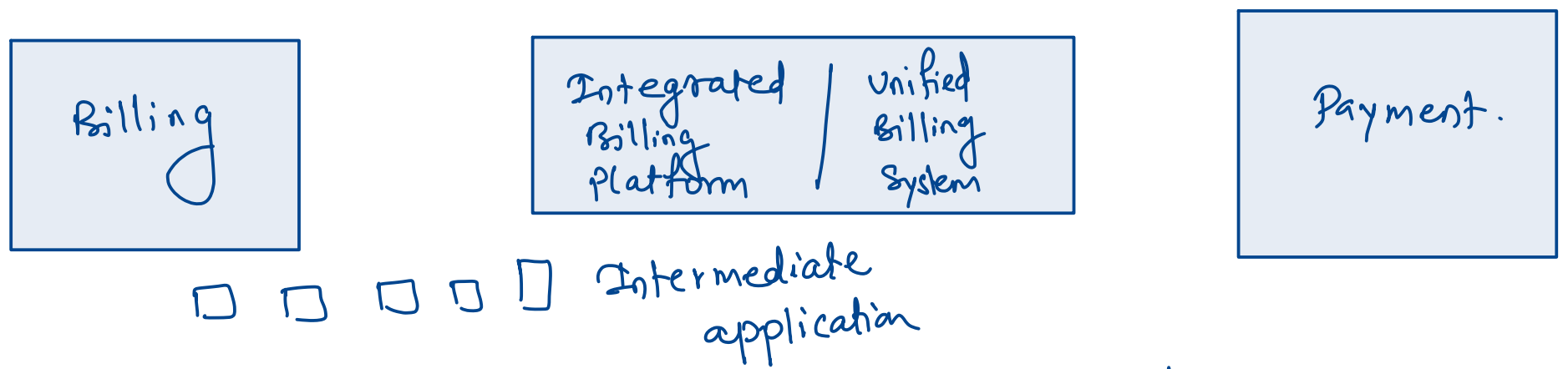
After that total price data moves to the billing

Take pause

API use

$Z = Y + X$

Sir, Next comes billing & payment.



Sir generally, once data moves to billing, with help of intermediate application i.e. Unified Billing system, Billing system product is integrated with payment system.

Here at billing system we process the EDI file bet. different subsystems i.e.

- ① EDI file will send msg to the msg broker
- ② it will tokenize the data.
- ③ After that data goes to main frame,
- ④ then mainframe data goes to Data processing
- ⑤ then Custom Table.
- ⑥ After that we will load data into product database table.

This total process is known as inbound process.

After that data again goes to mainframe. From here data goes to auxiliary database. I mean temporary database

Once data gets loaded into auxiliary database,
we run the job

What is job?

Set of programme used to access various functions.

Suppose we did file processing for various functions
like SMS, MMS, Voice, Data.

Here we have to test job run for each & every fun.?

After running the job, it will generate the log file,
This log file is validated with help of python automation
script.

e.g

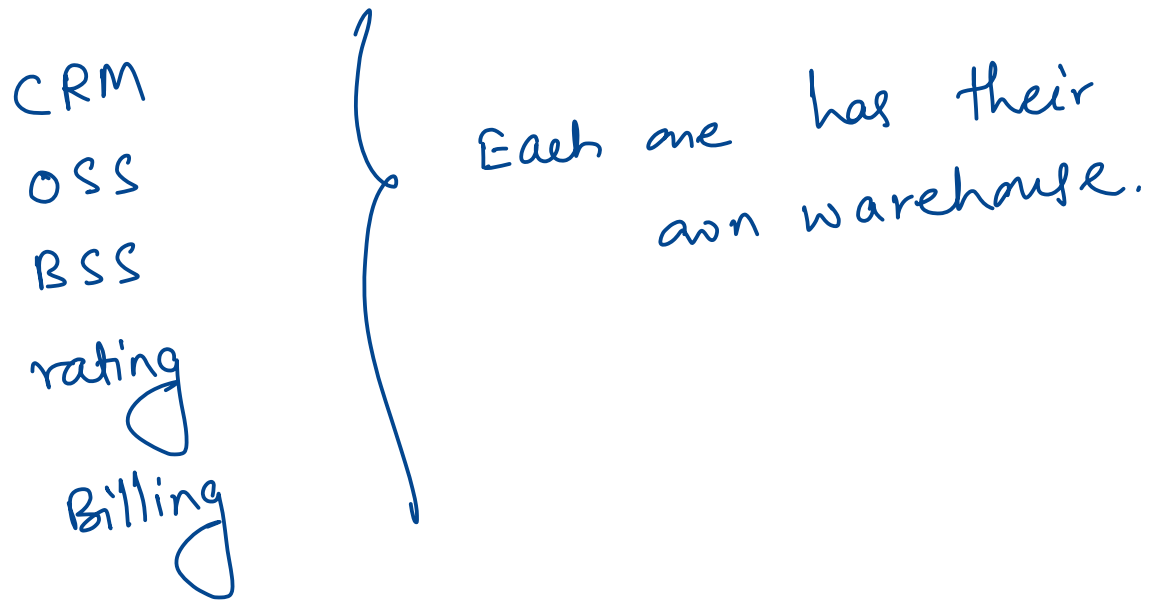
Transaction id	Transaction.	When.

If this end to end is correct then everything
is correct.

Here while running the job sometimes we have
to run multiple jobs at a time, at that time we
can use store procedure.

Technologies used

Every system has its own warehouse.



Where do you use ETL?

Every system has its own ETL.

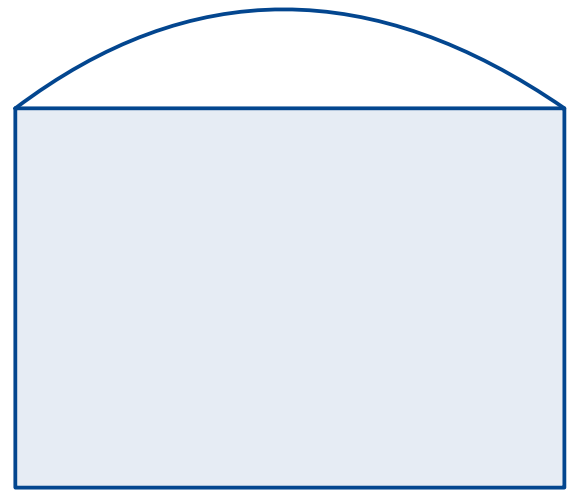
BSS ETL

SMS ☐

MMS ☐

Voice ☐

Data. ☐



BSS

Source system

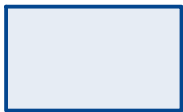
CRM ETL

CRM ETL depends on function/geographical structure.

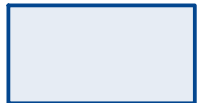
N. Europe



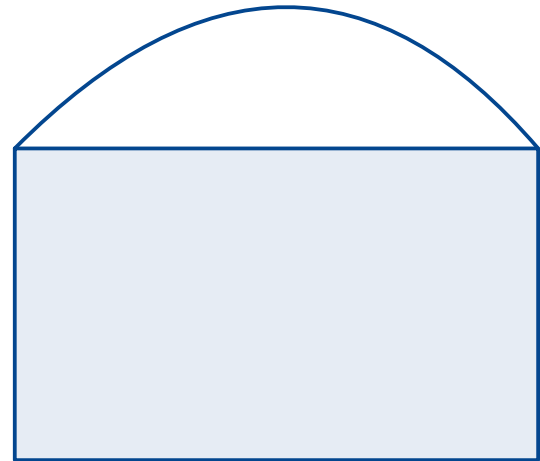
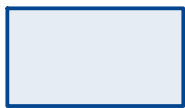
S. Europe



N. America



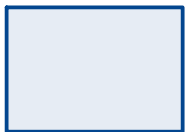
S. America



OSS ETL

OSS sources depends on network types.

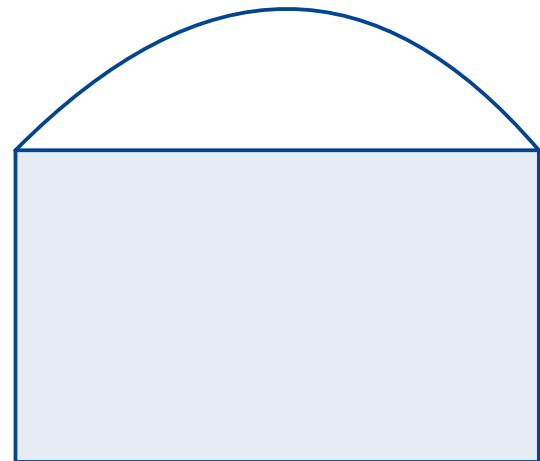
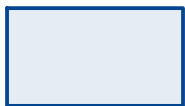
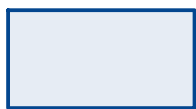
Network
type



manufacturer
type



Switch/
device type



Payment system

Card

UPI

Netbanking

Big Data

HR → tell 3+ yrs of experience in All.

Technical Interview

Recently we are implementing big data on our
Billing system.

BI reporting (As per resume) .