



C2M v2.9

5.3.2.1 Manage Field Activities and Service Orders

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Brief Description

Business Process: 5.3.2.1 C2M.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.

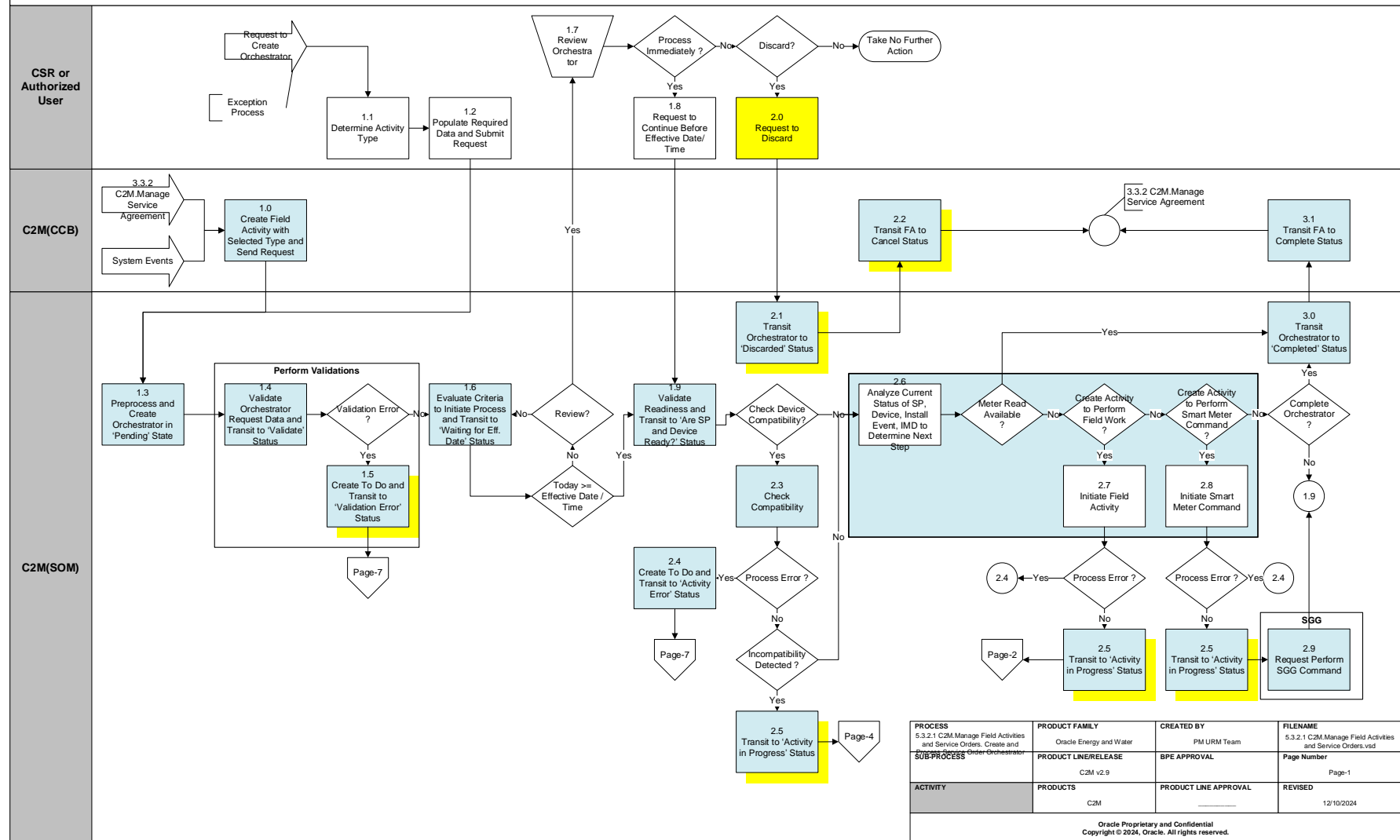
The process of executing field activity first checks the need for appointment, and if needed, retrieves the available slots and books the appointment slot after review with customer through C2M portal. For the execution of field work, SOM communicates with Work Force Management application. Depending 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 is 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 utilities 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.

