BSCS iX for Charging & Billing in One (CBiO) 2.1

Training Programs

Catalog of Course Descriptions
Catalog of Course Descriptions

INTRODUCTION ................................................................................................................. 4

RECOMMENDED LEARNING PATHS .................................................................................. 5

BSCS IX EXPERIENCE ....................................................................................................... 6

RATE PLANS FOR BSCS CONTROLLED CONTRACTS .................................................... 8

RATE PLANS FOR CS CONTROLLED CONTRACTS ....................................................... 10

BILLING TIME PROMOTIONS .......................................................................................... 12

BSCS IX MESSAGE PROCESSING ..................................................................................... 14

BILLING PROCESS ........................................................................................................... 16

BILLING ADVANCED ....................................................................................................... 18

BSCS IX SYSTEM AND RESOURCE ADMINISTRATION .................................................. 20

CUSTOMER CARE ........................................................................................................... 22

CSR TRAINER WORKSHOP ............................................................................................... 24

INTRODUCTION TO BSCS DATABASE ............................................................................. 26

DATABASE - FOCUS ON BSCS REPORTING ................................................................ 28

DATABASE - FOCUS ON BSCS DAILY OPERATIONS ..................................................... 30

CUSTOMER ACCOUNTS .................................................................................................. 32

GENERAL ACCOUNTING ................................................................................................. 34
TAXATION ........................................................................................................................................ 36
OVERVIEW OF SOI AND CX CUSTOMIZATION ........................................................................ 38
SERVICE ORIENTED INTERFACES - TECHNICAL OVERVIEW .............................................. 40
WEB CLIENT CUSTOMIZATION - APPEARANCE AND CONTENT ............................................. 42
DEVELOPER PACKAGE – SOI COMPONENT FOCUS ................................................................. 44
DEVELOPER PACKAGE – CUSTOMER CARE FOCUS ................................................................. 46
Introduction

Ericsson has developed a comprehensive Training Programs service to satisfy the competence needs of our customers, from exploring new business opportunities to expertise required for operating a network. The Training Programs service is delineated into packages that have been developed to offer clearly defined, yet flexible training to target system and technology areas. Each package is divided into flows, to target specific functional areas within your organization for optimal benefits.

Service delivery is supported using various delivery methods including:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Delivery Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>📚</td>
<td>Instructor Led Training (ILT)</td>
</tr>
<tr>
<td>🗣️</td>
<td>Virtual Classroom Training (VCT)</td>
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<tr>
<td>📚</td>
<td>eLearning (WBL)</td>
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<tr>
<td>🛠️</td>
<td>Workshop (WS)</td>
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<td>📝</td>
<td>Short Article (SA)</td>
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<td>📚</td>
<td>Structured Knowledge Transfer (SKT)</td>
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<td>📚</td>
<td>mLearning</td>
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<td>📚</td>
<td>Job duty analysis (JDA)</td>
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<tr>
<td>📚</td>
<td>Competence GAP Analysis (CGA)</td>
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</table>
Recommended Learning Paths

**BSCS IX RELEASE 3**

- **Fundamentals**
  - BSCS IX Experience (4 days)

- **Database**
  - Introduction to BSCS Database (1 day)
  - BSCS Database Reporting (4 days)

- **Products and Promotions**
  - Rate Plans for BSCS Controlled Contracts (2 days)
  - Rate Plans for CS Controlled Contracts (1 day)
  - Billing Time Promotions (3 days)

- **Operations**
  - BSCS IX System and Resource Administration (2 days)
  - BSCS IX Message Processing (3 days)
  - Billing Process (2 days)
  - Database – Focus on Daily BSCS Operations (4 days)
  - Billing Advanced (3 days)

- **Customer Care**
  - Customer Care (2 days)
  - CSR Trainer Workshop (3 days)

- **Finance**
  - Customer Accounts (3 days)
  - General Accounting (1 day)
  - Taxation (1 day)

- **Development**
  - Overview of SOI and CX Customization (2 days)
  - Service-oriented Interfaces – Technical Overview (2 days)
  - Web-client Customization – Appearance and Content (2 days)
  - Developer Package – Customer Care Focus (5 days)
  - Developer Package – SOI Component Focus (5 days)

Contact Information for trainings in this catalog: BCCTraining@ericsson.com
BSCS iX Experience

SY-1CB214

Description
BSCS is an important part of Charging & Billing in One. This seminar provides an introduction to BSCS components, workflows, functional scope and role inside the solution. It explains fundamental concepts and shows typical high-level examples. The goal is to provide an overview of BSCS and the interactions between its components.

