

# Oracle® Communications Billing and Revenue Management

## Business Operations Center Online Help



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# About This Content

This guide describes how to use Oracle Communications Billing and Revenue Management (BRM) Business Operations Center, which is a web-based application that you use to manage operations such as billing, payment collection, invoicing, general ledger report generation, product catalog synchronization, and refunds. You can also use it to track business trends.

## **Audience**

This guide is intended for all Business Operations Center users and system administrators.

See the documentation for those products for additional installation and configuration instructions.

# Getting Started with Business Operations Center

You use Oracle Communications Billing and Revenue Management (BRM) Business Operations Center to create, schedule, and view the results of the following operations:

- **Billing:** Finds accounts that need to be billed; calculates the balance due for each bill unit in the accounts, including all usage and cycle fees; and creates a bill for the balance due.
- **Collecting payments:** Collects the balance due for accounts that use payment card (credit or debit card) or direct debit payment methods.
- **Invoicing:** Generates invoices that list the events that were charged for and the customer's total account balance.
- **Generating general ledger reports:** Generates general ledger reports to collect general ledger data for general ledger accounts.
- **Synchronizing product catalogs:** Synchronizes the catalogs stored in the BRM server with updated values from customers.
- **Refunding payments:** Finds accounts that have refund items, and makes online refund transactions.
- **Workflows:** Runs a set of jobs in order, enabling an automated end-to-end process.
- **Your custom applications:** Runs your custom applications and displays the results in the Business Operations screen. You must configure Business Operations Center to run your custom application.
- **Tracking business trends:** Shows business trends based on data generated by the different supported operations.

For information about managing or administering Business Operations Center, see "Using Business Operations Center" in *BRM System Administrator's Guide*.

## Overview of Business Operations Center Menus and Sections

Business Operations Center includes the following pages and sections:

- **Home Page:** The Home page serves as your central dashboard for monitoring job statuses and system health. It contains the following key sections:
  - **Unresolved** box displays the number of failed jobs that require rerunning until successful
  - **Attention** box highlights jobs that need immediate consideration, either because they are blacked out or failed to run due to system issues.
  - **Failed BRM-initiated Payment Transactions** panel, which shows the count of failed Real Time Checkpoints, Batches, and Other payment transaction failures from the last 24 hours.
  - **Completed** and **Scheduled** jobs, providing a comprehensive view of job execution activity.

- **History Page:** The History page offers a comprehensive view of your job history and allows you to track job completion over different time periods. On the left side, you can select the desired time period, ranging from 24 hours to a year. You can also filter jobs by their status like **Failed**, **Success**, and **Blacked-out**. The filter field at the top enables you to filter by job IDs and other criteria. Additionally, the **Sort By** list at the top right lets you organize your job history data for easy access and analysis.
- **Jobs Page:** The Jobs page is your hub for managing and monitoring both running and configured jobs in the system. It allows you to select categories of jobs in the left pane and then view individual jobs. It also has an **Other Actions** menu, which allows you to manage category definitions, create blackout periods, and manage virtual time. The Jobs page helps to streamline job management and customization.
- **Dashboard:** The Business Dashboard serves as a comprehensive visual representation of various critical jobs in Business Operations Center. This dynamic dashboard displays graphs that summarize essential metrics for financial performance, subscriber activity, and product trends. For instance, the **Payments Received** graph shows the total payments collected in dollars, while other visualizations present related revenue, account, and product insights.

## About Using Browser Commands with Business Operations Center

To avoid losing data, do not use browser commands, such as Back, Forward, and Refresh.

## About Roles

[Table 1-1](#) lists the user roles that provide access to Business Operations Center functionality. A user's role determines what tasks the user can perform in Business Operations Center.

**Table 1-1 User Roles for Business Operations Center**

Role	Description
BOC Super Admin	Create, edit, delete, deactivate, and reactivate billing, collecting payment, invoicing, general ledger, synchronizing product catalog, refund, and workflow operations. Resolve failures in payments from the Home page. Have read access to the Dashboard page. Create users and assign roles to them.
Operations Billing Admin	Create, edit, delete, deactivate, and reactivate billing and invoicing operations.
Operations Custom Admin	Create, edit, and delete custom categories in Business Operations Center. Create, edit, delete, deactivate, and reactivate custom operations.
Operations View	Have read access to the Job History page, job timeline, and failed BRM payment transactions on the Home page.

**Table 1-1 (Cont.) User Roles for Business Operations Center**

Role	Description
Operations Finance Admin	Create, edit, delete, deactivate, and reactivate operations to collect payments, generate general ledger reports, and refund payments. Resolve payment failures from the Home page. Have read access to the Home and Job History pages and the job timeline.
Finance View	Have read access to the Dashboard page.
Operations Pricing Sync Admin	Create, edit, delete, deactivate, and reactivate product catalog sync operations. Have read access to the Job History page and job timeline.

## Using Keyboard Shortcuts

[Table 1-2](#) lists the keyboard shortcuts for many actions in Business Operations Center.

