



C2M.CCB

3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

Creation Date: May 8, 2008
Last Updated: December 15, 2020

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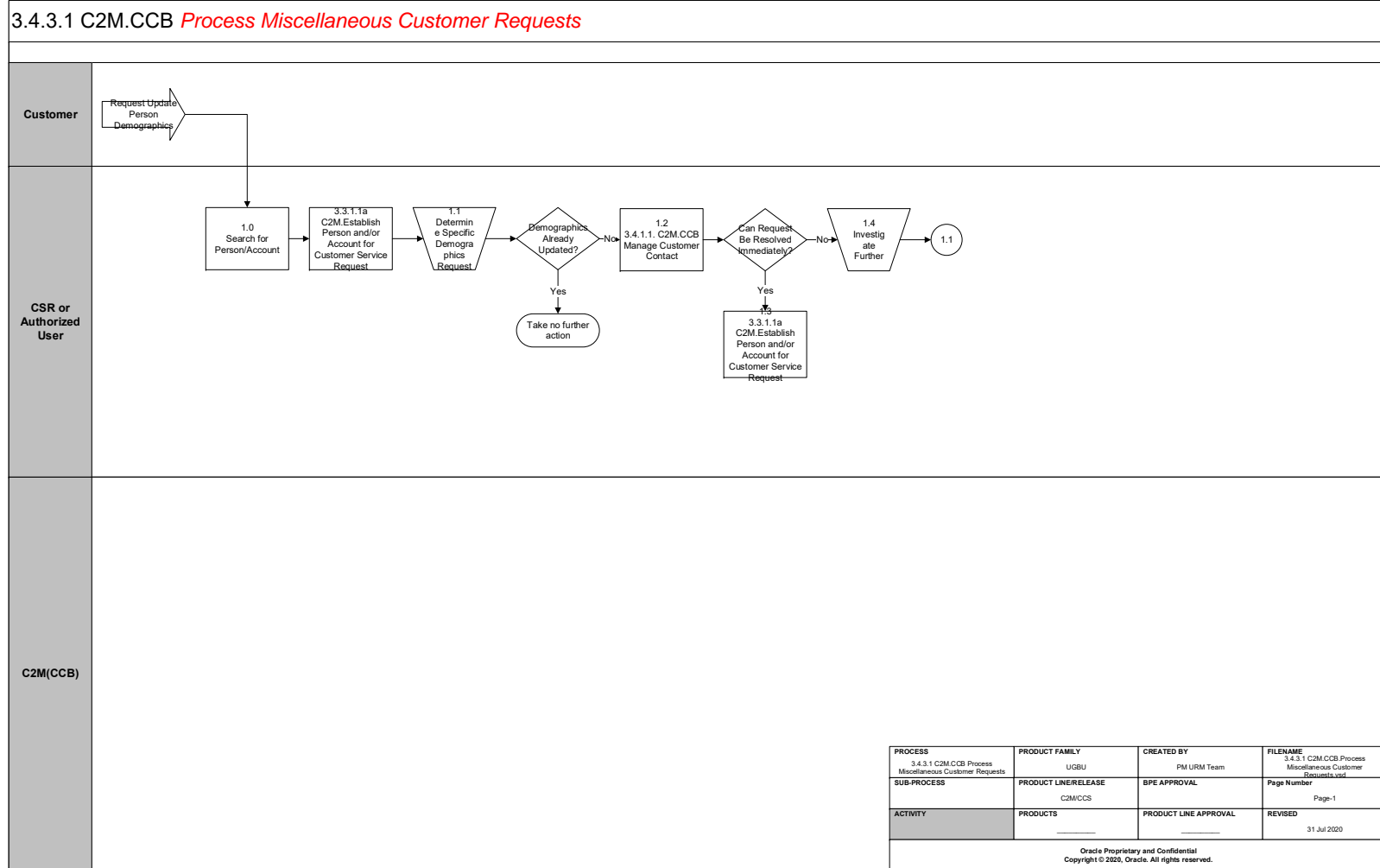
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Brief Description

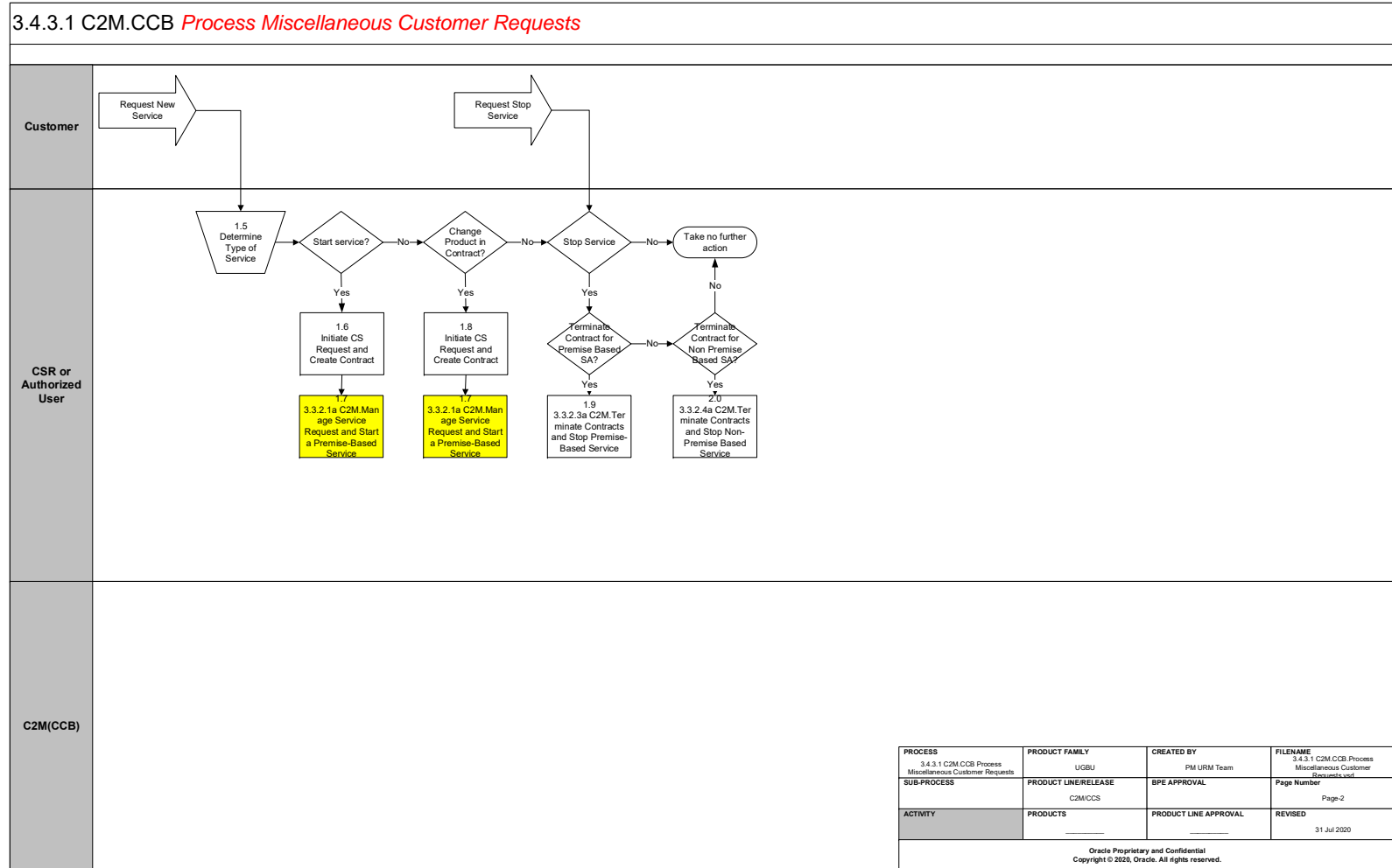
Business: 3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests
Type: Sub-Process
Parent: 3.4.3 C2M.CCB Provide Customer Service
Sibling Processes:

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

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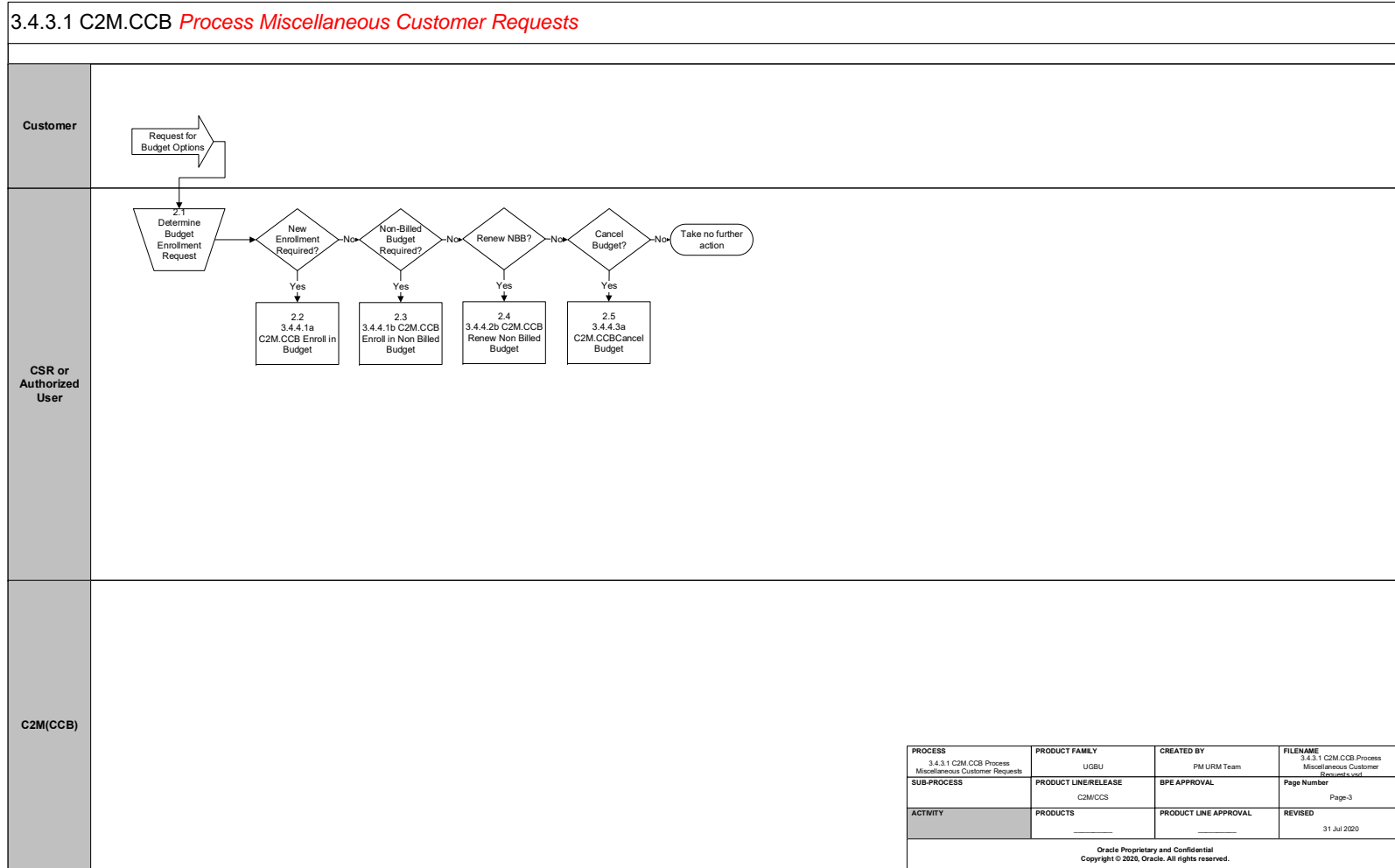
Business Process Model Page 2



