

# Cisco Prime Order Management

## Product Overview

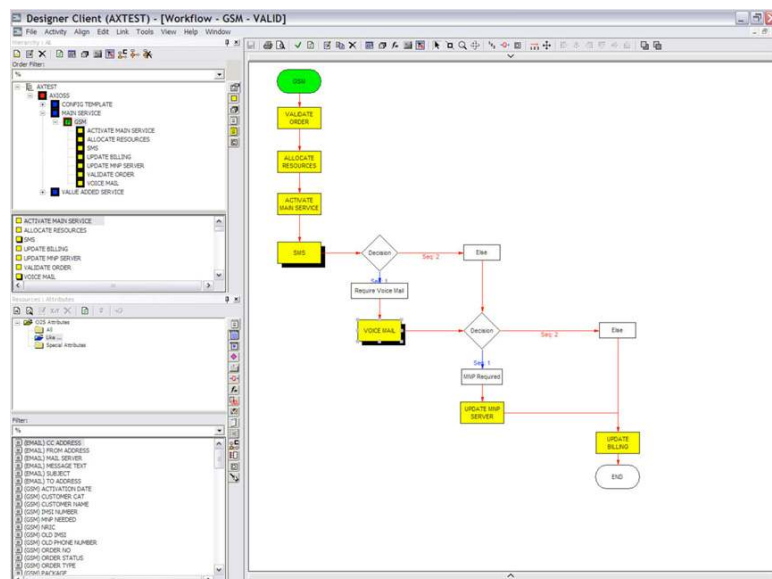
Cisco Prime™ Order Management provides true end-to-end, carrier grade, service fulfillment capability. Based on the Java2 Platform, Enterprise Edition (J2EE) standard, it meets the demanding scalability and performance requirements of today's communications service provider. Using preconfigured service templates from the Cisco Prime Order Management Library, Cisco Prime Order Management is fast to implement and delivers comprehensive visibility of all service fulfillment tasks.

In addition, Cisco Prime Order Management's adaptability helps ensure that service delivery processes can be created and modified quickly to accommodate the provisioning requirements of any new or changed communications service.

Cisco Prime Order Management provides:

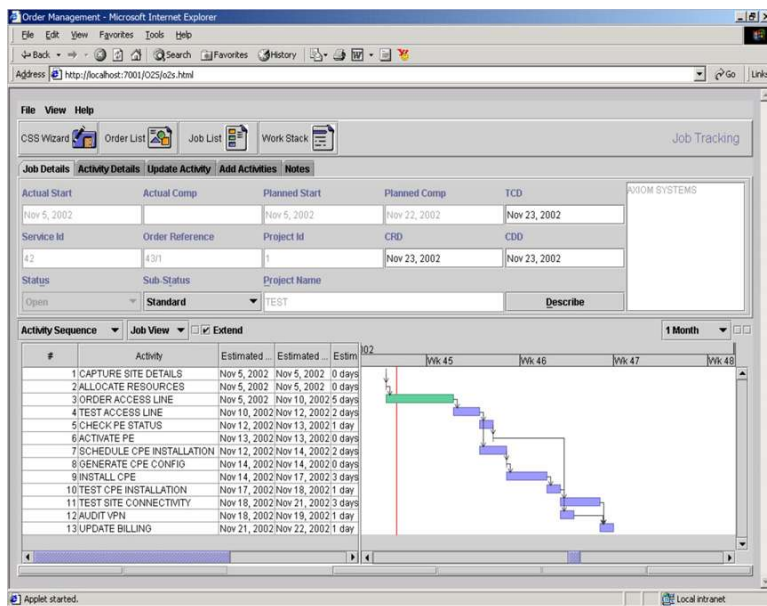
- Faster service introduction
- Full automation of service delivery and workflow
- Reduced order fulfillment timescales
- Better visibility of progress and service quality
- Improved customer satisfaction
- Straightforward systems integration

