Amdocs Billing 9.0

Glossary
# Table of Contents

1. Introduction ................................................................................................................. 1

2. Terms and Abbreviations ............................................................................................ 3
   Numeric ......................................................................................................................... 4
   3G ................................................................................................................................. 4
   3GPP ............................................................................................................................. 4
   A...................................................................................................................................... 5
   A&C ............................................................................................................................... 5
   A&F ............................................................................................................................... 5
   AAA ............................................................................................................................... 5
   AAM ............................................................................................................................... 5
   Access Channel ........................................................................................................... 5
   Access Rate .................................................................................................................. 5
   Account ....................................................................................................................... 5
   Accounting ................................................................................................................... 5
   Accounting Record ..................................................................................................... 5
   Accounts Payable ...................................................................................................... 6
   Accounts Receivable ................................................................................................. 6
   Accumulator ............................................................................................................... 6
   Active-Shadow Continuous Thrashing ........................................................................ 6
   ADBA Repository ....................................................................................................... 6
   ADSL ............................................................................................................................ 6
   Advice of Charge ...................................................................................................... 7
   Aged Trial Balance .................................................................................................... 7
   Agent ............................................................................................................................ 7
   Agreement ................................................................................................................... 7
   AIM ............................................................................................................................... 7
   AIMOS .......................................................................................................................... 7
   AIMOS Dump ............................................................................................................. 7
   Alert .............................................................................................................................. 8
   Allowance ................................................................................................................... 8
   Allowance Counters ................................................................................................. 8
   Alternate Database .................................................................................................... 8
   AMA ............................................................................................................................. 8
   AMC ............................................................................................................................. 8
   Amdocs Accounts Receivable ..................................................................................... 8
Amdocs Acquisition & Formatting ................................................................. 9
Amdocs Activation Manager ................................................................. 9
Amdocs Batch Job Manager ................................................................. 9
Amdocs Billing ..................................................................................... 9
Amdocs Billing Care Lite ................................................................. 9
Amdocs Billing Customer Manager .................................................... 9
Amdocs Billing Deployment Manager ................................................ 10
Amdocs Billing Workflow Manager ................................................... 10
Amdocs CES – Charging ................................................................. 10
Amdocs Collections .......................................................................... 10
Amdocs CRM .................................................................................. 11
Amdocs Customer Hierarchy Manager ............................................... 11
Amdocs Database Deployment Manager .......................................... 11
Amdocs Discount & Pricing Manager ............................................... 11
Amdocs Document Designer ............................................................ 11
Amdocs Enterprise Process Integrator (EPI) ...................................... 12
Amdocs Enterprise Product Catalog ................................................ 12
Amdocs Enterprise Product Catalog Portfolio Edition ...................... 12
Amdocs Error Manager .................................................................... 12
Amdocs Fraud Manager ..................................................................... 12
Amdocs Fulfillment Manager ............................................................ 12
Amdocs In-Memory Object Storage .................................................... 12
Amdocs Integrated Development Environment ................................ 13
Amdocs Integrated Development Environment – APIs ......................... 13
Amdocs Integrated Development Environment – Database Schema .... 13
Amdocs Integrated Development Environment – Data Types ................. 13
Amdocs Integrated Development Environment – Data Views ............... 14
Amdocs Invoicing .............................................................................. 14
Amdocs Mediation ............................................................................. 14
Amdocs Monitoring & Control ............................................................ 14
Amdocs Monitoring Framework ........................................................ 14
Amdocs Offline Charging Adaptor (Amdocs Mediation) ....................... 14
Amdocs Ordering ............................................................................... 15
Amdocs Packager ............................................................................... 15
Amdocs Partner Manager ................................................................. 15
Amdocs Policy Controller ................................................................... 15
Amdocs Portfolio Installer .................................................................. 16
Amdocs Process Manager ................................................................. 16
Amdocs Real-Time ............................................................................... 16
Amdocs Replenishment Manager ....................................................... 17
Amdocs Roam Clearing Manager ....................................................... 17
## Table of Contents

Amdocs Security Manager ................................................................. 17
Amdocs Service Platform ................................................................. 17
Amdocs Shared Product Information Model (ASPIM) .......................... 18
Amdocs Software Lifecycle Manager ............................................... 18
Amdocs Subscriber Resource Manager ........................................... 18
Amdocs Voucher Manager ............................................................... 18
AMF ................................................................................................. 18
Ant ..................................................................................................... 19
AO/DI ............................................................................................... 19
AoC ................................................................................................. 19
API ..................................................................................................... 19
APIInvoker ......................................................................................... 19
APC ..................................................................................................... 19
APM ..................................................................................................... 19
APN ..................................................................................................... 19
AR (A/R) .......................................................................................... 19
ART ..................................................................................................... 19
ASP ..................................................................................................... 19
ASPIM ............................................................................................... 20
Assertion Mechanism ........................................................................ 20
Asynchronous .................................................................................... 20
ATB ..................................................................................................... 20
ATM ..................................................................................................... 20
Attribute ........................................................................................... 20
Attribute Set ....................................................................................... 20
Attribute-Value Pair .......................................................................... 20
Audit & Control ................................................................................ 21
Audit Counter ...................................................................................... 21
Audit Error Group ............................................................................. 21
Audit Message Group ........................................................................ 21
Audit Trail .......................................................................................... 21
Authentication .................................................................................... 21
Authorization ...................................................................................... 21
Authorization Event ............................................................................ 22
Auxiliary Objects ................................................................................ 22
Auxiliary Repository .......................................................................... 22
Auxiliary Type ..................................................................................... 22
Availability Manager .......................................................................... 22
Availability Manager Agent ............................................................... 23
AVM ................................................................................................. 23
AVP ................................................................................................. 23
Amdocs Billing 9.0 Glossary

B

BA ........................................................................................................... 24
Back to Baseline .............................................................................. 24
Back to Zero ................................................................................... 24
Backdated Activity ........................................................................ 24
Backdating ..................................................................................... 24
Backout ............................................................................................ 24
Balance ........................................................................................... 24
Balance Forward ............................................................................ 25
BAN .................................................................................................... 25
Barring Item .................................................................................... 25
Baseline Assignment ...................................................................... 25
Batch Processing ............................................................................ 25
B Channel ........................................................................................ 26
BE ....................................................................................................... 26
BEN ..................................................................................................... 26
Benefit Charge ................................................................................ 26
Best Match Search .......................................................................... 26
Best Practice .................................................................................... 26
Bill ....................................................................................................... 26
Bill Confirmation ............................................................................. 26
Bill Cycle .......................................................................................... 27
Bill Day .............................................................................................. 27
Bill Day Audit and Reports ......................................................... 27
Bill Formatting ................................................................................ 27
Bill Image ........................................................................................ 27
Bill Layout Extract ......................................................................... 27
Bill on Demand ................................................................................ 27
Bill on Demand Extract ................................................................. 27
Bill Preparation ................................................................................ 28
Bill Receiver .................................................................................... 28
Billing Arrangement ....................................................................... 28
Billing Counter ................................................................................ 28
Billing Document ............................................................................ 28
Billing Offer Entity .......................................................................... 28
BIR ....................................................................................................... 29
Blacklist ............................................................................................. 29
BOD ...................................................................................................... 29
BOH ..................................................................................................... 29
BPA ...................................................................................................... 29
BRI ....................................................................................................... 29
# Table of Contents

Broker .................................................................................................................. 29
Bucket .................................................................................................................... 29
Bundle .................................................................................................................... 29
Business Entity ..................................................................................................... 29
Business Entity Type ............................................................................................ 30
Business Organization Hierarchy .......................................................................... 30
C ............................................................................................................................. 31
CAI ......................................................................................................................... 31
CAPS ..................................................................................................................... 31
Cash Application .................................................................................................. 31
Catalog Data Version .......................................................................................... 31
Category Rules ...................................................................................................... 31
CC ........................................................................................................................... 31
CC&B ..................................................................................................................... 31
CCS ........................................................................................................................ 32
CDB ......................................................................................................................... 32
CDE ........................................................................................................................ 32
CDL ........................................................................................................................ 32
CDMA ................................................................................................................... 32
CDR ......................................................................................................................... 32
CENTREX ............................................................................................................. 32
CET .......................................................................................................................... 33
CFS .......................................................................................................................... 33
CG ............................................................................................................................ 33
CH ............................................................................................................................ 33
Charge ..................................................................................................................... 33
Charge Code ......................................................................................................... 33
Charge Creation .................................................................................................... 33
Charge Distribution .............................................................................................. 34
Charge Entity Type ............................................................................................... 34
Charge Group ....................................................................................................... 34
Charge Role ........................................................................................................... 34
Charging ................................................................................................................. 34
Charging Mode ..................................................................................................... 34
Cleanup .................................................................................................................. 34
Client ...................................................................................................................... 34
Cluster Management System ................................................................................ 35
CM .......................................................................................................................... 35
CMS ......................................................................................................................... 35
Collection Activity ................................................................................................ 35
Collection Candidates File .................................................................................... 35
<table>
<thead>
<tr>
<th>Term</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection Category</td>
<td>35</td>
</tr>
<tr>
<td>Collection Configurator</td>
<td>35</td>
</tr>
<tr>
<td>Collection Decision Engine</td>
<td>35</td>
</tr>
<tr>
<td>Collection Dynamic Data</td>
<td>36</td>
</tr>
<tr>
<td>Collection Evaluation Process</td>
<td>36</td>
</tr>
<tr>
<td>Collection Path</td>
<td>36</td>
</tr>
<tr>
<td>Collection Policy</td>
<td>36</td>
</tr>
<tr>
<td>Collection Punishment Level</td>
<td>36</td>
</tr>
<tr>
<td>Collection Real-Time Treatment</td>
<td>36</td>
</tr>
<tr>
<td>Collection Representative</td>
<td>36</td>
</tr>
<tr>
<td>Collection Step</td>
<td>36</td>
</tr>
<tr>
<td>Collection Step Management</td>
<td>37</td>
</tr>
<tr>
<td>Collection Treatment Policy</td>
<td>37</td>
</tr>
<tr>
<td>Collector</td>
<td>37</td>
</tr>
<tr>
<td>COM</td>
<td>37</td>
</tr>
<tr>
<td>Communication Service Provider</td>
<td>37</td>
</tr>
<tr>
<td>Component</td>
<td>37</td>
</tr>
<tr>
<td>Component Object Model</td>
<td>37</td>
</tr>
<tr>
<td>Compress Usage Job</td>
<td>37</td>
</tr>
<tr>
<td>Construction Case</td>
<td>37</td>
</tr>
<tr>
<td>Contract</td>
<td>38</td>
</tr>
<tr>
<td>Configurator</td>
<td>38</td>
</tr>
<tr>
<td>COP</td>
<td>38</td>
</tr>
<tr>
<td>Copy Cycle Usage</td>
<td>38</td>
</tr>
<tr>
<td>Copy Cycle Usage Clean-up</td>
<td>38</td>
</tr>
<tr>
<td>Copy Event</td>
<td>39</td>
</tr>
<tr>
<td>Copy Rolling Accumulators</td>
<td>39</td>
</tr>
<tr>
<td>CORBA</td>
<td>39</td>
</tr>
<tr>
<td>CoS</td>
<td>39</td>
</tr>
<tr>
<td>CPE</td>
<td>39</td>
</tr>
<tr>
<td>Credit</td>
<td>39</td>
</tr>
<tr>
<td>Credit Class</td>
<td>40</td>
</tr>
<tr>
<td>Credit-Debit Link</td>
<td>40</td>
</tr>
<tr>
<td>Credit Limit</td>
<td>40</td>
</tr>
<tr>
<td>Credit Note</td>
<td>40</td>
</tr>
<tr>
<td>CR</td>
<td>40</td>
</tr>
<tr>
<td>CR Protocol Handler</td>
<td>40</td>
</tr>
<tr>
<td>CSP</td>
<td>40</td>
</tr>
<tr>
<td>CSR</td>
<td>40</td>
</tr>
<tr>
<td>CTR</td>
<td>40</td>
</tr>
<tr>
<td>CUG</td>
<td>41</td>
</tr>
</tbody>
</table>
# Table of Contents

Currency Code........................................................................................................... 41  
Customer .................................................................................................................. 41  
Customer Communication System ........................................................................... 41  
Customer Communication System Configurator ...................................................... 41  
Customer Communication System Template .......................................................... 41  
Customer Communication System Type .................................................................. 41  
Customer Group ....................................................................................................... 42  
Customer Model ....................................................................................................... 42  
Customer PW Info Sequence .................................................................................... 42  
Customer Relationship Management (CRM) ............................................................ 42  
Customer Segment ................................................................................................. 42  
Customer Server ...................................................................................................... 43  
Customer Service Representative ............................................................................ 43  
Customer Structure ................................................................................................. 43  
Cycle Close Date ...................................................................................................... 43  
Cycle Close Day ....................................................................................................... 43  
Cycle Instance ......................................................................................................... 43  
Cycle Maintenance Process ..................................................................................... 43  
Cycle Management .................................................................................................. 44  
Cycle Memory Clean-up ........................................................................................... 44  
Cycle Population ..................................................................................................... 44  
Cycle State Job ........................................................................................................ 44  
D .................................................................................................................................. 45  
Daemon Manager ...................................................................................................... 45  
Dashboard ................................................................................................................ 45  
Database to Event Server Process .......................................................................... 45  
Data Collection ........................................................................................................ 45  
DB2E ......................................................................................................................... 45  
DBMS ........................................................................................................................ 45  
DCL ............................................................................................................................. 45  
DCOM ......................................................................................................................... 45  
Debit .......................................................................................................................... 46  
Dedicated Line .......................................................................................................... 46  
Dedicated Publisher/Subscriber .............................................................................. 46  
Denial of Service ...................................................................................................... 46  
Deposit ...................................................................................................................... 46  
DET ............................................................................................................................. 46  
DI ............................................................................................................................... 46  
Diameter ..................................................................................................................... 47  
Diameter Protocol Constructor ................................................................................. 47  
Diameter Protocol Dictionary ................................................................................... 47
<table>
<thead>
<tr>
<th>Term</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diameter Protocol Parser</td>
<td>47</td>
</tr>
<tr>
<td>DIG</td>
<td>48</td>
</tr>
<tr>
<td>Digital Satellite Television</td>
<td>48</td>
</tr>
<tr>
<td>Digital Signature</td>
<td>48</td>
</tr>
<tr>
<td>Direct Debit</td>
<td>48</td>
</tr>
<tr>
<td>Disaster Recovery Plan</td>
<td>48</td>
</tr>
<tr>
<td>Discount</td>
<td>48</td>
</tr>
<tr>
<td>Discount Entity Type</td>
<td>49</td>
</tr>
<tr>
<td>Discount Elements</td>
<td>49</td>
</tr>
<tr>
<td>Dispatcher</td>
<td>49</td>
</tr>
<tr>
<td>Dispatching Record</td>
<td>49</td>
</tr>
<tr>
<td>Dispute</td>
<td>49</td>
</tr>
<tr>
<td>Distributed Component Object Model</td>
<td>49</td>
</tr>
<tr>
<td>DLCI</td>
<td>49</td>
</tr>
<tr>
<td>Document Creation</td>
<td>50</td>
</tr>
<tr>
<td>Document Object Model</td>
<td>50</td>
</tr>
<tr>
<td>Document Type</td>
<td>50</td>
</tr>
<tr>
<td>Document Type Definition</td>
<td>50</td>
</tr>
<tr>
<td>DOM</td>
<td>50</td>
</tr>
<tr>
<td>Downstream</td>
<td>50</td>
</tr>
<tr>
<td>Dropped Event</td>
<td>50</td>
</tr>
<tr>
<td>DRP</td>
<td>50</td>
</tr>
<tr>
<td>dStudio</td>
<td>50</td>
</tr>
<tr>
<td>DSU</td>
<td>50</td>
</tr>
<tr>
<td>DTD</td>
<td>50</td>
</tr>
<tr>
<td>DTGen</td>
<td>51</td>
</tr>
<tr>
<td>Duplicate Check</td>
<td>51</td>
</tr>
<tr>
<td>DVM</td>
<td>51</td>
</tr>
<tr>
<td>Dynamic Partition Variables</td>
<td>51</td>
</tr>
<tr>
<td>Dynamically Partitioned Objects</td>
<td>51</td>
</tr>
<tr>
<td>EAI</td>
<td>52</td>
</tr>
<tr>
<td>ebXML</td>
<td>52</td>
</tr>
<tr>
<td>ebXML Messaging Service Protocol</td>
<td>52</td>
</tr>
<tr>
<td>ECA</td>
<td>52</td>
</tr>
<tr>
<td>EDGE</td>
<td>52</td>
</tr>
<tr>
<td>EDR</td>
<td>52</td>
</tr>
<tr>
<td>EGI</td>
<td>52</td>
</tr>
<tr>
<td>EHA</td>
<td>52</td>
</tr>
<tr>
<td>ELA Collector</td>
<td>53</td>
</tr>
<tr>
<td>Elementary Type</td>
<td>53</td>
</tr>
<tr>
<td>Table of Contents</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td></td>
</tr>
<tr>
<td>Eligibility Criterion ................................................................. 53</td>
<td></td>
</tr>
<tr>
<td>EMI ..................................................................................................... 53</td>
<td></td>
</tr>
<tr>
<td>End–of-Cycle Map ............................................................................. 53</td>
<td></td>
</tr>
<tr>
<td>End-of-Day ........................................................................................ 54</td>
<td></td>
</tr>
<tr>
<td>End-to-End Security ......................................................................... 54</td>
<td></td>
</tr>
<tr>
<td>Enterprise Process Integrator ......................................................... 54</td>
<td></td>
</tr>
<tr>
<td>Enterprise Product Catalog ............................................................ 54</td>
<td></td>
</tr>
<tr>
<td>Enterprise Product Catalog Portfolio Edition ...................................... 54</td>
<td></td>
</tr>
<tr>
<td>Environment Builder ......................................................................... 54</td>
<td></td>
</tr>
<tr>
<td>Environment Checker ........................................................................ 54</td>
<td></td>
</tr>
<tr>
<td>Environment Monitor ........................................................................ 54</td>
<td></td>
</tr>
<tr>
<td>Environment Profile .......................................................................... 55</td>
<td></td>
</tr>
<tr>
<td>Environment Type ............................................................................ 55</td>
<td></td>
</tr>
<tr>
<td>Environment Validation Tool ............................................................. 55</td>
<td></td>
</tr>
<tr>
<td>EOC .................................................................................................... 55</td>
<td></td>
</tr>
<tr>
<td>EOD .................................................................................................... 55</td>
<td></td>
</tr>
<tr>
<td>EPC .................................................................................................... 55</td>
<td></td>
</tr>
<tr>
<td>EPI ..................................................................................................... 55</td>
<td></td>
</tr>
<tr>
<td>EPS .................................................................................................... 55</td>
<td></td>
</tr>
<tr>
<td>Equipment Item .................................................................................. 56</td>
<td></td>
</tr>
<tr>
<td>Equipment Package ............................................................................ 56</td>
<td></td>
</tr>
<tr>
<td>Error Management Add-on ................................................................. 56</td>
<td></td>
</tr>
<tr>
<td>ES ....................................................................................................... 56</td>
<td></td>
</tr>
<tr>
<td>ESN ..................................................................................................... 56</td>
<td></td>
</tr>
<tr>
<td>ET ....................................................................................................... 56</td>
<td></td>
</tr>
<tr>
<td>Evaluator ............................................................................................ 56</td>
<td></td>
</tr>
<tr>
<td>Event ................................................................................................. 56</td>
<td></td>
</tr>
<tr>
<td>Event-Level Auditing ......................................................................... 57</td>
<td></td>
</tr>
<tr>
<td>Event Distribution ............................................................................. 57</td>
<td></td>
</tr>
<tr>
<td>Event Group ....................................................................................... 57</td>
<td></td>
</tr>
<tr>
<td>Event Group Item ............................................................................... 57</td>
<td></td>
</tr>
<tr>
<td>Event Handler ..................................................................................... 57</td>
<td></td>
</tr>
<tr>
<td>Event Handling .................................................................................. 57</td>
<td></td>
</tr>
<tr>
<td>Event Interface Module ..................................................................... 57</td>
<td></td>
</tr>
<tr>
<td>Event Processing ............................................................................... 58</td>
<td></td>
</tr>
<tr>
<td>Event Processing Module ................................................................... 58</td>
<td></td>
</tr>
<tr>
<td>Event Publisher ................................................................................. 58</td>
<td></td>
</tr>
<tr>
<td>Event Server ....................................................................................... 58</td>
<td></td>
</tr>
<tr>
<td>Event Sniffer ..................................................................................... 59</td>
<td></td>
</tr>
<tr>
<td>Event Trace XML File .......................................................................... 59</td>
<td></td>
</tr>
<tr>
<td>Event Type .......................................................................................... 59</td>
<td></td>
</tr>
</tbody>
</table>
Amdocs Billing 9.0 Glossary

EVT ................................................................. 59
EWD ............................................................... 59
Exception Control Account ...................................... 59
Expiration Charge .............................................. 60
Extensibility Repository ........................................ 60
External Record ................................................... 60
External Watchdog ............................................... 60
Extract ............................................................ 60
Extract Clean-up .................................................. 60
Extractor .......................................................... 60
Extract Tool ....................................................... 61

F ................................................................. 62
F2M ............................................................... 62
Failback to Zero ................................................... 62
Failover ............................................................ 62
Failure Group ..................................................... 62
File2E ............................................................. 62
File Parser Generator .......................................... 62
File to Event Server Process ................................... 62
Flip-Flop ........................................................... 63
Flow Tracer ........................................................ 63
FO ................................................................. 63
Folder ............................................................... 63
Follow-up .......................................................... 63
FR ................................................................. 63
FRAD ............................................................. 63
FRAL ............................................................... 63
Frame Event ....................................................... 63
Frame Relay ...................................................... 64
Friends & Family .................................................. 64
Front Office Application ....................................... 64
Funds Transfer .................................................... 64

G ................................................................. 65
GA Patch .......................................................... 65
GAT2E ............................................................. 65
GAT Manager ...................................................... 65
Gatekeeper .......................................................... 65
Gateway ........................................................... 65
GDD ............................................................... 65
General Ledger .................................................... 65
General Packet Radio Service ................................... 66
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic Applicative Tables</td>
<td>66</td>
</tr>
<tr>
<td>Generic Applicative Tables to Event Server Process</td>
<td>66</td>
</tr>
<tr>
<td>Generic Reference Table</td>
<td>66</td>
</tr>
<tr>
<td>GGSN</td>
<td>66</td>
</tr>
<tr>
<td>GL (G/L)</td>
<td>66</td>
</tr>
<tr>
<td>Global Data Dictionary</td>
<td>66</td>
</tr>
<tr>
<td>GPRS</td>
<td>66</td>
</tr>
<tr>
<td>GPS</td>
<td>67</td>
</tr>
<tr>
<td>GRT</td>
<td>67</td>
</tr>
<tr>
<td>GSM</td>
<td>67</td>
</tr>
<tr>
<td>GSM Incoming Fax</td>
<td>67</td>
</tr>
<tr>
<td>GSM Voice</td>
<td>67</td>
</tr>
<tr>
<td>GUI</td>
<td>67</td>
</tr>
<tr>
<td>Guiding to Customer Function</td>
<td>67</td>
</tr>
<tr>
<td>Guiding to Customer Module</td>
<td>67</td>
</tr>
<tr>
<td>Guiding to Service</td>
<td>68</td>
</tr>
<tr>
<td>HA</td>
<td>69</td>
</tr>
<tr>
<td>HB</td>
<td>69</td>
</tr>
<tr>
<td>Heartbeat</td>
<td>69</td>
</tr>
<tr>
<td>High Availability</td>
<td>69</td>
</tr>
<tr>
<td>HLR</td>
<td>69</td>
</tr>
<tr>
<td>Home Database</td>
<td>69</td>
</tr>
<tr>
<td>Home Realm</td>
<td>69</td>
</tr>
<tr>
<td>Hybrid Accumulator</td>
<td>70</td>
</tr>
<tr>
<td>Hybrid Subscriber</td>
<td>70</td>
</tr>
<tr>
<td>IC</td>
<td>71</td>
</tr>
<tr>
<td>ICMP</td>
<td>71</td>
</tr>
<tr>
<td>I-Component</td>
<td>71</td>
</tr>
<tr>
<td>IE</td>
<td>71</td>
</tr>
<tr>
<td>I-Infra</td>
<td>71</td>
</tr>
<tr>
<td>IMDG</td>
<td>71</td>
</tr>
<tr>
<td>IMEI</td>
<td>71</td>
</tr>
<tr>
<td>I-Module</td>
<td>72</td>
</tr>
<tr>
<td>Implementation Compiler</td>
<td>72</td>
</tr>
<tr>
<td>Implementation Compiler Workflow</td>
<td>72</td>
</tr>
<tr>
<td>Implementation Repository</td>
<td>72</td>
</tr>
<tr>
<td>IMSI</td>
<td>72</td>
</tr>
<tr>
<td>IN</td>
<td>72</td>
</tr>
<tr>
<td>In-Memory Data Grid</td>
<td>72</td>
</tr>
</tbody>
</table>
INE........................................................................................................73
Initial SOAP Sender..................................................................................73
Information Element ..............................................................................73
Intelligent Network ..................................................................................73
Interactive Voice Response ......................................................................73
Interim Accounting Message ..................................................................73
Internal Watchdog ..................................................................................73
Internet Service Provider .........................................................................73
Invoice .....................................................................................................74
Invoice Receipt .......................................................................................74
Invoice Receiver .....................................................................................74
Invoicing Configurator ...........................................................................74
Invoicing Message ...................................................................................74
Invoicing Undo .........................................................................................75
IP ................................................................................................................75
IPDR ..........................................................................................................75
I-Product ....................................................................................................75
I-Profile ......................................................................................................75
IR ................................................................................................................75
ISDN ...........................................................................................................75
ISP .............................................................................................................75
Item Parameters ........................................................................................75
IVR ..............................................................................................................75
IWD ............................................................................................................76
IXC .............................................................................................................76
J ..................................................................................................................77
J2EE ............................................................................................................77
JAXP (Java API for XML Processing) ......................................................77
JDK .............................................................................................................77
JDS ..............................................................................................................77
JEdi .............................................................................................................77
J-GL ............................................................................................................77
JMS .............................................................................................................77
JMS Adaptor .............................................................................................77
Job ..............................................................................................................77
Job Cycle .................................................................................................78
Journaling & General Ledger ...................................................................78
LAN ..........................................................................................................79
LATA ..........................................................................................................79
Leased Line ..............................................................................................79
MetalInfo Tool ........................................................................................................... 87
MHS .......................................................................................................................... 87
Mid-Session Notification ......................................................................................... 87
Mid-Session Partial Charge ...................................................................................... 87
Mini-Parse Function ............................................................................................... 87
MIS ............................................................................................................................ 87
Mini-Parse Protocol Handler ................................................................................... 88
MMF .......................................................................................................................... 88
MMS ........................................................................................................................... 88
MOB ........................................................................................................................... 88
Monitored Object ..................................................................................................... 88
Move Usage Job ......................................................................................................... 88
MRO ........................................................................................................................... 88
MSISDN ..................................................................................................................... 89
MSN ........................................................................................................................... 89
MTBF ........................................................................................................................ 89
MTOM ....................................................................................................................... 89
MTTR ........................................................................................................................ 89
Multi-Attribute Rating Support .............................................................................. 89
Multi-Dimensional Rating Support ......................................................................... 89
Multi-FR ................................................................................................................... 89
Multi-Protocol Label Switching ............................................................................. 90
Multi-Master Environment ....................................................................................... 90
Multi-Session ........................................................................................................... 90
MVNO ...................................................................................................................... 90
N ................................................................................................................................. 91
NAI ........................................................................................................................... 91
NE .............................................................................................................................. 91
Near Real-Time .......................................................................................................... 91
NES ............................................................................................................................. 91
Network Access Identifier ....................................................................................... 91
Network Element .................................................................................................... 91
Network Element Simulator .................................................................................... 91
Network Interface Function ................................................................................... 91
Network Interface Function Protocol Handler ...................................................... 92
NIF ............................................................................................................................. 92
NIF Protocol Handler .............................................................................................. 92
Nillable ....................................................................................................................... 92
NNI ............................................................................................................................ 92
Node ......................................................................................................................... 92
Non-Usage Rater ....................................................................................................... 92
Payments .................................................................................................................. 99
Payment, Unidentified ................................................................................................. 99
PCM ............................................................................................................................... 99
PCN ............................................................................................................................... 99
PDC ............................................................................................................................... 99
PDP ............................................................................................................................... 99
Penalty Element ........................................................................................................... 99
Pending Credit .............................................................................................................. 100
PEP ............................................................................................................................... 100
Performance Indicator ............................................................................................... 100
Persistence Writer Function ......................................................................................... 100
Personal Communication Manager ............................................................................ 100
Phoneword ................................................................................................................... 100
PI ................................................................................................................................... 101
PIT ................................................................................................................................. 101
Planned Configuration ................................................................................................. 101
PMT ............................................................................................................................... 101
Pol .................................................................................................................................. 101
Policy Decision Point ................................................................................................. 101
Policy Enforcement Point ......................................................................................... 101
PoP ............................................................................................................................... 101
Port ............................................................................................................................... 101
Postpaid ....................................................................................................................... 101
Post-Rating Function ................................................................................................. 101
Pre-Balance Reporting ............................................................................................... 102
Preemptive Service ..................................................................................................... 102
Pre-Rating Function .................................................................................................... 102
Predictive Dialer ......................................................................................................... 102
Prepaid ......................................................................................................................... 102
Prepaid Quota ............................................................................................................. 102
Prepaid Session .......................................................................................................... 103
Prepaid Statement ....................................................................................................... 103
PRI ................................................................................................................................. 103
Pricing Engine ............................................................................................................. 103
Pricing Item .................................................................................................................. 103
Pricing Item Role ......................................................................................................... 103
Pricing Item Type ......................................................................................................... 103
Pricing Model ............................................................................................................... 104
Pricing Studio ............................................................................................................... 104
Price Entity ................................................................................................................... 104
Primary Resource ........................................................................................................ 104
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Session</td>
<td>104</td>
</tr>
<tr>
<td>Primary Session Variables</td>
<td>104</td>
</tr>
<tr>
<td>Process Group</td>
<td>105</td>
</tr>
<tr>
<td>Product Offering</td>
<td>105</td>
</tr>
<tr>
<td>Product Spec</td>
<td>105</td>
</tr>
<tr>
<td>Production Measurement Tool</td>
<td>105</td>
</tr>
<tr>
<td>Profile</td>
<td>105</td>
</tr>
<tr>
<td>Proof and Balance Reports</td>
<td>105</td>
</tr>
<tr>
<td>Proration</td>
<td>105</td>
</tr>
<tr>
<td>Protocol Dictionary</td>
<td>105</td>
</tr>
<tr>
<td>Protocol Handler</td>
<td>106</td>
</tr>
<tr>
<td>Protocol Trace XML</td>
<td>106</td>
</tr>
<tr>
<td>Provisioning</td>
<td>106</td>
</tr>
<tr>
<td>Provisioning Item</td>
<td>106</td>
</tr>
<tr>
<td>Provisioning Service</td>
<td>106</td>
</tr>
<tr>
<td>Proxy Agent</td>
<td>106</td>
</tr>
<tr>
<td>PSTN/POTS</td>
<td>106</td>
</tr>
<tr>
<td>Publisher</td>
<td>106</td>
</tr>
<tr>
<td>PUK</td>
<td>107</td>
</tr>
<tr>
<td>PVC</td>
<td>107</td>
</tr>
<tr>
<td>PW</td>
<td>107</td>
</tr>
<tr>
<td>PW Info</td>
<td>107</td>
</tr>
<tr>
<td>Q</td>
<td>108</td>
</tr>
<tr>
<td>QA</td>
<td>108</td>
</tr>
<tr>
<td>QoS</td>
<td>108</td>
</tr>
<tr>
<td>Qualification Criteria</td>
<td>108</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>108</td>
</tr>
<tr>
<td>Quotation Server</td>
<td>108</td>
</tr>
<tr>
<td>R</td>
<td>109</td>
</tr>
<tr>
<td>RAC</td>
<td>109</td>
</tr>
<tr>
<td>RADIUS</td>
<td>109</td>
</tr>
<tr>
<td>Rating Accumulator</td>
<td>109</td>
</tr>
<tr>
<td>Rating Function</td>
<td>109</td>
</tr>
<tr>
<td>Rating Group</td>
<td>109</td>
</tr>
<tr>
<td>Rating Logic Configurator</td>
<td>109</td>
</tr>
<tr>
<td>Rating Logic Configurator Layer</td>
<td>110</td>
</tr>
<tr>
<td>Rating Protocol Handler</td>
<td>110</td>
</tr>
<tr>
<td>RB</td>
<td>110</td>
</tr>
<tr>
<td>RBAC</td>
<td>110</td>
</tr>
<tr>
<td>RBMS</td>
<td>110</td>
</tr>
<tr>
<td>RC</td>
<td>110</td>
</tr>
</tbody>
</table>
RCN ................................................................. 110
RDBMS ............................................................ 110
Read-Only Event Server ....................................... 110
Read-Only Rater .................................................. 111
Read-Only Rater Client ......................................... 111
Realm .................................................................. 111
Real-Time Accounting ........................................... 111
Real Time ................................................................ 112
Reconciliation ....................................................... 112
Reconciliation Tool ................................................. 112
Recurring Charge ................................................. 112
ReFlex ............................................................... 112
Refund .................................................................. 112
Rejected Event Recycler ......................................... 112
Replenishment ...................................................... 113
Reporting Point ..................................................... 113
Repository Loader ................................................. 113
Rerate Blacklist ..................................................... 113
Rerate Error Report ............................................... 113
Rerate Population Report ...................................... 113
Rerate Prepare Process ........................................... 113
Rerating .............................................................. 114
Reservation Event .................................................. 114
Resource ............................................................ 114
Resource Categories .............................................. 114
Resource Group .................................................... 114
Resource Life Cycle ............................................... 114
Resource Management .......................................... 114
Resource Management Administration (RMA) ......... 114
Resource Management Configuration (RMC) .......... 114
Resource/Package ................................................ 115
Resource Pools ..................................................... 115
Resource Routing Function .................................... 115
Resource Scope .................................................... 115
Resource Segment ............................................... 115
Resource Type ...................................................... 115
Resource Type Template ........................................ 115
Resource Value Pattern ........................................ 115
Resource Value Template ....................................... 115
Revenue Assurance ............................................... 116
Reverse Rating ..................................................... 116
<table>
<thead>
<tr>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>116</td>
</tr>
<tr>
<td>116</td>
</tr>
<tr>
<td>116</td>
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<td>121</td>
</tr>
<tr>
<td>121</td>
</tr>
<tr>
<td>121</td>
</tr>
</tbody>
</table>
Amdocs Billing 9.0 Glossary

Service Payer ................................................................. 121
Service Receiver ............................................................ 121
Service Session .............................................................. 121
Servlet .............................................................................. 122
Session ................................................................. 122
Session Expiration Charge .................................................. 122
Session Expiration Function ................................................ 122
Session Variables ............................................................. 122
SGSN ................................................................. 123
Shadow Process ............................................................... 123
Shared Accumulator ......................................................... 123
Shared/Hybrid Accumulator ................................................ 123
Short Message Service ...................................................... 123
SIC ............................................................................. 123
Signature File ................................................................. 123
SIM ............................................................................. 123
Simple Network Management Protocol ............................... 123
Simple Object Access Protocol ......................................... 124
Single Access Generation Invocation Tool ............................ 124
SLA ........................................................................... 124
SLM ........................................................................... 124
SM ............................................................................ 124
SME ........................................................................... 124
SMM ................................................................. 124
SMS ........................................................................... 124
SNA ........................................................................... 124
SNMP ........................................................................ 124
SOAP ....................................................................... 124
SOC ........................................................................... 124
Software Development Kit ................................................. 125
SONAR ..................................................................... 125
SOR ........................................................................... 125
Sourceless .................................................................... 125
Spending Limit ................................................................. 125
SQL Tracer ................................................................ 125
Sticky Queue .................................................................. 125
Statement .................................................................... 125
Subscriber .................................................................... 126
Subscriber Identity Module ............................................... 126
SVG ........................................................................... 126
System Management Mode ............................................... 126
<table>
<thead>
<tr>
<th>T</th>
<th>.................................................................................................................. 127</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1</td>
<td>................................................................................................................. 127</td>
</tr>
<tr>
<td>TAP3</td>
<td>............................................................................................................. 127</td>
</tr>
<tr>
<td>Tax</td>
<td>................................................................................................................. 127</td>
</tr>
<tr>
<td>TCL</td>
<td>.................................................................................................................. 127</td>
</tr>
<tr>
<td>TDMA</td>
<td>.............................................................................................................. 127</td>
</tr>
<tr>
<td>Temporary Primary Variables</td>
<td>......................................................................... 127</td>
</tr>
<tr>
<td>Text Simple Protocol</td>
<td>................................................................................................. 127</td>
</tr>
<tr>
<td>Third Generation</td>
<td>....................................................................................................... 127</td>
</tr>
<tr>
<td>Third Generation Partnership Project</td>
<td>......................................................... 128</td>
</tr>
<tr>
<td>Throttling</td>
<td>................................................................................................. 128</td>
</tr>
<tr>
<td>Threshold Mechanism</td>
<td>.................................................................................... 128</td>
</tr>
<tr>
<td>Throughput</td>
<td>................................................................................................. 128</td>
</tr>
<tr>
<td>Ticket</td>
<td>.................................................................................................................. 128</td>
</tr>
<tr>
<td>Time Division Multiple Access</td>
<td>........................................................................ 128</td>
</tr>
<tr>
<td>TOAD</td>
<td>................................................................................................................. 129</td>
</tr>
<tr>
<td>Token</td>
<td>.................................................................................................................. 129</td>
</tr>
<tr>
<td>Toll</td>
<td>..................................................................................................................... 129</td>
</tr>
<tr>
<td>Trace SQL</td>
<td>........................................................................................................ 129</td>
</tr>
<tr>
<td>Transaction Broker</td>
<td>............................................................................................. 129</td>
</tr>
<tr>
<td>Transaction Listener</td>
<td>............................................................................................... 129</td>
</tr>
<tr>
<td>Transaction Request/Response</td>
<td>........................................................................ 129</td>
</tr>
<tr>
<td>Transaction State</td>
<td>...................................................................................................... 129</td>
</tr>
<tr>
<td>Transfer Account Protocol Version 3</td>
<td>.......................................................... 130</td>
</tr>
<tr>
<td>Transport Connection</td>
<td>............................................................................................. 130</td>
</tr>
<tr>
<td>TRB</td>
<td>.................................................................................................................. 130</td>
</tr>
<tr>
<td>Truncate Usage Job</td>
<td>............................................................................................. 130</td>
</tr>
<tr>
<td>Turbo Charging</td>
<td>.................................................................................................... 130</td>
</tr>
<tr>
<td>Turbo Charging Configurator</td>
<td>.......................................................................... 130</td>
</tr>
<tr>
<td>U</td>
<td>.................................................................................................................. 131</td>
</tr>
<tr>
<td>UAMS</td>
<td>................................................................................................................. 131</td>
</tr>
<tr>
<td>UAT</td>
<td>.................................................................................................................. 131</td>
</tr>
<tr>
<td>UC</td>
<td>.................................................................................................................... 131</td>
</tr>
<tr>
<td>UH</td>
<td>.................................................................................................................... 131</td>
</tr>
<tr>
<td>UMTS</td>
<td>.................................................................................................................. 131</td>
</tr>
<tr>
<td>Unlimited Usage Plan</td>
<td>....................................................................................... 131</td>
</tr>
<tr>
<td>Unified Resource Attribute</td>
<td>................................................................................... 131</td>
</tr>
<tr>
<td>Unified Resource Parameters</td>
<td>............................................................................... 132</td>
</tr>
<tr>
<td>Unified Resource Status and Activity</td>
<td>.............................................................. 132</td>
</tr>
<tr>
<td>UoM</td>
<td>.................................................................................................................. 132</td>
</tr>
<tr>
<td>Update Customer Memory Function</td>
<td>................................................................. 132</td>
</tr>
<tr>
<td>W</td>
<td>Update Handler</td>
</tr>
<tr>
<td>V</td>
<td>Update Handler Profile XML</td>
</tr>
<tr>
<td>U</td>
<td>Update ID</td>
</tr>
<tr>
<td>E</td>
<td>Update Resource Memory Function</td>
</tr>
<tr>
<td>G</td>
<td>Upgrade/Patch Creator</td>
</tr>
<tr>
<td>O</td>
<td>Upgrade/Patch Runner</td>
</tr>
<tr>
<td>R</td>
<td>Upstream</td>
</tr>
<tr>
<td>S</td>
<td>UQ</td>
</tr>
<tr>
<td>S</td>
<td>Usage</td>
</tr>
<tr>
<td>C</td>
<td>Usage Charge</td>
</tr>
<tr>
<td>E</td>
<td>Usage Extract</td>
</tr>
<tr>
<td>V</td>
<td>Usage Event</td>
</tr>
<tr>
<td>M</td>
<td>Usage Query Mechanism</td>
</tr>
<tr>
<td>S</td>
<td>Usage Server</td>
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<td>U</td>
<td>User</td>
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<td>USSD</td>
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<td>U</td>
<td>UUP</td>
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<tr>
<td>P</td>
<td>UUP System</td>
</tr>
<tr>
<td>V</td>
<td>Value-Added Service</td>
</tr>
<tr>
<td>A</td>
<td>VAS</td>
</tr>
<tr>
<td>D</td>
<td>Video on Demand</td>
</tr>
<tr>
<td>O</td>
<td>Virtual Network Operator</td>
</tr>
<tr>
<td>O</td>
<td>Virtual ON-Net</td>
</tr>
<tr>
<td>N</td>
<td>Virtual Private Network</td>
</tr>
<tr>
<td>D</td>
<td>Visited Database</td>
</tr>
<tr>
<td>O</td>
<td>VNO</td>
</tr>
<tr>
<td>D</td>
<td>VoD</td>
</tr>
<tr>
<td>D</td>
<td>Voucher Distribution</td>
</tr>
<tr>
<td>O</td>
<td>Voucher Ordering</td>
</tr>
<tr>
<td>P</td>
<td>VPN</td>
</tr>
<tr>
<td>W</td>
<td>WAN</td>
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<td>WAP</td>
</tr>
<tr>
<td>P</td>
<td>Web-Based Application</td>
</tr>
<tr>
<td>A</td>
<td>WLAN</td>
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<td>L</td>
<td>WML</td>
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<tr>
<td>N</td>
<td>Work Position Number</td>
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<td>Write-Off</td>
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1 Introduction

This document contains a glossary of terms and acronyms used in Amdocs Billing documentation, including:

- Terms and acronyms specific to Amdocs products and components
- Terms and acronyms describing third-party tools and utilities that are used within the Amdocs system
- Commercial terms and acronyms that are relevant for Amdocs products

A number of these terms and acronyms are described in more detail in their related guides and documents.
Figure 1.1 presents the principal components that constitute Amdocs Billing.

**Figure 1.1  Amdocs Billing Components**

Amdocs Billing Components

- Amdocs Ordering, Amdocs CRM, Amdocs Self Service, Amdocs Partner Settlement, Amdocs Insight Engine
- Amdocs Enterprise Product Catalog

**Amdocs Billing**

- Amdocs Portfolio Foundation Tools
  - Security
  - Monitoring
  - Installation
  - Configuration
  - Error Management
  - Reporting
- Amdocs Billing eTOM-based Business Processes
  - Amdocs Collections
  - Amdocs Billing Care Lite
  - Amdocs Subscriber Resource Manager
  - Amdocs Accounts Receivable
  - Amdocs Billing Customer Manager
  - Rating Logic Configurator
  - Amdocs Replenishment Manager
  - Amdocs Document Designer
  - Amdocs Voucher Manager
  - Amdocs Invoicing
  - Amdocs Replenishment Manager
  - Amdocs Invoice
- Turbo Charging
- Offline Charging Adapter/Amdocs Acquisition & Formatting
- Amdocs Service Platform
- Amdocs Policy Controller

Network or Service
2 Terms and Abbreviations

Following are the terms and abbreviations related to Amdocs Billing components, in alphabetical order.

Note: When describing business definitions in the product catalog, this document uses Enterprise Product Catalog Portfolio Edition terminology. The terminology used in the Rating Logic Configurator for these business definitions is different. For a mapping between the terminology used in the business subsystem of the Rating Logic Configurator and in Enterprise Product Catalog Portfolio Edition, see Amdocs Enterprise Product Catalog Portfolio Edition Functional Overview.
Numeric

3G

See Third Generation

3GPP

See Third Generation Partnership Project
A

A&C

See Audit & Control

A&F

See Amdocs Acquisition & Formatting

AAA

Authentication, Authorization, and Accounting

AAM

See Amdocs Activation Manager

Access Channel

Access channel is a generic term for a DS1/E1 or DS3/E3-based UNI access channel, or a NNI access channel. An access channel is the access pathway for a single stream of user data.

Access Rate

Access rate is the data rate of the access channel, expressed in bits per second (bps). The speed of a user’s access channel determines how rapidly the end user can add data into the network.

Account

The account is the basic entity in Amdocs Accounts Receivable. A customer may have several accounts. An account can have one or more billing arrangements. A separate monthly invoice can be sent to each billing arrangement. However, the account is the entity that is responsible for the debt of the billing arrangements.

An account represents the financial status of a customer who uses the provider’s services. It contains the ongoing open receivables balance of the customer and all the financial activities are related to it.

In Amdocs Collections, an account is the basic entity on which collection activities are performed. The accounts are received from Amdocs Accounts Receivable in the Candidates file.

Also see Billing Arrangement, Amdocs Accounts Receivable, and Amdocs Billing Workflow Manager

Accounting

Accounting is the act of collecting information on resource usage for the purpose of capacity planning, auditing, billing, or cost allocation.
Accounting Record

An accounting record represents a summary of the resource consumption of a user over the entire session. Accounting servers that create an accounting record may do so by processing interim accounting events or accounting events from several devices serving the same user.

Accounts Payable

Accounts Payable is an external application that handles outgoing payments to suppliers, partners, and customers. Accounts Receivable may send refund files to Accounts Payable when a refund must be sent to a customer.

Accounts Receivable

See Amdocs Accounts Receivable

Accumulator

Part of the Rating Logic Configurator, the accumulator is one of the elements of a pricing item type. It defines a list of attributes used as counters, such as duration, volume, or distance. These counters are used to calculate the pricing logic.

Any attribute and amount of an event can be accumulated. Usually, the chargeable attributes, as well as event rates, are accumulated. Accumulators are used for retaining data associated with allowances, discounts, and budget control schemes.

Also known as performance indicator, or PI.

Active-Shadow Continuous Thrashing

Active-shadow continuous thrashing is concerned with the notion of high availability. This is the situation in which the active (master) and shadow (back-up) processes behave as follows:

If the master process fails, the back-up process takes over its responsibilities. Then the back-up process fails and the responsibilities go back to the master process but the master process fails again, and this behavior continues.

Also referred to as flip-flop.

ADBA Repository

The application database administrator (ADBA) repository is the database account that contains the information used by Amdocs Database Deployment Manager to create database user accounts and their content.

ADSL

Asymmetric Digital Subscriber Line – A technology that enables fast data transfer over normal two-wire line (such as the PSTN line)
Chapter 2. Terms and Abbreviations

Advice of Charge

Advice of Charge (AoC) is rating information given to a customer with online services, such as price, tariff, and charge-advice information (CAI). This information can be provided at the following points:

- When a session is established, before the service is used
- During the actual session while the service is being used
- When the session ends

Aged Trial Balance

Aged Trial Balance (also called ATB) is a report produced by Amdocs Accounts Receivable. The report sorts the open debts into buckets according to the age of each debt. For example, the report can be sorted into the following buckets:

- A bucket of debts that are 0–30 days old
- A bucket of debts that are 31–60 days old
- A bucket of debts that are 61–90 days old, and so on

Agent

Agent is a C++ process that can run in one of the following modes on every host in the system:

- Availability Manager Agent – Responsible for carrying out tasks related to high availability
- Operational Measurement Agent – Responsible for collecting and distributing operational measurement data
- Combined – The responsibilities of both Availability Manager Agent and Operational Measurement Agent. This is the most customary mode.

Also see Availability Manager Agent and Operational Measurement Agent

Agreement

In the customer model, each organizational unit can have an agreement. Each agreement can contain a set of offers.

A subscriber is related to a unit in the customer model. By default, the subscriber receives all the offers that are assigned to one of the agreements belonging to the units above it in the organizational structure.

AIM

See Amdocs Billing Deployment Manager

AIMOS

See Amdocs In-Memory Object Storage
AIMOS Dump

The AIMOS Dump utility enables extracting the contents of AIMOS to files and loading this data later into AIMOS for analysis or reuse.

Alert

Alerts warn users of potential problems based on the data collected. They are issued when a threshold is exceeded. Alerts can be sent by email, to a pager, as a screen notification, or as a notification on the Amdocs Monitoring & Control dashboard. Alerts can also be sent through other management systems via SNMP. Alert thresholds can be defined by current or historical data, which is stored in a data repository for analysis.

Allowance

An allowance is a set of free units of any type, such as free voice minutes, SMS messages, or free volume for data transfer. More than one allowance can be activated for the same event during rating.

Allowance Counters

Allowance counters are accumulators used for charging, including the transformation of an allowance to a quota returned to the network with all its additional variants (valid date, another quota for a tariff change, and the like). An allowance counter is subject to Reserve and Replenishment operations.

Alternate Database

An alternate database is a database instance that is predefined as the alternative persistence target to be used in the case of a failure of the original, home database.

Also see Home Database

AMA

Automatic Message Accounting – Raw call records as recorded on the original switch tape, prior to formatting.

AMC

See Amdocs Monitoring & Control

Amdocs Accounts Receivable

Amdocs Accounts Receivable supports a customer’s financial management process. It maintains customer account balances by handling activities originated in Amdocs Invoicing. Amdocs Accounts Receivable handles payments, credits, backouts, transfers of funds, and other financial activities.

In addition to these traditional accounts receivable functions, Amdocs Accounts Receivable performs functions that are service provider-specific, such as deposit tracking. Amdocs Accounts Receivable also supports a large variety of financial reports and auditing of activities performed by users.
Amdocs Accounts Receivable consists of two principal modules:

- Accounts Receivable
- Journaling & General Ledger (J-GL)

**Amdocs Acquisition & Formatting**

Amdocs Acquisition & Formatting receives event files from various sources, and validates, edits, and translates them into uniform formats. Amdocs Acquisition & Formatting performs these functions according to the business rules defined in a flexible Rule-Based Management System (RMBS).

In Turbo Charging, the files are routed from Acquisition & Formatting to File2E in the attribute-value pair format. File2E sends the events to the relevant Event Server for further processing.

**Amdocs Activation Manager**

Amdocs Activation Manager automates and streamlines service activation for the wireless, satellite, and cable lines of business. It activates and interacts with network elements (NEs), such as HLR, SMS, MMS, and voice mail servers. Amdocs Activation Manager currently supports over 500 different types of network elements from leading hardware vendors such as Lucent, Alcatel, and Nortel – either directly or via element management systems (EMS).

*Also see Mediation Device*

**Amdocs Batch Job Manager**

Amdocs Batch Job Manager is a table-driven tool with a graphical user interface for easy batch job scheduling. It enables real-time monitoring of the running of batch jobs and their dependencies.

**Amdocs Billing**

Amdocs Billing is a comprehensive, pre-integrated platform for customer management and billing, supporting all current and next-generation voice and data services. It consists of some 30 advanced components that are organized into seamless suites.

**Amdocs Billing Care Lite**

Amdocs Billing Care Lite is a Web-based front office application used by customer service representatives to create and maintain customer accounts, manage their services, and handle customer issues. Amdocs Billing Care Lite is the front-end application for customer-related activities supported by Amdocs CES – Charging and other Amdocs Billing products.

**Amdocs Billing Customer Manager**

Amdocs Billing Customer Manager is the gateway to all other modules of the Amdocs system. It includes the Customer database and APIs for creating and changing customer information, and for interfacing with other modules. Amdocs Billing Customer Manager provides the necessary information to Amdocs Invoicing, Amdocs Accounts Receivable,
Amdocs Activation Manager, Turbo Charging, Amdocs Subscriber Resource Manager, and Amdocs Collections. Amdocs Customer Manager is part of the Amdocs CES – Charging and Amdocs Billing application suites. Amdocs Billing Customer Manager features a progressive customer model, laying the foundation for the unique benefits of Amdocs CES – Charging.

Amdocs Billing Deployment Manager

Amdocs Billing Deployment Manager is a standard utility used for installing and maintaining Amdocs products.

Amdocs Billing Deployment Manager can handle a number of installation tasks for various environments. Through its user-friendly, Web-based graphical user interface, the user can configure, install and pack the required environment or components.

Amdocs Billing Workflow Manager

Amdocs Billing Workflow Manager (ABWM) enables easier upgrades from one version of Amdocs Billing to the next. The tool is a fully featured process manager that is used to design, execute, and monitor the complex process of upgrading Amdocs Billing in testing and production environments.

Amdocs CES – Charging

Amdocs CES – Charging is the core of the Amdocs Billing product and serves as a standalone billing system. Amdocs CES – Charging consists of the following modules:

- Amdocs Acquisition & Formatting
- Enterprise Product Catalog Portfolio Edition
- Rating Logic Configurator
- Turbo Charging
- Amdocs Billing Customer Manager

Amdocs CES – Charging provides billing for next-generation voice, data, content, and commerce services. As an integrated online-offline charging platform, Amdocs CES – Charging enables communication service providers to support prepaid and postpaid convergence with a single product.

Amdocs CES – Charging runs alongside existing legacy systems. It processes incoming next-generation event records and passes the processed data to other systems, such as CC&B and Customer Relations Management systems, for further handling and customer service support.

Amdocs Collections

Amdocs Collections supports the customer service center in its handling of overdue accounts. Amdocs Collections monitors accounts on an ongoing basis, reports overdue or delinquent accounts, performs various activities required for the collection of unpaid balances, and maintains the collection history of accounts. Amdocs Collections automates collection procedures for delinquent accounts according to the company policy and provides flexible collection paths for multiple customer types. These features enable the service provider to reduce bad debts and collection staffing requirements.
Amdocs CRM
Amdocs CRM provides a comprehensive Customer Relationship Management solution that enables companies to achieve a measurable return on investment (ROI) from their unique customer strategies. Services include traditional consulting, advisory services, training, support, and a roadmap for each step of the life cycle of a project.

Amdocs Customer Hierarchy Manager
A customer hierarchy is a single Billing Account Number (BAN) entity with multiple subscribers.

Amdocs Customer Hierarchy Manager is a tool that offers communication service providers a quick and intuitive way of viewing and managing different corporate customer hierarchies for various purposes (service allocation, billing arrangements, or discount plans).

Amdocs Database Deployment Manager
Amdocs Database Deployment Manager is a tool developed by Amdocs for database maintenance. It comes in two versions: a standalone version and a version used within Amdocs Billing Deployment Manager.

Amdocs Database Deployment Manager is designed for use by Application Database Administration (ADBA) teams. The tool enables maintenance activities such as the following:
- Creating physical databases:
  - Oracle instances
  - Tablespaces
- Building environments
- Maintaining environments
- Creating and running patches and upgrades for version maintenance

Amdocs Discount & Pricing Manager
Amdocs Discount & Pricing Manager is used to define discount plans and calculate customer discounts based on customer information, discount item definitions, and customer performance.

Amdocs Document Designer
Amdocs Document Designer is a high-performance design and publication software for creating bills, letters, statements, or invoices intended for the Web, paper, or electronic distribution.

Amdocs Document Designer enables the user to:
- Design personalized bills, account statements, and letters
- Incorporate targeted marketing messages
- Reduce paper consumption costs with built-in features
- Eliminate pre-printed inserts with Rich Text editing controls
Amdocs Billing 9.0 Glossary

- Create smart PDF documents with embedded Web links
- Include a virtual table of contents for any type of PDF bill or statement
- Produce fully composed print-ready and Web-ready document files
- Handle increasing volumes without sacrificing production efficiency

Amdocs Enterprise Process Integrator (EPI)
See Amdocs Process Manager

Amdocs Enterprise Product Catalog
See Enterprise Product Catalog

Amdocs Enterprise Product Catalog Portfolio Edition
See Enterprise Product Catalog Portfolio Edition

Amdocs Error Manager
Amdocs Error Manager is responsible for the handling and resolution of all errors detected during event processing.

Amdocs Fraud Manager
Amdocs Fraud Manager is a sophisticated data mining tool. Amdocs Fraud Manager uses multiple parallel techniques, such as behavioral models and neural score-cards, combined with traditional rules and thresholds. Amdocs Fraud Manager is based on Neural Technologies’ flagship Minotaur™ product and Amdocs professional services.

Amdocs Fulfillment Manager
Amdocs Fulfillment Manager is central to service fulfillment operations. It automates and streamlines provisioning and network build processes. The product enables communication service providers to easily and rapidly define, modify, and manage business processes in a dynamic environment. At the same time, it frees service providers from the costly and complex operations of multiple service fulfillment systems. The product also enables the sharing of domain expertise and best practices, maximizes the effectiveness of a provider’s operations and engineering staff, and facilitates integration with Amdocs and third-party products.

Amdocs Fulfillment Manager improves the customer experience by providing transparency during the service fulfillment process and by rapidly and accurately provisioning next-generation services.

Amdocs In-Memory Object Storage
Amdocs In-Memory Object Storage (AIMOS) is embedded storage that caches the data of a persistent database, such as Oracle (it is not limited to relational databases). It caches the data in customized object data structures that best suit the application, to achieve high performance, low latency, high efficiency, and in-memory survivability.
Chapter 2. Terms and Abbreviations

Amdocs Integrated Development Environment

Amdocs Integrated Development Environment provides an intuitive, user-friendly interface to the complex Amdocs development environment. Amdocs Integrated Development Environment is based on the Eclipse open-source development platform.

Amdocs Integrated Development Environment includes a number of tools, such as:

- Amdocs Integrated Development Environment – Database Schema
- Amdocs Integrated Development Environment – APIs
- Amdocs Integrated Development Environment – Data Types
- Amdocs Integrated Development Environment – Data Views
- Amdocs Integrated Development Environment – Jobs & Daemons

*Also see CDE, GDD, and DI*

Amdocs Integrated Development Environment – APIs

Amdocs Integrated Development Environment – APIs provides a graphical user interface (GUI) for designers and developers, enabling them to do the following:

- Define services and their attributes, and place them in service repository of an application
- Define exports based on the service definitions
- Generate output files based on the export definitions

Amdocs Integrated Development Environment – APIs also provides a command-line tool for generating the application files, based on the export definitions.

*Also see Amdocs Integrated Development Environment*

Amdocs Integrated Development Environment – Database Schema

Amdocs Integrated Development Environment – Database Schema is a utility for editing and maintaining database objects and data structures. Amdocs Integrated Development Environment – Database Schema provides the means to create and define various database object types, including domains, tables, partial tables, sequences, and structures. It fully supports Amdocs development methods and standards, as well as the Amdocs Global Data Dictionary (GDD).

*Also see Amdocs Integrated Development Environment*

Amdocs Integrated Development Environment – Data Types

Amdocs Integrated Development Environment – Data Types is a tool that enables creating or extending Java class data types so that they can be used for customizing Amdocs products.

*Also see Amdocs Integrated Development Environment*
Amdocs Integrated Development Environment – Data Views

Amdocs Integrated Development Environment – Data Views is a tool that enables defining and generating database views (DBViews). These views are interfaces between the Java code of the Amdocs Billing components and the database.

Also see Amdocs Integrated Development Environment

Amdocs Invoicing

Amdocs Invoicing compiles and summarizes the charges and credits that are to appear on a customer’s bill. It calculates discounts, penalties, and taxes, collects and updates financial information from other Amdocs modules, and produces a statement that can be sent to a bill layout utility for formatting.

Amdocs Mediation

Amdocs Mediation is a distributed, converged data mediation and reporting system. It provides accounting and billing information on the use of information technology resources on data and voice networks. The system gathers usage data from a multitude of network elements, processes the data, and produces reports or feeds the data directly to external applications.

Amdocs Monitoring & Control

Amdocs Monitoring & Control is a tool for monitoring and manipulating Amdocs applications, third-party tools, and network elements. It provides a simple generic GUI for centralized control over all required applications while increasing application availability. Amdocs Monitoring & Control is supplied with an extensive out-of-the-box implementation (in the form of logical applications) that supports various Amdocs Billing processes and daemons.

Amdocs Monitoring Framework

Amdocs Monitoring Framework is a full suite monitoring platform, which provides real-time health monitoring metrics that enable smooth and easy integration with most monitoring systems. The data collected gives system operators the ability to monitor system health, and get notifications in case of system malfunction. Amdocs Monitoring Framework comprises the following components:

- Amdocs Monitoring Agent – Provides Amdocs applications with the capability to register themselves to Amdocs Monitoring Gateway.
- Amdocs Monitoring Gateway – Receives notifications upon agent registration and connects to the registered MBeanServers as needed.
- Amdocs Monitoring Toolkit – Provides a common API and implementation library for collecting metrics about Java applications.

Amdocs Offline Charging Adaptor (Amdocs Mediation)

See Amdocs Mediation
Amdocs Ordering

Amdocs Ordering automates the entire ordering and fulfillment process, from order intake to completion, for all services and lines of business. Amdocs Ordering enables flow-through provisioning, offers a comprehensive view and tracking of the ordering status, and prevents errors and lost orders. Moreover, Amdocs Ordering is integrated with Amdocs Billing and Amdocs CRM. Therefore, the ordering and provisioning processes are integrated with all business and operational support systems.

Amdocs Packager

Amdocs Packager is a standalone tool that automates the packaging and installation of service packs and updates to Amdocs products.

Amdocs Packager is based on InstallShield®. It packs files and distributes them to different locations according to predefined rules. Amdocs Packager validates the target file system before and after the package distribution. Its principal functions are:

- **Packing**
  The Packing function packs files according to predefined rules and creates an InstallShield compressed file (called a package) that contains these files.

- **Installing**
  The Installing function extracts the package on a given file system and distributes the files according to predefined rules, using the InstallShield wizard.

- **Uninstalling**
  The Uninstalling function includes:
  - Deletion of all the files added to the existing installation.
  - Restoration of all the deleted and modified files.

Amdocs Partner Manager

Amdocs Partner Manager manages agreements between partner telecom and datacom service provider companies. It provides a comprehensive, flexible, and integrated solution for managing the relationship between an operator and its partners. Amdocs Partner Manager enables easy and fast definition of partners and agreements as well as flexible and dynamic introduction of products and events. It manages agreements from the negotiation phase through transaction receipt and handling the rating and billing of events. It also settles payments according to the terms of the agreement.

Amdocs Policy Controller

Amdocs Policy Controller (APC) is a highly flexible and scalable policy server that bears the role of Policy and Charging Rules Function (PCRF). Consequently, it enables evaluation and execution of policy rules pertaining to real-time mobile data traffic for 3G and 4G networks, including 3GPP, 3GPP2, WiMAX and LTE networks, as well as fixed-line technologies like DSL.

The policy rules are based on requests received via relevant standard protocols from network elements such as switches, service delivery platforms, and so on. The notion of
policy rules belongs to the functional domain of Policy and Charging Control (PCC) defined by the mobile communications industry 3GPP (Third Generation Partnership Product) consortium.

### Amdocs Portfolio Installer

Amdocs Portfolio Installer is the Amdocs framework for installing runtime environments on UNIX platforms. It comprises the following tools:

- **XPI plug-in to Amdocs System Configurator** – For creating and configuring installation metadata for an application. Such metadata might include installation parameters and libraries, and the resources required for application deployment.

- **Topology Editor** – For creating environment topology templates or files, which are abstract or concrete descriptions of how an environment is to be installed. Topology Editor is also used to perform environment maintenance (which can also be done using a script).

- **Amdocs Software Packager** – For packaging files and distributing them to different locations according to predefined rules. Amdocs Software Packager validates the target file system repository before and after the package distribution, based on a checksum mechanism.

- **Installation wizard** – For installing an application according to the installation metadata and topology configured for it.

These tools are included in **Amdocs Portfolio Installer Application Development Environment (XDK)**, which is a single Eclipse-based development environment for creating and customizing application installation and environment architecture configurations. Topology Editor is also available in standalone form.

### Amdocs Process Manager

Amdocs Process Manager (APM) is a tool that manages all workflow-related tasks. Amdocs Process Manager contains an editor, which is used for determining processes by stringing their activities. Usually, a business process is demonstrated with four Amdocs Process Manager business process maps, which include a main map and three sub-maps that it calls: Negotiation, Delivery, and Notification.

Amdocs Process Manager is an embedded workflow engine in a few Amdocs products. For example, in Amdocs Ordering, it is used to drive the end-to-end ordering process. In Amdocs Collections, it is used to define the collection flow.

### Amdocs Real-Time

Amdocs Real-Time is a framework for high performance applications. It is a general service module that supports various Amdocs Billing components, such as Amdocs Billing Customer Manager for the Callback Charge and Amdocs Activation Manager for fast activation and de-activation.
Chapter 2. Terms and Abbreviations

Amdocs Replenishment Manager

Amdocs Replenishment Manager supports the process performed by prepaid customers to increase their account balance and therefore be able to use the services made available to them. It is available 24 hours a day, seven days a week. For this to be possible, it runs on a separate machine. Amdocs Replenishment Manager can handle many replenishment methods (such as self-service, Asynchronous Transfer Mode (ATM), IVR, and USSD) and recharge channels (such as voucher, cash, direct debit, credit card, and postpaid account).

Amdocs Roam Clearing Manager

Amdocs Roam Clearing Manager is an application that handles the automatic processing of incoming and outgoing TAP3 traffic (files with roaming data exchanged between network operators based on the TAP3 standard).

Amdocs Security Manager

Amdocs Security Manager is a 100% Java lightweight set of layered modules that extend the security mechanism of the EJB server. Amdocs Security Manager provides the accounting and authorization information that is necessary for user authentication and authorization. It also provides external applications with interfaces that enable localized user account management. Amdocs Security Manager does the following:

- Isolates applications from security services and provides a uniform view of security services
- Provides a flexible framework that allows for various security-related service plugins
- Integrates with the security mechanisms of an application environment, such as the WebLogic application server
- Provides multi-programming language support (for example, Java, NET, C#, and C++)

Amdocs Service Platform

Amdocs Service Platform is used as a proxy in the communication between Turbo Charging and network elements. To enable auditing and controlling the incoming events and outgoing responses of the system, Amdocs Service Platform is integrated with the Event-Level Auditing (ELA) mechanism of Turbo Charging.

The integration is supported by the dedicated reporting points that exist in addition to the regular ELA reporting points (used when there is no integration with Amdocs Service Platform). The reporting points are applicable to online events only.

Also see Event-Level Auditing and Reporting Point
Amdocs Shared Product Information Model (ASPIM)

Amdocs Shared Product Information Model is a business model based on the product catalog models used by Amdocs. This model uses some of the concepts and terms from the Shared Information/Data (SID) Model of the TeleManagement Forum (TM Forum). Amdocs Shared Product Information Model contains a set of templates, elementary types, queries, element-view definitions, and open UI controls, on which the user can implement a central repository.

Amdocs Software Lifecycle Manager

Amdocs Software Lifecycle Manager is a Software Configuration Management (SCM) tool based on CCC/Harvest. Amdocs Software Lifecycle Manager delivers a single solution for tracking software changes and managing the application development process in distributed environments.

Amdocs Subscriber Resource Manager

Amdocs Subscriber Resource Manager is a comprehensive application for managing and allocating resources for mobile, cable, and satellite operators. It provides integrated voice and IP resource management for current and future services, and comprises the following modules:

- **Resource Management Configuration (RMC)**
  
  This application enables the user to define the resource types supported in the system, their life cycle and their relations with other resource types and rules. Resource Management Configuration is used during implementation to define the resources that the system must handle. This module provides the flexibility to support known resources, such as MSISDNs, SIM cards, and user names, as well as unknown resources that 3G systems may be required to support.

- **Resource Management Administration (RMA)**
  
  This application provides the resource administrator with tools for handling resources using the rules defined in Resource Management Configuration.

Amdocs Voucher Manager

Amdocs Voucher Manager is a component that handles all aspects of the prepaid voucher life cycle, including ordering, recharging, and distribution to dealers.

Amdocs Voucher Manager interfaces with an IVR and other components of Amdocs Billing whenever a customer makes voucher replenishments. The system must check the voucher validity and balance. It also tracks the voucher life cycle to determine whether the voucher is used with the required frequency. Amdocs Voucher Manager can support various voucher types, such as gift and promotional vouchers.

AMF

*See Amdocs Monitoring Framework*
Chapter 2. Terms and Abbreviations

Ant

Ant is a Java-based open-source build tool (a program for putting together all the pieces of a program) from Apache Software Foundation. This utility is the most commonly used build tool for programs written in Java and is independent of the platform and the development environment.

AO/DI

Always On/Dynamic ISDN – A connectivity system that delivers bandwidth only when it is really required, that is, on demand

AoC

See Advice of Charge

API

Application Programming Interface – An interface that enables an application program to communicate with the operating system and other services provided by the operating system or other software programs

APInvoker

APInvoker is a daemon that acts as a connector between applications. It reads pending transactions for a particular application and synchronously invokes the corresponding API (EJB or local APIs).

APC

See Amdocs Policy Controller

APM

See Amdocs Process Manager

APN

Access Point Name – An entry point through which GPRS services are provided

AR (A/R)

See Amdocs Accounts Receivable

ART

See Amdocs Real-Time

ASP

See Amdocs Service Platform
ASPIM

*See Amdocs Shared Product Information Model (ASPIM)*

**Assertion Mechanism**

The Assertion mechanism is based on the Light Tracer mechanism. This mechanism gets a condition to be asserted, and if the condition fails, an input message is written to the Light Tracer. In addition, the Assertion mechanism enables aborting the application (with a core dump file containing the latest image of the process) if the assertion condition fails.

**Asynchronous**

An interaction is asynchronous when the associated messages are chronologically and procedurally decoupled. For example, in a request-response interaction, a client can process the response at some indeterminate point in the future when its existence is discovered. Mechanisms to do this include polling, notification by receipt of another message, and so forth.

**ATB**

*See Aged Trial Balance*

**ATM**

Asynchronous Transfer Mode – An international ISDN high-speed, high-volume, packet-switching transmission protocol standard.

**Attribute**

An attribute is a characteristic of an entity in the form of a parameter that takes a value.

**Attribute Set**

An attribute set is a data structure consisting mainly of attribute-value pairs (AVPs). The structure of the attribute set for each message type is configurable via a special XML file that used by the message parser to determine which part of the message goes into which internal representation. This is a configurable structure that enables high flexibility in incorporating new protocols and message types.

**Attribute-Value Pair**

An attribute-value pair (AVP) is a method of encapsulating information relevant to the required message. An AVP consists of two parts: a header and a value. The header defines the length, type, and business information carried by the value. AVPs can be nested within other AVPs. They can be optional to a specific message or mandatory.

Global AVPs are defined and managed by IANA – International Naming Authority. Every vendor that supports the Diameter protocol may define its own AVPs, using the Vendor-Id field within the AVP header. These AVPs must be understood by the receiving side so that they can be used.
Audit & Control

Audit & Control is responsible for keeping track of processing files within the Amdocs system, including the input files, files generated for temporary use during processing, and output files. It is a particularly important component if system recovery is required.

Audit Counter

Audit counters are used by Audit & Control to control the files and records processed by the system. There are two types of audit counters:

- **Technical counters** – The number of records in a file. These counters are calculated by the various applications that handle the file, populated by these applications as part of the Audit & Control API, and managed by Audit & Control.

- **Business counters** – The business value of the records in a file (for example, volume or duration). These counters are managed by the application (such as Turbo Charging) and not by Audit & Control.

Audit Error Group

The audit error group separates Success and Erred events, which in turn can be differentiated by error codes.

Audit Message Group

The audit message group combines one or more Turbo Charging message types, such as Reservation, Charge, AoC, Recharge, Balance Query, or Subscriber Query. It serves as a basis for different auditing aggregations and reports.

Audit Trail

The audit trail represents the tracking and recording of processed records. The audit trail also maintains a trace of all intermediate files that were created during processing.

Authentication

Authentication is the process of verifying the identity of an entity. Authentication uses parameters such as the user name and password, IP address, or some other identifiers depending on the protocol.

In general, authentication merely validates that users are who they claim to be, but says nothing about their access rights.

Authorization

Authorization is the process of determining whether a requesting entity is allowed access to a resource.
Authorization Event

An authorization event is used to authorize prepaid services. The authorization event performs checks in the system to ensure the subscriber is authorized to perform the current event, based on the subscriber’s balance or allowances. The authorization event performs reservations for the quota, which is required to guarantee the revenue from the current message.

Auxiliary Objects

In the Rating Logic Configurator, auxiliary objects instantiate auxiliary types and specify sets of values that can be used as part of the implementation.

Also see Auxiliary Type

Auxiliary Repository

The Auxiliary Repository is part of the Rating Logic Configurator. It is a repository of reference data objects required for the logic flow in the Event Server. This repository contains auxiliary object definitions for auxiliary object types. For example, it can contain distance band information based on calling area prefixes.

Auxiliary Type

Auxiliary types are defined in the Implementation Repository of the Rating Logic Configurator. They extend the elementary types provided by the Rating Logic Configurator. An elementary type has a predefined structure that cannot be modified (an elementary type has a name and a list of values consisting of value codes and names). This structure is sufficient for most pricing logic cases. However, it can be extended by auxiliary types that can structure complex lists of values according to the business needs.

Auxiliary types define the extended type structure and do not specify values. Auxiliary objects instantiate auxiliary types and specify sets of values that can be used as part of the implementation.

Availability Manager

Availability Manager (AVM) is responsible for the availability of Turbo Charging. It constantly monitors availability of various processes, and executes the failover from one process to another and from one server to another when required. The Availability Manager uses several high availability processes and internal structures that help with monitoring. These are the Internal Watchdog (IWD), External Watchdog (EWD) and the Availability Manager Agent.

The Availability Manager also serves as the sole channel from the operator to the system. All operator commands are mediated by the Availability Manager, which translates them to the required operations in Turbo Charging.
Availability Manager Agent

Availability Manager Agent is a mode of the Agent process at the server (host) level, used by the Availability Manager to monitor that level. It also multiplexes messages from the various processes within the specific host to the Availability Manager.

Also see Agent

AVM

See Availability Manager

AVP

See Attribute-Value Pair
B

BA

See Billing Arrangement

Back to Baseline

See Baseline Assignment

Back to Zero

See Baseline Assignment

Backdated Activity

A backdated activity is an activity that Amdocs Billing Customer Manager should have performed in the past, but did not for some reason (such as a mistake or system backlog). These backdated activities are immediately reflected in the Amdocs Billing Customer Manager entities, which can sometimes override previous data (such as mistake corrections). Examples of supported activities are: Activate Subscriber, Cancel Subscriber, New Customer, and Change Offer.

Backdating

Backdating is the option of setting the effective date of an activity to a past date.

Also see Backdated Activity

Backout

Backout is a cancellation of a payment in an account – a reversal of payment. When payments that have been applied to an account are found to be incorrect, the Backout function cancels the payment and reverses the effect of the payment on the account. This can occur, for example, when a bank, clearinghouse, or credit card company dishonors a check or rejects a direct debit transaction.

Balance

Balance is a basic financial term. It denotes the difference between a debit and a credit. Several balances can be calculated within an account taking into consideration different types of activities.

The basic balance is the receivable balance that calculates the charges and credits that were invoiced as well as credits that are actual payments and finalized credit notes. Other, less formal balances can be:

- The total written-off amount
- Balances that also include pending transactions
The application can also calculate balances at levels that are higher than the account. For example, system reconciliation with the General Ledger may take into consideration the accumulative receivable balance of all the accounts.

In Turbo Charging, the balance is implemented as an accumulator. The charge amount paid in advance is maintained by the Balance entity. Each online event is authorized, and the system checks whether the Balance accumulator covers the event. The balance may be replenished by the user when it is close to zero.

Balance Forward

Balance Forward is a cash application method, in which the customer pays for all of the outstanding debts of the account without designating the invoice (or invoices) that are to be paid. In this method, Amdocs Accounts Receivable applies the credits to all the open invoices within the account, using table-driven priority rules (usually oldest first).

BAN

Billing Account Number – A unique identifying number of the person or organization responsible for paying the bill

Barring Item

A barring items is a service item representing the network services that are barred for the subscriber. An example of a barring scenario is when subscribers are barred from outgoing calls because they do not pay their bills.

Baseline Assignment

When the original process group is ready to receive responsibility, the operator can initiate the return of the system to the baseline assignment.

Baseline assignment is the baseline distribution of customer groups and responsibility for them among the various process groups. The process of returning to the baseline assignment does not add components to or remove them from the topology; it merely redistributes the responsibilities across the various Event Servers in the manner that had been planned before customer segment groups were reassigned as a result of failover or any other reason.

There are two ways to return the system to the baseline assignment:

- Manual – The operator performs a planned maintenance procedure that re-assigns responsibility for each customer group that is not located in its baseline Event Server.
- Automatic – The operator selects the relevant option in Amdocs Monitoring & Control, which triggers a series of reassign responsibility operations to relocate the groups according to the baseline configuration.

Also see Process Group

Batch Processing

Batch processing refers to processing a group of transactions at one time. It is often run automatically at the end of each day.
B Channel

A B Channel is a communications path between two computers or devices.

BE

See Business Entity

BEN

Billing Entity – A unique identifier of a billing document that is sent to the customer within an account

Also see Billing Arrangement

Benefit Charge

A benefit charge (pricing item) associates accumulation thresholds with the granting of a benefit to the customer. The system supports various types of benefits, including granting additional allowances (free units) and monetary credit. For example, a benefit charge may specify that, when a certain amount of commerce accumulation is reached, a customer is entitled to 100 free voice minutes for local calls.

Best Match Search

Best match search is a search on a mapping table that supports wildcards. It enables searching for entries in a mapping table with only a part of the value and thus receiving a wider range of results. The attributes for the best match search are defined in the Mapping Table manifest file of the Implementation Compiler.

Best Practice

Best Practice denotes a standard of excellence that has been achieved within an organization and refers to a process that can be quantified, adapted, and repeated.

Bill

A bill is an invoice with an additional statement that carries forward the customer’s account balance from the previous bill. It also specifies each financial transaction that occurred since the previous bill, and concludes with the total balance of the customer’s account. The bill requests payment of the total account balance. Unlike an invoice, it is not limited to the charges of the current billing period.

Bill Confirmation

Bill Confirmation is one of the Amdocs Invoicing processes. It enables the continued processing of bills whose billing results are approved, that is, bills that were not rejected or found to be unsatisfactory by the audit team.

The process posts the billing results to external systems such as Amdocs Accounts Receivable.

After Bill Confirmation, billing results cannot be undone.

Also see Invoicing Undo
Bill Cycle

A bill cycle defines a cyclic period with a frequency and a close day. A cycle is identified by a cycle code. The bill cycle of a population is the period (usually one month long) between bills for that population (cycle population).

The term is also used to refer to a given cycle population and its processing.

Bill Day

Bill day refers to the logical day on which a cycle population is processed at the end of the bill cycle.

Bill Day Audit and Reports

Bill Day Audit and Reports monitors and reports on the billing activities on an ongoing basis to ensure the integrity of the billing processes.

Bill Formatting

Bill Formatting is a sub-process in which raw bill data (produced by Amdocs Invoicing) is formatted and consolidated for display to the end customer. This is part of the wider billing process.

Bill Image

An electronic representation of a billing document in exactly the way it was printed. A bill image is typically saved so that the customer or customer service representative (CSR) can review the billing document as required.

Bill Layout Extract

A Bill Layout Extract prepares outputs for the bill layout utility. This type of extract gathers and provides the information that is to appear on the bill.

Bill on Demand

A Bill on Demand is a specific bill or invoice produced upon request, outside the customer’s regular bill cycle.

Bill on Demand Extract

The Bill on Demand (BOD) Extract is a special instance of the Usage Extract process is used to provide the data required by Amdocs Invoicing in the Bill on Demand mode. It combines regular Event, Accumulator, and Allowance extracts. In contrast to all other Usage Extract processes, this process instance is not part of any operational map and runs as a daemon.
Bill Preparation

Bill Preparation is responsible for collecting and calculating all the monetary elements that are to appear on the bill. It includes the following subprocesses:

- **Bill Day Extracts** – Extracts usage charge, recurring charge, and one-time charge data
- **Charge Creation** – Creates the actual charges and discounts, prorates recurring charges, and generates bill day discounts and penalties
- **Invoice Creation** – Summarizes invoice charges and credits, calculates taxes (via the external Tax module), and prepares prepaid statements
- **Document Creation** – Creates the bill or invoice statement

Bill Receiver

A bill receiver is a type of customer who receives a monthly bill statement. A bill statement consists of an invoice section containing the new charges and credits, and a statement section containing any balance carried over from the previous statement and the financial activities made since the last bill.

*Also see Invoice Receiver*

Billing Arrangement

A billing arrangement represents a billing document, which is a periodic invoice or bill sent to the customer. Billing arrangements aggregate pay channels and the services mapped to them into billing documents. Each account can have one or more billing arrangements.

Billing Counter

Billing counters are accumulators that aggregate events only for a billing accumulator extract. They do not play any active role in the Turbo Charging transaction handling.

*Also see Accumulator*

Billing Document

Billing document is the physical or electronic representation of an invoice that is sent or presented to the customer.

Billing Offer Entity

In Enterprise Product Catalog, the Billing Offer entity is used to model one of the following:

- Group of prices
- Allowance
- Spending Limit
- Event Distribution
Chapter 2. Terms and Abbreviations

- Discount Plan or Conditional Discount Plan
- Penalty Plan

BIR

See Amdocs Integrated Development Environment – APIs

Blacklist

A blacklist is a listing of data that is used to generate alarms, alerts, events, and cases.

BOD

See Bill on Demand

BOH

See Business Organization Hierarchy

BPA

Business process automation

BRI

Basic Rate Interface (ISDN)

Broker

A broker is a business term commonly used in AAA infrastructures. A broker is either a relay, proxy, or redirect agent, and may be operated by roaming consortiums. Depending on the business model, a broker may choose to deploy either relay agents or proxy agents.

Also see AAA

Bucket

A bucket is a container for a group of debts in Amdocs Accounts Receivable.

Also see Aged Trial Balance

Bundle

A bundle is a group of products (from the marketing perspective) and associated pricing elements that can be sold to customers. An example of a bundle is ADSL with PSTN (reduced price if the two products are sold together).

Business Entity

A business entity (BE) is a set of customers, corresponding to a subtree in a hierarchical database of customers. Business entities can be geographical divisions, or they can be mobile virtual network operators (MVNOs), resellers, North American markets, or any other entities by which the customer database is managed. Each business entity can use its own set of policies for customer care, finance, offer definition, taxes, and so on.
These structures are defined in the Business Organization Hierarchy subsystem of the Rating Logic Configurator.

Also see Business Organization Hierarchy

Business Entity Type

A business entity type defines common attributes and rules for a group of business entities, for example: market, submarket, country, state, or virtual network operator.

Business Organization Hierarchy

A Business Organization Hierarchy is a hierarchy of business entities that reflects the communications service provider’s business organization.

Business Organization Hierarchy is a tool that enables the provider to set different policies for different business entities within the hierarchy and define policy inheritance.
Chapter 2. Terms and Abbreviations

C

CAI

Charge Advice Information

Also see Advice of Charge

CAPS

Call Attempts Per Second – A business index for required system throughput. It translates into roughly 2.4 events per call attempt.

Cash Application

Amdocs Accounts Receivable posts and applies payments and general credits to an account using one of the following cash application methods:

- **Open Item** – Used for applying payments or general credits to a specific invoice. Usually the payment activity stores a designation that indicates to which invoice it must be applied.
- **Balance Forward** – Used for applying payments or general credits to all open debts based on predefined rules. Usually the oldest debt is covered first.

Also see Open Item and Balance Forward

Catalog Data Version

Enterprise Product Catalog and Rating Logic Configurator data undergoes changes throughout its lifetime. For example, new offers or services are introduced, prices change, and problems in existing definitions are fixed. A set of related changes is called a version. A version is a unit of changes available from a specific date (effective date) until the next version becomes effective (expiration date). All data changes included in the same version are effective from the same date.

Category Rules

Each resource category type contains one or more valid values, and each valid value has a rule. The rule can be a mask for the category value, or it can be an exit point to a method that checks the rule and returns the category value.

CC

Configuration Control – A tool developed by Amdocs that is used for coordinating the software versions between those on site and those of the Amdocs Development Center

CC&B

Customer Care and Billing

Also see Amdocs Billing
CCS

Contact Center Solution – Based on Amdocs CRM, CCS offers a single desktop from which agents can access multiple applications and provide fast, efficient, and seamless customer service.

CCS utilizes the Amdocs CRM Integration Gateway to provide access to external applications. Using the Integration Gateway, agents can launch external applications within the Customer Interaction Management user interface, enable single log-on, and manage the exchange and update of back-end data.

CCS also utilizes the Amdocs CRM Process Manager to reduce processing errors and provide visibility and accountability to all command processes.

Also see Customer Communication System

CDB

Customer database

CDE

Customization Development Environment – Used to develop customization layers to the Amdocs generic products. The resultant Local Extension Layers (LELs) are merged with the core running in the runtime environment. CDE enables adapting the customization layers of the Amdocs applications to specific needs.

Also see Runtime Environment

CDL

See Credit-Debit Link

CDMA

Code Division Multiple Access – A type of multiple access systems used in radio communications. Other multiple access methods include TDMA and FDMA.

CDR

Call Detail Record – The file format produced by the switches in a PSTN. A CDR includes all the information needed to generate bills for related voice connections. This information includes origination, destination, rate interface, and the duration of the telephone connection.

Also see EDR

CENTREX

CENTRal EXchange is a business telephone service (like PBX) provided by a local telephone company. Switching is performed in the central office of the telephone company. A key feature of CENTREX is the ability of the switch to communicate with other switches, including company PBXs. With CENTREX, the customer benefits from all the services of a modern switch, without the need to acquire new equipment or installations, as only telephone lines are required.
Chapter 2. Terms and Abbreviations

CET

*See* Charge Entity Type

CFS

CFS (Cluster File System) is a product of Veritas and is employed in managing a shared file system.

CG

*See* Charge

CH

*See* Amdocs Customer Hierarchy Manager

Charge

A charge is an instance of debit or credit, commonly appearing as (or contributing to) a line item on the bill or invoice.

Common charges are:

- *RC* – Recurring charge
- *OC* – One-time charge
- *UC* – Usage charge

In Amdocs Billing, most of the charges are created in Amdocs Invoicing and represent the debits that stem from the services the communications service provider sells. The monthly bill produced by Amdocs Invoicing accumulates all these charges into one invoice. This invoice and the associated charges are loaded into Amdocs Accounts Receivable by the Invoice Receipt process.

In some cases, charges are generated by Amdocs Accounts Receivable, for example, a penalty for dishonored checks.

*Also see* Pricing Item

Charge Code

A charge code identifies a particular charge and represents a set of rules that determine how Amdocs Invoicing handles the charge. Charge codes are maintained in the Rating Logic Configurator.

Charge Creation

Charge Creation is responsible for:

- Prorating recurring charges
- Creating a charge (debit or credit) for each charge request
- Generating bill day discounts and penalties (by invoking Amdocs Discount & Pricing Manager)
Charge Distribution

Charge distribution is an Amdocs Billing functionality that enables mapping subscriber's one-time charges and recurring charges to different pay channels (of the subscriber's account or any other payer account).

Charge Entity Type

The charge entity type (CET), which can be Voice, Data, and the like, defines a set of attributes that comprise a common group of charges. Charge entity types are defined in the Rating Logic Configurator. All charge entity types share a common list of static attributes. In addition, each charge entity type can have any number of dynamic attributes.

Charge Group

When charges and invoices are loaded from Amdocs Invoicing into Amdocs Accounts Receivable, all charges related to an account are accumulated into one or more charge groups based on configurable criteria.

The main purpose of the grouping is to ease cash application. When payments or credits are applied, they are applied on the charge group level and not to individual charges.

Also see Credit-Debit Link

Charge Role

See Pricing Item Role

Charging

Charging is a function that formats and transfers information related to a chargeable event in order to make it possible to determine the usage for which the charged party may be billed.

Charging Mode

Amdocs Billing enables two types of charging modes:

- Offline charging
- Online charging

Cleanup

Cleanup is a generic, configurable tool that enables high flexibility in identifying the data to be cleaned. Cleanup can handle simple clean-up tasks, such as deleting old data from a database table, as well as more complex operations, such as truncating partitions according to a control table while updating the control table after a successful clean-up.

Client

In any client-server system, the client is the software requesting services or information from the server.
Cluster Management System

Cluster Management System (CMS) is a system that handles a group of hosts and resources as a single entity, and is capable of monitoring the members of this group. CMS handles the hardware level and non-critical components in full synchronization of the two mechanisms.

CM

See Amdocs Billing Customer Manager

CMS

See Cluster Management System

Collection Activity

Various collection activities are implemented as a result of account delinquency. For example, an account might be sent a letter notifying it that payment is overdue, or a notice might be printed on the bill. These activities are defined in Amdocs Collections using the Collection Configurator.

Collection Candidates File

The Collection Candidates file is received by Amdocs Collections from Amdocs Accounts Receivable and contains a list of accounts for collection treatment.

Collection Category

In Amdocs Collections, a collection category defines the criteria under which an account enters and exits collection and the collection treatment for that entity. A collection category has a predefined start and stop criteria associated with it and an associated collection path.

Collection Configurator

The Collection Configurator is designed to streamline the process of collection implementation and configuration for Amdocs Collections. There are various configurator subsystems, each designed to perform particular implementation and configuration tasks.

Collection Decision Engine

In Amdocs Collections, the Collection Decision Engine is a process that evaluates the list of candidate accounts received from Amdocs Accounts Receivable and decides whether the accounts must start the collection treatment.

Also see Collection Candidates File
Collection Dynamic Data

Collection dynamic data is data related to a specific implementation as defined by the Amdocs Collections implementer prior to activating the Amdocs Collections component in a production environment. The Amdocs Collections implementer can choose specific fields from other Amdocs Billing component according to the business needs of the particular communication service provider.

Collection Evaluation Process

See Collection Decision Engine

Collection Path

A collection path defines the steps that are activated sequentially for the purpose of collecting delinquent or overdue account balances, and determines the time intervals between the steps. Different collection paths can be defined for different categories of overdue accounts.

Collection Policy

A collection policy is a set of business rules that defines the conditions under which an account is considered delinquent and the sequence of collection activities to be performed on the account.

Collection Punishment Level

Collection punishment levels enable the communication service provider to manage the collection treatment by progressively increasing customer service suspension as the severity of the delinquency increases. For example, a partial suspension can start with a bar on outgoing calls. If this measure is unsuccessful, the suspension may be expanded to include incoming calls, perhaps leaving only a hotline service available. The last stage can be full suspension of the associated subscriber.

Collection Real-Time Treatment

Collection Real-Time Treatment is the process responsible for maintaining all information that is kept by Amdocs Collections but is under the responsibility of other components.

Collection Representative

When a collection step specifies manual handling, the account is referred to a collection representative. These individuals can interface with a collection agency if necessary.

Also see Collection Step

Collection Step

A collection step defines the collection activity that is to be performed. There are usually several collection steps in a collection path.
Chapter 2. Terms and Abbreviations

Collection Step Management

In Amdocs Collections, once an account is subjected to collection treatment, a treatment policy is assigned to it according to the relevant category for the account. The steps that comprise the treatment policy occur automatically and are triggered and managed by the Amdocs Process Manager engine.

Also see Amdocs Process Manager

Collection Treatment Policy

A collection treatment policy is a set of business rules that defines a sequence of collection steps to be performed on an account in Amdocs Collections. Each step is a specific collection activity.

Collector

See ELA Collector

COM

See Component Object Model

Communication Service Provider

Communication service provider (CSP) is the general term for any business that provides phone services, Internet services, or other communication services to a population of users.

Component

In Enterprise Product Catalog, a component is an entity that defines an assignable item that the customer can select. In most cases, it is a sellable item that the customer purchases, but there may be cases where the customer gets the component for free.

Component Object Model

Component Object Model (COM) is a software architecture developed by Microsoft to aid in the development of applications from binary software components.

Compress Usage Job

The Compress Usage job compresses the relevant partitions of usage tables after the cycle instance has expired.

Construction Case

A construction mapping case defines the mapping of the attributes or variables of a product catalog event to the relevant answer message attribute-value pairs (AVPs). The body of the answer is created using a template – the standard mapping case of the specific response and the result code. Then the required MSCC responses are added to the event itself. Each construction case includes one or more handlers that specify the mapping
logic. The handlers are mainly composed of assignment statements extension function calls.

Answer messages are constructed for regular messages from the network whereas request messages are constructed for server-initiated messages.

*Also see* Diameter Protocol Constructor

**Contract**

In GSM terminology, a contract is equivalent to a subscription and comprises a SIM, MSISDN, and services purchased.

In North American terminology, a contract generally signifies that a customer has signed a legally binding document with terms and conditions under which access to the network is provided. For example, discounted usage charges may be provided under the condition that a two year contract is signed, which authorizes the levy of a penalty, should the customer terminate service prematurely.

**Configurator**

Amdocs delivers its products with default specifications already loaded. To configure the product to meet specific business needs, some of these default specifications may have to be overridden. Because the Amdocs product is delivered without the source code, to facilitate changing the default values, Amdocs supplies a Configurator. Examples of Configurator tools are:

- *Invoicing Configurator* – Serves for setting the values of business-related parameters in Amdocs Invoicing
- *Accounts Receivable Configurator* – Serves for setting the values of business-related parameters in Amdocs Accounts Receivable

**COP**

Central Office Prefix (also called Exchange) – Part of a telephone number in the United States (that is, NPA-COP-XXXX). Initially, the COP structure was NNX (the middle digit could not be 0 or 1) to distinguish it from the NPA structure (where the middle digit was 0 or 1 only). In 1995, the structure was changed to NXX, the same as in NPA.

**Copy Cycle Usage**

The Copy Cycle Usage job is responsible for copying data from the alternate database to the home database of a cycle code after failure and recovery of the home database. An alternate database is a predefined instance on a different database, selected as the alternative persistence target if the original database fails.

**Copy Cycle Usage Clean-up**

The Copy Cycle Usage Clean-up job removes data from the alternate database after the Copy Cycle Usage job is finished.
Copy Event

A special event for copying data from the original shared memory to a target shared memory, without interfering with the ongoing work.

Copy Rolling Accumulators

The Copy Rolling Accumulators process copies the cross-cycle accumulators of customers or subscribers from the old cycle to the new one when a customer’s cycle changes.

CORBA

CORBA (Common Object Request Broker Architecture) is a generic interface developed by the Object Management Group (OMG), enabling objects to communicate with each other in a network, irrespective of their language and operating system.

CoS

Class of Service – A way of managing traffic in a network by grouping similar types of traffic (for example, email, streaming video, voice, or large document file transfer) and treating each type as a class with its own level of service priority. Unlike Quality of Service (QoS) traffic management, Class of Service technologies do not guarantee a level of service in terms of bandwidth and delivery time. They offer a "best effort." On the other hand, CoS technology is simpler to manage. It is also more scalable as the network grows in structure and traffic volume. One can think of CoS as "coarsely-grained" traffic control and QoS as "finely-grained" traffic control.

CPE

Customer Premises Equipment

Credit

Credit is a basic financial term. It denotes a decrease of the liability of a customer to the communications service provider (or increase in the liability of the provider to the customer).

In the framework of Amdocs Accounts Receivable, credits are various types of reductions that are applied to the customer’s account and appear on the invoice or bill. These credits can originate from Amdocs Invoicing (for example, when recurring charges are defined and paid for in advance and then the service, subscriber, or discounts are cancelled). They can also be created manually during the month (for example, to resolve a customer complaint) and applied to the customer’s next invoice or bill.

Credit can be issued at several levels:

- **Charge-Level Credit** – A credit that is given to a specific charge
- **Invoice-Level Credit** – A credit that is given to a specific invoice
- **Account-Level Credit** – A credit that is given as a general credit, for example, to compensate the customer for bad treatment
Credits that are entered into Amdocs Accounts Receivable can be issued as immediate or pending.

*Also see Debit, Credit Note, and Pending Credit*

Credit Class

A credit class is a score assigned to an account to reflect the credibility or risk factor of the account.

Credit-Debit Link

Within the framework of Amdocs Accounts Receivable, when credits are applied to debits, these two types of entities become linked.

A basic example is the case in which a payment is applied to charge groups. In this case, assuming the payment covers three charge groups, three credit-debit-link entities are created. Each entity represents a link between the payment and one of the charge groups, storing pointers to both entities as well as the amount of money and the date of the applying activity.

Credit Limit

Credit limit is a monetary amount that is set by the CSP on a financial account. The balance must not exceed or even reach this amount. If it does, the service will presumably be denied.

Credit Note

When an immediate credit is required, the credit is entered online as a credit note using Amdocs Accounts Receivable. The credit note can include several credits and can be entered as draft. When a draft credit note is finalized, an invoice (with a negative amount) is created and applied to the account.

CR

*See Network Interface Function*

CR Protocol Handler

*See Mini-Parse Protocol Handler*

CSP

*See Communication Service Provider*

CSR

*See Customer Service Representative*

CTR

CTR refers to a combination of cycle code, target ID, and routing key. This is a granularity level at which the Notification process can handle notifications.
CUG

Closed User Group – A group that receives a reduced rate when calling others within the group.

Currency Code

Currency code refers to the account balance and the currency code of the reserved amount in accordance with ISO 4217 (for example, “USD” for US dollars, “EUR” for Euros).

It is equivalent to the Customer Offer currency in Amdocs Billing Customer Manager.

Also see Amdocs Billing Customer Manager

Customer

A customer is the main entity with which the communication service provider conducts its business. A customer may be an individual or a company. A customer may have several subscribers and several global agreements for all or some of its subscribers. In addition, a customer may possess several accounts organizing its subscribers in a specific financial structure.

Customer Communication System

Customer Communication System is a configurable gateway-type service that supports the definition, processing, and dispatching of customer communication requests to other Amdocs applications or external systems for further treatment.

Customer Communication System Configurator

The Customer Communication System Configurator is designed to streamline the process of Customer Communication System implementation and configuration. There are various Configurator subsystems, each designed to perform particular implementation and configuration tasks.

Customer Communication System Template

Each customer communication has an assigned template. The template identifier states the nature and parameters of the communication. According to the template, the Customer Communication Service knows what information it needs to get from the other Amdocs Billing components for inclusion in the communication. This knowledge is based on the Customer Communication Service reference data.

Customer Communication System Type

In Amdocs Collections, the collections communication with a delinquent customer has an assigned type. The communication type identifies the communication itself, that is, whether it is a letter, an email, or a fax.
Customer Group

A customer group contains a set of customer segments (there is no assumption of segment contiguity). The customer group is the basic unit for the routing model and maintenance operations.

*Also see* Customer Segment

Customer Model

A customer model is a representation of all the main entities in the Amdocs system. The main entities in the customer model are:

- **Customer** – The root of the model
- **Organization units** – Entities used to describe the organizational structure of a customer
- **Subscriber** – A user with a clear identification that plays a key role in the model
- **Offer** – A price plan or additional offer defined in Enterprise Product Catalog and assigned to a subscriber
- **Account** – The financial entity that carries a balance and the responsibility for paying all charges for the offers assigned to it
- **Billing arrangement** – An entity that receives an invoice or a bill (an account may have several billing arrangements)
- **Pay channel** – The paying entity, which can be either prepaid or postpaid
- **Agreement** – A set of offers that is related to organizational units

By default, a subscriber receives all the offers that are assigned to one of the agreements belonging to the units above it in the organizational structure.

Customer PW Info Sequence

Customer PW (Persistence Writer) Info sequence is the sequential ID that along with the PW Info pertain to a particular customer. This ID is incremented every time PW Info is created for that customer.

*Also see* PW Info, Persistence Writer Function

Customer Relationship Management (CRM)

Customer relationship management includes the methodologies, software, and Internet capabilities that help a company manage customer relationships in an efficient and organized manner.

*Also see* Amdocs CRM

Customer Segment

The customer segment is a logical collection of customers. It is a number resulting from a function applied to the customer ID. Such division of customers into segments enhances performance.
Customer Server

The Customer server is the repository of the Customer database.

Customer Service Representative

A customer service representative is an employee of the communication service provider who answers customer calls and provides information and help regarding any complaints or queries from the customers.

*Also see Communication Service Provider*

Customer Structure

A customer structure is a specific customer representation based on the customer model.

*Also see Customer Model*

Cycle Close Date

The cycle close date identifies the last day of a particular cycle instance. For example, February 15, 2007 is the cycle close date of a bill cycle whose frequency is monthly and whose cycle close day is 15.

Cycle Close Day

The cycle close day is the last day of a bill cycle (for example, the 15th of the month).

Cycle Instance

A cycle instance is a cycle defined by a specific calendar period. For example, January 16–February 15, 2009 defines a cycle instance of a bill cycle whose frequency is monthly and whose cycle close day is 15.

Cycle Maintenance Process

Each customer belongs to a single cycle at any point in time. Each cycle has a day on which it is opened, and a day on which it is closed. In principle, the close date is the day on which the cycle is billed. All events that occur prior to the close date are included in the current bill, and events that occur after the close date are billed in the following cycle instance.

In practice, a delay may occur between the close date of a cycle and the beginning of invoice processing. This is generally due to a backlog from the network. In this case, the event date must be analyzed to ascertain whether the event can be added to the closed cycle or whether it occurred after the close date, implying that it must be added to the next cycle instance. The system must therefore add as many events to the unbilled cycle as possible without infringing on the customer cycle agreement date.

In Turbo Charging, the Cycle Maintenance process does the following:

- Receives commands from external sources pertaining to changes in the cycle area
- Updates the Turbo Charging Cycle States table
- Informs all relevant parties of the new state of the Turbo Charging Cycle States table
- Checks whether the relevant processes have executed the Refresh Cycle State command and determines the rest of the flow based on this information

**Cycle Management**

Cycle management is the function performed by Amdocs Invoicing administrators in which they define and maintain cycles (using the Invoicing Configurator), and activate and control cycle processing (using Amdocs Monitoring & Control).

**Cycle Memory Clean-up**

The Cycle Memory Clean-up process is responsible for deleting the accumulators belonging to a closed cycle instance from the shared memory during end-of-cycle activities.

**Cycle Population**

The cycle population is the group of customer records regularly processed in a given bill cycle. The bill day processes run individually for each cycle and select all customers assigned to a given cycle.

The cycle population is composed of two types of customer records:
- *Service receivers* – Subscribers, units, or customers
- *Service payers* – Billing arrangements

**Cycle State Job**

Because the Event Server processes rely on data from the ADJ1_CYCLE_STATE table, it is crucial to populate this table correctly.

The Cycle State job ensures proper initial population of the ADJ1_CYCLE_STATE table by doing the following based on the LOGICAL_DATE:
- Ensuring that at least one historical cycle exists
- Ensuring that the current open cycle exists
- Ensuring that at least two future cycles exist as required for Event Server processes
 Daemon Manager

The Daemon Manager enables monitoring and control of application daemons in Amdocs Monitoring & Control. Through the Daemon Manager, the user can start and stop application daemons, view their logs, and monitor their status.

Dashboard

Dashboard is a dynamic, graphical representation of the status for a given plug-in application, along with a visual model of the flow of the application. The dashboard enables administrators to view the status of the system at a glance and makes it possible for operators to drill down to problematic applications for further details. The dashboard module generates SVG.

Also see SVG

Database to Event Server Process

See DB2E

Data Collection

Data Collection is the process that extracts Call Detail Records (CDRs) or Event Detail Records (EDRs) from telephone switches. Data collection is performed by a data collector by periodically polling the switches and downloading the records that are stored there.

DB2E

DB2E (Database to Event Server) is a process that extracts data from the Turbo Charging Customer database and sends the data as events to the Event Server.

DBMS

Database Management System

DCL

Data Connectivity Layer

DCOM

See Distributed Component Object Model
Debit

Debit is a basic financial term. It denotes an increase of the liability of a customer to the communication service provider (or a decrease in the liability of the provider to the customer). The basic example of debit is a charge that the customer gets from the provider.

Also see Credit

Dedicated Line

Connectivity via a dedicated T1 line indicates digital data transfer speeds of 1.544 MB/second.

Dedicated Publisher/Subscriber

A dedicated publisher/subscriber is a thread in the Transaction Broker for each publisher/subscriber.

Also see Publisher and Subscriber

Denial of Service

Denial of Service (DoS) means that the client cannot access a service because of a system failure.

Deposit

A deposit is a general term used for one or both of the following:

- Deposit Request
- Deposit Payment

A deposit may be required by the communication service provider as a means of assuring that at least part of the customer balance will be covered. A deposit can be requested as a prerequisite for the activation of the subscriber, for activation of a new service, or for prevention of disconnection due to delinquency.

Based on the account payment history, a deposit can be released. The released deposit payment can be used to cover other debt or be refunded.

DET

See Discount Entity Type

DI

Data Integrity – Four database tables that store data about the project tables and their Service Access Code (SAC) elements.

Also see GDD
Diameter

Diameter is a standard protocol, defined by the IETF (RFC3588) for managing authorization, authentication, and accounting (AAA) requests. It is further extended to apply to the real-time requirements of telephony operations (RFC4006), and is adopted by the 3GPP as the standard for interface with the 3GPP Online Charging system. Diameter serves as the basic protocol in Turbo Charging. A simple Diameter-like protocol is used for file structures within Turbo Charging.

Diameter structures are based on AVPs (attribute-value pairs), where the attribute definition is determined in advance, and the representation is binary. AVPs are defined either by IETF (IANA) or by specific vendors.

*Also see Attribute-Value Pair*

Diameter Protocol Constructor

The Diameter Protocol Constructor constructs a Diameter-compliant answer to be returned to the network through the Network Interface Function. The constructor uses construction mapping cases in the implementation libraries to prepare the answer and formats the attributes in the answer.

The Diameter Protocol Constructor receives a list of Product Catalog (service) events and, according to the type of service event, employs a list of transformation rules to take the information from the Product Catalog event and populate the appropriate part of the message.

Diameter Protocol Dictionary

The Diameter protocol dictionary provides the metadata required for correct parsing of an incoming event, translation of that event into service events, and construction of the response as an outgoing event. The static hash table of the Diameter protocol dictionary contains the hashed value of the path for each dictionary entity. The hash table is loaded when the Event Server is initialized or refreshed.

The protocol dictionary includes the following entities:

- *Attribute-value pairs (AVP)* – An AVP is a content-carrying structure for a variable type, such as simple, complex or grouped. The protocol dictionary contains a complete list of all supported AVPs.

- *Messages* – A message is a structure of AVPs. It can be a request or an answer. Each pair of request and answer has a specific message code, which is part of the message header. Each message belongs to a specific protocol. The protocol dictionary has a complete list of all the messages defined by each protocol.

- *Protocols* – A protocol is a set of messages. A protocol usually corresponds to the standard but comes in different “flavors” and versions.

Diameter Protocol Parser

The Diameter Protocol Parser is used for parsing network messages. As a result of the parsing, a *Parsed Data Container* (PDC) containing the parsed elements of a network message is created.
DIG

Dynamic Information Getter – Within the Java framework, DIG is a simple and generic concept that enables the retrieval of information that is requested dynamically. With DIG, it is possible to retrieve data from Java objects without static binding (that is, without directly calling Java methods), instead of determining at runtime which data to retrieve.

Although the DIG implementations do not necessarily use Java reflection, the DIG approach is similar to Java reflection from the user’s point of view because it allows dynamic access to Java methods.

Digital Satellite Television

Digital Satellite Television (DST) is the transmission of television signals using digital rather than conventional analog methods. DST expands the functionality of the coax to distribute the Internet, enhanced video services, VoIP, and other IP applications for subscribers of satellite television.

Also called Digital Media, Digital Television, DTV, and Standard Definition Television

Digital Signature

A digital signature is a value computed with a cryptographic algorithm and appended to a data object in such a way that any recipient of the data can use the signature to verify the origin and integrity of the data.

Direct Debit

A direct debit is a method of payment by which customers are charged via a direct debit of their bank or credit card account. Direct debit requests can be triggered, for example, by Amdocs Invoicing as part of the billing process, if that is the way the customer had agreed to pay. Direct debit requests are stored in Amdocs Accounts Receivable repository and usually sent to an external party, that is, a bank, clearinghouse, or credit card company, a few days before coming due.

Two methods of direct debit request handling are used:

- **Optimistic** – In this method, a payment is created in Amdocs Accounts Receivable when the request is sent. It may be backed out if the external party rejects the request.

- **Pessimistic** – In this method, a payment is created in Amdocs Accounts Receivable only when the external party has approved the request.

Disaster Recovery Plan

The Disaster Recovery Plan (DRP) is a procedure for switching operations from one site to another geographically distant site, following a disaster in the original site. Disaster recovery is implemented when the entire primary site fails and the secondary site takes over.

Discount

Discount is a reduction in price that is applied before invoicing the customer for services rendered. The discount might be absolute (money amount), percentage, conditional on certain level of usage, conditional on certain level of income, and so forth.
Discount Entity Type

Discount entity types are different types of discounts that can be given on the bill day of a cycle. The discount entity types (DETs) are defined in the Implementation Repository of the Rating Logic Configurator. The following discount entity types are supported:

- Charge
- Subscriber
- Additional

*Also see* Charge Entity Type

Discount Elements

In Enterprise Product Catalog, a discount element is a set of rules that define conditions for granting discounts. There are two types of discount elements:

- Regular Discount – Supports one contributing rule
- Conditional Discount – Supports multiple contributing rules

Dispatcher

The Dispatcher is a daemon that performs the following functions:

- Accepts external records from the Event Server
- Formats the records according to their target
- Dispatches them to the relevant file

The Dispatcher for End of Cycle process initiates the dispatching procedure for cycle data.

Dispatching Record

Dispatching records are external records that are handled by the Dispatcher process.

Dispute

A dispute is a financial disagreement between the customer and the communication service provider. A dispute can be for a specific charge, for an invoice, or at the account level. A dispute is eventually resolved when it is justified (partially or in full), rejected, or canceled.

If the dispute is justified, a credit is created for the justified amount.

Distributed Component Object Model

Distributed Component Object Model (DCOM) is architecture developed by Microsoft to extend COM, thus enabling objects located on different LANs, WANs, or on the Internet to communicate with each other.

DLCI

Data Link Connection Identifier
Document Creation

Document Creation is the Amdocs Invoicing process responsible for producing a billing document for each billing arrangement. A document may contain one invoice or one bill, and/or one or more prepaid statements.