**Table 1-2 Keyboard Shortcuts in Business Operations Center**

Action	Shortcut
Move focus to the next field or element from top to bottom and left to right.	Tab
Move focus to the previous field or element, from bottom to top and right to left.	Shift + Tab
In a drop-down list in the navigation bar and on the Job History page, open the menu and move to the next item in the list.  For the Time Period and Status lists on the Job History page and Jobs page, move to the next item in the list.	Down Arrow
In a drop-down list in the navigation bar and on the Job History page, move to the previous item in the list.  For a navigation list item on the Job History page and Jobs page, move to the previous item in the list.	Up Arrow
In the branding bar at the top of the interface, move to the next icon to the right.  On the Jobs home page, move to the next tab to the right.	Right Arrow
In the branding bar at the top of the interface, move to the next icon to the left.  On the Jobs home page, move to the next tab to the left.	Left Arrow
Click a link, a button, or an item on a navigation list or a drop-down list.	Enter or Spacebar
Opens a context menu, similar to a right-click with the mouse.	Shift + F10

**Table 1-2 (Cont.) Keyboard Shortcuts in Business Operations Center**

Action	Shortcut
Print the current page.	Ctrl + P
Open the browser's search bar or field to find text on the current page.	Ctrl + F or F3

## About Date and Time Formats

Date and time formats are standardized across the Business Operations Center user interface. The format for dates matches the locale-specific standard. The time uses the 24-hour format, such as 13:00:00 for 1 p.m.

[Table 1-3](#) lists the locale-specific standards for date and time formats.

**Table 1-3 Supported Date and Time Formats**

Locale	Supported Date and Time Formats
English (en-US)	<ul style="list-style-type: none"> <li>• MMM DD, YYYY HH:mm:SS</li> <li>• MMM DD, YYYY</li> <li>• MMM DD</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MMM is the abbreviation for the month name.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is the minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>
Russian (ru)	<ul style="list-style-type: none"> <li>• DD MMM YYYY HH:mm:SS</li> <li>• DD MMM YYYY</li> <li>• DD MMM</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MMM is the abbreviation for the month name.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is the minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>

**Table 1-3 (Cont.) Supported Date and Time Formats**

Locale	Supported Date and Time Formats
French (fr)	<ul style="list-style-type: none"> <li>• DD MMM YYYY HH:mm:SS</li> <li>• DD MMM YYYY</li> <li>• DD MMM</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MMM is the abbreviation for the month name.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is the minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>
Japanese (ja)	<ul style="list-style-type: none"> <li>• YYYY/MM/DD HH:mm:SS</li> <li>• YYYY/MM/DD</li> <li>• MM DD</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MM is months in digits.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>
Italian (it)	<ul style="list-style-type: none"> <li>• DD MMM YYYY HH:mm:SS</li> <li>• DD MMM YYYY</li> <li>• DD MMM</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MMM is the abbreviation for the month name.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is the minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>
Portuguese (pt-BR)	<ul style="list-style-type: none"> <li>• DD MMM YYYY HH:mm:SS</li> <li>• DD MMM YYYY</li> <li>• DD MMM</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MMM is the abbreviation for the month name.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is the minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>

**Table 1-3 (Cont.) Supported Date and Time Formats**

Locale	Supported Date and Time Formats
Korean (ko)	<ul style="list-style-type: none"> <li>• YYYY. MM. DD. HH:mm:SS</li> <li>• YYYY. MM. DD.</li> <li>• MM DD</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MM is months in digits.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>
Chinese (zh-CN)	<ul style="list-style-type: none"> <li>• YYYY MM DD HH:mm:SS</li> <li>• YYYY MM DD</li> <li>• MM DD</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MM is months in digits.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>
Spanish (es-ES)	<ul style="list-style-type: none"> <li>• DD MMM YYYY HH:mm:SS</li> <li>• DD MMM YYYY</li> <li>• DD MMM</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MMM is the abbreviation for the month name.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is the minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>
Chinese Traditional (zh-TW)	<ul style="list-style-type: none"> <li>• YYYY MM DD HH:mm:SS</li> <li>• YYYY MM DD</li> <li>• MM DD</li> <li>• HH:mm:SS</li> </ul> <p>where:</p> <ul style="list-style-type: none"> <li>• MM is months in digits.</li> <li>• DD is the day of the month.</li> <li>• YYYY is the 4-digit year.</li> <li>• HH is the hour of the day (0 – 23).</li> <li>• mm is minute of the hour (0 – 59).</li> <li>• SS is the seconds (0 – 59).</li> </ul>

# Running Business Operations Jobs

You perform basic business operations tasks, such as billing customers and collecting payments, by creating and running jobs in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

To run business operations jobs, see the following topics:

- [About the Roles Required to Run Business Operations Jobs](#)
- [Managing Workflows](#)
- [Running Billing](#)
- [Collecting Payments](#)
- [Generating Invoices](#)
- [Generating General Ledger Reports](#)
- [Synchronizing Product Catalogs](#)
- [Refunding Payments](#)
- [Running Custom Jobs](#)
- [Specifying Job Frequency Settings](#)

## About the Roles Required to Run Business Operations Jobs

To run business operations jobs, you must be assigned the appropriate role. This table shows the types of jobs that each role can run:

**Table 2-1 Roles Required to Run Business Operations Center**

Role	Jobs
BOC Super Admin	Workflow Billing Collecting payments Invoicing Generating general ledger reports Synchronizing product catalogs Refunding payments
Operations Billing Admin	Billing Invoicing
Operations Custom Admin	Custom
Operations Finance Admin	Billing Invoicing Refunding payments
Operations Pricing Sync Admin	Synchronizing product catalogs

For more information, see "[About Roles](#)".

## Managing Workflows

Run a set of business operations jobs in order by creating a workflow job. You can enable an automated end-to-end process for the workflow job in the following order:

- Billing
- Invoicing
- Payment collections, including the option to settle any previously authorized one-time payments
- Refunds

 **Note**

You cannot change the order. A workflow job stops if any individual job fails.

