C2M.v2.7.CCB

3.3.1 Gather and Maintain Customer Information

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ORACLE

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Contents

BRIEF DESCRIPTION 4
BUSINESS PROCESS MODEL 5
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS 6
DOCUMENT CONTROL 7
ATTACHMENTS: 8

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Brief Description

Business Process: **3.3.1 C2M.CCB.Gather and Maintain Customer Information**
Process Type: **Process**
Parent Process:
Sibling Processes:

This process takes place when a new Customer requests any type of service from the Company. Customer contacts Company and Company representative captures Customer Information required to initiate Service. However, if the Customer already has a relationship with the Company or has had them in the past, the same business logic is applied and the same process is used to update the application with additional information related to the customer and services provided to the customer.

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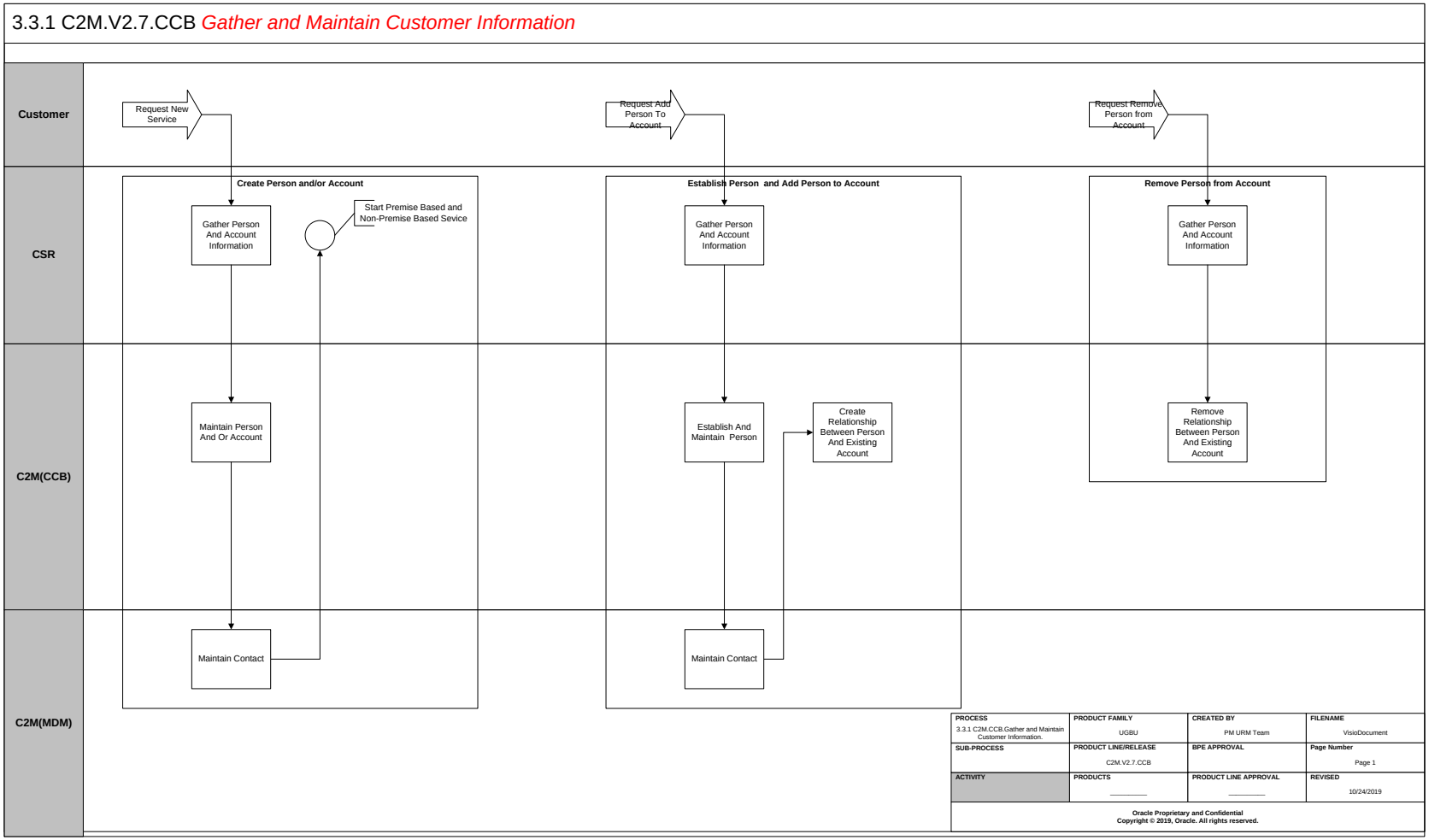
Business Process Model



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Test Documentation related to the Current Process

ID	Document Name	Test Type

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Document Control

Change Record

Date	Author	Version	Change Reference
07/15/09	Galina Polonsky	Draft 1a	No Previous Document
10/20/10	Geir Hedman		Update Title and Content page
2/8/12	Geir Hedman		Updated Document and Visio
04/12/14	Galina Polonsky		Review and Approve Updates for CC&Bv2.4
09/11/2017	Ekta Dua		Updated Document and Visio to C2M.CCBv2.6
12/12/2017	Galina Polonsky		Review and Approve Updates for C2M
05/29/2019	Satya Kalavala		Updated format for v2.7

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Attachments:

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