



METER DATA MANAGEMENT V 2.2

3.3.1.1 Manage Contacts

Creation Date: August 11, 2011

Last Updated: April 13, 2020

ORACLE®

Copyright © 2017, Oracle. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

Contents

BRIEF DESCRIPTION	4
BUSINESS PROCESS MODEL	5
DETAIL BUSINESS PROCESS MODEL DESCRIPTION.....	6
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS.....	9
DOCUMENT CONTROL	10
ATTACHMENTS	11
<i>Contact</i>	11
<i>How to Read and Understand Process Diagram .URM Standards. Notations</i>	11

Brief Description

Business Process: 3.3.1.1 MDM.v2.2.Manage Contact

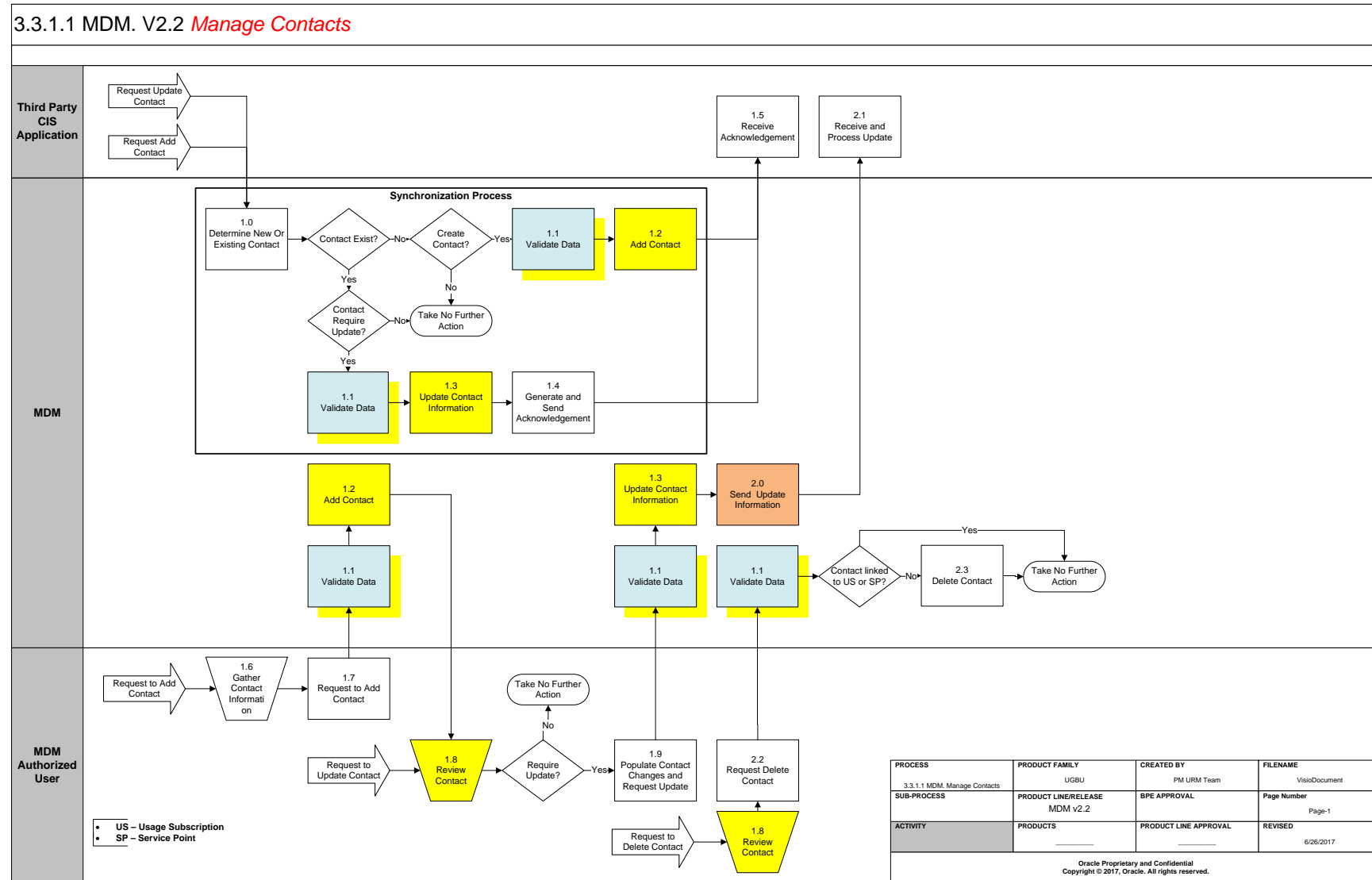
Process Type: Process

Parent Process: 3.3.1 MDM.v2.2.Gather and Maintain Customer Information

Sibling Processes:

The process described in this document takes place if business identifies the needs to add, update or delete contact stored in MDM application. In most of the situations MDM stores contact information received from external source (Third Party CIS application). Usually synchronization process between Third Party application and MDM is fully automated process. However MDM Authorized User can create, update, and delete contact as well. If business requires, Authorized User also can connect contacts to the specific service point(s) and usage subscription.

Business Process Model



Detail Business Process Model Description

Group: Synchronization Process

1.0 Determine New or Existing Contact

Actor/Role: MDM

Description: Application determines if the contact received from third party CIS application exists or doesn't exist within MDM application

Customizable process (Y) **Process Name**

Group: Synchronization Process

1.1 Validate Data

Actor/Role: MDM

Description: Application validates that the required information is present and valid. It also transforms(if required) the contact information in preparation to save to MDM.

This task can be initiated manually and automatically.

Automated process: this task is recommended step in synchronization process.

Manual process: task is executed when user requests to add new contact or update existing one.

Business Object (Y) **Business Object**

Configuration required (Y) **Entities to Configure**

Customizable process (Y) **Process Name**

Group: Synchronization Process

1.2 Add Contact

Actor/Role: MDM

Description: Application adds the new contact.

This task can be initiated manually and automatically.

Automated process: this task is a step in custom synchronization process

Manual process: task is executed when user requests to add new contact

Business Object (Y) **Business Object**

Configuration required (Y) **Entities to Configure**

Customizable process (Y) **Process Name**

Group: Synchronization Process

1.3 Update Contact Information

Actor/Role: MDM

Description: MDM updates the contacts information with the new information.

Business Object (Y) **Business Object**

Customizable process (Y) **Process Name**

Group: Synchronization Process

1.4 Generate and Send Acknowledgement

Actor/Role: MDM

Description: MDM generates and sends Acknowledgement to the third party CIS application

Customizable process (Y) **Process Name**

1.5 Receive Acknowledgement

Actor/Role: Third Party CIS Application

Description: The third party CIS receives the acknowledgement from MDM.

1.6 Gather Contact Information

Actor/Role: MDM Authorized User

Description: MDM Authorized User gathers the customer’s information when business rules require to add contact manually.

1.7 Request to Add Contact

Actor/Role: MDM Authorized User

Description: MDM Authorized User populates required contact information and requests to adds Contact using [Contact](#) screen

Business Object (Y) **Business Object**

1.8 Review Contact

Actor/Role: MDM Authorized User

Description: MDM Authorized User reviews contact information using the using [Contact](#) screen.

Process Plug-in enabled (Y)	Available Algorithm(s):	D1-PERS-INFO
Business Object (Y)	Business Object	D1-Person D1-Business

1.9 Populate Contact Changes and Request Update

Actor/Role: MDM Authorized User

Description: MDM Authorized User updates existing Contact information and requests update the data using [Contact](#) screen.

2.0 Send Update Information

Actor/Role: MDM

Description: MDM sends update information to the third party CIS application.

2.1 Receive and Process Update

Actor/Role: Third Party CIS Application

Description: The third party CIS application receives and processes the contact update.

2.2 Request Delete Contact

Actor/Role: MDM Authorized User

Description: MDM Authorized User requests to delete the contact using [Contact](#) screen

2.3 Delete Contact

Actor/Role: MDM

Description: As long as the Contact is not connected to any user subscription or service point(s) MDM deletes the contact.

Business Object (Y)	Business Object	D1-Person D1-Business
----------------------------	------------------------	--------------------------

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
08/11/2011	Ben Su	1	Initial version
09/01/2011	Ben Su	1.1	Update after review
09/10/2011	Ben Su	1.1	Update
09/14/2011	Galina Polonsky	1.1	Reviewed
12/05/2011	Galina Polonsky	1.1	Applied minor changes. Reviewed
07/10/2015	Galina Polonsky	1.2	Reviewed

Attachments

Contact



Contact.doc

How to Read and Understand Process Diagram .URM Standards. Notations



URM standards.
Notations.Attachmen