To create a workflow job:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click **Workflow**.
3. Click **New**.  
The job creation wizard appears.
4. Specify the name of the job, the frequency at which to run the job, and other settings. See "[Specifying Job Frequency Settings](#)".
5. Click **Continue**.  
The Jobs page appears.
6. In the **Select Job Types to Include in this Workflow** section, select two or more jobs to run: **Billing**, **Invoicing**, **Payment Collections**, or **Refunds**.  
You cannot change the order in which the jobs are run.
7. Click **Continue**.  
The Attributes page appears.
8. In the **Account Selection Criteria** section, select the accounts to run the jobs against:
  - **Based on status**: Select whether to run the job for one or more of these account statuses: active, inactive, or closed.
  - **Based on payment method**: Select whether to run the job for one or more of these payment methods: credit and debit cards, direct debits, or invoices.
9. In the **Billing due date occurs** list, select one of these:
  - **On or before day this job runs**: Runs the job against accounts whose billing date is any day before midnight of the day that you run the job.
  - **N days or earlier before this job runs**: Runs the job against accounts whose billing day of the month occurs a specified number of days before the job is run.

- **On specific days of month:** Select one or more calendar days. For example, select 5 to run billing against accounts that have the 5th as their billing day of the month.  
This option appears only when the workflow includes a billing job.

10. If the workflow includes an invoicing job, select a value from the **Type of Invoice to Generate** list:

- **Summary:** These invoices list only the bill items.
- **Detail:** These invoices list bill items and events that have currency balance impacts.

11. Click **Done**.

You can view a workflow job's status and metrics from the Job History page.

## Running Billing

To bill your customers, you create a billing job.

To create a billing job:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click **Billing**.
3. Click **New**.  
The job creation wizard appears.
4. Specify the name of the job, the frequency at which to run the job, and other settings. See "[Specifying Job Frequency Settings](#)".
5. Click **Continue**.  
The Attributes page appears.
6. Select the status of the accounts to bill.

 **Note**

You must select at least one status.

7. Select the payment method that customers use to pay their bills.

 **Note**

You must select at least one payment method.

8. (Optional) Select one or more billing segments to bill.  
A billing segment is a bill unit category. Select the billing segments that contain the bill units you want to bill.
9. In the **Billing due date occurs** list, select the billing due date that determines which accounts are included in the job.

Do one of the following:

- To bill accounts whose billing due date is on or a day before the day the job is run, select **On or before day this job runs**.
- To bill accounts whose billing due date is a specified number of days before the date the job is run, select **N days or earlier before this job runs** and enter a numeric value for **N**.
- To bill accounts based on their billing day, select **On specific days of month**, and specify one or more days of month. The job will include all accounts whose billing day of the month is selected.

 **Note**

If you selected one or more billing segments, you cannot specify a specific day of month as the billing due date.

10. Click **Done**.

## Collecting Payments

To collect payments from your customers, you create a payment collection job.

To create a payment collection job:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click **Payment Collections**.
3. Click **New**.  
The job creation wizard appears.
4. Specify the name of the job, the frequency at which to run the job, and other settings. See "[Specifying Job Frequency Settings](#)".
5. Click **Continue**.  
The Attributes page appears.
6. Select the status of the accounts to collect payments from.

 **Note**

You must select at least one status.

7. Select one or more account payment methods to collect payments from.  
The payment method is the way customers pay their bills.
8. In the **Accounts with payment collection date occurring** list, select the payment collection date for the accounts. Do one of the following:
  - To include accounts whose payment collection date is on or a day before the day the job is run, select **On or before day this job runs**.
  - To include accounts whose payment collection date is a specified number of days before the job is run, select **N days or earlier before this job runs** and enter a numeric value for **N**.

9. (Optional) To deposit all preauthorized credit card and direct debit transactions made within the last 30 days (from yesterday), select **Settle previously authorized one-time payment**.
10. Click **Done**.

## Generating Invoices

To generate invoices for your customers, you run an invoicing operation. To run the operation, you create an invoicing job.

To create an invoicing job:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click **Invoicing**.
3. Click **New**.  
The job creation wizard appears.
4. Specify the name of the job, the frequency at which to run the job, and other settings. See "[Specifying Job Frequency Settings](#)".
5. Click **Continue**.  
The Attributes page appears.
6. Select one or more account payment methods to be invoiced.  
The payment method is the way customers pay their bills.
7. In the **Accounts with billing cycle ending** list, select the billing cycle end date for the accounts. Do one of the following:
  - To include accounts whose billing cycle ends on or a day before the day the job is run, select **On or before day this job runs**.
  - To include accounts whose billing cycle ends a specified number of days from the date the job is run, select **N days or earlier before this job runs** and enter a numeric value for **N**.
8. Select the type of invoice to generate:
  - To list only bill items, select **Summary**.
  - To list the bill items for the bill unit and the events that have currency balance impacts greater than zero, select **Details**.
9. Click **Done**.

## Generating General Ledger Reports

To generate general ledger reports, you create a general ledger job.

To create a general ledger job:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click **General Ledger**.
3. Click **New**.

The job creation wizard appears.

4. Specify the name of the job, the frequency at which to run the job, and other settings. See "[Specifying Job Frequency Settings](#)".

5. Click **Continue**.

The Attributes page appears.

