

IBM Telecom Analytics Customer Care Insights V1.1 component of IBM Telecom Analytics Solutions delivers new visibility into the user experience for first line care agents

Table of contents

1 Overview	2 Publications
1 Key prerequisites	3 Technical information
1 Planned availability date	3 Ordering information
2 Description	4 Terms and conditions
2 Program number	7 Prices

Overview

IBM[®] Telecom Analytics Customer Care Insights V1.1 component of IBM Telecom Analytics Solutions includes a fast, scalable, RESTful API that provides process-enriched, user centric data. The data is a combination of service performance data (for example, number of calls, SMS, data consumption, call success rate, session success rate, error codes, location), customer relationship management (CRM) data (for example, plan, corporate account, allowance) and user experience scoring (web circuit emulation service, video circuit emulation service, mobile operating system).

Capabilities of Telecom Analytics Customer Care Insights:

- Helps create the rich customer experience data stored on the IBM Analytics Accelerator Framework component of Telecom Analytics Solutions that is available for integration primarily into customer care and customer support tools.
- Is intended for integration with external systems and represents a versatile solution that can be integrated into several applications within the Communication Service Provider environment.
- Is easy to integrate, built for performance and scalable to serve up to a very high number of agents and applications.
- Is adding five minute fine-grained data on top of hourly and daily data to minimize the delay between event occurrence and the event's specific data availability.
- Delivers new visibility into the user experience, which can help generate potential time savings at the first line care agent level.

Key prerequisites

- Internet connection
- Supported browser
- Telecom Analytics Solutions
- Analytics Accelerator Framework component of Telecom Analytics Solutions

See the [Technical](#) information section for more details.

Planned availability date

Description

Telecom Analytics Customer Care Insights V1.1 component of Telecom Analytics Solutions is a distributed NoSQL database management system that is able to provide high transaction rates, easy capacity extension, and includes built-in high availability. The API included as part of Telecom Analytics Customer Care Insights V1.1 is conveniently designed for seamless integration and provides RESTful and JavaScript™ Object Notation (JSON) formatted data over Hypertext Transfer Protocol (HTTP), Transport Layer Security (TLS), and Hypertext Transfer Protocol Secure (HTTPS) encryption.

Telecom Analytics Customer Care Insights V1.1 delivers a combined view of the customer experience across voice, data, and SMS services as well as across 2G, 3G, and 4G access technologies. Included in the data delivered:

- CRM data (for example, plan, corporate account, allowance, personal data)
- Service consumption data (for example, usage, number of calls, number SMS, Mbytes)
- Service success rate (for example, calls and session success rates)
- Customer experience scoring (for example, customer experience scoring for voice and video, mobile operating system)
- Error codes
- Location

Telecom Analytics Customer Care Insights V1.1 data is collected in time slices of one day, one hour, or five minutes. Having these options lets organizations obtain insights into the user experience within a shorter period of time.

Reference information

For more information, see Software Announcement [217-107](#), dated April 4, 2017.

Program number

Program number	VRM	Program name
5737-A70	1.1.0	IBM Telecom Analytics Solutions

Publications

Telecom Analytics Solutions product documentation is available on the [IBM Support](#) website.

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Hardware requirements

An internet connection is required.

Software requirements

- Supported browser
- Telecom Analytics Solutions
- Analytics Accelerator Framework component of Telecom Analytics Solutions

Planning information

Packaging

This offering is delivered through the internet as an electronic download. There is no physical media.

Information regarding downloading is available at [Downloading IBM Telecom Analytics Solutions](#).

Security, auditability, and control

Telecom Analytics Solutions uses the security and auditability features of the host hardware and software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

This product is only available through Passport Advantage. It is not available as shrinkwrap.

Product group: Telecom Analytics

Product: IBM Telecom Analytics Solutions 5737-A70

Product category: Analytics Solutions

Passport Advantage

There are no new part numbers as result of this announcement.

Charge metric

Program name	PID number	Charge metric
IBM Telecom Analytics Solutions	5737-A70	Resource Value Unit
		Appliance Install

Metric definitions

Appliance Install

Appliance Install is a unit of measure by which the program can be licensed. An Appliance Install is an installed copy of the program that is included on a single unit of supporting hardware. Licensee must obtain an entitlement for each Appliance Install of the program.

Resource Value Unit

Resource Value Unit (RVU) is a unit of measure by which the Program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or managed by the Program. Licensee must obtain sufficient entitlements for the number of RVUs required for Licensee's environment for the specific resources as specified in the table below. RVU entitlements are specific to the Program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource.

There are no new charge metrics as a result of this announcement.

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L-CNMY-AM9JJA

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Yes

Limited warranty

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Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express[®]](#) website.

Usage restrictions

Yes.

See the [License Information documents](#) for details.

License Information number

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Software Subscription and Support applies

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Variable charges apply

No

Educational allowance available

Not applicable.

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Prices

The prices are unchanged by this announcement.

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