

Elements - Operate Service Automation

CDG's Service Automation element is an automated service provisioning application that links with the network elements that deliver services to your customers. Service Automation can communicate with a variety of landline, Internet, and video network elements and is fully integrated with the Element platform and Subscriber Care element.

OVERVIEW

The Service Automation element continually reviews the activity that occurs as your service representatives enter changes in the Elements platform. When an update occurs that requires a corresponding change to one or more network elements, Service Automation is responsible for completing that task. The Rating element allows you to map supported features to charge codes in order to inform Service Automation what features to provision.

Service Automation examines the service order from a "goal" perspective. While other systems simply execute the tasks at hand, as identified by the current activity, Service Automation examines all of the Elements data stored for the subscriber, including the changes requested by the pending session, as well as any data stored in Network Elements and the CPE inventory. This data is used to define the "goal" — that is, what the configuration for this subscriber should look like once the current changes have been applied. Service Automation then queries the network elements to obtain the current configuration for the subscriber and issues the commands necessary to synchronize the two systems.

Based on how you set up the configuration of each device and feature, Service Automation will instruct the network element to add features that are present in Elements but are not present in the network element. Service Automation can also remove features from the network element when specifically instructed to do so.

Service Automation can help you deliver timely, accurate, and reliable service provisioning and activation.

Service Automation Is Designed To:

- Improve efficiencies.
- Reduce operational expenses.
- Assist in launching new technologies and services.
- Audit existing services and features.

Service Automation Supports:

- New installs
- Service updates: Add features, remove features, update other attributes, equipment changes, voice service number changes
- Disconnects: Temporary and permanent
- Reconnects
- Mass audits/interactive audits of individual services

SWITCH INTERFACES

LANDLINE

- GENBAND (DMS-10, DMS-100)
- Siemens EWSD
- Tekelec/Taqua
- Innovative Systems AP/MAX
- Metaswitch
- Lucent 5E

INTERNET

- RADIUS (Dial-up)
- NeoNova
- VisionNet RDM
- Sigma DPM
- Adtran TA1248
- Mikrotik Router

VIDEO

- Motorola (HITS QT+, NASRAC)
- PPV Processing
- Minerva
- Conklin Intracom
- Cisco DNCS
- Seachange VOD
- ETI Triad (NAS)

OPTICAL NETWORK

- Calix B6/C7/E7/AE
- Calix Consumer Connect
- Adtran AOE

WIRELESS RESALE

- Telispire Post-paid

MISCELLANEOUS

- SecurityConverge