After this seminar, the participants will have a solid basis for further, more detailed courses focusing on their specific working area.

Learning objectives
On completion of this course the participants will be able to:

1. Explain the role of BSCS within Charging & Billing in One
2. Identify main components and applications in BSCS
3. Describe basic concepts around rate plans, customers and contract
4. Understand message processing and billing workflow on a high level
5. Get an impression on functional scope BSCS

Target audience
The target audience for this course is:
Rating, Billing, Pricing Configuration, Analysts and Consultants, Application Support, System Integrators

Prerequisites
Successful completion of the following courses:
General knowledge on telecommunication and use of billing systems.
Duration and class size
The length of the course is 4 days and the maximum number of participants is 8.

Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
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<td>1</td>
<td>Introduction</td>
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</tr>
<tr>
<td></td>
<td>Products</td>
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</tr>
<tr>
<td>2</td>
<td>Architecture and Components around Customer Care</td>
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</tr>
<tr>
<td></td>
<td>Customers and Contracts</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Interfaces and Customizations</td>
<td>1,5</td>
</tr>
<tr>
<td>3</td>
<td>Introduction to Message Processing</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Concept of UDR</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Processing Examples</td>
<td>1,5</td>
</tr>
<tr>
<td>4</td>
<td>Accounting Workflow</td>
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<tr>
<td></td>
<td>Billing</td>
<td>2</td>
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<tr>
<td></td>
<td>Payments</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Summary</td>
<td>1,5</td>
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</table>
Rate Plans for BSCS Controlled Contracts

TA-1CB212

Description
In Charging & Billing in One, contracts can be created that are only used in BSCS. Product Center is used to configure rate plans which define the services and products for these contracts. This course provides information about the configuration of rate plans used for BSCS controlled contracts in detail. It focuses on BSCS specific configuration items in a rate plan. With this course, students learn about various types of services in BSCS and how to configure their prices in a rate plan. It also explains the different types of rate plans used in BSCS.

Learning objectives
On completion of this course the participants will be able to:

1. Explain rate plan structure
2. Create rate plans used for BSCS controlled concepts
3. Explain the different types of rate plans used in BSCS

Target audience
The target audience for this course is:
Rating, Billing, Pricing Configuration, Analysts and Consultants, Application Support, System Integrators

Prerequisites
Successful completion of the following courses:
SY-1CB214 BSCS iX Experience

Duration and class size
The length of the course is 2 days and the maximum number of participants is 8.
Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
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<th>Day</th>
<th>Topics in the course</th>
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<td>Types of Rate Plans</td>
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<td>2</td>
<td>Rate Plan Assignment</td>
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<tr>
<td></td>
<td>Rate Plan Maintenance</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Outlook to CS controlled contracts</td>
<td>1</td>
</tr>
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</table>
Rate Plans for CS Controlled Contracts

TA-2CB211

Description
Charging & Billing in One requires product configuration in various systems. One important area is Product Center in BSCS. Product Center is used to configure rate plans, which define the services and products offered to a subscriber through its contract.

In this course, the participants learn about the major differences between rate plans used for BSCS-controlled contracts and CS-controlled contracts. Furthermore, the course provides information about the configuration of rate plans used for CS-controlled contracts in detail. It focuses on the charging-specific configuration items in a rate plan. The course also focuses on the setup of a rate plan used for CS-controlled contracts.

