# C2M.<u>v2.7.</u>CCB<del>v2.6</del>

# 3.4.2 Develop Insight and Understanding

Creation Date: January 31, 2012 Last Updated: September 2, 2014

September 2, 2018February 11, 2020October 25, 2019

## ORACLE

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### **Brief Description**

Business Process:3.4.2 C2M.CCB.Develop Insight and UnderstandingProcess Type:ProcessParent Process:Sibling Processes:

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

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**Business Process Model** 

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3.4.2 C2	A.CC&B v2.6 Develop Insight and Undestanding	
Customer	Maintain Customer Profile	Manage Customer Risk
CSR or Authorized User	Gather Pescon And Account Information + Manage Auto-Dray Information + Manage Density Information + Man	Initiate Coleadon
C2M(CCB)	Maintain Person Maintain Auso-Pery Poor Gr Accours Not Gr Accours	Initials Catedion Audity Hormation
C2M(MDM)	Maintain Cortact	PROCESS   PRODUCT FAMLY   CREATED BY   FLEMME     3-3.2 CRUICES of Develop Hold   UDBU   USB Train   3-42 CRUICES of Develop Hold     SUB PROCESS   PRODUCT HAMELY   USB Train   3-42 CRUICES of Develop Hold     SUB PROCESS   PRODUCT HAMELY ALLASS   BPE APPROVAL   Prephrame     ACTIVITY   PRODUCT SUB TRAINED   BPE APPROVAL   Prephrame     ACTIVITY   PRODUCT SUB TRAINED   BPE APPROVAL   Revision     Oxeds Trajentary out Criticalized   UDDOT   UDDOT   UDDOT

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3.4.2 C2	3.4.2 C2M.v2.7.CC&B Develop Insight and Undestanding Field Code Changed					
Customer	Maintain Customer Profile Contacts Company	Manage Customer Risk				
CSR or Authorized User	Gather Person Acd Account Information  • Manage Auto-Pay Information   • Manage Credit Information   • Manage Deposition Information   • Manage Deposition Information	Interse Collector   Review Credit   Manage Internal/ External Credit     Activity   Information   Manage Internal/ External Credit				
C2M(CCB)	Martain Person And Or Accounting Information Person Information Person	Instance Costension				
C2M(MDM)	Maintain Contact	PROCESS 3.4 CERCER Read-on-subject SUB-PROCESS PROCECT FAMILY SUB-PROCESS PROCECT FAMILY SUB-PROCESS PROCECT FAMILY COUNTY FAMIL	CREATED BY PLENAME URB Train VisioCounter BPE APPROVAL Page Nation PRODUCT LINE APPROVAL REVISED PRODUCT LINE APPROVAL REVISED 10200019			

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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
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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**Formatted:** Font: 5 pt, Font color: White, Do not check spelling or grammar

Attachments:

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