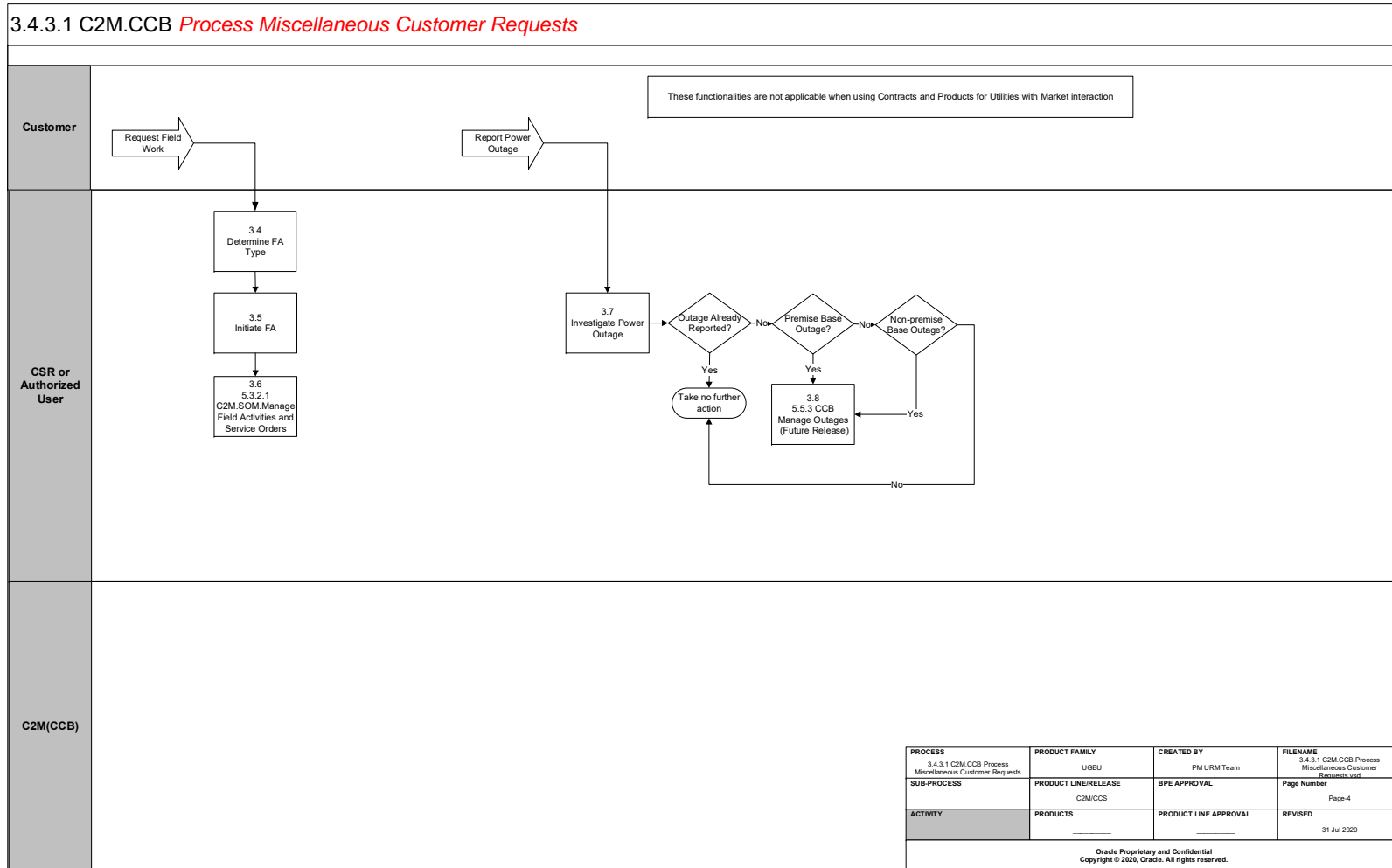
PROCESS 3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests	PRODUCT FAMILY UGBU	CREATED BY PM LRM Team	FILENAME 3.4.3.1 C2M.CCB.Process Miscellaneous Customer Requests.usd
SUB-PROCESS	PRODUCT LINE/RELEASE C2M/CCS	BPE APPROVAL	Page Number Page-2
ACTMITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 31 Jul 2020

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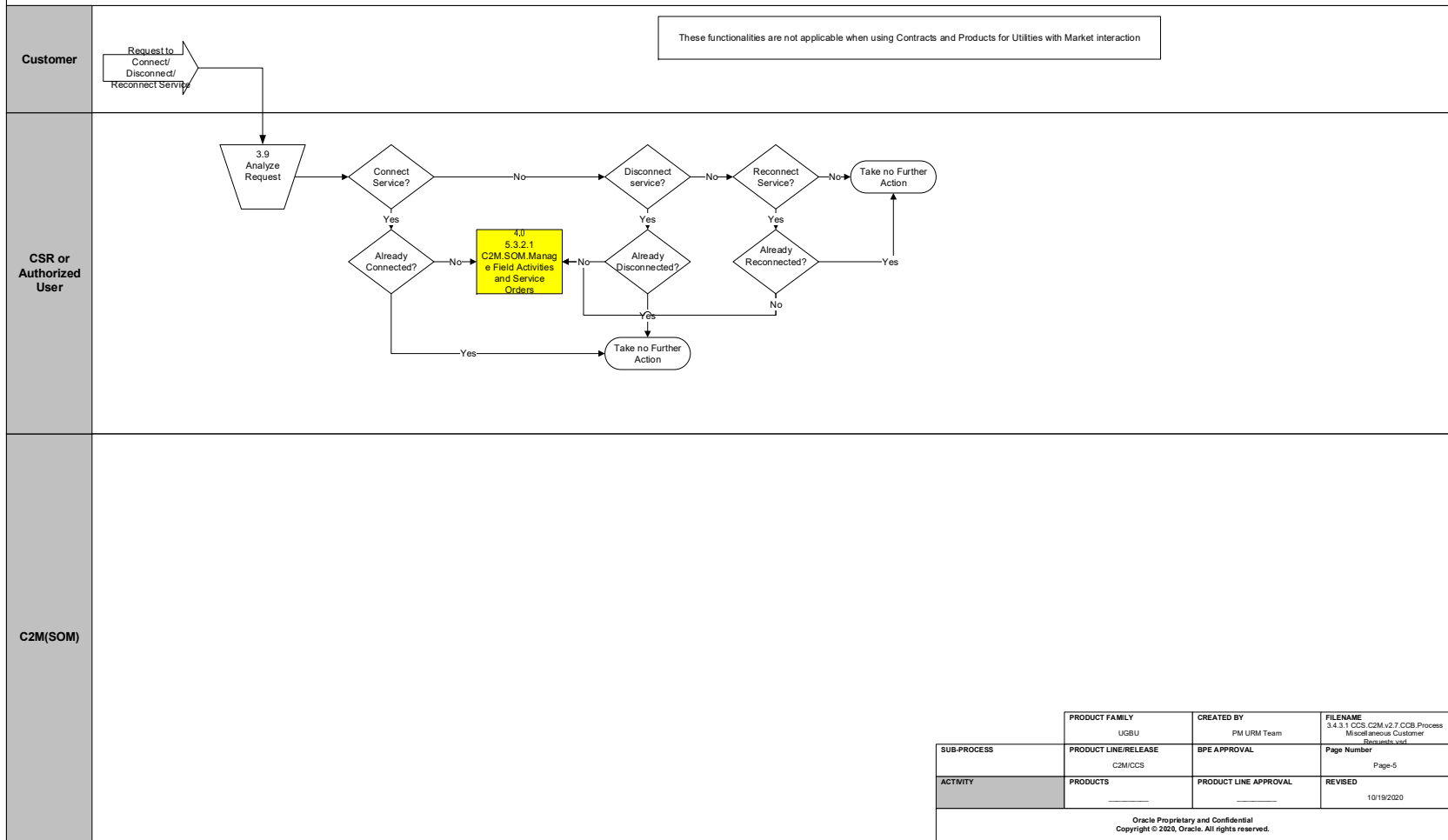


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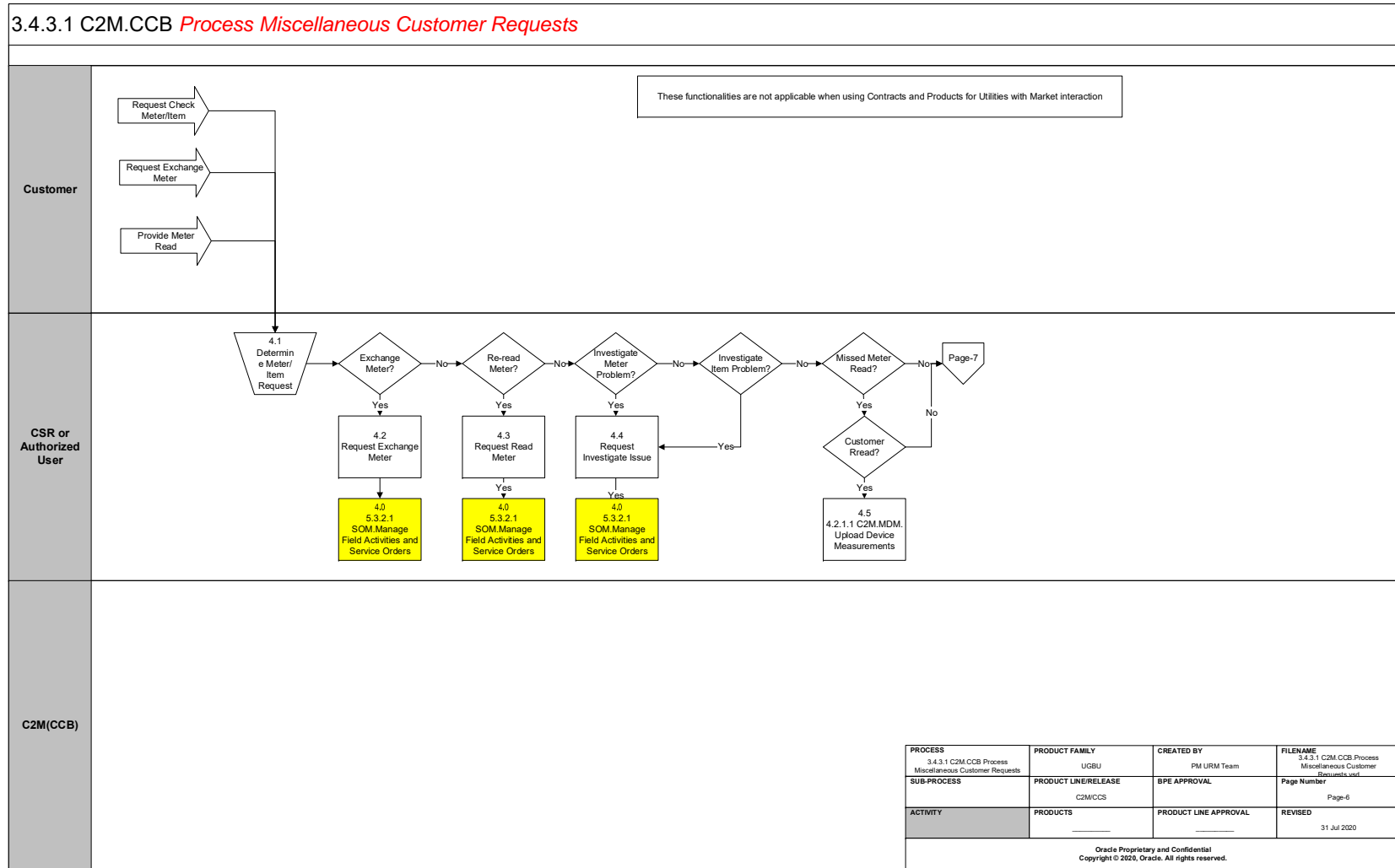


