

Case STUDY – Enterprise Search



Challenge

A leading telecom provider wanted a means for their customers to be able to “self-service” their account across the different services available.

Solution Profile

Created an Online Account Management (OLAM) module to allow customers to manage their Wireless, Wireline and Uverse account from a single window.

There are two version of application one for Web and other for Mobile devices. Customer can login on either application and will have access to the services, including, but not limited to:

- Change plan
- Manage features/Services
- Pay Bill
- Schedule Auto Payments
- View Usage
- Stop usage if data plan exceeds the plan data usage limits
- Suspend services
- Mobile share plan
- Change Mobile share plan, etc.

Services Provided:

Designed and implemented a solution based on Lucidworks Fusion Servier 2.4, for Indexing of data from different data sources to enable a global search for products. Activities included:

- Created collections for All, Ship & Support.
- Single Sign On (SSO)
- Creating Rules
- Solr Cloud Instance
- Configure Index Pipeline and Adding different stages.
- Setting up connectors to fetch Data from different Databases.
- Using Facets to explore the Data.
- Enhancing the Query results