

High-level BSS Capability Map

Customer	Strategy to Execution		Operational Excellence		Fulfillment		Assurance		Billing & Revenue Management	
	Market Strategy and Policy	Market Research	Segmentation and Audience Management	Sales Account Management	Channel Sales Management	Campaign Workflow Management	Policy Management	Control Groups Management		
Market Sales	Sales Strategy and Planning	Brand Management	Marketing Strategy/ Campaign Alignment	Sales Aids	Campaign Calendar	Booking Channel Management	Campaign Monitoring	Campaign Reporting		
	Sales Forecast Management	Prospect & Lead Management	Customer Loyalty Management	Template Management	Contract Management	Solution Management				
			Campaign Rules and Scheduling	Campaign Optimization	Campaign Booking Channel Management	Loyalty program benefits usage & setup				
			Compensation and Results	Data & Technical Enablement Campaigning						
			Marketing & Sales Performance Reporting	Customer Loyalty Program Management						
Product			Communication Channels	NPS Trigger Management	Customer Information Management	Customer Offer Management	Identity Management	Journey Orchestration	Charge Calculation and Balance Management	Bill Creation
			Customer Insight Management	Customer Communication Management	Customer Order Management	Customer Subscription Management	Customer Problem Management	Access Management	Billing Account Management	Collection Management
					Request Management	Sales Quote Management	Case Management	Customer and Network Care	One Time Payment Handling	Payment Processing (Payment Method)
					NPS Management (Customer satisfaction)	Customer Satisfaction Management	Revenue Assurance		Billing Inquiry, Dispute and Adjustment Management	Payment Preference Management
					Personalization	Customer Notifications Management				Closing & Accounting
					Customer Interaction Management					
Value Partner			Product Performance Management	Discount Code Management						
			Service Test Management	Service Inventory Management			Service Problem Management	Service Quality Management		
			Customer Service Management	Channel Content Management	Service Order Management	Service Configuration and Activation	Service Performance Management			
			Content Asset Management	Network Management			Resource Performance Management	Rating & Mediation	Commissioning Management	Voucher Management
			Workforce Management	Resource Inventory Management	Resource Order Management		Fault Management			
Enterprise	Partner Strategy	Product Offer Onboarding	Partner Relationship Success Planning	Partner Data and Technical Enablement	Partner Problem Management	Partner Payments Management	Wholesale/ Interconnect Billing			
	Partner Workflow Management	Partner Order Management	Partner Training Management	Partner Data Distribution	Partner Quality Management	Partner Financial statement Management	Financial Management			
	IT Management	Technology Strategy Management	Security Management	Asset Management	Internal Knowledge Management	Regulatory and Compliance Management	Data Management	Financial Planning, Budgeting & Reporting		
	Ecosystem Management	HR Management	Artificial Intelligence	Reporting & Analytics	Document Management	Supply Chain Management	Data Deletion (Traffic, Deactivation, Employee)	Fraud Prevention		