Document Object Model

A Document Object Model is a generic interface (platform- and language-neutral) that enables external programs to edit the content, structure, and style of a document.

Document Type

The document type indicates whether the billing document is an invoice or a bill.

*Also see* Bill and Invoice

Document Type Definition

Document Type Definition (DTD) is a document defining the format of the contents between the tags in an XML or SGML document, and the way they are to be interpreted by the application reading the XML or SGML document.

DOM

*See* Document Object Model

Downstream

Downstream is used to identify the direction of a particular message from the home server towards the access device.

Dropped Event

A dropped event is an event that is received by the system, but is not saved. The decision to drop the event is based on business logic. For example, a business may decide that all events whose duration is less than 5 seconds must be dropped.

DRP

*See* Disaster Recovery Plan

dStudio

*See* Amdocs Integrated Development Environment

DSU

Data Service Unit

DTD

*See* Document Type Definition
DTGen

*See Amdocs Integrated Development Environment – Data Types*

Duplicate Check

Duplicate Check is a mechanism that checks for duplicate events in the Event Server and in the database.

There are two different types of duplicate checks in Turbo Charging:

- **Session Duplicate Check**
  
  It can be assumed that every event has a session ID. Transactions belonging to the same session contain a sequence that enables the system to identify the event. A session-based event is checked for duplicates to ensure that duplicate requests for authorization do not result in double reservations of allowances and balance.

- **Event Duplicate Check**
  
  Events that update accumulators are stored in the database. The database is checked for duplicate events to ensure that the customer is not debited or credited twice for the same event, causing revenue loss or leakage. Unlike the session, which is event-based, duplicate charges may be received in files several days after the original event was processed.

DVM

*See Amdocs Integrated Development Environment – Data Views*

Dynamic Partition Variables

The partition statement within dynamically partitioned objects consists of variables. When loading files that contain dynamically partitioned objects, Amdocs Database Deployment Manager recognizes these variables and later on assigns values to these variables during the environment build process.

Amdocs Database Deployment Manager keeps the value of these variables for each environment because it is essential to the upgrade process and the environment checking process.

Dynamically Partitioned Objects

Dynamically partitioned objects represent the Amdocs solution for creating Oracle objects (tables and indexes) with the ability to set the partition values at runtime.
E

EAI

Enterprise Application Integration—Translating data and commands from the format of one application into the format of another application. It is typically used for asynchronous interfacing, such as creating new accounts.

ebXML

Electronic business XML—A set of specifications defined to enable businesses to communicate with each other, irrespective of their location and domain, over the Internet, exchanging messages in an XML format.

ebXML Messaging Service Protocol

The ebXML Messaging Service Protocol is an ebXML Message Handler that is independent of both the network protocol (FTP, SMTP, and HTTP) and business processes. It is used for the secure transmission of messages over any kind of network.

ECA

See Exception Control Account

EDGE

Enhanced Data Rates for GSM Evolution—An evolution of GSM and US-TDMA systems. This enhanced modulation significantly increases network capacity and data rates, enabling value-added mobile communication multimedia services.

EDR

Event Detail Record—A common name for IP-usage records, similar to CDRs with circuit-switched connections

EGI

See Event Group Item

EHA

Extended Home Area—A local calling area that has been expanded to include outlying areas, such as the immediate suburbs of a city, within which all calls made are considered local calls. Normally, two or more area codes (NPAs) are included.

Also see LHA, and NPA/NXX
Chapter 2. Terms and Abbreviations

ELA Collector
The ELA Collector daemon is the data collection component of the Event-Level Auditing and Service Level Management systems.

The ELA Collector receives and stores User Datagram Protocol (UDP) messages that include the token data from all Event Servers. Then it aggregates message information into tokens, stores it in the database, and performs the required comparisons of token data according to a predefined set of rules. Finally, the ELA Collector reports the token into Audit & Control.

*Also see* Token

Elementary Type

An elementary type defines basic information that is typically a part of a more complex structure of a business object. Each elementary type can be associated with a set of valid values and ranges, units of measurement (UoMs), and conversion rules between different UoMs. Examples of elementary types include volume (with such UoMs as bytes, kilobytes, and megabytes) or quality of service (with such valid values as low, medium, and high).

Elementary types are defined in the Implementation Repository of the Rating Logic Configurator.

Eligibility Criterion

An eligibility criterion is a dynamic condition defined in the Rating Logic Configurator. The criterion determines whether a customer or subscriber is entitled to purchase or be granted a particular offer.

For example, an eligibility criterion can be defined to only sell a particular offer to subscribers or customers under 18 years of age.

EMI

Exchange Message Interface – A family of variable-length, fielded record formats, defined by Bellcore in North America. These formats are used mainly to do the following:

- Transfer billing information between telephone companies and clearinghouses
- Transfer billing information between telephone companies in a Message Ready or Invoice Ready format, to be added to the customer bill

End–of–Cycle Map

The Turbo Charging End-of-Cycle (EOC) map is triggered by Amdocs Invoicing when the cycle is closed for insertion of new events. The EOC operation runs an Operational map, which activates the jobs that are relevant for closing the cycle.
End-of-Day

End-of-day refers to batch processing of transaction commits and database updates that have been deferred until the system is under less intensive use. It also includes the generation of reports reflecting the activities of the day.

End-to-End Security

TLS and IPsec provide “hop-by-hop” security, that is, security across a transport connection. When relays or a proxy are involved, this hop-by-hop security does not protect the entire Diameter user session. End-to-end security is security between two Diameter nodes, possibly communicating through Diameter Agents. This security protects the entire Diameter communications path from the originating Diameter node to the terminating Diameter node.

Enterprise Process Integrator

See Amdocs Process Manager

Enterprise Product Catalog

Enterprise Product Catalog is a graphical user interface (GUI) application intended for designing and implementing a catalog model that serves as a centralized repository where products, services, business rules, and offerings are defined. Enterprise Product Catalog provides business and technical personnel with a single platform for all of their work throughout the entire product life cycle.

Enterprise Product Catalog Portfolio Edition

Enterprise Product Catalog Portfolio Edition provides a central product catalog for the Amdocs Billing standalone environment, Amdocs Ordering standalone environment, or for an integrated Amdocs Billing and Amdocs Ordering environment. Enterprise Product Catalog Portfolio Edition is a foundation application, which is based on Enterprise Product Catalog.

Environment Builder

The Environment Builder is responsible for creating database environments.

Environment Checker

The Environment Checker checks the database environment against the Amdocs Database Deployment Manager repository.

Environment Monitor

The Environment Monitor is a plug-in to Amdocs Billing Deployment Manager that enables monitoring and a limited degree of control over the environments in which Amdocs Billing Deployment Manager I-Products are defined.
Chapter 2. Terms and Abbreviations

The Environment Monitor can supply the user with information about the status of various accounts in the environment. The Environment Monitor also enables the user to carry out certain control tasks, such as switching and refreshing a storage.

Also see I-Component, I-Infra, I-Module, I-Product, and I-Profile

Environment Profile

The environment profile is a predefined environment architecture that is related to a specific environment type. An environment type can include several environment profiles.

Environment Type

An environment type is a database environment type, which can be development, system test, or production.

Environment Validation Tool

The Environment Validation Tool (EVT) performs various validations on Amdocs Billing environments and monitors their status. The EVT provides a “self-check” mechanism for all the users in an environment, thereby reducing troubleshooting time.

It includes a plug-in to Amdocs Integrated Development Environment, in which users can define the validations to be performed.

Also see Amdocs Integrated Development Environment

EOC

See End–of-Cycle Map

EOD

See End-of-Day

EPC

See Enterprise Product Catalog

EPI

See Enterprise Process Integrator

EPS

Events per second – An index for system or process throughput
Equipment Item

An equipment item is a service item that represents the equipment that the subscriber can order. The equipment item definition is based on an equipment item type, and requires instantiation of the item parameters. The item parameters include the provisioning code and service parameters. Examples of equipment items are: cellular phone, fast Internet connector, and the like.

Equipment Package

An equipment package is a type of a service package. Equipment packages are used to define the equipment features. Each equipment package can group one or more equipment items, which are based on an equipment item type.

Error Management Add-on

Amdocs Error Management Add-on analyzes and corrects errors detected in event processing, handling single and mass errors using batch and online procedures.

ES

See Event Server

ESN

Equipment Serial Number – The unique identifying number of a handset for inventory purposes. This term is used mainly in wireless telephony.

ET

Depending on context, see the following:
- Elementary Type (in Rating Logic Configurator)
- Event Type (in Rating Logic Configurator)
- Extract Tool
- Exchange Termination – Refers to the central office link with the ISDN user

Evaluator

The Evaluator is a process in Amdocs Collections that is responsible for categorizing entities into different collection categories based on a set of predefined criteria related to their attributes.

Event

Any use of the network by a customer. Events can originate from various sources, including wireless circuit switches, packet data switches, content provider servers, Internet and fixed-net elements, and standard inputs from clearinghouses. Internal events, including changing parameter values, can originate from other system modules. Within Amdocs Billing products, an event is a data record.
Event-Level Auditing

Event-Level Auditing supplies Revenue Assurance teams with information about the completeness and comprehensiveness of the system, and its ability to deal successfully with requests that are sent to it. In contrast to Service Level Management, performance measurement is not necessary, but event tracking must account for every event.

Event Distribution

Event distribution is an Amdocs Billing functionality that enables mapping a subscriber's recurring charges to different pay channels (of the subscriber's account or any other payer account). Rather than assigning each event directly to a pay channel, Amdocs Billing assigns the events to categories and assigns each category to a pay channel. The categories are called event group items.

Also see Event Group Item

Event Group

An event group represents a group of usage events. It enables the customer to associate different pay channels with specific groups of events.

Event Group Item

An event group item groups usage events according to a specific rule, such as “all calls made on a secondary line.” It is used in the event distribution mechanism, when distributing a subscriber’s different usage events to different pay channels. Event group items are attached to billing offers. They are defined in the Rating Logic Configurator.

Event Handler

Part of the Rating Logic Configurator, the event handler is a flow of statements that performs the actual calculation of the charge (rate calculations). It includes the rating model logic.

Event Handling

The Event Handling mechanism is a part of the Amdocs Monitoring & Control system. Amdocs Monitoring & Control enables the user to define specific control rules inside any part of the application nodes. Each node describes specific details driven from the application data or from the system, using a table or text.

Event Interface Module

The Event Interface Module of the Event Server is responsible for interfacing with the network, that is, receiving messages from the clients of the Event Server and sending messages back. It is also responsible for performing the first routing of the incoming messages, be it directly to the processing unit (the Event Processing Module), or to a second-level guiding block (the Guiding to Customer Module).
Event Processing

Event processing is the processing of raw event records to produce billable transaction records. In Amdocs Billing, event processing is performed by Turbo Charging.

Event Processing Module

The Event Processing Module is the main processing unit of the Event Server. With the customer and subscriber data available to it, this module performs all the necessary activities to evaluate the event, rate it, update the customer’s balance, and manage the event sessions. It also creates the correct response to be sent back to the Network Interface Function.

Event Publisher

The Event Publisher publishes events that occur within the enterprise services of the open architecture of Amdocs CES – Charging and can be published to an EAI broker as an XML data stream, so that other applications that subscribe to the event can receive the information.

Event Server

The Event Server is a Turbo Charging process that groups all functions to process usage and other events using data from the Turbo Charging Customer database. Some of these functions are active, while others are idle. The set of active functions within the process defines its logical identity.

The Event Server is defined and deployed according to specific installation requirements. The difference between the various processes is configurable, and does not require additional code. A specific function can be customized. As long as the relationships among the various functions remain the same, customizing a function does not alter the flow or functionality of other functions.

The Event Server is a combination of the following functions, grouped into modules:

- Event Interface Module
  - Network Interface Function
  - Mini-Parse Function
  - Resource Routing Function
- Guiding to Customer Module
  - Guiding to Customer Function
  - Update Resource Memory Function
- Event Processing Module
  - Pre-Rating Function
  - Rating Function
  - Update Customer Memory Function
  - Post-Rating Function
Chapter 2. Terms and Abbreviations

- Persistence Writer Function
- Session Expiration Function

Event Sniffer
Event Sniffer enables the user to send an admin command to the Event Server at runtime (on the fly) to record incoming or outgoing events in raw format. The recorded events are run later in the Read-Only Rater mode for debugging purposes.

Events are traced according to the specified criteria, such as for a defined period of time or a number of events. For example, a user may want to record the next 560 incoming events from a known network source to the Event Server. Traced events are written into a dump file.

Event Trace XML File
The Event Trace XML file is produced by the Event Server only in debug mode (not in a production run) to test the calculation performed on an event or to investigate problems with the calculation of events and their accumulators.

Event Type
The event type is an event structure, which is known to the Amdocs Billing system. Usually every type of service, such as GPRS, Wireless Application Protocol (WAP), or SMS has a different set of attributes that is required by the rating schemes, and hence a different event type.

The Amdocs system can handle various event types that differ in their attributes. Each event can be processed and rated differently according to its types. The system assigns each event with the proper type to be used as one of the main filters (although not the only one) in determining the associated processing and rating model. Different strategies may be selected for the same event type, depending on customer price packages.

Examples of event types include GPRS, mobile calls, wireline calls, content, and commerce transactions. An event is composed of a set of attributes. An attribute is associated with an elementary type from the system data dictionary.

EVT
See Environment Validation Tool

EWD
See External Record

Exception Control Account
An Exception Control Account (ECA) is a special type of account that temporarily receives and stores payments for which customer accounts could not be identified (unidentified payments). Usually the payments are transferred to the correct customer accounts when they are identified.
Expiration Charge

See Session Expiration Charge

Extensibility Repository

The Extensibility Repository subsystem of the Rating Logic Configurator is used by technical personnel to define and maintain the following entities, which serve as templates or extensions for Auxiliary Repository and Implementation Repository entities:

- Extension libraries
- Auxiliary repository
- Dynamic properties
- Named expressions

External Record

External records are defined in the Implementation Repository of the Rating Logic Configurator. They define the record structure for different types of information for transfer to other applications. The attributes of the external record represent the record structure.

External Watchdog

An External Watchdog is a parent process designed to catch system signals for a killed process and restart it. In many cases, this is the trigger for a failover. The main function of the External Watchdog is to recognize all the events that signal that a process has failed (terminated). In these cases, the External Watchdog notifies the Availability Manager about the failure, and starts the process in parallel. Each daemon process in the Turbo Charging system, such as the Event Server and DB2E, has an External Watchdog.

Extract

An extract is an organized package of information collected in one module for transfer to another module.

Extract Clean-up

In the End-of-Cycle map, the Extract Clean-up process cleans the APR1_EXTR_MONITOR and APR1_OP_MAP_EVENTS tables according to the Request ID.

Extractor

The Extractor is a process in Amdocs Collections that is responsible for extracting extra information from other Amdocs Components for a list of entities that have been generated by the Gatekeeper process.

Also see GA Patch
Extract Tool

Extract Tool (ET) is a module whose function is to extract data for interface and report generation. All extracts for Amdocs Billing core reports (for example, Audit & Control, Amdocs Invoicing, Amdocs Voucher Manager, and Amdocs Replenishment Manager) are generated through the Extract Tool. The default output format of the Extract Tool is Excel.
F

F2M

Fixed-to-Mobile

Failback to Zero

Failback to zero is the planned maintenance procedure for switching back to the planned topology (see Zero Configuration). This procedure does not add components to or remove them from the topology. It merely redistributes the responsibilities across the various Event Servers in the manner that had been planned before the failovers took place. The procedure is comprised of a series of shift operations under the supervision of the Availability Manager.

Failover

Failover is a term used in connection with high availability and refers to switching to the back-up system component if the main component fails.

Failure Group

A failure group is a cluster to which process groups belong. When running automated planned maintenance activities, Availability Manager does not shut down in parallel several process groups belonging to the same failure group.

Also see Process Group

File2E

File2E (File to Event Server) is a process that extracts event data from the files prepared by Amdocs Acquisition & Formatting or the Rejected Event Recycler and then sends the events contained in these files to the relevant Event Servers.

One File2E process may distribute data to several Event Server processes, according to the event resource type and value. The Event Servers may be located on the same machine as File2E or on a different one.

File Parser Generator

A Java Foundation utility that performs the following actions:

- Parses any input text file
- Creates a Java object based on the .fpg file
- Provides an exit point for the custom file generation

File to Event Server Process

See File2E
Flip-Flop

*See Active-Shadow Continuous Thrashing*

Flow Tracer

The Flow Tracer is a function of the Light Tracer that traces a single flow or event transferred between several threads or machines.

*Also see Light Tracer*

FO

*See Failover*

Folder

A folder is a group of screens aggregated by entity type that can be accessed in no specific sequence by a user in an Amdocs application.

Follow-up

Follow-ups are reminders to work positions to perform a certain activity at a certain time. They are created either manually by customer service representatives or automatically by the system.

FR

*See Guiding to Customer Module*

FRAD

Frame Relay Access Device (for wireline) – Responsible for framing data with header and trailer information prior to presentation of the frame to a Frame Relay switch, and, at the other end, stripping away that information. A FRAD may be a standalone device, although the function is generally embedded in a router.

FRAL

Frame Relay Access Line

Frame Event

The envelope containing all the information coming from the network event, consisting of several smaller services, according to the number of MSCCs handled by the primary session (or their equivalent in other protocols). This event represents the primary session, as defined by the PDP context and the session ID.

*Also see Primary Session*
Frame Relay

Frame Relay is a method of packet switching that relies on high-quality connections. Frame Relay packets do not include many of the error-control features of X.25 packets, so they generate less overhead. Frame Relay links can currently be from 64K to 2MB and offer a provider a cheaper (though unguaranteed) link than the traditional leased line.

Friends & Family

Friends & Family is a price plan that offers an unlimited number of calls to members of a small group, such as family members or a circle of friends. It is similar to a closed user group (CUG).

Also see CUG

Front Office Application

A front office application is any application providing an online view of the application database, which is consulted and maintained by non-technical “front line” service staff. An example is the Amdocs Billing Care Lite application, which enables the customer service interactions critical to the delivery of communication services. Back office applications work in the background in conjunction with the front office applications.

Funds Transfer

Funds Transfer is an Amdocs Accounts Receivable function that moves a payment, or a portion of a payment, from one account to another. This is used, for example, when an unidentified payment must be transferred to the correct account after the latter has been identified, or based on a customer request to do so.

Funds Transfer causes a backout of the payment for the amount transferred from the source account and creates a payment in each of the target accounts.
GA Patch

Within the Amdocs Packager framework, a GA (General Availability) patch is a full package containing all files described in the manifest files.

*Also see* Amdocs Packager and Manifest

GAT2E

GAT2E is a multi-threaded process that detects the changes in the generic applicative table data of Turbo Charging, handles these updates, and distributes the table data to the Event Servers via an internal protocol in either full or incremental (changes only) mode.

GAT Manager

The GAT Manager performs the following:

- Updates the data in memory according to specific events coming from the Generic Applicative Table to Event Server (GAT2E) process
- Retrieves the data from memory using an extension function
- Retrieves the data from the database if not all the data is available in memory

Gatekeeper

The Gatekeeper is a process in Amdocs Collections that is responsible for processing the Collection Candidates file generated by Amdocs Accounts Receivable.

*Also see* Collection Candidates File

Gateway

A gateway is a device that serves as a shared point of entry from a local network into a larger network, usually a wide area network.

GDD

*See* Global Data Dictionary

General Ledger

General Ledger (G/L) is an external application that stores the financial records of a communication service provider. It contains a list of general ledger accounts that store and summarize the provider’s financial activities. Separate general ledger accounts exist for various types of activities, such as Revenue, Expenses, and Assets.
Accounts Receivable, being an accounts receivable application, is considered as a sub-ledger to the General Ledger. As such, it stores and manages the relevant financial activities and sends their summaries to the General Ledger. This is performed by a set of processes called Journaling & General Ledger (J-GL).

*Also see Journaling & General Ledger*

**General Packet Radio Service**

General Packet Radio Service (GPRS) is an Amdocs Service Management service that may be provided by the communication service provider. This service is dependent on the existence of the Basic Telephony provisioning item. The GPRS provisioning item has the parameters QoS (Quality of Service), APN (Access Point Name), Static/Dynamic IP Address, and IP Address.

**Generic Applicative Tables**

Generic applicative tables (GAT) are large tables with data that is independent of a specific customer, but may be relevant across customers. An example for such a table is the one declaring and defining closed user groups (CUGs) in the system. These tables reside in memory and utilize direct calls.

**Generic Applicative Tables to Event Server Process**

*See GAT2E*

**Generic Reference Table**

Generic reference tables enable the user to create and define reference table objects, which can be either logical (not Oracle-based) or physical (Oracle-based) tables.

**GGSN**

Gateway GPRS Support Node – A router between the GPRS network and an external network (the Internet)

**GL (G/L)**

*See General Ledger*

**Global Data Dictionary**

Global Data Dictionary is the Amdocs data dictionary database, consisting of:

- *Data Dictionary (DD)* – Database tables that store data about domains and their Service Access Code elements
- *Data Integrity (DI)* – Database tables that store data about the project tables and their Service Access Code elements

**GPRS**

*See General Packet Radio Service*
GPS

Global Positioning System

GRT

See Generic Reference Table

GSM

Global System for Mobile Communications – A digital cellular communication system based on a circuit-switched system that divides each 200 kHz channel into eight 25 kHz time slots. GSM defines the entire cellular system and not just the TDMA air interface. GSM operates in the 900 MHz and 1.8 GHz bands in Europe and the 1.9 GHz PCS band in the U.S.

GSM phones use a smart card, called a Subscriber Identity Module (SIM), which contains user account information. After plugging in the SIM card, any GSM phone becomes immediately programmed and contains the user information.

GSM Incoming Fax

GSM Incoming Fax is an Amdocs Service Management provisioning item that enables fax calls on GSM networks. This item requires a dedicated MSISDN number.

GSM Voice

GSM Voice is an Amdocs Service Management provisioning item that enables voice calls on GSM networks. This item requires an IMSI and an MSISDN number.

GUI

Graphical User Interface

Guiding to Customer Function

The Guiding to Customer Function is a function of the Event Server that identifies the customer and subscriber associated with the event, based on customer information.

In the Event Server, the first event of a session contains the information required to determine the relevant customer or subscriber. This information is interpreted as resource type and resource value and used to determine the resource segment to which the resource belongs.

Guiding to Customer Module

The Guiding to Customer Module of the Event Server is responsible for a bulk of resource segments and receives all the events that require resolution of the resource information into customer and subscriber data (and hence, resolution to the appropriate customer segment). It includes the Guiding to Customer Function and the Update Resource Memory Function.
Guiding to Service

After the Guiding to Customer Module has identified the customer, the Guiding to Service stage of the Event Processing Module of the Event Server determines the service and the associated price packages for an event record. The guiding process can use business logic to prioritize and execute different rating sequences, based on a subscriber’s price plans.
Heartbeat

Heartbeat (HB) is a signal sent by a process to indicate that it is still active. This signal is used by the high availability mechanism to determine whether there has been a failure and there is a need to execute the failover routines.

Status messages and heartbeat signals are sent over specific communication channels to the active Availability Manager module (AVM), which operates a multi-level state machine to control failover and recovery activities.

Heartbeats are sent to the Availability Manager via the Availability Manager Agent. The Availability Manager then decides whether to induce a failover based on the heartbeats or their absence (NHBs – no heartbeat). The heartbeat rate is configurable and ranges from 30 and above. For fast failure detection, a high heartbeat rate is required.

High Availability

High availability is a method for ensuring the continuous functioning of the system in the face of the loss or failure of a single main component, such as a Usage or Customer server.

HLR

Home Location Register – Main (home) register database that interfaces with other components in certain telephony systems

Home Database

The home database is the original database that was used for persisting events and their products before switching to an alternate database (for example, because of a failure of the original database).

Also see Alternate Database, Visited Database

Home Realm

A home realm is the administrative domain with which the user maintains an account relationship.

Also see Local Realm
Hybrid Accumulator

A hybrid accumulator is an accumulator that is qualified to rerateable and non-rerateable events, usually to prepaid and postpaid events.

Hybrid Subscriber

A hybrid subscriber is a subscriber who chooses to pay for some services via prepaid, some via postpaid, and others via nowpaid. More than one subscriber may share the same prepaid balance.
IC

See Implementation Compiler

ICMP

Internet Control Message Protocol

I-Component

An I-Component (short for Installation Component) is an element of Amdocs Billing Deployment Manager. It consists of a set of I-Modules that describe an Amdocs Billing component, such as Amdocs Invoicing or Amdocs Accounts Receivable.

Also see Amdocs Billing Deployment Manager, I-Module

IE

See Information Element

I-Infra

An I-Infra (short for Installation Infrastructure) is a software application that handles the installation of a specific Amdocs Billing infrastructure.

Amdocs Billing Deployment Manager provides the following I-Infras:

- Unix I-Infra – Builds the contents of the various Unix accounts
- Database I-Infra – Handles the installation of physical and logical databases
- Warehouse I-Infra – Builds the required storage for a given Amdocs Billing component
- SONAR I-Infra – Builds all required WebLogic and WebSphere accounts

Also see Amdocs Billing Deployment Manager

IMDG

See In-Memory Data Grid

IMEI

International Mobile Equipment Identity – The specification used to uniquely identify a subscriber’s equipment to the mobile telephone service. It is used internally in a GSM network.
I-Module

An I-Module (short for Installation Module) is an element of the Amdocs Billing Deployment Manager. It consists of a set of customized I-Profiles that defines the installation of an Amdocs Billing module.

Also see I-Profile

Implementation Compiler

The Implementation Compiler is a process that converts the data that is created and maintained in the Rating Logic Configurator into a set of compiled libraries that contain the rating logic and support the communication with the network by means of messages adhering to the Diameter protocol in their structure.

Implementation Compiler Workflow

The Implementation Compiler Workflow manages the complex sequence of operations that is performed from the release of a new implementation of the rating logic or of the messages compliant with the Diameter protocol to a product that can be used by the Event Server or other dependent processes.

Implementation Repository

The Implementation Repository is the technical development environment of the Rating Logic Configurator. It contains definitions of data types, event entities, customer parameters, pricing item types (that define the pricing logic flow), and service item types (that define the structure of provisioning entities, equipment entities, discount entity types, and so forth). It also includes elementary type definitions, event types, customer parameters, and external record layout definitions. The definitions in the Implementation Repository are usually called the data dictionary.

In addition, the Implementation Repository can be used to define the Diameter protocol dictionary and the mapping between the messages in the Diameter protocol and Rating Logic Configurator (PC) events.

IMSI

International Mobile Subscriber Identity – The specification used to uniquely identify a subscriber to the mobile telephone service. It is used internally in a GSM network.

IN

See Intelligent Network

In-Memory Data Grid

To ensure the high availability of data, Turbo Charging utilizes a third-party In-Memory Data Grid (IMDG) solution provided by the vFabric GemFire product of VMware®. IMDG is responsible for storing the replication of the subscriber, customer and resource data.
Chapter 2. Terms and Abbreviations

INE

See Information Element

Initial SOAP Sender

The initial SOAP sender is one that originates a SOAP message at the starting point of a SOAP message path.

Also see SOAP

Information Element

Information element is a Rating Logic Configurator base item used for the creation of attribute-value-pairs (AVPs). AVPs inherit from and extend information elements (INE).

Intelligent Network

An Intelligent Network (IN) is a telecommunications network architecture in which processing capabilities for call control and related functions are distributed among specialized network nodes rather than concentrated in a switching system.

Interactive Voice Response

An Interactive Voice Response (IVR) is a communication device that provides interactive menus for callers to use to input data using a touch-tone telephone keypad or, in some cases, directly through the voice of the caller.

Interim Accounting Message

An interim accounting message provides a snapshot of usage during a user’s session. It is typically implemented to provide for partial accounting of a user's session if a device reboot or other network problem prevents the reception of a session summary message or session record.

