



## **C2M.v2.7.CCB**

### **3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests**

Creation Date: May 8, 2008  
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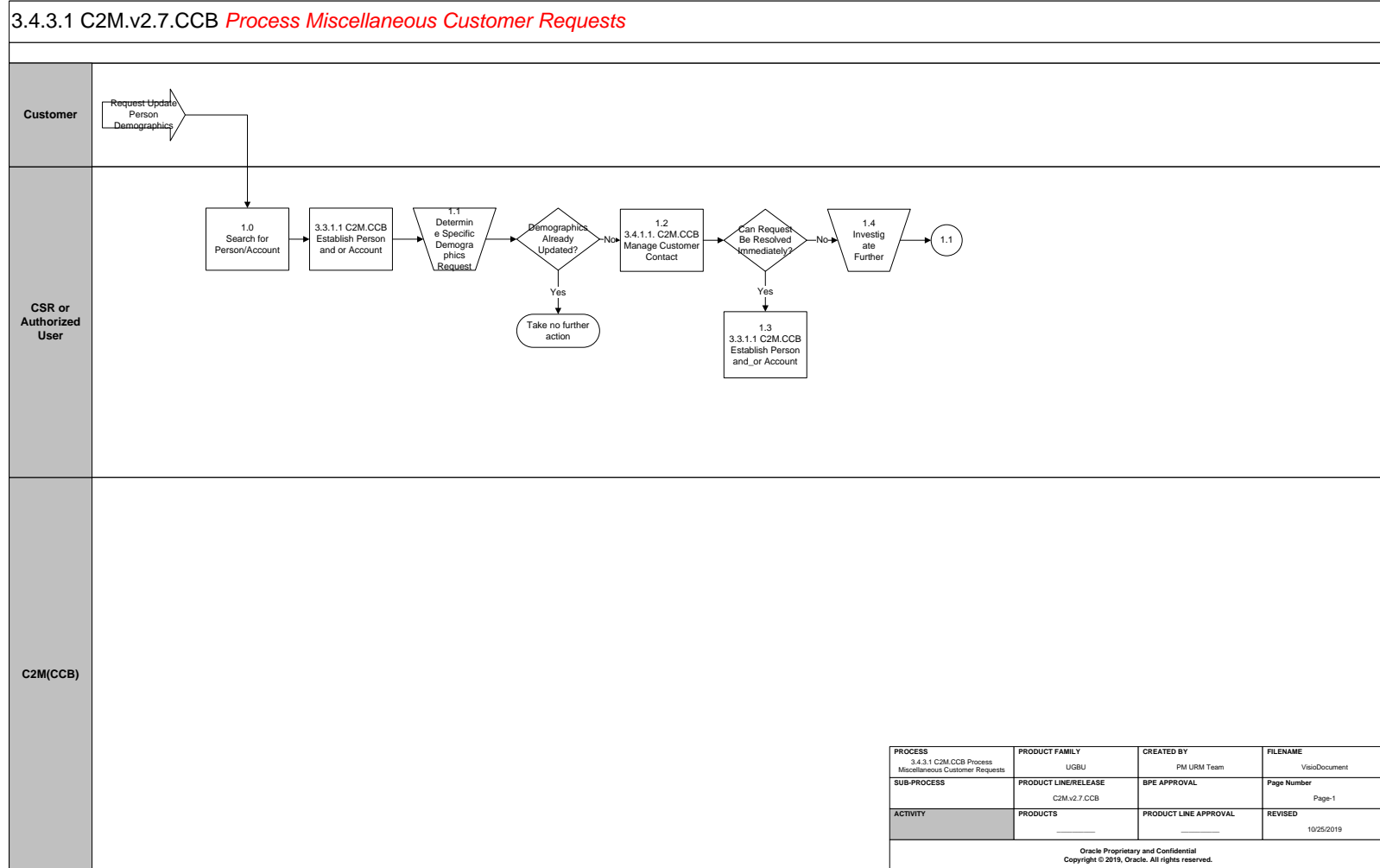
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## Brief Description

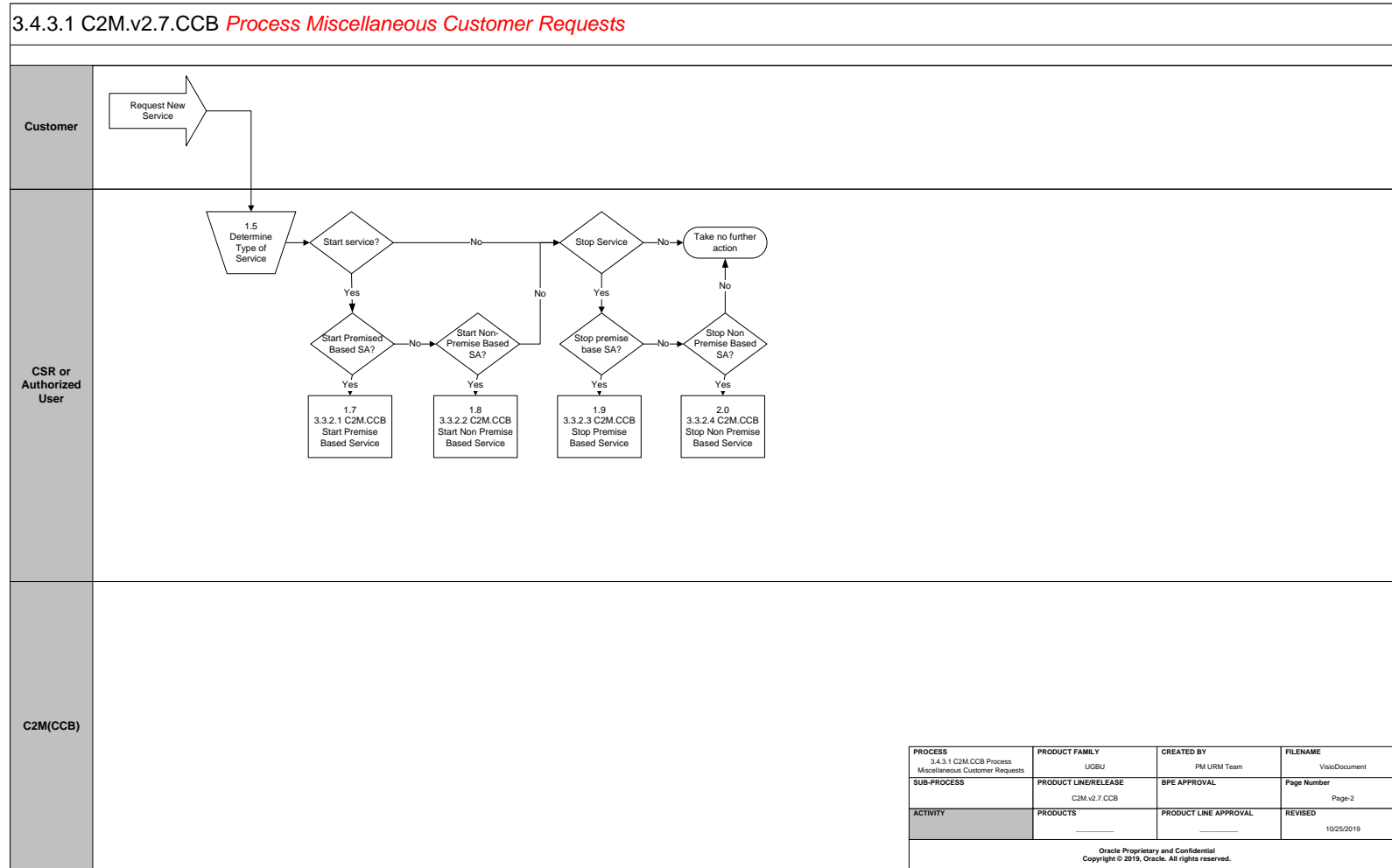
**Business:** 3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests  
**Type:** Sub-Process  
**Parent:** 3.4.3 C2M.CCB Provide Customer Service  
**Sibling Processes:**

This process describes how miscellaneous customer requests are determined and processed within the system.

