



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

## Comverse ONE 3.7.7

# Level 2 Process: 1.1.2.5 - Service Guiding & Mediation

## 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.

For more information on our products and services, visit our website at: [www.comverse.com](http://www.comverse.com) or contact us at: [information@comverse.com](mailto:information@comverse.com)

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## 1 L2: 1.1.2.5 - Service Guiding & Mediation

Manage usage events by correlating and formatting them into a useful format as well as guiding them to an appropriate service.

Service Guiding & Mediation processes manage usage events by correlating and formatting them into a useful format. These processes include guiding resource events to an appropriate service, mediation of these usage records, as well as de-duplication of usage records already processed. These processes provide information on customer-related and Service-related events to other process areas across assurance and billing. This includes reports on non-chargeable events and overcharged events and analysis of event records to identify fraud and prevent further occurrences.

In many cases, this process is performed by a resource such as a network element.

### 1.1 L3: 1.1.2.5.4 - Guide Resource Usage Records

**Process Identifier:** 1.1.2.5.4

#### Process Context

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

LEVEL 3 PROCESS MAPPING DETAILS	
1.1.2.5.4 - Guide Resource Usage Records	
<b>Brief Description</b>	Relates the usage record to the appropriate service.
<b>Extended Description</b>	<p>The Guide Resource Usage Records process converts/relates the record to the appropriate service.</p> <p>In many cases, this process is performed by a resource such as a network element. [A]</p> <p><i>Comverse ONE supports two main methods for usage record entry into the system, on-line and off-line, as illustrated in <b>Error! Reference source not found.</b></i></p> <p><i>For <u>real-time usage</u>, aka <u>online usage</u>, each call is established, authorized, monitored, rated, and (if prepaid) mapped to a monetary balance with funds to cover the call. If the call fails authorization, cannot be rated, or funds do not exist to cover the call, the call is typically terminated. Comverse ONE</i></p>

*maps the call to the appropriate Comverse ONE subscriber ID as part of the call authorization/completion/rating process.*

*See the following flows for more information:*

- **Error! Reference source not found.**
- **Error! Reference source not found.**
- **Error! Reference source not found.**
- **Error! Reference source not found.**

*For batch usage, aka off-line usage, each call is completed by a network element external to Comverse ONE, and optionally further formatted/aggregated by a mediation layer (either provided by Comverse or by a third party). These calls records are aggregated into usage files and provided to Comverse ONE, which maps each record to a Comverse ONE subscriber ID based on the external subscriber ID provided by the network. The mapping between external and internal IDs is stored in the Comverse ONE Customer DB, along with all other information about the subscriber.*

*See the following flows for more information:*

- **Error! Reference source not found.**
- **Error! Reference source not found.**

**Explanatory**

Not used for this process element

**Mandatory**

Reserved for future use.

**Optional**

Not used for this process element

**Interactions**

Not used for this process element