Internal Watchdog

An internal thread within the Event Server, used as the Availability Manager representative within the process. The Internal Watchdog is responsible for receiving Availability Manager messages and sending process messages to the Availability Manager. It is also responsible for monitoring specific points within the Event Server, collecting data with regard to the process operation, and sending process heartbeats to the Availability Manager Agent.

Also see External Watchdog

Internet Service Provider

An Internet service provider is a company that provides access to the Internet.
Invoice

Invoice is a basic financial term. It denotes the formal document that describes the new charges for which the customer is debited. In countries in which VAT (Value Added Tax) is used, a tax invoice (and all invoices are tax invoices) must be issued whenever new charges are debited. In most cases, a negative or credit tax invoice (also known as a credit note) must be issued whenever the communication service provider credits the customer.

In many cases, the invoice is an integral part of the monthly bill. The bill (also known as a bill statement or statement) consists of two sections. The invoice section describes the new charges and credits. The statement section describes the initial balance that is brought over from the previous bill (if non-zero) and all the financial activities that occurred since the last bill was delivered.

In Amdocs Invoicing, most of the invoices are calculated and created during the billing process. These invoices are loaded into Amdocs Accounts Receivable in the Invoice Receipt process. In some cases, invoices are created directly by Amdocs Accounts Receivable, mainly as credit notes.

Each debit invoice aggregates one or more charge groups, which in turn aggregate one or more charges. Each credit invoice, that is, credit note, aggregates one or more credits.

Also see Credit Note

Invoice Receipt

Invoice Receipt is a process in Amdocs Accounts Receivable, which receives new charges, credits, and invoices from Amdocs Invoicing and posts them into Amdocs Accounts Receivable.

Invoice Receiver

An invoice receiver is a customer receiving a monthly invoice that includes new charges and credits.

Also see Bill Receiver

Invoicing Configurator

The Invoicing Configurator is a standalone GUI application used to configure the business logic of Amdocs Invoicing.

The Invoicing Configurator enables the setting of parameters, preferences, and process flows in Amdocs Invoicing. These are stored in the reference data of the Invoicing database and are accessed by Invoicing processes during ongoing, end-of-day, and bill day activities.

Invoicing Message

An invoicing message is a piece of text included in a customer’s bill. Messages can be used to identify line items (for example, specific charges or taxes) on the customer’s bill. They can also be used to provide marketing information to a particular population only, based on customer characteristics, such as customer type or credit class. Invoicing messages can be either printed on the bill itself or included as separate page inserts.
Invoicing Undo

The Invoicing Undo process enables the reversal of changes made during Bill Preparation. Once the problem has been corrected, the relevant events can be rerated, and the charges can be recalculated.

The Invoicing Undo process can be used either for the entire cycle or selectively for specific customers. It can be used to reverse all or certain parts of Bill Preparation.

IP

Internet Protocol

IPDR

IP Detail Record – An initiative of the IPDR organization to define a standard format for usage events in the IP world

I-Product

An I-Product (short for Installation Product) is an element of the Amdocs Billing Deployment Manager. It consists of a set of I-Components, with their I-Modules, that defines the installation of an Amdocs Billing product.

Also see I-Component, I-Module, and Amdocs Billing Deployment Manager

I-Profile

An I-Profile (short for Installation Profile) is an element of the Amdocs Billing Deployment Manager. It consists of an activation template for building various I-Infra installation units. In general, an I-Profile includes both rules for building and the order in which the rules are executed. I-Profiles can be customized as required for a specific installation process.

Also see I-Infra, I-Module

IR

See Implementation Repository

ISDN

Integrated Services Digital Network – A set of standards for transmission of voice, data, and video information over digital lines

ISP

See Internet Service Provider

Item Parameters

Part of the Rating Logic Configurator, item parameter entities are the parameter attributes defined for pricing and service item types. The values of the parameter attributes are set when the user creates a pricing item (charge) or a service item based on a given pricing item type or service item type.
IVR

*See* Interactive Voice Response

IWD

*See* Internal Watchdog

IXC

Inter Exchange Carrier – A telephone company that is authorized to carry a telephone call from one Local Access Transport Area (LATA) to another, using the services of two Local Exchange Carriers (LECs) that reach the end customer. All inter-LATA traffic must be routed over IXC trunks unless specifically exempted (by the FCC) via a regulatory waiver.

*Note:* IXC*Cs are often referred to as Long Distance companies, although a long distance call may be intra-LATA and completed by the LEC.*
J

J2EE

Java™ 2 Platform, Enterprise Edition (J2EE) is a set of coordinated specifications and practices that, together, enable solutions for developing, deploying, and managing multi-tier server-centric applications.

Also see Software Development Kit

JAXP (Java API for XML Processing)

Java API for XML Processing – Converts XML into a format independent of any particular business implementation

JDK

Java Development Kit – A specialized environment to assist programmers who write applets and applications in Java

JDS

Java Downloads

JEdi

See Journaling & General Ledger

J-GL

See Journaling & General Ledger

JMS

Java Messenger Service – A messaging API that belongs to the J2EE platform. It provides reliable, asynchronous communication between components in a distributed computed environment.

JMS Adaptor

JMS Adaptor provides greater robustness by decoupling the Java parts of the Transaction Broker (which deal with the JMS queues) from the C++ parts of the application. The JMS Adaptor automatically reconnects to the JMS providers. The JMS Adaptor indicates to subscribing applications whether a message was sent previously.

Job

A job is a logical entity that defines an executable and its parameters for running in batch mode.
Job Cycle

A job cycle is a group of jobs with a common denominator. For instance, these jobs may run for the same application, have the same runtime characteristics, and so forth.

Journaling & General Ledger

Journaling & General Ledger is a principal module of Amdocs Accounts Receivable, which consists of four main applications:

- **J-GL Configurator** – A GUI (graphical user interface) application used for defining the rules by which Amdocs Accounts Receivables activities are translated into General Ledger entries
- **J-GL Extract** – Locates and extracts all newly added financial activities from the Amdocs Accounts Receivable database
- **Journal Analysis and Accumulation** – Performs financial analysis of the extracted financial activities and translates them to General Ledger entries
- **GL Transaction Extract** – Periodically extracts General Ledger transactions into a file to be sent to the General Ledger system of the communication service provider
LAN

Local Area Network – Used to transmit data, voice, or video within individual buildings, across campuses, and over metropolitan areas.

LATA

Local Access Transport Area – A term in the U.S. for a geographic area covered by one or more local telephone companies, which are legally referred to as local exchange carriers. A connection between two local exchanges within the LATA is referred to as intra-LATA. A connection between a carrier in one LATA and a carrier in another LATA is referred to as inter-LATA, that is, a long-distance service. The current rules for permitting a company to provide intra-LATA or inter-LATA service (or both) are based on the Telecommunications Act of 1996.

Leased Line

Leased lines are dedicated communication lines for internal data communication. The leased lines may be dedicated point-to-point lines, or run on a networking basis, interconnecting various premises of the subscriber.

A leased line offers a choice of high, medium- or low-speed leased data circuits. The concept of Managed Leased Line Network (MLLN) offers flexibility of providing circuits with speeds in multiples of 64 Kbps up to a maximum of 2 Mbps. This is most useful for Internet Leased Lines and International Principle Leased Lines (IPLC). A Circuit ID resource type is used for leased line implementation.

LEC

Local Exchange Carrier

Legacy File

A legacy file is any type of XML file from which one or more Amdocs modules were programmed to take error messages before Amdocs instituted the unified message file.

LEL

Local Extension Layer – The area where changes made to the Amdocs generic product for or by a specific Amdocs customer, such as extending API routines and exit points, are contained.

Length of Service

Length of service refers to the number of months since the activation of a customer account.
LHA

Local Home Area – Refers to a calling area within which all calls are considered local calls. Normally, it involves the same area code (or NPA).

*Also see* EHA, and NPA/NXX

Light Tracer

The Light Tracer is the mechanism that replaces the tracing functionality of the Logger in the production environment. Both mechanisms keep working in parallel while all the tracing activities are performed by the Light Tracer. The Light Tracer enables debugging applications in production with minimal impact on their performance.

Light Tracer Formatting Utility

The Light Tracer formatting utility reads the input trace binary file and converts it into an output file or files in the ASCII (text) format. For every input file, the utility creates an output directory that holds all relevant output files (trace messages). If an output file reaches a user-defined maximum size, the next output file is opened.

The formatting utility distinguishes between Light Tracer and Assertion Mechanism messages and adds the appropriate prefix to the output message.

Listener

The Listener is an Amdocs module that automatically recognizes and receives event record files submitted by external systems.

LNP

*See Local Number Portability*

LOB

Large Object – Some data cartridges must handle large amounts of raw binary data, such as graphic images or sound waveforms, or character data, such as text or streams of numbers. The Oracle database supports large objects (LOBs) to handle these kinds of data.

Internal LOBs are stored in the database tablespaces in a way that optimizes space and provides efficient access. Internal LOBs participate in the transactional model of the server. External LOBs are stored in operating system files outside the database tablespaces. External LOBs do not participate in transactions.

Internal LOBs can store binary data (BLOBs), single-byte character data (CLOBs), or fixed-width single-byte or multibyte character data (NCLOBs). An NCLOB consists of character data that corresponds to the national character set defined for the Oracle database. External LOBs store only binary data (BFILEs). Together, internal and external LOBs provide considerable flexibility in handling large amounts of data.
Local Loop

A local loop is the connection between the Local Exchange and the connection point on the customer’s premises, or “Last mile.”

Local Number Portability

Local number portability refers to the ability of telephone customers to retain their local phone number if they switch to another local telephone service provider. Removing the personal inconvenience of having to get a new phone number when changing service providers increases competition among providers. Local number portability is one of the prices that local carriers pay to also be allowed to compete in the long-distance markets.

Local number portability is made possible by the location routing number. When a customer moves its local service to a competitive local exchange carrier (CLEC), a new location routing number is assigned to the telephone number being ported. Each local exchange and long distance carrier must know the new location routing number to enable the correct routing of calls from other areas to the ported number. This is accomplished through Local Service Management System databases distributed among the exchange carriers. The Number Portability Administration Center updates all of these databases with the newly assigned location routing number. Thus, when the call is made from another area, the carrier refers to the Local Service Management System database to obtain the current location routing number for the number dialed.

In the US, local number portability and location routing numbers are supervised by the Number Portability Administration Center.

Local Publisher/Subscriber

Local Publisher/Subscriber is the local repository in which the publisher/subscriber is activated.

Also see Publisher and Subscriber

Local Realm

A local realm is the administrative domain providing services to a user. An administrative domain may act as a local realm for certain users, while being a home realm for others.

Also see Home Realm

Location Routing Number

In the US, a location routing number is a 10-digit number in a database called a Service Control Point that identifies the switching port for a local telephone exchange. A location routing number is a technique for providing local number portability. When a phone number is dialed, the local telephone exchange queries a routing database, usually the SCP, for the location routing number associated with the subscriber. The location routing number removes the need for the public telephone number to identify the local exchange carrier. If a subscriber changes to another telephone service provider, the current telephone number can be retained. Only the location routing number must be changed.
In addition to supporting phone number portability, location routing numbers also support the possibility of two other types of number portability: service portability (for example, ordinary service to ISDN) and geographic portability.

Location routing numbers are an alternative to the current NPA-NXX format described in the North American Telephone Numbering System (NATNS).

Local number portability and location routing numbers are supervised by the Number Portability Administration Center, operated by Lockheed Martin under the appointment of the Federal Communications Commission (FCC).

*Also see* NPA/NXX

**Logical Application**

A logical application is a group of actions and periodic actions in the configuration file that is defined for a specific Amdocs module (synonymous with the term plug-in).

**Logical Area**

Logical areas are used in the multilayer implementation of Rating Logic Configurator to join a set of elements in a logical group. An element can be associated with one or more logical areas or with no logical areas at all. In the GUI of Rating Logic Configurator, logical areas are represented by tags that the user can attach to catalog elements.

**Logical Host**

*See* Process Group

**Loose Coupling**

Coupling is the dependency between interacting systems. This dependency can be decomposed into real dependency and artificial dependency:

- **Real dependency** is the set of features or services that a system consumes from other systems. Real dependency always exists and cannot be reduced.
- **Artificial dependency** is the set of factors with which a system must comply to consume the features or services provided by other systems. Typical artificial dependency factors are language dependency, platform dependency, API dependency, and so forth. Artificial dependency always exists, but this dependency and its cost can be reduced.

Loose coupling describes the configuration in which artificial dependency has been reduced to a minimum.

**Loyalty Points**

Loyalty points are points rewarded to a customer based on a defined policy, for example, for remaining with a carrier for an extended length of time or for above-average use of a specific service.

**LRN**

*See* Location Routing Number
LT

Line Termination – The portion of the local exchange that terminates the local loop, that is, physical connection to the switch of the phone company
Mark for Rerate

Rerate is the recalculation of the customer’s or subscriber’s events. Customers or subscribers may be marked for rerate if their charges are suspected of being wrong. The following entities may mark for rerate:

- **Manual mark** – An Update Handler implementation that accepts the population to be marked for rerate as input and generates requests for rerate
- **Invoicing Undo flow mark** – An Update Handler implementation that accepts a file from Amdocs Invoicing with the population for rerate and generates requests for rerate
- **Implementation-driven mark** – An extension function that enables the implementation to mark the subscriber for rerate when required
- **Mark next** – Identifies the events rated in a cycle for which a new instance is already opened, and marks the subscriber being rated for rerate in the next cycle instance when it has cross-cycle accumulators
- **Update event state** – Marks subscribers for rerate when one or more events that belong to the subscriber are marked as deleted

Manifest

Within the Amdocs Packager framework, a manifest is an XML file that describes the package files that are required for a full installation.

*Also see* Amdocs Packager

In Turbo Charging, manifest files are XML files with information required for code generation. They are used for providing information that cannot be defined in the Rating Logic Configurator, and supplement the Rating Logic Configurator implementation data.

*Also see* Implementation Compiler

Map

A map is a collection of jobs that are scheduled to run in a certain sequence. This sequence is created by the dependencies between the jobs and is presented in the Amdocs Monitoring & Control GUI. The use of maps makes it easier for operators to monitor and control complicated, recurring, multi-stage processes.

Mapper

*See* Implementation Compiler

Mapping Case

*See* Parsing Mapping Case
Chapter 2. Terms and Abbreviations

Mediation Device

A mediation device is a system that mediates, in real-time, between the network elements and systems providing the service to the customer.

memdbdump

See AIMOS Dump

Memo

Memo is an application for handling logging of activities. Memo provides APIs for the creation and retrieval of memos.

An Amdocs Billing module, such as Amdocs Billing Customer Manager, usually logs all activities that occur during a session, such as the creation of an account. Memo provides an API that the module can call with information about the account that was created. Memo, in turn, logs information about the creation of the account in the database.

Memo can be queried to find the history for an entity such as an account. This can be used to help trace user problems or to find errors in the system.

Memory Mapped File

A memory mapped file is a section of active memory whose contents follow the format of a disk file. Each process monitors its own internal objects, such as queues, pools, and connections, and maintains counters indicating the traffic and load on these objects. The processes register and update their counters using a dedicated API in the unique memory mapped files (one file per process).

Also see Monitored Object

Message

Within the Message Handling Service User Interface context, a message is a notification that is output to the end user to report an error or other real-time event. Inside the software, the message consists of text strings and associated properties.

Also see Message Handling Service User Interface

Message-Based Flow

Certain types of events do not require all the processing stations within the Event Server. Examples of such events are:

- Events that are temporary by nature (such as a standard authorization) and therefore, do not require persistence to the database
- Events that are queries for specific data and therefore, do not require additional processing, and so forth

To reduce the processing time of events, the Event Server can determine which stations are required for a certain event and execute only these stations in a message-based flow. As a result, the processing of every event includes only what is really required and not a super-set of stations, which makes the system dynamic and parsimonious.
Message Exchange Pattern

A Message Exchange Pattern (MEP) is a template, devoid of application semantics, that describes a generic pattern for the exchange of messages between agents. It describes the relationships (for example, temporal, causal, sequential, and the like) of multiple messages exchanged in conformance with the pattern, as well as the normal and abnormal termination of any message exchange conforming to the pattern.

Message Handling Service

Message Handling Service (MHS) is a utility in Amdocs Integrated Development Environment (IDE) that provides a mechanism for immediate logging of debug and severe error events. The logs are written to a log file.

Message Handling Service User Interface

Message Handling Service User Interface is an application that enables the user to edit messages employed by an Amdocs software module. The messages are stored in XML files. The application automates tasks that would otherwise require manual editing of the XML files. When an Amdocs software module runs, the individual messages from the XML files are displayed by the Message Handling Service, as appropriate.

Also see Message Handling Service

Message Handling Service User Interface Group

A Message Handling Service User Interface Group is a subdivision in the unified message file. Many legacy files use a parallel set of subdivisions and call the group name the facility name.

Message Length

Within the Amdocs Activation Manager context, the Message Length parameter defines the message length in seconds. This item parameter, which is used to complete the definition of a provisioning item, is of the Number type. The minimum and maximum values reflect the capabilities of voice mail machines. The minimum and maximum ranges may be filtered to a subrange of the network capabilities based on business rules.

Message Retention Period

The Message Retention Period parameter defines the number of days that a message is retained in the mailbox before deletion. This item parameter, which is used to complete the definition of a provisioning item, is of the Number type. The minimum and maximum values reflect the capabilities of voice mail machines. The minimum and maximum ranges may be filtered to a subrange of the network capabilities based on business rules.

Message Router

The Message Router is responsible for the connection between Amdocs Monitoring & Control and Amdocs Billing APIs (when working in intrusive mode). The Message Router receives data and events from the components that are monitored or controlled, and sends this information to Amdocs Monitoring & Control.
MetaInfo Tool

The MetaInfo tool enables the user to view information regarding AIMOS as well as the information stored within AIMOS.

MetaInfo consists of several parts that perform the following actions:

- **Retrieving business information** – Enables viewing customer, subscriber, and session data in the XML and CSV formats as well as the AIMOS statistics. This part of AIMOS MetaInfo works in the command line mode.

- **Retrieving development and test information** – Enables viewing the list and structure of data types stored in AIMOS. This part of AIMOS MetaInfo works in an interactive mode, namely, enables the user to choose the requested information from a menu and writes the results into a local log file.

- **Retrieving last actions** – Enables viewing the last actions performed by the Guiding to Customer, Event Processing and Session Expiration threads in the Event Server.

- **Modifying AIMOS using AIMOS Demo** – Enables creating and modifying memory content in a demo environment.

MHS

*See Message Handling Service*

**Mid-Session Notification**

Mid-session notifications can be created for UPDATE events. In this case, the notification is sent to IMDG and the Persistent Writer (via IMDG PW Info Reader), and the session is not closed even after the notification has been written to the database.

*Also see In-Memory Data Grid*

**Mid-Session Partial Charge**

Partial charging enables communication service providers to charge based on used units and reserve quotas while the session remains open.

![Note](image)

*Note: Mid-session partial charges are supported only for protocols implemented using the Diameter framework.*

**Mini-Parse Function**

The Mini-Parse Function of the Event Server provides the tools required for extracting information from messages. These tools extract the data required to determine whether the caller is a subscriber of the network. The function is invoked in two places in the workflow: during the actual division into two parts (that is, for parsing purposes) and in subsequent stations, to determine the format in which the data is stored.

**MIS**

*Management Information System*
Mini-Parse Protocol Handler

The Mini-Parse (CR) protocol handler derives the information required to guide the message to a customer. The guiding information is required to route the message to the correct Guiding to Customer Module or directly to the Event Processing Module (if the guiding information is already available), to support load sharing. In addition, this protocol handler can format responses coming from the Event Processing Module.

MMF

See Memory Mapped File

MMS

Multimedia Messaging Service

MOB

See Monitored Object

Monitored Object

A monitored object, or a MOB, is an item within operational measurement data. The object comprises a set of configurable counters and properties that can be collected, aggregated, and archived for a particular host or process running on the host.

Operational Measurement Agents are used for collecting monitored objects.

For a host, the Agent collects such information as the rate of machine resource utilization (for example, disk space or CPU usage), the results of log file analysis, and so on. To collect the monitored objects, the Agent spawns customizable scripts. The scripts accumulate the information and write it to text files of a predefined format. The Operational Measurement Agent collects these files on an ongoing basis and processes them.

For a process, the Agent can either spawn a customizable script in the same way as for a host or collect data from the memory mapped file of the process. The type of information that the spawned script collects is similar to the information collected for the host (related to the resource utilization). The information in the memory mapped file pertains to the traffic and load on such process internal objects as queues, pools, and connections.

Also see Operational Measurement Data, Operational Measurement Agent, and Memory Mapped File

Move Usage Job

The Move Usage job moves the relevant partitions of usage tables from one tablespace to another after the cycle instance has expired.

MRO

See Message Router
Chapter 2. Terms and Abbreviations

MSISDN
Mobile Subscriber ISDN – The telephone number of a GSM wireless mobile phone. The MSISDN is stored in the SIM card inside the phone.

MSN
Multiple Subscriber Numbers – The BRI (Basic Rate Interface) ISDN supports up to eight MSNs, that is, one number for each device connected. The PRI (Primary Rate Interface) ISDN can support many more, for example, 100 MSNs.

MTBF
Mean Time Between Failures – MTBF is a weighted average of all component MTBFs. This computation does not take into account that most failures do not require a failover.
To support high availability, a system is required to utilize reliable processes and hardware, that is, to extend MTBF and shorten recovery time.
*Also see* High Availability

MTOM
Message Transmission Optimization Mechanism

MTTR
Mean Time to Recover – A measure of the time it takes a system to recover from a fatal failure.
*Also see* High Availability

Multi-Attribute Rating Support
In the Rating Logic Configurator, multi-attribute rating support enables the rate for a given chargeable attribute to vary based on multiple associated factors. For example, if a Video on Demand (VoD) event is rated according to volume (a chargeable attribute), the rate can depend on the quality of service (QoS) delivered for the event, the time period in which the event started, and accumulated VoD volume since the beginning of the bill cycle.

Multi-Dimensional Rating Support
In the Rating Logic Configurator, multi-dimensional rating support enables rating a pricing item (charge) based on more than one chargeable attribute. For example, if the event is a GPRS data event, it could be rated according to both the downlink volume and uplink volume transferred. The downlink and uplink volumes are each rated according to their respective rating rules (which might be different from each other). The final charge of the event is a combination of the two intermediate charges (for example, the larger, the smaller, or the sum of the two).

Multi-FR
See Multi-Master Environment
Multi-Protocol Label Switching

Multi-Protocol Label Switching (MPLS) is a framework on the IETF (Internet Engineering Task Force) standard track, describing a new model of the way in which datagrams are transported across a network. The fundamental abstract premise is to attach “labels” to packets and switch them across the network based on the label. The MPLS “meta-standard” includes forwarding mechanisms, as well as label distribution mechanisms.

Multi-Master Environment

The multi-master environment enables load balancing between the Event Server process groups bearing the role of the Guiding to Customer Module (FR). This means that all such process groups serve as masters for their native as well as other resource groups. Consequently, a number of Event Server process groups can provide services of the same quality to a certain resource group.

Multi-Session

A multi-session represents a logical linking of several sessions. Multi-sessions are tracked by using the Acct-Multi-Session-Id. An example of a multi-session would be a multi-link PPP bundle. Each leg of the bundle is a session while the entire bundle is a multi-session.

MVNO

Mobile Virtual Network Operator – A market or submarket entity that resells the mobile services of a communication service provider
Chapter 2. Terms and Abbreviations

N

NAI

*See* Network Access Identifier

NE

*See* Network Element

Near Real-Time

Near real-time is defined as being within 30 minutes of call or transaction completion. *Also see* Real Time

NES

*See* Network Element Simulator

Network Access Identifier

The Network Access Identifier (NAI) is used in the Diameter protocol to extract a user’s identity and realm. The identity is used to identify the user during authentication and authorization, while the realm is used for message routing purposes.

Network Element

A network element is a network unit that sends requests to the Event Server.

Network Element Simulator

Network Event Simulator is a utility that simulates the creation of event detail records (EDR) by real Network Elements. The utility provides flexibility during the definition of new communication protocols. It can be used for simulating EDRs creation in both functional and non-functional tests.

Network Interface Function

The Network Interface Function of the Event Server is responsible for receiving messages and transferring them to other functions for manipulation and processing. It maintains the connections with the network elements, and is further responsible for sending messages back to them. The Network Interface Function is not involved in any way in the content of the messages it receives. Messages are interpreted by the downstream functions.
Network Interface Function Protocol Handler

The Network Interface Function (NIF) protocol handler examines the message header and derives the message length and type (or only the type if the UDP is used).

- The type is required to determine whether the message must be blocked to save processing resources.
- The length is required to send an acknowledgement to the network element (only in a TCP environment, where an acknowledgement is required).

NIF

See Network Interface Function

NIF Protocol Handler

See Network Interface Function Protocol Handler

Nillable

Nillable is an XML representation attribute. If the value of this attribute in an element declaration is ‘true’, the content of an instance of this element may be flagged as null in an instance by the xsi:nil attribute of the instance element.

NNI

Network to Network Interface

Node

A node is a data switch used to establish a connection.

Non-Usage Rater

The Non-Usage (NU) Rater, which is part of the Invoicing BTLSOR job, is the rating engine used to calculate the recurring charges and one-time charges. The recurring charges are calculated first and are recalculated if an activity that might change the recurring charge rate has occurred (such as Amdocs Billing Customer Manager activity). One-time charges are calculated whenever an Amdocs Billing Customer Manager activity requiring the creation of a one-time charge occurs.

Notification

Notifications are messages created by the rating implementation logic when it is executed by the Event Server as a result of changes to accumulators. The implementation creates a notification record when it must notify an external system about an event that affects the subscriber accumulators. The Event Server writes the notification record to the Notification table. The Notification daemon continuously reads new messages from the Notification table and publishes the records to their destinations, which may be files or messages to the Transaction Broker.
Example:

When a prepaid balance reaches a certain threshold, the implementation publishes a message to Amdocs Billing Customer Manager to suspend the subscriber and prevent this subscriber from making calls.

Nowpaid

Nowpaid is a payment method that allows the customer to select a specific payment method at the time that the service takes place.

NPA/NXX

National Plan Area/NXX – Refers to the 10,000 telephone numbers defined by the area code (NPA) and exchange (NXX) that comprise the first six digits of each number in the North American calling area.
O

OC

See One-Time Charge

OCCI

Oracle’s C++ Call Interface

OFCA

See Amdocs Offline Charging Adaptor (Amdocs Mediation)

Offline Charging

Offline charging is the processing of charge information offline without affecting service.

OFF-Net

OFF-Net refers to all numbers that are not contained in the Private Number Plan (PNP).

OFF-Net Traffic

OFF-Net traffic is traffic from a Virtual Private Network (VPN) line to a subscriber who does not belong to the same VPN.

OM

See Operational Measurement Mechanism

One-Time Charge

A one-time charge is a charge that is applied only once, as a result of an action on a customer account. An example is an activation fee charged when registering for a new discount plan.

Online Charging

Online charging is the processing of charge information in real time.

ON-Net

ON-Net refers to a user whose Private Number (PN) is included in the private number plan (PNP).

ON-Net Traffic

ON-Net traffic is traffic from a Virtual Private Network (VPN) line to a subscriber who belongs to the same VPN.
Open Item

Open Item is a cash application method in which the customer sends payments that are designated to a specific invoice. In this method, Amdocs Accounts Receivable applies the credits only based on the predefined designation. Payment without designation remains unapplied until it is applied manually.

Operational Framework

The Amdocs Operational framework is an environment for managing and controlling all the operations performed by Amdocs Billing. The Operational framework includes all the tools and utilities required to activate, stop, and monitor batch processes and daemons. The framework provides a uniform running environment for all component jobs and supports system resource management, logging, and recovery.

Also see Amdocs Batch Job Manager

Operational Measurement Agent

Operational Measurement Agent is a mode of the Agent process at the server (host) level, used by the Operational Measurement mechanism to handle the operational measurement data pertaining to the host itself as well as to the processes running on that host.

Also see Agent

Operational Measurement Data

Operational Measurement data can include information pertaining to a host or a process running on the host, for example, the amount of disk space on the machine or the CPU usage rate. Each item of the operational measurement data is referred to as a monitored object or a MOB.

Also see Monitored Object

Operational Measurement Mechanism

Operational Measurement mechanism enables collecting operational measurement data from hosts and processes running on these hosts. Once collected, the operational measurement data is stored in a predefined location and can be viewed and analyzed.

Also see Operational Measurement Data

Operator

See Communication Service Provider

Optimized Rated Event Extract

The Optimized Rated Event Extract is a flavor of the Usage Extract process that extracts rated events efficiently.

It first uses the size of the requested population to decide whether to perform a full table scan or index access in order to extract the requested events.
If the extract performs a full table scan, it first performs a full table scan on each of the Oracle partitions of the Rated Events table. It retrieves requested events and splits them into different files according to the input customer group population.

Organizational Structure
Each corporate customer can classify its organizational hierarchy as a unit-based structure. This structure is used to establish an association among agreements shared by subscribers in a single unit and to enable inheritance of agreements by units in the hierarchy.

Organizational Unit
Organizational units describe the organizational structure of a customer. Each customer has at least one organizational unit, which is the root unit of the structure.

Outcollect Events
When the subscriber’s home system receives event data records from host systems, they are known as roaming incollects, as the subscriber has been roaming in a host system. The host system that served the calls views the same calls as roaming outcollects.

Outcollect Prepare Process
The Outcollect Prepare is a multi-threaded process based on the Rated Event Extract. It extracts rated events from the Rated Events table and can pass them to an external system, such as Amdocs Acquisition & Formatting.
Chapter 2. Terms and Abbreviations

P

Package Type

Resources of different types can be packaged together for selling purposes. Packages may also contain other packages. For example, it is possible to make a package of a handset (IMEI), a SIM card (package), and an MSISDN (resource). The package type is created in Subscriber Resource Manager Configuration (RMC), and each package type contains the package template (similar to the resource value template) and a list of resources and package types that are part of the package.

Also see Amdocs Subscriber Resource Manager

Packet

A packet is a block of data forming part of a larger set of data. A packet contains error correction, identification, and address information.

Packet Switching

Packet switching is a digital transmission method that breaks a message up into smaller pieces (called packets), which are sent individually and re-assembled at the destination. Packet switching allows for greater flexibility of message routing, as each packet is switched individually.

Parsed Data Container

Parsed Data Container is a dynamic tree containing the parsed elements of a network message. The tree includes a hash code for each AVP, which is an index in the Diameter protocol dictionary static hash table. The Event Processing module stores the message in this container while the event is active. The Parsed Data Container enables fast access to the Diameter protocol dictionary records through the Diameter protocol dictionary static hash table.

Also see Diameter Protocol Dictionary

Parsing Mapping Case

Parsing mapping case maps the message entity attributes to a specific Product Catalog event record. The parsing mapping case is enabled for request messages and server-initiated answer messages.

Each parsing mapping case includes one or more handlers that contain the mapping logic. The handlers are composed mainly of assignment statements from the message AVPs to the event attributes and variables. In addition, they use assignment statements, entity subroutines, attribute subroutines and if-else selection statements.

Partial Charge

See Mid-Session Partial Charge
Partial Key Search

A partial key is based on the primary key of a mapping table and is used for receiving a wider range of data while searching for entities in the Rating Logic Configurator GRTs (generic reference tables). Partial keys enable the extension functions used for searching catalog data to retrieve not only the entries that fully match the primary key columns but also the ones that match only some of the primary key columns.

A mapping table can have more than one partial key defined for it.

Pay Channel

A pay channel is a specified payment method to which subscriber services can be mapped. A pay channel can be prepaid or postpaid (one postpaid and several prepaid pay channels can be mapped to a single billing arrangement). The pay channel may carry instructions of how payment is made on a regular basis, for example, direct debit. The pay channel may also use ad-hoc payments, such as cash payments or vouchers. A prepaid pay channel defines a prepaid balance and all services that share that balance.

Pay Channel Number

A pay channel number is an index identifying the pay channel.

Payment Arrangement

Amdocs Collections enables the collection representative to negotiate with delinquent customers and to offer them acceptable plans to pay their debts. These plans may include multiple installments over a defined period of time. The plans include milestones at which the customer is re-evaluated.

Payment Arrangement Plan

An Amdocs Collections Payment Arrangement Plan is created by collection administrator during the negotiation of the payment arrangement and plan. It contains information including the amount to be paid and the number of installments agreed upon.

Payment Arrangement Policy

An Amdocs Collections Payment Arrangement Policy has several attributes that define its nature. Among these attributes are the following:

- Minimum sum for which the payment arrangement is valid
- Minimum amount allowed for an installment
- Maximum number of installments
- Maximum period between installments
- Acceptable installment percentage

The Payment Arrangement Policy is used to work out a Payment Arrangement Plan.

Also see Payment Arrangement Plan
Chapter 2. Terms and Abbreviations

Payment Posting

Payment Posting is a process in Amdocs Accounts Receivable that is responsible for entering and applying each payment to the customer accounts. It includes transaction-level validity checks, identification of the appropriate account, and the posting of the payment that invokes the Cash Application function, which allocates the credit among the unpaid invoices of the account.

Payment Receipt

Payment Receipt is a process in Amdocs Accounts Receivable that is responsible for accepting new payment files, validating them, and preparing them for Payment Posting.

Payments

Payments define the monetary instruments that customers remit to the communication service provider to pay for services charged on their bills or invoices. Payments are designated by payment methods. Some examples of payment methods are: cash, bank checks, credit cards, and the like.

Payments are accepted and entered either via Payment files that are processed by Payment Receipt and Payment Posting, or directly as online transactions.

Payment, Unidentified

Unidentified payments are payments that were received and posted, but not to the correct customer account. These payments are posted to an Exception Control Account (ECA) in order to provide complete audit, control, and reporting of them. The payments are maintained in this account until the correct customer accounts are identified.

PCM

*See* Personal Communication Manager

PCN

*See* Pay Channel Number

PDC

*See* Parsed Data Container

PDP

*See* Policy Decision Point

Penalty Element

Part of Enterprise Product Catalog, a Penalty element defines cycle-based minimum requirements and a penalty for not meeting these requirements.
Pending Credit
A pending credit is a credit that is entered into Amdocs Accounts Receivable as pending, that is, without immediate impact on the Receivables Balance. As part of the monthly bill run, all pending credits are extracted from Amdocs Accounts Receivable into Amdocs Invoicing and then sent back as regular credits.

Also see Credit

PEP
See Policy Enforcement Point

Performance Indicator
Also called Accumulator

Persistence Writer Function
The Persistence Writer Function of the Event Server is responsible for the persistence of permanent information, including rated events and accumulators, in the Usage database. Unlike other Event Server functions, which work on one message at a time, the Persistence Writer Function may process several messages in a single write operation (depending on database partitioning and efficiency). Writing to the database also triggers clearing the written sessions from memory.

Personal Communication Manager
The Personal Communication Manager (PCM) enables communication service providers to rapidly configure, categorize, and launch new content services such as J2ME or Wireless Application Protocol (WAP) games, images, ring tones, and information. This, coupled with the ability for users to personalize their environment, provides for an enhanced user experience, thereby leading to higher average revenue per user and reduced churn. Customers can establish profiles based on their individual preferences in such areas as service restrictions, privacy, and budget control. These preferences are then applied throughout the purchase and fulfillment process to provide effective personalization.

The Personal Communication Manager is a combination of capabilities in the areas of persona, or profile, management and content management:
- The Personal Management capabilities enable subscribers to enhance their user experience by personalizing their services.
- The Content Management capabilities enable rapid introduction and ongoing management of value-added services (VAS).

Phoneword
A phoneword is a phone number, or part of a phone number, expressed not in terms of its digits but in terms of their mapping to the letters of the alphabet. For example, the phoneword CABS corresponds to 2227 on a typical phone.
PI

See Performance Indicator

PIT

See Pricing Item Type

Planned Configuration

See Zero Configuration

PMT

See Production Measurement Tool

Pol

Point of Interface

Policy Decision Point

Within the Amdocs Security Manager framework, a policy decision point is the point within a resource where a decision has be made as to whether or not to grant access.

Policy Enforcement Point

Within the Amdocs Security Manager framework, a policy enforcement point is the mechanism that actually enforces the access decision by blocking or granting access to a Security Administration application resource. The decision is based on the policy assigned to the resource.

PoP

Point of Presence

Port

A port is a physical connection point from the service to the switch or node.

Postpaid

Postpaid is a billing method where customers pay for services after having used them. In Amdocs Billing, this payment method is supported out-of-the-box.

Post-Rating Function

The Post-Rating Function of the Event Server takes the results of the rating process and distributes them to various users. The main activity of this function is the creation of a suitable response to the client, be it a network element, a replenishment system, or an internal process, such as DB2E or File2E. In addition, this function prepares the data to be transferred to the Persistence Writer Function.
Pre-Balance Reporting

Pre-Balance reporting is a mechanism of Audit & Control that enables event traceability to the original file after the initial flow of the file has terminated, thereby maintaining the association of events with the physical file in which they arrived. The purpose of Pre-Balance reporting is to provide more accurate auditing and prevent revenue leakage in the system.

Preemptive Service

In the context of Multiple Service Credit Control (MSCC), Turbo Charging provides the support for those services that are defined by communication service providers (CSP) as preemptive. As part of the support, preemptive services are assigned a quota although it has not been requested.

Preemptive services create preemptive service sessions even if there is no service requested in the message, for example, automatically open a session for a service provided at no charge.

Pre-Rating Function

The Pre-Rating Function of the Event Server is responsible for all activities that use the customer segment before the Rating Function. This may include such activities as duplicate check, guiding to distribution, handling of special numbers, and so forth. If the message received is not in the format required by the Rating Function, the Pre-Rating Function is responsible for mapping the message data to the relevant format.

In first events, the Pre-Rating function is also responsible for creating the session.

Predictive Dialer

A predictive dialer is a telephone control system that automatically calls a list of telephone numbers in sequence and screens out no-answers, busy signals, answering machines, and disconnected numbers while predicting at what point a human caller will be able to handle the next call. Predictive dialers are commonly used for telemarketing, payment collection, and service follow-ups.

Prepaid

Prepaid is a billing method where customers pay for services in advance. In Amdocs Billing, this payment method is supported out-of-the-box.

Prepaid Quota

A prepaid quota is a configurable volume or quantity of units, for example, kBytes or seconds, that is used as a base for each authorization event.

See Authorization Event
Prepaid Session

A session represents an interaction for a finite period of time between the mediation device and Turbo Charging, which involves a combination of non-chargeable and chargeable events. Turbo Charging maintains session context for the duration of the session, which includes session identifiers and accumulators. A session has a predefined lifetime, which can be extended.

Prepaid Statement

A prepaid statement is the billing document (or part thereof) that includes information about prepaid charges, grouped by pay channel. The statement also includes all replenishment activities that occurred during the current cycle period.

PRI

Primary Rate Interface (ISDN)

Pricing Engine

The Pricing Engine calculates one-time and recurring charges.

Pricing Item

Pricing items (also known as charges) are the building blocks required to specify rates, allowances, charges, discounts, and benefits. Each pricing item is based on a pricing item type that is defined within the Implementation Repository subsystem of the Rating Logic Configurator. Pricing items are also assigned roles that determine their functionality.

Also see Pricing Item Role

Pricing Item Role

In the Rating Logic Configurator, roles determine the functionality, such as rating or discounting, of pricing items (charges) in prices. The roles may be:

- **Rate** – Apply the correct rate to the event.
- **Allowance** – Allocate allowance packages to the event.
- **Discount** – Apply discounts to the rated event and perform the discount.
- **Additional Charge** – Apply additional charge calculations.
- **Budget Control** – Evaluate the effect of the event on consumption control limits.
- **Benefits** – Evaluate the effect of the event to benefits granted to the customer.
- **Recurring Charge** – Apply the periodic fee at billing time.
- **One-time Charge** – Apply a fee at billing time.

Pricing Item Type

A pricing item (PRIT), also known as charge, is associated with a pricing item type (PIT), defined in the Implementation Repository of the Rating Logic Configurator. The pricing item type defines a template for the functionality of a single, independent pricing element, as well as the rules that are applied to an event, and the conditions under which the rules
may be applied. These elements are set via the pricing item role, qualification criteria, parameters, and event handlers.

Pricing Model

Algorithms and other reference data that are used to calculate prices to be charged for benefits (such as services, equipment) received by the customer. Typically the pricing model is represented in the Product Catalog and in Rating Logic Configurator.

Pricing Studio

Pricing Studio is a Windows utility that provides all the tools required for rapid implementation and testing of pricing and discount schemes. It comes in two flavors: for usage charges and for non-usage charges.

Price Entity

A price is the monetary amount that the customer pays to the service provider. A price entity is usually referenced by other entities such as a product offering, product spec, and component. A price can represent one of the following charge types:
- One-time charge
- Recurring charge
- Usage charge

Primary Resource

A primary resource relates to the principal product purchased by the user, which is identified by the customer’s telephone number, MSISDN, or IP address.

*Also see* Resource Type

Primary Session

The main session, associated with a single PDP context and session ID coming from the network. The primary session handles the frame event.

*Also see* Frame Event

Primary Session Variables

Primary session variables are kept on the primary session. This means that all the service sessions within the primary session have access to these variables (even though the variable may be declared by only one of them). A primary session variable is initialized during the selection case of the first service session within the primary session (usually with the INIT message) and available as long as the primary session is alive.
Chapter 2. Terms and Abbreviations

Process Group

A process group is a group of processes sharing the same topological functionality and the same customer data. The process group is a single entity in terms of routing the data (all processes have the same addresses). A process group of Event Servers contains two processes: the active process and the shadow process.

*Also see Shadow Process*

Product Offering

A product offering is a complete sellable product offered to the customer. A product offering may comprise one or more product specs.

*Also see Product Spec*

Product Spec

In Enterprise Product Catalog, a product spec is the collection of items such as components, processes, price plans, and activity charges with dependencies between them. One product spec can be sold in many product offerings.

*Also see Product Offering*

Production Measurement Tool

The Production Measurement Tool provides data and statistics regarding the performance of system units and components.

The Production Measurement Tool can be activated manually or via Amdocs Monitoring & Control, as part of an operational plug-in.

Profile

A profile is a statistical sample of a customer’s behavioral characteristics.

*Also called Call Profiling*

Proof and Balance Reports

Proof and Balance Reports are a set of Amdocs Accounts Receivable reports that assist the reconciliation procedure in the Amdocs Accounts Receivable. These reports contain the total Receivables Balance and the activities that create and change this balance.

Proration

Proration is the proportional calculation of charges for a specific period within the bill cycle, rather than for the entire bill cycle. It is also the proportional calculation of credits to be applied when, for example, a subscriber pays in advance for a service, and the service is interrupted and not provided for the full cycle.

Protocol Dictionary

*See Diameter Protocol Dictionary*
Protocol Handler

A protocol handler is responsible for translating and manipulating the data received in a specific protocol to a protocol that is compatible with the Event Server.

Protocol Trace XML

The Protocol Trace XML file enables testing the frame event and investigating problems with the parsing of input Diameter messages, creation of Rating Logic Configurator events, and mapping to output Diameter messages. The Protocol Trace XML file is created if the protocol was implemented using the Diameter framework.

Although the Protocol Trace XML file is used mainly to check the execution of the implementation written in Rating Logic Configurator, the file also assists in tracing additional problems with event processing, such as the handling of the rating entities and the way Implementation Compiler translates the instructions from the Message area in the Implementation Repository of Rating Logic Configurator.

Also see Diameter, Implementation Repository, and Rating Logic Configurator

Provisioning

See Amdocs Activation Manager

Provisioning Item

A provisioning item is a service item that represents the network services that the subscriber can order. The provisioning item definition is based on a provisioning item type, and requires instantiation of the item parameters.

The provisioning item along with its parameters represents an atomic, reusable building block of a provisioning service.

Provisioning Service

A provisioning service is a service that is provisioned by the network. This can be either an activating or a barring service.

Proxy Agent

In addition to forwarding requests and responses, proxy agents (or proxies) make policy decisions related to resource usage and provisioning. This is typically accomplished by tracking the state of NAS devices. While proxies typically do not respond to client requests prior to receiving a response from the server, they may originate reject messages in cases where policies are violated. As a result, proxies need to understand the semantics of the messages passing through them, and may not support all Diameter applications.

PSTN/POTS

Public Switched Telephone Network/Plain Old Telephone System (wireline network).

Publisher

A publisher is an application that sends transactions to other applications.
Chapter 2. Terms and Abbreviations

PUK

Personal Unlocking Key – Automatically generated by the SIM manufacturer and stored on the SIM. If a subscriber enters the PIN incorrectly three times, the SIM is blocked from access to the network. The subscriber can input this PUK through the handset to unblock the SIM. If an invalid PUK is entered multiple times (10), the SIM is blocked forever, and a new one must be issued to the subscriber.

Also see Signature File

PVC

Permanent Virtual Circuit versus Switched Virtual Circuit (SVC) – Creates a WAN within an ATM or frame relay service, enabling end devices to communicate as part of the same network.

PW

See Persistence Writer Function

PW Info

PW (Persistence Writer) Info is the envelope for the information to be persisted to the Usage database.

Also see Persistence Writer Function
Q

QA

*See Quality Assurance*

QoS

Quality of Service

Qualification Criteria

Part of the Rating Logic Configurator, qualification criteria are dynamic conditions used in various pricing item types and prices to define the guiding to service logic. Qualification criteria provide definitions of the events for which a pricing item (charge) applies, where each event can be accompanied by additional conditions.

Quality Assurance

Quality Assurance is an Amdocs Invoicing process that produces sample statements and reports for auditing purposes. The Invoicing Configurator is used to create sample groups based on generic selection criteria. Specific individuals can be added to a sample group using Amdocs Monitoring & Control. Once produced, the sample statements and reports are examined by a Quality Assurance team responsible for either confirming or rejecting a cycle or a part thereof.

Quotation Server

An ongoing process in Amdocs Invoicing, the Quotation Server provides one-time and recurring charge quotes for customers who want to know in advance how much a service is going to cost. The server operates in synchronous mode, supporting online users who wait for quotations. The processing flow used to calculate the quote is the same as the one used to calculate the charge once the service is purchased.
Chapter 2. Terms and Abbreviations

R

RAC

Oracle® Real Application Cluster

RADIUS

Remote Authentication Dial-In User Service – An access control protocol that uses a challenge/response method for authentication

Rating Accumulator

A Rating accumulator is an accumulator required for calculating rates or performing reverse rating. These accumulators are needed for online charging transaction handling in the rating step of “Debit trx” or the quota calculation in the “Authorize trx” transactions. For example, any accumulated step rating program has this type of accumulator.

Also see Accumulator

Rating Function

The Rating Function of the Event Server is responsible for executing most of the business logic, such as computing rates, updating balances and sessions, and creating and updating accumulators. This function uses the libraries created by the Implementation Compiler to execute the business logic efficiently and according to the implementation defined in the Rating Logic Configurator.

This function is also referred to as the Rating Engine.

Rating Group

A rating group is a set of services with the same price and rating type (for example, 0.1 USD/minute), which is identified by a service identifier.

The Service-Identifier and the Rating-Group attribute-value pairs (AVPs) are used to associate granted units with a given service or rating group.

The Multiple-Services-Credit-Control (MSCC) AVP relates to all the services that belong to a specified rating group.

Each quota allocated to a Diameter Credit Control session has a unique Rating Group value.

Also see Diameter

Rating Logic Configurator

The Rating Logic Configurator enables the setting of the technical definitions and rating rules for the Event Server, providing support for new services that the communication service provider may introduce in the future. This enables the communication service provider to implement different pricing strategies for the same event type (for example,
mobile call, wireline call, and content transaction). In addition, the Rating Logic Configurator can be used to define and modify network protocols via implementation.

When the technical definitions are set in Rating Logic Configurator, the definitions that are required for the business aspects are synchronized to Enterprise Product Catalog. These business definitions are managed in Enterprise Product Catalog.

**Rating Logic Configurator Layer**

A layer in Rating Logic Configurator is a certain environment in which the catalog is implemented. For example, the implementation can be done in the core development layer, the customization layer, and so on.

**Rating Protocol Handler**

The Rating protocol handler creates business events and responses.

**RB**

*See Event Processing Module*

**RBAC**

*See Role-Based Access Control*

**RBMS**

Rule Base Management System – A GUI-based application that enables the user to set the business logic rules by which Amdocs Acquisition & Formatting processes call detail records (CDR)

**RC**

*See Recurring Charge*

**RCN**

*See Reconciliation*

**RDBMS**

Relational Database Management System – The RDBMS engine includes an audit trail system, which is controlled and adjusted by the database administrator (DBA) as required. Activation of the audit trail system results in the automatic collection of detailed information about each entity that was modified, the user/process that made the change and the date of the change.

**Read-Only Event Server**

A read-only Event Server is a special instance of the Event Server that runs in a production environment and is dedicated to processing requests for read-only rating.

*Also see Read-Only Rater*
Read-Only Rater

Rating in read-only mode (that is, without writing into the database) is used for troubleshooting in production environments. It enables the following activities:

- Reprocessing of a service event from the Rated Events table
- Reprocessing of a service event from the Rejected Events table
- Processing of a file with multiple events in any format supported by the Event Server protocols
- Reprocessing of the events of a specific subscriber for a given cycle instance

The read-only rating functionality is supported by a complex of two processes:

- Read-Only Rater Client
- Read-Only Event Server

Read-Only Rater Client

The Read-Only Rater client performs the following activities:

1. Reads requests for rating in read-only mode.
2. Reads the events from the relevant source (a table or a file).
3. When guiding is required, sends the event via TCP to the Event Server functioning as the Guiding to Customer Module.
4. Sends the event to the dedicated Event Server functioning as a read-only Event Processing Module for rating.
5. Monitors the status of the event that is returned from the read-only Event Server.
6. Updates the status of each request.

*Also see Read-Only Rater*

Realm

A realm is the string in the Network Access Identifier (NAI) that immediately follows the “@” character. NAI realm names are required to be unique, and are piggybacked on the administration of the DNS namespace. The Diameter protocol uses realms, also loosely referred to as domains, to determine whether messages can be satisfied locally, or whether they must be routed or redirected.

In RADIUS, realm names are not necessarily piggybacked on the DNS namespace but may be independent of it.

*Also see Network Access Identifier*

Real-Time Accounting

Real-time accounting involves the processing of information on resource usage within a defined time window. Time constraints are typically imposed to limit financial risk.
Real Time

Real time is defined as occurring while a call or transaction is in progress.

*Also see Near Real-Time*

Reconciliation

Reconciliation is a mode of the Update Handler that extends its functionality to perform reconciliation (comparison and update) between the data extracted from two sources, such as the database and the memory of the Event Server.

Reconciliation Tool

Reconciliation Tool is a graphical user interface that enables the user to create requests to compare subscriber data, resources, accumulators, or a customer’s cycle history between AIMOS and the database, view the results of the comparison, and update this data in one of the sources, if necessary.

Recurring Charge

A recurring charge is one that is not usage-dependent and is added to the bill periodically, usually once per cycle.

ReFlex

ReFlex is a standalone GUI application that is used to create reference table views and manage the reference data of applications that do not have a configurator.

Refund

Refund is a basic financial term. It denotes the case in which the company pays back money to the customer.

In Amdocs Accounts Receivable, refunds are created in two cases:

- If a payment was sent by the customer by mistake, the payment is refunded. This is known as Payment Refund.
- If the customer has a credit balance. This is known as an Overpayment Refund.

Rejected Event Recycler

The Rejected Event Recycler process identifies those events in the Rejected Events table that have been corrected by an error management system (for example, Amdocs Error Manager), and are pending reprocessing by the Event Server. The Rejected Event Recycler process formats recycled events using the Text Simple Protocol and writes them into a file. Using a resolution code updated by Amdocs Error Manager, the Rejected Event Recycler process sends files with recycled events to File2E (via Audit & Control) either to be reguided to the customer or to be rerated. File2E sends the formatted events to be reprocessed by the Event Server.
Replenishment

Replenishment refers to the process of adding funds to prepaid balances. Replenishment can be accomplished by various methods, such as postpaid charging, voucher, credit card, and direct debit. Replenishment may be active (periodic replenishment), passive (leaving the initiative to the customer) or a combination of the two.

*Also see Amdocs Replenishment Manager*

Reporting Point

A report point is a point in the system that sends reports to the Event-Level Auditing, notifying about events passing this node.

Repository Loader

The Repository Loader loads all SQL and IDAT files from the CC into the Amdocs Database Deployment Manager repository.

Rerate Blacklist

A rerate blacklist is a list of customers that cannot be selected for rerate in a given run mode. For example, a large customer may be specified as one that is not subject to Ongoing Rerate. Such customers would then not be selected by the Rerate Prepare process in the specified run mode.

Rerate Error Report

The Rerate Error Report process extracts the customer population whose events failed in rerate.

Rerate Population Report

In the End of Cycle map, the Rerate Population Report process extracts customer population that is marked for rerate and prepares tasks for the Rerate Prepare for End of Cycle process.

Rerate Prepare Process

The Rerate Prepare process is responsible for preparing rerate requests for the rerate process, which is executed by the Event Server. The process performs the following:

- Creates a rerate request
- Selects the rated events that are subject for rerate
- Sends the request with the rated events to the Event Server
- Controls the rerate

The Rerate Prepare for End of Cycle process initiates the rerating procedure for customers whose balance or accumulators may be incorrect at the time of cycle closure. The Rerate Prepare for End of Cycle Finish Notification job informs the Dispatcher for End of Cycle job that the latter can exit if there are no more relevant entries in the APR1_DISPATCHER_CTRL table.
Rerating

Events are rated as they enter Turbo Charging. However, some events may have to be guided or rated again later, based on new information. For example, a subscriber might purchase a new offer with retroactive effect, or the subscriber’s accumulated usage might exceed a threshold that entitles it to a discount on prior usage.

Reservation Event

A reservation event is an event type whose purpose is to reserve the balance for consumption of a service. A reservation event is sent from the mediation device to Turbo Charging, with all the required attributes, in order to get authorization for the service.

Resource

A resource is any logical or physical item that is provisioned to the network or used for guiding. This includes such items as telephone numbers, SIM cards, IP addresses, Internet user names, GPS services, and the like.

Resource Categories

Resources can be categorized using different rules. Dividing resources into categories ensures that the resources receive the attributes according to the category, instead of giving the same attribute to each resource one at a time. The resource categories define the different attributes that affect the resource behavior in the system. Each resource type can have one or more category types with different attributes. A category type can relate to only one resource type. Each category type can have one or more valid values, and each valid value must have a rule.

Resource Group

A resource group contains a range of resource segments.

Also see Resource Segment

Resource Life Cycle

Each resource type has a life cycle, which reflects the resource status and the activities that change the resource status. The Subscriber Resource Manager Configuration (RMC) provides the option to define a life cycle for each resource type.

Also see Amdocs Subscriber Resource Manager

Resource Management

See Amdocs Subscriber Resource Manager

Resource Management Administration (RMA)

See Amdocs Subscriber Resource Manager

Resource Management Configuration (RMC)

See Amdocs Subscriber Resource Manager
Resource/Package

A resource or package is any telecommunications logical or physical item that is provisioned to the network or used for guiding. This includes such items as telephone numbers, SIM cards, IP addresses, Internet user names, GPS services, and the like.

Resource Pools

Resource pools are virtual stocks of different resource types. Pools can be either owned by dealers or customers, or they can be generic pools, such as for Internet activations.

Resource Routing Function

In the Event Server, the first event of a session contains the information required to determine the relevant customer or subscriber. This information is interpreted as resource type and resource value and used to determine the resource segment to which the resource belongs.

