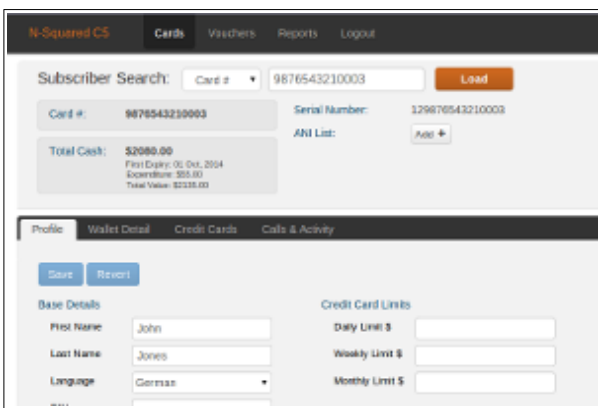## Summary

The Oracle Communications Network Charging Control Services (OCNCC CCS) product is a popular Telecommunications platform for implementing Mobile Pre-Paid, Fixed-Line Calling Card, Voucher Management and real-time charging control.

The *N-Squared Charging & Control Customer Care Console* (N2C5)[1] screens provide a supplementary CCS User Interface for effective Subscriber and Voucher management by Customer Service Agents.

Note that the N2C5 screens are not a complete replacement for the entire CCS administration interface. The role of N2C5 is provide a secure, controlled, and highly efficient user interface experience specifically to facilitate day-to-day subscriber management for service teams dealing directly with the end-customer.

## User Interface

The N2C5 user interface collects together the relevant CSA administration functions from multiple sources within the various sub-components of OCNCC. The relevant subscriber data is re-formatted, re-structured, filtered, clarified, validated, and presented in a secure, easy-to-use, standalone web page.
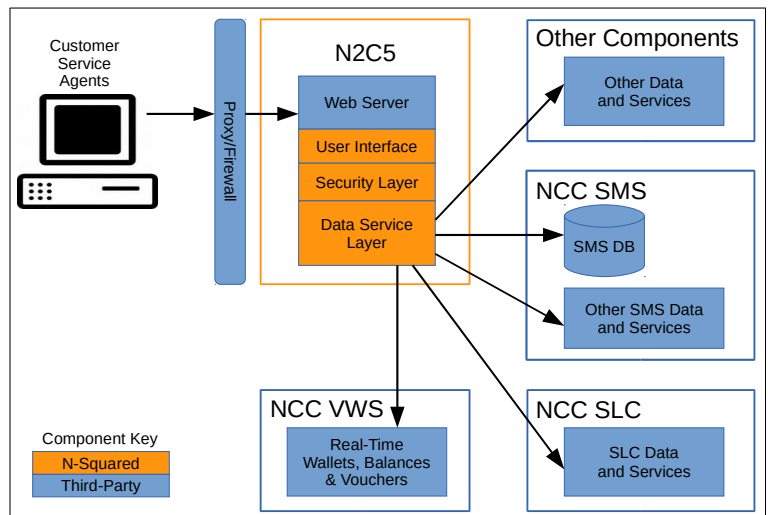


**Key Advantages:**

- **Customisable layout and structure for fields/values**
- **De-cluttered screen removes irrelevant features**
- **Formatted and optimised specifically for CSA**
- **Streamlined access gives improved screen load times**
- **Customise with site-specific CSS & graphics**
- **Subscriber, wallet & voucher management**
- **Fine-grained access control integrated with OCNCC**

## Infrastructure Advantages

The N2C5 infrastructure is provided via a 100% web-based interface which can operate in any modern browser. No additional plug-ins or technologies are required.

Specifically, the N2C5 can be run securely and simply without any need for third-party legacy components such as Java JRE, Java JDK, Flash, or Citrix.

Note that all N2C5 remote data access passes through a single HTTP/S gateway. Standard SSL certificates and additional protection can be implemented with standard tools and existing proxy technologies.



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| Pure Web-Browser | 100% Server-Secured | Linux Servers |
|:---:|:---:|:---:|
| Zero Client Install | HTTPS Protection | Cloud/VM Friendly |
| No Additional Licences | Proxy Access Control | Fully Redundant Options |

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1    N2C5 is independent software and is not licensed or authorised by Oracle.

## Subscriber Management

The N2C5 screens implements the full suite of day-to-day subscriber management features.

- **Subscriber State, Account Expiry**
- **Product Types and Linked-Account Details**
- **CRM Fields - Name & Address, etc.**
- **Speed Dials, Filter Lists, Names, Language, PIN**
- **Account Limits, Service Flags**
- **Site-Specific Custom Fields**

## Wallet Management

- **Summary by Balance Type**
- **Detailed Balance/Bucket Expiry**
- **Policy-Controlled Balance Adjustment Actions**
- **Multi Time-Zone & Multi-Currency**
- **Wallet Activation & Termination Details**
- **Integrated with Third-Party Platform Services**

## Vouchers, Call Records & More

- **Voucher Search & Management**
- **Redeem Vouchers On Subscriber's Behalf**
- **Manage Subscriber Credit Cards**
- **View Subscriber's Call, Charge, Recharge History**
- **On-The-Fly Called/Caller Geographic Lookup**
- **Internal Values Mapped to User-Friendly Labels**

## Hardware & Operating System

*N-Squared Charging & Control Customer Care Console for CCS* is currently offered for Intrepid, Luna and Nova NCC releases. The service runs on Linux (Ubuntu, Oracle, RHEL), and is available in single or redundant configuration for x86-64 hardware in physical or virtual servers.

## About N-Squared

N-Squared is an Oracle Gold Partner based in New Zealand. We are specialist providers of products and services for the Telecommunications domain.

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