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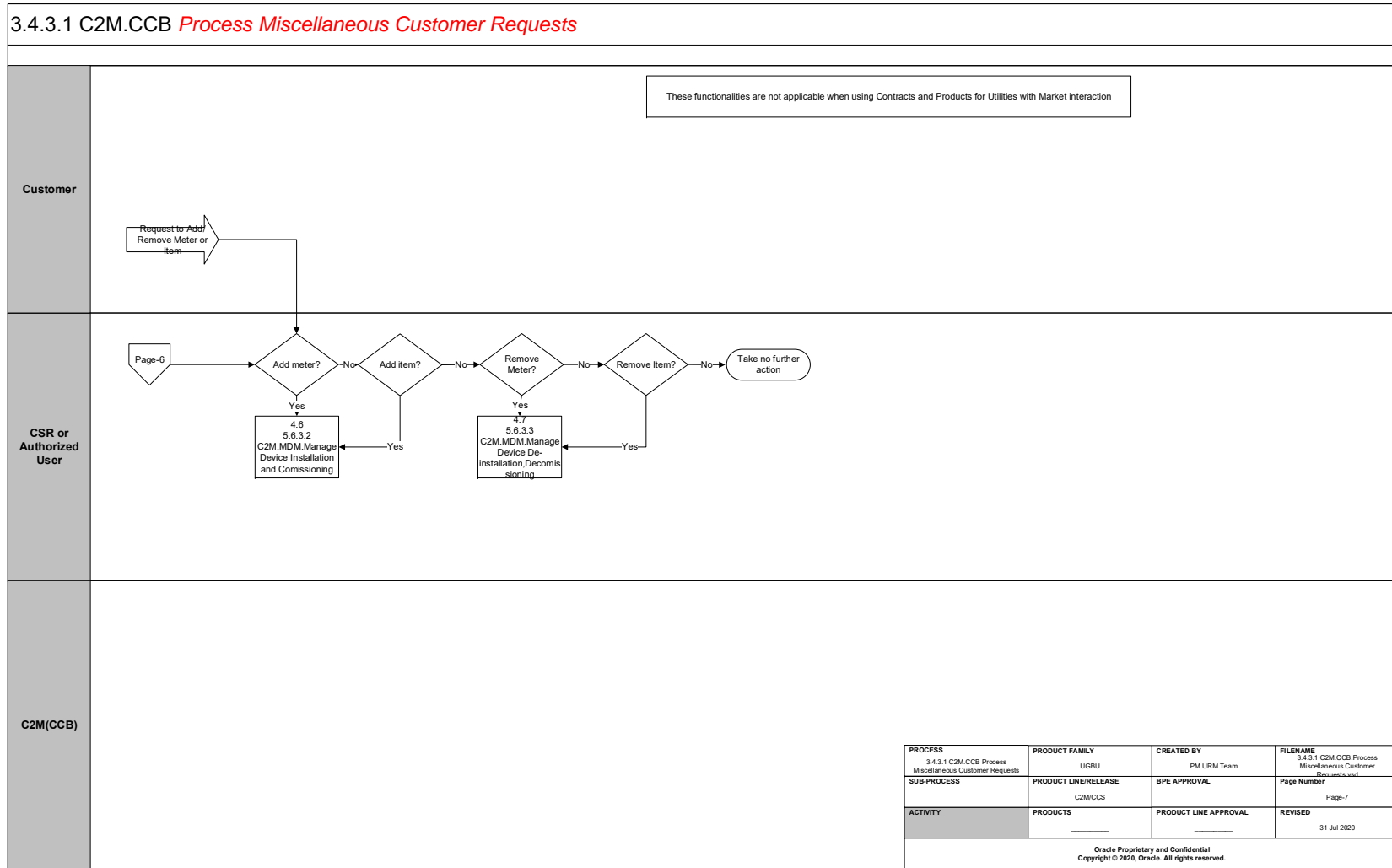
3.4.3.1 C2M.CCB *Process Miscellaneous Customer Requests*



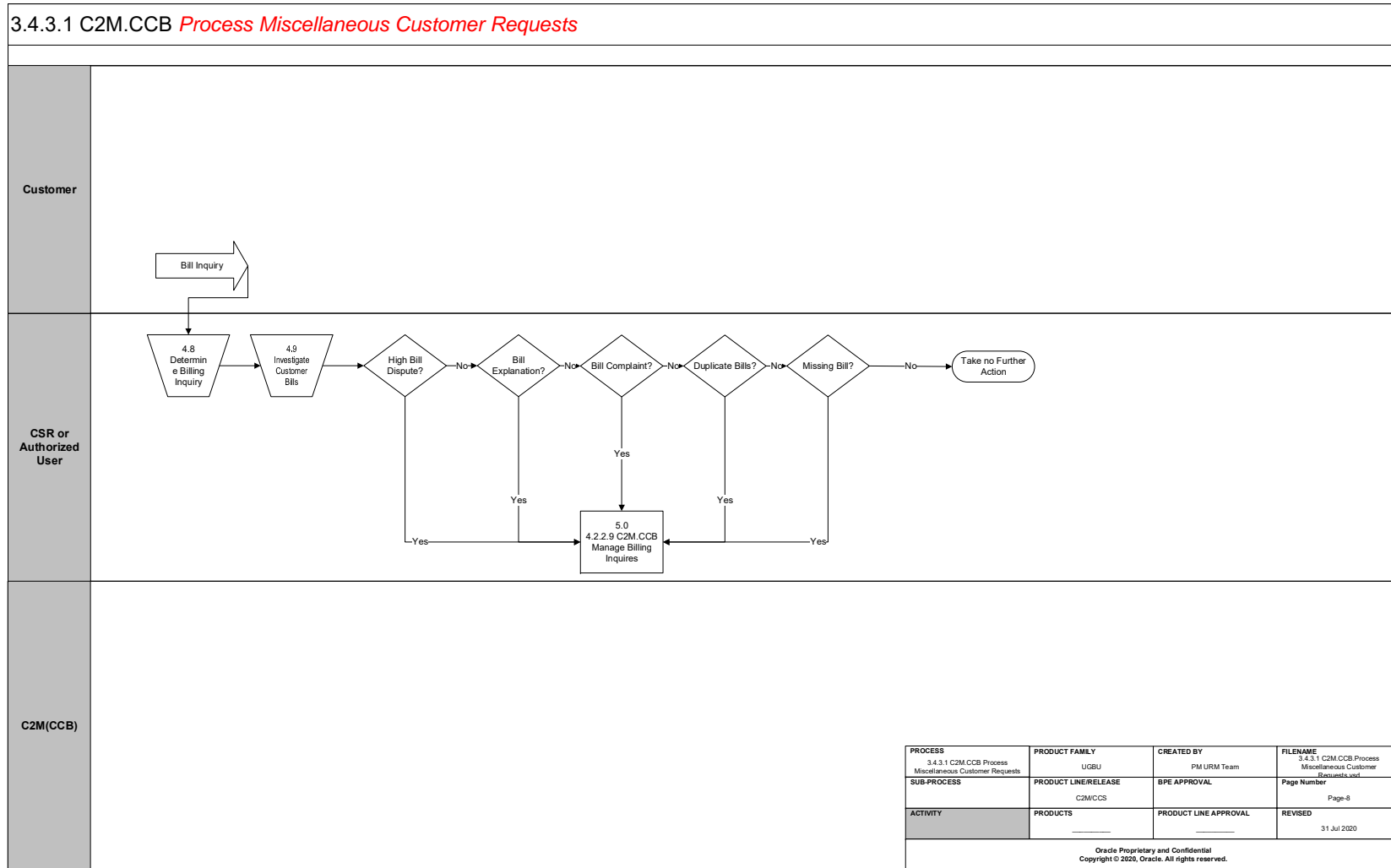
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Detail Business Process Model Description

1.0 Search for Person/Account

Actor/Role: CSR or Authorized User

Description:

Search for existing person/account.

1.1 Determine Specific Demographics 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.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.Manage Customer Contact.

1.3 3.3.1.1 C2M.Establish Person and or Account for Customer Service Request

Actor/Role: CSR or Authorized User

Description:

Update person demographic request, the process provided in 3.3.1.1 C2M.Establish Person and or Account for Customer Service Request.

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.

1.6 Initiate CS Request and Create Contract

Actor/Role: CSR or Authorized User

Description:

If a start service is required, the CSR or Authorized User will initiate the CS Request and will create the contract.

1.7 3.3.2.1a C2M.Manage Service Request and Start a Premise Based Service

Actor/Role: CSR or Authorized User

Description:

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

1.8 Initiate CS Request and Create Contract

Actor/Role: CSR or Authorized User

Description:

If a change product in contract is required, the CSR or Authorized User will initiate the CS Request and will create the contract.

1.9 3.3.2.3a C2M.Terminate Contracts and Stop Premise-Based Service

Actor/Role: CSR or Authorized User

Description:

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

2.0 3.3.2.4a C2M.Terminate Contracts and 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 3.3.2.4a **C2M.Terminate Contracts and 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.SOM.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.SOM.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:

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

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
07/31/2019	Rachelle Alegado		Updated for CCS Retail
08/21/2020	Galina Polonsky		Reviewed, Approved

Attachments