



TM Forum Framework 14.0 Certification Business Process
Framework (eTOM) Release 14.0

Comverse ONE 3.7.7

Level 2 Process: 1.1.1.12 Bill Inquiry Handling

Version 1

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Self-Assessment Process Mapping Report

A series of overlapping, wavy lines in orange, blue, yellow, green, and pink that sweep across the lower half of the page.

making
YOUR network
smarter



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About Comverse

Comverse is the world's leading provider of software and systems enabling value-added services for voice, messaging, mobile Internet and mobile advertising; converged billing and active customer management; and IP communications. Comverse's extensive customer base spans more than 125 countries and covers over 450 communication service providers serving more than two billion subscribers. The company's innovative product portfolio enables communication service providers to unleash the value of the network for their customers by making their networks smarter.

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1 L2: 1.1.1.12 Bill Inquiry Handling

Ensure the timely and effective fulfillment of all customer bill inquiries and complaints.

1.1 L3: 1.1.1.12.3 Authorize Customer Bill Invoice Adjustment

Adjust the customer's bill invoice based on detailed assessment and/or policy.

1.1.1 L4: 1.1.1.12.3.1 Determine Automated Bill Adjustment – Mapping Details

Process Identifier: 1.1.1.12.3.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.3.1 Determine Automated Bill Adjustment
Determination of whether policy allows for automated adjustment of the customer bill invoice, and approving any resultant adjustments.
Extended Description The purpose of Determine Automated Bill Adjustment process is to determine whether policy allows for automated adjustment of the customer bill invoice and approving any resulting adjustments. When the authorization is approved, this process is responsible for notifying the relevant process to apply the adjustment
Explanatory Not used for this process element.
Mandatory The purpose of Determine Automated Bill Adjustment process is to determine whether policy allows for automated adjustment of the customer bill invoice and approving any resulting adjustments. When the authorization is approved, this process is responsible for notifying the relevant process to apply the adjustment [A]

*Although automated bill adjustment is not a core Comverse ONE capability, the same system resources (API methods and data model elements) which are used to support manual bill adjustments through Comverse ONE front-end interfaces (as described in **Error! Reference source not found.**, for example) are also available to external programs and scripts created as part of **Support Bill Inquiry Handling**.*

*How policy is specified, how specified policies are evaluated, and how and when policy evaluation is triggered (for example, as an automated response to service quality levels dropping below a predetermined threshold) varies radically from deployment to deployment, but the underlying mechanism for automatically initiating the adjustment is the same for all such mechanisms (see **Error! Reference source not found.** for an example), as is the mechanism for either automatically approving it or queuing it for manual approval (see **Error! Reference source not found.**). The resulting adjustments are stored in the same transaction database and affect customer balances in the same way as CSR-issued adjustments.*

Invoice adjustments can also be initiated by Customers themselves through the Self-Care GUI, if the Service Provider permits this; while not strictly automated this does not require any intervention on the part of the Service Provider.

*Somewhat tangentially, the invoice back-out process (see **Error! Reference source not found.**) is implemented as a series of automatically recorded and approved system-generated bill invoice adjustments – all the transactions on the bill to be backed out are automatically adjusted to zero.*

Optional

Not used for this process element

Interactions

Not used for this process element

1.1.2 L4: 1.1.1.12.3.2 Analyze Detailed Bill Inquiry – Mapping Details

Process Identifier: 1.1.1.12.3.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.12.3.2 Analyze Detailed Bill Inquiry

Analyze and investigate to determine whether a bill adjustment is acceptable.

Extended Description

The purpose of Analyze Detailed Bill Inquiry process is to undertake more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment. These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes.

The resolution processes may require investigation of the billing processes themselves to determine whether the disputed bills are the result of quality errors within the Service Provider processes.

Explanatory

Not used for this process element.

Mandatory

The purpose of Analyze Detailed Bill Inquiry process is to undertake more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment. These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes. [AM]

When an adjustment is requested by a user (whether a CSR, a Customer, or a third-party automated system), Comverse ONE automatically compares the amount of the requested adjustment to the amount available to be adjusted for the transaction/balance being adjusted, as well as for aggregates to which the transaction contributes, in order to ensure that those transactions, balances, and aggregates are never adjusted below zero.

*When an adjustment is requested by a user (whether a CSR, a Customer, or a third-party automated system), Comverse ONE automatically compares the amount of the requested adjustment to the maximum adjustment amount defined for the user (as part of Support Bill Inquiry Handling). If the requested amount exceeds that threshold, the adjustment is held pending approval by a supervisor or other user with a higher threshold, as described in **Error! Reference source not found.**)*

If an adjustment is initially approved (either automatically or after supervisor review), but after subsequent more detailed analysis is deemed unacceptable, Comverse ONE supports reversing the adjustment, undoing its effects on the balance. This is only necessary if a balance-reliant operation (for example, invoice generation) has already been performed; otherwise the adjustment can simply

*be modified. (Comverse ONE GUIs automatically determine whether modification is permissible or reversal is necessary and perform the appropriate operation.) See **Error! Reference source not found.** for more information.*

Optional

The resolution processes may require investigation of the billing processes themselves to determine whether the disputed bills are the result of quality errors within the Service Provider processes.

Interactions

These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes.

1.1.3 L4: 1.1.1.12.3.3 Record Customer Bill Invoice Adjustment – Mapping Details

Process Identifier: 1.1.1.12.3.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.3.3 Record Customer Bill Invoice Adjustment
Record the results of the adjustment if approved into the records relating to the customer’s bill invoice.
Extended Description The purpose of Record Customer Bill Invoice Adjustment process is to record the results of the adjustment if approved into the records relating to the customer’s bill invoice. This process is responsible for recording the entire adjustment events including adjustment operator, timestamp and detailed reason, for management purpose.
Explanatory

Not used for this process element.

Mandatory

The purpose of Record Customer Bill Invoice Adjustment process is to record the results of the adjustment if approved into the records relating to the customer's bill invoice. This process is responsible for recording the entire adjustment events including adjustment operator, timestamp and detailed reason, for management purpose. [A]

This occurs automatically as part of the process of submitting the adjustment and applying it against the affected transaction and/or balance, as described for **Error! Reference source not found..**

Optional

Not used for this process element.

Interactions

Not used for this process element.