Learning objectives
On completion of this course the participants will be able to:

1. Recognize the differences between rate plans used for BSCS and CS controlled contracts
2. Configure rate plans for CS controlled contracts
3. Identify the behavior of service offerings configured in BSCS

Target audience
The target audience for this course is:
Rating, Billing, Pricing Configuration, Application Support, Analysts and Consultants, System Integrators

Prerequisites
Successful completion of the following courses:
SY-1CB214 BSCS iX Experience
TA-1CB212 Rate Plans for BSCS Controlled Contracts

Basic knowledge of Ericsson Charging System is also required.
**Duration and class size**
The length of the course is 1 day and the maximum number of participants is 8.

**Learning situation**
Instructor Led Training

**Time schedule**
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
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<tbody>
<tr>
<td>1</td>
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<tr>
<td></td>
<td>Usage of service and service offerings</td>
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</tr>
<tr>
<td></td>
<td>Creation of rate plans for CS controlled contracts</td>
<td>3</td>
</tr>
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</table>
Billing Time Promotions

TA-2CB213

Description
Discounts and promotions can be applied by various applications in Charging & Billing in One. This course focuses on promotions than can be applied by the billing applications in BSCS. Students learn about the configuration of Free Unit Packages and Promotion Packages. The course focuses also on the concept of prepaid promotion packages in relationship to Charging System.

Learning objectives
On completion of this course the participants will be able to:

1. Explain the concept of Free Unit Packages and Promotion Packages in the context of Charging and Billing in One
2. Create Free Unit Packages
3. Create Promotion Packages
4. Assign Free Unit Packages and Promotion Packages in Customer Center

Target audience
The target audience for this course is:
Billing, Pricing Configuration, Analysts and Consultants, Application Support

Prerequisites
Successful completion of the following courses:
SY-1CB214 BSCS iX Experience

Duration and class size
The length of the course is 3 days and the maximum number of participants is 8.
Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

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<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
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<tr>
<td>1</td>
<td>Introduction</td>
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<tr>
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<td>Free Unit Services</td>
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<tr>
<td></td>
<td>Free Units in CX</td>
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</tr>
<tr>
<td></td>
<td>Introduction to Promotion Packages</td>
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</tr>
<tr>
<td>2</td>
<td>Discounts in Motivation and Incentives</td>
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<td>Rewards</td>
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<td>Prepaid Promotions</td>
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<tr>
<td>3</td>
<td>Assignment of Promotions</td>
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<td>Selection Criteria Packages</td>
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<td>Qualifier Restrictions</td>
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<td></td>
<td>Promotion Follow-up and Hierarchies</td>
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</table>
BSCS iX Message Processing

BA-3CB213

Description
This seminar provides information about the operation and processing of call data records to produce billing documents for end-customers. This involves the processing of records for both CS-controlled and BSCS-controlled contracts. Participants learn about the various types of records that can be processed and the purpose of the various back-end applications and how to start them. Furthermore, the concepts of DaTA and message profiles are discussed. In addition, students learn how BSCS utilizes the shared memory of the server. Basic system maintenance tasks such as reading and interpreting log files and how to operate message queues are also a topic of this course.

Learning objectives
On completion of this course the participants will be able to:

1. Explain the concepts of message processing
2. Identify basic configurational aspects
3. Operate back end applications
4. Process different types of records
5. Apply the concepts of DaTA and message profiles
6. Explain the concept of shared memory and its connected applications

Target audience
The target audience for this course is:
Rating, Billing, Application Support, System Integrators

Prerequisites
Successful completion of the following courses:
SY-1CB214 BSCS iX Experience
TA-1CB212 Rate Plans for BSCS Controlled Contracts
TA-2CB211 Rate Plans for CS Controlled Contracts
Basic knowledge of Ericsson Charging System is also required.
Duration and class size
The length of the course is 3 days and the maximum number of participants is 8.

Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
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</thead>
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</tr>
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<td>Basic configuration</td>
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<td></td>
<td>DaTA and message profiles</td>
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</tr>
<tr>
<td>2</td>
<td>Overview of record types</td>
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</tr>
<tr>
<td></td>
<td>Data extraction</td>
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</tr>
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<td></td>
<td>Introduction to call processing</td>
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</tr>
<tr>
<td>3</td>
<td>Call processing</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Investigation of records</td>
<td>3</td>
</tr>
</tbody>
</table>
Billing Process

BA-3CB212

Description
Based on all postpaid charges, the billing run creates invoices and, therefore, revenue for the operator. When using prepaid accounting, also prepaid charges are represented in the billing results. This seminar tells how billing is done practically including simulation, immediate, and on-demand billing.

Learning objectives
On completion of this course the participants will be able to:

1. Understand the different options for billing
2. Describe software architecture and workflow the around billing process
3. Check and maintain the billing configuration
4. Start and control a billing run
5. Analyze billing results

Target audience
The target audience for this course is:
Billing, Application Support, System Integrators

Prerequisites
Successful completion of the following courses:

SY-1CB214 BSCS iX Experience
TA-1CB212 Rate Plans for BSCS Contracts
TA-2CB211 Rate Plans for CS Contracts
BA-3CB213 BSCS iX Message Processing

Duration and class size
The length of the course is 2 days and the maximum number of participants is 8.
Learning situation
Instructor Led Training

Time schedule
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<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
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<tr>
<td>1</td>
<td>Introduction</td>
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<tr>
<td></td>
<td>Billing Setup</td>
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<tr>
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<td>Immediate Billing</td>
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<tr>
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<td>Simulation Billing</td>
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<tr>
<td>2</td>
<td>Regular Billing</td>
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<tr>
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<td>Billing Results</td>
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<td>Additional Billing-Related Processes</td>
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</tr>
<tr>
<td></td>
<td>Business Cases</td>
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</table>
 Billing Advanced

BA-3CB223

Description
This seminar provides detailed information about the configuration, operation, processing, and error handling of billing. The seminar is mainly focused on postpaid customers, it can, however, be configured for prepaid statements, as well.

Learning objectives
On completion of this course the participants will be able to:

1. Operate and handle billing processes in BSCS (Billsrv, BCH, BGH)
2. Identify the main database tables that are affected during the processing of rated records in BSCS
3. Analyze error and log files
4. Assess output files of the main back-end applications of BSCS

Target audience
The target audience for this course is:
Billing, Application Support, System Integrators

Prerequisites
Successful completion of the following courses:
- SY-1CB214 BSCS iX Experience
- TA-1CB212 Rate Plans for BSCS Contracts
- TA-2CB211 Rate Plans for CS Contracts
- BA-3CB213 BSCS iX Message Processing
- BA-3CB212 Billing Process
- DB-3CB214 Database – Focus on BSCS Daily Operations

Duration and class size
The length of the course is 3 day and the maximum number of participants is 8.
Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
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<tbody>
<tr>
<td>1</td>
<td>Bill Cycle Handler</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>Billing Server</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Billing Generation Handler</td>
<td>6</td>
</tr>
</tbody>
</table>
BSCS iX System and Resource Administration

SY-2CB212

Description
Charging & Billing in One requires administrative tasks to be performed in various applications. This course introduces user administration in BSCS. The course shows the possibilities of ADMX, an application to register Charging System network elements in BSCS. This includes AF, VS, and the SDP. ADMX is also used to initiate several batch jobs such as AF provisioning, SDP load balancing, or rate plan changes. In addition, the participants learn how to trigger a batch subscription installation from ADMX. The course also focuses on the various types of resources that can be maintained and created in BSCS.

Learning objectives
On completion of this course the participants will be able to:

1. Create BSCS users and maintain access rights
2. Register Charging System nodes in BSCS using ADMX
3. Perform various batch jobs in ADMX
4. Create and order various types of resources in BSCS.

Target audience
The target audience for this course is:
Application Support, System Integrators

Prerequisites
Successful completion of the following courses:
SY-1CB214 BSCS iX Experience

Duration and class size
The length of the course is 2 days and the maximum number of participants is 8.
**Learning situation**
Instructor Led Training

**Time schedule**
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
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<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
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<td></td>
<td>BSCS Users</td>
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<td>CS network element registration for/in BSCS</td>
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<tr>
<td></td>
<td>MSISDN registration in CBiO</td>
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</tr>
<tr>
<td></td>
<td>ADMX batch jobs</td>
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</tr>
<tr>
<td>2</td>
<td>Sales Structure</td>
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<tr>
<td></td>
<td>Resources in BSCS</td>
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</tr>
<tr>
<td></td>
<td>Mass creation of prepaid contracts</td>
<td>3</td>
</tr>
</tbody>
</table>
Customer Care

CC-1CB212

Description
Customer Center is a BSCS Web application used by customer care representatives to maintain customers and contracts. In this seminar, customer care personnel learn how to handle common maintenance situations. It covers prepaid and postpaid subscriptions, and includes working with large accounts (representing companies holding many contracts), the use of billing accounts and applications of other credits and charges.

Learning objectives
On completion of this course the participants will be able to:

1. Understand the role of the Customer Center as a part of Charging & Billing in One
2. Create and maintain customers with addresses, payment arrangements, and billing account
3. Create and maintain GSM contracts
4. Understand similarities and differences between prepaid and postpaid contracts
5. Explain the workflow and life cycle of prepaid subscriptions
6. Recognize the billing principles for customers
7. Create and maintain large accounts

Target audience
The target audience for this course is:
Customer Care

Prerequisites
Successful completion of the following courses:
- General knowledge about Charging & Billing in One is an advantage
- Knowledge about Customer Care task and workflow on a general level
Duration and class size
The length of the course is 2 days and the maximum number of participants is 8.

Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
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</tr>
<tr>
<td></td>
<td>Creating Customers and Contracts</td>
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</tr>
<tr>
<td></td>
<td>Contract Maintenance</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Payment Options</td>
<td>1,5</td>
</tr>
<tr>
<td>2</td>
<td>Real Time Account Data</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Billing and Finance Data</td>
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<tr>
<td></td>
<td>Large Accounts</td>
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</tr>
<tr>
<td></td>
<td>Marketing Tools</td>
<td>1,5</td>
</tr>
</tbody>
</table>
CSR Trainer Workshop

CC-2CB223

Description
In this workshop you will gain practical experience in planning and conducting Customer Care trainings for call center employees. You will practice the application of different media, set up Customer Center demonstrations with a projector, and plan exercises and role plays for the participants.

Learning objectives
On completion of this course the participants will be able to:
1. Plan and conduct a training for Customer Center personnel
2. Use educational concepts for planning a Customer Care training
3. Use effective training techniques, role plays, demos and exercises

Target audience
The target audience for this course is:
Customer Care

Prerequisites
Successful completion of the following courses:
   CC-1CB212 Customer Care

Duration and class size
The length of the course is 3 days and the maximum number of participants is 8.

Learning situation
Workshop
### Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
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</tr>
<tr>
<td></td>
<td>Trainer Personality</td>
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</tr>
<tr>
<td>2</td>
<td>Levels of Learning</td>
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</tr>
<tr>
<td></td>
<td>Visualization</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Role plays, Demonstrations, Exercises</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Educational Concepts</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Conducting a complete CC training session</td>
<td>3</td>
</tr>
</tbody>
</table>
Introduction to BSCS Database

DB-1CB211

Description
This seminar builds understanding of important tables in the BSCS database concerning customers, contracts, resources, invoices, and payments. It provides a starting point on the way to understand relations between BSCS entities on a technical level.

Learning objectives
On completion of this course the participants will be able to:

1. Recognize the most important tables of BSCS database.
2. Identify the relation between customers and their contracts from a technical perspective.
3. Identify the relation between contracts, contracted services and resources.
4. Find out how BSCS represents invoices and payments.

Target audience
The target audience for this course is:
Analysts and Consultants, Application Support, System Integrators

Prerequisites
Successful completion of the following courses:
Basic BSCS knowledge is required.

Duration and class size
The length of the course is 1 day and the maximum number of participants is 8.

Learning situation
Instructor Led Seminar
**Time schedule**

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Resources in BSCS database</td>
<td>0.5</td>
</tr>
<tr>
<td></td>
<td>Customers in BSCS database</td>
<td>1.5</td>
</tr>
<tr>
<td></td>
<td>Contracts in BSCS database</td>
<td>1.5</td>
</tr>
<tr>
<td></td>
<td>Invoices and payments in BSCS database</td>
<td>1.5</td>
</tr>
</tbody>
</table>
Database - Focus on BSCS Reporting

DB-2CB214

Description
The BSCS database stores a wealth of information about your customers, their use of telecommunication services, and resulting revenues. Accounting data, customer care activities, and availability of network resources (SIM cards or directory numbers) are also housed in the database.

The seminar explains the BSCS workflow around customers and its presentation on database level. You will gain a sound understanding of BSCS data and where to find it.

Learning objectives
On completion of this course the participants will be able to:

1. Define BSCS workflow around customers
2. Find customer and contract properties
3. Interpret Usage Data Records (UDR) on database level
4. Find invoice and payment data
5. Find billing data and posting results

Target audience
The target audience for this course is:
Development, Analysts and Consultants

Prerequisites
Successful completion of the following courses:
Technical expertise in data extraction and report generation.

Duration and class size
The length of the course is 4 day and the maximum number of participants is 8.
**Learning situation**
Instructor Led Training

**Time schedule**
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BSCS Introduction</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Reference Data</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Customer and Contract Data</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>CSR Operations</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Real Time Account Data</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Free Units and Promotions</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Usage Data</td>
<td>1,5</td>
</tr>
<tr>
<td>4</td>
<td>Billing</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Accounting</td>
<td>3</td>
</tr>
</tbody>
</table>
Database - Focus on BSCS Daily Operations

DB-3CB214

Description
This seminar describes operational tasks around customers, contracts and usage processing as reflected on the database. Process configuration related to system scenarios, and business configuration related to product definition, is highlighted. GSM contracts under Charging System control and under BSCS control are considered. Different stages from registration of customers and contracts, usage processing, billing and payments are explained. Typical results are shown on database level.

Learning objectives
On completion of this course the participants will be able to:

1. Explain customer and contract related processes
2. Analyze customer and contract properties in the BSCS database
3. Analyze configuration and assignment data
4. Examine processing and billing results
5. Identify error codes, statistical information, and history of processing results

Target audience
The target audience for this course is:
Rating, Billing, Analysts and Consultants, Application Support, System Integrators

Prerequisites
Successful completion of the following courses:
Database technical expertise
SY-1CB214 BSCS iX Experience
TA-1CB212 Rate Plans for BSCS Controlled Contracts
TA-2CB211 Rate Plans for CS Controlled Contracts
BA-3CB213 BSCS iX Message Processing
BA-3CB212 Billing Process
Duration and class size
The length of the course is 4 days and the maximum number of participants is 8.

Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Networks, resources, services, service packages and rate plans on database level.</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>Database tables related to customer and contract data</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>BSCS iX Message Processing</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>Billing, invoices and payments on database level</td>
<td>6</td>
</tr>
</tbody>
</table>
Customer Accounts

FI-2CB233

Description
Dealing with customers' financial data is an important part of your daily business process. Financial transactions are a crucial communication channel between you and your postpaid customers. Correct and smooth processing ensures flawless business operation and control. This seminar gives a practical introduction for the employees of your accounting department dealing with postpaid customers receiving invoices. Focus is on manual payment transactions in Accounting Center.

Learning objectives
On completion of this course the participants will be able to:
1. Acquire basic knowledge about customers, contracts and large accounts
2. Interpret financial data of customers in detail
3. Operate all customer related types of payment transactions in Accounting Center
4. Operate relevant accounting functions of Customer Center and Accounting Center

Target audience
The target audience for this course is:
Accounting

Prerequisites
Successful completion of the following courses:
- General knowledge about billing of customers and financial transactions from business perspective
- Knowledge of the BSCS system is an advantage

Duration and class size
The length of the course is 3 days and the maximum number of participants is 8.
### Learning situation

Instructor Led Training

### Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Customers and Contracts</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Accounting Overview</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Incoming Payments</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Payment Maintenance</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Document Maintenance</td>
<td>1,5</td>
</tr>
<tr>
<td>3</td>
<td>Use Cases</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Credits</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Deposits</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Business Cases</td>
<td>1,5</td>
</tr>
</tbody>
</table>
General Accounting

FI-2CB231

Description
Finance is the central functional area to keep track of your business success. This seminar focuses on accounting workflow, and its relation to general ledger accounts. It shows the creation and use of general ledger accounts for billing and payment processes.

Learning objectives
On completion of this course the participants will be able to:

1. Understand the workflow for prepaid and postpaid accounting
2. Set up the chart of general ledger accounts for BSCS
3. Identify the applications to define the role and use of general ledger accounts
4. Explain the processes for creating journal entries
5. Understand journal entries and balances of general ledger accounts
6. Close a posting period

Target audience
The target audience for this course is:
Accounting

Prerequisites
Successful completion of the following courses:

SY-1CB214 BSCS iX Experience or FI-2CB233 Customer Accounts
Experience in general accounting and double-entry book-keeping.

Duration and class size
The length of the course is 1 day and the maximum number of participants is 8.
Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>General Ledger Accounts</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>General Ledger</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Packages</td>
<td>1,5</td>
</tr>
</tbody>
</table>
Taxation

FI-3CB221

Description
Taxation logic is a complex area within the business workflow of a network operator. This seminar provides all necessary details to set up a successful taxation scheme in BSCS for Charging & Billing in One. Accounting for prepaid, postpaid and hybrid cases is explained.

Learning objectives
On completion of this course the participants will be able to:
1  Understand taxation in Charging & Billing in One
2  Identify the options for tax calculation in prepaid and postpaid scenarios
3  Use the BSCS online application Taxation Administration to define a tax package
4  Recognize the possibilities to define taxes depending on products and customers
5  Read billing results including tax calculation

Target audience
The target audience for this course is:
Accounting, Analysts and Consultants, System Integrators

Prerequisites
Successful completion of the following courses:
FI-2CB233 Customer Accounts
DB-1CB211 Introduction to BSCS Database

Duration and class size
The length of the course is 1 day and the maximum number of participants is 8.

Learning situation
Instructor Led Training
**Time schedule**

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Taxes in Charging &amp; Billing in One</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>Tax Definition</td>
<td>2,5</td>
</tr>
<tr>
<td></td>
<td>Tax Results</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Roaming</td>
<td>1</td>
</tr>
</tbody>
</table>
Overview of SOI and CX Customization

IF-2CB232

Description
This course introduces service oriented interface (SOI) and customer center (CX) from a technical point of view. It also introduces the development possibilities of SOI component as well as the customization possibilities of CX.

Learning objectives
On completion of this course the participants will be able to:

1. Characterize SOI environment and SOI servers
2. Describe SOI server functionality
3. Describe composite command and web service support.
4. Create composite commands
5. Identify CX GUI and model-view-controller architecture.
6. Introduce different CX customization possibilities.

Target audience
The target audience for this course is:
Analysts and Consultants, Development, System Integrators

Prerequisites
Successful completion of the following courses:
SY-1CB214 BSCS iX Experience
Knowledge of CORBA and Java programming is an advantage.

Duration and class size
The length of the course is 2 days and the maximum number of participants is 8.
Learning situation
Instructor Led Training

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SOI Components</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>SOI Commands</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Web Service Support</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SOI Extension</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>CX Architecture</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>CX Configuration</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>CX Development</td>
<td>2</td>
</tr>
</tbody>
</table>
Service Oriented Interfaces - Technical Overview

IF-2CB222

Description
The service oriented interface (SOI) is one of the public interfaces offered to access BSCS. This seminar gives a technical overview and hands-on practical experience with the SOI environment, SOI servers, SOI server configuration, and SOI commands.

Learning objectives
On completion of this course the participants will be able to:

1. Characterize SOI environment and SOI servers
2. Describe SOI server functionality
3. Describe SOI commands offered by different servers
4. Create composite commands
5. Create web services from SOI commands
6. Evaluate various situations when SOI development is required

Target audience
The target audience for this course is:
Analysts and Consultants, Development, System Integrators

Prerequisites
Successful completion of the following courses:
SY-1CB214 BSCS iX Experience
Knowledge of CORBA and Java programming is an advantage

Duration and class size
The length of the course is 2 days and the maximum number of participants is 8.
**Learning situation**

Instructor Led Training

**Time schedule**

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SOI Components</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>SOI Commands</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Web Service Support</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>SOI Extension</td>
<td>1</td>
</tr>
</tbody>
</table>
Web Client Customization - Appearance and Content

IF-3CB212

Description
Customer Center (CX) web application helps network operators maintain customer-related data.

This workshop explains CX customization in various areas, including look-and-feel, data areas, as well as creating new business logic for CX. The examples and practical exercises of this workshop relate to CX, but principles apply to all other web applications in BSCS iX Release 3 and iX Collections.

Learning objectives
On completion of this course the participants will be able to:

1. Describe the architecture of CX and server components around it
2. Recognize the technical requirements and possibilities for CX customization
3. Describe SOI commands offered by different servers
4. Customize the look and feel of CX
5. Customize the data area of CX
6. Create new solution units for CX

Target audience
The target audience for this course is:
Analysts and Consultants, Development, System Integrators

Prerequisites
Successful completion of the following courses:
Basic BSCS iX knowledge is required.
JSP, CSS, and HTML knowledge is required.
**Duration and class size**
The length of the course is 2 days and the maximum number of participants is 8.

**Learning situation**
Instructor Led Training

**Time schedule**
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Server Overview</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>CX architecture</td>
<td>0.5</td>
</tr>
<tr>
<td></td>
<td>Branding</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Solution Units</td>
<td>2.5</td>
</tr>
<tr>
<td>2</td>
<td>Java Server Pages</td>
<td>6</td>
</tr>
</tbody>
</table>
Developer Package – SOI Component Focus

Description
The BSCS server architecture supports grouping of functions into separate components which offer a uniform Service-Oriented Interface (SOI). Additional SOI components can be created to extend server functions or to perform CRM integration.

This seminar provides the skills and knowledge necessary to perform this kind of customization to develop new SOI components.

Learning objectives
On completion of this course the participants will be able to:

1. Identify SOI components and their functions
2. Configure composite commands and web services
3. Develop a simple SOI server and SOI client
4. Identify required steps to do CRM integration
5. Recognize and extend non-kernel functions of CMS

Target audience
The target audience for this course is:
Development, System Integrators

Prerequisites
Successful completion of the following courses:
- Basic BSCS iX knowledge is required.
- Java, CORBA and XML knowledge is required.

Duration and class size
The length of the course is 5 days and the maximum number of participants is 8.
Learning situation
Workshop

Time schedule
The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SOI Components</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>SOI Commands</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Quick guide</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SOI Interface</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SOI Client development</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>SOI Server Development</td>
<td>6</td>
</tr>
<tr>
<td>5</td>
<td>CRM integration</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Non-kernel development of CMS</td>
<td>5</td>
</tr>
</tbody>
</table>
Developer Package – Customer Care Focus

IF-3CB215

Description
Customer Center (CX) web application helps network operators maintain customer-related data.

This workshop explains CX customization in various areas, including look-and-feel, data areas, as well as creating new business logic for CX. The examples and practical exercises of this workshop relate to CX, but principles apply to all other web applications in BSCS iX Release 3 and iX Collections.

Learning objectives
On completion of this course the participants will be able to:

1. Describe the architecture of CX and server components around it
2. Recognize the technical requirements and possibilities for CX customization
3. Describe SOI commands offered by different servers
4. Customize the look and feel of CX
5. Customize the data area of CX
6. Create new solution units for CX

Target audience
The target audience for this course is:
Development, System Integrators

Prerequisites
Successful completion of the following courses:
Basic BSCS iX knowledge is required.
Java, JSP, CSS, HTML and AJAX knowledge is required.
CORBA knowledge is required.
### Duration and class size

The length of the course is 5 days and the maximum number of participants is 8.

### Learning situation

Workshop

### Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

<table>
<thead>
<tr>
<th>Day</th>
<th>Topics in the course</th>
<th>Estimated Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Server Overview</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>CX architecture</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Branding</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Java Server Pages</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Java Server Pages (continued)</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Exception handling and Security handling</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>Solution Units</td>
<td>6</td>
</tr>
<tr>
<td>5</td>
<td>Solution Units (continued)</td>
<td>6</td>
</tr>
</tbody>
</table>