



C2M.v2.7.SOM

5.3.2.1 Manage Field Activities and Service Orders

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Brief Description

Business Process: 5.3.2.1 C2M.SOM.Manage Field Activities and Service Orders

Process Type: Sub-Process

Parent Process:

Sibling Processes:

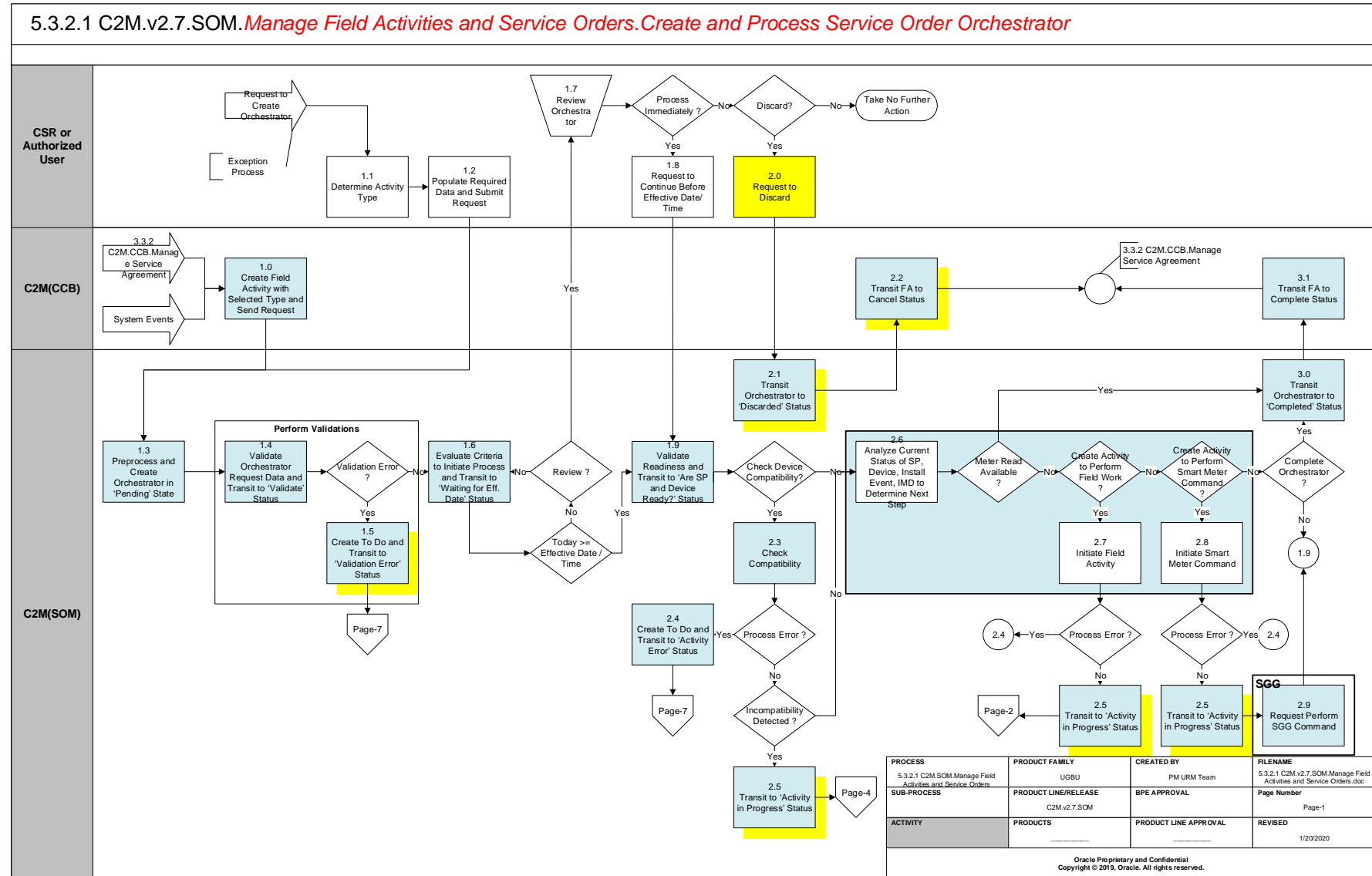
This process gets initiated when a FA is created in C2M in response to various system events such as start Service Agreement, stop Service Agreement, disconnect service, get meter read, etc. The process of executing field activity initiates creation of an enable or disable service orchestrator in SOM depending on the activity to be performed. The SOM orchestrator after successful validations, and confirming the compatibility of device to usage subscription, determines the state of SP, Device, Install event, and IMD to determine next step of action. The result may lead to creation of a field activity or perform smart meter command, or retrieve IMD.

The process of executing field activity first checks the need for appointment, and if needed, retrieves the available slots and books the appointment slot after review with customer through C2M portal. For the execution of field work, SOM communicates with Work Force Management application. Depending on the status of communication with Work Force Management application and status of completion, respective Completion Events are created. These events are executed in SOM and may lead to changes or update of information in SOM/MDM for Device, Service Point, Install Event, and IMD. Further, SOM shall also take care to process any field activity remarks sent by crew and received from Work Force Management application while receiving the status of field work response.

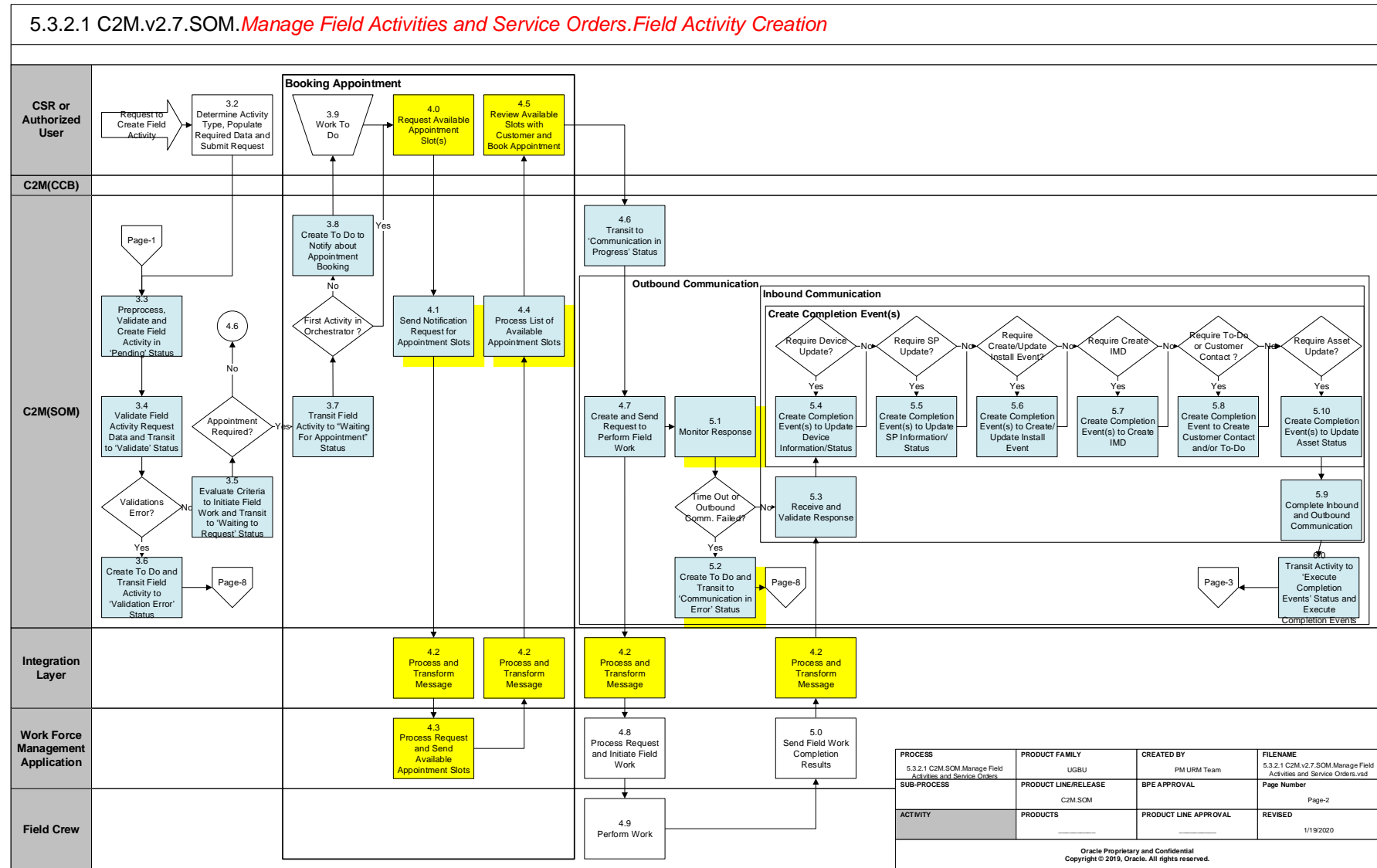
The process of executing smart meter command may utilize the services of respective Head-End specific SGG to communicate with field device. Once the orchestrator is successfully completed, the status of FA in C2M is updated accordingly. In the event of discard of orchestrator in SOM, the FA in C2M is updated to Canceled state.

During the process of execution of original orchestrator, the CSR or Authorized User may make changes to FA that may lead to update or cancellation of FA. These changes will create an Update Orchestrator or Cancel Orchestrator activity in SOM to address the effect of changes to Original Orchestrator in SOM and Field Activity in case if it is created.