**Figure 1.** Order Design

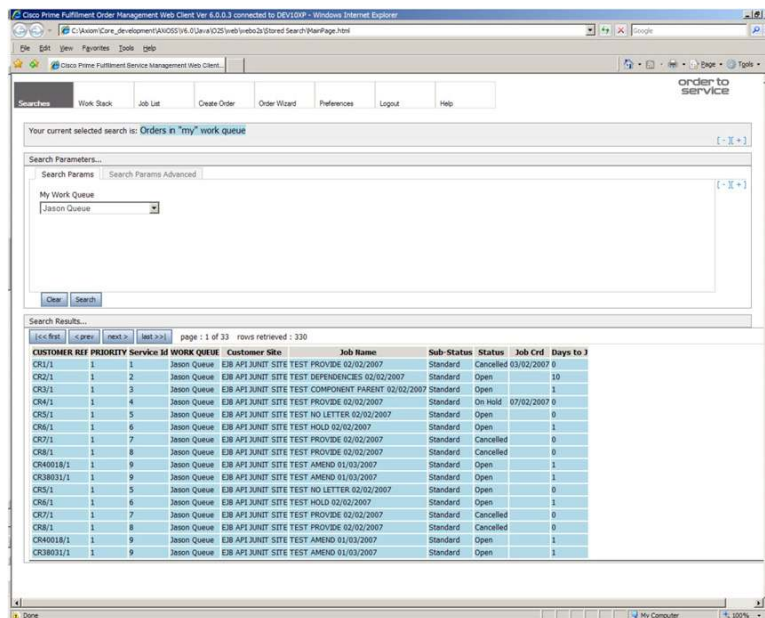


**Figure 2. Order Entry**

**Figure 3. Process Dependencies**



**Figure 4.** Stored Search Capability



## Features and Benefits

### Features

#### Cisco Prime Order Management Designer Client

The Cisco Prime Order Management designer allows a user to define the entry and processing of orders for services, including the specification of features need to be included in the service. Orders designed using this tool can then be assigned as services using any of the Cisco Prime Order Management clients, including the web client, notification client, and the service designer client.

Orders created using the designer client are presented through the clients with a clear, user-friendly interface that allows simple entry of new orders and management of existing orders.

Designer client features include the following:

- Hierarchical design tools
- Work queue creation with calendar tools
- Attribute definition with domain and mask design
- Function design
- Milestone definition
- Fully flexible work instruction design with letters and class help

#### Cisco Prime Order Management Web Client

The web client allows the placing of orders for preconfigured services. It allows storage of customer information, order entry and modification, job tracking, and progress monitoring.

As it is a web interface, it can be accessed and used by any user with appropriate access rights and a suitable web browser, currently Internet Explorer 6 and Firefox 2.0 or later.

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Web client features include the following:

- Record and retrieve details of customers
- Log orders for service
- Track the progress of customer orders
- Manually complete activities to advance a job
- Share information with other systems, such as Cisco Prime Fulfillment Service Inventory or other external systems

### **Cisco Prime Order Management Notification Client**

The notification provides a simple, easy to use background connection to the work queue.

Notification client features include the following:

- Online alerts at user-specified intervals
- Configurable notification options
- On-screen activity tracking
- Fast access to work instructions
- Jeopardy input
- Automatic letter printing

### **Cisco Prime Order Management Service Designer Client**

This application allows simple creation of services from components published from the service designer.

#### **Cisco Prime Order Management Archiving API**

The Archiving API allows fast and accurate archiving of order records.

The archiving strategy is split into two steps:

1. Identification of the records that need to be archived.
2. Archiving of records.

#### **Archiving Structure**

The archiving functionality is achieved by transferring records from the core set of tables to an identical copy of these tables located in another schema.

Once the records have been moved to the archive tables it will not be possible to view details of the archived orders in the Cisco Prime Order Management clients. However, it will be possible to recover and restore archived data, making the details visible through the clients.

### **Cisco Prime Order Management Bulk Load Utility**

Bulk Load is a web interface tool designed for the bulk downloading of orders into the Cisco Prime Order Management application database using XML format files. It includes a feature for converting standard comma-separated value (CSV) files into XML format.

Bulk Load operates through a standard web browser such as Internet Explorer.

Bulk Load includes the following features:

- CSV and XML uploading
- Conversion tools from CSV to XML
- Bulk order downloading
- Reporting tools
- Customer details management tools

### Cisco Prime Order Management EJB (Enterprise Java Bean) and PL/SQL APIs

The APIs give the ability to perform tasks such as create, get, search, modify, and delete common data entities including those listed in Table 1.

