

# Service provisioning and activation automation

Automates end-to-end telecommunications service provisioning from order receipt to activation, reducing manual intervention and accelerating time-to-service for customers.

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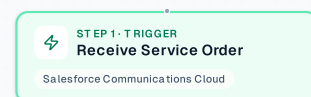


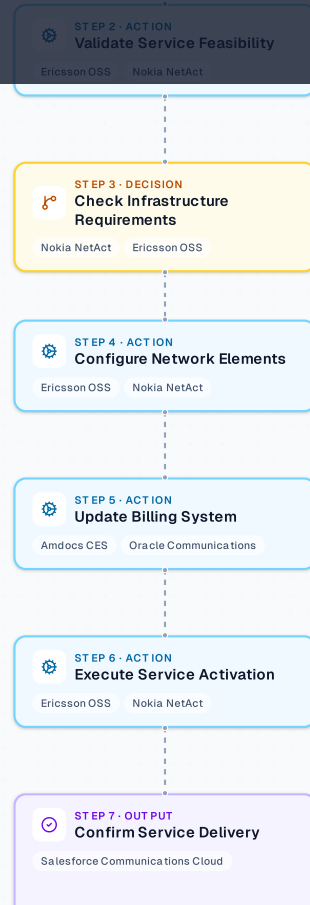
## WORKFLOW TRIGGER

New service order received from customer through sales channel or self-service portal

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

### Receive Service Order

New telecommunications service order is captured from customer sales channel or online portal. Order details including service type, customer

information, and technical requirements are extracted.

## AI Business OS

Salesforce Communications Cloud

2

 ACTION

### Validate Service Feasibility

System checks network capacity, infrastructure availability, and technical feasibility at customer location. Validates compatibility with existing network resources.

Ericsson OSS

Nokia NetAct

3

 DECISION

### Check Infrastructure Requirements

Determines if new infrastructure installation is needed or if service can be activated using existing network elements. Routes to appropriate provisioning path.

Nokia NetAct

Ericsson OSS

4

 ACTION

### Configure Network Elements

Automatically configures routers, switches, and network devices with customer-specific service parameters. Sets up VLANs, QoS policies, and bandwidth allocations.

Ericsson OSS

Nokia NetAct

5

 ACTION

### Update Billing System

Creates customer billing profile and activates charging for new service.  
Links technical service configuration with commercial billing parameters.

Amdocs CES

Oracle Communications

6

 ACTION

## Execute Service Activation

Activates the telecommunications service on network infrastructure and performs end-to-end connectivity testing. Verifies service quality and performance metrics.

Ericsson OSS

Nokia NetAct

7

 OUT PUT

## Confirm Service Delivery

Sends service activation confirmation to customer and updates all relevant systems with completed provisioning status. Creates service record in customer management system.

Salesforce Communications Cloud

ServiceNow



## Outputs

- Activated telecommunications service
- Updated customer billing profile



### Key Metrics

- Service activation time
- Order-to-activation success rate
- Manual intervention rate



### Tools & Integrations

- Salesforce Communications Cloud
- Ericsson OSS
- Nokia NetAct
- Amdocs CES
- Oracle Communications
- ServiceNow

## AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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