



C2M.v2.7.CCB~~v2.6~~

3.4.2 Develop Insight and Understanding

Creation Date: January 31, 2012

Last Updated: ~~September 2, 2018~~ February 11, 2020 ~~October 25, 2019~~

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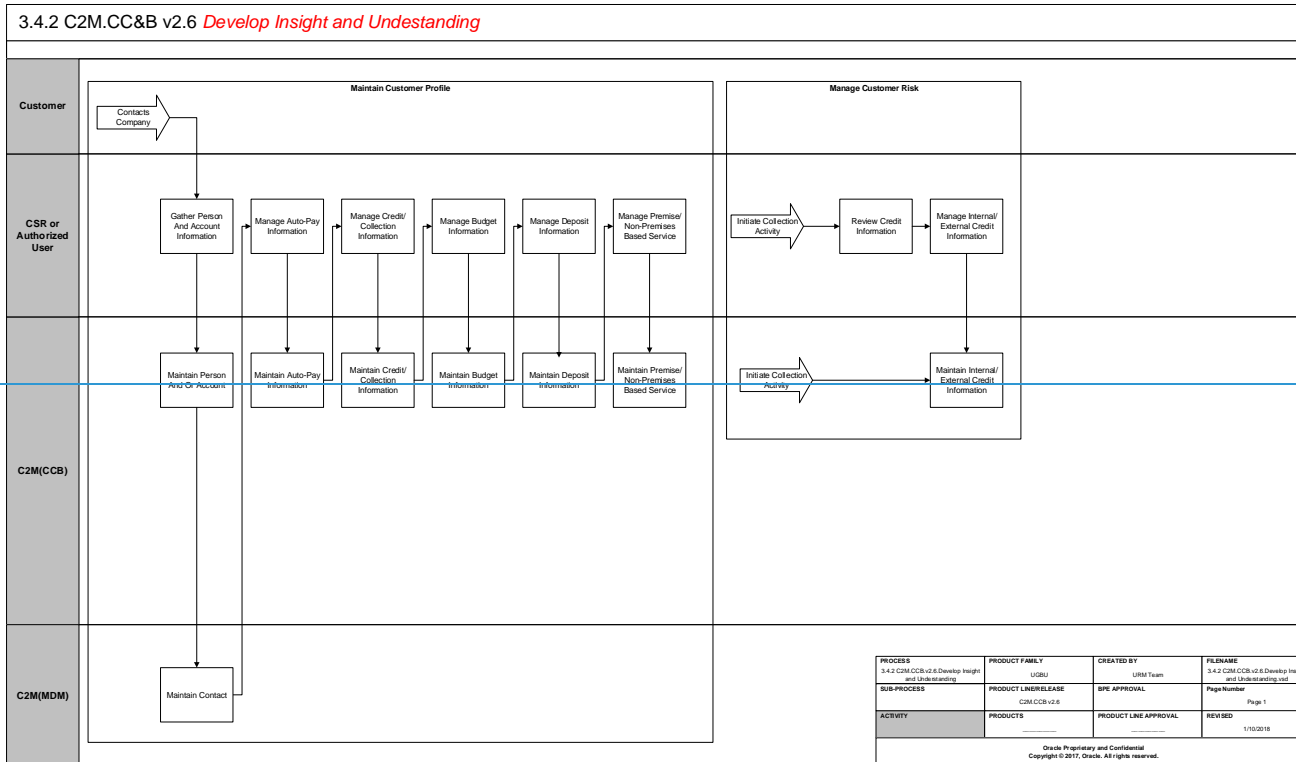
Brief Description

Business Process: 3.4.2 C2M.CCB.Develop Insight and Understanding
Process Type: Process
Parent Process:
Sibling Processes:

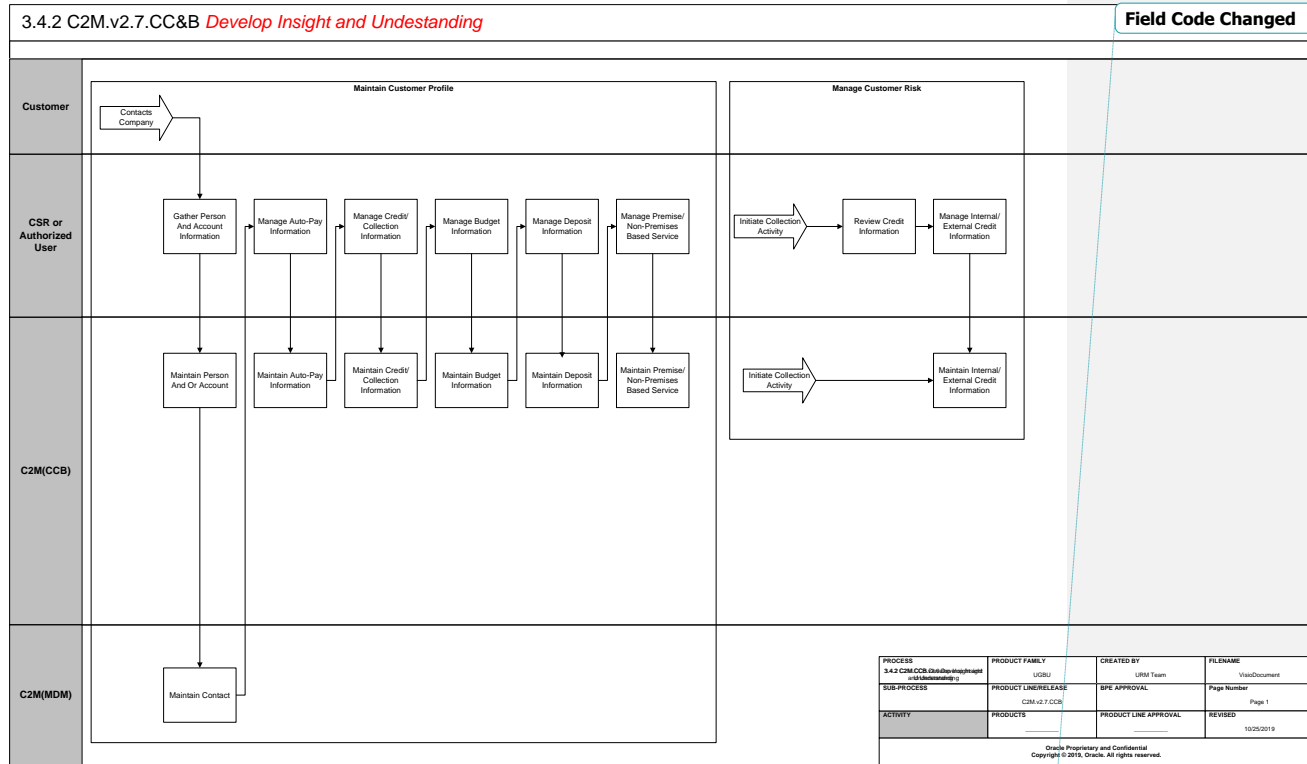
This process represents various activities that take place when Customer related information is collected, stored and maintained in the Application.

Business Process Model

3.4.2 C2M.v2.7.CCB.v2.6.Develop Insight and Understanding



3.4.2 C2M.v2.7.CCB.v2.6.Develop Insight and Understanding



Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
01/31/2012	Becky Ray		No Previous Document
03/04/2012	Galina Polonsky		Review
12/18/2013	Dean Davis		Update
03/28/2014	Galina Polonsky		Reviewed, Approved
09/07/2017	Ekta Dua		Updated word and Visio to C2M
01/09/2018	Galina Polonsky		Reviewed, Approved
08/27/2018	Jerry Chick		Minor grammatical corrections.
09/02/2018	Galina Polonsky		Reviewed, Approved
06/03/2019	Satya Kalavala		Updated Format for v2.7

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Attachments: