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2.3.2. Telecoms services from the point of view of use? 2.3.3. How to structure telecoms services?; 2.4. Summary; Chapter 3. Building an Architectural Framework for Telecom Services; 3.1. A business reference view for telecom services; 3.1.1. Activities from the business view; 3.1.2. Service processes; 3.1.3. Application to telecom services; 3.2. A functional reference view for telecom services; 3.2.1. Components of the functional view; 3.2.2. Functional patterns; 3.2.3. Application to telecom services; 3.3. A technical reference view for telecom services 3.3.1. The elements of the technical view 3.3.2. Technical roles and reference points; 3.4. Summary; Chapter 4. Modeling and Case Study; 4.1. The business reference view; 4.1.1. Modeling; 4.1.2. Illustrations; 4.2. Functional reference view; 4.2.1. Modeling; 4.2.2. Illustration; 4.3. The technical reference view; 4.3.1. Modeling; 4.3.2. Illustration; 4.4. Functional view of a service; 4.4.1. Modeling; 4.4.2. Illustration; 4.5. The technical view of a service; 4.5.1. Modeling; 4.5.2. Illustration; 4.6. The applicative view of a service; 4.6.1. Modeling; 4.6.2. Illustration; 4.7. Summary  
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## Sommario/riassunto

Communication services are evolving at an unprecedented rate. No longer limited to interpersonal vocal communication, they now integrate functions such as address books, content sharing and messaging. The emergence of social networks - which may also include these features - is an important element of this transformation. Content services are becoming flagship services themselves, and are sometimes paired up with conversation services. The boundaries between different services are becoming less and less distinct. This book meets the need for a better understanding of communication services,

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