

A major Telecom client automated ISP request for the WLNP TDMA-GSM Separation Solution

The Client

The client is one of the most respected names in the wireless industry that owns more than 60 wireless markets in 16 states.

The Challenge

The Client deployed GSM (Global System for Mobile Communications) technology, to offer wider calling areas, more minutes and low monthly charges to their customers. With the advent of new service, Dobson needed TDMA (Time Division Multiple Access)-GSM Separation Solution in the existing system architecture to allow a technology change for a particular Mobile Directory Number to perform an Intra-Service Port (ISP) change and associate it with the appropriate switch at NPAC (Number Portability Administration Center). Currently, ISP change request process involves manual intervention across the systems.

The Solution

To resolve these challenges, Tasma's CRM implementation team provided implementation solution to clients Wireless Number Portability FMC (Fallout Management Center) Message Manager. The Message Manager is the interface between Telcordia's Service Management Gateway (SMG - third party system) and client's Work Management System (WMS). Client's WMS is a ClarifyCRM based trouble management system that is used to track and manage port requests. An ISP Port Request change is initiated by Client Middleware to change a MDN from TDMA to GSM service or vice versa.

WNP Message Manager is a Java based solution using WebLogic, and IBM WebSphere MQ. WLNP Middleware-Clarify Interface is a façade interface to the Clarify Business Objects, that are used to manipulate Cases and Subcases in Clarify. The Message Manager receives messages from SMG and it will conditionally, in instances where port request falls out of the automated process, create, modify, or close tickets based on the attributes of the message in the WMS and notifications via Business Rules.

The Technology

- ClarifyCRM 11.5, eSupport, ClearSupport, Java 1.3, WebLogic 6.1/8.1, WebSphere MQ 5.0, Sun OS 5.8