

FIABLES ATG Case Study for Indra

There are two phases as mentioned below:

Phase 0 (O2Shop) - This phase includes the following functionality:

- Maintains the o2shop with different Tariffs and Hardware products.
- Displays Tariffs, products, their price and also services based on the type of customer.
- Maintains the information of existing customer by allow them to provide information to identify.
- Allows both types of user to order the products along with or without tariffs.

Phase 1a (WSC, OTA and eBill) - This phase includes the following functionality:

- Allows user to login into the WSC(Web Self Care).
- Facilitates the user to retrieve forgotten username and password.
- There are two types of logins from the login page of the WSC for postpaid and prepaid customers.
- Allows the prepaid customer to enter his personal details.
- Allows the o2customer to register to the WSC system.
- Based on the type of customer the dashboard facilities are provided .
- The WSC home page is the integration of OTA module, WSC module and eBill modules.
- Ebill Module takes care of the ebill of the customer logged in.It displays the last 3 bill of the customer, the status of the bills and also the activation process.
- There are also provisions for missing products details, my products, customer management, services provided in the WSC home page based on the type of customer.

I. Scope of Work Involved in Client Project

FIABLES ATG team is building the e-commerce portal for Client and incorporating the below functionalities as part of the project:

Under Phase 0, the features incorporated in the system include:

- provides access to 11 types of subcategories.
- Provides access to the promotions from the home page.
- Provides access to contact details, public policies and shopping rules.
- Provides access to check availability and to order status.
- Provides different tariffs and Hardware products.
- Provides different types of Tariffs, their prices based on the type of services and the type of profile of the customer.
- Allows the customer to order the products based on the tariff selected.
- Many Interfaces are integrated in this phase in order to facilitate the services.

Under Phase 1a, the features incorporated in the system include:

- WSC user logins through SSO integration.
- OTA module integration with WSC to provide user to change the device, configure the services to the selected mobile, manual it, etc.
- eBill system is also integrated in the WSC system to display the logged in customer's last 3 bills and also the status of the ebill.
- Dashboard accessibility is based on the type of customer logged into the WSC system.
- Customer management system is also incorporated into the WSC System.

II. Technical Details

The technical composition of software used for development of Client project includes the below:

- ATG 9.1 Suite
- Java 1.6
- Apache Axis for Web Services
- Ajax, JQuery for Client Side Scripting
- JMS for Messaging
- XML/XDS
- Oracle 10g for RDBMS

Browsers Compatible: IE 6 / 7/ 8, Mozilla Firefox 3.5 / 3.6, Opera10, Chrome8.