



Informatica® Data Archive
6.4.3 HotFix 1

Amdocs Accelerator Reference

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Preface

The *Informatica Data Archive Amdocs Accelerator Reference* is written for database administrators who use Informatica Data Archive to perform administrative tasks such as data backup, restoration, and retrieval. This guide assumes you have knowledge of your operating systems, relational database concepts, and the database engines, flat files, mainframe systems in your environment, and Data Archive.

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If you are an Informatica Network member, you can access Informatica Velocity resources at <http://velocity.informatica.com>.

If you have questions, comments, or ideas about Informatica Velocity, contact Informatica Professional Services at ips@informatica.com.

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CHAPTER 1

Introduction to Data Archive Accelerators for Amdocs

This chapter includes the following topic:

- [Data Archive Accelerators for Amdocs Overview, 7](#)

Data Archive Accelerators for Amdocs Overview

Data Archive Accelerators for Amdocs is a collection of related tables within the Amdocs module. Business rules within Data Archive check if data within the tables is eligible to archive.

Each accelerator contains one or more entities. Each entity may encompass business rules and parameters that enable Data Archive to validate requests to archive or purge data.

This document lists the parameters and business rules for the most frequently used accelerators within each application area. Refer to this document to understand how you can use the Data Archive suite of accelerators to meet your archive and purge business needs.

CHAPTER 2

Customer Care

This chapter includes the following topics:

- [Part Requests, 8](#)
- [Contracts, 9](#)
- [Cases, 9](#)

Part Requests

Data Archive handles part request information in the Part Request entity. Data Archive removes the part-request header and detail transaction records that are created from service requests. The entity allows detail records to be purged separately from the header record, but it does not allow header records to be purged until all of its details records have been purged. For example, a header record has 2 detail records, Line 1 and Line 2. Only Line 1 can be purged. The header record and Line 2 will not be purged. If Line 2 becomes purgeable at a later date, then the header record will be purged at the time Line 2 is purged.

Part Request Parameters

The following table lists the parameters for the Part Request entity.

Parameter	Description
Period To	Required. Qualifying part requests must not have any activity or updates after this date.

Part Request Business Rules

The Part Requests entity processes demand detail and header information from Customer Care. The following section describes the business rules for Part Request.

Part Request Status is Not Closed

This rule does not allow part request records to be purged if the Part Request status is not set to Closed.

Part Request Close Date is After the Archive Date

This rule validates that the part request record was not closed after the archive date.

Part Request Header Has Non-Purgeable Part Request Details

This rule does not allow part-request header records to be purged if the header record has part-request detail records that are not being purged. A part-request header record can be purged when all of its detail records have been purged as well.

Child Part Request is Not Purgeable

A part-request detail record can be related to other part-request detail records. This rule does not allow part-request detail records to be purged if all related part-request detail records are not purged at the same time.

Contracts

Data Archive handles customer contract information in the Contracts entity. Contracts consist of a header, schedule and items. Contract Item records for a Contract can be archived/purged independent of other Contract Item records for the same Contract. The Contract header record is archived and purged when all contract items records for the contract have been archived and purged.

Contracts Parameters

The following table lists the parameters for the Contracts entity.

Parameter	Description
Period To	Required. Qualifying contracts must not have any activity or updates after this date.

Contracts Business Rules

The Contracts entity processes contract header and item information from Customer Care. The following section describes the business rules for Contracts.

Contract Item End Date is After the Archive Date

This rule does not allow Contract Items to be purged if the end date is after the archive date.

Schedule has Contract Items that are not Purgeable

This rule does not allow contract-schedule records to be purged if the schedule record has contract-item records that are not being purged. A contract-schedule record can only be purged when all of its contract item records have been purged as well.

Cases

Data Archive handles customer case information in the Cases entity. Cases occur when a customer contacts a CRM Agent. Cases can spawn sub-cases or have child cases. A case can be both a parent and a child, but a case can only have one parent. This entity processes cases, sub cases, and child cases.

Cases Parameters

The following table lists the parameters for the Cases entity.

Parameter	Description
Period To	Required. Qualifying cases must not have any activity or updates after this date.

Cases Business Rules

The Cases entity processes demand detail and header information from Customer Care. The following section describes the business rules for Cases.

Case Status is not Closed

This rule does not allow cases to be purged if the case status is not Closed.

Case Close Date After Archive Date

This rule does not allow cases to be purged if the case close date is after the archive date.