



# CXPORTAL Unified Bespoke Telecom Accelerator

<Elevate Buying Experience>

# Telco Accelerator

CXPORTAL bespoke Telco & Media Accelerator is a ready-to-use web framework, designed to maximize average revenue per user through a cost-effective, streamlined process. The accelerator provides all the functionality and business tools required to build an omnichannel e-Commerce solution supporting the unique and individual needs of subscription-based businesses, including telecommunications, utilities, and Media. Telco &

Utilities Accelerator continues to support an API-driven approach to e-Commerce. It contains new features, enhancements, and bug fixes by standardizing the names of our service plans. The accelerator delivers a regular cadence of rapid innovations enabling businesses to provide exceptional customer experiences to maximize sales and improve operation. Following is the complete list of features offered in the Telco & Utilities Accelerator latest release.



# Exclusive Features

CXPORTAL bespoke accelerator supports the ability to import products from external systems, more specifically: Subscription products from SAP Subscription Billing system. The product import feature is realized through the use of integration objects. These integration objects are based on the form of the data model for simple product offerings and bundled product offerings. The solution introduces a new API (POST /Product Offering) that will be used to create these

product offerings. We Analyze, Re-engineer your business processes, improving business operations and identifying unprecedented new opportunities for both efficiency and productivity. We Design, through centred design thinking, in collaboration with our clients, we create outstanding UI/UX giving your customers a seamless customer experience. We Build and Deploy SAP eCommerce platform using industry best practices to enable your full business potential.

# Journey Checklist

When a customer is placing an order, there are certain types of product offerings, process flow, product specifications with characteristic values that require specific actions to be executed

High level feature includes certain features which are influenced by three dimensions

1. Product Offerings  
Representing customer selection
2. Application Client:  
Rendering the journey
3. Customer:  
Customer's interest and navigation

*For a successful orderplacement, the following actions need to be under taken*

1. Checklist Result Persistence
2. Configurations of the affected product offering'
3. Cart Updates for the configurable product offerings'
4. Backoffice enhancements for the required Checklist actions
5. Place order validation
6. Checklist Policy types
7. OCC Updates for checklist updates



*“Share your idea and let’s create a great project together”!*

*To learn more how CXPORTAL can help you build and scale your customer experience using SAP Commerce Cloud bespoke Telco Accelerator, please feel free to visit [www.cxportal.com](http://www.cxportal.com)*

## Implementation

CXPORTAL bespoke Telco & Utilities Accelerator now offers the capability to import simple product offerings (using individual and batch upload) from other SAP and non-SAP (external) systems. A new Integration Object (IO) *TmaSimpleProductOffering* is provided to import simple product offerings, along with all Telco & Utilities Accelerator-specific entities, such as prices, subscription terms, product specifications, and product

specification characteristics in the catalogues. The new integration object: *TmaSimpleProductOffering* can receive create and update requests from the external systems for the product offerings and its prices. The integration object *TmaSimpleProductOffering* supports creation of a single product offering and the prices and the following associated entities: *TmaSimpleProductOffering*, *SubscriptionPricePlan*.

## About CXPORTAL

CXPORTAL is your award-winning SAP Commerce Cloud and Data Science digital transformation implementation partner, CXPORTAL is specialised in innovating business strategy, designing and development of digital products, digital platforms engineering and data science solutions. CXPORTAL leverage Artificial Intelligence, Machine Learning algorithms, Deep Learning Models and Big Data Analytics to unlock and scale your business data, and to

Optimizing the operating model for exponential business impact.

### CXPORTAL Services

- SAP Commerce Cloud Solutions
- Omni-Channel Solutions
- Artificial Intelligence Solutions
- Machine Learning Solutions
- Agile Architecture Solutions
- Big Data Analytics