Resource Scope

A resource type can be defined with the scope of system or pool. Resources with a system scope, such as MSISDNs, are unique within the system. Resources with a pool scope, such as private numbers and internal IP addresses, are unique within their own pool.

Resource Segment

A resource segment is a logical collection of resources. It is a number resulting from a function applied to a resource value and resource type. Such division of resources into segments enhances performance.

Resource Type

A resource type is any resource that is handled by the system. Examples include customer telephone numbers (CTNs), MSISDNs, and IP addresses.

Resource Type Template

Each resource type definition includes a resource value pattern, a minimum and maximum allowed resource length, a resource scope, and additional attributes, such as the personal unlocking keys, PUK1 and PUK2, for SIM cards.

Resource Value Pattern

See Resource Value Template

Resource Value Template

A resource type can have more than one template. Resource Management Administration checks to ensure that any new resource matches the template of its resource type.

Also known as Resource Value Pattern
Revenue Assurance

Revenue Assurance is a fully automatic monitoring system designed to combat revenue leakage through the revenue process flow.

Reverse Rating

For the reverse rating operation, the Event Server calculates a quantity of units of measurement (such as Kbytes) for a given charge amount, as opposed to normal rating, which is the process of calculating the monetary amount for a given number of units.

RLC

See Rating Logic Configurator

RMA

See Amdocs Subscriber Resource Manager

RMC

See Amdocs Subscriber Resource Manager

Roaming

Roaming is a service that enables users to utilize their mobile phones via the network facilities of another provider outside the service area of their communication service provider.

Roaming Relationships

Roaming relationships include relationships between companies and ISPs, relationships among peer ISPs within a roaming consortium, and relationships between an ISP and a roaming consortium.

Role

A role is a set of predefined access permissions that can be granted to a particular user. The security administrator assigns authorization roles to users; the assigned roles determine user access rights.

Role-Based Access Control

Within the Amdocs Security Manager framework, Role-Based Access Control is a method of setting application access permissions based on roles.

Roll Accumulators Process

The Roll Accumulators process is responsible for copying rolling accumulators from a closed cycle instance to a new open cycle instance.
Chapter 2. Terms and Abbreviations

ROR

*See Read-Only Rater*

Routing ID

The Routing ID is an important attribute in the transaction header (usually, the Customer ID), which is populated by the external publisher as an identifier of a business entity.

It informs the APIInvoker how to route the message among a number of internal threads in the APIInvoker.

Routing Key

A routing key defines the division of notification targets into subpartitions of customer groups. The specific routing key for a notification is calculated as follows:

- Customer segment % The number of routing keys in a specific target

RPC

Remote Procedure Call

RPL

*See Amdocs Replenishment Manager*

RRP

*See Rerate Prepare Process*

RTD

Reference Table Distribution – The process that copies the reference tables into the Production area. The process is divided into three stages: Release, Distribution, and Switch.

Part of the Reference Table Management system.

RTS

Reference Table Synchronizer – A utility employed to synchronize the tables between the various Amdocs modules.

Part of the Reference Table Management system.

Rule-Based

An item that is rule-based can use any type of data with Boolean algebraic equations.

Rules

Rules are the logic that is applied to an item and are part of the definition of this item in the Rating Logic Configurator. They consist of a combination of actions that verify that some terms are met or execute necessary actions to enable processing an order.
Runtime Environment

The runtime environment consists of several Unix and database accounts, each with a different purpose and structure. The Amdocs Billing runtime package works together with a variety of third-party software and in-house tools developed by Amdocs (such as Amdocs Database Deployment Manager and Amdocs Billing Deployment Manager).
S
SAGIT

See Single Access Generation Invocation Tool

SCF

See Service Control Function

SCHAPI

See Scheduling API

Scheduler

The scheduler is a utility that runs job maps. The maps are loaded into the scheduler, which activates the map for running.

Scheduling API

Scheduling API is a customized tool used by the Amdocs Batch Job Manager teams for various production activities, including the management of daemons and other processes.

Schema Compare

The Schema Compare is a mechanism that compares between two database models and finds the differences.

SCM

Software Configuration Management

Also see Xtra-C

SCP

See Service Control Point

SDK

See Software Development Kit

SDR

See Service Detail Record
Selection Case

Selection case is an optional stage defined in Rating Logic Configurator, at which the message is scanned for its service components, and the suitable catalog event is selected, along with the correct service session.

Note: No service event is created at this stage. Rather the types of these events are determined.

Server-Initiated Command

Server-Initiated Command (SIC) is a message that originates in the Turbo Charging Event Server (the server side). Server-initiated messages are marked with a special indicator. These messages are handled by the same mechanism as any other Diameter-compliant message.

Also see Diameter

Service Control Function

In an Intelligent Network (IN) environment, the service control function is the application of service logic to control functional entities in providing Intelligent Network services.

Service Control Point

The Service Control Point, also called Signal Control Point, is a remote database within the SS7 network that supplies the translation and routing data needed to deliver advanced network services.

Service Detail Record

A service detail record is an unrated computer record containing data unique to a specific service (for example, customer usage of the Internet). Processed as a unit, it contains such details as email address, start time, session, time and other pertinent usage data. Once a service detail record is aggregated, it becomes known as a usage item.

Service Event

A service event is an event associated with one of the services provided under the frame event.

Also see Frame Event

Service Filter

The service filter is used by the Event Server in qualifying the event for the relevant pricing item type. For example, different rates may be applied for voice events according to their nature: mobile to mobile, international call, special number call, or national call to a fixed line. The operator defines the implementation of the service filter so that one flavor of the voice event can be distinguished from another.
Service Level Agreement

A service level agreement represents guidelines that outline performance and expectations of the contract.

Service Level Management

Service Level Management focuses on the performance of the system, its well-being, and compliance with the service level agreement (SLA) at the following levels:

- Minute-to-minute monitoring
- Ad hoc analysis

For the purposes of Service Level Management, there is no need to keep track of all the events as lost events do not affect the performance of the system.

*Also see* Event-Level Auditing

Service Management

Service Management (SM) is an Amdocs application that is an extension of the Rating Logic Configurator and defines the parameters required for provisioning communication services. Service Management also enables service bundling and definition of APIs and business rules for related systems, such as Amdocs Billing Customer Manager and Turbo Charging.

Service Management is used to define, manage, and group telecommunication and IP services. These services include resource allocation, provisioning, and barring rules.

Service Order Rating

The Service Order Rating is a tool used for calculating one-time and recurring charges associated with orders for services and equipment.

Service Payer

A service payer is the entity responsible for paying for the service. This is usually the pay channel related to the billing arrangement for which the document is produced. Sometimes Amdocs Billing considers the billing arrangement as the payer.

*Also see* Billing Arrangement

Service Receiver

A service receiver is the entity that receives the service for which the customer (usually the subscriber or unit agreement) is debited.

Service Session

A service session is a session representing a specific service given within the framework of the primary session. Each of these sessions is treated as a child of the primary session and is identified by the session ID and the rating group or service.

*Also see* Primary Session
Servlet

A servlet is a program that resembles an applet, except that a servlet always runs on the server side, whereas applets in Java generally run at the client station.

Session

A session is a related progression of events devoted to a particular activity. A session represents an interaction for a finite period of time between the network element and the Event Server that involves a combination of non-chargeable and chargeable events. The system maintains the session context for the duration of the session that includes session identifiers and accumulators. A session has a predefined life time, which can be extended.

Session Expiration Charge

Session expiration charge is applied when a service session is expired. This is an additional charge performed without an external event. The Turbo Charging Event Server stores the last event received from the network for that session and uses the stored event to create the session expiration CHARGE event.

A session expiration CHARGE event is created and passed to the implementation for further processing. The Rating Logic Configurator implementation can handle session expiration CHARGE events in the following ways:

- Only the last reservation is returned. If the reservation is quota-based, the last quota is not charged.
- All reservations are charged, including the last quota (even though the user has released the service before depleting the last quota).

Also see Service Session

Session Expiration Function

The Session Expiration Function of the Event Server is responsible for handling the sessions beyond the management executed by the Rating Function. Its main activity is deleting expired sessions. It may do so after receiving a persistence message or after the inherent expiration of the session. In the second scenario, the Session Expiration Function is also responsible for returning the reservations to the balances and reporting the incomplete session.

Session Variables

Session variables are used both at the service session level and at the primary session level. However, they are kept on the service sessions, and not on the primary session. For example, in MSCC protocols, the implementation uses the session variables to keep the relevant MSCC data from the INIT message, which can be later used to create a session expiration charge.

Also see Session Expiration Charge
SGSN

Service GPRS Support Node

Shadow Process

A shadow process is the idle process in a pair of processes (that form a process group). The shadow process is passive, but shares the same memory as the active process. If the active process fails for some reason, the shadow process takes over without loss of data.

Shared Accumulator

A shared accumulator is an accumulator that is shared among two or more subscribers.

Also see Accumulator

Shared/Hybrid Accumulator

A shared/hybrid accumulator is an accumulator that is qualified for rerateable and non-rerateable events, usually for prepaid and postpaid events.

Also see Accumulator

Short Message Service

The Short Message Service (SMS) provides the ability to send and receive text messages to and from mobile telephones. The text can comprise of words or numbers or an alphanumeric combination. SMS was created as part of the GSM Phase 1 standard.

SIC

See Server-Initiated Command

Signature File

Within the Amdocs Packager framework, a Signature file is a file containing all relevant data that must be installed for each module during the installation.

Also see Amdocs Packager

SIM

See Subscriber Identity Module

Simple Network Management Protocol

The Simple Network Management Protocol is the Internet standard protocol developed to manage nodes (servers, workstations, routers, switches, hubs, and so on) on an IP network. The Simple Network Management Protocol enables network administrators to manage network performance, find and solve network problems, and plan for network growth.
Simple Object Access Protocol

The Simple Object Access Protocol is a lightweight, XML-based messaging protocol that contains an envelope, header, and body, designed to exchange information in a decentralized, distributed environment.

Single Access Generation Invocation Tool

The Single Access Generation Invocation Tool is used for accessing generators in the Amdocs Integrated Development Environment.

SLA

See Service Level Agreement

SLM

See Service Level Management

SM

Shared Memory

SME

Subject Matter Expert

SMM

See System Management Mode

SMS

See Short Message Service

SNA

System Network Architecture

SNMP

See Simple Network Management Protocol

SOAP

See Simple Object Access Protocol

SOC

Service Order Code – Relates to adding or removing a feature
Software Development Kit

The Amdocs Billing Software Development Kit (SDK) package can be delivered in addition to the runtime sourceless core package to enable the development of the customer-specific customization layer.

Also see J2EE

SONAR

SONAR is part of Amdocs Billing Deployment Manager and is used for creating and maintaining application server accounts, including WebLogic and WebSphere server instances.

SOR

See Service Order Rating

Sourceless

Amdocs Billing is a sourceless version, which means that the source code is provided for debugging purposes only, but not for customization or build purposes. Customization is supported only via the Software Development Kit (SDK).

See Software Development Kit

Spending Limit

A spending limit is a limit on the customer usage spending maintained at the subscriber or unit level. It can be defined in:

- Monetary terms
- Units of measurement
- Number of transactions

SQL Tracer

The SQL Tracer functionality of the Light Tracer provides an ability to trace database calls and queries based on the OCCI / OCI standards.

Also see Light Tracer

Sticky Queue

A sticky queue is a special queue that ensures both serialization of events of a single customer and fairness of independent events (FIFO – First In, First Out). It also supports prioritization of events.

Statement

Part of a billing document that shows the customer account liability to the service provider, and previous financial transactions that have occurred on the account.
Subscriber

A subscriber is a user with a clear identification that plays a key role in the customer model. The exact definition of a subscriber is implementation-dependent. The simple case is a user with a handset, but a subscriber may have multiple SIM cards and multiple numbers. ISP subscription may be implemented as part of the same wireless subscriber or as a separate subscriber.

Subscriber also refers to an application that receives transactions from other applications. In Amdocs Billing, the term applies within the Transaction Broker framework of publishers and subscribers.

Subscriber Identity Module

A Subscriber Identity Module (SIM) is a removable card containing a computer chip that stores subscriber information. The SIM is inserted within a GSM phone to identify the subscriber. It can be removed by a subscriber and inserted into another borrowed or rented GSM phone, which is identified as the subscriber's own phone. SIM cards can also be programmed to display custom menus on the phone.

SVG

Scalable Vector Graphics

System Management Mode

System Management mode is a reduced power consumption state that is provided by some Intel microprocessors. When a CPU enters System Management mode, it saves its current state in a special area of static RAM called SMRAM (System Management RAM) and then runs the System Management Mode handler, also stored in SMRAM.
Chapter 2. Terms and Abbreviations

T

T1

T1 is a digital transmission link with a capacity of 1.544 Mbps. T1 uses two pairs of normal twisted wires. T1 can normally handle 24 voice conversations simultaneously, each one digitized at 64 Kbits per second.

T1 is a standard for digital transmission in the United States, Canada, Hong Kong, and Japan.

TAP3

See Transfer Account Protocol Version 3

Tax

A mandatory charge applied by a legislative body (state, county, country) on a price paid for services rendered. Applies at various levels (individual charge, subtotal, entire invoice).

TCL

Tool Command Language

TDMA

See Time Division Multiple Access

Temporary Primary Variables

A temporary primary variable is an event variable that is initialized during the selection case which is triggered due to a frame event. For example, in the Multiple Service Credit Control (MSCC) protocol, the variable is initialized during the first MSCC session under each init, update and terminate message. The variable value is passed between all the service events that are created within the frame event. The variable is alive at all stages of the event processing: parsing, prerating, rating, and construction.

Also see Frame Event

Text Simple Protocol

The Text (ASCII) Simple Protocol was developed to support simulation of network events. This simulation is required when there is a need to manipulate the rated data, without receiving requests from the network.

Third Generation

Third generation (or 3G) is the generic term used for the next generation of mobile communication systems. These systems provide enhanced services, that is, voice, text and data. The concepts for 3G systems have been developed across the industry and by international groups, such as the Third Generation Partnership Project (3GPP). The GSM
Association's vision of 3G has evolved to include an additional radio air interface that is better suited for high-speed and multimedia data services.

Third Generation Partnership Project

Third Generation Partnership Project (3GPP) was established for the preparation and maintenance of a complete set of globally applicable technical specifications for a third-generation mobile system based on the evolved GSM core networks and the radio access technologies supported by 3GPP partners. 3GPP membership consists of three categories:

- Organizational Partners
- Market Representation Partners
- Individual Members

3GPP uses the OSA/PARLAY protocol.

Throttling

The Throttling mechanism is responsible for controlling the number of messages that are in process. If the system is overloaded, the events are dropped without returning a response to the client, assuming that the client will resend the event.

Threshold Mechanism

When Amdocs Monitoring & Control receives data, the data must be processed. The Amdocs Monitoring & Control configuration files include rules that can be declared upon this data. If the conditions of a rule are met, an event occurs on the data. These conditions are called thresholds. If the conditions of the rule are met, users can position the mouse pointer over the relevant item in the Amdocs Monitoring & Control GUI to display an information window that provides additional details. Such details may include the rule itself, its evaluation value, and severity.

Throughput

Throughput is the amount of work that a system can do in a given time period.

Ticket

A ticket is a mechanism that gives the client application an authorization key when calling EJBs of an application server. A security server supplies the ticket. The publisher (client application) is responsible for calling the security server.

The ticket is an attribute in the transaction header.

Time Division Multiple Access

Time Division Multiple Access (TDMA) is a digital transmission technology that breaks voice signals into sequential pieces of defined length, places each piece into an information conduit at specific intervals, and then reconstructs the pieces at the end of the conduit. GSM and US-TDMA standards apply this technique.
Chapter 2. Terms and Abbreviations

TOAD

Tool for Oracle Application Developers – A third-party tool by Quest Software that is used to develop Oracle databases

Token

A token is an aggregate of a number of events and a basic unit of counting for the data gathered by the Event Server. The Event Server aggregates the data into messages and sends these messages to the ELA Collector daemon (see ELA Collector).

Toll

All calls that are not local are considered toll calls. Toll is a price plan feature type. Toll features define those elements in a price plan used for pricing long distance calls.

Trace SQL

See SQL Tracer

Transaction Broker

The Transaction Broker is responsible for the exchange of information among numerous functional modules in the billing system of a telecommunications company. Each Amdocs Billing component is responsible for a defined set of functions, and is decoupled and self-contained. The Transaction Broker is responsible for transferring the information between these components.

The Transaction Broker is based on a publisher/subscriber operational method, which enables the components to publish their XML files to which other components subscribe.

Transaction Listener

The Transaction Listener is a module that monitors reports of events announced by other systems. When it detects a transaction of interest to the billing system, it triggers the appropriate sequence of actions.

Transaction Request/Response

Every transaction can be logically split into a request and response. For example, the SMS Center requests an activity, such as Authorize & Reserve, by sending an event to the socket through the Diameter protocol. Turbo Charging processes the request and sends back a response with the relevant information.

Transaction State

The Diameter protocol requires that agents maintain transaction state, which is used for failover purposes. Transaction state implies that upon forwarding a request, the hop-by-hop identifier is saved. The field is replaced with a locally unique identifier, which is restored to its original value when the corresponding answer is received. The state of the request is released upon receipt of the answer. A stateless agent is one that only maintains transaction state.
Transfer Account Protocol Version 3

Transfer Account Protocol Version 3 (TAP3) is the standard method of exchanging records between communication service providers to support roaming calls.

Transport Connection

A transport connection is a TCP or SCTP connection existing directly between two Diameter peers, otherwise known as a peer-to-peer connection.

TRB

See Transaction Broker

Truncate Usage Job

The Truncate Usage job truncates the relevant partitions of usage tables after the cycle instance has expired.

Turbo Charging

Turbo Charging is an innovative technology for real-time complex event processing developed by Amdocs. The Turbo Charging event processing component features a scalable, highly available, and manageable architecture that supports high-volume, real-time processing of charging events. Providing flexible event rating at breakthrough performance levels, Turbo Charging enables service providers to support the most demanding services with an order of magnitude reduction in hardware requirements.

Turbo Charging Configurator

The Turbo Charging Configurator is an interactive tool for setting up and managing a network of servers to handle event processing.

The Turbo Charging Configurator enables the user to do the following:

- Configure the physical topology of the system
- Configure the logical topology of the system
- Define high availability to ensure that the system is available at all times
- Add hosts and processes as the customer base grows
- View and define configuration parameters of processes
Chapter 2. Terms and Abbreviations

U

UAMS

*See Amdocs Security Manager*

UAT

User Acceptance Testing

UC

*See Usage Charge*

UH

*See Update Handler*

UMTS

Universal Mobile Telecommunication System

Unlimited Usage Plan

An unlimited usage plan (UUP) is an offer that enables unlimited usage of services for a fixed recurring charge.

Unified Resource Attribute

A unified resource attribute is used to provide some characteristic value associated with a resource. The value may be alphabetic, numeric, or a combination of the two.

There are three levels of attributes:

- *Resource Type* – This is the lowest level of an attribute. This type of an attribute provides characteristics of specific resources.
- *Resource Category* – This is the next highest level of an attribute. This type of an attribute provides characteristics for a group of resources.
- *Resource Pool* – This is the highest level of an attribute. This type of an attribute provides characteristics for collections of resources and resource groups.

Examples of attributes include the name of the resource, the length of time that it can be in aging, and whether it is ported in or ported out.
Unified Resource Parameters

Certain activities may require additional parameters. For example, the Assign activity requires the addition of the Target Pool parameter. Additional parameters that may be used to define a resource are:

- **Parameter Type** – The parameter type is selected from a drop-down list under the Attribute Name field in the grid.
- **Description** – A free text description of the parameter.
- **Property Value** – The name of the property.
- **Mandatory** – Indicates whether the parameter type is mandatory.

*Also see Amdocs Subscriber Resource Manager*

Unified Resource Status and Activity

Resource and package statuses are defined in Resource Management Configuration (RMC). In general, a status indicates the availability of a particular resource or package.

The overall status life cycle and activities that can be used to move resources and packages from one status to another are also defined in Resource Management Configuration.

Examples of activities include Activate, Assign, Reserve, Order, Cancel, and Suspend.

Initially, Resource Management Configuration has only one defined resource status: NOT_EXIST. The statuses used by a specific system are entered at the time of implementation.

Resource Management Administration (RMA) is used to update the statuses of resources and packages maintained by Resource Management Configuration.

*Also see Amdocs Subscriber Resource Manager*

UoM

Unit of measurement (such as minutes, kBytes, and the like)

Update Customer Memory Function

The Update Customer Memory Function of the Event Server is responsible for receiving changes in the customer data and updating the customer segment in memory with the relevant information. It may do so by directly manipulating the memory or creating a message to be handled by the Pre-Rating or Rating functions.
Chapter 2. Terms and Abbreviations

Update Handler

Update Handler is a process that extracts data from the Amdocs Billing Customer Manager database and populates it in the target database. Following are the types of available Update Handlers:

- **Turbo Charging Update Handler** – Populates the data in the Turbo Charging Customer (or Resource) database (see Turbo Charging).
- **Amdocs Policy Controller Update Handler** – Populates the data in the Amdocs Policy Controller CES (Customer Experience System) database (see Amdocs Policy Controller).

Update Handler Profile XML

A profile is a set of definitions for the actions that Update Handler performs. The definitions are presented in the form of an XML structure and are configured manually. 

*Also see Update Handler*

Update ID

Update ID is a numeric field in the Turbo Charging application table that identifies the logical transaction that updated or inserted the row. The field is updated by the Update Handler process on every row of the table.

Several rows may have the same UPDATE_ID number, even when the resource values or resource types are different, but all rows pertaining to the same resource must have the same UPDATE_ID number.

Update Resource Memory Function

The Update Resource Memory Function of the Event Server is responsible for receiving changes in the resource data (and the customer data attached to it), and updating the resource segment with the relevant information.

Upgrade/Patch Creator

The Upgrade/Patch Creator compares the data model of two points in the CC and creates upgrade/patch scripts.

Upgrade/Patch Runner

The Upgrade/Patch Runner runs the upgrade/patch scripts created by the Upgrade/Patch Creator.

Upstream

Upstream is used to identify the direction of a particular message from the access device towards the home server.

UQ

*See Usage Query Mechanism*
Usage

Usage represents the consumption of a service (typically communication, such as voice, data, messaging, and so on) by a subscriber. The usage is measured, and may be rated and charged for.

Usage Charge

A usage charge is a charge that is usage-dependent and that is added to the bill upon consumption of services, such as SMS, WAP, GPRS, or voice. The customer’s rating scheme dictates the charge amount.

A usage charge can be based on a UoM, such as a period of time or Kbytes, or an access charge for the service.

Usage Extract

The Usage Extract process extracts massive data from the Usage database. It may retrieve information from the Rated Events table or the Accumulators table. The process is mainly involved in the following scenarios:

- Amdocs Invoicing requires the accumulators of a customer to prepare the bill. The Usage Extract process receives files from Amdocs Invoicing with the customers whose accumulators are needed. The Usage Extract process extracts the records using the charge structure defined in the Rating Logic Configurator for Amdocs Invoicing.
- Amdocs Document Designer requires the customer’s rated events as input to the formatting process to print the Call Details section on the bill.

Usage Event

Usage event is the case of any use of the network by a customer. Events can originate from various sources, including wireless circuit switches, packet data switches, content provider servers, Internet and fixed-net elements, and standard inputs from clearinghouses. Internal events, including changing parameter values, can originate from other system modules. Within Amdocs Billing products, an event is a data record.

Usage Query Mechanism

The Usage Query mechanism is used for viewing customer usage records after they have been rated by the Event Servers and for updating event states.

Usage Server

The Usage server is the repository of the Usage database. Due to the size of the Usage database, it can be spread across one or more servers. When distributed across more than one server, the Usage database is partitioned according to bill cycles.

User

A user is the entity requesting or using some resource, in support of which a Diameter client has generated a request.
USSD

Unstructured Supplementary Service Data

UUP

See Unlimited Usage Plan

UUP System

A UUP system is an external system that stores zero-rated events belonging to an unlimited usage plan (UUP).
V

Value-Added Service

Value-added services (VAS) are services that can be sold on the basis of the purchase of another service.

VAS

See Value-Added Service

Video on Demand

Video on Demand (VoD) is one of the services implemented by Amdocs Service Management that may be provided by the communication service provider. This service is dependent on the existence of the Browsing provisioning Item. The Video on Demand item has the QoS (Quality of Service), and Provider (for example, Blockbuster and Imesh) parameters.

Virtual Network Operator

A virtual network operator (VNO) is a market or submarket entity that resells the services of a communication service provider.

Virtual ON-Net

Customers with virtual ON-Net access are not authorized to place VPN (Virtual Private Network) calls as an A Party (dialing number). They can only be reached as a B Party (dialed number) by means of a PN (Private Network). For such access, a virtual ON-Net PNP (Private Numbering Plan) is used, where the appropriate target call number is added to the PNP.

Virtual Private Network

A virtual private network enables subscribers to establish a private network by combining resources, such as PBX and dedicated lines, with the shared infrastructure of a communication service provider.

Visited Database

See Alternate Database

VNO

See Virtual Network Operator

VoD

See Video on Demand
Chapter 2. Terms and Abbreviations

Voucher Distribution

Voucher Distribution is a function of Amdocs Voucher Manager that provides information from dealers about the voucher packages they receive for improved voucher tracking.

Voucher Ordering

Voucher Ordering is a function of Amdocs Voucher Manager that enables an administrator to create, order, authorize, and send vouchers to the voucher manufacturer.

VPN

See Virtual Private Network
W

WAN

Wide Area Network – A generic term for any network that covers a large geographic area. These networks often make use of the public network.

WAP

Wireless Application Protocol – An open, global specification, which gives mobile users with wireless devices the opportunity to easily access and interact with information and services. The protocol is developed by the WAP Forum, an organization comprised of Internet and telecom companies.

Web-Based Application

A Web-based application refers to a network-based application that operates on a Web server, performing functionality that may incorporate the use of various machine languages and interfaces.

WLAN

Wireless Local Area Network – Users can deploy wireless LANs to transmit data, voice, or video within individual buildings, across campuses, and over metropolitan areas. Some of the leading vendors in the computer and communication industries are introducing Personal Digital Assistants (PDAs), modems, wireless microprocessors, and other devices and applications in support of wireless LAN communication applications.

WML

Wireless Markup Language – Formerly called HDML (Handheld Devices Markup Languages), WML is a language that allows the text portions of Web pages to be presented on cellular telephones and personal digital assistants via wireless access. WML is part of the Wireless Application Protocol (WAP).

Work Position Number

An account is linked to a work position number (WPN) upon the referral of the account to a collection representative. The WPN can represent either an individual collector or a group of collectors.

WPN

See Work Position Number
Write-Off

Write-off is a process in Amdocs Accounts Receivable that is responsible for defining that all open receivable balances of an account cannot be collected and are assumed to be a loss.

Write-off is performed in Amdocs Accounts Receivable mainly by an online activity. The account is marked is being written off, and credit transactions are created to offset the open debit balance.
X

XML Bridge

The XML Bridge is a generic module that connects the Amdocs CES – Charging product via the application layer to an EAI hub. The connection is in the form of XML messages that are exchanged with the EAI broker.

XML Encoding

XML encoding is used to support foreign languages.

XML Namespaces

It is possible for documents to have elements with the same name. XML namespaces are used to differentiate between them to avoid element name conflict.

XPI

*See Amdocs Portfolio Installer*

Xtra-C

*See Amdocs Software Lifecycle Manager*
Zero Configuration

The planned, or zero, configuration is the topology stored in the GN1_SYS_SEG_PROC_CFG table. It describes the distribution of customer and resource groups and responsibility for them among the various process groups. Every planned maintenance operation (such as reassigning responsibility between various Event Servers) changes this table. Another table, AVM1_SEGMENT_TOPOLOGY, stores all the changes in the map as compared to the planned topology. All failovers or automatic failback results are recorded in this table.

Also see Back to Zero