



# **Charging and Billing in One (CBiO) 18 Training Programs**

## Catalog of Course Descriptions





# Catalog of Course Descriptions










INTRODUCTION .....	3
CBIO 16 BILLING TIME PROMOTIONS .....	5
CBIO 16 BSCS RATE PLANS .....	9
CBIO 16 INTRODUCTION TO BSCS DATABASE .....	13
BSCS IX DEBT COLLECTION.....	17
CBIO 18 BILLING MANAGEMENT .....	19
CBIO 18 EXPERIENCE WITH BSCS.....	21
CBIO 18 MULT-MEDIATION .....	25
CBIO 18 OVERVIEW .....	27
CBIO 18 USE CASES WORKSHOP.....	29
CBIO18 CS SYSTEM ADMINISTRATION .....	33
CBIO 18 CATALOG MANAGER AND ORDER CARE.....	37



## 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.

**The delivery of the Learning Products is realized by various Services:**

Icon	Service
	Instructor Led Training (ILT)
	Virtual Classroom Training (VCT)
	eLearning (WBL)
	Workshop (WS)
	Short Article (SA)
	Structured Knowledge Transfer (SKT)
	mLearning
	Job duty analysis (JDA)
	Competence GAP Analysis (CGA)

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## CBiO 16 Billing Time Promotions



LZU1082279 R1A

### Description

Discounts and promotions can be applied by various applications in Charging & Billing in One. This course focuses on promotions that can be applied by the billing applications. The participants will learn about the configuration of free unit packages, price plans and promotion packages. The course explains how promotion packages can be used for postpaid, prepaid and hybrid subscriptions.

### Learning objectives

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

- 1 Interpret the CBiO in overview level
  - 1.1 Explain the CBiO and its components
  - 1.2 Illustrate Pricing, Discounting and Billing Promotions
- 2 Explain Free Units
  - 2.1 Illustrate Free Units in Billing
  - 2.2 Explain the Free Unit Package Structure
  - 2.3 Interpret the usage of Free Units
- 3 Explain Price Plans
  - 3.1 Interpret Scaled and Tiered Price Plans
- 4 Determine the structure of Promotion Packages
  - 4.1 Explain the role of Motivation and Incentives
  - 4.2 Interpret the components of a Promotion Package
- 5 Explain Discount Applications
  - 5.1 Determine the types of Discounts
  - 5.2 Create Discounts
- 6 Explain Rewards
  - 6.1 Determine Bonus Points
  - 6.2 Explain Marketing Texts and Mailing
- 7 Determine Minimum Commitments
  - 7.1 Explain Minimum Commitment for Contract Time and Revenue
- 8 Explain Assignment of Promotion Packages
  - 8.1 Explain Types of Promotion Assignments





- 8.2 Determine States of Assignments
- 8.3 Explain Selection Criteria Packages
- 8.4 Determine Promotion Follow-Up

## **Target audience**

The target audience for this course is:

Service Engineer, System Engineer, System Administrator, Business Developer

## **Prerequisites**

Successful completion of the following courses:

CBIO 3.0 Experience with BSCS, LZU1089628 or equivalent

## **Duration and class size**

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

## **Learning situation**

This course is based on theoretical and practical instructor-led lessons given in both classroom and in a technical environment using equipment and tools.

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### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Introduction	1
	Free Units and Price Plans	5
2	Structure of Promotion Packages	1
	Discount Applications	3
	Rewards and Bonus Points	2
3	Minimum Commitments	3
	Assignment of Promotion Packages	3







## CBIO 16 BSCS Rate Plans



LZU1082287 R1A

### Description

This course focuses on the configuration of rate plans used for offline controlled contracts and business partner rating. Thus, these rate plans are used to define charges for contracts which are not represented on any SDP (Service Data Point). Product Center is used to configure rate plans. Focus is on charge definition for various network services depending on tariff time, tariff zone and usage type. Rate plan maintenance and version control of various tariffing objects is also part of this course.

### Learning objectives

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

- 1 Explore Product Center functions and Rate Plan Structure
  - 1.1 Examine role of product center
  - 1.2 Review rate plans in charging & billing in one
  - 1.3 Identify rate plan structure
  - 1.4 Discuss service classifications
  - 1.5 Understand charge types
- 2 Understand Rate plan configuration , restrictions and assignment
  - 2.1 Recognize time packages
  - 2.2 Figure out zone packages
  - 2.3 Inspect usage packages
  - 2.4 Review rating packages
  - 2.5 Discuss usage indicators, rate types and chargeable quantities
  - 2.6 Identify conversion modules
  - 2.7 Understand price per unit
  - 2.8 Analyze service packages
  - 2.9 Explore use of core and implicit services
  - 2.10 Discuss RFSS roles and template creation
  - 2.11 Finalize customer offline rate plan through ECM
  - 2.12 Conclude business partner and OCC rate plan
  - 2.13 Understand rate plan assignment restrictions
  - 2.14 Examine rate plans in Customer Center - CX
  - 2.15 Recognize rate plans in Business Partner - CX
- 3 Discuss rate plan maintenance
  - 3.1 Analyze package concept, version and administration





- 3.2 Recognize package version determination during rating
- 3.3 Rate Plan version changes
- 3.4 Backdating

### Target audience

The target audience for this course is:

Service Deployment Engineer, System Engineer, Service Engineer, System Administrator, Fundamentals, Business Developer, Application Developer

### Prerequisites

Successful completion of the following courses:

CBIO 16 Experience with BSCS - LZU1082276

### Duration and class size

The length of the course is 2 days and the maximum number of participants is 8.

### Learning situation

This course is based on theoretical and practical instructor-led lessons given in both classroom and in a technical environment using "Demo" system, which can be accessed local or remotely. Practical exercises account for 50% of learning time.

### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Introduction - Product Center functions and role of rate plans in CBIO	2
	Rate Plan Configuration and RFSS template creations in Product Center PX	4
2	Rate Plan Configuration and RFSS template creations in Product Center PX	1.5
	Rate Plan Assignment in Customer Center CX and Partner CX	1.5

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	Rate Plan Maintenance and version control including changes in tariff zone and time structure	3
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## CBiO 16 Introduction to BSCS Database



LZU1082284 R1A

### Description

In this course, you will learn about important tables in the BSCS database concerning customers, contracts, resources, invoices, and payments. The participants will get a basis for understanding relations between BSCS entities on a technical level.

### Learning objectives

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

- 1 Recognize the CBiO 16 BSCS important database tables
  - 1.1 Verify motivation
  - 1.2 Explore schemas in BSCS database
  - 1.3 Discuss tables in high level overview
- 2 Identify resources
  - 2.1 Illustrate resource tables
- 3 Investigate customers
  - 3.1 Analyze customer base relations
- 4 Examine contracts
  - 4.1 Navigate basic contract properties
  - 4.2 Verify GSM contracts and SIM cards
  - 4.3 Obtain contracted services
- 5 Evaluate invoices and payments
  - 5.1 List invoice and payment tables

### Target audience

The target audience for this course is:

Service Deployment Engineer, System Engineer, Service Engineer, System Administrator, Fundamentals, Business Developer, Application Developer

### Prerequisites

Successful completion of the following courses:

CBiO 16 Experience with BSCS, LZU1082276 R1A





### Duration and class size

The length of the course is 1 days and the maximum number of participants is 8.

### Learning situation

This course is based on theoretical and practical instructor-led lessons given in both classroom and in a technical environment using equipment and tools. Practical exercises account for 25% of learning time.

### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Introduction	0.5
	Resources	1.5
	Customers	2.0
	Contracts	1.5
	Invoices and Payments	1.0

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## BSCS ix Debt Collection



LZU1082527 R1A

### Description

Do you want to know integrated Debt collection feature of BSCS ix 18? How we can define configurable collection workflows ? How Installments, Collection Fees and Collection Agencies are handled under workflows ? If you are seeking answers for all these questions then this is the perfect course for you. This course emphasizes on Debt Collection Architecture and all its major functionalities. These theoretical concepts are followed by hands on exercises where you will explore collection workflow configurations and its assignment process to end customer through DCX.

### Learning objectives

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

- 1 Know Collections Overview, Architecture and Workflows
  - 1.1 Demonstrate collections overview, architecture and related applications
  - 1.2 Identify collection configuration and data migration tools
  - 1.3 Recognize collection related concepts, workflows and terminology
  - 1.4 Explain workflow configuration, types and debt collection server
- 2 Handle Collection Features - Installment, Collection Agencies and Collection Fees
  - 2.1 Recognize Installment feature of collections
  - 2.2 Explore functional role of Collection agencies
  - 2.3 Demonstrate collection fees levied on customer
  - 2.4 Identify other key features related to scheduling of actions, license management, credit scoring, manual interference, Web service and mass action handling
  - 2.5 Acknowledge database relationships among key collection specific table names

### Target audience

The target audience for this course is:

Technical Front office staff, Back office staff, Business Developer, Service Design Engineer, System Engineer

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### Prerequisites

Successful completion of the following courses:

BSCS iX 17 Fundamentals with Technical Focus - LZU1082491

### Duration and class size

The length of the course is 3 days and the maximum number of participants are 8.

### Learning situation

This course is based on theoretical and practical instructor-led lessons given in both a classroom and a technical environment using equipment and tools, which are accessed remotely.

### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Explore Debt Collection Architecture and Supporting Features	6
2	Debt Collection hands on exercises (Workflow Creation, Assignment of configured workflow to end customer from DCX)	6
3	Debt Collection hands on exercises (Installment, Collection Agencies, Collection Fees, User defined Events and Batch Jobs)	6

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## CBiO 18 Billing Management



LZU1082614 R1A

### Description

Network operators or service providers can create bills for customers in different technologies such as GSM, Internet, or wireline. Billing collects usage charges as well as one-time and recurring charges for a defined period, calculates discounts, free units and amounts resulting from other promotions, and applies taxes. In this course, the participants will learn how works the billing process, immediate, and on-demand billing and identify tasks related to the billing process.

### Learning objectives

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

- 1 Underline the CBiO and the Billing Process
  - 1.1 Identify the Billing as part of the CBiO
  - 1.2 Describe the Billing Applications
  - 1.3 Recognize the Billing Environment
- 2 Describe the Billing Setup
  - 2.1 Identify the Preparation for Billing and the Customer's Properties
  - 2.2 Explain the Billing Accounts, Cycles and Configuration
  - 2.3 Recognize the Large Account Structures and Billing Principles
- 3 Explain the Immediate/On-demand Billing
  - 3.1 Identify the Workflow for Immediate/On-demand Billing
  - 3.2 Describe the applications responsible for the Billing process
  - 3.3 Interpret the Bill Processing
- 4 Determine the Regular Billing
  - 4.1 Explain the Normal Billing Run
  - 4.2 Describe the Parallel Processing and Task Distribution
- 5 Explain the Billing Results
  - 5.1 Describe the Charges for Billing
  - 5.2 Underline the Billing Results
- 6 Describe Other Billing Process
  - 6.1 Explain the Threshold Billing and the Call Detail Statement
  - 6.2 Describe the Free Units in Billing
  - 6.3 Underline the Billing Promotion Packages



**Target audience**

The target audience for this course is:

Service Engineer, System Engineer, System Administrator, Business Developer

**Prerequisites**

Successful completion of the following courses:

CBiO 18 Experience with BSCS, LZU1082617 or equivalent.

**Duration and class size**

The length of the course is 2 days and the maximum number of participants is 8.

**Learning situation**

This course is based on theoretical and practical instructor-led lessons given in both a classroom and a technical environment using equipment and tools, which are accessed remotely.

**Time schedule**

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

<b>Day</b>	<b>Topics in the course</b>	<b>Estimated Time (hours)</b>
	Underline the CBiO and the Billing Process	1.0
1	Describe the Billing Setup	3.0
	Explain the Immediate/On-demand Billing	2.0
2	Determine the Regular Billing	2.0
	Explain the Billing Results	2.0
	Describe Other Billing Process	2.0

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## CBIO 18 Experience with BSCS



LZU1082617 R1A

### Description

BSCS is an important part of Charging & Billing in One. This course 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 interaction between its components. After this course, you will have a solid basis for more detailed courses focusing on your specific working area.

### Learning objectives

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

- 1 Identify Functional Role of CBIO 18 components and significance of BSCS IX 18
  - 1.1 Explain Scope and Key Benefits
  - 1.2 Discuss CBIO 18 Architecture and Functional Scope
  - 1.3 Describe Products in Charging & Billing in One
  - 1.4 Recognize role of individual applications in CBIO
  - 1.5 Illustrate Customer workflow in CBIO
  - 1.6 Demonstrate significance of BSCS in CBIO
  - 1.7 Explore applications in BSCS
- 2 Explore Resource Management
  - 2.1 Identify Resources
  - 2.2 Simulate Creating Resources
  - 2.3 Explain Ordering Resources
  - 2.4 Define Resource Statuses and Resource-Related Tasks
  - 2.5 Recognize Resource Types
- 3 Discuss Product Management
  - 3.1 Explain ECMEOC in CBIO 18 Architecture
  - 3.2 Determine Product Offerings, Types and Product Offering structure
  - 3.3 Identify Role of Product Center PX in Product Configuration
  - 3.4 Examine Rate Plans
  - 3.5 Recognize Classification of Services
  - 3.6 Demonstrate Rate Plan Structure
- 4 Explain Customer and Partner Management
  - 4.1 Discuss Telecom CRM
  - 4.2 Define Self Service





- 4.3 Explain Customer Care CX and related areas
- 4.4 Identify Multi-Layer Architecture
- 4.5 Describe SOI Servers and Environment
- 4.6 Explore Web Clients
- 4.7 Recognize BSCS User Rights
- 4.8 Discuss Customers and Contracts
- 4.9 Explain Large Account Structures and Billing Principles
- 4.10 Analyze Functional Scope of CX in CBIO 18
- 4.11 Explore Internal Solution Interfaces
- 4.12 Examine Web Client Customization
- 4.13 Evaluate Integration of Customer Care
- 4.14 Define Business Partners
- 4.15 Identify Collection Agencies
- 4.16 Explain Dealers
- 4.17 Describe Interconnect Carriers
- 4.18 Recognize Roaming Partners
- 4.19 Explore Service Providers
- 5 Analyze Message Processing
  - 5.1 Explore BSCS Message Processing
  - 5.2 Identify UDRS And BIRS in BSCS
  - 5.3 Describe Unified Data Records
  - 5.4 Evaluate UDR Processing Logic
  - 5.5 Discuss Data Record Routing Overview
  - 5.6 Analyze Reference Data In BSCS
  - 5.7 Evaluate TAP and RAP Handling
- 6 Evaluate Billing and Payment Processing
  - 6.1 Demonstrate CBIO 18 Workflow of Product Usage to Bill
  - 6.2 Explore Accounting Workflow
  - 6.3 Identify Accounting in Charging and Billing In One
  - 6.4 Describe Billing and Accounting Schedule
  - 6.5 Evaluate Billing Mode and Purpose
  - 6.6 Analyze Billing Applications
  - 6.7 Illustrate Billing Workflow
  - 6.8 Explain Billing Accounts
  - 6.9 Demonstrate Charges for Billing
  - 6.10 Explain Billing Time Free Units
  - 6.11 Recognize Billing Time Promotions
  - 6.12 Assess Billing Results
  - 6.13 Recognize Different Ways for Payment Processing
  - 6.14 Identify Common Payment Transactions



### Target audience

The target audience for this course is:

Service Deployment Engineer, System Engineer, Service Engineer, System Administrator, Fundamentals, Business Developer.

### Prerequisites

Successful completion of the following course:

General knowledge about any billing system, CBI0 18 Overview, LZU1082619.

### Duration and class size

The length of the course is 4 days and the maximum number of participants is 8.

### Learning situation

This course is based on theoretical and practical instructor-led lessons given in both a classroom and a technical environment using equipment and tools, which are accessed remotely.

### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Identify Functional Role of CBI0 18 components and significance of BSCS	2.0
	Explore Resource Management	2.0
2	Discuss Product Management	2.0
	Discuss Product Management	4.0
3	Explain Customer and Partner Management	2.0
	Explain Customer and Partner Management	2.0
4	Analyze Message Processing	4.0
	Evaluate Billing and Payment Processing	6.0

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## CBiO 18 Multi-Mediation



LZU1082618 R1A

### Description

Ericsson Charging & Billing in One (CBiO) 18 is an end-to-end, real-time revenue management environment for Customer management, charging and billing. Operator staff who will use Charging & Billing in One must be aware of the possibilities and features of this convergent solution. This course outlines the integration layer of File mediation part of Multi-Mediation for use in CBiO. It describes the basic operations of collection, processing and distribution as the essential record routing hub and examines TAP-IN, TAP-OUT processing, DR mapping within CBiO and several use cases.

### Learning objectives

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

- 1 Identify the functionality of Multi Mediation (MM) in Charging & Billing in One (CBiO)
  - 1.1 Recognize the MM Concept
  - 1.2 Discuss the MM Functionality in CBiO
  - 1.3 Illustrate the interaction of MM with CBiO
  - 1.4 Explain the Record Flow from MM to BSCS
  - 1.5 Present the new and enhanced MM features
- 2 Distinguish various MM Functional Aspects in CBiO solution
  - 2.1 Explain Configuration's details related to Record Flows in MM
  - 2.2 Illustrate the Collection and Processing processes
  - 2.3 Determine the Distribution process
  - 2.4 Explain the UDR and BIR Interfaces
  - 2.5 Identify the processing tasks for TAP-IN and TAP-OUT files
- 3 Explain the configuration and activities related to workflows in MM
  - 3.1 Illustrate the CBiO-CS Configuration related to the MM
  - 3.2 Underline the CBiO-BSCS Configuration related to the MM
  - 3.3 State the CBiO-CORE Configuration related to the MM

### Target audience

The target audience for this course is:

Business Developer, System Administrator, Application Developer, Service Engineer, Service Deployment Engineer





### Prerequisites

Successful completion of the following courses:

General technical understanding in related areas such as Multi Mediation, ECM, EOC, Charging System and Business Support and Control System.  
CBiO 18 Overview, LZU1082619

### Duration and class size

The length of the course is 2 days and the maximum number of participants is 8.

### Learning situation

This course is based on theoretical and practical instructor-led lessons given in both a classroom and a technical environment using equipment and tools, which are accessed remotely.

### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Multi Mediation functionality in CBiO	3.0
	Functional Aspects of MM in CBiO	3.0
2	Configurations of MM in CBiO	6.0

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## CBiO 18 Overview



LZU1082619 R1A

### Description

Are you aware of Charging and Billing in One (CBiO) solution ? Are you interested to know the major components involved in CBiO solution and how they interact with each other? Do you need to know the key features of this solution?

If the answers to the questions above "Yes" then this is the right course for you as it provides you an end-to-end, real-time revenue management environment for customer management, charging and billing. It imparts a brilliant general technical overview of this solution and its components and their interaction.

### Learning objectives

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

- 1 Review the CBiO Solution at the component level
  - 1.1 Distinguish about Charging and Billing
  - 1.2 Examine Charging and Billing in One architecture
  - 1.3 Inspect Ericsson Catalog Manager
  - 1.4 Explore Ericsson Order Care
  - 1.5 Identify BSCS architecture and components
  - 1.6 Analyze Charging System architecture and components
  - 1.7 Describe Optional Nodes in CBiO 18 (T-CRM/MS-Care)
- 2 Define the Charging and Billing Tasks and Details
  - 2.1 Describe the GUI Applications for the CS and the BSCS
  - 2.2 Recognize Charging System Trees, Service Classes, Dedicated Accounts and other CS details
  - 2.3 Identify Rate Plans, Payments, Contracts and other BSCS details
- 3 Explore the functional areas and associated workflows in the CBiO solution
  - 3.1 Inspect Charging & Billing in One on market
  - 3.2 Analyze end-to-end open integration
  - 3.3 Describe Product Offering
  - 3.4 Explain customers and contracts management
  - 3.5 Verify end-to-end flows





### Target audience

The target audience for this course is:

Business Developer, System Administrator, Application Developer, Service Engineer, Service Deployment Engineer.

### Prerequisites

Successful completion of the following courses:

None.

However, general technical understanding of key areas such as Ericsson Multi Mediation, Catalog Manager, Order Care, Charging System and Business Support and Control System is required.

### Duration and class size

The length of the course is 2 days and the maximum number of participants is 16.

### Learning situation

This course is based on theoretical instructor-led lessons given in a classroom environment.

### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Review the CBiO Solution at the component level	6.0
2	Define the Charging and Billing Tasks and Details	3.0
	Explore the functional areas and associated workflows in the CBiO solution	3.0

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## CBiO 18 Use Cases Workshop



LZU1082620 R1A

### Description

Ericsson Charging & Billing in One 18 solution is an end-to-end, real-time revenue management environment for customer management, charging and billing.

This course imparts general technical knowledge of the key components within the CBiO 18 solution and their interactions. You will be executing Hands On tasks and activities, including configuration details for Product Offerings (PO). This course uses prepaid and postpaid subscriptions/data and presents the step-by-step configuration of several PO types, including actions on nodes/applications that compounds the CBiO 18 Solution.

### Learning objectives

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

- 1 Review the CBiO Solution at the component level
  - 1.1 Examine the Functional Overview
  - 1.2 Inspect the products involved in the solution
  - 1.3 Explore the Solution Architecture
  - 1.4 Identify Information Flow and Integration Points
  - 1.5 Describe the Product Model
- 2 Examine the New Product Model for the CBiO Solution
  - 2.1 Distinguish the Product Model in ECM
  - 2.2 Identify the BSCS and CS Templates
  - 2.3 Inspect Product Offering Structure
  - 2.4 Explore the Information Exchange
- 3 Identify the environment for the Use Cases
  - 3.1 Inspect the Environment Architecture
  - 3.2 Explore the Access to Available Applications
- 4 Review PO Modelling
  - 4.1 Describe the Basic PO
  - 4.2 Inspect the Optional PO
  - 4.3 Explore the Add-On PO
  - 4.4 Identify the Administrative PO
- 5 Describe Offers
  - 5.1 Explore Offer Definitions and Attributes
  - 5.2 Inspect Resource Facing Services
  - 5.3 Identify Rating Template Tree definition





- 5.4 Describe the Rating Logic
- 6 Describe PAM
  - 6.1 Explore PAM Definitions
  - 6.2 Identify PAM Concepts
  - 6.3 Describe PAM Schedule and Cycle
- 7 Illustrate the Time Based Actions
  - 7.1 Explore TBA Limitations
  - 7.2 Identify Provisioning Process
  - 7.3 Describe TBA PO
- 8 Describe Parameter Dependent Charges
  - 8.1 Explore an Overview about the Parameter Dependent Charges
  - 8.2 Inspect Use Cases
  - 8.3 Identify Configurations and Limitations
- 9 Explore Personalized Values
  - 9.1 Describe an overview about the Personalized Values
  - 9.2 Explore Use Cases
  - 9.3 Inspect Home Zones
  - 9.4 Identify Communities
- 10 Explore an Overview about Promotion Packages
  - 10.1 Describe the Main Attributes
  - 10.2 Explore the Structure of Promotion Packages
- 11 Explore Shared Accounts
  - 11.1 Describe Shared Accounts
  - 11.2 Explore the Configuration of Shared Accounts
- 12 Describe Bundling
  - 12.1 Inspect Bundle Overview
  - 12.2 Explore Bundle Types
- 13 Inspect Deactivation and Reactivation for Optional PO
  - 13.1 Describe Deactivation and Reactivation
  - 13.2 Explore Use Cases

### Target audience

The target audience for this course is:

System Administrator, Service Engineer, System Technician

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### Prerequisites

Successful completion of the following courses:

BSCS iX 17 Fundamentals with Technical Focus - LZU1082491

CBiO 18 Overview - LZU1082619

CBiO 18 Catalog and Order Handling - LZU1082615, or equivalent.

### Duration and class size

The length of the course is 7 days and the maximum number of participants is 8.

### Learning situation

This course is based on theoretical and practical instructor-led lessons given in both a classroom and a technical environment using equipment and tools, which are accessed remotely.

### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	CBiO Solution Overview	2
	New Product Model, Presenting Environment & Access	2
	PO Modelling	2
2	Offers	1
	PAM	1
	Use Case: CS CONTROLLED POSTPAID BASIC PO	4
3	Time Based Actions	1
	Use Case: BASE RATES PO	4
	Use Case: REDUCED RATES PO	1
4	Use Case: REDUCED RATES PO	4
	Parameter Dependent Charges	1
	Personalized Values	1

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5	Use Case: FREE DATA PO	4
	Promotion Packages	1
	Shared Accounts	1
6	Bundling	1
	Deactivation & Reactivation Optional PO	1
	Use Case: COMMUNITY PO	4
7	Use Case: BSCS PROMOTION PO	6





## CBiO18 CS System Administration



LZU1082657 R1A

### Description

Ericsson Charging & Billing in One (CBiO) 18 is an end-to-end, real-time revenue management environment for customer management, charging and billing. Operator staff who will use Charging & Billing in One must be aware of the possibilities and features of this convergent solution. Operators must ensure that CBiO is running as efficiently as possible and that there is no network downtime.

The course presents to the participants how to operate & maintain the CS components of CBiO. It is an instructor-lead-training (ILT) course for the SDP, AIR/AF, Voucher Server, VR and CCN. Participants will learn how to configure the servers to deliver the best service to customers.

### Learning objectives

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

- 1 Underline the CBiO Architecture and Functions
  - 1.1 Describe the CBiO
  - 1.2 Explain the CBiO Architecture
  - 1.3 Identify the EOC/ECM in the CBiO
  - 1.4 Determine the SDP in the CBiO Solution
  - 1.5 Discuss other Nodes of CS
  - 1.6 Determine Charging system legacy
  - 1.7 Identify Commercial Aspects of CS 18 in CBiO
  - 1.8 Discuss Other enhancements
- 2 Explain the Charging System Hardware
  - 2.1 Underline the Hardware Fundamentals and Features
- 3 Identify the FDS and SDP
  - 3.1 Explain the FDS
  - 3.2 Illustrate the SDP Software Components and Interfaces
  - 3.3 Determine the Synchronization Data in the SDP
- 4 Describe the AIR/AF Operation and System Interactions
  - 4.1 Illustrate the AIR/AF Software Components and Interfaces
  - 4.2 Interpret main services provided by the AIR/AF
- 5 Explain the Voucher Server





- 5.1 Illustrate the VS Software Components and Interfaces
- 5.2 Discuss the Voucher Lifecycle
- 5.3 Describe the VS Routing Options
- 6 Identify Maintenance and Troubleshooting Tasks
  - 6.1 Examine the Regular Maintenance Tasks for the CS
  - 6.2 Identify and Manage Common Faults

### **Target audience**

The target audience for this course is:

Service Engineer, Service Deployment Engineer, System Administrator, Service technician, System Engineer

### **Prerequisites**

Successful completion of the following course:

CBiO 18 Overview - LZU1082619

### **Duration and class size**

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

### **Learning situation**

This course is based on theoretical and practical instructor-led lessons given in both classroom and in a technical environment using AIR and SDP with SMA and AVIM, which can also be accessed remotely.

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### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Introduction to CBiO Architecture and Functions	3
	CS Hardware	3
2	FDS and SDP Operation and Configuration	3
	Exercises	3
3	Exercises	3
	AIR and AF Operation and Configuration	3
4	Exercises	2
	VS Operation and Configuration	2
	Exercises	2
5	Maintenance & Troubleshooting	3
	Exercises	3

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## CBiO 18 Catalog Manager and Order Care



LZU1082615 R1A

### Description

Do you know what CBiO 18 Catalog Manager and Order Care is all about? Which are the major components involved in CBiO 18 Catalog Manager and Order Care solution and how they interact with each other? Are you aware of the key features provided by CBiO 18 Catalog Manager and Order Care solution ? If no, then this is the right course which describes the Ericsson Catalog and Order Care architecture and is intended to get you immediately started on the Ericsson Catalog Manager and Order Care applications.

### Learning objectives

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

- 1 Identify the functionality of Catalog Manager and Order Care in CBiO Solution
  - 1.1 Distinguish Charging and Billing
  - 1.2 Examine Charging and Billing in One architecture
  - 1.3 Describe the CBiO Components
  - 1.4 Inspect Ericsson Catalog Manager (ECM) and its role in CBiO Solution
  - 1.5 Explore Ericsson Order Care (EOC) and its role in CBiO Solution
- 2 Explore the Catalog Manager Capabilities
  - 2.1 Describe the Catalog Manager Configuration
  - 2.2 Perform activities on Catalog Designer (GUI)
  - 2.3 Perform configurations tasks on Catalog Designer GUI with Projects, Code Tables, Attribute Types, Offerings, Specifications, Component Groups, Charge Types, Contexts and Catalog Hierarchies
  - 2.4 Describe and Practice Catalogue Hierarchy, Pricing, Context Attributes and Rules
  - 2.5 Recognize Conditional Chargers
- 3 Practice Using Catalog Manager and Order Care
  - 3.1 Explain a typical CBiO Use Case which involves setting up a Charging System Controlled Postpaid Basic Product Offering in CBiO 18 solution
  - 3.2 Operate and Configure a CBiO Charging System Controlled Postpaid Basic Product Offering

### Target audience

The target audience for this course is:

End-Users of EOC/ECM, Front Office Staff

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### Prerequisites

Successful completion of the following course:

CBiO 18 Overview – LZU1082619

### Duration and class size

The length of the course is 2 days and the maximum number of participants is 8.

### Learning situation

This course is based on theoretical and practical instructor-led lessons given in both a classroom and a technical environment using equipment and tools, which are accessed remotely.

### Time schedule

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

Day	Topics in the course	Estimated Time (hours)
1	Identify the functionality of Catalog Manager and Order Care in CBiO Solution	0.5
	Distinguish Charging and Billing	0.5
	Examine Charging and Billing in One architecture	0.5
	Describe the CBiO Components	0.5
	Inspect Ericsson Catalog Manager and its role in CBiO Solution	0,5
	Explore Ericsson Order Care (EOC) and its role in CBiO Solution	0.5
	Explore the Catalog Manager Capabilities	1.0
	Describe the Catalog Manager Configuration	0.5
	Perform activities on Catalog Designer (GUI)	0.5

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	Perform configurations tasks on Catalog Designer GUI with Projects, Code Tables, Attribute Types, Offerings, Specifications, Component Groups, Charge Types, Contexts and Catalog Hierarchies	1.0
2	Describe and Practice with Catalogue Hierarchy, Pricing, Context Attributes and Rules	1.0
	Recognize Conditional Chargers	0.5
	Practice Using Catalog Manager and Order Care	1.0
	Explain a typical CBiO Use Case which involves setting up a Charging System Controlled Postpaid Basic Product Offering in CBiO 18 solution	0.5
	Operate and Configure a CBiO Charging System Controlled Postpaid Basic Product Offering	3.0