6. Specify the purpose of your general ledger report:

- **Preview**: Generates a report for previewing your general ledger data. Use this option if your company supports deliverable-based revenue recognition.
- **Export for Posting**: Generates the general ledger report in XML format for posting to your external financial system. Use this option if your company supports deliverable-based revenue recognition.
- **Individual**: Generates a separate general ledger report for each type of revenue that you select. Use this option if your company supports event-based revenue recognition.

7. If you have selected **Individual**, do the following:

- a. In the **Reporting Period** field, specify the date range to include in the report.

For one-time jobs, you choose specific dates for the start and end of the reporting period, such as September 10 through September 30.

For repeating jobs, you can adjust the reporting period by adding or subtracting days relative to the day the job runs. For example, if the general ledger job runs on the 30th day of the month, you can specify to end the reporting period one day earlier, on the 29th day of the month.

- b. In the **G/L Segment** list, select the G/L segment.

- c. In the **Types of Reports to Generate** area, select one or more revenue report types to generate.

Business Operations Center will generate a separate report for each revenue type that you select.

- d. In the **Include in Report** area, specify to include one or more of the following resources in the report:

- To include currency amounts, such as US Dollars and euros, select **Currency**.
- To include noncurrency amounts, such as minutes and gigabytes, select **Non currency**.
- To include the totals for each type of charge, select **Breakdown by charge type**.

- e. Select whether to **Post G/L revenue**.

If you have selected **No**, you typically run a GL report without posting when you want to see the data before the end of the normal GL cycle. Your regularly scheduled GL reports should post data.

8. Click **Done**.

## Synchronizing Product Catalogs

Different catalogs or plans for different pricing components, such as charge offers, discount offers, packages, and so on are stored in the BRM server. However, the customer cannot access the BRM server to update the catalogs.

To update these catalogs in the BRM server, you create a product catalog sync job.

To synchronize a product catalog:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click **Product Catalog Sync**.
3. Click **New**.  
The job creation wizard appears.
4. Specify the name of the job, the frequency at which to run the job, and other settings. See "[Specifying Job Frequency Settings](#)".
5. Click **Continue**.  
The Attributes page appears.
6. Select a value from the **Synchronize** list, which determines which catalog will be synchronized.  
You can either synchronize the entire catalog or select specific elements of the catalog to synchronize.
7. If you select **Specific Catalog Elements**, choose the catalog elements that you want to synchronize.
8. (Optional) Select the **Only synchronize changes** checkbox to synchronize only the changes made since the last sync.
9. Specify the synchronization period.
10. Click **Done**.

## Refunding Payments

To refund payments to your customers, you create a refund job.

To create a refund job:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click **Refunds**.
3. Click **New**.  
The job creation wizard appears.
4. Specify the name of the job, the frequency at which to run the job, and other settings. See "[Specifying Job Frequency Settings](#)".
5. Click **Continue**.  
The Attributes page appears.
6. Select the status of accounts to give refunds to.
7. Select one or more account payment methods to give refunds to.
8. Click **Done**.

## Running Custom Jobs

To run one of your custom applications, create a custom job.

To create a custom job:

1. Click the **Jobs** icon.  
The Jobs page appears.

2. In the **Categories** column, select the name of the custom job you want to run.  
For information about custom categories, see "[Setting Up Custom Categories](#)".

3. Click **New**.

The job creation wizard appears.

4. Specify the name of the job, the frequency at which to run the job, and other settings. See "[Specifying Job Frequency Settings](#)".

5. Click **Continue**.

The Attributes page appears with the utility's syntax listed in the **Usage Summary** area at the bottom of the page.

6. In the **Parameters and associated values** field, enter any parameters to run with the script that do not require a file upload, such as **-active -test**.
7. (Optional) To include a parameter that requires a file, select the plus icon next to **Name of parameter that specifies a file**. Then, enter the parameter name and browse to the location of the file to upload.

For example, enter **-file** and then browse to the file to upload.

8. Click **Done**.

## Specifying Job Frequency Settings

To specify the job frequency settings:

1. In the Name and Frequency page, enter a name for the job.

You cannot use the name of an active job. You can, however, reuse the name of a job that has ended or that was deleted.

2. (Optional) In the **Tag** field, enter one or more descriptive terms to use to search for the job. Separate each tag with a comma. Tags are not case sensitive.
3. (Optional) Turn on **Notify when complete** and enter your email address to receive an email notification when the job is completed.

4. In the **Frequency** section, select when to run the job:

- To run the job only once, select **One Time**.

You can start the job immediately or at a specified date and time.

- To run the job on a recurring basis, select **Repeats** and then set:

- The frequency, which can be daily, weekly, or monthly, and the starting time.
- The start date, which can be immediately or on a date you specify.
- When to end the recurring job, either never or on a date you specify.

5. (Optional) To view the job in a calendar-like view, click **View timeline with this job included**.

The timeline displays completed and upcoming jobs in a scrolling, calendar-like view. You can use this view to see whether you scheduled your job to run during a blackout period or to run at the same time another job is running.

See "[Viewing the Timeline from the Job Details Page](#)" and "[Creating a Blackout Period](#)".

6. (Optional) In the **Job Uses Data in Schema** section, specify one or more database schemas on which to run the job. Select the target schema numbers from the **Schema** list. By default, the job is run against all schemas in the database.

 **Note**

The **Job Uses Data in Schema** section is displayed only if you have a multischema BRM system.

# Setting Up Custom Categories

You can set up Oracle Communications Billing and Revenue Management (BRM) Business Operations Center to run your custom applications. To do so, you create a custom category that defines the name and location of your script as well as the parameters associated with the script.

## Note

After the custom category is set up, you run your custom application from Business Operations Center by running a custom job. See "[Running Custom Jobs](#)". To set up custom categories, you must be assigned the **Operations Custom Admin** role.

To set up custom categories, see the following topics:

- [Defining a Custom Category](#)
- [Modifying a Custom Category Definition](#)
- [Deleting a Custom Category Definition](#)

## Defining a Custom Category

A custom category defines how Business Operations Center can find and run your custom script.

To define a custom category:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click **Other Actions** at the top right and then select **Manage Category Definitions**.  
The Category Definitions page appears.
3. Click **Define Category**.  
The Define Category page appears.
4. In the **Category name** field, enter the name to display in Business Operations Center for your custom job. The default is the name of your script.
5. In the **Script location** field, enter the path under **\$PIN\_HOME/** where your script is located. For example, enter **/bin/custom** if your script is located in the **\$PIN\_HOME/bin/custom** directory.
6. In the **Execution location** field, enter the path under **\$PIN\_HOME/** in which to run the script.

If your script needs to connect to the BRM database, this directory must contain a configuration file that explains how the utility can connect to the BRM system. See "Connecting BRM Utilities" in *BRM System Administrator's Guide*.

7. In the **Script name** field, enter the name of your custom script, such as **my\_custom\_script**. This name must match the name of the script stored in the **Script location** directory.
8. In the **Resource name** field, enter a unique name for each category.

The resource name is used to authorize policies that control who can access each category.

A valid resource name has the following characteristics:

- The maximum length for your entry is 237 characters. The characters are restricted to the following: a to z, A to Z, 0-9, underscore (\_), period (.), and hyphen.
- Business Operations Center will add a prefix (**category\_**) and a suffix (**\_resource**) to your resource name.
- Once a resource name is set, it cannot be changed.

9. In the **Usage summary** field, enter the syntax for running your script. This should match the **-help** output from your script. For example:

```
my_custom_script -file <FileName> [-verbose] [-test] [-help]
```

10. Click **Save**.

## Modifying a Custom Category Definition

To modify a custom category definition:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click **Other Actions** at the top right and then select **Manage Category Definitions**.  
The Category Definitions page appears.
3. From the list of category names in the left panel, click the name of the custom category that you want to modify, such as **my\_custom\_application**.  
A read-only summary of the custom category appears on the right.
4. Click the **Edit** icon:



5. Edit the details as required.
6. Click **Save**.

The edited custom category definition appears in the **Category Name** column.

## Deleting a Custom Category Definition

When you delete a custom category definition, Business Operations Center also deletes any associated jobs that are scheduled to run.

To delete a custom category definition:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click **Other Actions** at the top right and then select **Manage Category Definitions**.

The Category Definitions page appears.

3. From the list of category names in the left panel, click the name of the custom category that you want to delete, such as **my\_custom\_application**.

A read-only summary of the custom category appears on the right.

4. Click the **Delete** icon:



5. Confirm that you want to delete the custom category definition and any associated jobs that are scheduled for the future.

6. Refresh your page.

The custom category definition is removed from Business Operations Center.

# Managing Blackout Periods

You can create blackout periods in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center. During a blackout period, you cannot schedule one-time jobs, and any instances of recurring jobs won't run. You might create a blackout period, for example, for planned system maintenance.

To manage blackout periods, see the following topics:

- [Creating a Blackout Period](#)
- [Deleting a Blackout Period](#)

## Creating a Blackout Period

To create a blackout period:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click **Other Actions** at the top right and then select **Schedule Blackout Period**.  
The Schedule Blackout Period dialog box appears.
3. In the **Title** field, enter a name for the blackout period.
4. Specify the date and time range of the blackout period.
5. (Optional) In the **Description** field, enter information about the blackout period.
6. Click **Create**.

The blackout period is displayed as a white bar at the bottom of the timeline.

For more information, see "[Viewing the Timeline from the Job Details Page](#)".

## Deleting a Blackout Period

You can delete a blackout period scheduled for the future. Afterwards, all occurrences of a job in a blackout period run as scheduled.

To delete a blackout period:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click the **Job Timeline** icon:



The job timeline appears.

3. Right-click the scheduled or suspended/canceled blackout period and then select **Delete**.
4. Click **Confirm**.

# Searching for and Sorting Jobs

You can search for jobs in the Jobs page of Oracle Communications Billing and Revenue Management (BRM) Business Operations Center. You can also search for and sort jobs on the Job History page.

To search for and sort business operations jobs, see the following topics:

- [Searching for Any Type of Job](#)
- [Searching for and Sorting Completed Jobs](#)
- [Searching for Jobs in the Timeline](#)

## Searching for Any Type of Job

To search for any type of job:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click the type of job that you want to find.  
The list of active jobs is displayed.
3. Click the **Filter** icon:



4. Select to filter the job by status type or the frequency at which the job runs, and then click **Update**.

All jobs matching the search criteria appear.

## Searching for and Sorting Completed Jobs

You can search for and sort completed jobs from the Job History page.

To search for and sort completed jobs:

1. Click the **History** icon.  
The Job History page appears, with all of the jobs from the last 24 hours displayed.
2. In the search bar, enter your criteria and filter by time period and status in the left pane.

### Note

The option to search by schema number appears only if you have a multischema BRM system.

3. From the **Sort By** list at the top right, select the sorting condition such as **Started**, **Finished**, **Status**, and **Category**.

# Searching for Jobs in the Timeline

To search for jobs in the timeline:

1. Click the **Jobs** icon.
2. The Jobs page appears.
2. Click the **Job Timeline** icon:



The timeline appears.

3. In the Job Timeline search bar, enter your criteria.
4. All jobs matching the search criteria appear in the timeline.

 **Note**

The option to search by schema number appears only if you have a multischema BRM system.

4. (Optional) Turn on **My jobs only** to view only the jobs that you created.

# Viewing Jobs

You can view the results of running jobs in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center. You can also view jobs in a timeline and view details about accounts associated with failed jobs.

To view jobs, see the following topics:

- [Viewing Job Details](#)
- [Viewing Job Results](#)
- [Viewing the Timeline from the Job Details Page](#)
- [Viewing a Job's Details from the Job Timeline](#)

## Viewing Job Details

You can view all the jobs, except deleted jobs, in the Jobs and Home pages.

- The Jobs page contains all jobs, except deleted jobs, that were created from the time Business Operations Center was installed. See "[Viewing Job Details in the Jobs Page](#)".
- The Home page allows you to view:
  - Completed jobs: The **Completed** tab in the right pane displays all jobs that were completed yesterday and today.
  - Scheduled jobs: The **Scheduled** tab in the right pane displays all jobs that are scheduled for today and tomorrow.

## Viewing Job Details in the Jobs Page

To view job details:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. In the **Categories** column, click the type of job you want to view.  
All active jobs in the selected category appear. To filter or sort the jobs in the list, see [Searching for Any Type of Job](#).
3. Click a job.  
Details about the job appear on the right.

## Viewing Job Results

You can view job results from the Job History page.

To view job results from the Job History page:

1. Click the **History** icon.

The Job History page with the results of the jobs run in the last 24 hours appears.

2. (Optional) Select the time period.
3. (Optional) Enter one or more filter criteria in the search bar.

 **Note**

The option to search by schema number appears only if you have a multischema BRM system.

4. (Optional) Select the status of the jobs.
5. (Optional) From the **Sort By** list, sort the search results by job start date, job end date, status, or category.
6. (Optional) To see the details of the job definition, click **View Job** in the lower right of the job record.
7. For failed jobs, you can click **View failure report** for the job to display a dialog box with the failure details. From that dialog box, you can also search for account information and export failure information. See "[Rerunning Failed Jobs](#)" and "[Exporting Failure Reports](#)" for more information.

 **Note**

The **View failure report** button appears only in the following situations:

- The job failed due to issues in the account associated with the job.
- The job is a billing, invoicing, payment collection, general ledger, custom, or refund job.

## Viewing the Timeline from the Job Details Page

The job timeline displays completed and upcoming jobs in a scrolling, calendar-like view.

To view the timeline from within a job's details page:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click the job you want to view in the timeline. See "[Viewing Job Details](#)".  
Details about the job appear on the right.
3. In the job details, click **View in timeline** at the top right.  
The timeline appears, and the selected job and its occurrences are highlighted. The timeline is read-only.

You can also view a job in the timeline while creating the job. See "[Running Billing](#)".

## Viewing a Job's Details from the Job Timeline

To view a job's details from the job timeline:

1. Click the **Jobs** icon.

The Jobs page appears.

2. Click the **Job Timeline** icon:



The job timeline appears with all scheduled jobs.

3. (Optional) Right-click a job and then select **View**.

The details of the job appear.

# Managing Failed Jobs and Transactions

You can use Oracle Communications Billing and Revenue Management (BRM) Business Operations Center to rerun failed jobs, export reports containing details of the accounts related to the failed jobs, and resolve the failed BRM-initiated payment transactions.

To manage failed jobs and transactions, see the following topics:

- [Rerunning Failed Jobs](#)
- [Exporting Failure Reports](#)
- [Solving Failed BRM-Initiated Payment Transactions](#)

## Rerunning Failed Jobs

### Note

When you rerun a failed job, it runs only on the database schema on which the job failed. For example, if the original job was run on all schemas but the failure occurred in the second schema, the job is rerun only on the second schema.

To rerun a failed job:

1. Click the **History** icon.

The Job History page with the results of the jobs run in the last 24 hours appears.

2. (Optional) Select the appropriate time period.

3. (Optional) Select the **Failed** or **Blacked-out** status.

All failed jobs or jobs that did not run due to a blackout are displayed.

4. Do one of the following:

- To run failed jobs, click **Run Again**.
- To run blacked-out jobs, click **Run Now**.

The job creation wizard with the details of the job appears.

5. If required, edit the frequency at which to run the job and other details.

6. Click **Continue**.

The Attributes page appears.

7. If required, edit the attributes.

8. Click **Done**.

The failed or blacked out job runs immediately.

You can view the result of running the job in the Job History page. The job that you reran is listed in the same job, in a reverse chronological list. The job name is the same, but it now has a suffix **(rerun)**. If the rerun fails, you can rerun only the latest failed run. The **Run Again**

button appears only for the most recent failed job. Earlier runs remain visible under the original job, but you cannot rerun them.

**① Note**

You can rerun a job only once per failed run.

## Exporting Failure Reports

You can export details about the accounts in a failed job into a spreadsheet on your local system.

To export a failure report:

1. Click the **History** icon.  
The Job History page appears.
2. Search for a failed job. See "[Viewing Job Details in the Jobs Page](#)".
3. Click **View failure report** for job with a **Failed** status.