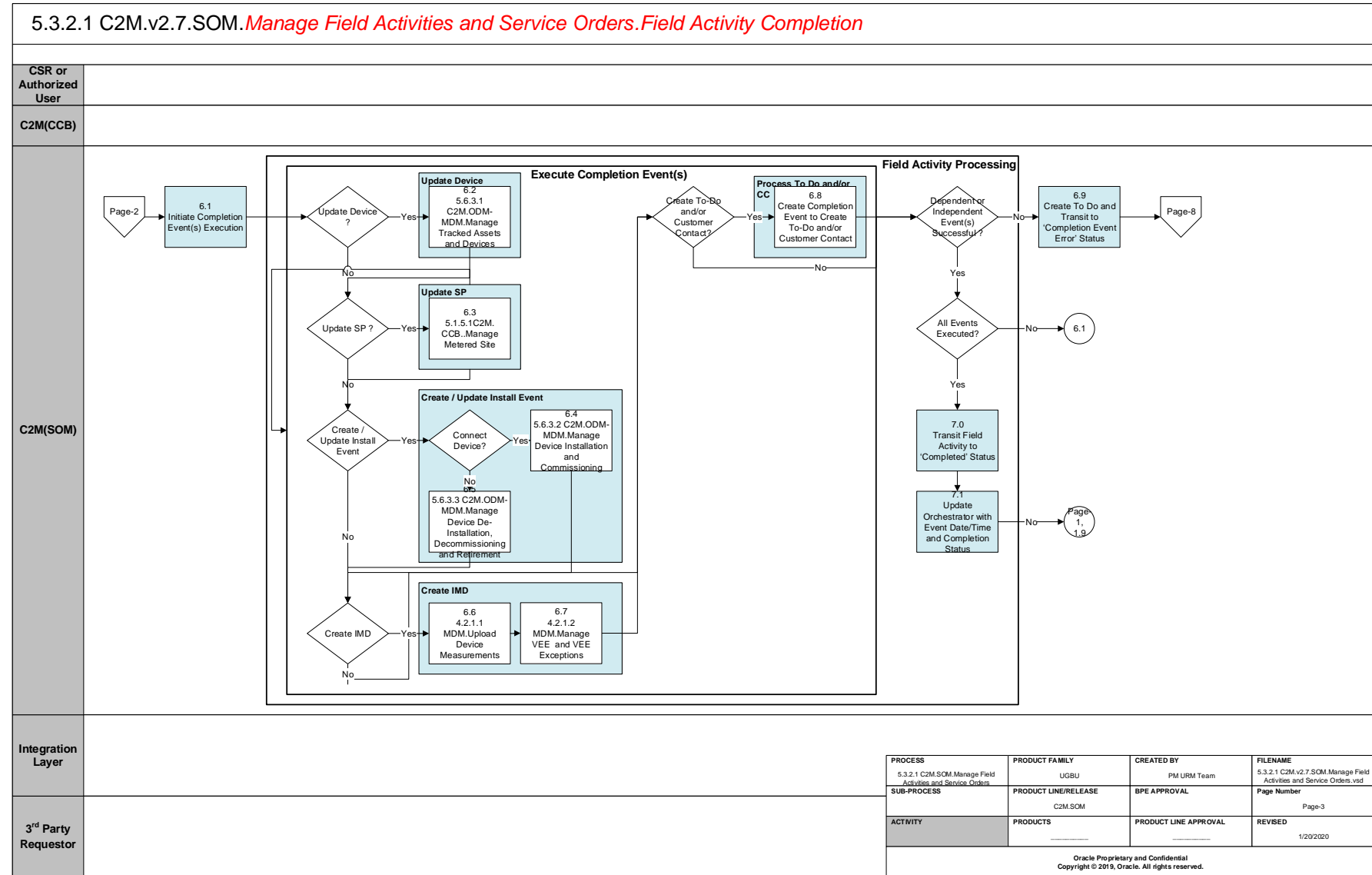
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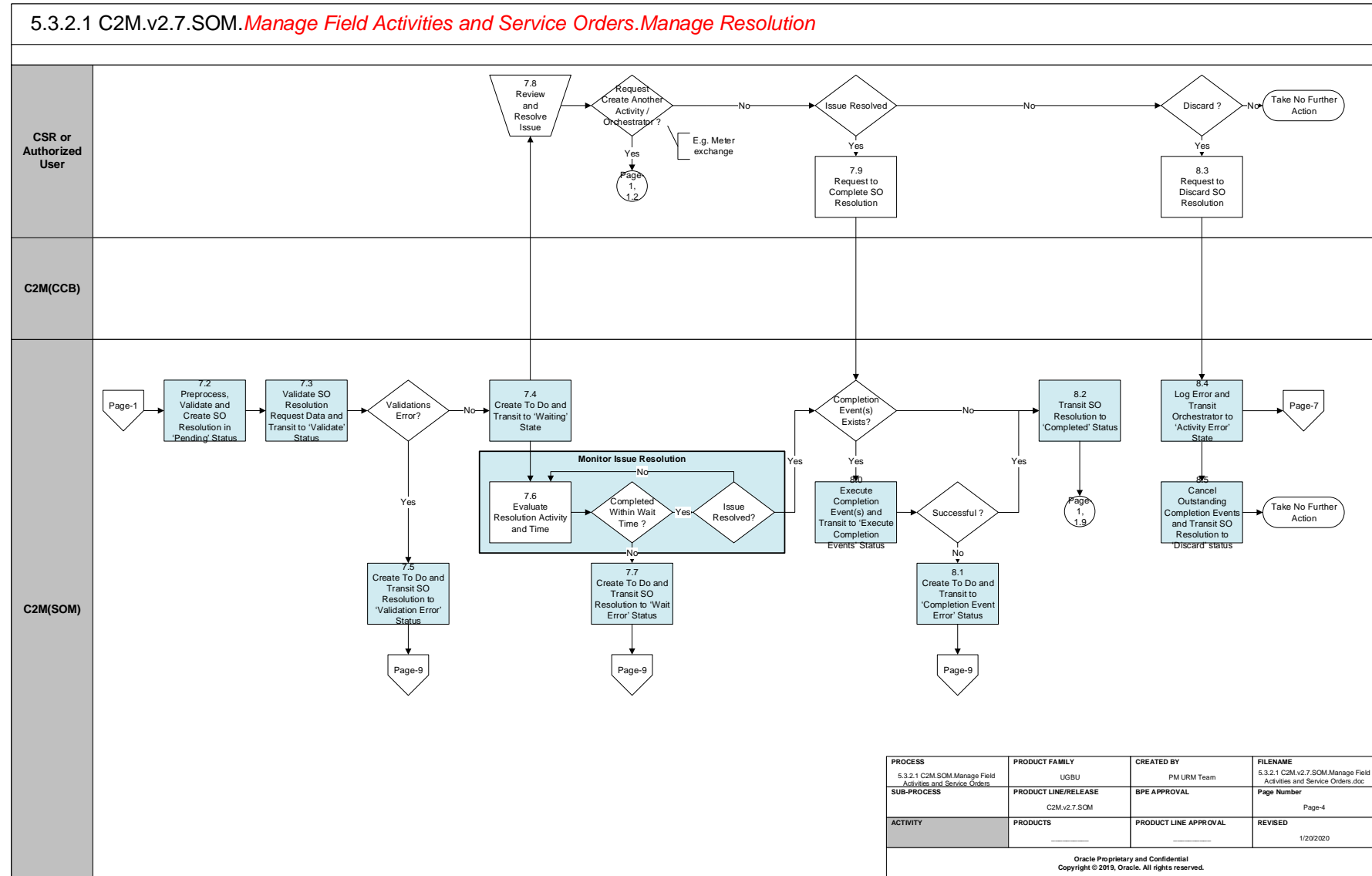
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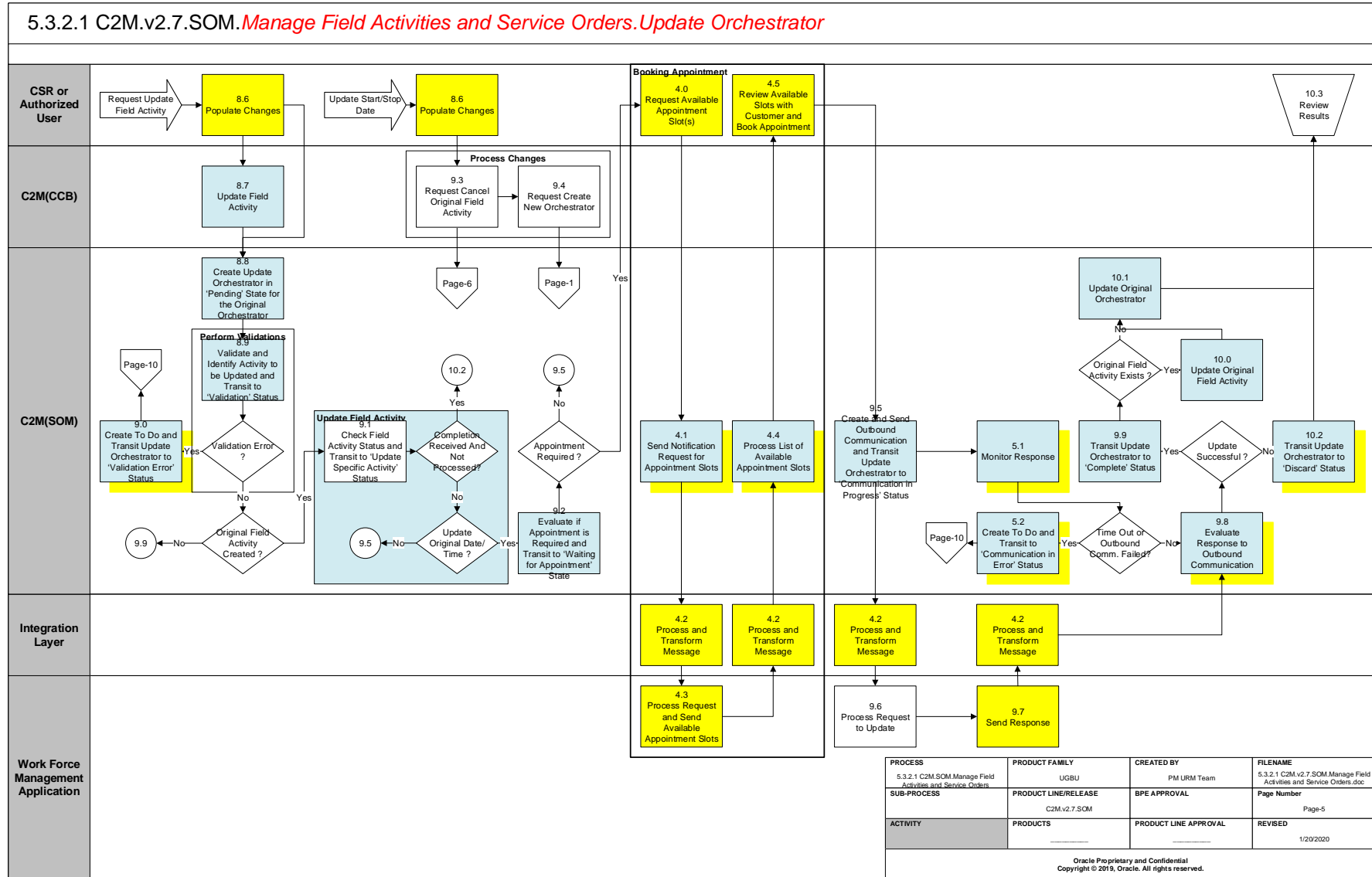


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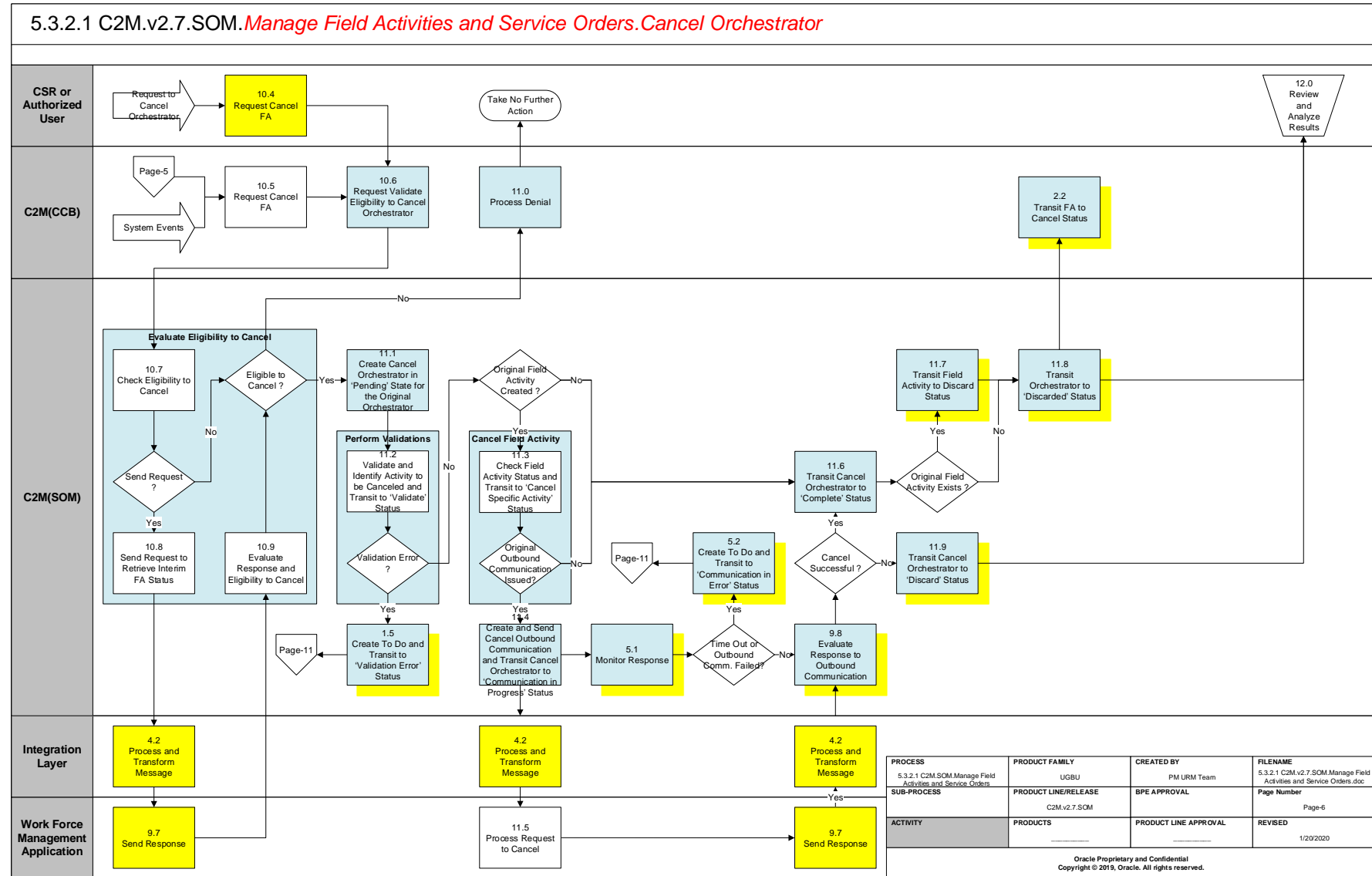


