

OPERATOR SERVICE PLATFORM

Opaali Portal Reporting Supplementary Guide for User

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Revision History

Revision History

Revision Number	Description	Revision Date
1.0	Initial release for Telia NSEE Platform Release 4 Admin Portal	September 16, 2016
2.0	CR0018 Changes	June 19, 2017
3.0	<u>TS-3214</u>	August 1, 2017
4.0	Offline report	September 8, 2017
5.0	<u>TS-3271</u>	November 29, 2017
6.0	CR0019 Changes, Updated the latest screen shots	November 14, 2018
7.0	CR033 Revenue Summary Reporting Changes	September 23, 2022
8.0	Admin/Partner summary CountsPerApplication report changes(Adding CDR count) added CR032 changes added	November 30, 2023

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1 Overview

This document supplements the *Opaali 8.0 Reporting User Guide*, with a list of reports that contain OMA resource related counts made available on Telia Opaali Platform.

1.1 Scope

This document contains information on the reports available in the Opaali portal for Release 4, where the counts of transactions refer to the number of –

- `outboundMessageRequest`, such as outbound message request operations
- `paymentRequest`, such as amount transaction
- `deliveryInfoList`, such as read delivery status operations
- `refundRequest`, such as refund transactions

1.2 List of Reports

Table 1 lists the reports which contain OMA resource related counts for Telia.

NOTE: The platform retains the offline data for 427 days; you cannot generate Summary Reports and Live Reports prior to this date.

Definitions of types of reports - Live Transaction and Summary Transaction reports; Partner and Admin reports are in the *Opaali 8.0 Reporting User Guide*.

Table 1 List of OMA relevant reports for Telia

Title	Content summary and section reference	Report type
<code>CountsPerApplication</code>	This report provides a count of the total number of successful and failed transactions for each application. See section 2.1.	Live and Summary
<code>CountsPerOperation</code>	A count of the total number of successful and failed transactions for each operation. See section 2.2.	Live and Summary
<code>CountsPerOperationStackedBarChart</code>	The number of transactions for each operation in a graphical format. See section 2.3.	Live

Overview

Title	Content summary and section reference	Report type
CountsPerMessageType	This report shows the success and failure count for each message type, with number of generated CRDs. See section 2.4.	Live and Summary
Hits24HoursApplicationForPartner	This reports application hits over to last 24-hour Period. See section 2.5.	Live
Hits24hoursForPartner	This reports the number of transactions to each service over a 24-hour Period. See section 2.6.	Live
QueryDumpForPartner	This report is a dump of the transactions through the system. See section 2.7.	Live
RevenuePerApplication	The revenue generated by an application. See section 2.8.	Live and Summary
RoundTripPerServiceForPartner	This report shows the average and maximum round trip time for each service. See section 2.9.	Live
ServiceReportForPartner	Details of transactions with the specified search criteria. See section 2.10.	Live
ServiceReportAttributesForPartner	This report allows the display of the persisted attributes associated with a specific service report transaction and partner. See section 2.11.	Live
TrafficSummaryPerPartner	This report provides a breakdown of total traffic per application. See section 2.12.	Summary
TPSPerServiceForPartner	This report shows the number of transactions per second for each service. See section 2.13.	Live
CountsPerMobileOperator	Shows a count of total number of successful and failed transactions for each mobile operator name of the partner. See section 2.14.	Summary

2 Report Definitions

Each OMA relevant report in this section is with an example screenshot, where available. You can export,

- The tabular reports in PDF, CSV, HTML, or XLS format.
- The graphical reports as either HTML, PDF, or XLS format.
- The “QueryDump” report in the CSV format.


2.1 CountsPerApplication

This report provides a count of the total number of successful and failed transactions for each application.

The search criteria are:

- Start/End Date/Time (Mandatory)
- Application State (Production, Sandbox)

For a given partner, see one row for each application and the associated total number of successful, failed transactions and CDR count. See an example report,

Telia

Application Count Report

From: 01/11/2023 To: 23/11/2023

Application State: All

Partner: P38_Au10

Application Name	Failure Count	Success Count	CDR Count
A38_Bulk1	0	23	26
A38_BulkCOD1	0	61737	131859

 Note that this CDR count field is only available for Partner Summary Report.


2.2 CountsPerOperation

This report provides a count of the total number of successful and failed transactions for each operation. The search criteria are:

- Start/End Date/Time (Mandatory)
- Application State (Production, Sandbox)

Report Definitions


For a given Partner, Telia lists one row for each operation and the associated total number of successful and failed transactions. An operation is an API method call. For example,

 Operation Count Report		
From: 16/11/2018 00:00 EET To: 16/11/2018 23:00 EET Application State: All Partner: R4_Partner-20		
Operation Name	Failure Count	Success Count
/autho4api/token	0	3
/outbound//requests/POST/outboundMessageRequest	2	11
/outbound//requests/POST/refundTransaction	3	9
NotifyDeliveryStatus/POST/DeliveryInfoNotification	0	7
NotifyInboundMessage/POST/InboundMessageNotification	0	4
serviceNotRequested	2	0

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Generates CDR for the following operations:

- NotifyInboundMessage/POST/InboundMessageNotification
- /outbound//requests/POST/outboundMessageRequest
- /transactions/amount/POST/amountTransaction
- /transactions/amountSplit/POST/amountSplitTransaction
- /transactions/amountReservation/POST/amountReservationTransaction - Charged

 If an outbound message was failed due to No Anti-Fraud record in DB. The failed count is shown in the outbound message (e.g OutboundSMSTextMessage) and the Operation Name 'serviceNotRequested'. The reason to have a separate Operation Name as 'serviceNotRequested', is to easily identify the partners who are trying to send outbound messages for subscribers who have not requested the service

2.3 CountsPerOperationStackedBarChart

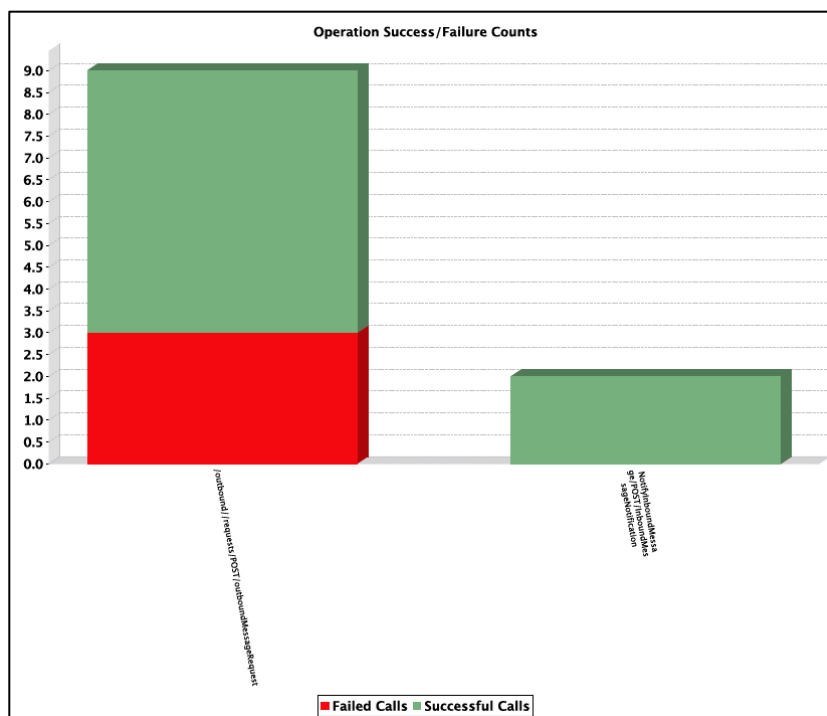
This report shows the number of transactions for each operation in a graphical format.

