

A typical business scenario example

Leveraging the above described customer journey, the business scenario presented below details:

- The actors involved in it
- The interactions (touch points) between them during digital service lifecycle
- The API used to support interactions

In this use case, Partner A has the commercial relationship with final customer and partner B provides a product or service that partner A resells to final customer.

Actors involved in this business scenario are:

- Customer
- Partner A with role of service provider
- Partner B with role of service provider supplying service B to partner A

Figure 3 provides a detailed view of interactions and API used

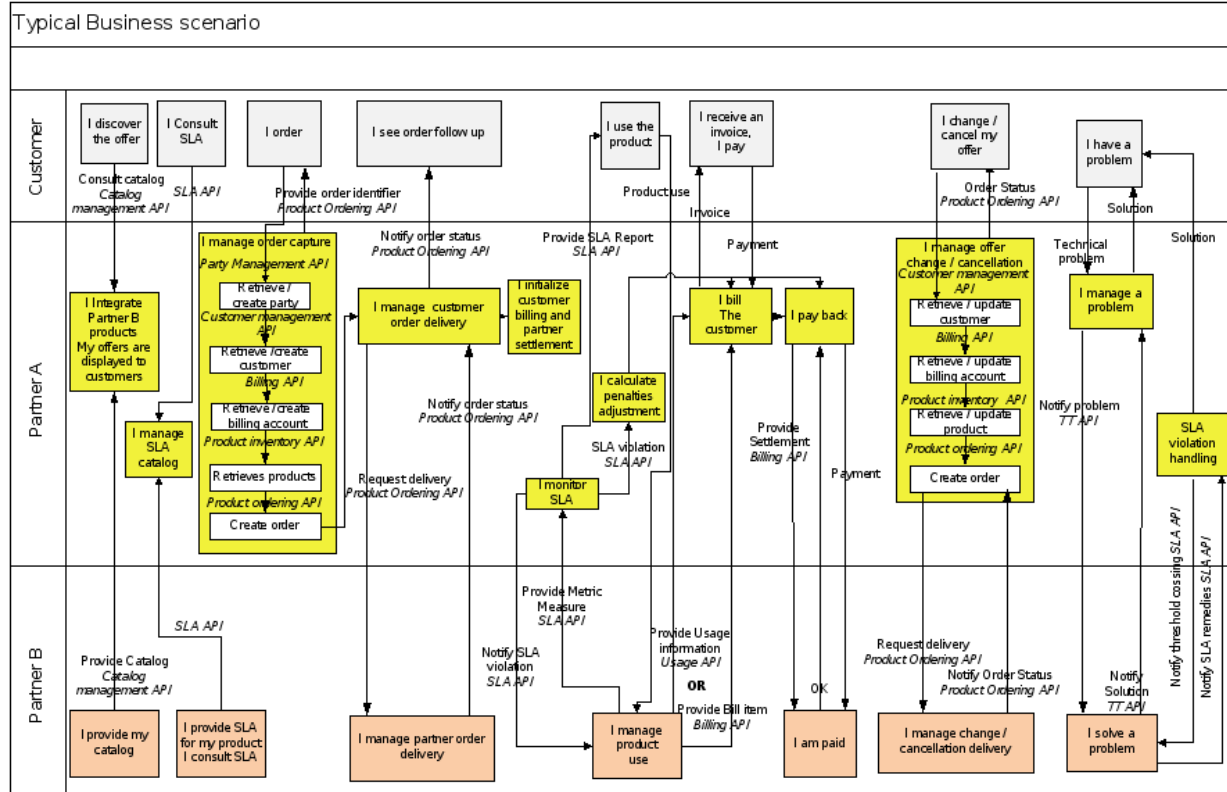


Figure 5 - detailed interactions and related API

Note: for the sake of clarity, offer cancellation has been removed and merged with offer change.

The table below summarizes:

- The actors involved
- The touch points between actors
- The API used
- The operation performed
- The ODE business entity managed

Some touch points don't appear in the table:

- Payment from customer as payment API is not yet specified
- Payment to partner as payment API is not yet specified
- Product use as it involves functional (service usage) APIs
- Customer Invoicing as Invoicing API is not yet specified
- Settlement note validation as no API is specified yet for such interaction
- Technical problem submission by customer as it is not realized using API

Actor 1	Actor 2	Touch point	API	Operation	ODE business entity managed
Customer	Partner A	Consult Catalog Customer consults catalog from partner A	Catalog management	Catalog retrieval	Product offering

Partner B	Partner A	Provide catalog Partner B provides catalog to partner A Partner A integrates partner B products	Catalog management	Catalog export	Catalog
Customer	Partner A	Consult SLA Customer consults SLA of Partner A products	SLA management	SLA retrieval	SLA
Partner B	Partner A	Provide SLA Partner A provides SLA of its Products	SLA management	SLA update	SLA
Partner B	Partner A	Consult SLA Partner A consults SLA of Partner A products	SLA management	SLA retrieval	SLA
Customer	Partner A	Place Order Customer places order to partner A Partner A retrieves / create party <u>Note:</u> this step allow creation of an individual or organization with its identification information and contacts	Party management	Retrieve party and create party if party doesn't exist	Party
Partner A	Partner A	Retrieve / create customer Partner A retrieves customer and creates it if necessary <u>Note:</u> this step allows creation of a customer role to party already created	Customer management	Retrieve Customer and customer account Create customer and customer account if customer doesn't exist	Customer Customer account
Partner A	Partner A	Create / retrieve billing account Partner A retrieves billing account and creates it if necessary	Billing	Retrieve and Create billing account if billing account doesn't exist	Billing account
Partner A	Partner A	Retrieve product Partner A retrieves product from product inventory	Product inventory	Retrieve existing products	Product
Partner A	Partner A	Create order	Product ordering	Create customer Order	Product order
Partner A	Partner B	Request delivery Partner A creates order to requests order delivery to partner B	Product Ordering	Create partner Order	Product order
Partner B	Partner A	Notify order status Partner B notify order status to partner A	Product Ordering	Notify Order Status	Product order
Partner A	Customer	Notify order Status Partner A notify order status to customer	Product Ordering	Notify Order status	Product order
Partner B	Partner A	Provide Usage information Partner B provides usage information to partner A	Usage	Provide usage	Usage
Partner B	Partner A	Provide metrics measurement Partner B provides Metric measurement information to partner A	SLA management	SLA notification	SLA
Partner A	Customer	Provide SLA report Partner B provides SLA report to customer	SLA management	SLA notification	SLA
Partner A	Partner B	Notify SLA violation	SLA management	SLA violation notification	SLA violation
Partner A	Partner A	Retrieve SLA Violation Partner A retrieves SLA violation to Calculate penalties and adjustments	SLA management	SLA violation retrieval	SLA violation
Partner B	Partner A	Provide Bill item Partner B provides bill item to partner A	Billing	Send bill item	Bill item
Customer	Partner A	Send Payment Customer pays Partner A	None	No payment API	None
Partner A	Partner B	Provide Settlement Partner A settles with partner B	Billing	Notify settlement note	Settlement note advice
Customer	Partner A	Change Offer Customer requests offer change to partner A Partner A retrieves customer information <u>(note:</u> it is not necessary to retrieve party as customer already exists)	Customer management	Retrieve customer / customer account	Customer Customer account
Partner A	Partner A	retrieve billing account Partner A retrieves billing account	Billing	Retrieve billing account	Billing account
Partner A	Partner A	Retrieve existing products Partner A retrieves customer existing products	Product inventory	Retrieve /update existing products	product
Partner A	Partner A	Create order Partner A creates customer order	Product Ordering	Create customer order	Product order
Partner A	Partner B	Request delivery Partner A creates partner order to request order delivery to partner B	Product Ordering	Create partner order	Product order
Partner B	Partner A	Notify order status Partner B notifies order status to partner A	Product ordering	Notify Order status change	Product order
Partner A	Customer	Notify order Status Partner A notifies order status to customer	Product Ordering	Notify order status change	Product order
Partner A	Partner B	Notify problem Partner A notifies problem to partner B	Trouble ticketing	Create trouble ticket (internal) Notify trouble ticket	Trouble ticket
Partner B	Partner A	Notify solution Partner B notifies solution to partner A	Trouble ticketing	Update trouble ticket (internal) Notify trouble ticket update	Trouble ticket
Partner A	Partner B	Notify SLA threshold crossing Partner A Notifies SLA threshold crossing to partner B	SLA management	SLA Violation notification	SLA violation
Partner B	Partner A	Notify SLA remedies Partner B Fixes the problem and notifies SLA remedies to partner A	SLA management	SLA Violation update	SLA violation