



C2M.v2.7.CCB

3.4.3 Provide Customer Service

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Brief Description

Business Process: 3.4.3 C2M.CCB.Provide Customer Service

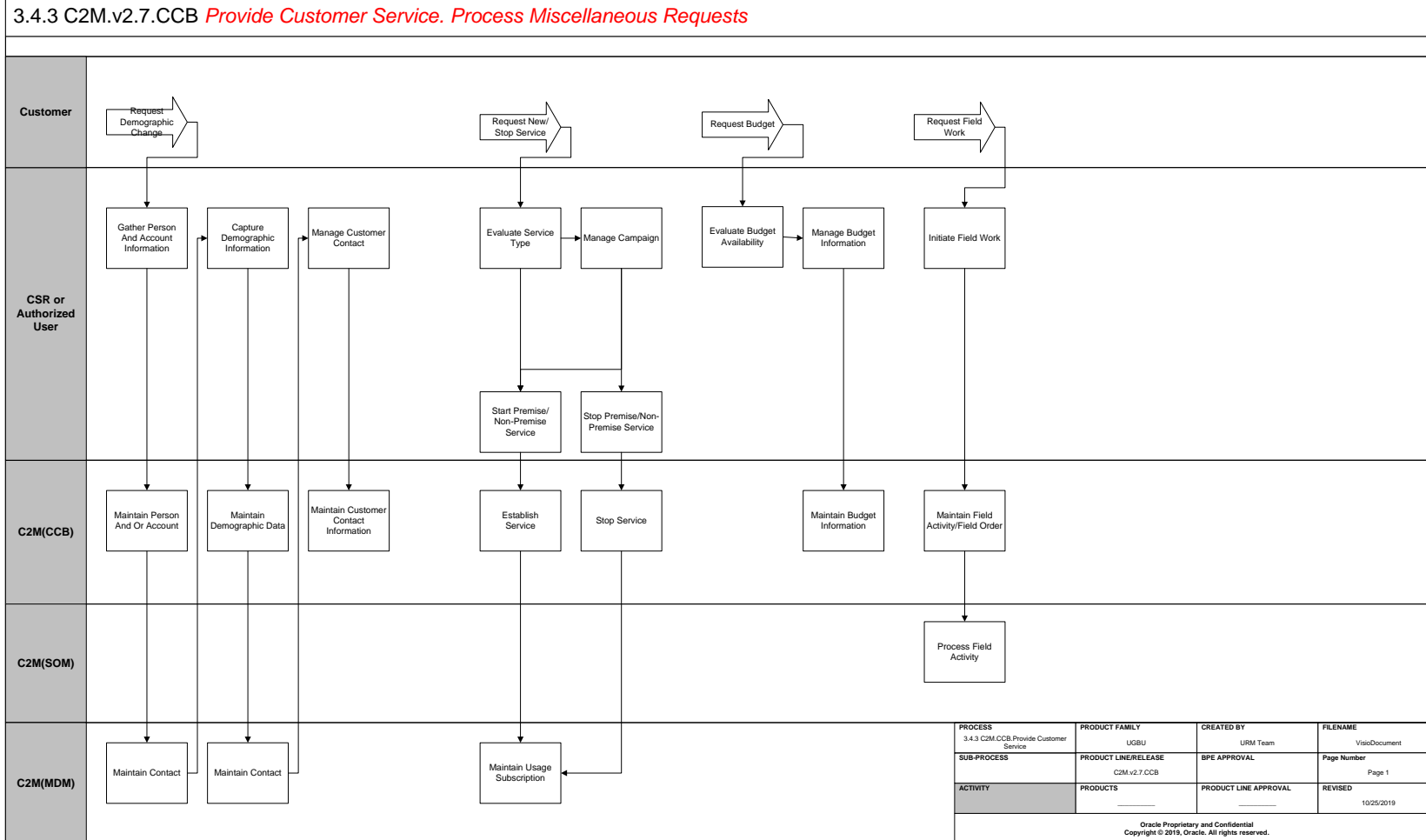
Process Type: Process

Parent Process:

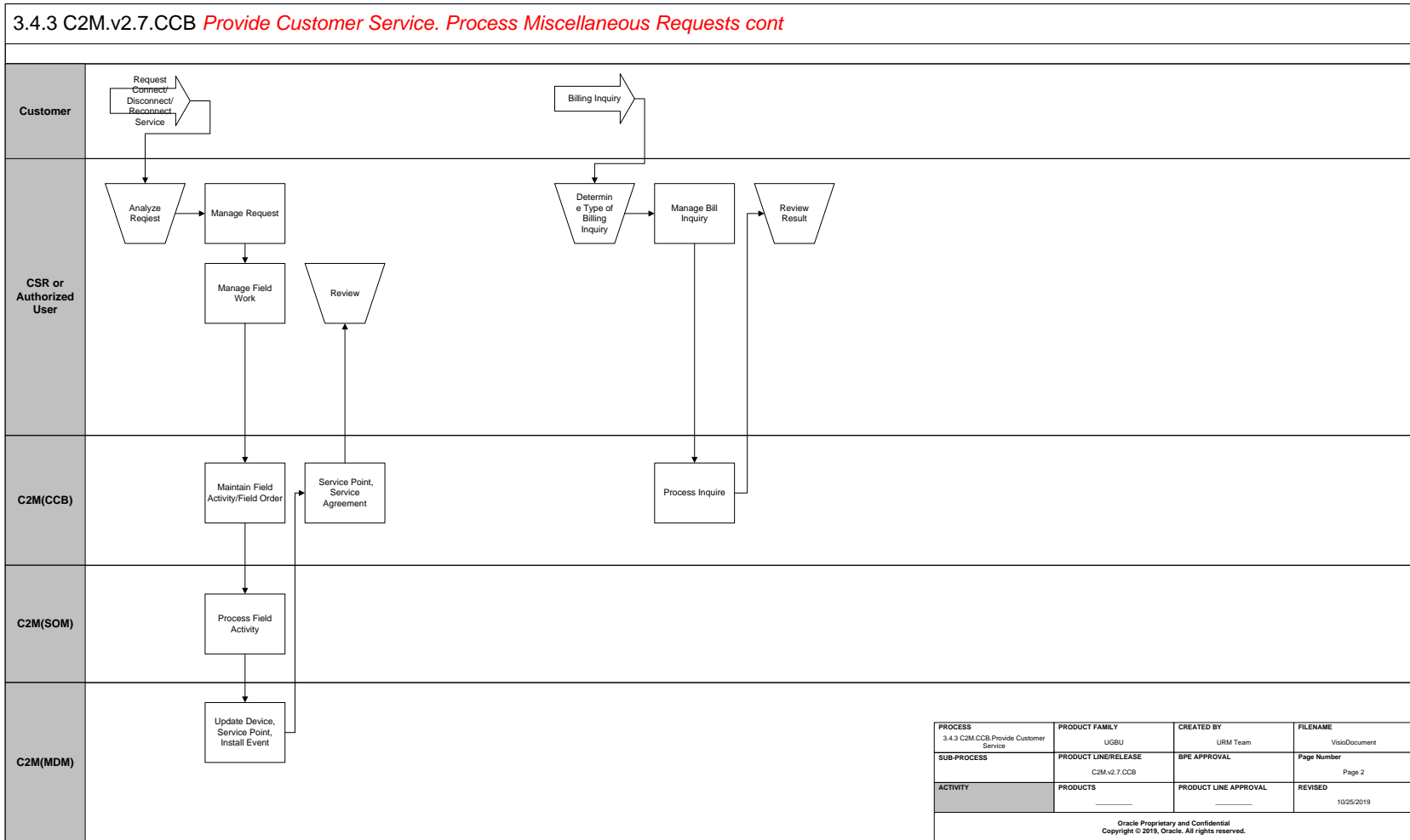
Sibling Processes:

This process depicts most common scenarios of processing various customer requests and responses to customer requests provided by utility Organization.

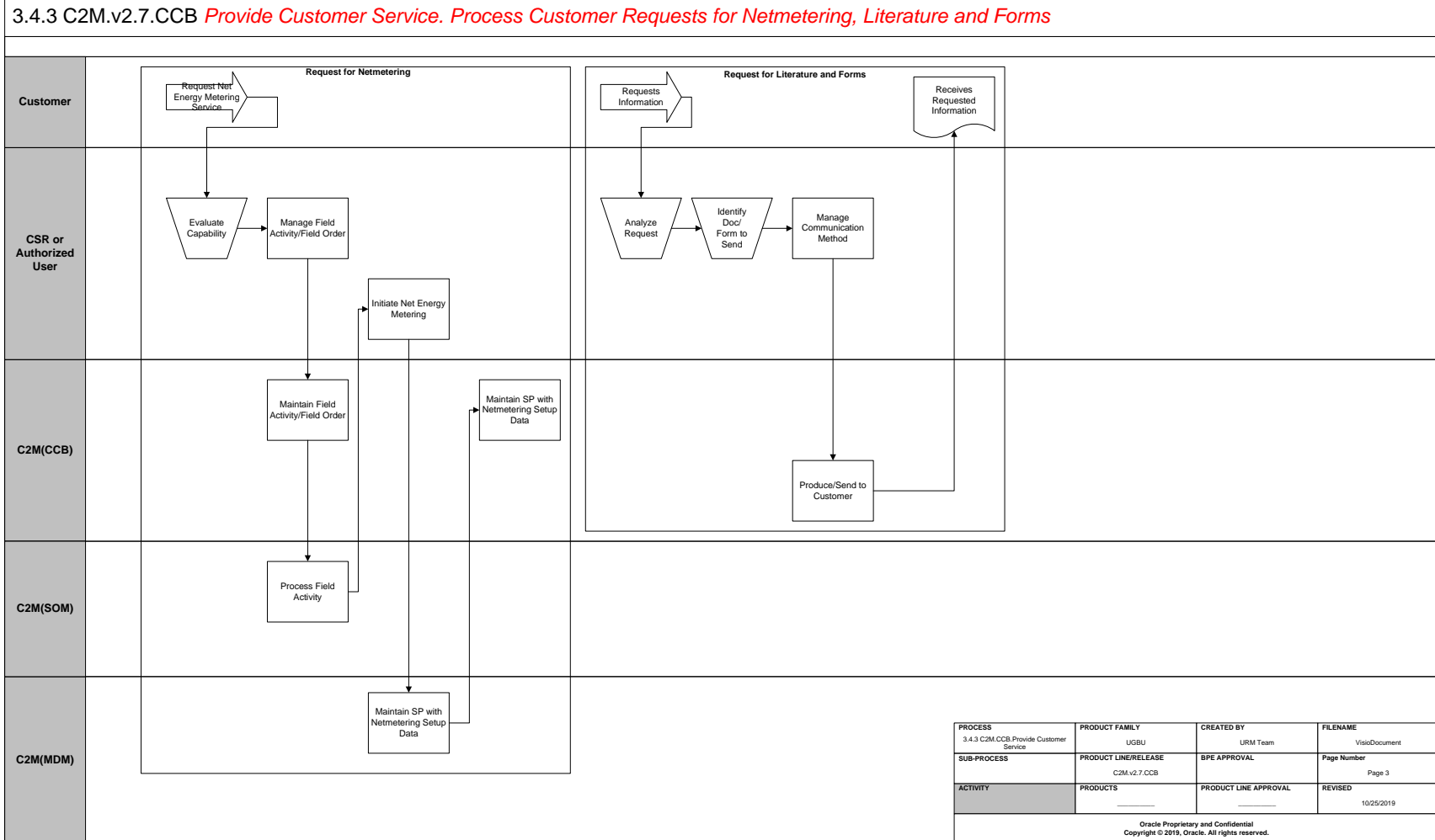
Business Process Model Page 1



Business Process Model Page 2



Business Process Model Page 3



Test Documentation related to the Current Process

| ID | Document Name | Test Type |
|----|---------------|-----------|
| | | |
| | | |
| | | |

Document Control

Change Record

| Date | Author | Version | Change Reference |
|------------|-----------------|---------|------------------------------|
| 02/01/2012 | Becky Ray | | No Previous Document |
| 03/21/2012 | Galina Polonsky | | Review |
| 01/22/2014 | Dean Davis | | Update |
| 02/14/2014 | Galina Polonsky | | Reviewed, Approved |
| 09/07/2017 | Ekta Dua | | Updated doc and visio to C2M |
| 01/10/2018 | Galina Polonsky | | Reviewed, Approved |
| 06/03/2019 | Satya Kalavala | | Updated format for v2.7 |

Attachments: