



C2M v2.9

3.4.3 Provide Customer Service

Creation Date: February 1, 2012

Last Updated: January 29, 2025

ORACLE®

Copyright © 2024, Oracle. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice.

This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

Contents

BRIEF DESCRIPTION 4

BUSINESS PROCESS MODEL PAGE 1..... 5

BUSINESS PROCESS MODEL PAGE 2..... 6

BUSINESS PROCESS MODEL PAGE 3..... 7

TEST ASSETS RELATED TO THE CURRENT PROCESS..... 8

DOCUMENT CONTROL 9

ATTACHMENTS:..... 10

Brief Description

Business Process: 3.4.3 C2M.Provide Customer Service

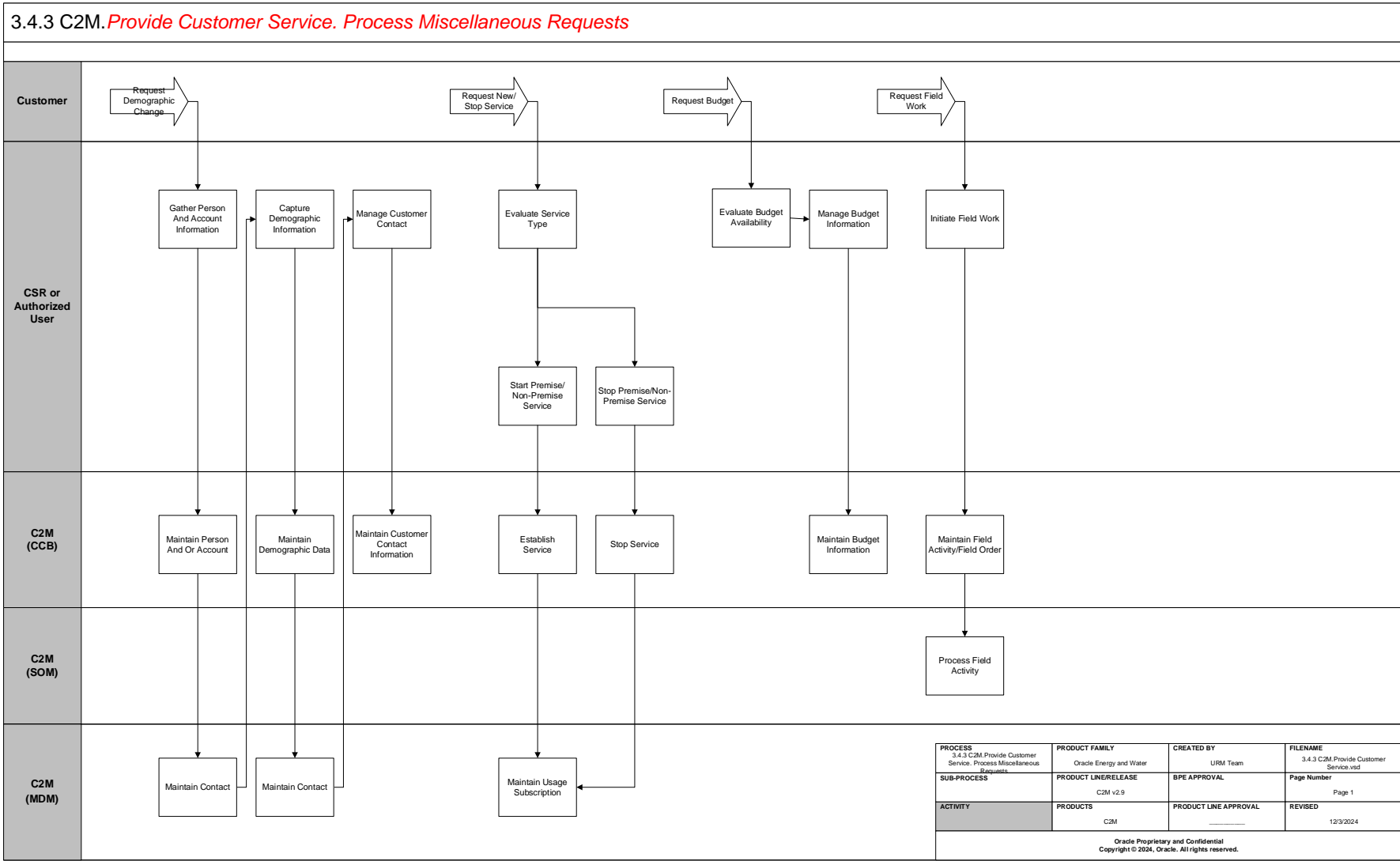
Process Type: Process

Parent Process:

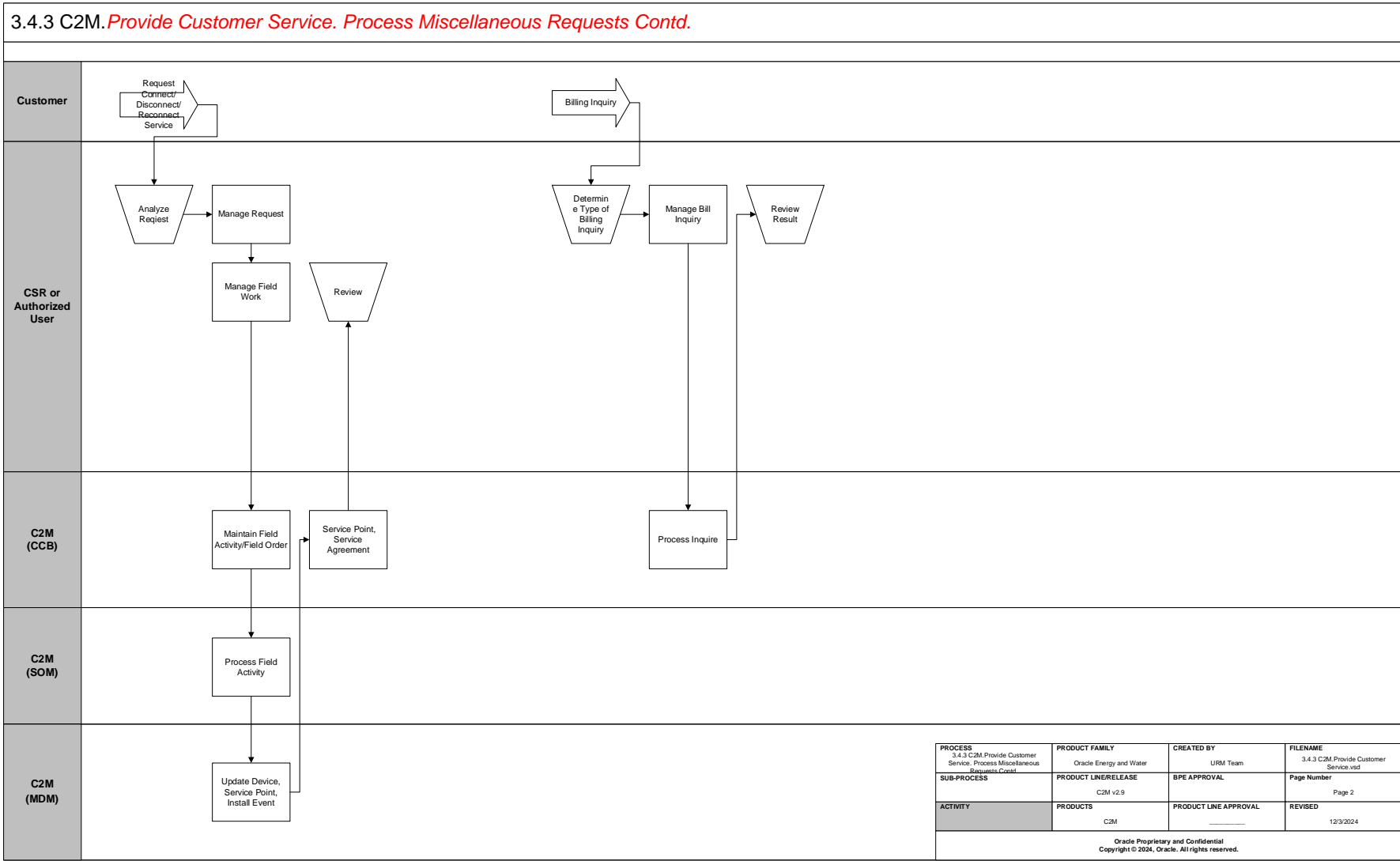
Sibling Processes:

This process depicts most common scenarios of processing various customer requests and responses to customer requests provided by utility Organization.

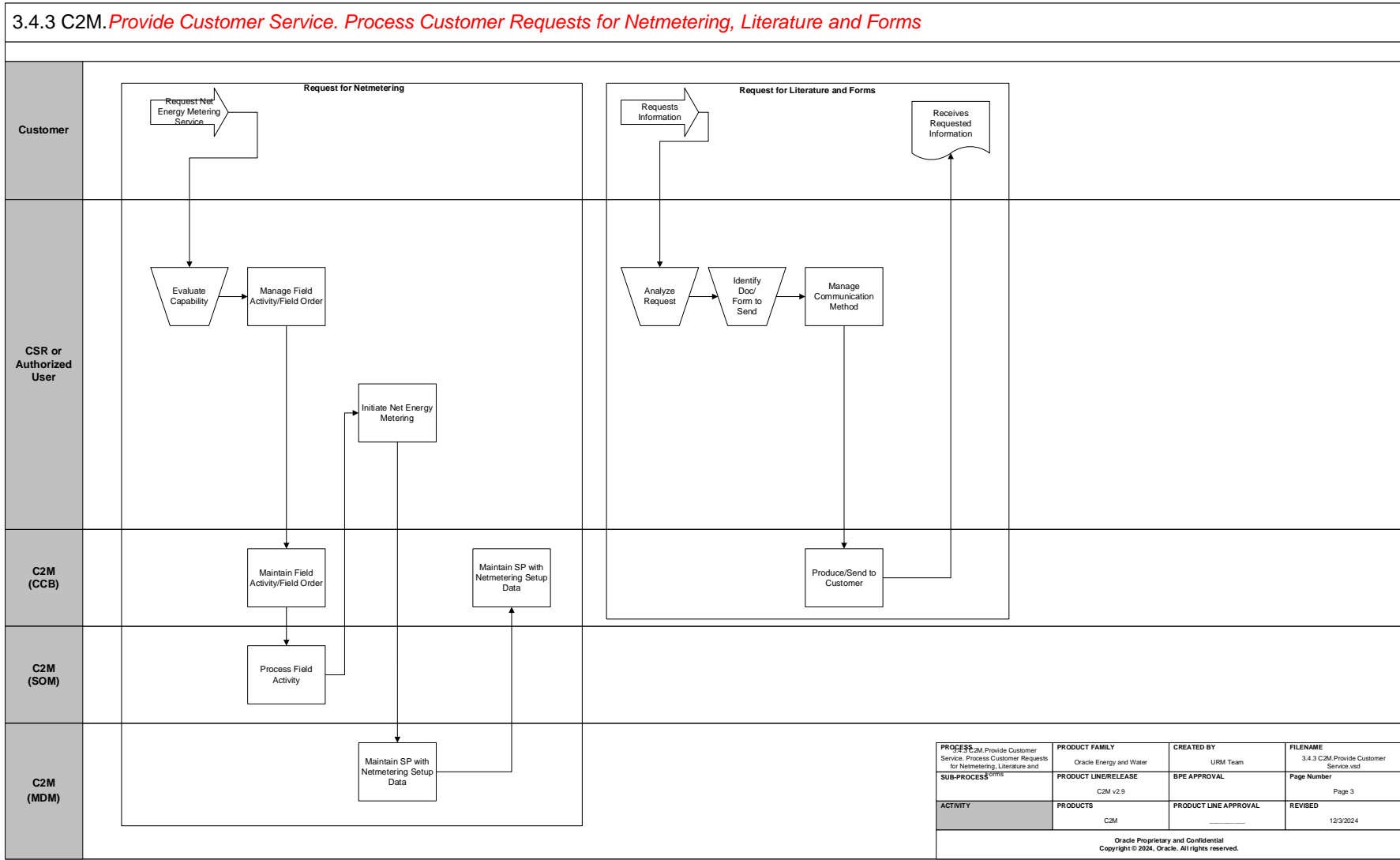
Business Process Model Page 1



Business Process Model Page 2



Business Process Model Page 3



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
02/01/2012	Becky Ray		No Previous Document
03/21/2012	Galina Polonsky		Review
01/22/2014	Dean Davis		Update
02/14/2014	Galina Polonsky		Reviewed, Approved
09/07/2017	Ekta Dua		Updated doc and visio to C2M
01/10/2018	Galina Polonsky		Reviewed, Approved
06/03/2019	Satya Kalavala		Updated format for v2.7
11/01/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
11/26/2024	Line Prado		Reviewed
12/18/2024	Galina Polonsky		Reviewed, Approved

Attachments: