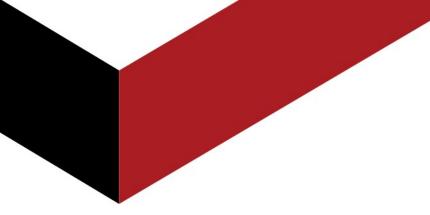




Course Outline for the Training on Revenue Assurance Methodology Duration: 3 Days





Training Course Title: Revenue Assurance Methodology

Course Code: NSE-RA-712

Duration: 3 days

Course Description:

This course is designed to give participants a complete vision about how Revenue Assurance programs could improve the financial results on Telecommunications Operators. By describing the different methods and the tasks to develop, participants will have the whole information to start building Revenue Assurance Teams in order to define monitoring controls used to identify revenue risk and report them to perform their correction. The course will analyze some of the principal processes of a Telecommunication Operator and will explain all of the usually problems that could appear on it such as Bill Incidence Detection, Rate Reviews, Fraud Alarms or Loyalty Policies.

Course Objective

- Acquire knowledge of the different Revenue Assurance Methods
- Overview of the disciplines of Revenue Assurance
- Describe the scope of the RA Activities
- Identify operational risk to improve organizational benefits
- Describe principal tools to prevent revenue risks

Key Benefits

Be able to manage different operational areas information in order to implement Revenue Assurance policies and develop control processes to avoid financial risks.

Pre Requisite

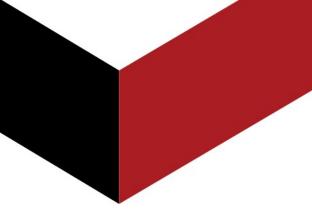
Knowledge of Telecommunication Operator concepts, business process reengineering and data analysis.

Who Should Benefit?

Engineers / Technicians / Economists/ Managers / Project Team Members/ Planners

+92 51 873 4525 | info@track4solutions.com | track4solutions.com

506-A, 5th Floor, Evacuee Trust Complex, F-5/1, Islamabad, Pakistan





Course Outline:

Module 0: Author & Course Introduction

About author and Revenue Assurance course

Module 1: Introduction to Revenue Assurance (RA)

Revenue Assurance concepts and definitions

Revenue Assurance main objectives

RA principal working areas

Benefits and advantages of RA Methods

Knowledge Test

Module 2: Revenue Assurance Methodology

Working approach on RA

Internal Audits

Design of Automatic Controls

Dashboard generation for decision support

Knowledge Test

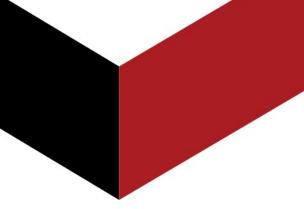
Module 3: Revenue Assurance Tools

Database Repository for Automatic Controls Executions

Integration GUI programs

Data mining tools

Knowledge Test





Module 4: Business Process Improvement

Detection process definition

Corrective process definition

Prevention process definition

Knowledge Test

Module 5: Bill Review Methods

Bill Review Strategies

Billing Incidence Detection

Price Plan Validation

Knowledge Test

Module 6: Rating Process Review

Rejected Events Analysis

Rating Catalog Review

Rating Tariffs Validation

Knowledge Test

Module 7: Unpaid Process Control

Disconnected Services Policy

Unpaid process Review

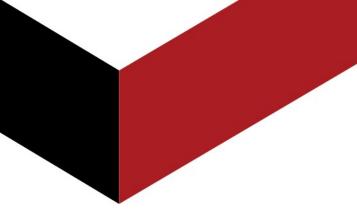
Knowledge Test

Module 8: Loyalty & Retention Programs

Loyalty & Retention Policy Control

+92 51 873 4525 | info@track4solutions.com | track4solutions.com

506-A, 5th Floor, Evacuee Trust Complex, F-5/1, Islamabad, Pakistan





Discounts Validation

Knowledge Test

Module 9: Sale Process and Promotions Review

New Products and Releases

Promotional Discounts Validation

Knowledge Test

Module 10: Fraud Alarms

Black List Numbers

Top Usage Clients Alarms

Knowledge Test

Module 11: Conciliation Methods.

Interconnection

Traffic and Billing Conciliation between operators

Knowledge Test

Module 12: Adjustment Analysis

Billing Adjustment Review

Service Incidence Analysis

Knowledge Test

+92 51 873 4525 | info@track4solutions.com | track4solutions.com