



CCS
C2M.v2.7.CCB

**3.3.1a Gather and Maintain Customer
Information for Customer Service Request**

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Brief Description

Business Process: 3.3.1a C2M.CCB.Gather and Maintain Customer Information for Customer Service Request

Process Type: Process

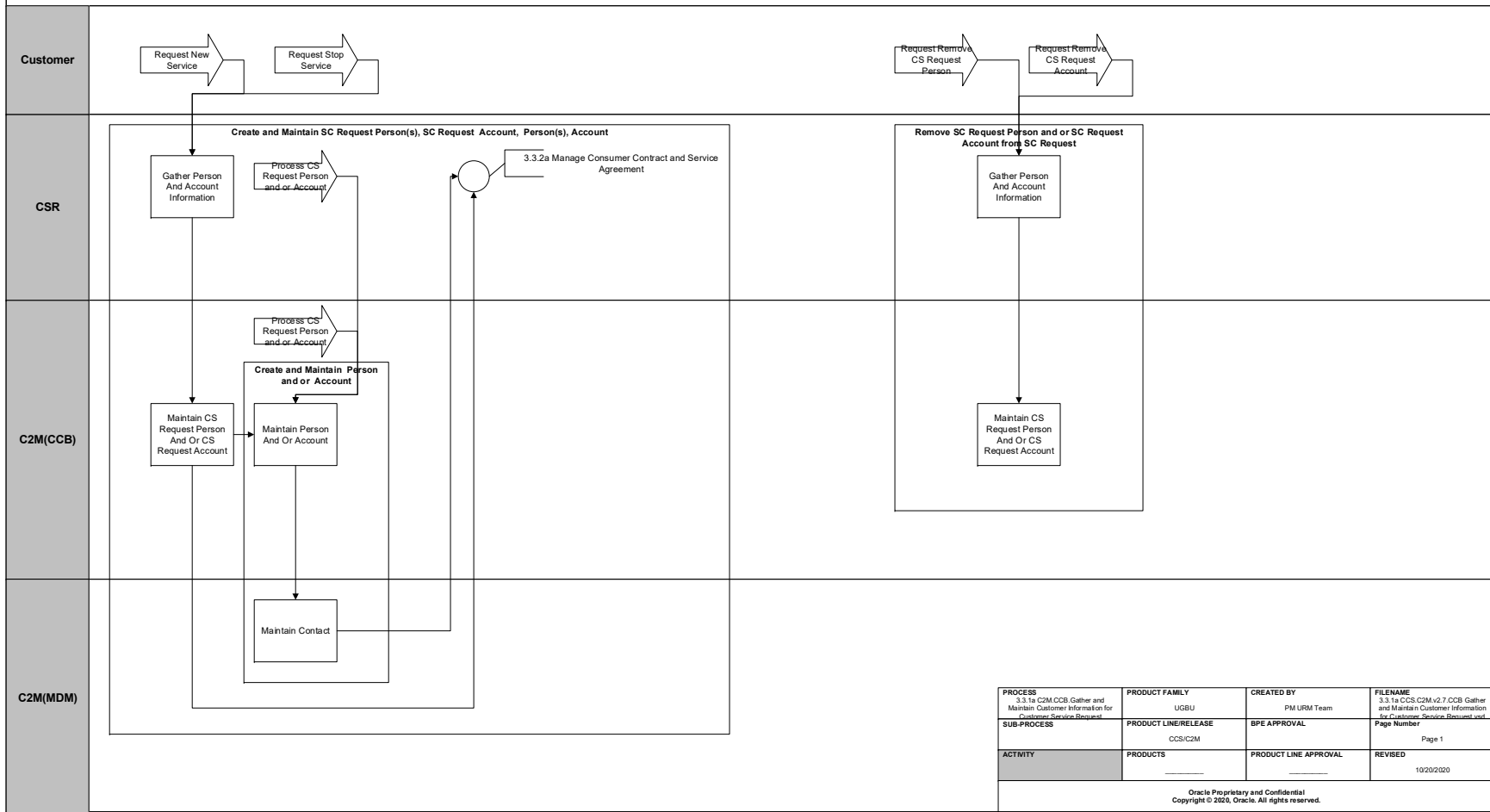
Parent Process:

Sibling Processes: 3.3.1 C2M.CCB.Gather and Maintain Customer Information; 3.3.2a Manage Consumer Contract and Service Agreement

This process takes place when a Customer requests any type of service from the Company. Customer contacts Company and Company representative captures Customer Information required to initiate Service, stop Service, make changes to existing Contact or Product. Customer Service Request Person(s) and Customer Service Request Account associated with specific Service Request are created and maintained while Service Request is being processed. Permanent Person(s) and Account are created for Customer after Customer Service Request being processed and all required customer related information is verified. However, if the Customer already has an active contract and additional Person should be added to Account or removed from the Account, additional Service Request is not created, and standard business process described in 3.3.1 C2M CCB Gather and Maintain Customer Information takes place.

Business Process Model

3.3.1a C2M.V2.7.CCB *Gather and Maintain Customer Information for Customer Service Request*



Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
07/23/20	Jeremy Quan	Draft 1a	No Previous Document
08/10/20	Galina Polonsky		Review, Update, Approved

Attachments: