3.3.1a Gather and Maintain Customer Information for Customer Service Request

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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
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.
3.3.1a C2M.v2.7.CCB Gather and Maintain Customer Information for Customer Service Request

Business Process Model

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

Customer

Create and Maintain SC Request Person(s), SC Request Account, Person(s), Account

Maintain CS Request Person And Or CS Request Account

Remove SC Request Person and or SC Request Account from SC Request

Gather Person And Account Information

Process CS Request Person And or Account

Gather Person And Account Information

Maintain CS Request Person And Or CS Request Account

Maintain CS Request Person And Or CS Request Account

Maintain Contact

3.3.2a Manage Consumer Contract and Service Agreement

3.3.1a C2M(CCB) Gather and Maintain Customer Information for Customer Service Request
Test Documentation related to the Current Process

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Document Control

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Attachments: