

CCS
C2M.v2.7.CCB
5.1.5.2a Manage Un-Metered Site

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Brief Description

Business Process: 5.1.5.2a C2M.CCB.Manage Un-Metered Site

Process Type: Sub-Process

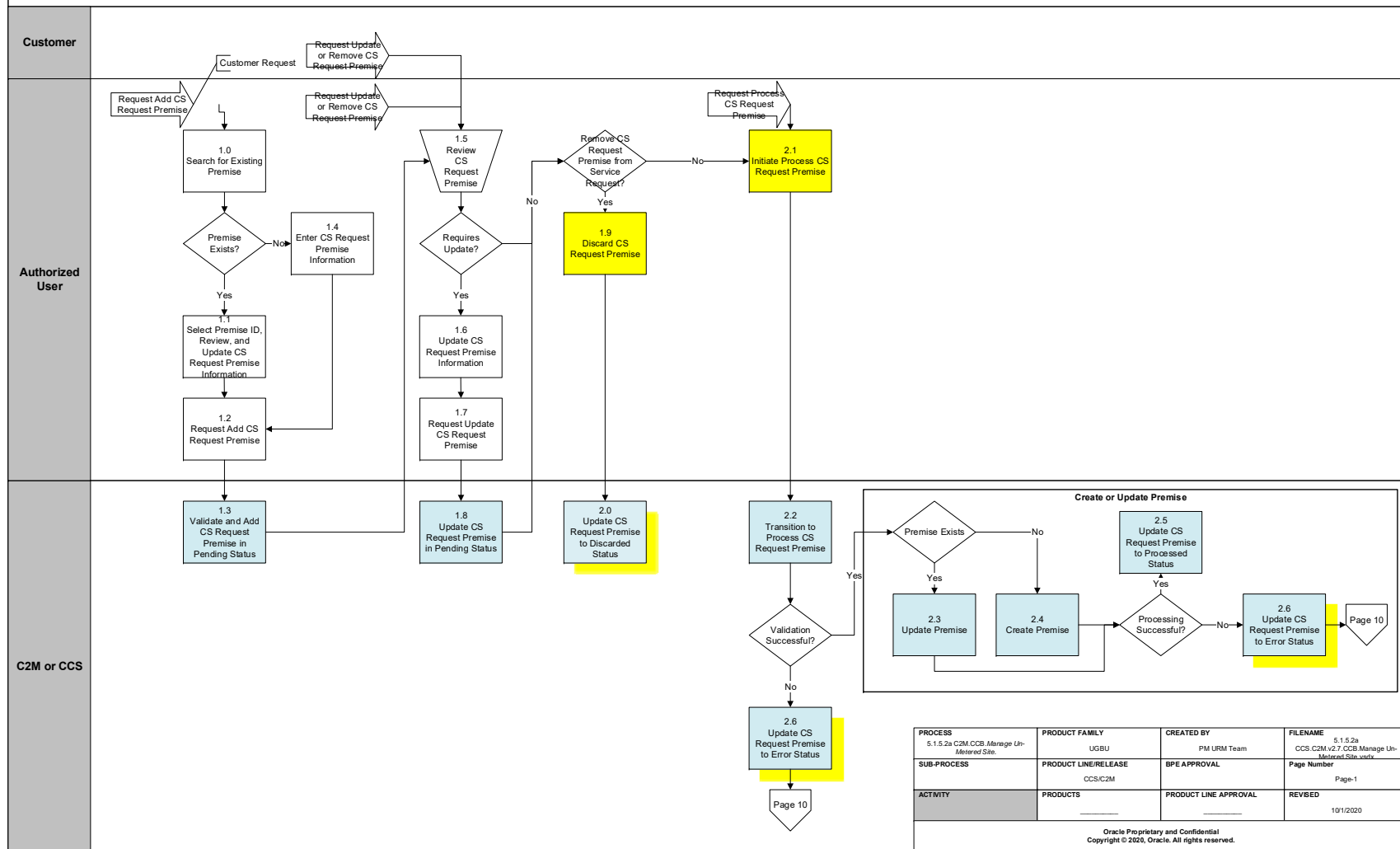
Parent Process: 5.1.5 C2M.CCB.Manage Site Infrastructure

Sibling Processes: 5.1.5.1a C2M.CCB.Manage Metered Site; 3.3.2.1a C2M.CCB.Start Premise-Based Service Using Customer Service Request

This business process depicts scenarios for the creation, updating and removal of Premise as well as CS Request Service Location. An authorized user evaluates every request and makes necessary changes using the C2M user interface. All the sub-processes and necessary configuration are discussed in detailed in this document.

Business Process Model Page 1

5.1.5.2a C2M.CCB.Manage Un-Metered Site. Create and Process CS Request Premise.

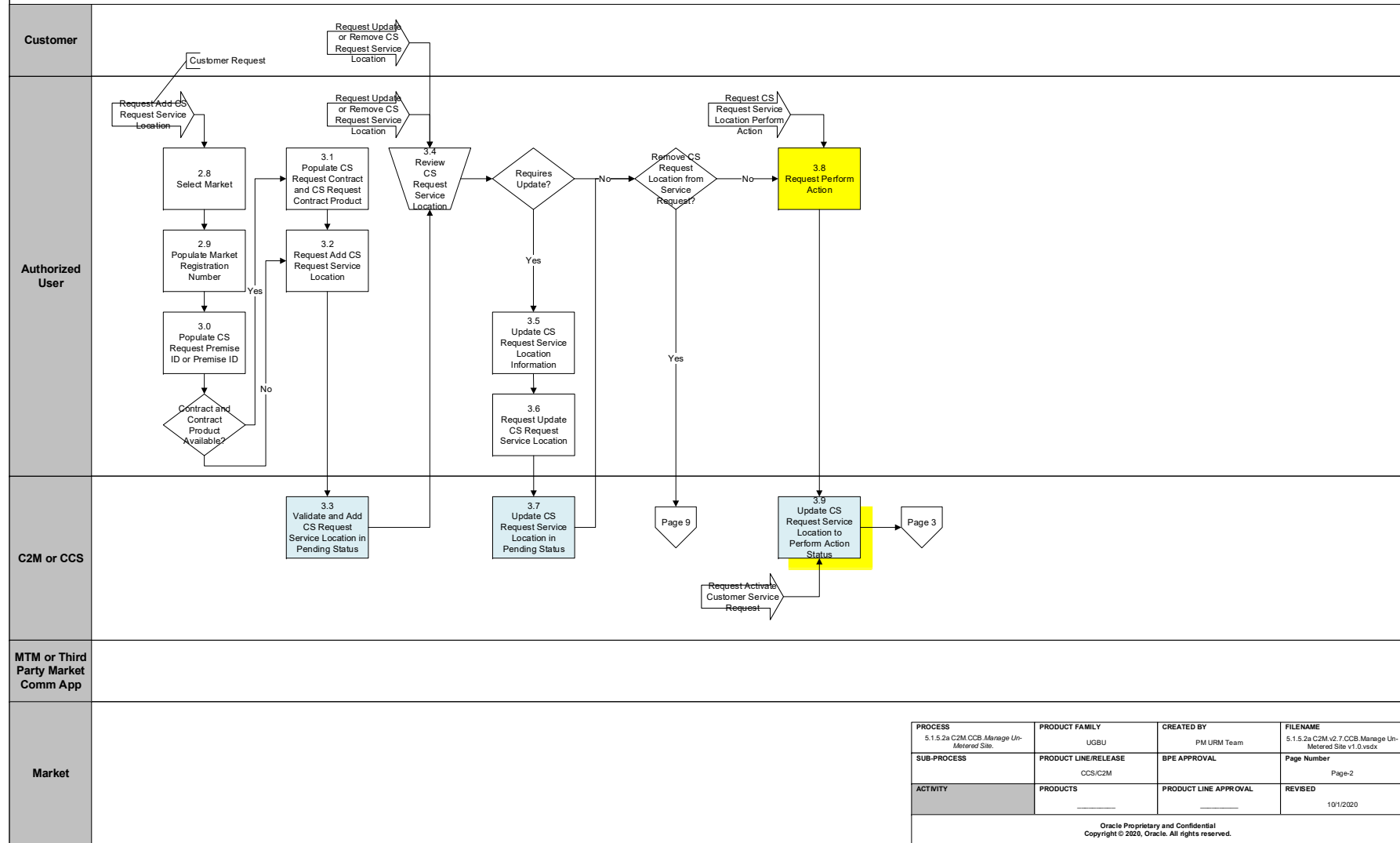


PROCESS	5.1.5.2a C2M.CCB.Manage Un-Metered Site.	PRODUCT FAMILY	UGBU	CREATED BY	PM LRM Team	FILENAME	5.1.5.2a CCS.C2M.v2.7.CCB.Manage Un-Metered Site.docx
SUB-PROCESS		PRODUCT LINE/RELEASE	CCS/C2M	BPE APPROVAL		Page Number	Page-1
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	10/1/2020

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5.1.5.2a C2M.CCB.Manage Un-Metered Site. Create and Process CS Request Service Location.

