



# CMP 8.16

## Documentation Overview

Version 1.0

Classification: **Customer Confidential**

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ISO 22301 standard is applicable to MDS Global Business Operations.



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## Version Control

Version	Issue Date	Author	Comments
Version 1.0	24 July 2024	MDS Global	CMP 8.16 Release - No changes since the last release.

## Terms Used in this Document

For definitions and explanations of the terms, abbreviations and acronyms used in this document, please see the *CMP Glossary* document.

# 1.0 CMP Documentation

Cloud Monetisation Platform (CMP) provides documentation in both HTML and PDF format.

This documentation set:

- Lists and describes changes and new features in the latest CMP release.
- Provides an overview of CMP features and operation.
- Describes the technical and functional architecture of CMP.
- Explains the functionality of CMP modules - such as Billing, Payments, or the Integrated Product Catalogue.
- Describes how CMP integrates with client systems - including reporting, extracting, and interfaces.

This CMP documentation does not include low-level technical details suitable for end users, such as user guides that detail step-by-step processes in the CMP GUI. However, the context-sensitive online help provided for the Administration Console, Business Configuration, AgentView and Bulk Action UI consoles does contain this level of detail - for more detail see *"Context-Sensitive Help" on the next page*.

## 1.1 Audience

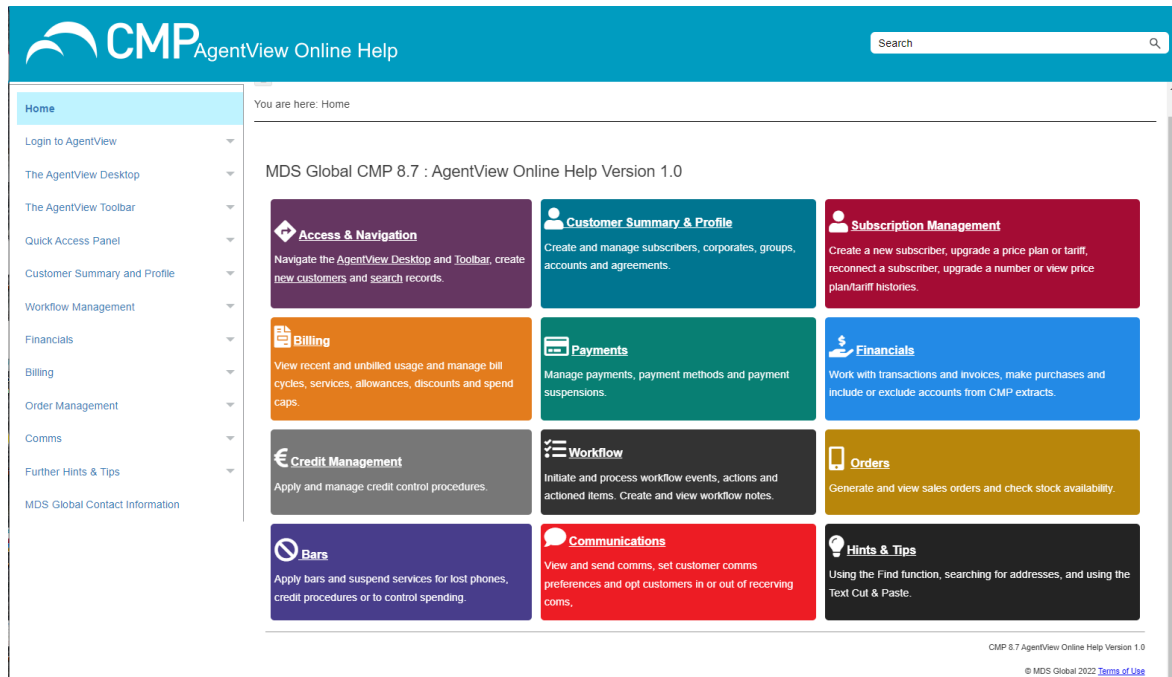
CMP documentation is aimed at internal and external customers, which can include the following:

- IT staff for CMP Licence customers
- Non-IT staff for CMP Licence and Managed Services customers
- Systems Integrator (SI) Partners
- MDS Global Business Operations
- MDS Global employees wanting to familiarise themselves with CMP.

Some documentation, for example the *CMP Overview*, can be shared with prospective customers during the sales process.

## 1.0 Context-Sensitive Help

The AgentView application and CMP consoles, such as the Administration Console, Bulk Action Console and Business Configuration are provided with HTML5 context-sensitive help. The help provides a consistent look and feel and a shared layout, to help users familiarise quickly with the help format and locate information easily. All help can be searched, and features pop-up text for glossary items and key terminology.



*The AgentView Help, showing the shared look and feel for CMP console help.*

The Help is installed as a separate CMP module. See the *CMP Installation Guide* for configuration details.



## 2.0 Documentation Set

The CMP documentation set is a hierarchy - the granularity of technical detail increases with each level; and each level assumes knowledge of the relevant documentation in the level above.

For example:

1. The *CMP Overview* provides a high-level description of CMP features and modules.
2. The *CMP Operations Overview* assumes knowledge of the *CMP Overview* and provides guidance on CMP operations and processes, operation scheduling and management, and the functionality of the CMP Administration Console.
3. The next-level documentation, for example *Batch Jobs and JSON Schemas* guide, assumes knowledge of both the *CMP Overview* and *CMP Operational Overview*, and describes the functionality of the batch jobs that make up CMP processes and provides the relevant JSON schemas. The *Administration Console Online Help* is aimed at console users, and provides step-by-step instructions on, for example, how to create schedules or edit CMP module properties.

Within the hierarchy, CMP documentation is also organised into categories:

### Functional

Functional documentation describes the different functional areas of the CMP system and how they address the business processes that a typical telecommunications service provider should support, including the different options available and the key limitations.

For more information see "*Functional Documentation*" on the next page.

### Technical

Technical guides cover the hardware and software aspects of a CMP implementation, such as system requirements, technical architecture, recovery, availability and installation. These guides are aimed at IT staff and MDS Global staff responsible for deploying and maintaining CMP.

For more information see "Technical Documentation" on page 7.

### Integration

Integration documentation is aimed at customer teams or third parties who need to build integration into CMP. It explains the different integration methods supported by the product, the principle technical concepts of each, and provides example use cases to support the integration process.

This is provided by the following:

- *Batch Jobs and JSON Schemas Guide*
- *Extracts Guide*
- *RESTful Web Services API*
- *Business Configuration RESTful API*

For more information see "Integration Documentation" on page 8.

### Operational

Operational guides are aimed at IT staff such as system administrators and MDS Global Business Operations staff who are concerned with the day-to-day operations and processes in CMP and the monitoring and security of the same. This covers security, batch processes and purging.

For more information see "*Operational Documentation*" on page 9.

In addition to these categories are the documents:

### CMP Overview

The *CMP Overview* is the starting point for anyone who wants to learn about CMP. It assumes no prior knowledge of CMP and provides a high-level overview of the end-to-end capabilities of the Cloud Monetisation Platform and the functional modules, including key concepts, billing, provisioning, rating, and customer management. The information is descriptive only; the document does not provide implementation instructions.

This documentation is available in PDF and HTML format.

### Release Notes

The *Release Notes* describe all the new and changed functionality since the last product release and are specific to a given CMP release. *Release Notes* list which versions of the CMP modules form the basis of the release and describe any optional modules and adaptors. Fixed issues within the release are also included, as are updates to the documentation.

This documentation is available in HTML format only.

### Documentation Overview

This document describes the structure of the CMP documentation set and outlines the contents of each document.

## 2.1 Functional Documentation

Functional documentation in CMP includes the following:

### Business Configuration Overview

Used in conjunction with the Business Configuration online help, this guide will help internal and external users of the Business Configuration console to set up the business configuration of CMP. The guide provides an overview of each Business Configuration module, describes the concepts behind them and how they relate to one another. For example it describes:

- How customers can create propositions comprising price plans built from tariffs, services and allowances.
- How customer communications in a number of formats can be triggered internally and externally and configured to include customer information in the form of default fields.
- How credit management requirements such as account types, credit control procedures and debt recovery agencies can be configured.

The document also covers Propositions, Customer Management, Credit Management, Billing, Payments, Usage Processing, Workflows, Network Commands and Network Features.

This documentation is available in PDF and HTML format.

### [Billing Functionality Guide](#)

This document describes the functional components of the CMP Billing Module and how the different components of the module interact. It covers the billing controls and the bill cycle and also provides additional billing module information such as descriptions of cyclical and convergent billing, invoice and statement production, the role of the Agreement in billing, invoice production and aged debt.

The guide also provides a high-level overview of how CXP (Spend Analyser) can be used to analyse invoice and usage information, as well as describing usage archiving.

This documentation is available in PDF and HTML format.

### [Communications Functionality and Configuration Guide](#)

This document describes the functional components of the CMP Communications (Comms) Module and how the different components of the module interact. It describes the configuration for CMP communication both in Business Configuration and Administration Console, and covers the batch jobs and daemons responsible for creating and distributing communications. The guide describes the end-to-end process flow for communications in detail. It also covers working with third party software and systems to create email and HTML templates for communications, and explains how to use CMP default fields to retrieve customer information from the CMP to include in communications. This documentation is available in PDF and HTML format.

### [Propositions Functionality and Configuration Guide](#)

The document describes how product offerings (propositions) such as price plans and packages are created in CMP by configuring the proposition components and their links and associations with each other. The components can include allowances, tariffs, services, discounts, caps and contracts. The guide describes the role of each component and proposition and how it can be configured in the Business Configuration console, as well as providing end-to-end examples of how propositions are built. The document also

explains how CSAs can use AgentView to handle purchases and assign price plans and packages, as well as managing tariffs, allowances, discounts, services and spend caps.

### [Payments Functionality Guide](#)

This document describes the functional components of the CMP Payments Module and how the different components of the module interact. It covers the supported payment types, applying refunds, processing recurring and one-off payments, and additional payment module information such as direct debit, third party card payments, suspending recurring payments, unallocated amounts, and accounting. This documentation is available in PDF and HTML format.

### [Online Analytics Guide](#)

Online Analytics (OLA) delivers meaningful business insight to customers' senior and operational management groups. The *Online Analytics Guide* provides an overview of the MDS Global OLA interface and functions and the specific Key Performance Indicators (KPIs) and Analytics available; it is not intended to be a user guide or a technical overview. This documentation is available in PDF and HTML format.

### [Standard Reporting Guide](#)

CMP provides Standard Reports to help maintain and monitor the data added to the system, prevent financial leakage, and ensure that customer data is valid and correct. The *Standard Reporting Guide* describes the categories of report, and for each available report lists the following details: report name and ID, objective, frequency, period, input and output files and job schedule information. This documentation is available in PDF and HTML format.

## 2.2 Technical Documentation

CMP technical documentation includes the following:

### [Technical Architecture Overview](#)

The *CMP Technical Architecture Overview* provides a high level overview of the key CMP technical components, such as AgentView, web services, the CMP database, Identity Server, Role Extender, Report Server, the Published Interfaces Layer and batch processes. It describes High Availability options and lists the third party software versions supported by CMP, as well as the licences for third party Open Source packages embedded in the product. This documentation is available in PDF and HTML format.

### [Installation Guide](#)

The Installation Guide describes how CMP is delivered as a set of components that are Red Hat Package Manager (RPM) packages that are deployed using Ansible Automatic Deployment. For this, an inventory file is required and the documentation provides detailed instructions on how to prepare the file either manually or by the preferred

method, using the CMP Installation Configuration tool. Sample inventory files are provided for single-host and multiple-host installations.

The guide describes how to deploy CMP as well as post-installation checks and tests. Upgrading and uninstalling are also covered.

This documentation is available in PDF and HTML format.

## 2.3 Integration Documentation

CMP integration documentation includes the following:

### [Extracts Guide](#)

This guide covers both Spend Analyser and Data Warehouse extracts.

The documentation provides a high-level description of Spend Analyser and describes how the relevant CMP batch jobs produce extracts of customer hierarchy and invoice data for analysis.

The guide provides a detailed description of the standard MDS Global Data Warehouse Extracts, the process for extraction, and the data extracted. It covers the scheduling and flow of the process, as well as the format, collection, naming, and housekeeping of the output files. A data dictionary for customer and configuration data is also provided. This guide assumes knowledge of the *CMP Overview* and CMP technical integration basics.

This documentation is available in HTML and PDF format.

### [SOAP Web Services Semantics Guide](#)

The *CMP SOAP Web Services Semantics Guide* provides an overview of the technology of the MDS Global SOAP web services, including validation, error handling, authentication, security, and audit logs. It then describes in detail the functionality offered by each web service and lists the elements in each request and response. This guide assumes knowledge of the *CMP Overview* and CMP technical integration basics.

This documentation is available in HTML and PDF format.

### [RESTful Web Services API](#)

This web-based API documentation provides an overview of the MDS Global RESTful web services for CMP, describing the format and conventions for HTTP verbs and status codes, response and request headers, errors, and types.

It describes the functionality provided by each web service and lists the elements in each request and response. This guide assumes knowledge of the *CMP Overview* and CMP technical integration basics.

This documentation is available in HTML format.

## Business Configuration RESTful API

This web-based API documentation deals specifically with the RESTful web services used to manage Business Configuration data, for example price plans, tariffs, services, packages, product attributes, communications, and so on.

It describes the function of each web service, lists and explains the elements in request and response, provides examples and explains errors.

This documentation is available in HTML format.

## 2.4 Operational Documentation

CMP operational documentation includes the following:

### Operational Overview

The *Operational Overview* describes the key considerations involved in the day-to-day running of a CMP implementation. These include the operation architecture, batch processes, probes, auditing and the responsibilities of the service management team.

The Administration Console provides the operational teams with an interactive environment; making it simpler for the operations teams to run, manage, and monitor batch processes. It also provides alert, automation and auditing functionality. This documentation describes in detail the functionality of the console, including:

- Operation Monitoring
- Daily Operations
- System Management and Monitoring
- System Configuration.

The guide describes the batch jobs and the daemons and probes with which they are associated. It explains in detail what to take into consideration when creating a batch schedule and provides a sample schedule. The guide does not provide low-level technical details such as step-by-step instructions to perform console tasks. This information is provided in the online help for the console.

This document assumes knowledge of the *CMP Overview* and is available in HTML and PDF format.

### Security Guide

The *Security Guide* outlines the CMP security technical architecture and explains the concepts behind CMP's role-based security model. It describes the hierarchy of groups, parent roles and roles that are assigned to users to control their access to CMP functionality. This includes the roles for AgentView, Administration Console, Business Configuration and both SOAP and RESTful web services.

The guide also introduces the Management Console, used to manage the WSO2 Identity Server, and provides step-by-step instructions on how to create a user and assign roles to them.

This document is available in HTML and PDF format.

### [AgentView Function Security Guide](#)

An HTML resource that defines the access control to specific AgentView panels, pop-ups and functionality.

### [Batch Jobs and JSON Schemas Guide](#)

CMP's Secure Asynchronous Batch and Reactive Execution (SABRE) Server can run Java-based batch jobs, such as credit card payment processing. The data inputs and outputs must be formatted according to the JSON schemas defined in this guide. Each batch job is described and scheduling information provided. The schemas are available for viewing or download.

This documentation is available in HTML format only.

### [Purge Guide](#)

Purging is an important consideration in the day-to-day operation of CMP because it helps to keep obsolete or unwanted data to a minimum and can improve the application's performance. CMP offers a suite of routines (Java batch jobs) to facilitate purging, which are run in the Administration Console.

For each purge routine, this document:

- Describes its high-level selection criteria and business rules (that is, what gets purged).
- Highlights the CMP tables that are directly impacted by that purge.
- Indicates whether purged data can be archived on backup media.
- Describes how to run the job.

This document is available in HTML and PDF format.

### [System Administration Guide](#)

The System Administration guide provides a starting point for managing MDS Global Cloud Monetisation Platform (CMP) components and running them optimally. It provides an overview of system components, system software and system communication. For each system component the Administration section provides basic information on:

- Deployment
- Configuration
- Starting
- Stopping
- Monitoring status
- Log Files.

System availability, recovery, security, monitoring and optimisation is also covered.