Report Definitions

The search criteria are:

- Start/End Date/Time (Mandatory)
- Application State (Production, Sandbox)

For each operation, there is a stacked bar showing the number of successful and unsuccessful transactions. For example,



2.4 CountsPerMessageType

This report shows the success and failure count for each message type, with number of generated CRDs. The search criteria are:


- Start/End Date/Time (Mandatory)
- Application State (Production, Sandbox)


For a given partner, shows one row for each message type and the associated total number of successful and failed transactions and the CDR Count. The message types are:

- amountReservationTransaction-Charged
- amountReservationTransaction-Refunded
- amountReservationTransaction-Released
- amountReservationTransaction-Reserved

Report Definitions


- `amountSplitTransaction`
- `amountTransaction`
- `deliveryNotificationSMSBinaryMessage`
- `deliveryNotificationSMSTextMessage`
- `deliveryNotificationSMSFlashMessage`
- `inboundMMSMessage`
- `inboundSMSTextMessage`
- `inboundSMSBase64Message`
- `OutboundMMSMessage`
- `OutboundSMSBinaryMessage`
- `OutboundSMSFlashMessage`
- `OutboundSMSTextMessage`
- `refundTransaction`

 If you sent a Reservation payment request without the `'transactionOperationStatus'` element, the failed transactions appear under message type `'amountReservationTransaction'`.

 The CDR counts for the outbound requests sent from a Charge On Delivery 'YES' applications appear under the `'deliveryNotification'` operation for successful delivery, related to the outbound message type. This works as follows:

- CDRs are generated on successful delivery of outbound message to the terminal.
- CDRs are not generated for unsuccessful delivery of outbound messages.

Therefore, the number of CDRs, that appear under the `'deliveryNotification'` operation, are for the successfully delivered messages.

 The CDR count is always shown as zero for message type `refundTransaction`, due to special implementation logic of Telia's refund automatization.

Report Definitions

See an example report:

Telia			
CDR Count Report			
From: 21/11/2017 00:00 EET To: 21/11/2017 23:59 EET Application State: Production Partner: R4_Partner-20			
Operation Name	Failure Count	Success Count	CDR Count
OutboundMMSMessage	3	27	27
OutboundSMSBinaryMessage	12	5	8
OutboundSMSFlashMessage	0	3	1
OutboundSMSTextMessage	0	3	0
deliveryNotificationSMSBinaryMessage	0	4	32
deliveryNotificationSMSFlashMessage	0	3	1
deliveryNotificationSMSTextMessage	0	3	2
inboundSMSBase64Message	0	8	29
inboundSMSTextMessage	11	26	74
Friday 24 November 2017			
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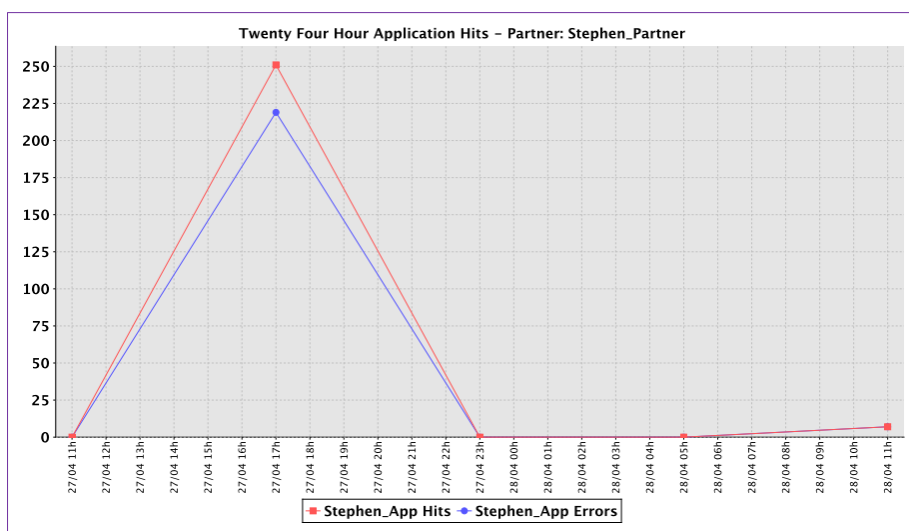
2.5 Hits24HoursApplicationForPartner

This reports application hits over to last 24-hour period. The search criteria are:

- Number of plot points (Mandatory)
- Application Name
- Application State (Production, Sandbox)

Contains one graph, with one line for each application (or for the application provided in the search criteria). The line shows the total transaction hits for each period. See an example report:

Report Definitions

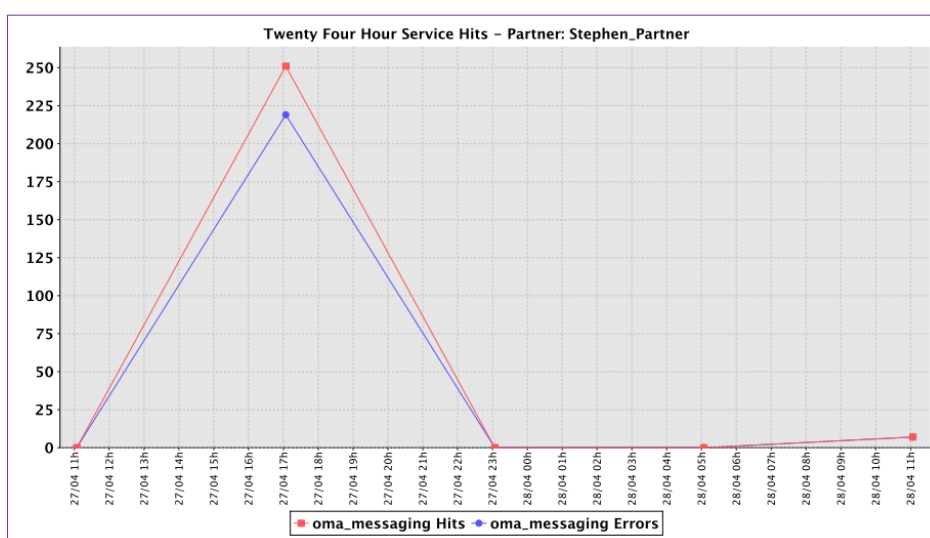


2.6 Hits24hoursForPartner

This reports the number of transactions to each service over a 24-hour period. The search criteria are:

- Service Id
- Number of plot points (Mandatory)
- Application State (Production, Sandbox)

Contains one graph, with one line for each Opaali service (or for the service selected). The line shows the total transaction hits for the period. See an example report:



Report Definitions

2.7 QueryDumpForPartner

This report is a dump of the transactions through the system. The search criteria:

- For Online option – The From date, To date, and maximum number of rows to return (Mandatory). The online report can have maximum of 999 rows.
- For Offline – The From date, To date (Mandatory). The 'Maximum Number of Rows to Return' is not mandatory to generate the report offline.

Follow the procedure to use Microsoft Excel 2007 or later versions to open a .csv file that uses UTF-8 character encoding.

The report contains a dump of all transactions between the selected date and times. The report is available in CSV. An example CSV report, when loaded in MS Excel is:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	ID	Partner	Applicatio	Service N	Transactio	Transactio	Error Code	Operation	Execution	Data Type	Data Nam	Data Value				
2	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	APPLICATI	0				
3	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	APPLICATI	BULK				
4	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	CDR_TICKI	PB5000.6000.SMS00000000000000007269.001.001				
5	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	CORRELAT	1d02a5a7-f5eb-45db-b3a1-4a6a8f13ec7f				
6	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	ERROR_TE	No resources				
7	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	MESSAGE_	32				
8	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	MESSAGE_	46 4e 2d 42 53 4d 53				
9	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	MESSAGE_	OutboundSMSTextMessage				
10	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	NORMED_	tel:+358405005901				
11	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	NORMED_	tel:+358405005900				
12	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	ORIG_DES	tel:+358405005901				
13	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	ORIG_SEN	tel:+358405005900				
14	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	SENDER_N	ACME Inc.				
15	14777	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	265	Attribute	SERVICE_	DELIVERY_IMPOSSIBLE				
16	14778	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	273	Attribute	APPLICATI	0				
17	14778	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	273	Attribute	APPLICATI	BULK				
18	14778	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	273	Attribute	CDR_TICKI	PB5000.6000.SMS00000000000000007270.001.001				
19	14778	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	273	Attribute	CORRELAT	416fc60c-ceea-4b6f-b18e-48375614e66f				
20	14778	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	273	Attribute	ERROR_TE	No resources				
21	14778	Stephen_	f193a38b9	oma_mes	27/04/16	127/04/16	1SVC1000	/outboun	273	Attribute	MESSAGE_	18				

The online report shows the number of rows given for 'Maximum Number of Rows to Return', and the maximum number of rows are 999. To generate Offline report, see section [2.7.2](#).

2.7.1 Importing a .csv file that uses UTF-8 character encoding

1. Open Microsoft Excel.
2. Click on the **Data** menu bar option.
3. Click on the **From Text** icon.
4. Navigate to the location of the file that you want to import. Click the filename and then click **Import**. The Text Import Wizard - Step 1 or 3 window now appears on the screen.
5. Choose the file type that best describes your data - Delimited or Fixed Width.

Report Definitions


6. Choose 65001: Unicode (UTF-8) from the drop-down list that appears next to File origin.
7. Click **Next** to display the Text Import Wizard - Step 2 or 3 window.
8. Place a checkmark next to the delimiter that used in the file you wish to import into Microsoft Excel. The Data preview window shows you how your data appears based on the delimiter that you selected.
9. Click **Next** to display the Text Import Wizard - Step 3 of 3.
10. Choose the appropriate data format for each column of data that you want to import. You also have the option to not import one or more columns of data if you want.
11. Click on **Finish** to finish importing your data into Microsoft Excel.

2.7.2 Generating Offline reports

Perform the following steps to generate offline reports:

1. Log in the Telia Opaali Portal. The Dashboard page appears, select **Manage Partner**. A new page for appropriate partner opens showing information about the partner.
2. On the left panel, select **Partner Reports**. A new page appears.
3. From the **Report** drop-down list, select **QueryDumpForPartner**.
4. On the **From** field, click the calendar icon and select date to specify the time period from which you want to view transactions.
5. On the **To** field, click the calendar icon and select date to specify the time period till which you want to view transactions.
6. Click **Offline**. The 'Offline Report Summary' page opens.

The report appears in Pending status on the 'Offline Report Summary' page. You receive an email after the application generates the report that you can download. Click the link in the email message, log in, and navigate to this page to download the report.

 The CDR counts for the outbound requests, sent from a Charge On Delivery 'YES' application, appear under the 'NotifyDeliveryStatus/POST/DeliveryInfoNotification' operation. This works as follows:

- If the outbound message delivery is unsuccessful, then MESSAGE_SEGMENT_COUNT is 0.
- If the outbound message is successfully delivered to the terminal, then MESSAGE_SEGMENT_COUNT shows the number of segment count of the outbound message.

Report Definitions

2.7.3 Generating Online reports

Perform the following steps to generate online reports:

1. Log in the Telia Opaali Portal. The Dashboard page appears, select **Manage Partner**. A new page for appropriate partner opens showing information about the partner.
2. On the left panel, select **Partner Reports**.
3. From the **Report** drop-down list, select **QueryDumpForPartner**.
3. On the **From** field, click the calendar icon and select date to specify the time period from which you want to view transactions.
4. On the **To** field, click the calendar icon and select date to specify the time period till which you want to view transactions.
5. In the **Maximum Number of Rows to Return** field, enter a value for number not exceeding 999.
6. Click **Submit**. The application opens a file to view the transactions in the CSV format.

This report contains transactions for the number of rows given for 'Maximum Number of Rows to Return' field for the selected time period. If you want to view all the transactions for the selected time period, generate Offline Report.

2.8 RevenuePerApplication


The live and summary report contains details for applications which have generated revenue or refunds.

The search criteria are:

- Start/End Date/Time (Mandatory)
- Application State (Production, Sandbox)


In the Live Report, revenue, refunds, and currency are listed for each application. For example,

Report Definitions

 Application Revenue Report			
From: 22/09/2022 08:00 EEST To: 22/09/2022 20:00 EEST Application State: All Partner: PartnerforMessagingInterface01			
Application Name	Revenue	Refunds	Currency
MessagingInterfaceApplication01	1.50	-19.2	EUR

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In the Summary Report, application auth level, revenue, refunds, revenue count, refund count and currency are listed for each application. For example,

 Application Revenue Report						
From: 22/09/2022 To: 22/09/2022 Application State: All Partner: PartnerforMessagingInterface01						
Application Name	Application Auth Level	Revenue	Refunds	Revenue Count	Refund Count	Currency
MessagingInterfaceApplication01	Messaging Interface	1.50	-19.2	1	2	EUR

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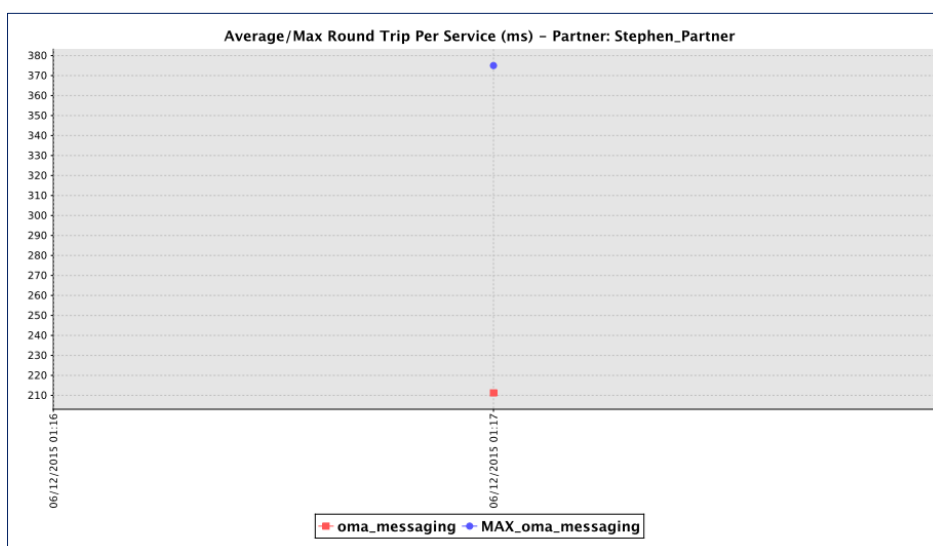
Report Definitions

2.9 RoundTripPerServiceForPartner

This report shows the average and maximum round trip time for each service. The search criteria are:

- Start/End Date/Time (Mandatory)
- Number of plot points (Mandatory)
- Application State (Production, Sandbox)

The report is a graph, with two lines for each service, round trip time and maximum round trip time. The report is generated between selected dates and times for each service that the partner uses. The user also provides the “number of plot points” to calculate the average and maximum round trip over. For example, selecting a period of 24 will provide measurements on the graph for each hour. See an example report:



2.10 ServiceReportForPartner

This report contains transaction details for specific services. The search criteria are:

- Start/End Date/Time (Mandatory)
- Service Id.
- Operation
- Maximum number of rows to return – maximum value 999 (Mandatory)
- MSISDN Attribute Name
- Attribute Value – use the following format ‘tel:+358405667255’
- Transaction Status (Success or Failure)

Report Definitions


- Application State (Production, Sandbox)
- Application Name

The report contains a row for each transaction with the following information:

- Transaction ID
- Application Name
- Service Name
- Operation Name
- Transaction Time
- Error Code
- Latency

Report Definitions

For example,

<div>  <div>Service Report</div> </div>						
<div> <div>From: 16/11/2018 13:57 EET To: 16/11/2018 16:00 EET</div> <div>Application State: All, Partner: R4_Partner-40</div> </div>						
ID	Application Name	Service Name	Operation Name	Trans Time	Error Code	Latenc
16244358	R4_Partner40_Paymen	OAUTHService	/autho4api/token	16/11/2018 13:57.50		141
16244374	R4_Partner40_Paymen	PaymentService	/transactions/amount/POST/amount	16/11/2018 13:57.51		193
16244377	R4_Partner40_Paymen	PaymentService	/transactions/amount/POST/amount	16/11/2018 13:57.51		126
16244367	R4_Partner40_Paymen	OAUTHService	/autho4api/token	16/11/2018 13:57.52		76
16244375	R4_Partner40_Paymen	PaymentService	/transactions/amount/POST/amount	16/11/2018 13:57.52		300
16244378	R4_Partner40_Paymen	PaymentService	/transactions/amount/POST/amount	16/11/2018 13:57.53		289
16244376	R4_Partner40_Paymen	OAUTHService	/autho4api/token	16/11/2018 13:57.54		86
16244380	R4_Partner40_Paymen	PaymentService	/transactions/amountSplit/POST/am	16/11/2018 13:57.54		1059
16244384	R4_Partner40_Paymen	PaymentService	/transactions/amountSplit/POST/am	16/11/2018 13:57.54		970
16244385	R4_Partner40_Paymen	PaymentService	/transactions/amountSplit/POST/am	16/11/2018 13:57.54		1101
16244388	R4_Partner40_Paymen	PaymentService	/transactions/amountSplit/POST/am	16/11/2018 13:57.54		1014
16244389	R4_Partner40_Paymen	PaymentService	/transactions/amountReservation/P	16/11/2018 13:57.56		173
16244381	R4_Partner40_Paymen	PaymentService	/transactions/amountReservation/P	16/11/2018 13:57.56		155
16244386	R4_Partner40_Paymen	PaymentService	/transactions/amountReservation/P	16/11/2018 13:57.57		325
16244390	R4_Partner40_Paymen	PaymentService	/transactions/amountReservation/P	16/11/2018 13:57.58		98
16244382	R4_Partner40_Paymen	PaymentService	/transactions/amountReservation/P	16/11/2018 13:57.58		296
16244387	R4_Partner40_Paymen	PaymentService	/transactions/amountReservation/P	16/11/2018 13:57.59		91
16244391	R4_Partner40_Paymen	PaymentService	/transactions/amountReservation/P	16/11/2018 13:58.00		320
16244442	R4_Partner40_Paymen	Refund-Production	/outbound//requests/POST/refundTr	16/11/2018 14:08.16		112
16244440	R4_Partner40_Paymen	Refund-Production	/outbound//requests/POST/refundTr	16/11/2018 14:08.17		113

2.11 ServiceReportAttributesForPartner

This report contains attribute details of specific services for a partner. The search criteria is:

- Query ID (Mandatory)

The report contains the following information:

- Attribute Name

Report Definitions

- Attribute Value

See an example report:



Attributes Report

Transaction ID: 27787295

Attribute Name	Attribute Value
APPLICATION_STATE	0
DELIVERY_RECEIPT_URI	http://gram:10101/MockRestService/rest/Binary
DELIVERY_STATUS	DELIVERED_TO_TERMINAL
NORMED_DEST_ADDRESS	tel:+358409814001
NORMED_SENDER_ADDRESS	tel:+358405005901
REQUEST_ID	35ddf611-249a-432d-a3b2-b621b4036d86
SERVICE_PROVIDER_ID	0011

2.12 TrafficSummaryPerPartner

This report provides a more detailed breakdown of total traffic per application. The search criteria are:

- Start/End Date/Time (Mandatory)
- Partner (Mandatory)
- Application State (Production, Sandbox)

The report contains a section for each application. In each application section there is one row for each transaction type with the following information:


- Application Name
- Service Id.
- Failure Count
- Success Count

The report also contains a summary section providing the following information for all applications:

- Service Id.
- Failure Count
- Success Count

An example report is shown below:

Report Definitions

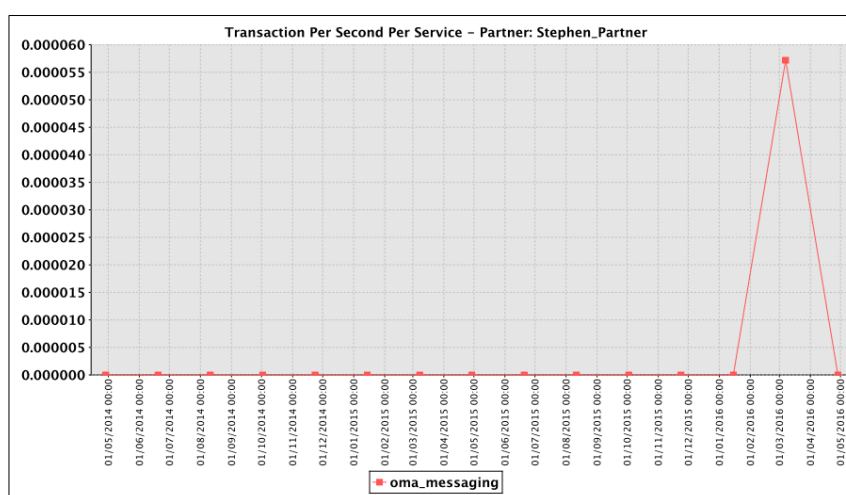
 Traffic Summary Per Partner			
From: 04/01/2017 To: 06/06/2017 Application: All Partner: RTWO_Partner_4			
Application Name	Service Id.	Failure Count	Success Count
RTWO_Partner_4_Bulk	authService1	2	670
RTWO_Partner_4_Bulk	oma_messaging	7207	1461732

2.13 TPSPerServiceForPartner

This report shows the number of Transaction per Second per Service. The search criteria are:

- Start/End Date/Time (Mandatory)
- Number of plot points (Mandatory)
- Application State (Production, Sandbox)

The report is a graph, with one line for each service showing transactions per second. Generates this report between selected dates and times. The user also provides the “*number of plot points*” to calculate the average transactions per second over. For example, selecting a period of 24 provides measurements on the graph for each hour. See an example report:




Report Definitions


2.14 CountsPerMobileOperator

This report provides a count of the total number of successful and failed transactions for each mobile operator name. The search criteria are:

- Start/End Date/Time (Mandatory)
- Partner (Mandatory)
- Application State (Production and Sandbox)

Lists one row, for the given Partner, for each mobile operator and the associated total number of successful and failed transactions. See an example report:

 Counts Per Mobile Operator		
From: 04/04/2023 To: 18/04/2023 Application State: All Partner: PH2_NewPartner-10		
Mobile Operator Name	Failure Count	Success Count
DNA-MO	1	9
ELISA-MO	1	6
TELIA-MO	0	1
TOTAL-MT	0	2

 Possible mobile operator names are DNA-MO, ELISA-MO, TELIA-MO and TOTAL-MT.

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