**Table 1.** Cisco Prime Order Management JB and PL/SQL APIs

EJB	PL/SQL
Activity	Activity
Activity Search	User (Admin)
Attribute	User (Authentication)
Authentication	Attribute
Authorization	Order
Class	Class
Contact	CLOB (Oracle Character Large Object)
Contact Search	Component
Corporate	Contact (Customer)
Corporate Search	Domain
Note	Gantt (Project)
Order Factory	Function
Order Search	Grid
Order	Error Message
Order Wizard	Notes
Project	Order
Service Search	Order Wizard
Site	Project
Site Search	Publications, Subscriptions, Dependency Tags
Sub Location	Work Instruction
Sub Location Search	
System Data	
Work Instruction	
Styled Work Instruction	

### Benefits

Rapid time to market for new services is essential in today's highly competitive communications market.

Cisco Prime Order Management makes it possible to define new services and roll them out to the market fast either through preconfigured order components or through an intuitive designer GUI. The order processing capability of Cisco Prime Order Management then closely monitors the delivery of those services, providing comprehensive operational and analytical information to the business and facilitating constant process improvement.

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### **Improved Service Order**

- Use the Order Designer to create customized order components to suit specific business needs.
- Include details such as task precedence, dependency, elapsed time, milestones, task attributes, and exception handling and rollback processes.
- Use simple drag-and-drop techniques to add attributes to any of the tasks in the resulting order component.
- Add new work request processes to order components in a structured fashion, lining up the right people (internal and external) to carry out the right tasks at the right time.
- Use the sophisticated work allocation and work notification mechanisms to help ensure that profitable services are consistently delivered according to stated service-level agreements.

### **Broader Order Entry**

- Improve self-service by enabling customers to enter and view service orders through specially designed web portals.
- Enable bulk order entry through formatted files.
- Utilize the Java-based architecture to accommodate a broad choice of order entry from other sources including customer relationship management (CRM) packages.

### **Increased Process Automation**

- Use order components to deliver services more rapidly and consistently by triggering tasks automatically based on the results of other tasks.
- Pass work requests quickly and efficiently between the users and user groups that must act on them.
- Make detailed work instructions for each task web accessible.
- Send standard or customized letters, faxes, emails, or data transfers to anyone involved in the service delivery chain.
- Monitor users' work stacks and issue alerts concerning any activity under their control that jeopardizes committed delivery times.

### **Improved Job Control**

- Create fully configurable dependencies between tasks within order components, so that the impact of change on any one task is clearly shown on all others.
- Create dynamic dependencies based on the prevailing business rules embedded within the workflow component.
- Provide visibility of order status to all involved in the delivery process.
- Show any issues clearly, including any bottlenecks and delays.
- Define automatic remedial action as required.
- Provide comprehensive search facilities for support staff to retrieve key service, order, and customer information. Searches can be configured and then stored as "favorites" for reuse. Order search facilities can go to the job or activity level and replace browsing of rigid work stacks.

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## Summary

Cisco Prime Order Management is a comprehensive service fulfillment tool, geared to faster development and modification of services and rigorous control of the order process. The results are reduced cost of development, increased customer satisfaction, and a significant improvement in service margins.

## Further Information

### About Cisco Prime

The Cisco Prime portfolio of enterprise and service provider management offerings empowers IT organizations to more effectively manage their networks and the services they deliver. Built on a service-centered foundation, the Cisco Prime portfolio of products supports integrated lifecycle management through an intuitive workflow-oriented user experience. The portfolio of Cisco Prime solutions for service providers provides A-to-Z management for IP next-generation networks, mobility, video, and managed services.

### Service and Support

Cisco offers a wide range of services programs to accelerate customer success. These innovative services programs are delivered through a unique combination of people, processes, tools, and partners, resulting in high levels of customer satisfaction. Cisco® services help you to protect your network investment, optimize network operations, and prepare the network for new applications to extend network intelligence and the power of your business. For more information about Cisco services, see Cisco Technical Support Services or Cisco Advanced Services.



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