

学校编码: 10384

分类号_____密级_____

学号: X2010230479

UDC_____

厦 门 大 学

工 程 硕 士 学 位 论 文

基于专业网管的集团客户监控系统
设计与实现

Design and Implementation of Group Customer Monitoring
System Based on Professional Network Management

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专业名称: 软 件 工 程

论文提交日期: 2012 年 10 月

论文答辩日期: 2012 年 11 月

学位授予日期: 2012 年 12 月

答辩委员会主席: _____

评 阅 人: _____

2012 年 10 月

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摘要

随着电信运营商的业务不断拓展，集团客户业务已经成为运营商其重要的组成部分。以往的集团客户业务的监控主要基于传输专业网管和集团客户侧的投诉，对监控质量和故障处理带来诸多不便。集团客户监控系统的出现将解决了这些问题。本文主要对集团客户监控平台的系统架构、软件部署、硬件部署及目前集团客户监控平台的使用情况进行研究。

该系统可以满足运营商内省内不同地市公司现有部门组织架构和服务模式。前端通过数据整合、流程衔接、界面集成等多种手段集合了 BBOSS 系统、经分系统、预警系统、电子渠道、电子工单流、资源系统等多个系统功能，是面向领导、管理员、客户经理、工程网络人员等角色并承担生产、管理、分析、协同等职能的一站式综合管理系统。

该实现了业务和资源的全生命周期管理，集团客户的业务监控，高效的支撑了全业务的运营，大大提高了客户的保障效率，大幅提升了面向集团客户的服务支撑能力，获得了极高的集团客户服务满意度。

集团客户监控系统实施后，实现了通信运营业务和资源的全生命周期管理，集团客户的业务监控，高效的支撑了全业务的运营，大大提高了客户的保障效率，提升了集团客户服务满意度。流程纵向穿越了运营商省、市、县三级；横向穿越了前端业务、客服部门和后端工维部门；内外穿越了公司内部人员和外部合作单位（代理商、施工队、代维队等）。系统应用后极大的提升了业务开通时长，集团客户专线类业务开通时长由系统上线前的 42 天逐步下降为 12 天；同时集团客户专线类故障处理及时率由系统上线前 39%逐步提升至 81%。

关键字：通信运营；集团客户；故障处理；监控系统；网管

Abstract

With the business development of telecom operators, the business for Group clients has become an important part of telecom operators. To monitor the business of former Group clients is mainly based on transmission of professional network and complaints from our clients, which have caused so much inconvenience for quality monitoring and fault handling. As Group clients' monitoring system is introduced, these problems will be solved. This paper makes a research on systematic architecture of Group clients' monitoring platform, software deployment, hardware deployment and use of monitoring platform for Group clients.

The system can meet the organizational structures and service modes which existed in many kinds of corporations everywhere. It has implemented a full regular management of business and resources. The monitoring of Group clients' business has sufficiently supported business operations. And it has greatly improved the efficiency of customer guarantee. It also has significantly enhanced their abilities to support Group clients. Besides, it has won the high satisfaction of the Group clients.

After carrying out the Group clients monitoring system, it has achieved a full regular management of communications carriers' business and resources. The monitoring of Group clients' business has efficiently supported the full operation of all businesses. It has not only greatly improved the efficiency of customer guarantee but also has won the high satisfaction of the Group clients. The process has vertically gone through many telecom operators which were formed in counties, cities and provinces and horizontally gone through some advanced business, customer service departments, and maintenance departments. And it has also ran through the internal staff and the external cooperate dsections (agent, construction team and so on.)System applications have greatly enhanced the length of the business running. The working time of Group clients' hotlines has gradually declined from 42 days when is ahead of the online system to 12 days. Meanwhile, timely rate which Group clients' hotlines handled the faults has gradually increased from 39% to 81%.

Keywords: Communications carriers; Group clients; Fault handling; Monitoring systems; Network management

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