# Business Process Model Page 1



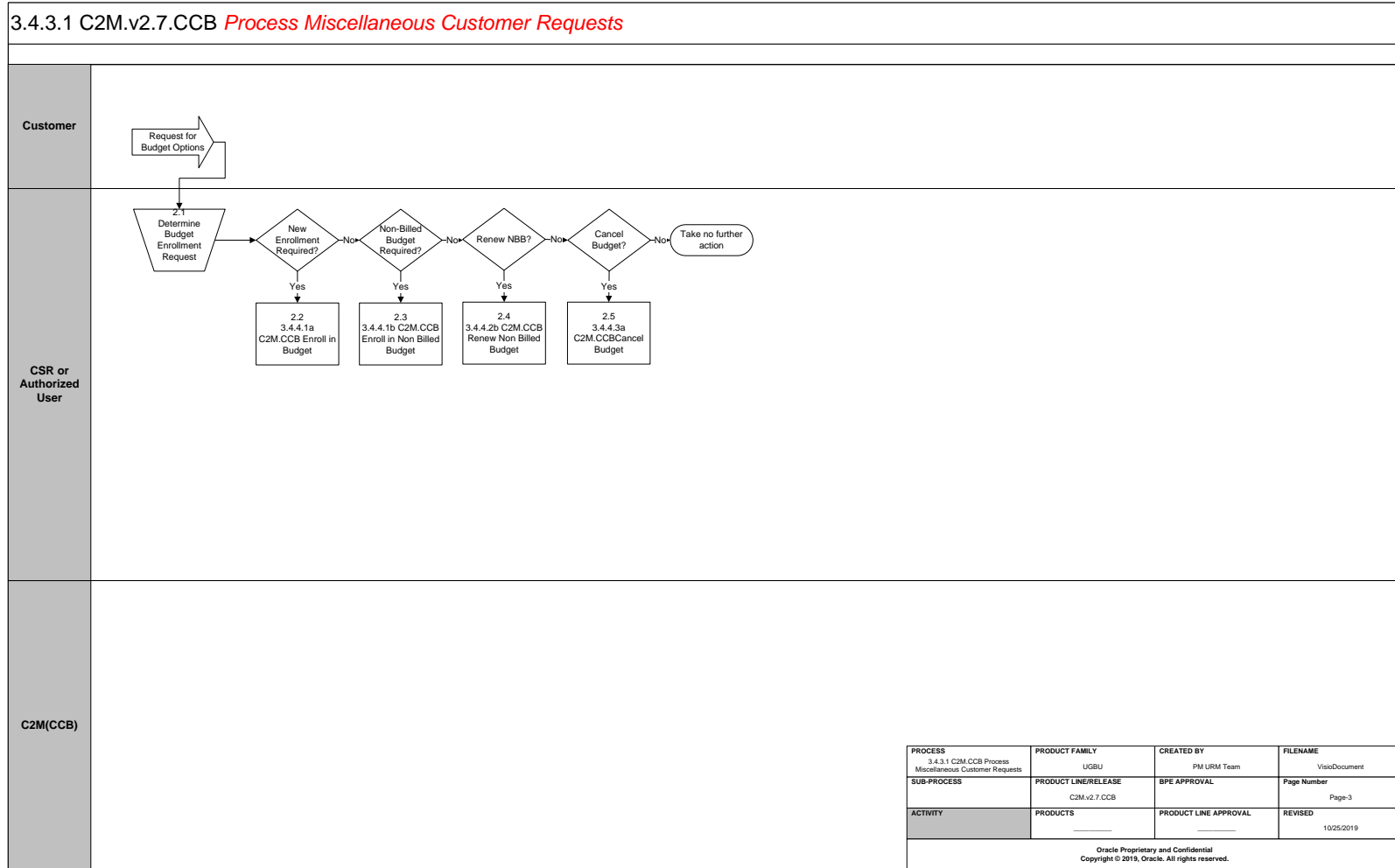
# Business Process Model Page 2



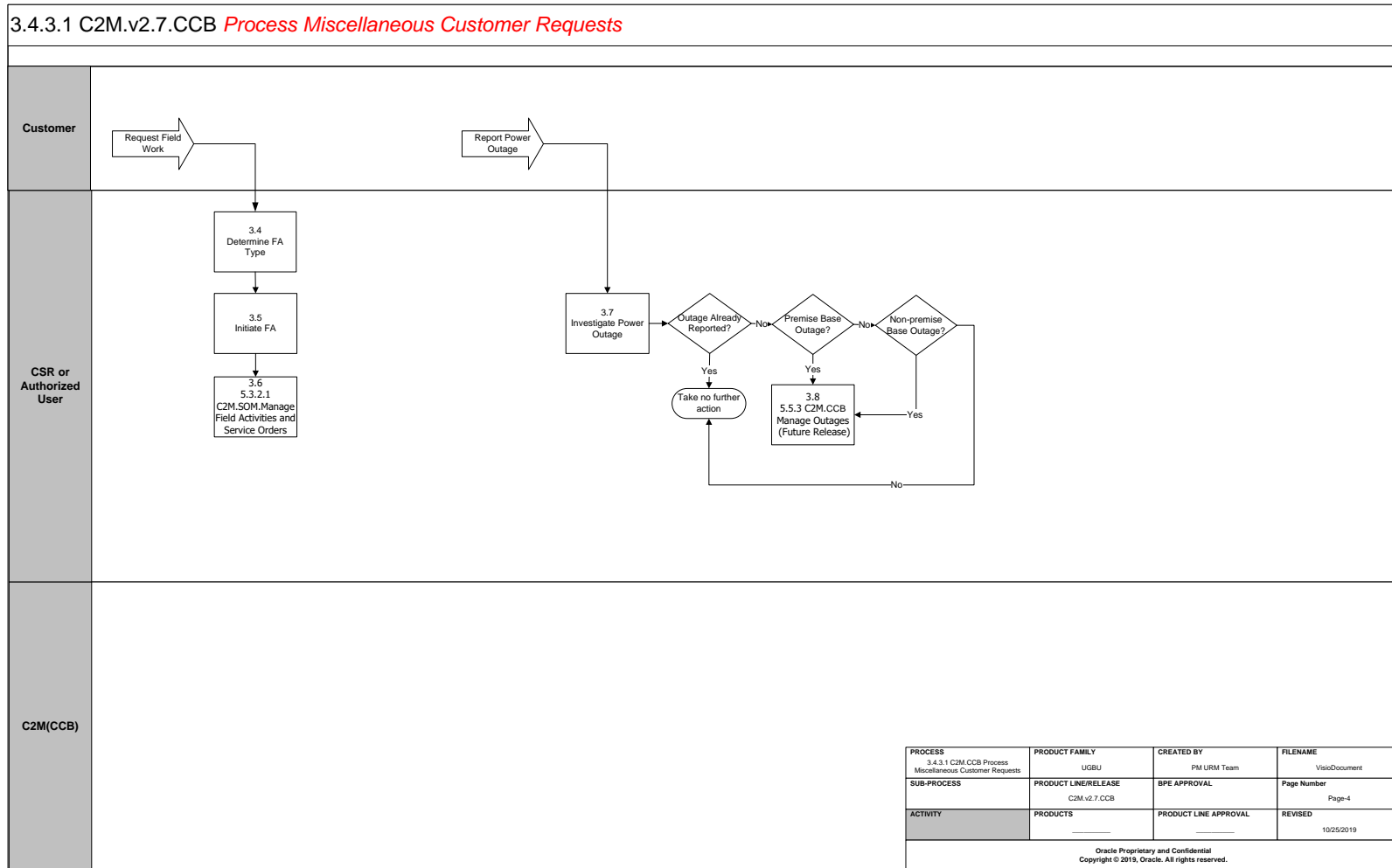
<b>PROCESS</b>	<b>PRODUCT FAMILY</b>	<b>CREATED BY</b>	<b>FILENAME</b>
3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests	UGBU	PM URM Team	VisioDocument
<b>SUB-PROCESS</b>	<b>PRODUCT LINE/RELEASE</b>	<b>BPE APPROVAL</b>	<b>Page Number</b>
	C2M.v2.7.CCB		Page-2
<b>ACTIVITY</b>	<b>PRODUCTS</b>	<b>PRODUCT LINE APPROVAL</b>	<b>REVISED</b>
			10/25/2019

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# Business Process Model Page 3

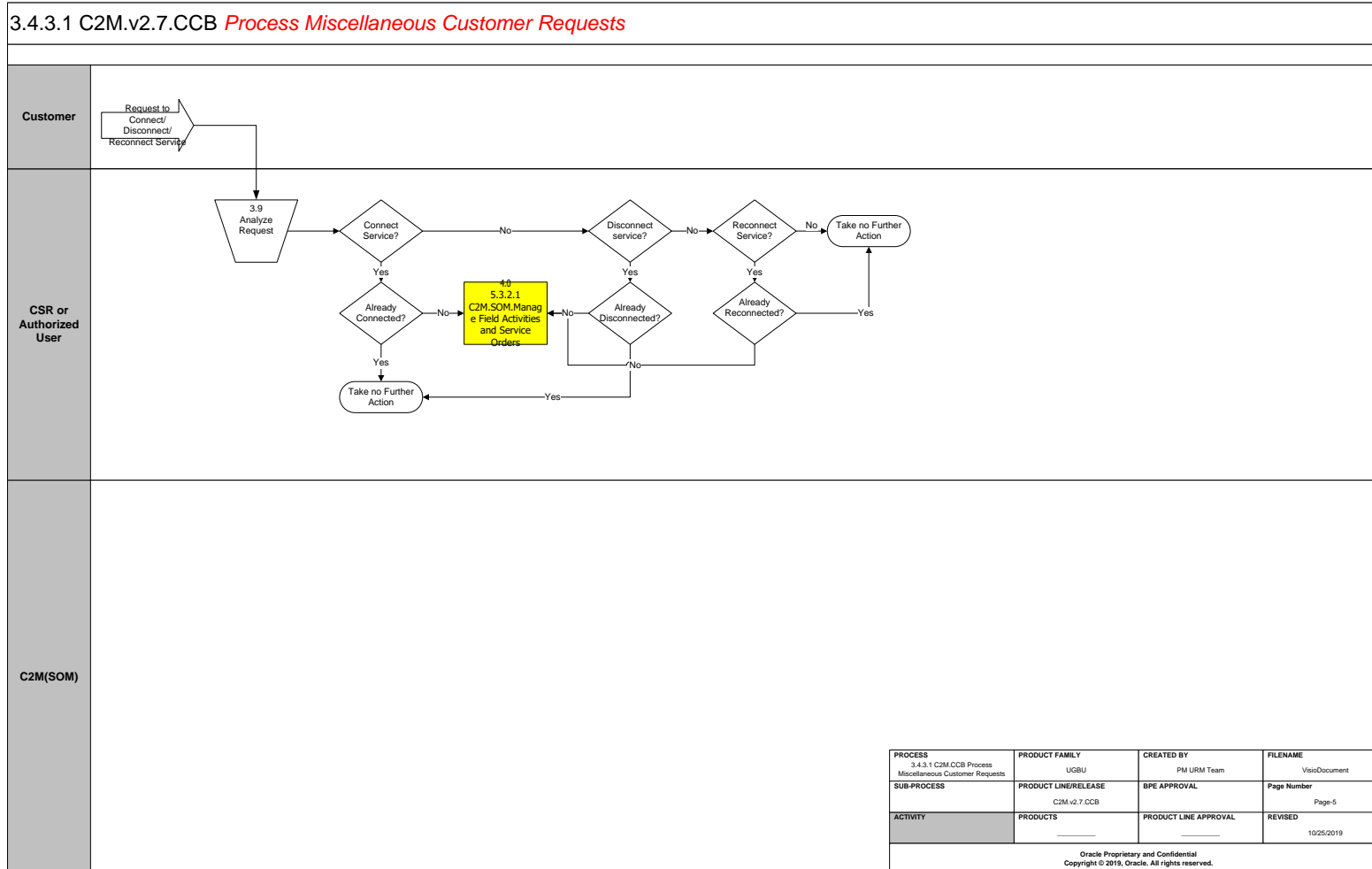


# Business Process Model Page 4

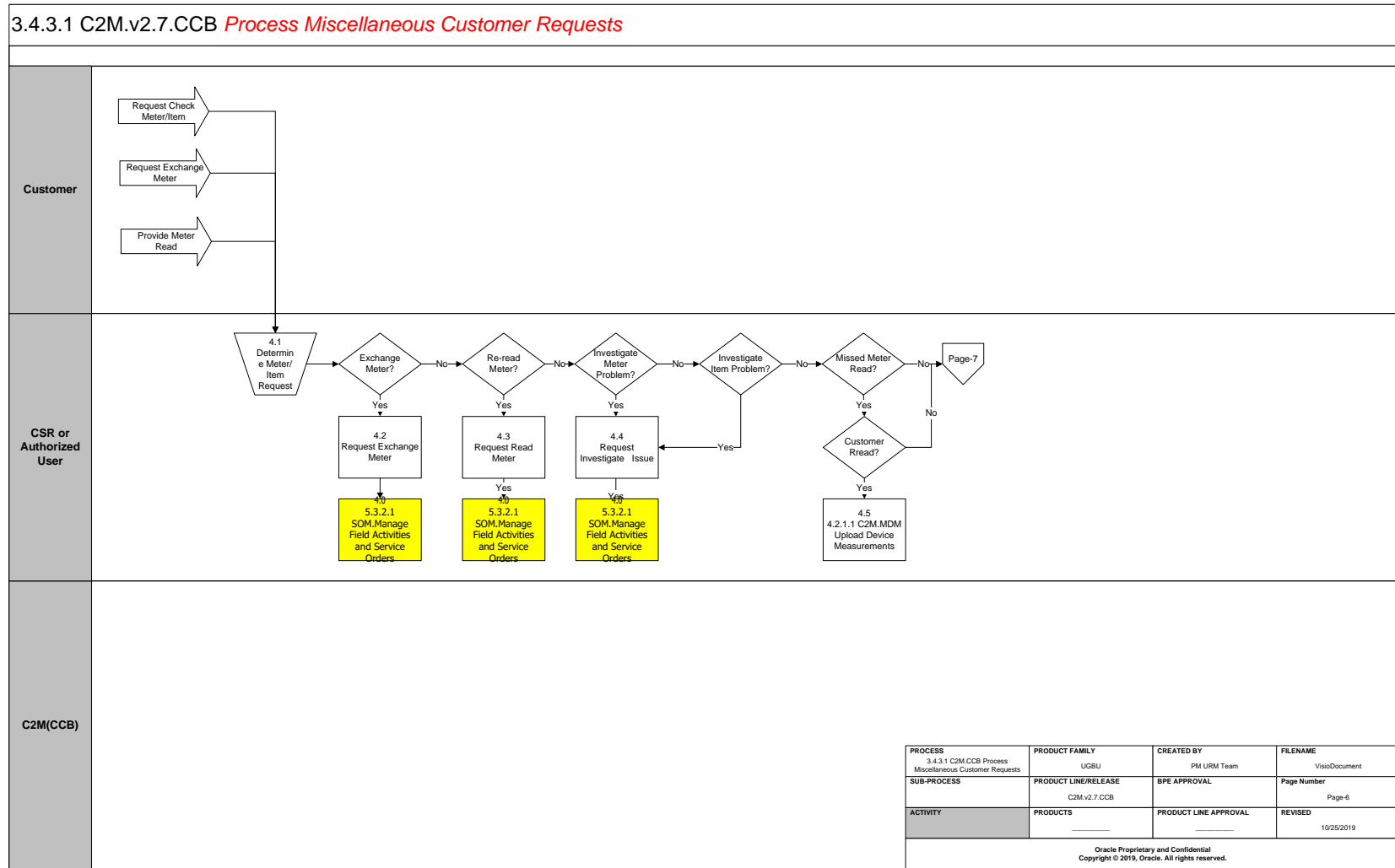




# Business Process Model Page 5

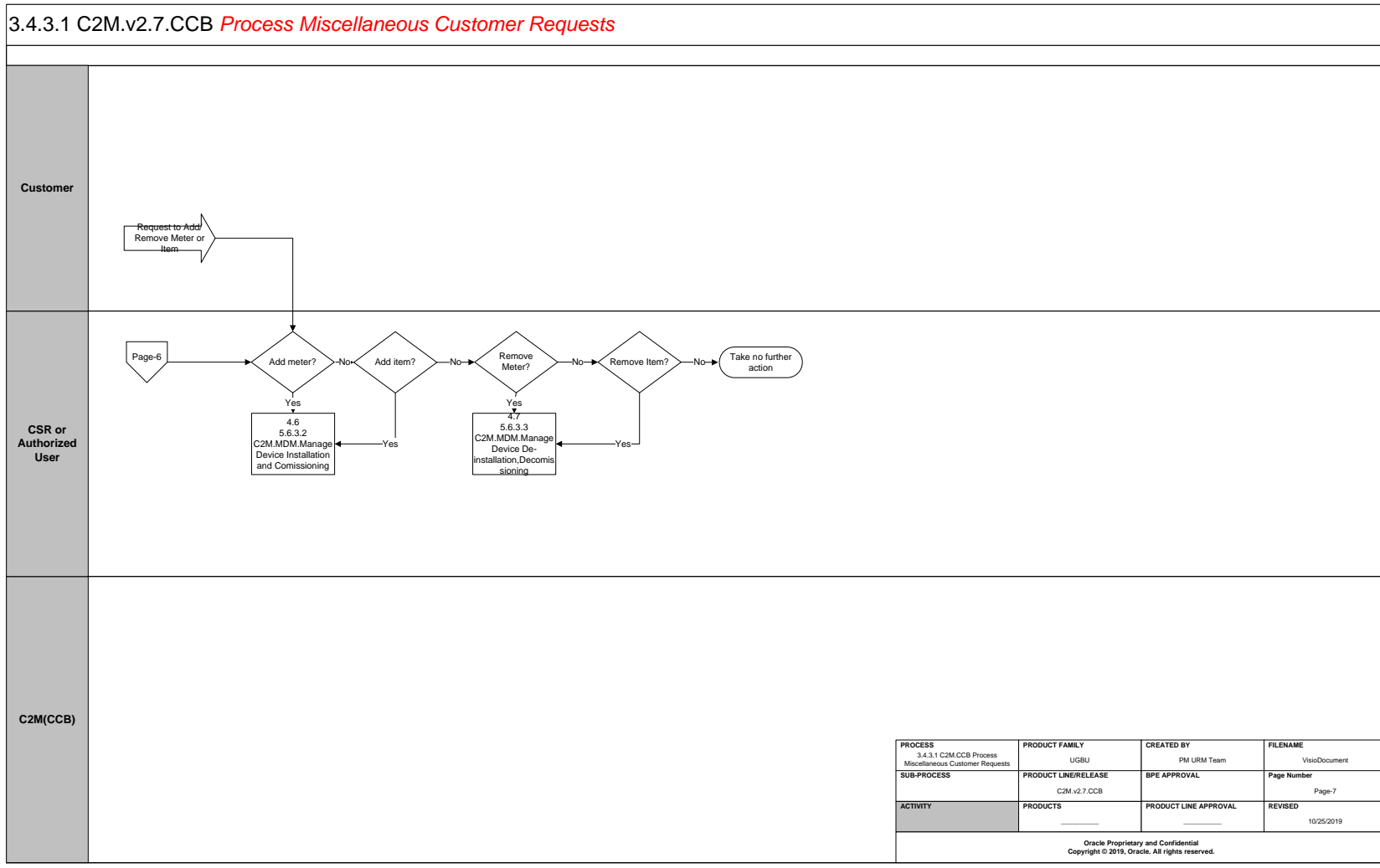


# Business Process Model Page 6

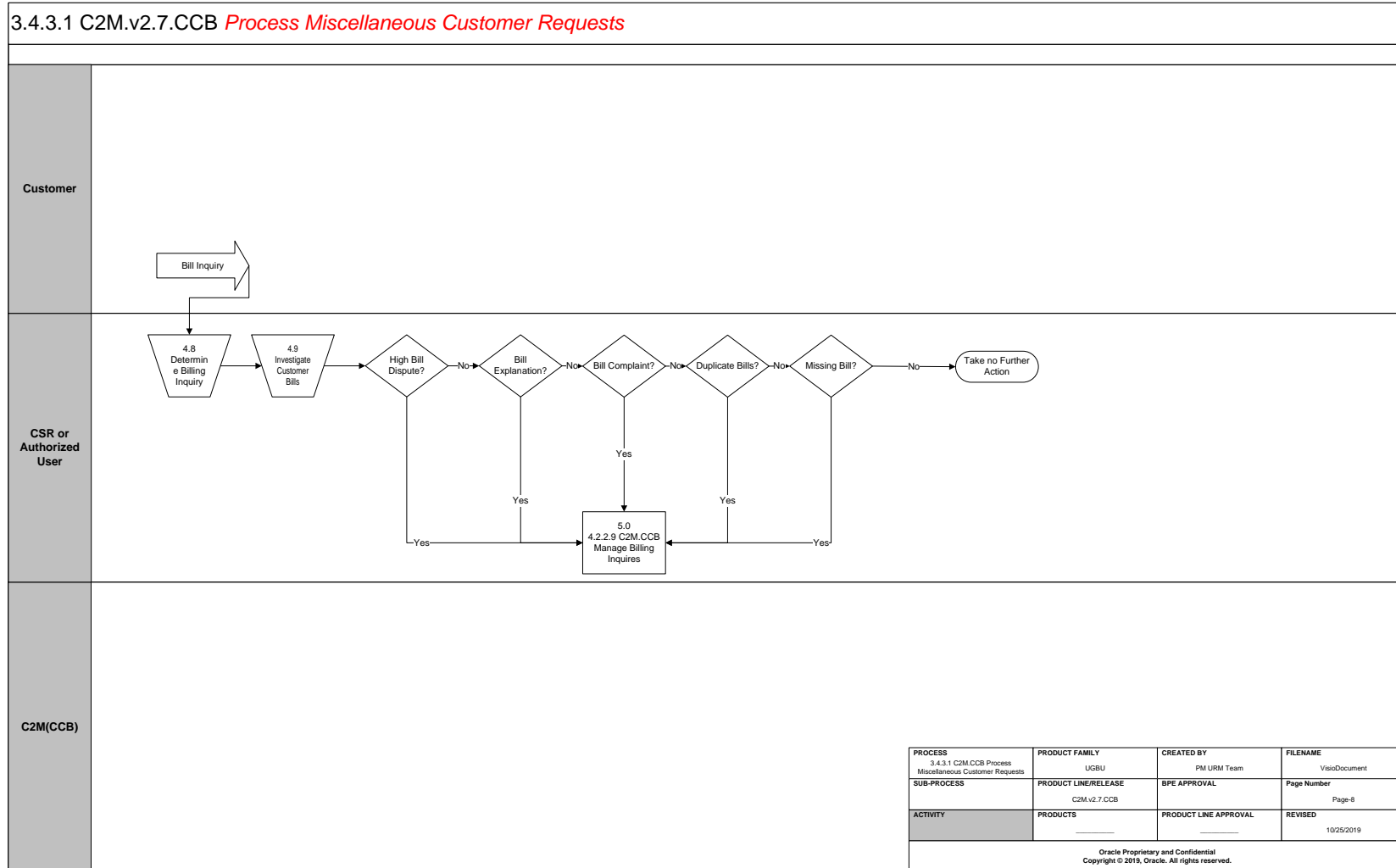


<b>PROCESS</b> 3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests	<b>PRODUCT FAMILY</b> UGBU	<b>CREATED BY</b> PM URM Team	<b>FILENAME</b> VisioDocument
<b>SUB-PROCESS</b>	<b>PRODUCT LINE/RELEASE</b> C2M.v2.7.CCB	<b>BPE APPROVAL</b>	<b>Page Number</b> Page-6
<b>ACTIVITY</b>	<b>PRODUCTS</b>	<b>PRODUCT LINE APPROVAL</b>	<b>REVISED</b> 10/25/2019
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# Business Process Model Page 8



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## Detail Business Process Model Description

### 1.0 Search for Person/Account

**Actor/Role:** CSR or Authorized User

**Description:**

Search for existing person/account.

### 1.1 Determine specific information request

**Actor/Role:** CSR or Authorized User

**Description:**

CSR or Authorized User decides type of information to update.

### 1.2 3.4.1.1 C2M.CCB.Manage Customer Contact

**Actor/Role:** CSR or Authorized User

**Description:**

Keep record of reason for customer contact. The process is provided in 3.4.1.1 **C2M.CCB.Manage Customer Contact**.

### 1.3 3.3.1.1 C2M.CCB.Establish Person and or Account

**Actor/Role:** CSR or Authorized User

**Description:**

Update person demographic request, the process provided in 3.3.1.1 **C2M.CCB.Establish Person and or Account**.

### 1.4 Investigate Further

**Actor/Role:** CSR or Authorized User

**Description:**

If information request cannot be resolved immediately then further investigation is required.

### 1.5 Determine Type of Service Request

**Actor/Role:** CSR or Authorized User

**Description:**

CSR or Authorized User decides the type of service customer request.

### 1.7 3.3.2.1 C2M.CCB.Start Premise Based Service

**Actor/Role:** CSR or Authorized User

**Description:**

If a premise-based service is required, the process is provided in 3.3.2.1 **C2M.CCB.Start Premise Based Service**.

### 1.8 3.3.2.2 C2M.CCB.Start Non-Premise Based Service

**Actor/Role:** CSR or Authorized User

**Description:**

If a non-premise based service is required, the process is provided in 3.3.2.2 **C2M.CCB.Start Non-Premise Based Service**.

**1.9 3.3.2.3 C2M.CCB.Stop Premise Based Service**

**Actor/Role:** CSR or Authorized User

**Description:**

If a stop premise based service is required, the process is provided in 3.3.2.3 **C2M.CCB.Stop Premise Based Service**.

**2.0 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service**

**Actor/Role:** CSR or Authorized User

**Description:**

If a stop non-premise based service is required, the process is provided in 3.3.2.4 **C2M.CCB.Stop Non-Premise Based Service**.

**2.1 Determine Budget Enrollment Request**

**Actor/Role:** CSR or Authorized User

**Description:**

CSR or Authorized User decides budget recommendation.

**2.2 3.4.4.1a C2M.CCB.Enroll in Budget**

**Actor/Role:** CSR or Authorized User

**Description:**

If a budget enrollment is required, the process is provided in 3.4.4.1a **C2M.CCB.Enroll in Budget**.

**2.3 3.4.4.1b C2M.CCB.Enroll in Non-Billed Budget**

**Actor/Role:** CSR or Authorized User **Description:**

If a non-billed budget enrollment is required, the process is provided in 3.4.4.1b **C2M.CCB.Enroll in Non-Billed Budget**.

**2.4 3.4.4.2b C2M.CCB.Renew Non-Billed Budget**

**Actor/Role:** CSR or Authorized User

**Description:**

If a non-billed budget renewal is required, the process is provided in 3.4.4.2b **C2M.CCB.Renew Non-Billed Budget**.

**2.5 3.4.4.3a C2M.CCB.Cancel Budget**

**Actor/Role:** CSR or Authorized User

**Description:**

If a budget cancellation is required, the process is provided in 3.4.4.3a **C2M.CCB.Cancel Budget**.

**3.4 Determine FA Type**

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User determines Field Activity Type.

### **3.5 Initiate FA**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User initiates Field Activity.

### **3.6 5.3.2.1 C2M.CCB.Manage Field Activities and Service Orders**

**Actor/Role:** CSR or Authorized User

**Description:**

If an appointment scheduling or cancellation is required, the process is provided in 5.3.2.1 C2M.CCB.Manage Field Activities and Field Orders

### **3.7 Investigate Power Outage**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User confirms reported power outage.

### **3.8 5.5.3 C2M.CCB.Manage Outages (Future Release)**

**Actor/Role:** CSR or Authorized User

**Description:**

If a power outage is reported at a premise or a non-premise the outage process is provided in 5.5.3 C2M.CCB.Manage Outages.

### **3.9 Analyze Request**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User decides to connect, disconnect or reconnect service.

### **4.0 5.3.2.1 C2M.SOM.Manage Field Activities and Service Orders**

**Actor/Role:** CSR or Authorized User

**Description:**

If a customer requires connect, disconnect or reconnect service, the process is provided in 5.3.2.1 C2M.SOM.Manage Field Activities and Service Orders

### **4.1 Determine Meter/Item Request**

**Actor/Role:** CSR or Authorized User

**Description:**

CSR or Authorized User decides the type of meter/item request.

### **4.2 Request Exchange Meter**

**Actor/Role:** CSR or Authorized User

**Description:**

Meter exchange process is initiated.

#### **4.3 Request Read Meter**

**Actor/Role:** CSR or Authorized User

**Description:**

Meter Read Process is initiated

#### **4.4 Request Investigate Issue**

**Actor/Role:** CSR or Authorized User

**Description:**

If there is trouble with a meter or item, the investigation process is initiated

#### **4.5 4.2.1.1 C2M.MDM.Upload Device Measurement**

**Actor/Role:** CSR or Authorized User

**Description:**

If meter was misread and/or it is a read provided by a customer, the process 4.2.1.1 C2M.MDM.Upload Device Measurement is initiated

#### **4.6 5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning**

**Actor/Role:** CSR, CSR or Authorized User

**Description:**

If meter or item located at service point are not installed and there is a need to add a meter or item, process 5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning is initiated

#### **4.7 5.6.3.3 C2M.MDM.Manage Device De-Installation, Decommissioning**

**Actor/Role:** CSR or Authorized User

**Description:**

If meter or item is located at a non-billable service point, the process to remove meter or item is provided in 5.6.3.3 C2M.MDM.Device De-Installation and Decommissioning.

#### **4.8 Determine Billing Inquiry**

**Actor/Role:** CSR or Authorized User

**Description:**

CSR or Authorized User decides the type of billing inquiry.

#### **4.9 Investigate Customer Bills**

**Actor/Role:** CSR or Authorized User

**Description:**

Authorized User Investigates Customer bill

#### **5.0 4.2.2.9 C2M.CCB.Manage Billing Inquires**

**Actor/Role:** CSR or Authorized User

**Description:**

If a customer has the following billing issues, the process is provided in 4.2.2.9 C2M.CCB.Manage Billing Inquires:



#### 3.4.3.1 C2M.v2.7.CCB Process Miscellaneous Customer Requests

- High bill dispute
- Bill explanation
- Bill complaint
- Duplicate bills
- Missing bills

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## Test Documentation related to the Current Process

ID	Document Name	Test Type

## Document Control

### Change Record

Date	Author	Version	Change Reference
5/8/08	Stephanie Rogers	Draft 1a	No Previous Document
10/21/10	Geir Hedman		Update Title and Content page
2/8/11	Geir Hedman		Updated Document and Visio
11/14/13	Dean Davis		Updated Document and Visio
11/30/2013	Galina Polonsky		Reviewed, Approved
09/07/2017	Ekta Dua		Updated Document and Visio to v2.6
01/09/2013	Galina Polonsky		Updated, Reviewed, Approved
06/03/2019	Satya Kalavala		Updated Format for v2.7

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## Attachments