



## C2M.v2.7.CCB

### 3.4.1 Manage Contacts

Creation Date: August 11, 2017  
Last Updated: February 11, 2020

**ORACLE®**

**Copyright © 2019, 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
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS.....	6
DOCUMENT CONTROL .....	7
ATTACHMENTS.....	8

---

## Brief Description

**Business Process:** 3.4.1 C2M.CCB.Manage Contacts

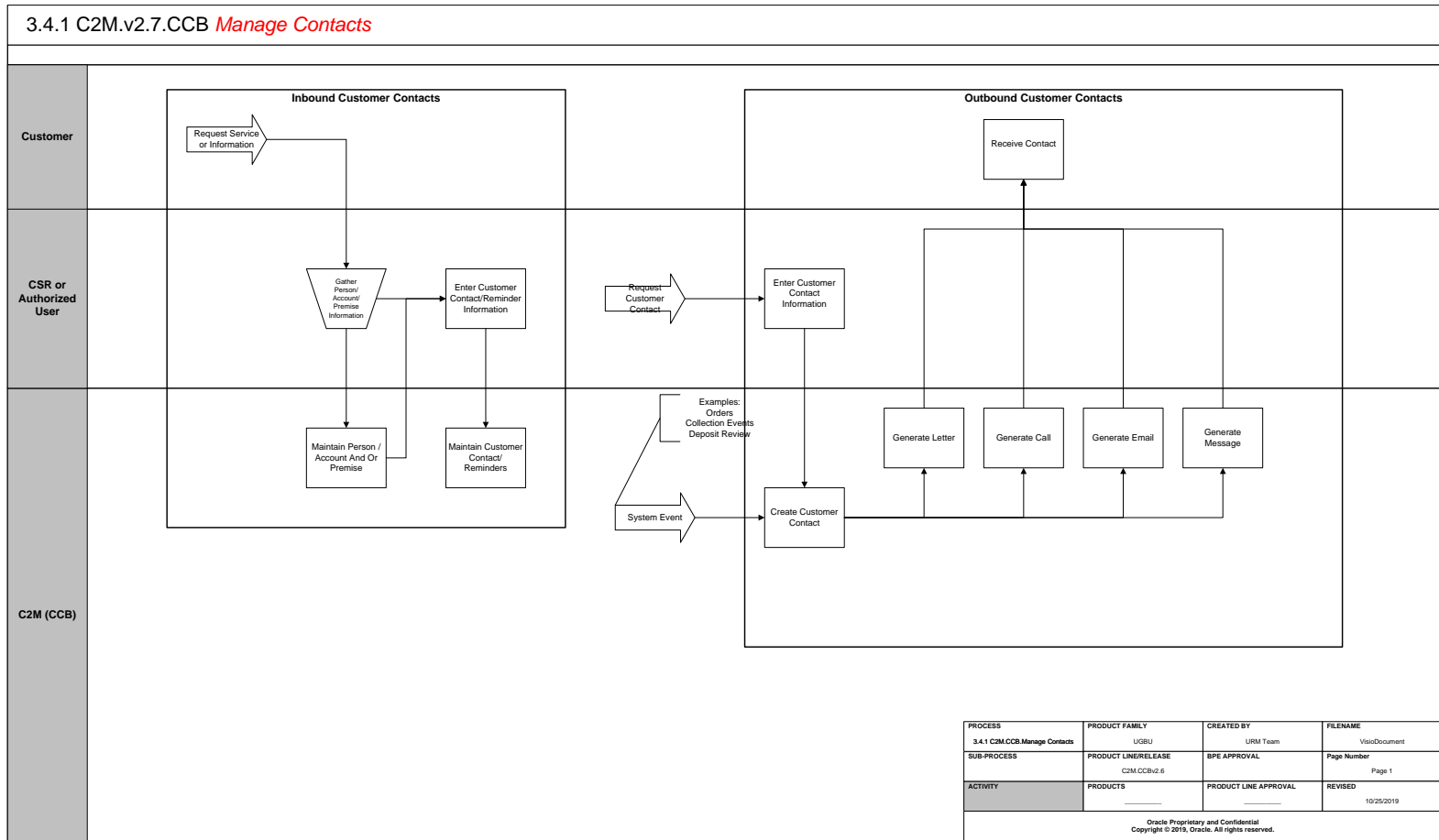
**Process Type:** Process

**Parent Process:**

**Sibling Processes:**

Customer contacts are used to record when customers contact a company and why. This process also represents typical activity that occurs when a company decides communicate with the customer (e.g. send letters, make manual or automated phone calls, SMS and email). This process provides information how customer contacts are created and utilized in the system.

# Business Process Model



---

## Test Documentation related to the Current Process

ID	Document Name	Test Type

## Document Control

### Change Record

Date	Author	Version	Change Reference
08/11/2017	Kashif Q. Qureshi	Draft	Modified for C2M
08/18/2017	Kashif Q. Qureshi	Final Draft	
08/26/2017	Galina Polonsky		Reviewed, Approved
06/03/2019	Satya Kalavala		Updated Format for v2.7

---

## Attachments