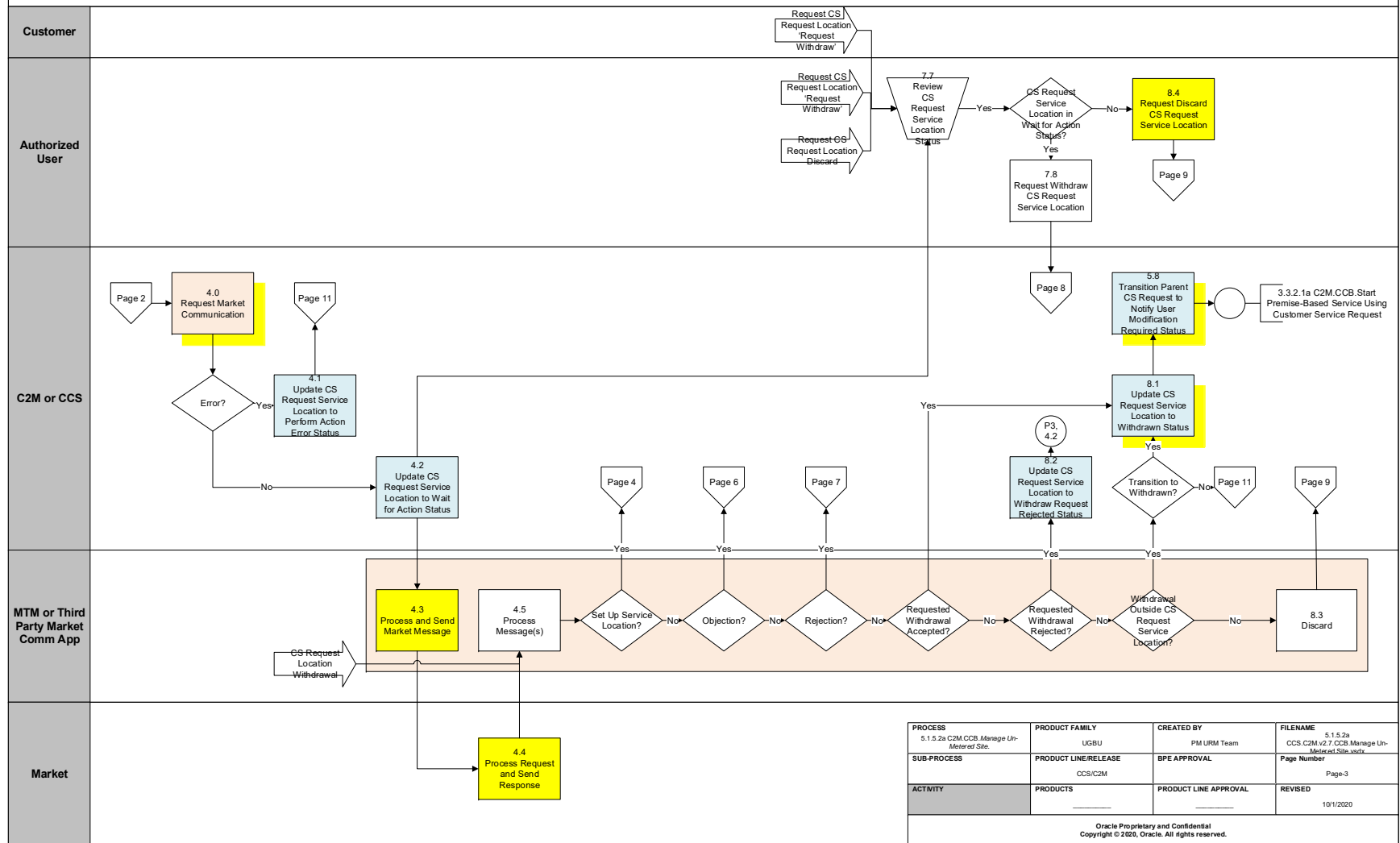


PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
5.1.5.2a C2M.CCB.Manage Un-Metered Site.	UGBU	PM URM Team	5.1.5.2a C2M.v2.7.CCB.Manage Un-Metered Site v1.0.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CCS/C2M		Page-2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			10/1/2020

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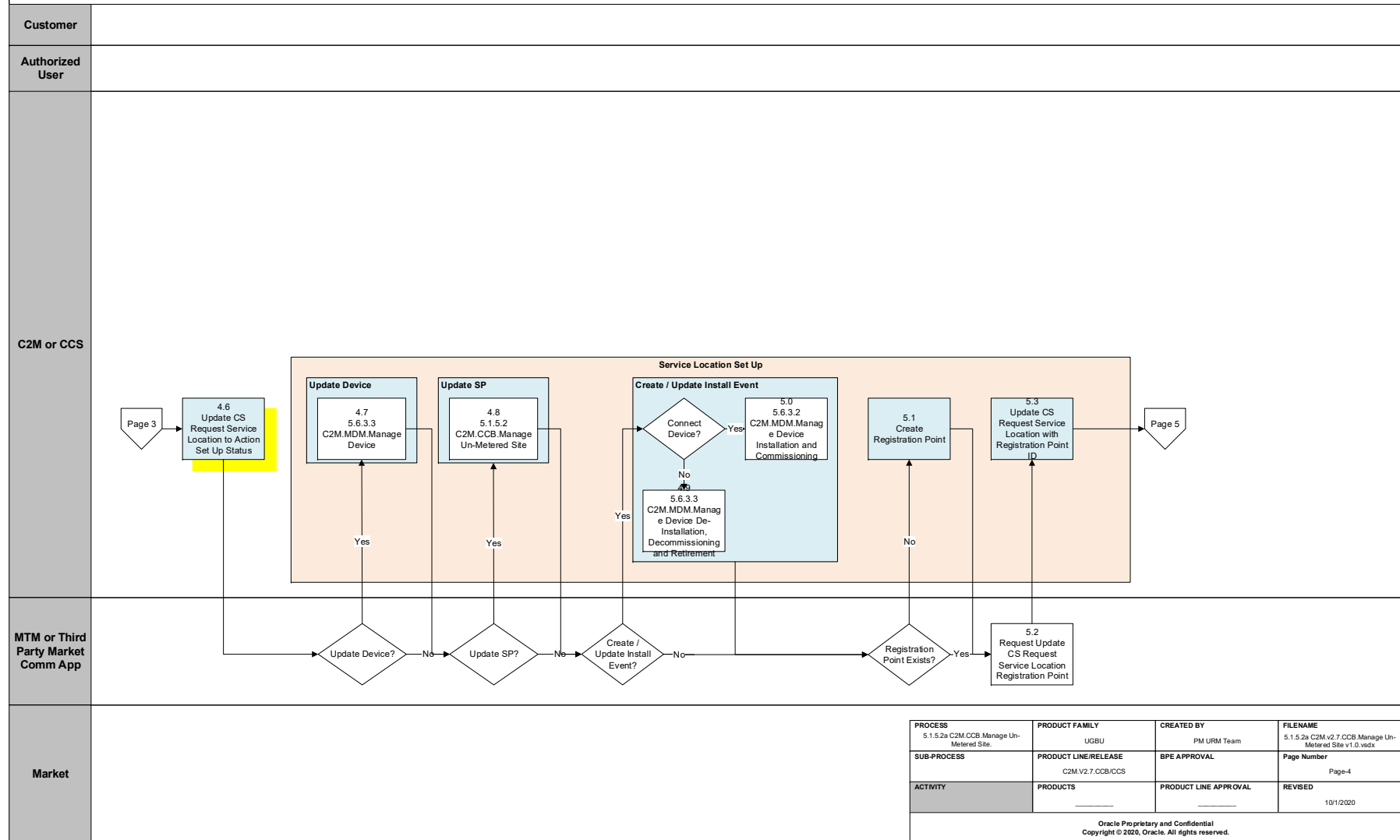
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5.1.5.2a C2M.CCB.Manage Un-Metered Site. Process CS Request Service Location.