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5.3.2.1 C2M.v2.7.SOM.Manage Field Activities and Service Orders.Update Orchestrator

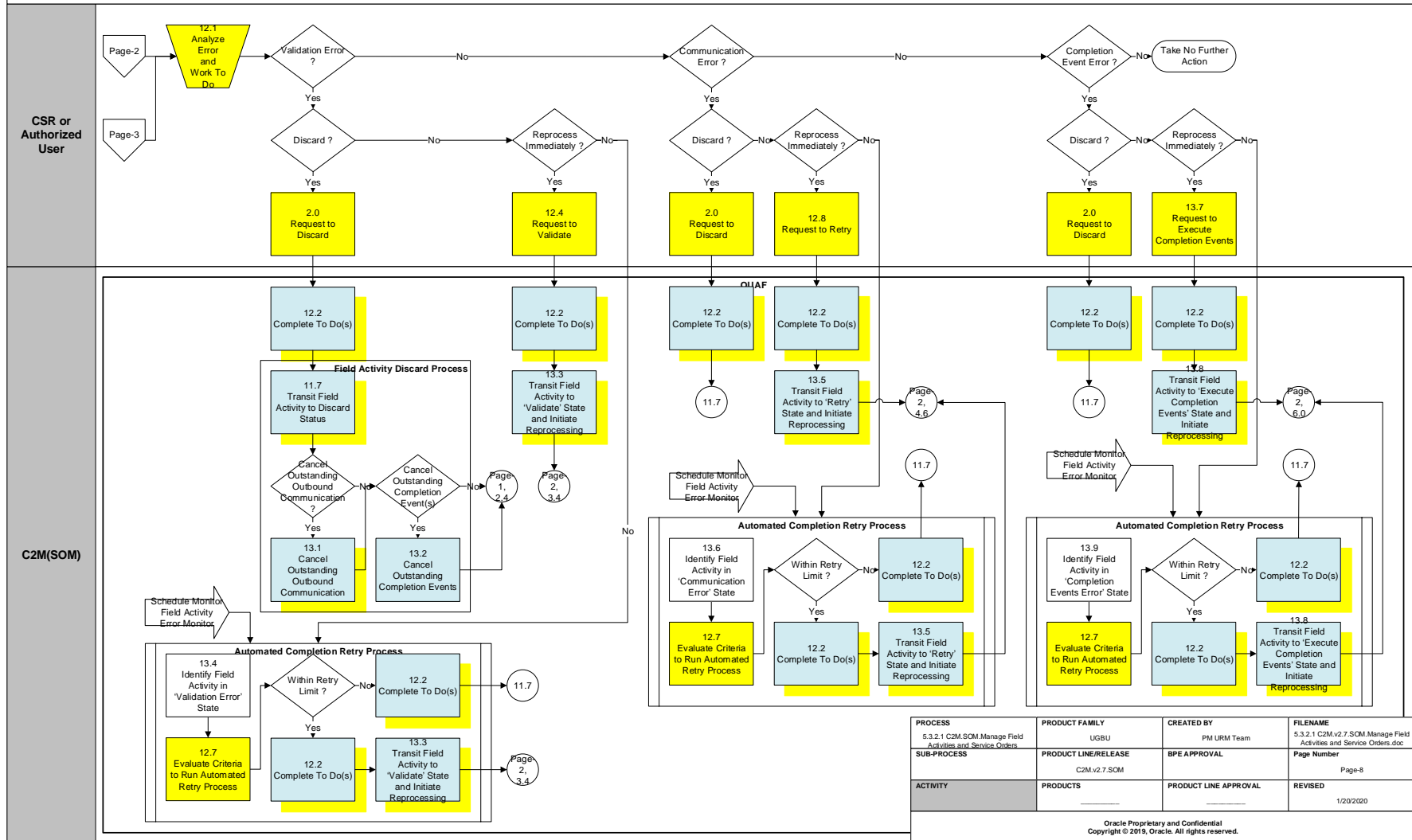


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5.3.2.1 C2M.v2.7.SOM.Manage Field Activities and Service Orders.Field Activity Error Processing

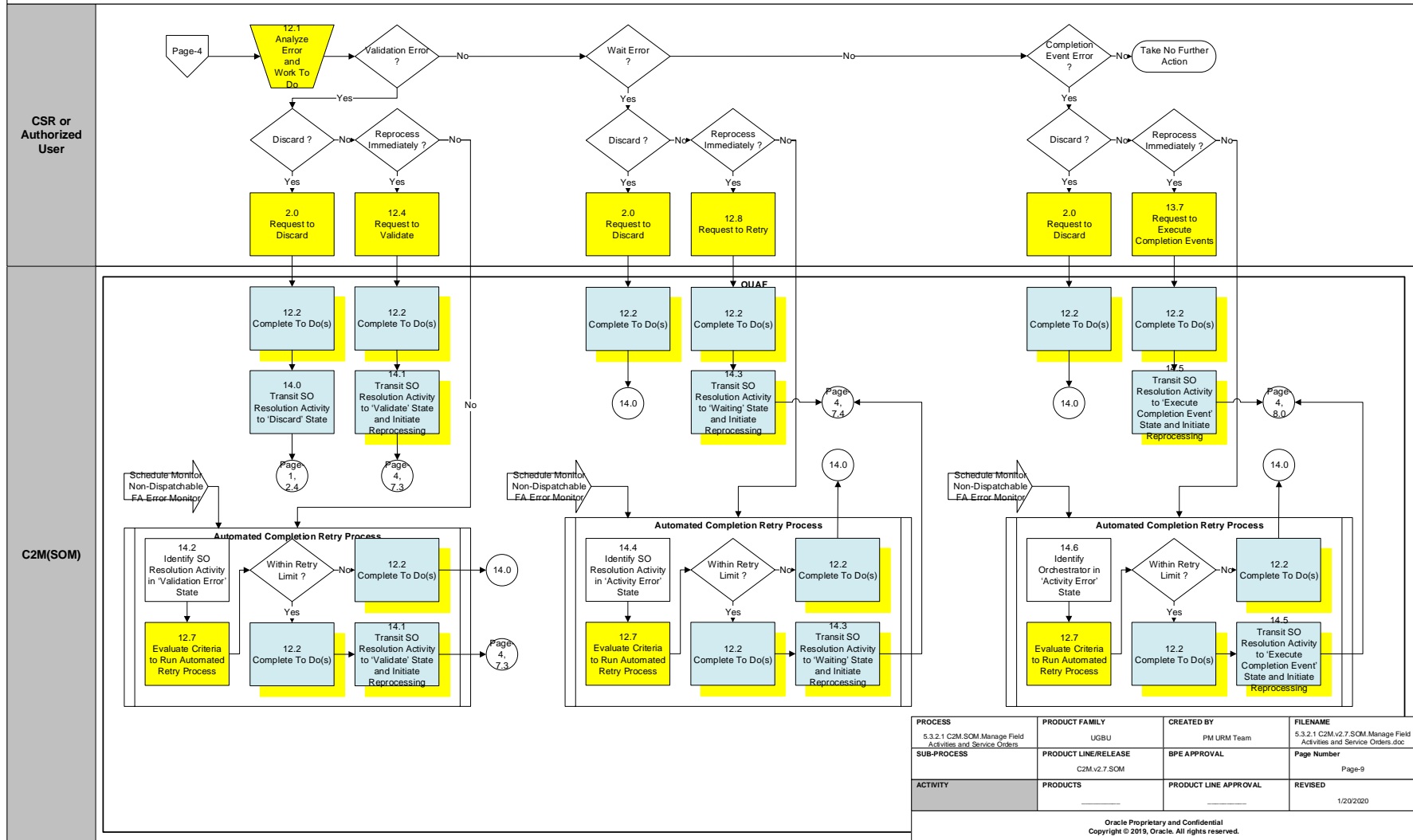


PROCESS	5.3.2.1 C2M.SOM.Manage Field Activities and Service Orders	PRODUCT FAMILY	UGBU	CREATED BY	PM URM Team	FILENAME	5.3.2.1 C2M.v2.7.SOM.Manage Field Activities and Service Orders.doc
SUB-PROCESS		PRODUCT LINE/RELEASE	C2M.v2.7.SOM	BPE APPROVAL		Page Number	Page-8
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	1/20/2020

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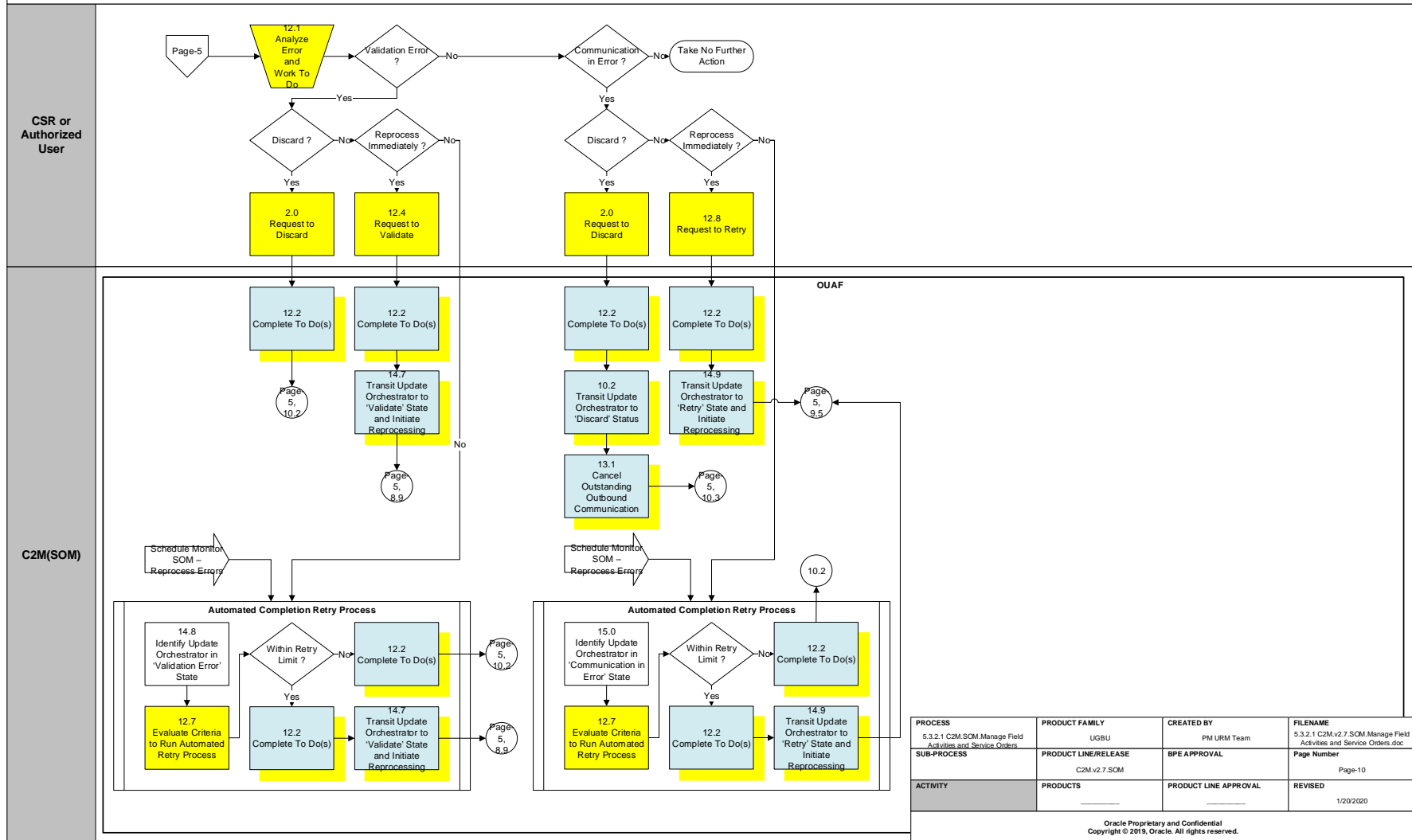
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5.3.2.1 C2M.v2.7.SOM.Manage Field Activities and Service Orders.Manage Resolution Error Processing



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5.3.2.1 C2M.v2.7.SOM.Manage Field Activities and Service Orders.Update Orchestrator Error Processing

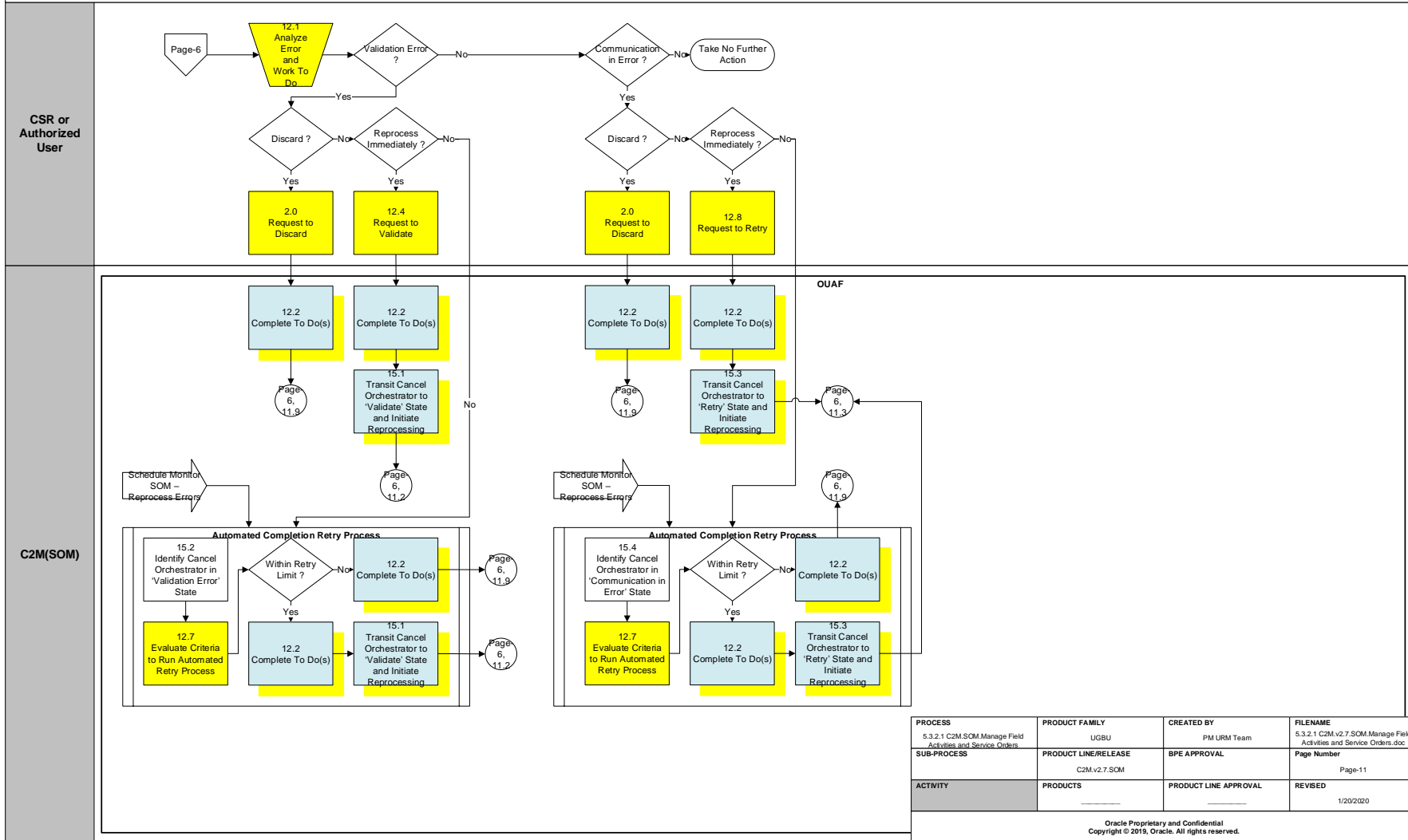


PROCESS	5.3.2.1 C2M.SOM.Manage Field Activities and Service Orders	PRODUCT FAMILY	UGBU	CREATED BY	PM URM Team	FILENAME	5.3.2.1 C2M.v2.7.SOM.Manage Field Activities and Service Orders.doc
SUB-PROCESS		PRODUCT LINE/RELEASE	C2M.v2.7.SOM	BPE APPROVAL		Page Number	Page-10
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	1/20/2020

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5.3.2.1 C2M.v2.7.SOM.Manage Field Activities and Service Orders.Cancel Orchestrator Error Processing



PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
5.3.2.1 C2M.SOM.Manage Field Activities and Service Orders	UGBU	PM URM Team	5.3.2.1 C2M.v2.7.SOM.Manage Field Activities and Service Orders.doc
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
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ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			1/20/2020

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Detail Business Process Model Description

1.0 Create Field Activity with Selected Type and Send Request

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates field activity with selected type and sends a request to initiate.

Configuration required (Y/N) **Entities to Configure:**

Master Configuration (SOM Integration)
Field Activity Type
Field Activity Type Profile (SOM Profile)

1.1 Determine Activity Type

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User determines activity type for the service to be initiated. E.g. Enable Service Orchestrator or Disable Service Orchestrator

1.2 Populate Required Data and Submit Request

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User [populates required information](#) and submits request.

Configuration required (Y/N) **Entities to Configure:**

Service Date/Time
Service Point
Comments
Instructions

1.3 Preprocess and Create Orchestrator in 'Pending' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) preprocesses the required data and creates Orchestrator in 'Pending' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-SPACTINFO (SP Orchestration Activity Information)
		D1-DEACTTYP (Determine Activity Type)
		D1-DRVSPEXID (Derive SP from External SP ID)
		D1-ENDDTTM (Populate End Date/Time)
		D1-DRVCNTID (Derive Contact Id from Person Id in Activity)

Business Object (Y/N)	Business Object	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService

Group: Perform Validations**[1.4](#) Validate Orchestrator Request Data and Transit to 'Validate' Status****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) performs validation for required data and transits Orchestrator to 'Validate' state. Validations include checking of information about Activity type, Service Point, Existence of another request, etc.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
		D1-VALACTTDI (Validate Activity Type and Transition to Error State If Invalid)
		D1-VALSPORC (Validate SP for Orchestration)
		D1-DUPSERV (Duplicate Service Order Request Activity Check)
		D2-VALACTSA (Validate Activity SA List)

Business Object (Y/N)	Business Object	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService

Group: Perform Validations**1.5 Create To Do and Transit to 'Validation Error' Status****Actor/Role:** C2M(SOM)**Description:** If any error occurs during validations, C2M(SOM) logs error and transitions Orchestrator to 'Validation Error' state. A To Do is created to alert user about the exception encountered.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
		D1-VALACTTDI (Validate Activity Type and Transition to Error State If Invalid)
		D1-VALSPORC (Validate SP for Orchestration)
		D1-DUPSERV (Duplicate Service Order Request Activity Check)
		D2-VALACTSA (Validate Activity SA List)
		D1-CTDEBOE (Create To Do Entry for BO in Error)
Business Object (Y/N)	Business Object	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService
Configuration required (Y/N)	Entities to Configure:	To Do Type and To Do Role

1.6 Evaluate Criteria to Initiate Process and Transit to 'Waiting for Eff. Date' Status**Actor/Role:** C2M(SOM)**Description:** If Effective Date and Time are available, C2M(SOM) uses it to determine execution date and time. If the Effective Date and Time are not available, it initiates to process the Orchestrator immediately. If Effective Date and Time are in the future, System waits in 'Waiting for Effective Date' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-WAITEFFDT (Wait for Effective Date)
		F1-AT-RQJ (Transition to Default Next Status (Java))

Business Object (Y/N)	Business Object	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService

Configuration required (Y/N)	Entities to Configure:	Effective Date and Time
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1.7 Review Orchestrator

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User reviews and analyzes the Orchestrator activity.

1.8 Request to Continue Before Effective Date/Time

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User if wishes to process the activity immediately based on the review, he makes a request to continue before effective date/time.

1.9 Validate Readiness and Transit to 'Are SP and Device Ready?' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) validates readiness of Orchestrator activity and transits to 'Are SP and Device Ready' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-WAITEFFDT (Wait for Effective Date)
		F1-AT-RQJ (Transition to Default Next Status (Java))

Business Object (Y/N)	Business Object	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService

2.0 Request to Discard

Actor/Role: CSR or Authorized User

Description: If CSR or Authorized User makes a request to discard.

Business Object (Y/N)	Business Object
	D1-SPActivityOrchestration
	D1-EnableService
	D1-DisableService
	D1-NonDispatchableActivity
	D1-ResolutionMonitor
	D1-FieldActivity
	D1-UpdateOrchestration
	D1-CancelOrchestration

2.1 Transit Orchestrator to 'Discarded' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions the Orchestrator to 'Discard' state.

Note: When an Orchestrator is 'Discarded' it still remains in the system database and is not removed, hence, this is the preferred business practice to perform.

Process Plug-in enabled (Y/N)	Available Algorithm(s):
	D1-VCOACT (Validate Cancellation of Outstanding Activities)
	D1-COACT (Cancel Outstanding Activities)
	X1-CNCLCCBFA (Cancel CCB FA)

Business Object (Y/N)	Business Object
	D1-SPActivityOrchestration
	D1-EnableService
	D1-DisableService

2.2 Transit FA to Cancel Status

Actor/Role: C2M(CCB)

Description: C2M(CCB) transits FA to cancel state.

2.3 Check Compatibility**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) checks for the compatibility of device it is configured.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-DVCOMCHK (Customer-Device Compatibility Check)
Business Object (Y/N)	Business Object	D1-SPActivityOrchestration D1-EnableService
Configuration required (Y/N)	Entities to Configure:	Flag to Check Compatibility

2.4 Create To Do and Transit to 'Activity Error' Status**Actor/Role:** C2M(SOM)**Description:** If C2M(SOM) encounters an error, it logs error and transitions Orchestrator to 'Activity Error' state. A To Do is created to alert the User about exception.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-DVCOMCHK (Customer-Device Compatibility Check) D1-CTDEBOE (Create To Do Entry for BO in Error)
Business Object (Y/N)	Business Object	D1-SPActivityOrchestration D1-EnableService D1-DisableService
Configuration required (Y/N)	Entities to Configure:	To Do Type and To Do Role

2.5 Transit to 'Activity in Progress' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Orchestrator to 'Activity in Progress' state. C2M(SOM) checks for completion of the specific field activity, command, etc within a configured time. In case the wait time expires, it transitions Orchestrator to 'Activity Error' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
Business Object (Y/N)	Business Object	D1-SPActivityOrchestration D1-EnableService D1-DisableService
Configuration required (Y/N)	Entities to Configure:	Wait Time

2.6 Analyze Current Status of SP, Device, Install Event, IMD to Determine Next Step

Actor/Role: C2M(SOM)

Description: C2M(SOM) analyzes current status of Service Point, Device status, Install Event, availability of IMD to determine next step of action. This involves determining the [field task type](#) to be performed.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CNSPINS DV (Connect SP and/or Install Device) D1-CONNDVC (Connect Device) D1-CHKMSMT (Check for Measurement) D2-UPDUSENSV (Update US/SP's Override Start Date Time for Enable Service) D1-DSCNDVC (Disconnect Device) D2-UPDUSDSSV (Update US/SP's Override Stop Date Time for Disable Service)
		D1-SPActivityOrchestration D1-EnableService

Business Object (Y/N)**Business Object**

D1-DisableService

2.7 Initiate Field Activity**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) initiates to create Field Activity.**Process Plug-in enabled (Y/N)****Available Algorithm(s):**

D1-CNSPINS DV (Connect SP and/or Install Device)
D1-CONNDVC (Connect Device)
D1-CHKMSMT (Check for Measurement)
D2-UPDUSENSV (Update US/SP's Override Start Date Time for Enable Service)
D1-DSCNDVC (Disconnect Device)
D2-UPDUSDSSV (Update US/SP's Override Stop Date Time for Disable Service)

Business Object (Y/N)**Business Object**

D1-SPActivityOrchestration
D1-EnableService
D1-DisableService

2.8 Initiate Smart Meter Command**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) initiates to create a smart meter command.

D1-CNSPINS DV (Connect SP and/or Install Device)
D1-CONNDVC (Connect Device)
D1-CHKMSMT (Check for Measurement)
D2-UPDUSENSV (Update US/SP's Override Start Date Time for Enable Service)
D1-DSCNDVC (Disconnect Device)
D2-UPDUSDSSV (Update US/SP's Override Stop

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

Date Time for Disable Service)

Business Object (Y/N) **Business Object**

D1-SPActivityOrchestration
D1-EnableService
D1-DisableService

Group: SGG**2.9 Request Perform SGG Command**

Actor/Role: C2M(SOM)

Description: C2M(SOM) initiate to perform SGG command.

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

D1-CNSPINS DV (Connect SP and/or Install Device)
D1-CONNDVC (Connect Device)
D1-CHKMSMT (Check for Measurement)
D2-UPDUSENSV (Update US/SP's Override Start Date Time for Enable Service)
D1-DSCNDVC (Disconnect Device)
D2-UPDUSDSSV (Update US/SP's Override Stop Date Time for Disable Service)

Business Object (Y/N) **Business Object**

D1-SPActivityOrchestration
D1-EnableService
D1-DisableService

3.0 Transit Orchestrator to 'Completed' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Orchestrator to 'Completed' state.

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

X1-CMPLCCBFA (Complete CCB FA)

Business Object (Y/N)**Business Object**

D1-SPActivityOrchestration
D1-EnableService
D1-DisableService

3.1 Transit FA to Complete Status**Actor/Role:** C2M(CCB)**Description:** C2M(CCB) transitions FA to Complete state.**3.2 Determine Activity Type, Populate Required Data and Submit Request****Actor/Role:** CSR or Authorized User**Description:** CSR or Authorized User determines activity type, populates required data, and submits request to create a Field Activity. Some of the information required is about Service date and time, Orchestrator, Service point, Field Task type, Comments, Instructions, etc.**3.3 Preprocess, Validate and Create Field Activity in 'Pending' Status****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) performs preprocessing for required data, and creates Field Activity in 'Pending' state. Validations include checking availability of information about Field Activity, Service Point, Device, Address, Effective Date, Contact, Expiration Date, Existence of another Field activity, Site address, Need for update orchestrator, etc.

D1-FAINFO(Field Activity Information)
D1-DETTACTYP(Determine Activity Type)
D1-DRVACTSP(Derive Field Activity Service Point)
D1-DSPDDC(Derive Field Activity Device)
D1-DRVADRCNS(Derive Field Activity Address Constituents)
D1-INITEFDAT(Initialize Effective Date)
D1-ACSDT(Adjust Cut Service Date Time)
D1-DRVCNTID(Derive Contact Id from Person Id in Activity)
D1-VALFTDATE(Validate Field Activity Expiration and Effective Dates)

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-VALFTTUPD(Validate Duplicate and Conflicting Field Activities on Update)
		D1-VALADRCNS(Validate Field Activity Site Address)
		D1-VALSPUPD(Validate Field Activity Service Point on Update)
		D1-VALDVCUPD(Validate Field Activity Device on Update)
		D1-VALCPRADR(Validate Field Activity Address Constituents on Update)
		D1-CHKUPDORC(Check if Update Orchestrator is Required)
		D1-VALRCPUPD(Validate Field Activity Recipient on Update)
		D1-VCUTSR(Validate Cut Service Restrictions)
		D1-ENDDTTM(Populate End Date/Time)

Business Object (Y/N)	Business Object	D1-FieldActivity
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[3.4](#) Validate Field Activity Request Data and Transit to 'Validate' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) performs validations on Field Activity request information and transitions Field Activity to 'Validate' state. Validations include checking validity of service point, device, address, etc.

F1-AT-RQJ(Transition to Default Next Status (Java))
D1-VALACTTDI(Validate Activity Type and Transition to Error State If Invalid)
D1-DRVSRRCPPT(Derive and Validate Field Activity Recipient)
D1-VALFDTSTY(Validate Duplicate and Conflicting Field Activities)
D1-VALSPFA(Derive and Validate Field Activity Service Point)
D1-VALDVCFA(Derive and Validate Field Activity

Process Plug-in enabled (Y/N)	Available Algorithm(s):	Device)
		D1-CPRADRCNS(Validate Address Constituents)
		D1-CUTSR(Cut Service Restrictions)

Business Object (Y/N)	Business Object	D1-FieldActivity
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3.5 Evaluate Criteria to Initiate Field Work and Transit to 'Waiting to Request' Status

Actor/Role: C2M(SOM)

Description: If Effective Date and Time are available, C2M(SOM) uses it to determine execution date and time. If the Effective Date and Time are not available, it initiates to process the Field Activity immediately. If Effective Date and Time are in the future, System waits in 'Waiting to Request' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-WAITEFFDT (Wait for Effective Date)
		F1-AT-RQJ (Transition to Default Next Status (Java))

Business Object (Y/N)	Business Object	D1-FieldActivity
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Configuration required (Y/N)	Entities to Configure:	Effective Date and Time
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3.6 Create To Do and Transit Field Activity to 'Validation Error' Status

Actor/Role: C2M(SOM)

Description: If C2M(SOM) encounters error while performing validations, it logs error and transitions Orchestrator to 'Validation Error' state. A To Do is created to alert the user about exception if it is configured.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CTDEBOE (Create To Do Entry for BO in Error)
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Business Object (Y/N)	Business Object	D1-FieldActivity
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Configuration required (Y/N) **Entities to Configure:**

To Do Type and To Do Role

Group: Booking Appointment

3.7 Transit Field Activity to “Waiting For Appointment” Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Field Activity to ‘Waiting for Appointment’ State. In this state C2M(SOM) determines if an appointment is necessary and also if a To Do is required to notify about appointment booking.

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

D1-WAITEFFDT (Wait for Effective Date)
F1-AT-RQJ (Transition to Default Next Status (Java))
D1-CHKAPPTNO(Evaluate Appointment Option)

Business Object (Y/N) **Business Object**

D1-FieldActivity

Group: Booking Appointment

3.8 Create To Do to Notify about Appointment Booking

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates a To Do to notify about Appointment Booking.

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

D1-CHKAPPTNC(Appointment Necessary To Do Creation)
--

Business Object (Y/N) **Business Object**

D1-FieldActivity

Configuration required (Y/N) **Entities to Configure:**

To Do Type and To Do Role

Group: Booking Appointment

3.9 Work To Do

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User works on To Do created to notify about booking appointment.

Group: Booking Appointment

4.0 Request Available Appointment Slot(s)

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User makes a request to retrieve available appointment slot(s).

Group: Booking Appointment

4.1 Send Notification Request for Appointment Slots

Actor/Role: C2M(SOM)

Description: C2M(SOM) sends notification to appointment handling system making a request for available appointment slots.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-ALLOWCTRP(Allow Child to Transition Parent Activity)
		D1-SNDNTAHSE(Send Notification to Appointment Handling System - Enter)

Business Object (Y/N)	Business Object	D1-FieldActivity
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Group: Booking Appointment

4.2 Process and Transform Message

Actor/Role: Integration Layer

Description: Integration Layer processes and transforms messages being exchanged from source to target format between C2M(SOM) and Work Force Management application.

Group: Booking Appointment

4.3 Process Request and Send Available Appointment Slots

Actor/Role: Work Force Management Application

Description: Work Force Management Application processes request received for available appointment slot(s) and sends response.

Group: Booking Appointment**4.4 Process List of Available Appointment Slots****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) verifies and processes list of available appointment slot(s).**Process Plug-in enabled (Y/N)** **Available Algorithm(s):** **Business Object (Y/N)** **Business Object** **Group: Booking Appointment****4.5 Review Available Slots with Customer and Book Appointment****Actor/Role:** CSR or Authorized User**Description:** CSR or Authorized User reviews available slots with customer and books appointment for field work execution.**4.6 Transit to 'Communication in Progress' Status****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions Field Activity to 'Communication in Progress' state.**Process Plug-in enabled (Y/N)** **Available Algorithm(s):** **Business Object (Y/N)** **Business Object** **Group: Outbound Communication****4.7 Create and Send Request to Perform Field Work****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) creates an outbound communication and sends request to perform field work.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CROBCMFA (Create Outbound Communication for Field Activity)
		D1-COMMINFO(Communication Information)
		D1-GDRFFPA(Default required fields from Parent Activity)
		D1-GETCOMTYP(Determine Communication Type)
		F1-AT-RQJ(Transition to Default Next Status (Java))
		D1-POPSNDDTL(Populate Send Detail for Field Activity)
		D1-COUTMSG(Create Outbound Message)
Business Object (Y/N)	Business Object	D1-FieldActivity
		D1-FieldActivityOBComm
Configuration required (Y/N)	Entities to Configure:	Field Activity Outbound Communication BO

Group: Outbound Communication**4.8 Process Request and Initiate Field Work****Actor/Role:** Work Force Management Application**Description:** Work Force Management Application processes request and initiates process to perform Field Work as per the appointment slot booked.**Group: Outbound Communication****4.9 Perform Work****Actor/Role:** Field Crew**Description:** Field Crew performs work at site.**Group: Outbound Communication****5.0 Send Field Work Completion Results****Actor/Role:** Work Force Management Application**Description:** Work Force Management Application sends field work completion results based on the feedback and status of work completion at site.

Group: Outbound Communication**5.1 Monitor Response****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) monitors response from Work Force Management Application. A wait time is configured to monitor the timely receipt of of response. In case the wait time expires before receiving any response, system transitions Field Activity to 'Communication Error' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CHKCHILD (Check Children Communications)
		D1-WTTMOUTEX (Wait Time Out - Transition to Exception)
		D1-EVALOUTAD (Evaluate Add Outcome)
		D1-TIMEOUT (Time Out)

Business Object (Y/N)	Business Object	D1-FieldActivity
		D1-FieldActivityOBComm

Group: Outbound Communication**5.2 Create To Do and Transit to 'Communication in Error' Status****Actor/Role:** C2M(SOM)**Description:** If C2M(SOM) encounters exception, it logs error and transitions Field Activity to 'Communication in Error' state. A To Do is created to alert the User about the exception encountered.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CTDEBOE (Create To Do Entry for BO in Error)
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Business Object (Y/N)	Business Object	D1-FieldActivity
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Group: Outbound Communication**Group: Inbound Communication****5.3 Receive and Validate Response****Actor/Role:** C2M(SOM)

Description: C2M(SOM) validates the response received from Work Force Management Application.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-DETCOMTYP(Determine Communication Type)
		D1-IDNPAROBC(Identify Initiating Outbound Communication)
		D1-DETSPODVC(Derive Service Point and Device ID)
		D1-VALCOMTP(Validate Communication Type)
		D1-OBCOMST(Resolve Initiating Outbound Communication)
		D1-RESSPODVC(Resolve and Populate Service Point and Device ID)
		D1-VALIDDDCT(Validate Device Configuration Type)
		D1-EVDEFECAN(Evaluate Deferred Cancelation)
		D1-EVALRESP(Evaluate Response)
		F1-AT-RQJ(Transition to Default Next Status (Java))
		D1-CEMAPPING(Map MWM Completion Details)

Business Object (Y/N)	Business Object	D1-FieldActivity
		D1-FieldActivityOBComm
		D1-FieldActivityIBComm

Configuration required (Y/N)	Entities to Configure:	Inbound Communication BO
		Map Completion Details

Group: Outbound Communication

Group: Inbound Communication

Group: Create Completion Event(s)

5.4 Create Completion Event(s) to Update Device Information/Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates [Completion Event\(s\)](#) to update Device Information/Status.

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

D1-COMPEVSA (Create Completion Event for Field Activity)

Business Object (Y/N) **Business Object**

D1-FieldActivity
D1-FieldActivityOBComm
D1-FieldActivityIBComm
D1-UpdateDevice
D1-UpdateItem

Configuration required (Y/N) **Entities to Configure:**

Device Completion Event(s)

Group: Outbound Communication

Group: Inbound Communication

Group: Create Completion Event(s)

[5.5](#) **Create Completion Event(s) to Update SP Information/Status**

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates Completion Event(s) to update SP Information/Status

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

D1-COMPEVSA (Create Completion Event for Field Activity)

Business Object (Y/N) **Business Object**

D1-FieldActivity
D1-FieldActivityOBComm
D1-FieldActivityIBComm
D1-UpdateSP
D1-ConnectSPCE
D1-DisconnectSPAtSource
D1-DisconnectSPAtDevice
D1-DvcLocationUpdate

Configuration required (Y/N) **Entities to Configure:**

Service Point Completion Event(s)

Group: Outbound Communication

Group: Inbound Communication

Group: Create Completion Event(s)

5.6 Create Completion Event(s) to Create/Update Install Event

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates Completion Event(s) to create/update Install Event.

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

D1-COMPEVSA (Create Completion Event for Field Activity)

Business Object (Y/N) **Business Object**

D1-FieldActivity
D1-FieldActivityOBComm
D1-FieldActivityIBComm
D1-RemoveDevice
D1-DisconnectItemFA
D1-InstallItem
D1-DisconnectDeviceFA
D1-ConnectNewDeviceFA
D1-ConnectItemFA
D1-ConnectDeviceFA
D1-InstallDevice
D1-RemoveItem

Configuration required (Y/N) **Entities to Configure:**

Install Event Completion Event(s)

Group: Outbound Communication

Group: Inbound Communication

Group: Create Completion Event(s)

5.7 Create Completion Event(s) to Create IMD**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) creates Completion Event(s) to Create IMD.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-COMPEVSA (Create Completion Event for Field Activity)
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Business Object (Y/N)	Business Object	D1-FieldActivity
		D1-FieldActivityOBComm
		D1-FieldActivityIBComm
		D1-CreateFAIMD

Configuration required (Y/N)	Entities to Configure:	Create IMD Completion Event(s)
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Group: Outbound Communication**Group: Inbound Communication****Group: Create Completion Event(s)****5.8 Create Completion Event to Create Customer Contact and/or To Do****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) creates Completion Event(s) to Customer Contact or To Do entry depends on business requirements.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-COMPEVSA (Create Completion Event for Field Activity)
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Business Object (Y/N)	Business Object	D1-FieldActivity
		D1-FieldActivityOBComm
		D1-FieldActivityIBComm
		D1-CreateDvcEvtFAR

Configuration required (Y/N) **Entities to Configure:**

Create Field Activity To Do Completion Event(s)

Group: Outbound Communication

Group: Inbound Communication

5.9 Complete Inbound and Outbound Communication

Actor/Role: C2M(SOM)

Description: C2M(SOM) completes Inbound communication and transitions Outbound communication to next state. In this next state, the outbound communication is completed and transitions Field Activity to next state.

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

F1-AT-RQJ (Transition to Default Next Status (Java))
D1-UPCOMEVDI (Update Parent Communication's Event Date Time)
D1-TRANPRBO (Transition Parent Outbound Communication BO)

Business Object (Y/N) **Business Object**

D1-FieldActivityIBComm
D1-FieldActivityOBComm

Group: Outbound Communication

Group: Inbound Communication

5.10 Create Completion Event to Update Asset Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates Completion Event(s) to update Asset information

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

D1-COMPEVSA (Create Completion Event for Field Activity)

Business Object (Y/N) **Business Object**

D1-FieldActivityIBComm
D1-FieldActivityOBComm

Group: Outbound Communication**6.0 Transit Activity to 'Execute Completion Events' Status and Execute Completion Events****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions Field Activity to 'Execute Completion Events' state

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-FAFLAGTPA (Update Completion Flag and Transition Parent Activity)
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Business Object (Y/N)	Business Object	D1-FieldActivityOBComm
		D1-FieldActivity

6.1 Initiate Completion Event(s) Execution**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) initiates execution of Completion Event(s).

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-EXCMPEVTS
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Business Object (Y/N)	Business Object	D1-FieldActivity
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Group: Field Activity Processing**Group: Execute Completion Event(s)****6.2 5.6.3.1 C2M.ODM-MDM.Manage Tracked Assets and Devices****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) updates device information. Please refer to process 5.6.3.1 C2M.MDM.Manage Tracked Assets and Devices for more details.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-UPDDVCCI(Update Device - Completion Event Processing)
		D1-EXCMPEVTS (Execute Completion Events)

Business Object (Y/N)**Business Object**

D1-UpdateDevice
D1-UpdateItem
D1-FieldActivity

Group: Field Activity Processing**Group: Execute Completion Event(s)****6.3 5.1.5.1 C2M.CCB.Manage Metered Site****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) updates Service Point information. Please refer to process 5.1.5.1 C2M.CCB.Manage Metered Site for more details.**Process Plug-in enabled (Y/N)****Available Algorithm(s):**

D1-CONNSP (Connect SP)
D1-DCSPSRC(Disconnect SP at Source)
D1-UPDSP (Update SP)
D1-DCSPDVC (Disconnect SP at Device)
D1-UPDDVCL (Update Device Location)
D1-EXCMPEVTS (Execute Completion Events)

Business Object (Y/N)**Business Object**

D1-ConnectSPCE
D1-DisconnectSPAtSource
D1-UpdateSP
D1-DisconnectSPAtDevice
D1-DvcLocationUpdate
D1-FieldActivity

Group: Field Activity Processing**Group: Execute Completion Event(s)****6.4 5.6.3.2 ODM-MDM.v2.2.Manage Device Installation and Commissioning****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) updates Install Event information. Please refer to process 5.6.3.2 MDM. Manage Device Installation and Commissioning for more details.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-INSTITEM (Install Item)
		D1-CONNEWDVC (Connect New Device)
		D1-CONEITM (Connect Existing Item)
		D1-CONEDVC (Connect Existing Device)
		D1-INSTDEV (Install Device)
		D1-EXCMPEVTS (Execute Completion Events)

Business Object (Y/N)	Business Object	D1-InstallItem
		D1-ConnectNewDeviceFA
		D1-ConnectItemFA
		D1-ConnectDeviceFA
		D1-InstallDevice
		D1-FieldActivity

Group: Field Activity Processing**Group: Execute Completion Event(s)****6.5 5.6.3.3 ODM-MDM.v2.2.Manage Device De-Installation, Decommissioning and Retirement****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) updates Install Event information. Please refer to process 5.6.3.2 MDM. Manage Device De-Installation, Decommissioning and Retirement for more details.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-REMOVEDVC (Remove Device)
		D1-DISCONITM (Disconnect Item)
		D1-DISCONDVC (Disconnect Device)
		D1-REMOVITEM (Remove Item)
		D1-EXCMPEVTS (Execute Completion Events)

Business Object (Y/N)	Business Object	D1-RemoveDevice
		D1-DisconnectItemFA
		D1-DisconnectDeviceFA
		D1-RemoveItem
		D1-FieldActivity

Group: Field Activity Processing

Group: Execute Completion Event(s)

6.6 4.2.1.1 MDM.v2.2.Upload Device Measurements

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates IMD. Please refer to process 4.2.1.1 MDMv2.2.Upload Device Measurement for more details.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CREFAIMD(Create Field Activity IMD)
		D1-EXCMPEVTS (Execute Completion Events)

Business Object (Y/N)	Business Object	D1-CreateFAIMD
		D1-FieldActivity

Group: Field Activity Processing

Group: Execute Completion Event(s)

6.7 4.2.1.2 MDM.v2.2.Manage VEE and VEE Exceptions

Actor/Role: C2M(SOM)

Description: C2M(SOM) performs VEE and finalizes IMD. Please refer to process 4.2.1.2 MDM.v2.2.Manage VEE and VEE Exceptions for more details.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CREFAIMD(Create Field Activity IMD)
		D1-EXCMPEVTS (Execute Completion Events)

Business Object (Y/N)	Business Object	D1-CreateFAIMD
		D1-FieldActivity

Group: Field Activity Processing

Group: Execute Completion Event(s)**6.8 Create Completion Event to Create Field Activity Remark****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) processes [Field Activity Remark](#) received from Field.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-EXCMPEVTS (Execute Completion Events) D1-CREARDVCE (Create Activity Remark Device Event)
Business Object (Y/N)	Business Object	D1-FieldActivity D1-CreateDvcEvtFAR

6.9 Create To Do and Transit to 'Completion Event Error' Status**Actor/Role:** C2M(SOM)**Description:** If C2M(SOM) encounters error while executing Completion Events, system logs error and transitions Field Activity to 'Completion Event Error' state. A To Do is created to alert user about the exception.

Note: Completion event execution is performed in two steps. First, all mutually dependent completion events are executed. If anyone of the completion events fail, all completion event transactions are rolled back and activity transitions to error state. Next, all independent completion events are executed. If a completion event fails, only the current completion event transaction is rolled back and activity transitions to error state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CTDEBOE(Create To Do Entry for BO in Error)
Business Object (Y/N)	Business Object	D1-FieldActivity

Group: Field Activity Processing**7.0 Transit Field Activity to 'Completed' Status****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions Field Activity to 'Completed' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
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Business Object (Y/N)	Business Object	D1-FieldActivity
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Group: Field Activity Processing**7.1 Update Orchestrator with Event Date/Time and Completion Status****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) updates Orchestrator with event date/time and completion status.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-UPAEDT (Update Parent Activity's Event Date Time)
		D1-PASSPA (Pass Parent Activity)

Business Object (Y/N)	Business Object	D1-FieldActivity
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7.2 Preprocess, Validate and Create SO Resolution in 'Pending' Status**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) preprocess, validates and creates Service Order Resolution Monitor in 'Pending' status.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-NDISAINFO (Non-Dispatchable Activity Information)
		D1-DETTACTYP (Determine Activity Type)
		D1-DSPDDC (Derive Field Activity Device)
		D1-VALACTSP (Validate Service Point is Required)
		D1-VALFTDATE (Validate Field Activity Expiration and Effective Dates)
		D1-BASNDAVAL (Basic Non-Dispatchable Activity Validation)

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

7.3 Validate SO Resolution Request Data and Transit to 'Validate' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) validates SO Resolution request data and transitions it to 'Validate' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
		D1-VALACTTDI (Validate Activity Type and Transition to Error State If Invalid)

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

7.4 Create To Do and Transit to 'Waiting' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates To Do and transitions SO Resolution Monitor to 'Waiting' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
		D1-CRSORMTD (Create Service Order Resolution Monitor To Do)

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

7.5 Create To Do and Transit SO Resolution to 'Validation Error' Status

Actor/Role: C2M(SOM)

Description: If C2M(SOM) encounters error while performing validation, it transitions SO resolution monitor to 'Validation Error' state. A To Do is created to alert User about the exception.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
		D1-VALACTTDI (Validate Activity Type and Transition to Error State If Invalid)
		D1-CITDEBOE (Create To Do Entry for BO in Error)

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

7.6 Evaluate Resolution Activity and Time

Actor/Role: C2M(SOM)

Description: C2M(SOM) evaluates status of Resolution Activity and monitors time.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-MONRESACT (Monitor Resolution Activity)
		D1-WTTMOUTEX (Wait Time Out - Transition to Exception)

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

7.7 Create To Do and Transit SO Resolution to 'Wait Error' Status

Actor/Role: C2M(SOM)

Description: If C2M(SOM) encounters error while monitoring the status of Resolution Activity, it transitions SO resolution monitor to 'Wait Error' state. A To Do is created to alert User about the exception.

D1-MONRESACT (Monitor Resolution Activity)
D1-WTTMOUTEX (Wait Time Out - Transition to Exception)

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-GTDCBO (Generic To Do Completion for Bos)
		D1-CTDEBOE (Create To Do Entry for BO in Error)

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

Configuration required (Y/N)	Entities to Configure:	To Do Type and To Do Role
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7.8 Review and Resolve Issue

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User reviews the To Do and takes action to resolve it.

7.9 Request to Complete SO Resolution

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User makes a request to complete SO Resolution monitor.

8.0 Execute Completion Event(s) and Transit to 'Execute Completion Events' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) executes Completion Event(s) and transitions SO Resolution Monitor to 'Execute Completion Events' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-EXCMPEVTS (Execute Completion Events)
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Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

8.1 Create To Do and Transit to 'Completion Event Error' Status**Actor/Role:** C2M(SOM)**Description:** If C2M(SOM) encounters error while executing completion events, it transitions SO resolution monitor to 'Completion Event Error' state. A To Do is created to alert User about the exception.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-EXCMPEVTS (Execute Completion Events) D1-CTDEBOE (Create To Do Entry for BO in Error)
Business Object (Y/N)	Business Object	D1-NonDispatchableActivity D1-ResolutionMonitor
Configuration required (Y/N)	Entities to Configure:	To Do Type and To Do Role

8.2 Transit SO Resolution to 'Completed' Status**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions SO Resolution Monitor to 'Completed' state and transitions Orchestrator to next state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java)) D1-UPAEDT (Update Parent Activity's Event Date Time) D1-PASSPA (Pass Parent Activity)
Business Object (Y/N)	Business Object	D1-NonDispatchableActivity D1-ResolutionMonitor

8.3 Request to Discard SO Resolution**Actor/Role:** CSR or Authorized User**Description:** CSR or Authorized User makes a request to discard SO Resolution monitor.

8.4 Log Error and Transit Orchestrator to 'Activity Error' State**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) logs error and transitions Orchestrator to 'Activity Error' state.**Process Plug-in enabled (Y/N)** **Available Algorithm(s):**

D1-FAILPA (Fail Parent Activity)

Business Object (Y/N) **Business Object**

D1-NonDispatchableActivity
D1-ResolutionMonitor
D1-SPActivityOrchestration
D1-EnableService
D1-DisableService

8.5 Cancel Outstanding Completion Events and Transit SO Resolution to 'Discard' status**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) cancels outstanding completion events.**Process Plug-in enabled (Y/N)** **Available Algorithm(s):**

D1-COCE (Cancel Outstanding Completion Events)

Business Object (Y/N) **Business Object**

D1-NonDispatchableActivity
D1-ResolutionMonitor

8.6 Populate Changes**Actor/Role:** CSR or Authorized User**Description:** CSR or Authorized User populates required changes and makes a request to submit the changes.**8.7 Update Field Activity**

Actor/Role: C2M(CCB)

Description: C2M(CCB) updates FA with the changes populated.

8.8 Create Update Orchestrator in 'Pending' State for the Original Orchestrator

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates Update Orchestrator in 'Pending' state for the original orchestrator.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-UPDINFO (Update Orchestration Activity Information)
		D1-DEACTTYP (Determine Activity Type)
		D1-VALRQMTBO (Validate elements of Update/cancel Orchestration BO)
Business Object (Y/N)	Business Object	D1-UpdateOrchestration

Group: Perform Validation(s)

8.9 Validate and Identify Activity to be Updated and Transit to 'Validation' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) performs validations on required data and transits update orchestrator to 'Validate' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
		D1-VALACTTDI (Validate Activity Type and Transition to Error State If Invalid)
		D1-VALREQMNT (Validate elements of Update/Cancel Orchestration)
		D1-VCSDT (Validate Cut Service Date Time)
		D1-DETMANT (Find the activity that's being Updated/Canceled)
Business Object (Y/N)	Business Object	D1-UpdateOrchestration

9.0 Create To Do and Transit Update Orchestrator to 'Validation Error' Status**Actor/Role:** C2M(SOM)**Description:** If C2M(SOM) encounters error while validation the request data, system logs error and transitions Update Orchestrator to 'Validation Error' state. A To Do is created to alert user on the exception.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
		D1-VALACTTDI (Validate Activity Type and Transition to Error State If Invalid)
		D1-VALREQMNT (Validate elements of Update/Cancel Orchestration)
		D1-VCSDT (Validate Cut Service Date Time)
		D1-DETMINT (Find the activity that's being Updated/Canceled)
		D1-CTDEBOE (Create To Do Entry for BO in Error)

Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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Configuration required (Y/N)	Entities to Configure:	To Do Type and To Do Role
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9.1 Check Field Activity Status and Transit to 'Update Specific Activity' Status**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) checks the status of Field Activity and transits Update Orchestrator to 'Update Specific Activity' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-UPDSPAC (Update Specific Activity)
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Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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9.2 Evaluate if Appointment is Required and Transit to 'Waiting for Appointment' State**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) evaluates if an appointment is required and transitions Update Orchestrator to 'Waiting for Appointment' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-ASNAPPT (Determine if an appointment is necessary)
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Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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Group: Process Changes**9.3 Request Cancel Original Field Activity****Actor/Role:** C2M(CCB)**Description:** C2M(CCB) makes a request to cancel the Original Field activity.**Group: Process Changes****9.4 Request Create New Orchestrator****Actor/Role:** C2M(CCB)**Description:** C2M(CCB) makes a request to create New Orchestrator**9.5 Create and Send Outbound Communication and Transit Update Orchestrator to 'Communication in Progress' Status****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) creates and sends outbound communication to Work Force Management application and transits Update Orchestrator to 'Communication in Progress' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CRUFAOCOM (Create outbound message to update MWM)
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Business Object (Y/N)	Business Object	D1-UpdateOrchestration
		D1-ActivityModifyOBComm

Configuration required (Y/N) **Entities to Configure:**

9.6 Process Request to Update

Actor/Role: Work Force Management Application

Description: Work Force Management Application processes request to update the changed information.

9.7 Send Response

Actor/Role: Work Force Management Application

Description: Work Force Management Application sends response on update of information.

9.8 Evaluate Response to Outbound Communication

Actor/Role: C2M(SOM)

Description: C2M(SOM) evaluates response received from Work Force Management Application

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

Business Object (Y/N) **Business Object**

9.9 Transit Update Orchestrator to 'Complete' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Update Orchestrator to 'Complete' State.

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

Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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10.0 Update Original Field Activity

Actor/Role: C2M(SOM)
Description: C2M(SOM) updates Original Field Activity

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-UPDORCH (Update orchestration activity)
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Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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10.1 Update Original Orchestrator

Actor/Role: C2M(SOM)
Description: C2M(SOM) updates Original Orchestrator.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-UPDORCH (Update orchestration activity)
		D1-SETREPEXT (Sets the value of the activity's replyToExternalSystem)
		D1-SENDACK (Send Receipt Acknowledgement to External Requester)

Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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10.2 Transit Update Orchestrator to 'Discard' Status

Actor/Role: C2M(SOM)
Description: C2M(SOM) transitions Update Orchestrator to 'Discard' State.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CHKUPD (Check If Service Provider Has Updated Task)
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Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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10.3 Review Results

Actor/Role: CSR or Authorized User
Description: CSR or Authorized User reviews results.

10.4 Request Cancel FA

Actor/Role: CSR or Authorized User
Description: CSR or Authorized User makes a request to cancel FA.

10.5 Request Cancel FA

Actor/Role: C2M(CCB)
Description: C2M(CCB) makes a request to cancel FA.

10.6 Request Validate Eligibility to Cancel Orchestrator

Actor/Role: C2M(CCB)
Description: C2M(CCB) validates eligibility to cancel orchestrator.

10.7 Check Eligibility to Cancel

Actor/Role: C2M(SOM)
Description: C2M(SOM) checks [eligibility to cancel orchestrator](#).

Note:

The inbound web service D1-TestFACancellability calls a service script to check field activity cancellability by:

1. First invoking the FA Cancellability Service Script if it is configured on the Master Configuration
2. Otherwise, it will determine cancellability by getting the interim status from MWM and evaluate the status against the FA Cancellability map on the Master Configuration. Before sending the request to MWM, it will first check the status of the activity that is getting cancelled:
 - a. If it is an orchestration activity and the status is already final (completed or discarded) then the FA is not cancelable.
 - b. If it is an orchestration activity and
 - i. there are no child activities to cancel, or
 - ii. there is already 1 or more child activity already completed, or
 - iii. there is a child activity having a communication in pending or response error status, then the FA is not cancelable.
 - c. If it is a specific activity and the status is already final (completed, discarded, cancelled), then the FA is not cancelable.
 - d. Otherwise it will retrieve the activity's interim status from MWM and evaluate whether the FA is cancelable based on the cancelability statuses on the Master Configuration.

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

10.8 Send Request to Retrieve Interim FA Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) sends request to Work Force Management Application to retrieve the interim status of Field Activity.

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

10.9 Evaluate Response and Eligibility to Cancel

Actor/Role: C2M(SOM)

Description: C2M(SOM) evaluates response and eligibility to cancel.

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

11.0 Process Denial

Actor/Role: C2M(CCB)

Description: C2M(CCB) processes the denial action of Cancel orchestration.

11.1 Create Cancel Orchestrator in 'Pending' State for the Original Orchestrator

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates Cancel Orchestrator in 'Pending' state for the original orchestrator.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CANINFO (Cancel Orchestration Activity Information)
		D1-DEACTTYP (Determine Activity Type)
		D1-VALRQMTBO (Validate elements of Update/cancel Orchestration BO)
Business Object (Y/N)	Business Object	D1-CancelOrchestration

11.2 Validate and Identify Activity to be Canceled and Transit to 'Validate' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) validates and identifies Original Orchestrator to be cancelled and transitions the Cancel Orchestrator to 'Validate' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	F1-AT-RQJ (Transition to Default Next Status (Java))
		D1-VALACTTDI (Validate Activity Type and Transition to Error State If Invalid)
		D1-VALREQMNT (Validate elements of Update/Cancel Orchestration)
		D1-DETMINT (Find the activity that's being Updated/Canceled)
Business Object (Y/N)	Business Object	D1-CancelOrchestration

11.3 Check Field Activity Status and Transit to 'Cancel Specific Activity' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) checks status of field activity and transits Cancel orchestrator to 'Cancel Specific Activity' state.

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

D1-CANSPACT (Cancel Specific Activity)

Business Object (Y/N) **Business Object**

D1-CancelOrchestration

11.4 Create and Send Cancel Outbound Communication and Transit Cancel Orchestrator to 'Communication in Progress' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) creates and sends cancel outbound communication and transits cancel orchestrator to 'Communication in Progress' state.

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

D1-CANSPACT (Cancel Specific Activity)

Business Object (Y/N) **Business Object**

D1-CancelOrchestration
D1-ActivityModifyOBComm

11.5 Process Request to Cancel

Actor/Role: Work Force Management Application

Description: Work Force Management Application processes request to cancel.

11.6 Transit Cancel Orchestrator to 'Complete' Status

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions cancel orchestrator to 'Complete' state.

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

D1-CHKCNCL (Check If Service Provider)
D1-SETREPEXT (Sets the value of the activity's replyToExternalSystem)

Business Object (Y/N)	Business Object	D1-CancelOrchestration
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Group: Field Activity Discard Process**11.7 Transit Field Activity to Discard Status****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions Field Activity to 'Discard' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1- CNCLORCH (Transition orchestration and specific activity as needed)
		D1-SENDACK (Send Receipt Acknowledgement to External Requester)

Business Object (Y/N)	Business Object	D1-CancelOrchestration
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11.8 Transit Orchestrator to 'Discarded' Status**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions Original Orchestrator to 'Discarded' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1- CNCLORCH (Transition orchestration and specific activity as needed)
		D1-SENDACK (Send Receipt Acknowledgement to External Requester)

Business Object (Y/N)	Business Object	D1-CancelOrchestration
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11.9 Transit Cancel Orchestrator to 'Discard' Status**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions cancel orchestrator to 'Discard' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-CHKCNCL (Check If Service Provider)
		D1-SETREPEXT (Sets the value of the activity's replyToExternalSystem)
Business Object (Y/N)	Business Object	D1-SDNEGACK (Send Negative Acknowledgement to External Requester)
		D1-SETREPEXT (Sets the value of the activity's replyToExternalSystem)
		D1-CancelOrchestration

12.0 Review and Analyze Results

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User analyzes the results of Cancel Orchestrator.

12.1 Analyze Error and Work To Do

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User analyzes the error logged and respective To Do created to determine the corrective action.

12.2 Complete To Do(s)

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies all non-completed To Dos and completes them.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-GTDCBO (Generic To Do Completion for Bos)
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Business Object (Y/N)	Business Object	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService
		D1-NonDispatchableActivity
		D1-ResolutionMonitor
		D1-FieldActivity
		D1-UpdateOrchestration
		D1-CancelOrchestration

Group: Discard Orchestrator Process

12.3 Cancel Outstanding Field Activities

Actor/Role: C2M(SOM)

Description: C2M(SOM) cancels outstanding Field Activities.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-VCOACT (Validate Cancellation of Outstanding Activities)
		D1-COACT (Cancel Outstanding Activities)

Business Object (Y/N)	Business Object	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService

12.4 Request to Validate

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User makes a request to validate.

Business Object (Y/N)	Business Object	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService
		D1-NonDispatchableActivity
		D1-ResolutionMonitor
		D1-FieldActivity
		D1-UpdateOrchestration
		D1-CancelOrchestration

12.5 Transit Orchestrator to 'Validate' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions orchestrator to 'Validate' state and initiates reprocessing.

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

D1-RBOE (Retry BO in Error)

Business Object (Y/N) **Business Object**

D1-SPActivityOrchestration
D1-EnableService
D1-DisableService

12.6 Identify Orchestrator in 'Validation Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies Orchestrator in 'Validation Error' state.

Business Object (Y/N) **Business Object**

D1-SPActivityOrchestration
D1-EnableService
D1-DisableService

Customizable process (Y/N) **Process Name**

SOM - Reprocess Errors

12.7 Evaluate Criteria to Run Automated Retry Process

Actor/Role: C2M(SOM)

Description: C2M(SOM) evaluates criteria to run automated retry process. A batch process is configured for this.

Business Object (Y/N) **Business Object**

D1-SPActivityOrchestration
D1-EnableService
D1-DisableService
D1-NonDispatchableActivity
D1-ResolutionMonitor
D1-FieldActivity
D1-UpdateOrchestration
D1-CancelOrchestration

Configuration required (Y/N) **Entities to Configure:**

Batch Process

12.8 Request to Retry

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User makes a request to retry Orchestrator in 'Activity Error' state.

Business Object (Y/N)	Business Object
	D1-SPActivityOrchestration
	D1-EnableService
	D1-DisableService
	D1-NonDispatchableActivity
	D1-ResolutionMonitor
	D1-FieldActivity
	D1-UpdateOrchestration
	D1-CancelOrchestration

12.9 Transit Orchestrator to 'Retry' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions orchestrator to 'Retry' state and initiates reprocessing.

Process Plug-in enabled (Y/N)	Available Algorithm(s):
	D1-RBOE (Retry BO in Error)

Business Object (Y/N)	Business Object
	D1-SPActivityOrchestration
	D1-EnableService
	D1-DisableService

13.0 Identify Orchestrator in 'Activity Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies Orchestrator in 'Activity Error' state.

D1-SPActivityOrchestration
D1-EnableService

Business Object (Y/N)	Business Object	<input type="text" value="D1-DisableService"/>
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Customizable process (Y/N)	Process Name	<input type="text" value="SOM - Reprocess Errors"/>
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Group: Field Activity Discard Process**13.1 Cancel Outstanding Outbound Communication****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) cancels outstanding outbound communication.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	<input type="text" value="D1-COOC (Cancel Outstanding Outbound Communication)"/>
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Business Object (Y/N)	Business Object	<input type="text" value="D1-FieldActivity"/>
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Group: Field Activity Discard Process**13.2 Cancel Outstanding Completion Events****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) cancels outstanding completion events.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	<input type="text" value="D1-COCE (Cancel Outstanding Completion Events)"/>
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Business Object (Y/N)	Business Object	<input type="text" value="D1-FieldActivity"/>
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13.3 Transit Field Activity to 'Validate' State and Initiate Reprocessing**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions Field Activity to 'Validate' state and initiates reprocessing.

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

Business Object (Y/N) **Business Object**

13.4 Identify Field Activity in 'Validation Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies Field Activity in 'Validation Error' state.

Business Object (Y/N) **Business Object**

Customizable process (Y/N) **Process Name**

13.5 Transit Field Activity to 'Retry' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Field Activity to 'Retry' state and initiates reprocessing.

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

Business Object (Y/N) **Business Object**

13.6 Identify Field Activity in 'Communication Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies Field Activity in 'Communication Error' state.

Business Object (Y/N) **Business Object**

Customizable process (Y/N)	Process Name	<input type="text" value="Field Activity Error Monitor"/>
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13.7 Request to Execute Completion Events

Actor/Role: CSR or Authorized User

Description: CSR or Authorized User makes a request to Execute Completion Events

Process Plug-in enabled (Y/N)	Available Algorithm(s):	<input type="text" value="D1-RBOE (Retry BO in Error)"/>
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Business Object (Y/N)	Business Object	<input type="text" value="D1-FieldActivity"/>
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13.8 Transit Field Activity to 'Execute Completion Events' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Field Activity to 'Execute Completion Events' state and initiates reprocessing.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	<input type="text" value="D1-RBOE (Retry BO in Error)"/>
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Business Object (Y/N)	Business Object	<input type="text" value="D1-FieldActivity"/>
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13.9 Identify Field Activity in 'Completion Events Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies Field Activity in 'Completion Events Error' state.

Business Object (Y/N)	Business Object	<input type="text" value="D1-FieldActivity"/>
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Customizable process (Y/N)	Process Name	<input type="text" value="Field Activity Error Monitor"/>
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14.0 Transit SO Resolution Activity to 'Discard' State**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions SO Resolution Monitor activity to 'Discard' state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-WTTMOUT (Wait Time Out - Transition to Rejection)
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Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

14.1 Transit SO Resolution Activity to 'Validate' State and Initiate Reprocessing**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions SO Resolution activity to 'Validate' state and Initiates reprocessing.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-RBOE (Retry BO in Error)
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Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

14.2 Identify SO Resolution Activity in 'Validation Error' State**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) identifies SO Resolution activity in 'Validation Error' state.

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

Customizable process (Y/N)	Process Name	<table border="1"><tr><td>Non-Dispatchable FA Error Monitor</td></tr></table>	Non-Dispatchable FA Error Monitor
Non-Dispatchable FA Error Monitor			

14.3 Transit SO Resolution Activity to 'Waiting' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions SO Resolution activity to 'Waiting' state and Initiates reprocessing.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	<table border="1"><tr><td>D1-RBOE (Retry BO in Error)</td></tr></table>	D1-RBOE (Retry BO in Error)
D1-RBOE (Retry BO in Error)			

Business Object (Y/N)	Business Object	<table border="1"><tr><td>D1-NonDispatchableActivity</td></tr><tr><td>D1-ResolutionMonitor</td></tr></table>	D1-NonDispatchableActivity	D1-ResolutionMonitor
D1-NonDispatchableActivity				
D1-ResolutionMonitor				

14.4 Identify SO Resolution Activity in 'Wait Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies SO Resolution activity in 'Wait Error' state.

Business Object (Y/N)	Business Object	<table border="1"><tr><td>D1-NonDispatchableActivity</td></tr><tr><td>D1-ResolutionMonitor</td></tr></table>	D1-NonDispatchableActivity	D1-ResolutionMonitor
D1-NonDispatchableActivity				
D1-ResolutionMonitor				

Customizable process (Y/N)	Process Name	<table border="1"><tr><td>Non-Dispatchable FA Error Monitor</td></tr></table>	Non-Dispatchable FA Error Monitor
Non-Dispatchable FA Error Monitor			

14.5 Transit SO Resolution Activity to 'Execute Completion Event' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions SO Resolution activity to 'Execute Completion Event' state and Initiates reprocessing.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	<table border="1"><tr><td>D1-RBOE (Retry BO in Error)</td></tr></table>	D1-RBOE (Retry BO in Error)
D1-RBOE (Retry BO in Error)			

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

14.6 Identify Orchestrator in 'Completion Event Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies SO Resolution activity in 'Completion Event Error' state.

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor

Customizable process (Y/N)	Process Name	Non-Dispatchable FA Error Monitor
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14.7 Transit Update Orchestrator to 'Validate' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Update Orchestrator to 'Validate' state and initiates reprocessing.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-RBOE (Retry BO in Error)
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Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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14.8 Identify Update Orchestrator in 'Validation Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies Update Orchestrator in 'Validation Error' state.

Business Object (Y/N)	Business Object	D1-UpdateOrchestration
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Customizable process (Y/N)	Process Name	<input type="text" value="SOM - Reprocess Errors"/>
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14.9 Transit Update Orchestrator to 'Retry' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Update Orchestrator to 'Retry' state and initiates reprocessing.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	<input type="text" value="D1-RBOE (Retry BO in Error)"/>
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Business Object (Y/N)	Business Object	<input type="text" value="D1-UpdateOrchestration"/>
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15.0 Identify Update Orchestrator in 'Communication in Error' State

Actor/Role: C2M(SOM)

Description: C2M(SOM) identifies Update Orchestrator in 'Communication in Error' state.

Business Object (Y/N)	Business Object	<input type="text" value="D1-UpdateOrchestration"/>
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Customizable process (Y/N)	Process Name	<input type="text" value="SOM - Reprocess Errors"/>
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15.1 Transit Cancel Orchestrator to 'Validate' State and Initiate Reprocessing

Actor/Role: C2M(SOM)

Description: C2M(SOM) transitions Cancel Orchestrator to 'Validate' state and initiates reprocessing.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	<input type="text" value="D1-RBOE (Retry BO in Error)"/>
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Business Object (Y/N)	Business Object	<input type="text" value="D1-CancelOrchestration"/>
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15.2 Identify Cancel Orchestrator in 'Validation Error' State**Actor/Role:** C2M(SOM)**Description:** C2M(SOM) identifies Cancel Orchestrator in 'Validation Error' state.**Business Object (Y/N)** **Business Object** **Customizable process (Y/N)** **Process Name** **15.3 Transit Cancel Orchestrator to 'Retry' State and Initiate Reprocessing****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) transitions Cancel Orchestrator to 'Retry' state and initiates reprocessing.**Process Plug-in enabled (Y/N)** **Available Algorithm(s):** **Business Object (Y/N)** **Business Object** **15.4 Identify Cancel Orchestrator in 'Communication in Error' State****Actor/Role:** C2M(SOM)**Description:** C2M(SOM) identifies Cancel Orchestrator in 'Communication in Error' state.**Business Object (Y/N)** **Business Object** **Customizable process (Y/N)** **Process Name**

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
10/22/2017	Srinivas Rao Kanteti	1	Initial Draft
10/30/2017	Galina Polonsky		Reviewed, Approved
6/5/2019	Satya Kalavala		Updated format for v2.7
10/10/2019	Jerry Chick		Update for v2.7
11/03/2019	Galina Polonsky		Reviewed, Approved

Attachments

Create Orchestrator



Create Orchestrator

Extendable Look Up for Field Task Type



Extendable Look Up
for Field Task Type

Completion Events



Completion Events

Service Task Type for FA Remark Processing



Service Task Type
for FA Remark Proces

Check Eligibility to Cancel Orchestrator



Check Eligibility to
Cancel Orchestrator