



C2M v2.9

3.4.1 Manage Contacts

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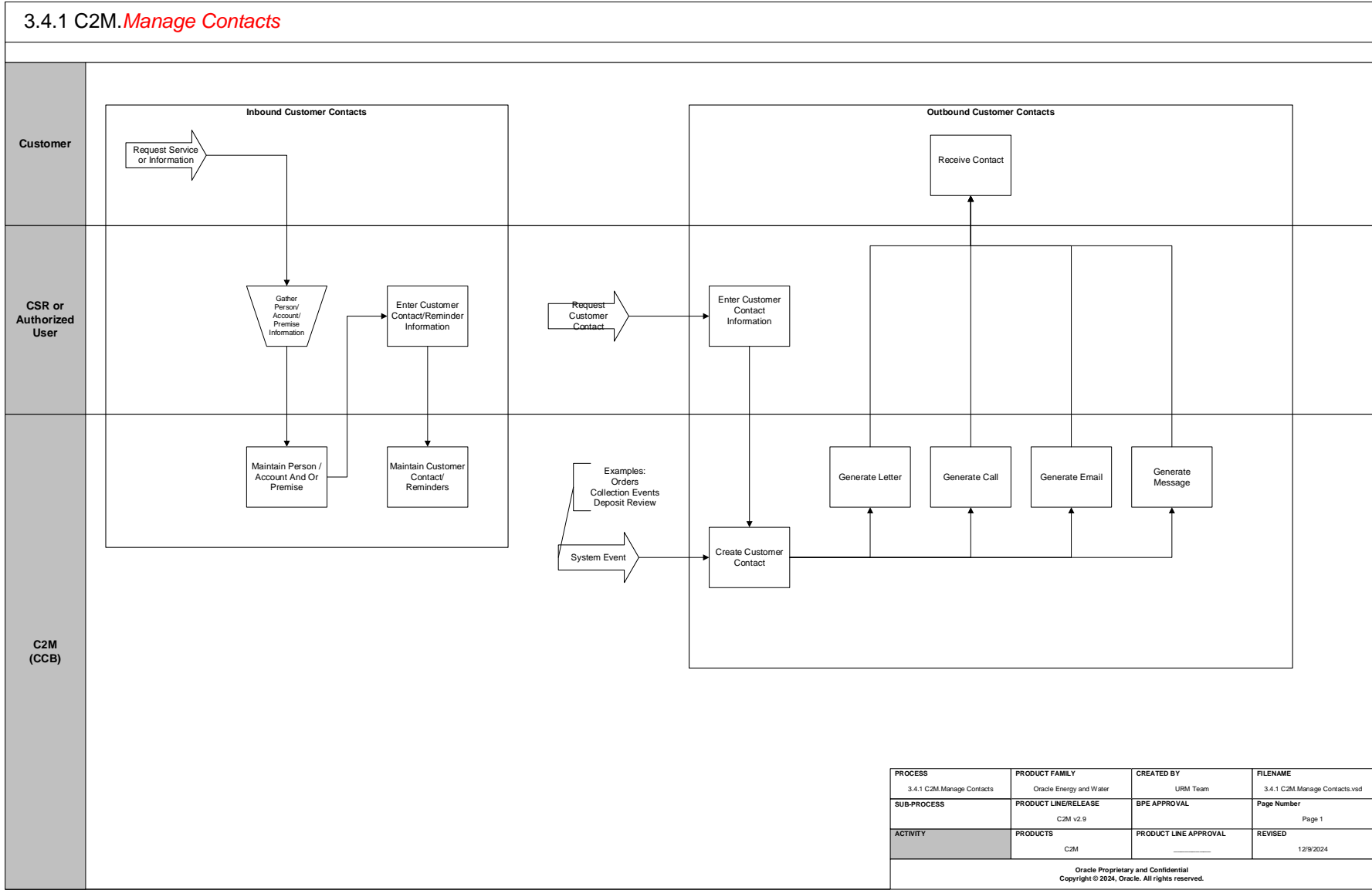
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Brief Description

Business Process: 3.4.1 C2M.Manage Contacts
Process Type: Process
Parent Process:
Sibling Processes:

Customer contacts are used to record when customers contact a company and why. This process also represents typical activity that occurs when a company decides communicate with the customer (e.g. send letters, make manual or automated phone calls, SMS and email). This process provides information how customer contacts are created and utilized in the system.

Business Process Model



Test Assets related to the Current Process

Testing Asset Sr.No	Testing Asset-Flows	No Of Data sets

Document Control

Change Record

Date	Author	Version	Change Reference
08/11/2017	Kashif Q. Qureshi	Draft	Modified for C2M
08/18/2017	Kashif Q. Qureshi	Final Draft	
08/26/2017	Galina Polonsky		Reviewed, Approved
06/03/2019	Satya Kalavala		Updated Format for v2.7
11/20/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
11/26/2024	Line Prado		Reviewed
12/16/2024	Galina Polonsky		Reviewed, Approved

Attachments