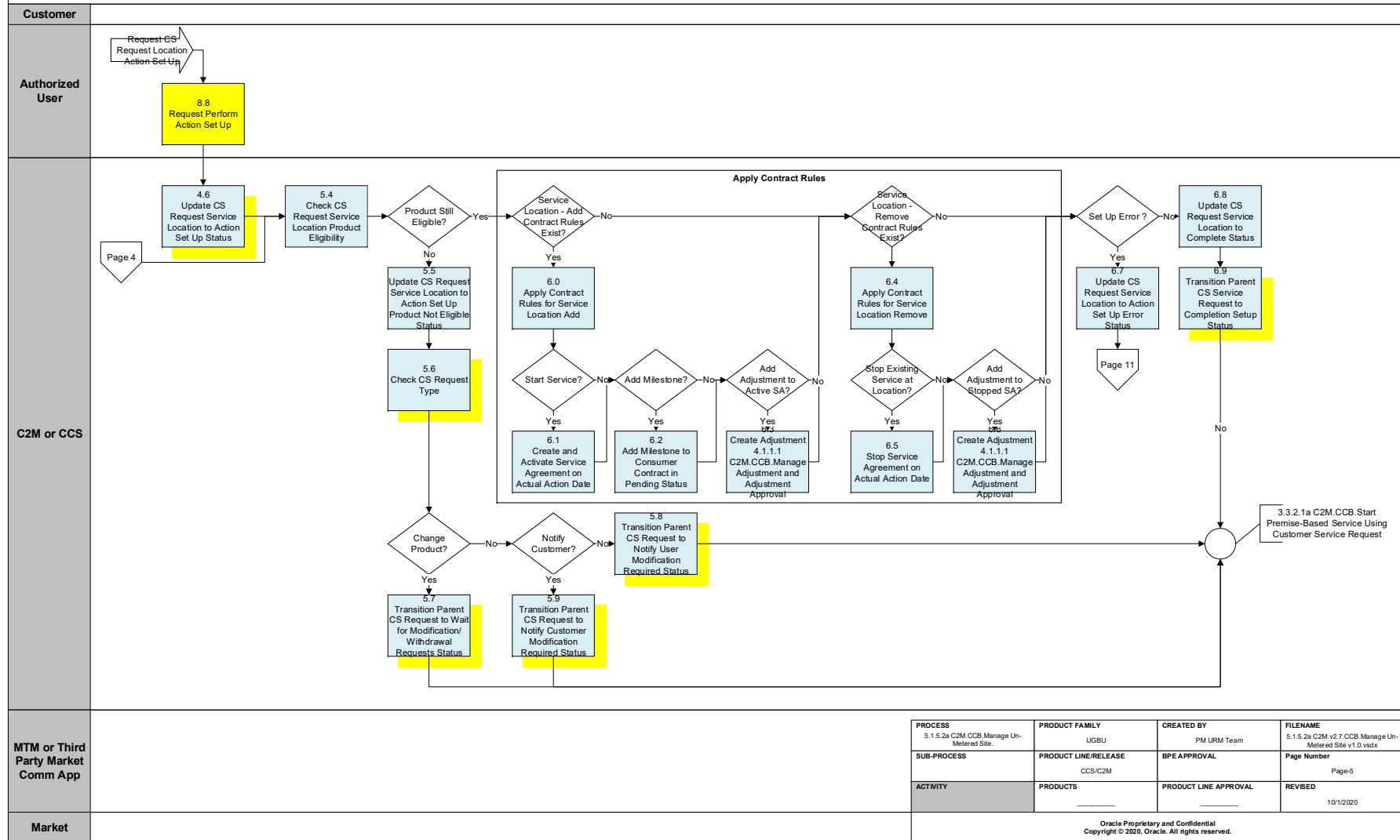
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5.1.5.2a C2M.CCB.Manage Un-Metered Site. CS Request Service Location Completion.



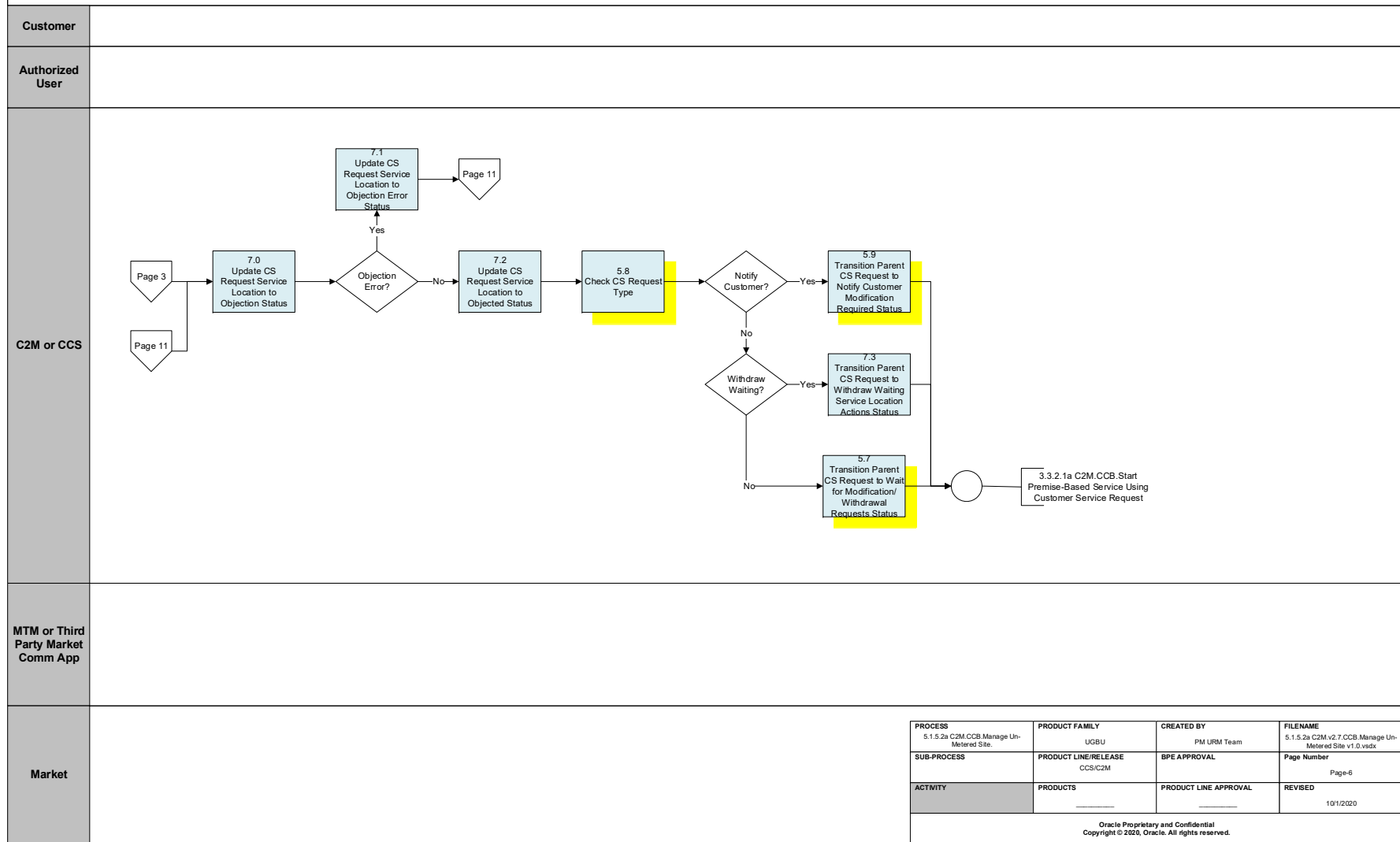
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5.1.5.2a C2M.CCB.Manage Un-Metered Site. CS Request Service Location Completion Continued.



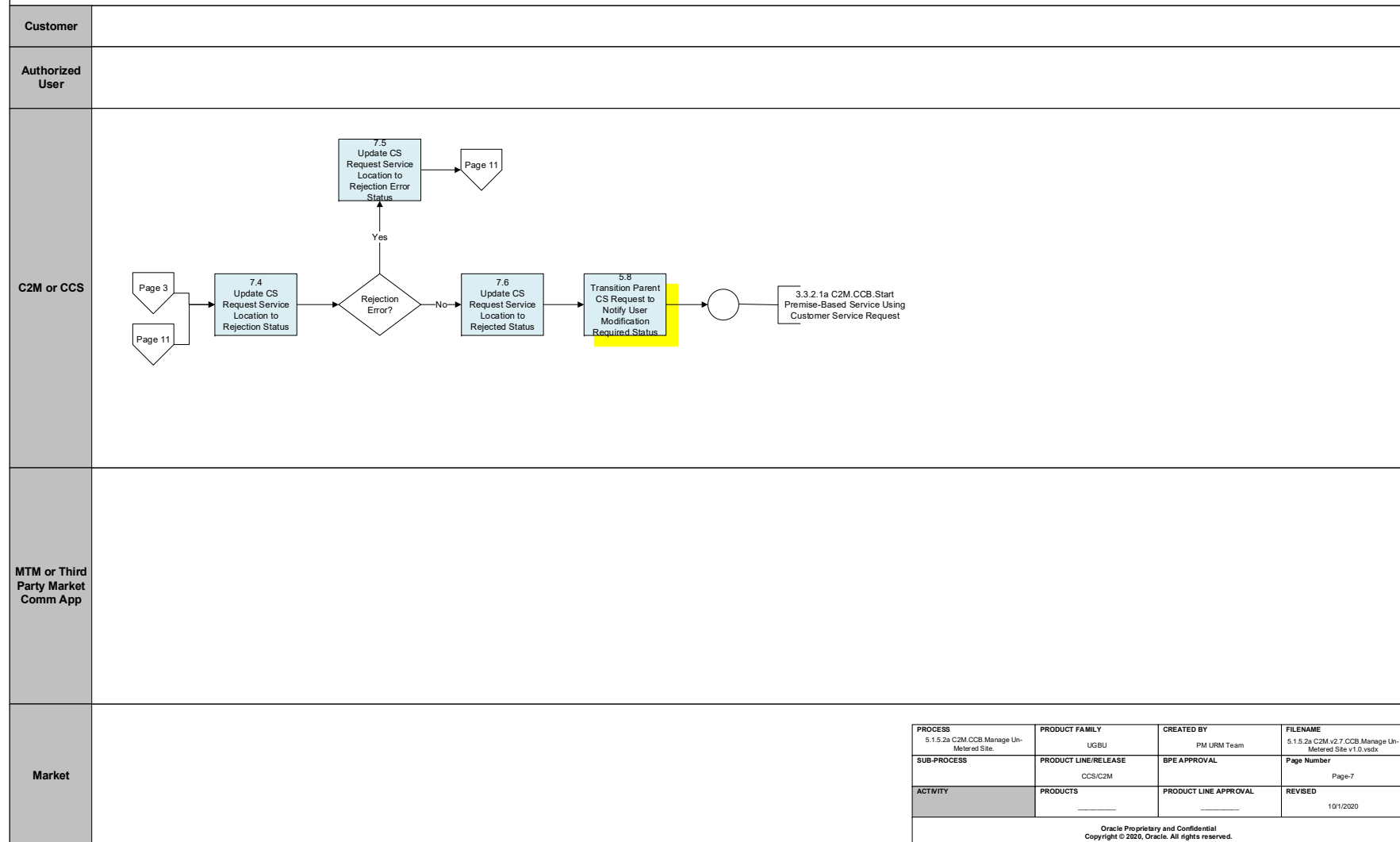
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5.1.5.2a C2M.CCB.Manage Un-Metered Site. CS Request Service Location Objection.



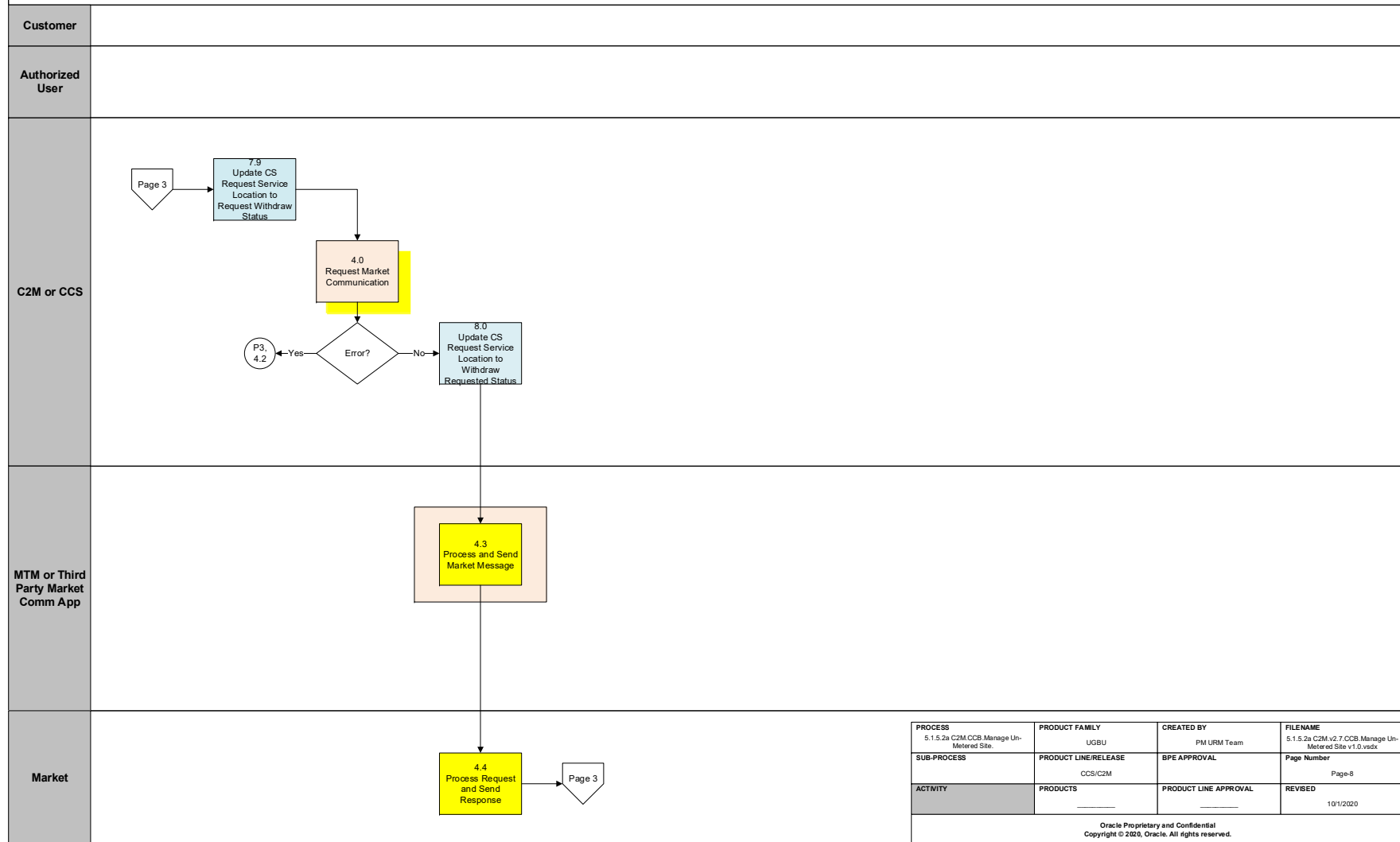
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5.1.5.2a C2M.CCB-MDM.Manage Un-Metered Site. CS Request Service Location Rejection.



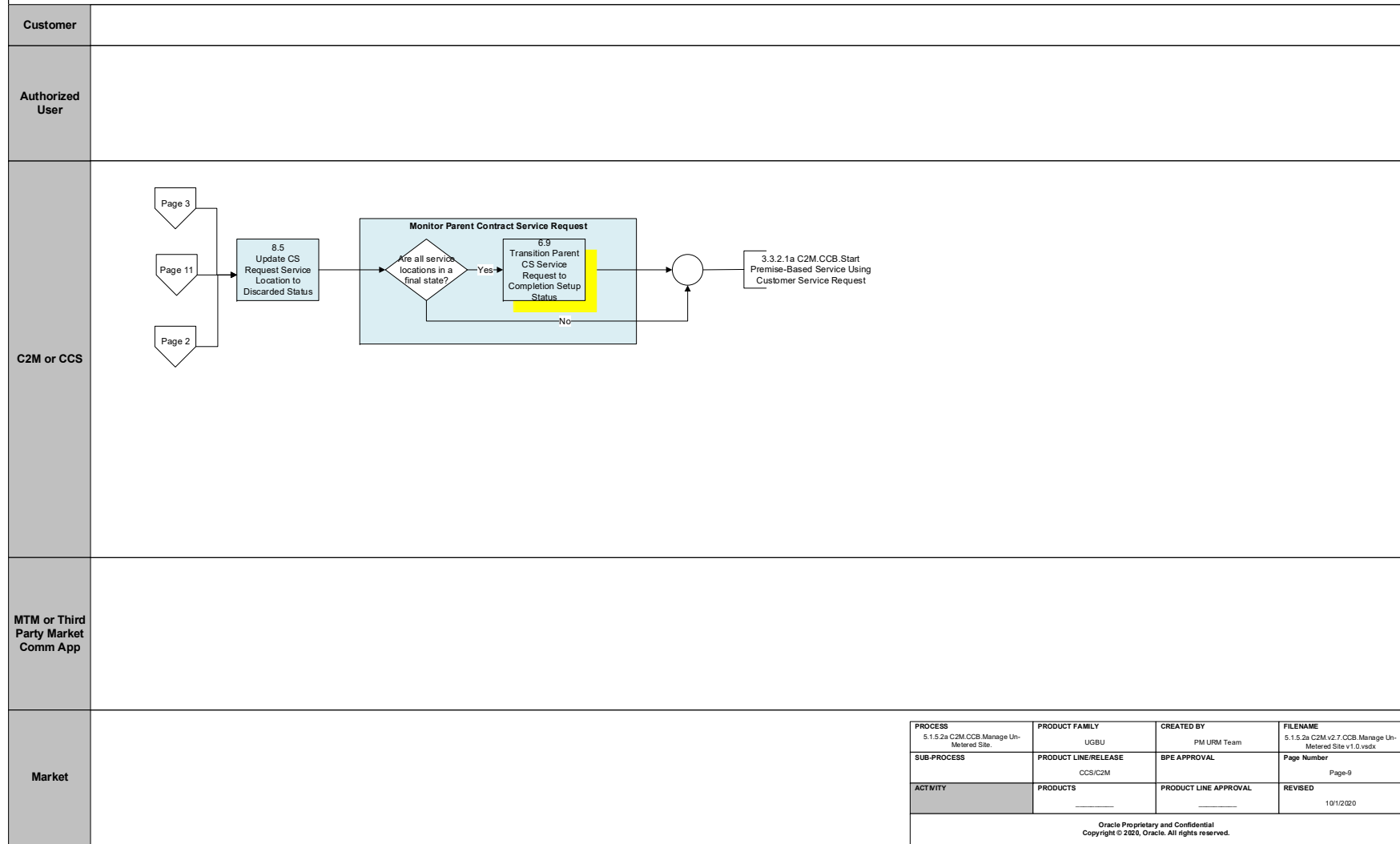
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5.1.5.2a C2M.CCB.Manage Un-Metered Site. CS Request Service Location Withdrawal



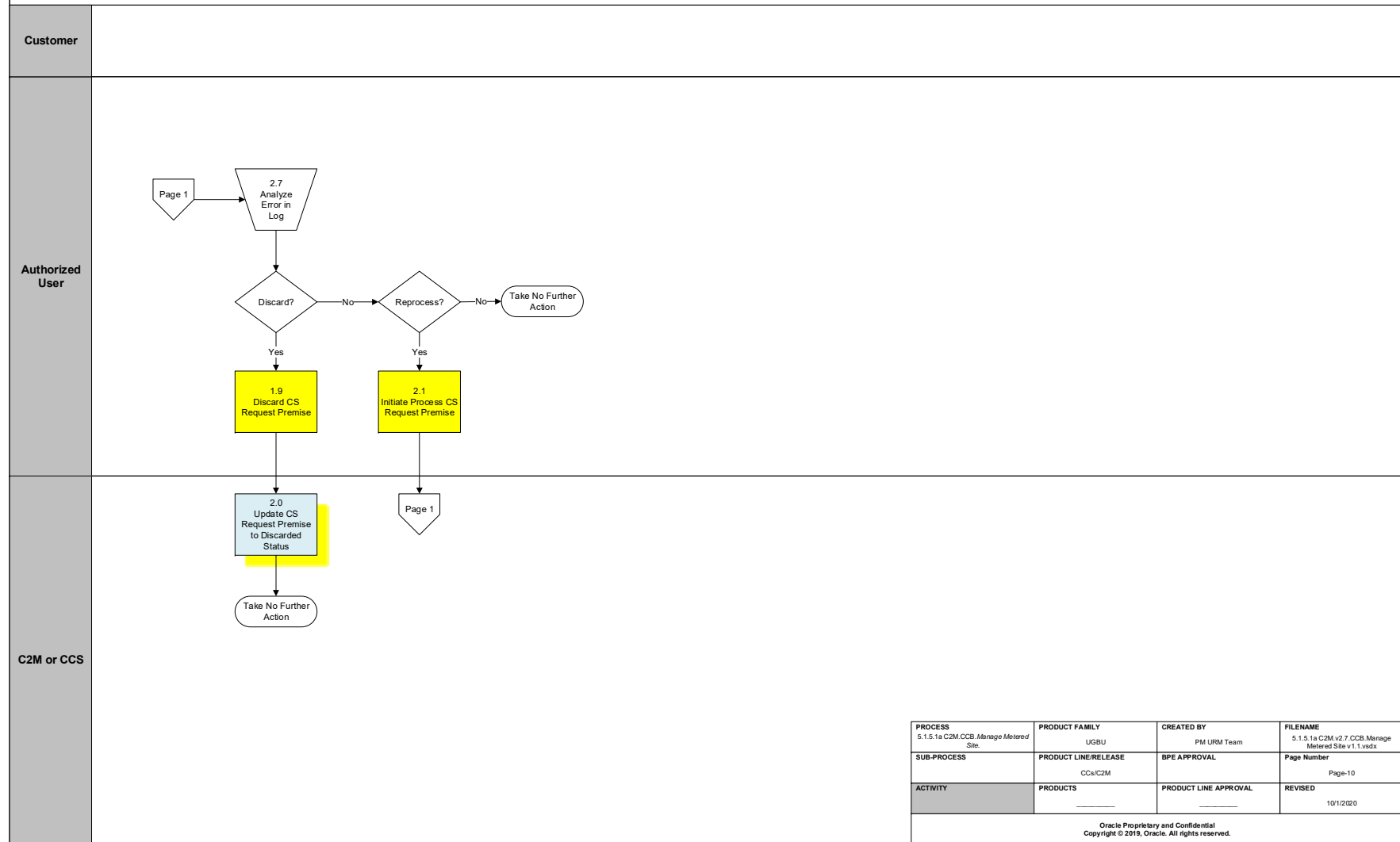
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5.1.5.2a C2M.CCB.Manage Un-Metered Site. CS Request Service Location Discard



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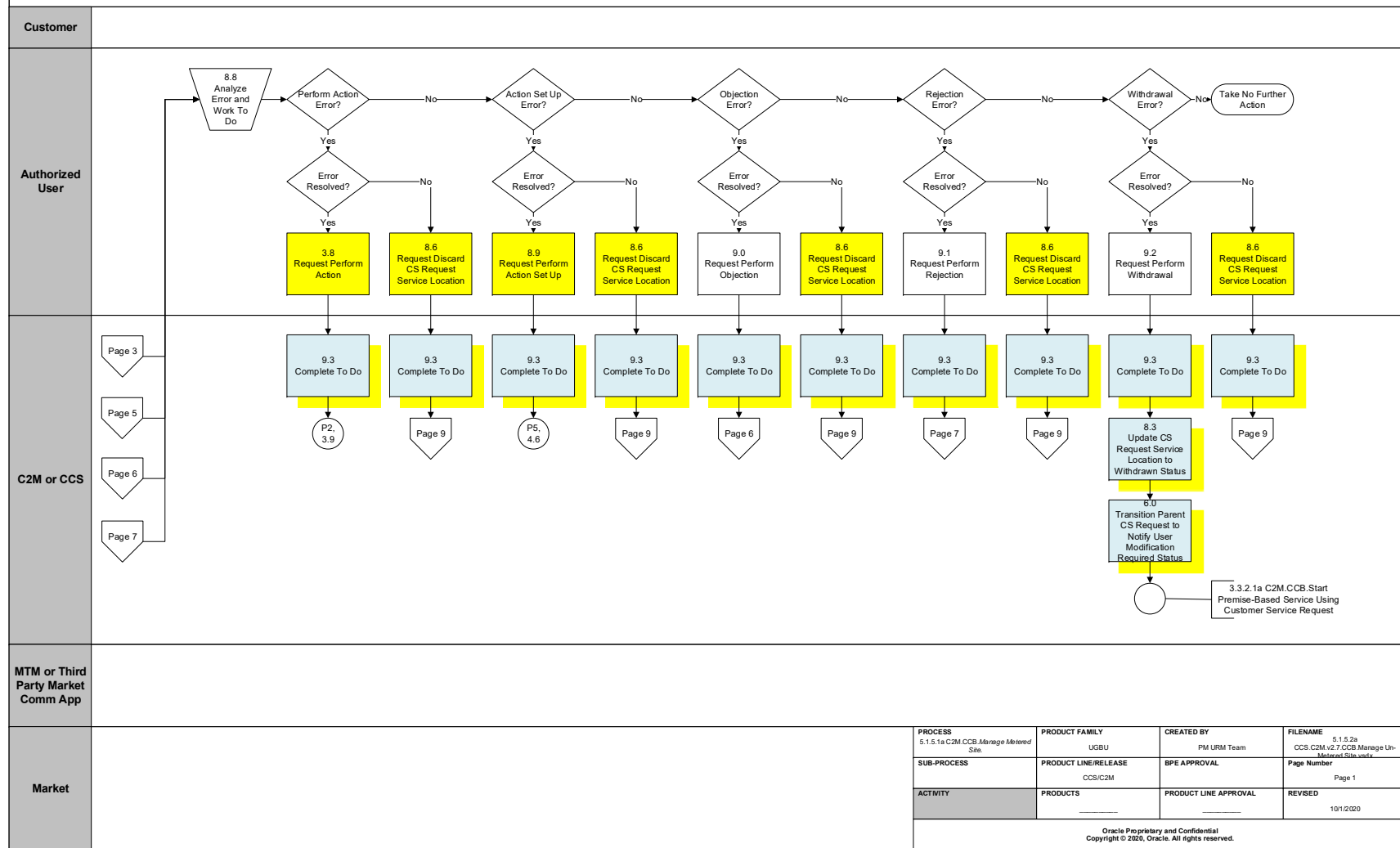
5.1.5.1a C2M.CCB.Manage Metered Site. CS Request Premise Exception Processing.



PROCESS 5.1.5.1a C2M CCB.Manage Metered Site.	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 5.1.5.1a C2M.v2.7.CCB.Manage Metered Site v1.1.vsdx
SUB-PROCESS	PRODUCT LINE/RELEASE CCs/C2M	BPE APPROVAL	Page Number Page-10
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 10/1/2020
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5.1.5.1a C2M.CCB.Manage Un-Metered Site. CS Request Location Exception Processing



Detail Business Process Model Description

1.0 Search for Existing Premise

Actor/Role: Authorized User

Description:

At first the Authorized User determines whether a premise exists or they need to create a new premise using the Premise Search on [Customer Service Request Premise Page](#). The Authorized User is responsible for fulfilling customer requests.

1.1 Select Premise ID, Review, and Update CS Request Premise Information

Actor/Role: Authorized User

Description:

If premise information requires updating, the Authorized User will update the information on the [Customer Service Request Premise Page](#).

1.2 Request Add CS Request Premise

Actor/Role: Authorized User

Description:

After updating or entering premise information, the Authorized User requests to add the Customer Service Request Premise from the [Customer Service Request Premise Page](#).

1.3 Validate and Add CS Request Premise in Pending Status

Actor/Role: C2M(CCB)

Description:

The CS Request Premise is added in C2M(CCB) in Pending status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CPREMINFO (Customer Service Request Premise Information)
C1-PSACTFLG (Add/Update Premise Action Flag)
C1-VALCSRPS (Validate Contract Change Request Premise Action)
C1-ADDUPDPS (Add or Update Premise for a CS Request Premise)
C1-VALPREMCR (Validate Contract Request - Basic Premise)

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y

Business Objects:

C1-ContractChngeReqPremiseRoot (Contract Change Request Premise Root)
C1-ContrctChngeReqPremiseBasic (Contract Change Request Premise Basic)

Process Scripts: Y

Script:

C1-CPremLog (Contract Change Request Premise - Add User Log Entry)
C1-CPremMain (Contract Change Request Premise Root - Maintain)
C1-VALCSRPS (Validate Contract Change Request Premise Action)
C1-VALPREMCR (Validate Contract Request - Basic Premise)
C1-ADDUPDPS (Perform CS Request Premise Action - Add/Update)
C1-CPREMINFO (Customer Service Request Premise Information)
C1CSRTPREMSI (Customer Request Type - Premise Service Information)
C1-PremSynSS (CS Request Premise Sync)
C1RetCSRePSI (Retrieve Customer Service Request Premise Service Information)

Inbound Service(s):

C1-AddCoChRe

Application Service(s)

C1-CSREQPREMBOAS
C1-BCSREQPREMBOAS

1.4 Enter CS Request Premise Information

Actor/Role: Authorized User

Description:

If premise does not exist, enter premise information on [Customer Service Request Premise Page](#). The Authorized User will need the premise type, CIS division, postal code and address.

1.5 Review CS Request Premise

Actor/Role: Authorized User

Description:

If Customer Service Request Premise data requires updating, the Authorized User navigates to [Customer Service Request Premise Page](#) to update the desired information.

1.6 Update CS Request Premise Information

Actor/Role: Authorized User

Description:

Customer Service Request Premise information is updated on the [Customer Service Request Premise Page](#).

1.7 Request Update CS Request Premise

Actor/Role: Authorized User

Description:

The Authorized User requests to update the Customer Service Request Premise information from the [Customer Service Request Premise Page](#).

1.8 Update CS Request Premise in Pending Status

Actor/Role: C2M(CCB)

Description:

The pending CS Request Premise information is updated in C2M(CCB).

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CPREMINFO (Customer Service Request Premise Information)
C1-PSACTFLG (Add/Update Premise Action Flag)
C1-VALCSRPS (Validate Contract Change Request Premise Action)
C1-ADDUPDPS (Add or Update Premise for a CS Request Premise)
C1-VALPREMCR (Validate Contract Request - Basic Premise)

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y **Business Objects:**

C1-ContractChngeReqPremiseRoot (Contract Change Request Premise Root)
C1-ContrctChngeReqPremiseBasic (Contract Change Request Premise Basic)
C1-CPremLog (Contract Change Request Premise - Add User Log Entry)

Process Scripts: Y**Script:**

C1-CPremMain (Contract Change Request Premise Root - Maintain)
C1-VALCSRPS (Validate Contract Change Request Premise Action)
C1-VALPREMCR (Validate Contract Request - Basic Premise)
C1-ADDUPDPS (Perform CS Request Premise Action - Add/Update)
C1-CPREMINFO (Customer Service Request Premise Information)
C1CSRTPREMSI (Customer Request Type - Premise Service Information)
C1-PremSynSS (CS Request Premise Sync)
C1RetCSRePSI (Retrieve Customer Service Request Premise Service Information)

1.9 Discard CS Request Premise**Actor/Role:** Authorized User**Description:**

An Authorized user discards the Customer Service Request Premise using the [Customer Service Request Premise Page](#).

2.0 Update CS Request Premise to Discarded Status**Actor/Role:** C2M(CCB)**Description:**

The Customer Service Request Premise is updated to Discarded Status.

2.1 Initiate Process CS Request Premise**Actor/Role:** Authorized User**Description:**

An Authorized User processes the Customer Service Premise using the [Customer Service Request Premise Page](#).

2.2 Transition to Process CS Request Premise**Actor/Role:** C2M(CCB)**Description:**

The Customer Service Request Premise transitions to an interim Process State.

2.3 Update Premise, Group: Create or Update Premise**Actor/Role:** C2M(CCB)**Description:**

If the Premise already exists, the Premise record is updated in C2M(CCB).

2.4 Create Premise, Group: Create or Update Premise**Actor/Role:** C2M(CCB)**Description**

If the Premise does not exist, the Premise is created in C2M(CCB).

Configuration Required: Y **Entities to Configure:**

Premise Type
Country Code
CIS Division
Postal Code Default

2.5 Update CS Request Premise to Processed Status, Group: Create or Update Premise**Actor/Role:** C2M(CCB)**Description**

The Customer Service Request Premise is updated to a Processed Status.

2.6 Update CS Request Premise to Error Status, Group: Create or Update Premise**Actor/Role:** C2M(CCB)**Description**

The Customer Service Request Premise is updated to an Error Status.

2.7 Analyze Error in Log**Actor/Role:** Authorized User**Description**

An Authorized User analyzes the Customer Service Request Premise Error Log. If the user can fix the issue, the user will make the necessary corrections and then proceed with Request Process. If the error cannot be resolved, the user may proceed to Discard this record.

2.8 Select Market**Actor/Role:** Authorized User**Description**

An Authorized User selects the Market applicable to the Customer Service Request Service Location e.g. electric, gas, dual fuel, on the [Customer Service Request Service Location Page](#).

2.9 Populate Market Registration Number**Actor/Role:** Authorized User**Description:**

An Authorized User enters the unique Market Registration number applicable to the Customer Service Request Service Location on the [Customer Service Request Service Location Page](#).

3.0 Populate CS Request Premise ID or Premise ID

Actor/Role: Authorized User

Description:

An Authorized User enters or searches for and populates either the CS Request Premise ID or the Premise ID that is applicable to the Customer Service Request Service Location on the [Customer Service Request Service Location Page](#).

3.1 Populate CS Request Contract and CS Request Contract Product

Actor/Role: Authorized User

Description:

If the Contract and Contract Product information is available, an Authorized User enters or searches for and populates either the CS Request Contract/CS Request Contract Product, or the Contract/Contract Product applicable to the Customer Service Request Service Location on the [Customer Service Request Service Location Page](#).

3.2 Request Add CS Request Service Location

Actor/Role: Authorized User

Description:

After updating or entering/ populating Customer Service Request Service Location information, the Authorized User requests to add the Customer Service Request Location from the [Customer Service Request Service Location Page](#).

3.3 Validate and Add CS Request Service Location in Pending Status

Actor/Role: C2M or CCS

Description:

The Customer Service Request Service Location is added in C2M or CCS in Pending status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y **Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

3.4 Review CS Request Service Location**Actor/Role:** Authorized User**Description:**

The Authorized User navigates to the [Customer Service Request Service Location Page](#) to review the provided information.

3.5 Update CS Request Service Location Information**Actor/Role:** Authorized User**Description:**

If required, Customer Service Request Service location information is updated by an Authorized User, on the [Customer Service Request Service Location Page](#).

3.6 Request Update CS Request Service Location**Actor/Role:** Authorized User**Description:**

After updating or entering/populating Customer Service Request Service Location information, the Authorized User requests to update the Customer Service Request Service Location from the [Customer Service Request Service Location Page](#).

3.7 Update CS Request Service Location in Pending Status**Actor/Role:** C2M or CCS**Description:**

The Customer Service Request Service Location is updated in C2M or CCS in Pending status.

Process Plug-in enabled: Y**Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)

Configuration Required: Y**Entities to Configure:**

Customer Service Request Type

Business Objects: Y

Business Objects:

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y

Script:

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

3.8 Request Perform Action

Actor/Role: Authorized User

Description:

The Authorized User requests to transition the Customer Service Request Service Location to Perform Action status from the [Customer Service Request Service Location Page](#).

3.9 Update CS Request Service Location to Perform Action Status

Actor/Role: C2M or CCS

Description:

The Customer Service Request Service Location is updated/transitioned in C2M or CCS to Perform Action status.

Process Plug-in enabled: Y

Available Algorithm(s):

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
F1-TRN-DF-NS (Generic Business Object Status Monitor)

Configuration Required: Y

Entities to Configure:

Customer Service Request Type

Business Objects: Y**Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)
F1-GenBoMon (Monitor BO Status)

4.0 Request Market Communication**Actor/Role: C2M or CCS****Description:**

C2M or CCS formats/sets-up a message in order to communicate with MTM or a Third Party Market Communication Application. The communication message and related communication protocol needs to be customized for each Market.

4.1 Update CS Request Service Location to Perform Action Error Status**Actor/Role: C2M or CCS****Description:**

If an error is encountered, and we are unable to communicate successfully with MTM or a Third Party Market Communication Application due to e.g. missing or incorrect configuration, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Perform Action Error status.

Process Plug-in enabled: Y**Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSAPRACER (Create To Do for Perform Action Error)
F1-TODOCOMPL (Generic To Do Completion) 'Confluence -Complete To Do'

Configuration Required: Y**Entities to Configure:**

Customer Service Request Type

Business Objects: Y

Business Objects:

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y

Script:

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

4.2 Update CS Request Service Location to Wait for Action Status

Actor/Role: C2M or CCS

Description:

If we are able to successfully communicate with MTM or a Third Party Market Communication Application, the Customer Service Request Service Location is updated/ transitioned in C2M or CCS to Wait for Action status.

Process Plug-in enabled: Y

Available Algorithm(s):

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
F1-TRN-DF-NS (Generic Business Object Status Monitor)

Configuration Required: Y

Entities to Configure:

Customer Service Request Type

Business Objects: Y

Business Objects:

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)
F1-GenBoMon (Monitor BO Status)

4.3 Process and Send Market Message**Actor/Role: MTM or a Third Party Market Communication Application****Description:**

The MTM or a Third Party Market Communication Application will send message(s) to the Market.

4.4 Process Request and Send Response**Actor/Role: Market****Description:**

The Market will process the MTM or Third Party Market Communication Application message and send a Response.

4.5 Process Message(s)**Actor/Role: MTM or a Third Party Market Communication Application****Description:**

The MTM or a Third Party Market Communication Application processes market message(s)/ response(s).

4.6 Update CS Request Service Location to Action Set Up Status**Actor/Role: C2M or CCS****Description:**

If the market response is Set Up Service Location, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Action Set Up status.

Process Plug-in enabled: Y**Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)

Configuration Required: Y**Entities to Configure:**

Customer Service Request Type

Business Objects: Y**Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

4.7 5.6.3.3 C2M.MDM.Manage Device, Group: Service Location Set Up**Actor/Role: C2M or CCS****Description:**

If an update to device is required, the customization between MTM or a Third Party Communication Application and C2M or CCS will ensure that the required update is performed on the device. For details, refer to '5.6.3.3 C2M.MDM.Manage Device' process.

4.8 5.1.5.2 C2M.CCB.Manage Un-Metered Site, Group: Service Location Set Up**Actor/Role: C2M or CCS****Description:**

If an update to SP is required, the customization between MTM or a Third Party Communication Application and C2M or CCS will ensure that the desired SP is updated. For details, refer to '5.1.5.2 C2M.CCB.Manage Un-Metered Site' process.

4.9 5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning, Group: Service Location Set Up**Actor/Role: C2M or CCS****Description:**

If an Install Event needs to be Created or Updated and Device needs to be connected, the customization between MTM or a Third Party Communication Application and C2M or CCS will handle device installation and commissioning. For details, refer to '5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning' process.

5.0 5.6.3.3 C2M.MDM.Manage Device De-Installation, Decommissioning and Retirement, Group: Service Location Set Up**Actor/Role: C2M or CCS****Description:**

If an Install Event needs to be Created or Updated and Device needs to be disconnected, the customization between MTM or a Third Party Communication Application and C2M or CCS will handle device de-installation, decommissioning and retirement. For details, refer to '5.6.3.3 C2M.MDM.Manage Device De-Installation, Decommissioning and Retirement' process.

5.1 Create Registration Point, Group: Service Location Set Up**Actor/Role:** C2M or CCS**Description:**

If a Registration Point does not exist, the customization between MTM or a Third Party Communication Application and C2M or CCS will create a Registration Point.

5.2 Request Update CS Request Service Location Registration Point**Actor/Role:** MTM or a Third Party Market Communication Application**Description:**

The assumption is that MTM or a Third Party Market Communication Application requests to update the Registration Point on Customer Service Request Service Location.

5.3 Update CS Request Service Location with Registration Point ID, Group: Service Location Set Up**Actor/Role:** C2M or CCS**Description:**

The customization between MTM or a Third Party Communication Application and C2M or CCS will update the Registration Point ID on Customer Service Request Service Location.

5.4 Check CS Request Service Location Product Eligibility**Actor/Role:** C2M or CCS**Description:**

The C2M or CCS will check the CS Request Service Location Product Eligibility.

5.5 Update CS Request Service Location to Action Set Up Product Not Eligible Status**Actor/Role:** C2M or CCS**Description:**

If the Product is not eligible anymore, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Action Set Up Product Not Eligible status.

Process Plug-in enabled: Y Available Algorithm(s):

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-PRCPINER (Transition parent customer service request due to ineligible product)

Configuration Required: Y**Entities to Configure:**

Customer Service Request Type

Business Objects: Y**Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)

C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)

C1-CSRSLCNTV (Validate related Contract for service location)

C1-CSRSLPRMV (Validate Related CSR Premise)

C1-PRCPINER (Transition parent customer service request due to ineligible product)

5.6 Check CS Request Type**Actor/Role:** C2M or CCS**Description:**

The process will continue based on the CS Request Type.

5.7 Transition Parent CS Request to Wait for Modification/Withdrawal Requests Status**Actor/Role:** C2M or CCS**Description:**

If the Product is changed, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Wait for Modification/Withdrawal Requests Status.

5.8 Transition Parent CS Request to Notify User Modification Required Status**Actor/Role:** C2M or CCS**Description:**

If the Product is not changed and the customer is also not to be notified, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Notify User Modification Required Status.

5.9 Transition Parent CS Request to Notify Customer Modification Required Status

Actor/Role: C2M or CCS

Description:

If the Product is not changed but the customer is to be notified, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Notify Customer Modification Required Status.

6.0 Apply Contract Rules for Service Location Add, Group: Apply Contract Rules

Actor/Role: C2M or CCS

Description:

If the Product is eligible and add contract rules exist, the contract rules are applied for Service Location Add.

6.1 Create and Activate Service Agreement on Actual Action Date, Group: Apply Contract Rules

Actor/Role: C2M or CCS

Description:

If there is a need to start service, a SA is created and activated on the actual action date.

6.2 Add Milestone to Consumer Contract in Pending Status, Group: Apply Contract Rules

Actor/Role: C2M or CCS

Description:

If there is a need to add milestone, they will be added to the Consumer Contract in Pending Status.

6.3 Create Adjustment 4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval, Group: Apply Contract Rules

Actor/Role: C2M or CCS

Description:

If there is a need to add an adjustment, it will be applied to the active SA. For more details refer to the '4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval' process.

6.4 Apply Contract Rules for Service Location Remove, Group: Apply Contract Rules

Actor/Role: C2M or CCS

Description:

If the Product is eligible and remove contract rules exist, the contract rules are applied for Service Location Remove.

6.5 Stop Service Agreement on Actual Action Date, Group: Apply Contract Rules

Actor/Role: C2M or CCS

Description:

If there is a need to stop service, the existing SA is stopped on the actual action date.

6.6 Create Adjustment 4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval, Group: Apply Contract Rules

Actor/Role: C2M or CCS

Description:

If there is a need to add an adjustment, it will be applied to the stopped SA. For more details refer to the '4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval' process.

6.7 Update CS Request Service Location to Action Set Up Error Status

Actor/Role: C2M or CCS

Description:

While applying the contract rules, if there is any error, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Action Set Up Error status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSARPSUER (Create To Do for Registration Point Action Set Up Error)
F1-TODOCOMPL (Generic To Do Completion)

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y **Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y **Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

6.8 Update CS Request Service Location to Complete Status**Actor/Role:** C2M or CCS**Description:**

If all the contract rules are successfully applied, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Complete status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSR SVMNTR (Monitor parent CS Req from CS Req Svc Location)

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y**Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

6.9 Transition Parent CS Request to Completion Setup Status**Actor/Role:** C2M or CCS**Description:**

If the Customer Service Location reaches the Complete status, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Completion Setup Status.

7.0 Update CS Request Service Location to Objection Status**Actor/Role:** C2M or CCS**Description:**

If the market response is Objected, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Objection status.

Process Plug-in enabled: Y**Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
F1-TRN-DF-NS (Generic Business Object Status Monitor)
C1-CSRACTOBJ (Contract Service Request Action Objected)

Configuration Required: Y**Entities to Configure:**

Customer Service Request Type

Business Objects: Y**Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

7.1 Update CS Request Service Location to Objection Error Status**Actor/Role:** C2M or CCS**Description:**

If there is any error at the Objection status, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Objection Error status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSAOBJER (Create To Do for Objection Error)
F1-TODOCOMPL (Generic To Do Completion) 'Confluence -Complete To Do'

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y **Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y

Script:

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

7.2 Update CS Request Service Location to Objected Status

Actor/Role: C2M or CCS

Description:

If there are no errors at the Objection status, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Objected status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSR SVMNTR (Monitor parent CS Req from CS Req Svc Location) Confluence page - Monitor Parent Contract Service Request

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y **Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y

Script:

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

7.3 Transition Parent CS Request to Withdraw Waiting Service Location Actions Status

Actor/Role: C2M or CCS

Description:

When the Customer Service Location reaches the Objection status, if there is a Withdraw Waiting, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Withdraw Waiting Service Location Actions Status.

7.4 Update CS Request Service Location to Rejection Status

Actor/Role: C2M or CCS

Description:

If the market response is Rejected, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Rejection status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
F1-TRN-DF-NS (Generic Business Object Status Monitor)
C1-CSRCTRJT (Contract Service Request Action Rejected)

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y **Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y **Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

7.5 Update CS Request Service Location to Rejection Error Status

Actor/Role: C2M or CCS

Description:

If there is any error at the Rejection status, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Rejection Error status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSAREJER (Create To Do for Rejection Error)
F1-TODOCOMPL (Generic To Do Completion) 'Confluence -Complete To Do'

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y **Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y **Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

7.6 Update CS Request Service Location to Rejected Status

Actor/Role: C2M or CCS

Description:

If there are no errors at the Rejection status, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Rejected status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSRVMNTR (Monitor parent CS Req from CS Req Svc Location)

Configuration Required: Y**Entities to Configure:**

Customer Service Request Type

Business Objects: Y**Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)

C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)

C1-CSRSLCNTV (Validate related Contract for service location)

C1-CSRSLPRMV (Validate Related CSR Premise)

7.7 Review CS Request Service Location Status**Actor/Role:** Authorized User**Description:**

If the customer requests to withdraw or discard the Customer Service Request Service Location, the Authorized User navigates to the [Customer Service Request Service Location Page](#) to review the disposition/status.

7.8 Request Withdraw CS Request Service Location**Actor/Role:** Authorized User**Description:**

If the Customer Service Request Service Location is in Wait for Action status, the Authorized User requests to withdraw the Customer Service Request Service location from the [Customer Service Request Service Location Page](#).

7.9 Update CS Request Service Location to Request Withdraw Status**Actor/Role:** C2M or CCS**Description:**

While the Customer Service Request Location is in Wait for Action Status, the user may request to withdraw the request, after which the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Request Withdraw status.

Process Plug-in enabled: Y	Available Algorithm(s):	C1-CSRSLINFO (Customer Service Request Service Location Information)
		C1-CSRSLCNTV (Validate related Contract for service location)
		C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
		F1-TRN-DF-NS (Generic Business Object Status Monitor)

Configuration Required: Y	Entities to Configure:	Customer Service Request Type
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Business Objects: Y	Business Objects:	C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
		C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y	Script:	C1-CSRSLINFO (Customer Service Request Service Location Information)
		C1-CSRSLCNTV (Validate related Contract for service location)
		C1-CSRSLPRMV (Validate Related CSR Premise)

8.0 Update CS Request Service Location to Withdraw Requested Status

Actor/Role: C2M or CCS

Description:

If there are no errors at the Request Withdraw status, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Withdraw Requested status.

Process Plug-in enabled: Y	Available Algorithm(s):	C1-CSRSLINFO (Customer Service Request Service Location Information)
		C1-CSRSLCNTV (Validate related Contract for service location)
		C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y **Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y **Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

8.1 Update CS Request Service Location to Withdrawn Status

Actor/Role: C2M or CCS

Description:

If we are able to successfully process Request Withdraw or the Withdrawal that was initiated outside of the CS Request Service Location via MTM or a Third Party Market Communication Application, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Withdrawn status.

Process Plug-in enabled: Y **Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSR SVMNTR (Monitor parent CS Req from CS Req Svc Location) Confluence page - Monitor Parent Contract Service Request

Configuration Required: Y **Entities to Configure:**

Customer Service Request Type

Business Objects: Y

Business Objects:

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y

Script:

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)
C1-CSR SVMNTR (Monitor parent CS Request from Service Location)

8.2 Update CS Request Service Location to Withdraw Request Rejected Status

Actor/Role: C2M or CCS

Description:

If MTM or a Third Party Market Communication Application communicates that the market has rejected a Withdrawal Request that was sent, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Withdraw Request Rejected status.

Process Plug-in enabled: Y

Available Algorithm(s):

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
F1-TRN-DF-NS (Generic Business Object Status Monitor)

Configuration Required: Y

Entities to Configure:

Customer Service Request Type

Business Objects: Y

Business Objects:

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)
F1-GenBoMon (Monitor BO Status)

8.3 Discard**Actor/Role: MTM or a Third Party Market Communication Application****Description:**

The assumption is that MTM or a Third Party Market Communication Application requests to Discard the Customer Service Request Service Location in response to processing a market message.

8.4 Request Discard CS Request Service Location**Actor/Role: Authorized User****Description:**

If the customer requests to discard the Customer Service Request Service location and the disposition/status is not Wait for Action, the Authorized User may request to Discard the Customer Service Request Service location from the [Customer Service Request Service Location Page](#).

8.5 Update CS Request Service Location to Discarded Status**Actor/Role: C2M or CCS****Description:**

If MTM or a Third Party Market Communication Application requests to Discard or the customer requests to discard, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Discarded status.

Process Plug-in enabled: Y**Available Algorithm(s):**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
C1-CSR SVMNTR (Monitor parent CS Req from CS Req Svc Location) Confluence page - Monitor Parent Contract Service Request

Configuration Required: Y**Entities to Configure:**

Customer Service Request Type

Business Objects: Y**Business Objects:**

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y**Script:**

C1-CSRSLINFO (Customer Service Request Service Location Information)
C1-CSRSLCNTV (Validate related Contract for service location)
C1-CSRSLPRMV (Validate Related CSR Premise)

8.6 Analyze Error and Work To Do**Actor/Role: Authorized User****Description**

An Authorized User gets assigned To Dos related to Customer Service Location and analyzes the Customer Service Request Location Error Log.

8.7 Request Perform Action Set Up**Actor/Role: Authorized User****Description**

If the user manages to resolve the Action Set Up Error, the user requests the Perform Action Set Up from the [Customer Service Request Service Location Page](#).

8.8 Request Perform Objection**Actor/Role: Authorized User****Description**

If the user manages to resolve Objection Error, the user requests the Perform Objection from the [Customer Service Request Service Location Page](#).

8.9 Request Perform Rejection**Actor/Role: Authorized User****Description**

If the user manages to resolve Rejection Error, the user requests the Perform Rejection from the [Customer Service Request Service Location Page](#).

9.0 Request Perform Withdrawal**Actor/Role: Authorized User****Description**

If the user manages to resolve Withdrawal Error, the user requests the Perform Withdrawal from the [Customer Service Request Service Location Page](#).

9.1 Complete To Do

Actor/Role: C2M or CCS

Description:

When any of the errors are resolved and the subsequent process is initiated, the related To Dos are completed, based on the Complete To Do Algorithms.

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
07/04/2020	Anosh Mehdi	Initial Draft	
07/16/2020	Jeremy Quan		Review, updates
08/21/2020	Galina Polonsky		Reviewed, Approved

Attachments

Customer Service Request Premise Page:



ContractChangeRequ
estPremise.docx

Customer Service Request Service Location Page:



ContractChangeRequ
estLocation.docx