**① Note**

The **View failure report** button appears only in the following situations:

- The job failed due to issues in the account associated with the job.
- The job is a billing, invoicing, payment collection, or refund job.

The Review Failure Details dialog box appears.

4. (Optional) Enter an account number in the **search failed accounts** field to filter the list of accounts.  
A page with the details of that account appears.
5. Click **Export**.

## Solving Failed BRM-Initiated Payment Transactions

The three types of payment failures that you can resolve through Business Operations Center are the following:

- **Real-time Checkpoints:** Transactions where the credit card failed either authorization or verification. You resolve these errors by deleting the checkpoints from BRM and then resubmitting the charge to the credit card processor. Because the first transaction failed, the customer won't be charged twice. For more information, see "[Resolving Real-Time Checkpoints](#)".
- **Unresolved Batches:** BRM does not know if the payment clearing house received or processed the batch. You resolve this issue by calling the clearing house to find out if they received the batch and then either marking the batch as processed or resubmitting the batch to the clearing house. For more information, see "[Fixing Unresolved Batches](#)".

- **Unresolved Payments:** Transactions where the credit card number is reported as charged in both BRM and the payment clearing house, but it has not been recorded as paid in BRM. You resolve these payments by marking the customer's bill as paid. For more information, see "[Applying Unresolved Payments](#)".

For more information, see "Resolving Failed BRM-Initiated Payment Transactions" in *BRM Configuring and Collection Payments*.

 **Note**

If the **Failed BRM-Initiated Payment Transactions** box is not displayed on the Home page, no payments failed.

## Resolving Real-Time Checkpoints

Credit card transactions that failed verification or authorization are marked as having real-time checkpoints. You fix these errors by deleting the checkpoints from BRM. You can then resubmit the charge to the credit card processor again.

To resolve real-time checkpoints:

1. Click the **Home** icon.  
The Home page appears.
2. Click **Failed BRM-Initiated Payment Transactions**.  
A page with details about the failed payments appears.
3. Click the **Real Time Checkpoints** tab.  
The page lists the credit card transactions that failed verification and authorization.
4. (Optional) To export the list of transactions to a file, click **Export authorize records**.
5. Click **Clear**.  
The checkpoints are deleted from the BRM database.

You can resubmit the charges that failed authorization to the credit card processor again.

## Fixing Unresolved Batches

A batch of payments is marked as unresolved when BRM does not receive confirmation from the payment clearing house that it received or processed those payments. To resolve these issues, call the payment clearing house to find out whether they received the batch. If they did, you record the batch as having been processed successfully. If they did not, you resubmit the batch to the payment clearing house for processing.

To fix unresolved batches:

1. Click the **Home** icon.  
The Home page appears.
2. Click **Failed BRM-initiated Payment Transactions**.  
A page with details about the failed payments appears.
3. Click the **Unresolved Batches** tab.  
The page lists all batches that have not been marked as processed.

4. Call the payment clearing house to find out whether they received any of the batches.
5. Do one of the following:
  - If the payment clearing house received the batch, click **Yes** to the question asking if they have received the payment and then click **Resolve**.
  - If the payment clearing house did not receive the batch, click **No** and then click **Resubmit**.
6. (Optional) Export details about the batches to a file:
  - a. Click **View Batch**.  
The list of all the transactions in the batch transaction appears.
  - b. Click **Export All**.

## Applying Unresolved Payments

In rare cases, a credit card charge is processed and the checkpoint is cleared, but the payment isn't applied to the customer's account in BRM. These payments are categorized as unresolved. This might happen because of a network failure. You fix these errors by having Business Operations Center record the payment in your customers' accounts.

To apply unresolved payments to your customers' accounts:

1. Click the **Home** icon.  
The Home page appears.
2. Click **Failed BRM-initiated Payment Transactions**.  
A page with details about the failed payments appears.
3. Click the **Unresolved Payments** tab.  
All unresolved payment transactions appear.
4. (Optional) To export all unresolved payments to a file for further investigation, click **Export All**.
5. Click **Resolve**.  
Your customer's account is updated to show that they made the payment.

# Editing Jobs

You can edit active and scheduled business operations jobs in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

To edit business operations jobs, see the following topics:

- [Editing a Job from the Jobs Page](#)
- [Editing Jobs from the Job Timeline](#)

## Note

You cannot edit the following:

- A one-time job scheduled to run immediately
- A single instance of a recurring job

## Editing a Job from the Jobs Page

You can edit only an active job. For recurring jobs, you can edit only the future occurrences of the job.

To edit a job from the Jobs page:

1. Click the **Jobs** icon.

The Jobs page appears.

2. Select the active job that you want to edit. See "[Viewing Job Details](#)".

Details about the job appear on the right.

3. Click the **Edit Job** icon:



The job creation wizard with details about the job appears.

4. Edit the required details on the Name and Frequency page.

5. Click **Continue**.

The Attributes page appears. Edit the required details.

6. Click **Done**.

The edited job appears in the jobs list.

## Editing Jobs from the Job Timeline

To edit a job from the job timeline:

1. Click the **Jobs** icon.

The Jobs page appears.

2. Click the **Job Timeline** icon:



The timeline appears.

3. Right-click the job that you want to edit, and then select **Edit**.

The job creation wizard with details about the job appears.

4. Edit the required details on the Name and Frequency page.

5. Click **Continue**.

The Attributes page appears. Edit the required details.

6. Click **Done**.

The edited job appears in the jobs list.

# Deactivating, Reactivating, and Deleting Jobs

You can delete, deactivate, and reactivate business operations jobs in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

To deactivate, reactivate, or delete business operations jobs, see the following topics:

- [Deactivating a Job](#)
- [Reactivating a Job](#)
- [Deleting a Job](#)

You cannot deactivate, reactivate, or delete completed one-time jobs.

## Deactivating a Job

Deactivating a job prevents it from running. You can reactivate a deactivated job. You can deactivate either a single instance of a job or all occurrences of the job.

### Deactivating a Job from the Jobs Page

To deactivate a job from the Jobs page:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click the active job that you want to deactivate. See "[Viewing Job Details](#)".  
Details about the job appear on the right.
3. Click the **Deactivate Job** icon:  

4. Click **Confirm**.

### Deactivating a Job from the Timeline

To deactivate a job from the timeline:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click the **Job Timeline** icon:  

3. Right-click the job you want to deactivate and select one of the following options:
  - To deactivate a one-time job, select **Deactivate**.
  - To deactivate one instance of a recurring job, select **Deactivate this one only**.

- To deactivate the entire recurring job, select **Deactivate entire job**.

4. Click **Confirm**.

## Reactivating a Job

You can reactivate all occurrences of a deactivated job or a single instance of a deactivated job before its scheduled runtime. You cannot reactivate a deleted job.

### Reactivating a Job from the Jobs Page

To reactivate a job from the Jobs page:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click the job that you want to reactivate. See "[Viewing Job Details](#)".  
Details about the job appear on the right with an **Inactive** tag beside the job name.
3. Click the **Activate job** icon:



4. Click **Confirm**.

### Reactivating a Job from the Timeline

To reactivate a job from the timeline:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Click the **Job Timeline** icon:  

3. Right-click the job you want to reactivate and select one of the following options:
  - To reactivate a one-time job, select **Reactivate**.
  - To reactivate one instance of a recurring job, select **Reactivate this one only**.
  - To reactivate the entire recurring job, select **Reactivate entire job**.
4. Click **Confirm**.

## Deleting a Job

A deleted job cannot be reactivated.

### Deleting a Job from the Jobs Page

To delete a job from the Jobs page:

1. Click the **Jobs** icon.

The Jobs page appears.

2. Click the job that you want to delete. See "[Viewing Job Details](#)".

Details about the job appear on the right.

3. Click the **Delete Job** icon at the top right:



4. Click **Confirm**.

## Deleting a Job from the Timeline

### Note

You cannot delete a single instance of a recurring job.

To delete a job from the timeline:

1. Click the **Jobs** icon.

The Jobs page appears.

2. Click the **Job Timeline** icon:



The timeline appears.

3. Right-click the job you want to delete, and then select **Delete**.

4. Click **Confirm**.

If you delete a recurring job, you can still view past occurrences of the job in the timeline.

# Changing the Time and Date of BRM

You can change the BRM system time and date for testing purposes in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

To change the BRM time and date, see the following topics:

- [About Changing the BRM System Time and Date](#)
- [Changing the BRM System Time and Date](#)

## Caution

Changing the time and date introduces the possibility of corrupting data. Do not change the time and date in a production system.

## About Changing the BRM System Time and Date

Changing the BRM system time and date does not affect the operating system time and date. You do this to test time-sensitive functions associated with nonrecurring jobs. For example, you can change the BRM system's time and date to test the following:

- Whether accounts are billed correctly. You can advance the date and then run a billing job and generate an invoice.
- Whether product catalogs are synchronized correctly.

To indicate that you have changed the BRM system time and date, a banner showing the modified BRM system time and date is displayed on the top of every page.

## Note

Closing the banner does not revert the time and date to the real system time and date.

## Changing the BRM System Time and Date

To change the BRM system time and date:

1. Click the **Jobs** icon.  
The Jobs page appears.
2. Do one of the following:
  - If you are changing the time and date for the first time, click the **Other Actions** icon on the top right and then select **Manage Virtual Time**.
  - If you have already changed the time and date and want to edit those settings, click the **Manage Virtual Time** link in the banner on top of any page.

The **Manage Virtual Time** dialog box appears.

3. Turn on **Virtual time enabled**.

 **Note**

If you already changed the time and date, skip this step.

4. In the **New virtual time value** field, change the BRM system time and date.
5. (Optional) To freeze the system time and date to the time and date you set, turn on **Do not advance time**.
6. Click **Save**.

The BRM system's new time and date are displayed in the banner at the top of every page.

# Viewing Business Trends

You can view business trends in Oracle Communications Billing and Revenue Management (BRM) Business Operations Center.

The Business Dashboard page displays the progression of business trends during the last 12 months. Businesses use this data to predict future trends or to make strategic decisions.

To view business trends, click the **Dashboard** icon. The following graphs appear:

- **Billed Revenue:** Shows revenue collected in dollars for all billed accounts.
- **Payments Received:** Shows payments received in dollars.
- **Accounts Receivable:** Shows the amount, in dollars, to be collected from all accounts.
- **Subscriber Accounts:**
  - The donut chart shows the percentage for the current day of active and inactive accounts that have subscribed to any service.
  - The line graph shows the number of active and inactive accounts that have subscribed to any service. The data points show the data as of the last day of the month.
- **Product Popularity:**
  - The **Most Popular Products** bar graph shows the number of subscriptions for each of your top ten most popular products. The data points show the data as of the last day of the month.
  - The **Least Popular Products** bar graph shows the number of subscriptions for each of your bottom ten least popular products. The data points show the data as of the last day of the month.