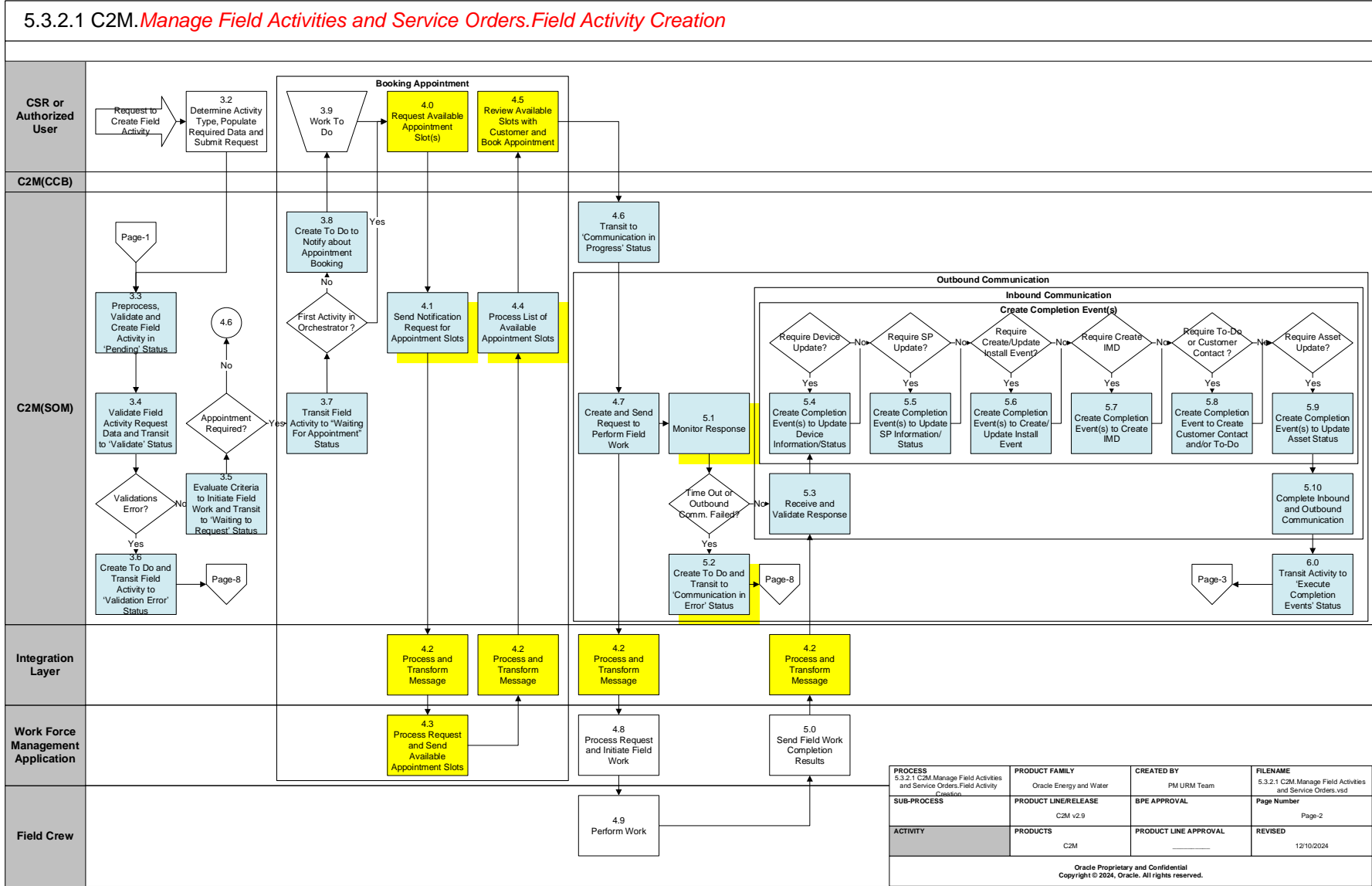
During the process of execution of original orchestrator, the CSR or Authorized User may make changes to FA that may lead to update or cancellation of FA. These changes will create an Update Orchestrator or Cancel Orchestrator activity in SOM to address the effect of changes to Original Orchestrator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

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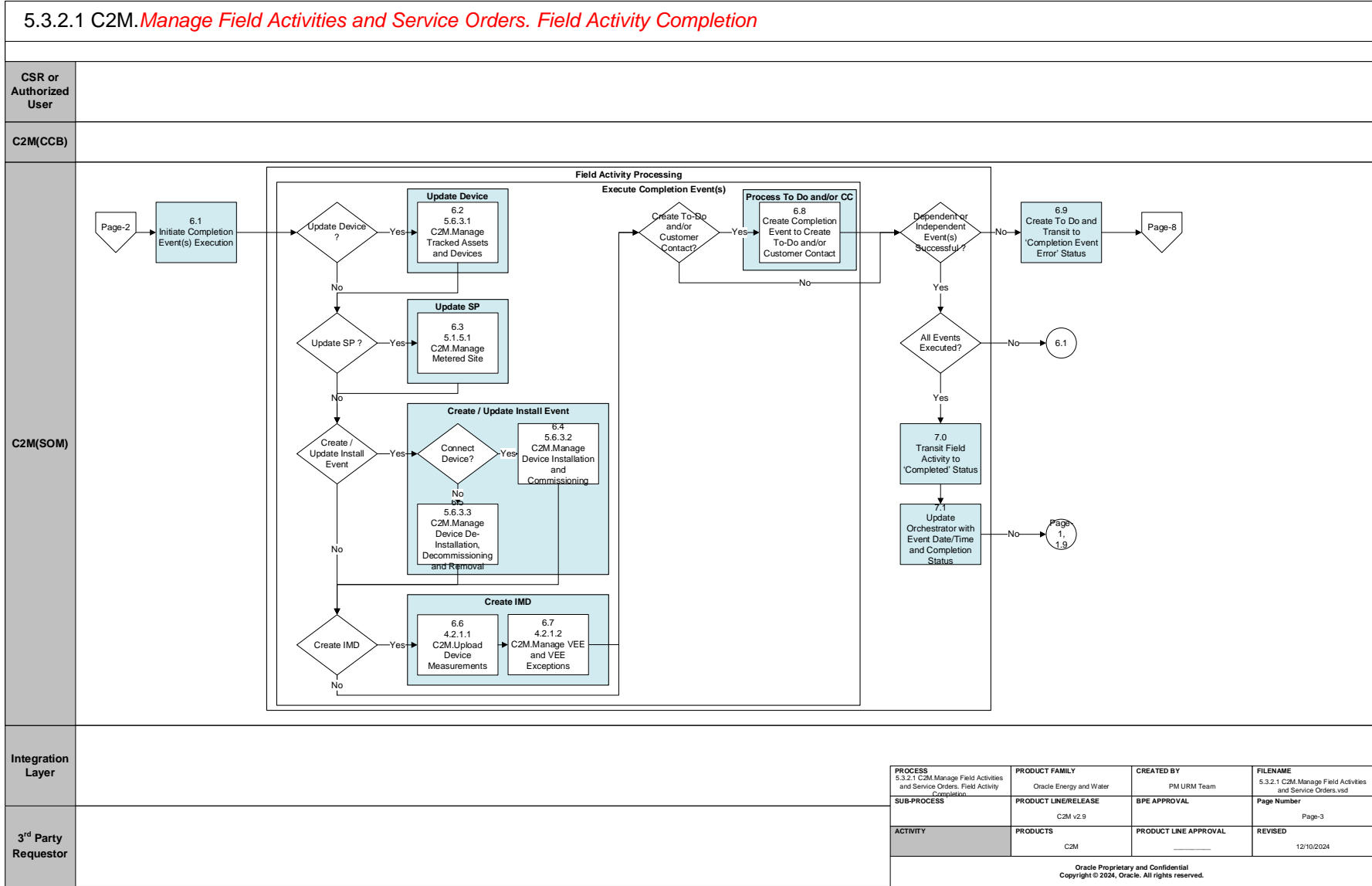
5.3.2.1 C2M.Manage Field Activities and Service Orders. Create and Process Service Order Orchestrator



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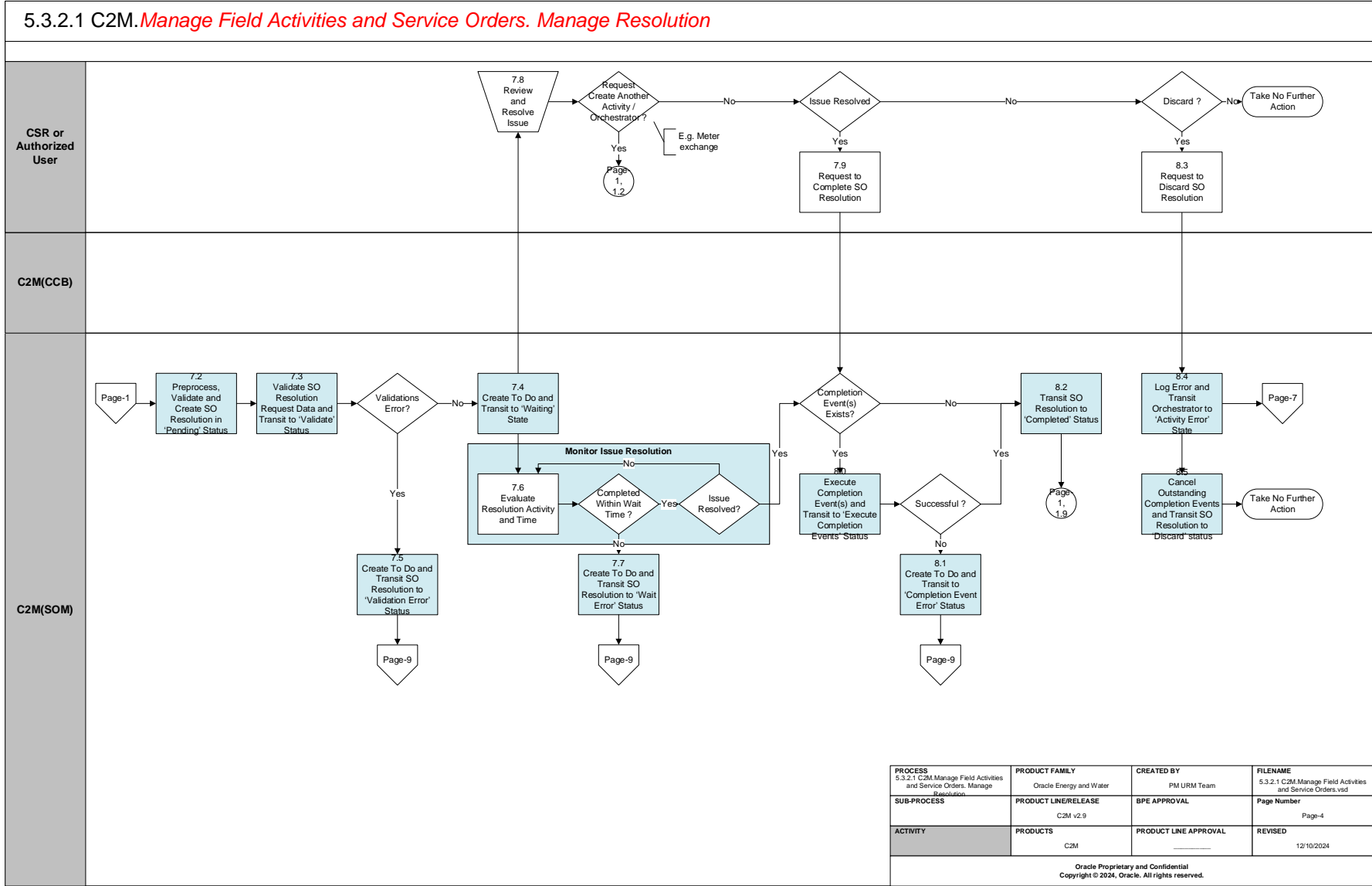


Business Process Model Page 3



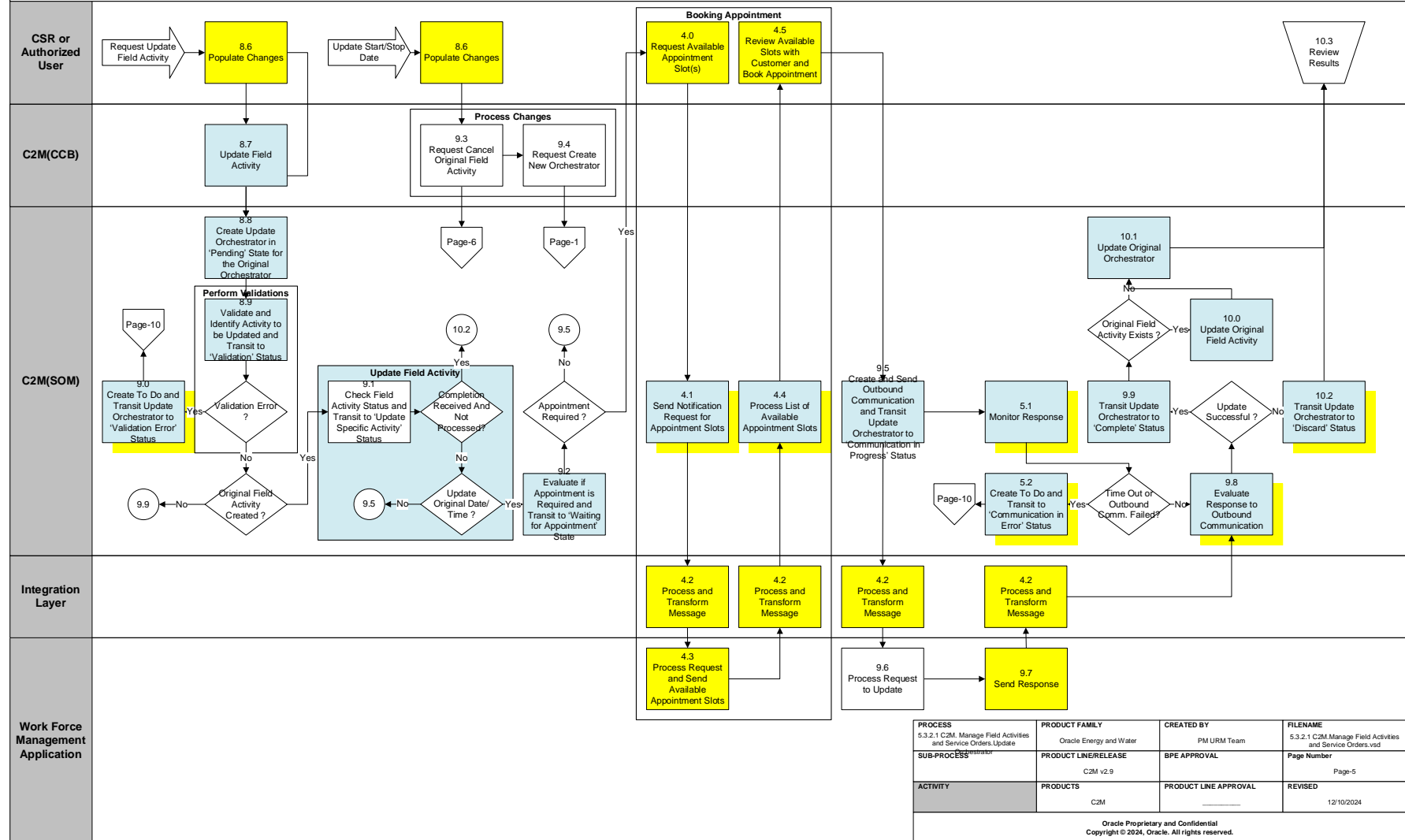


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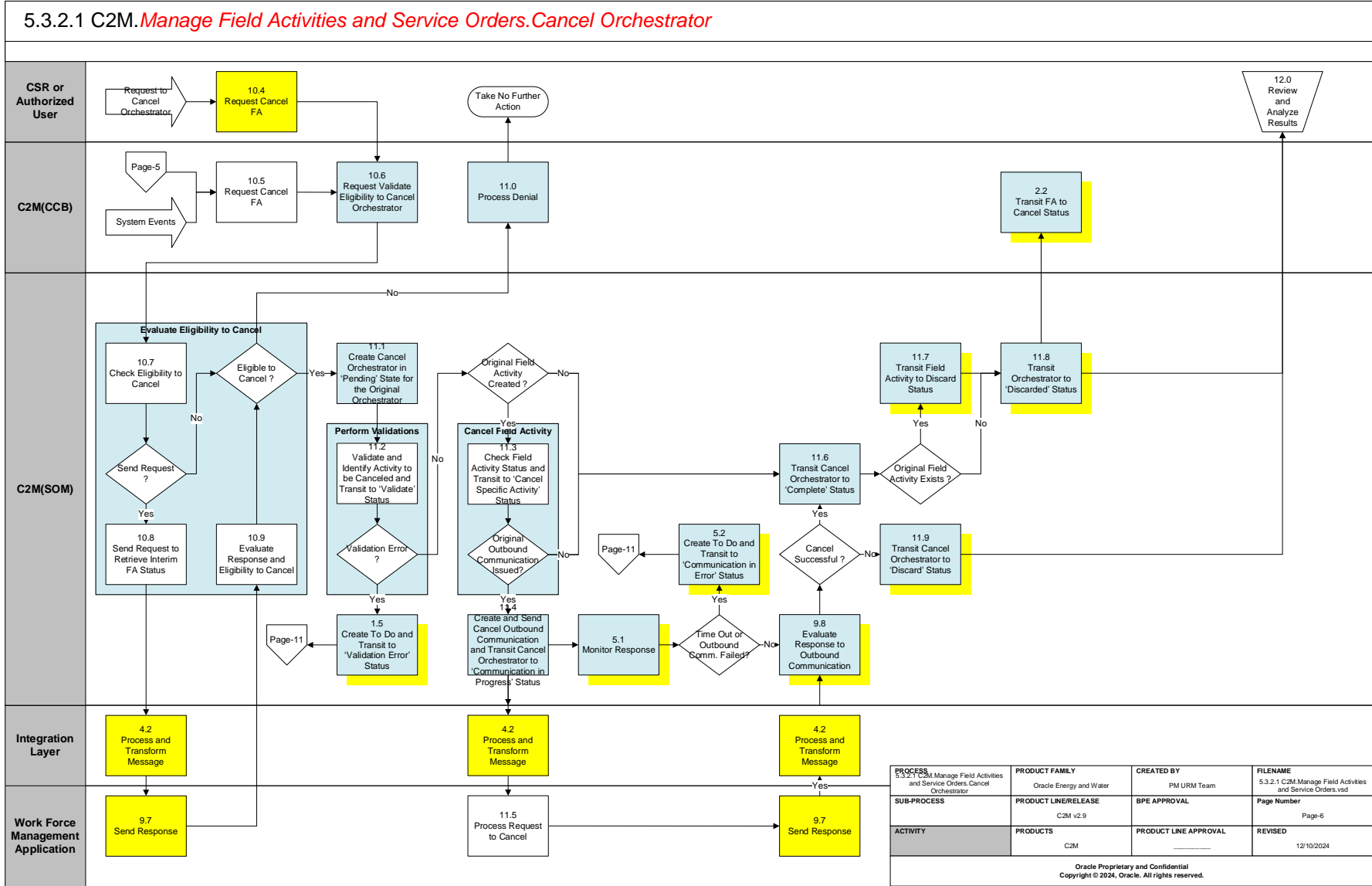


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5.3.2.1 C2M. *Manage Field Activities and Service Orders.Update Orchestrator*



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CSR or Authorized User

C2M(SOM)

Discard Orchestrator Process

Automated Completion Retry Process

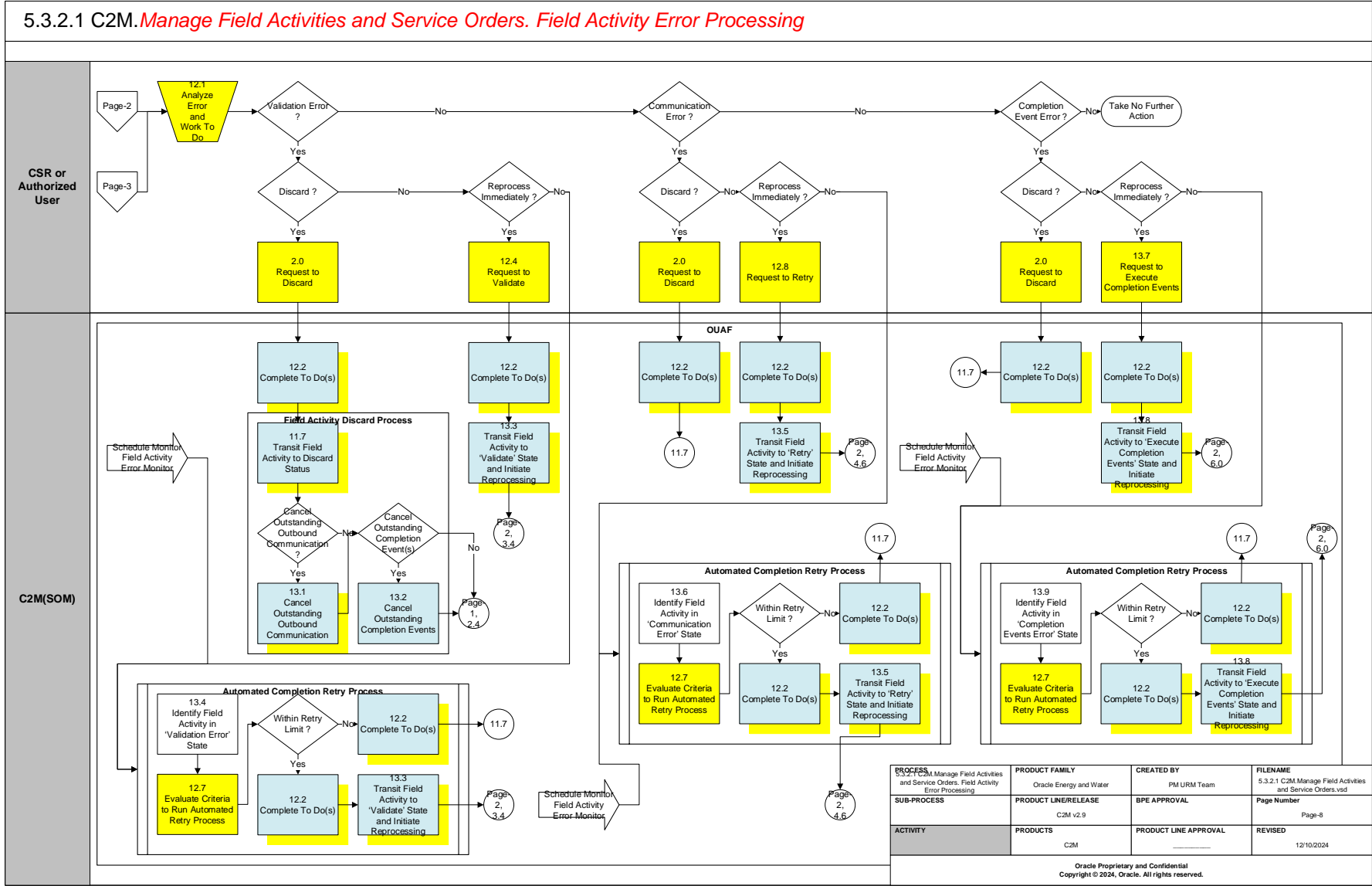
Automated Completion Retry Process

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
5.3.2.1 C2M Manage Field Activities and Service Orders, Orchestrator Error Processing	Oracle Energy and Water	PM URM Team	5.3.2.1 C2M Manage Field Activities and Service Orders.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	C2M v2.9		Page-7
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
	C2M		12/10/2024

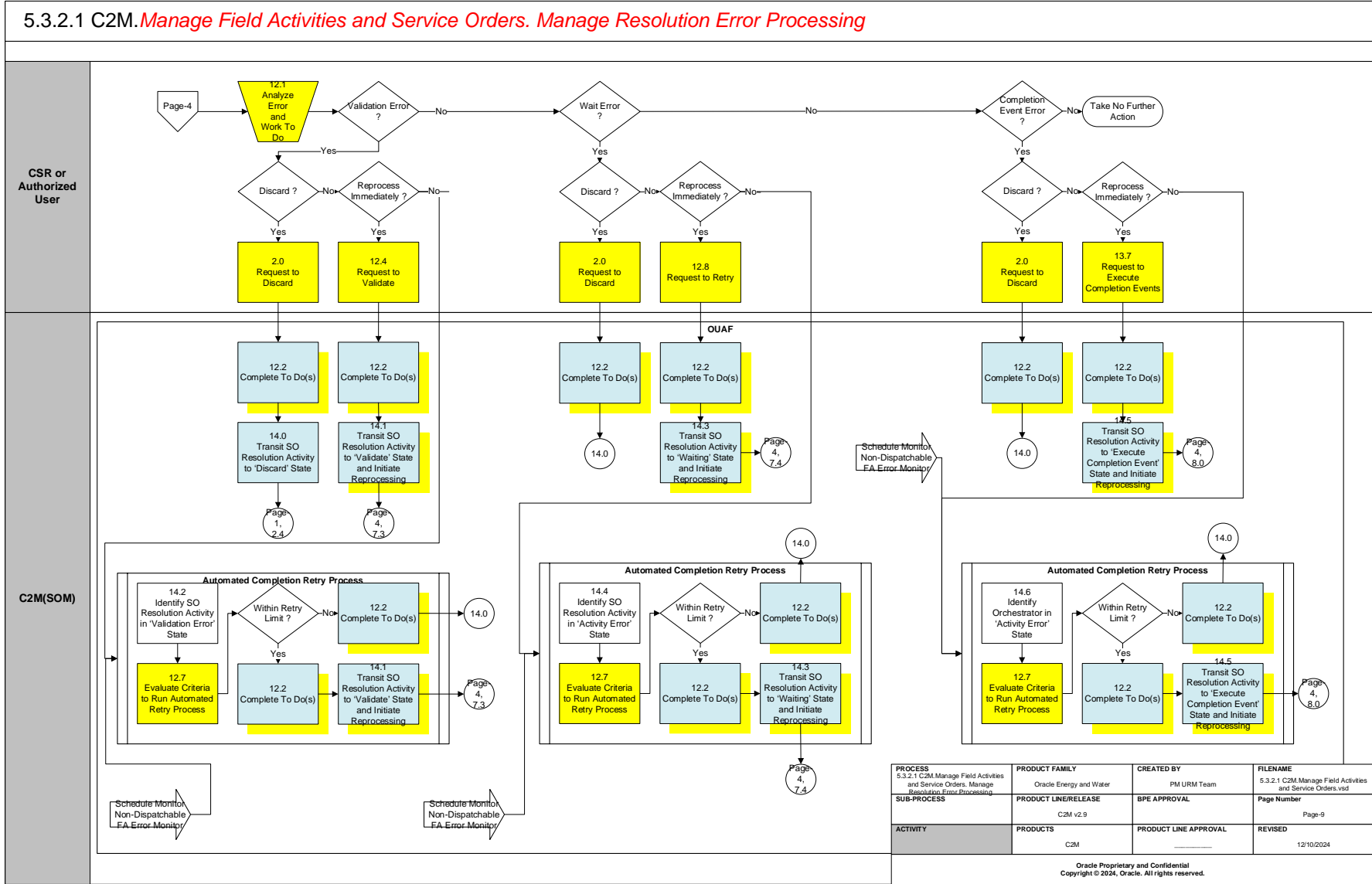
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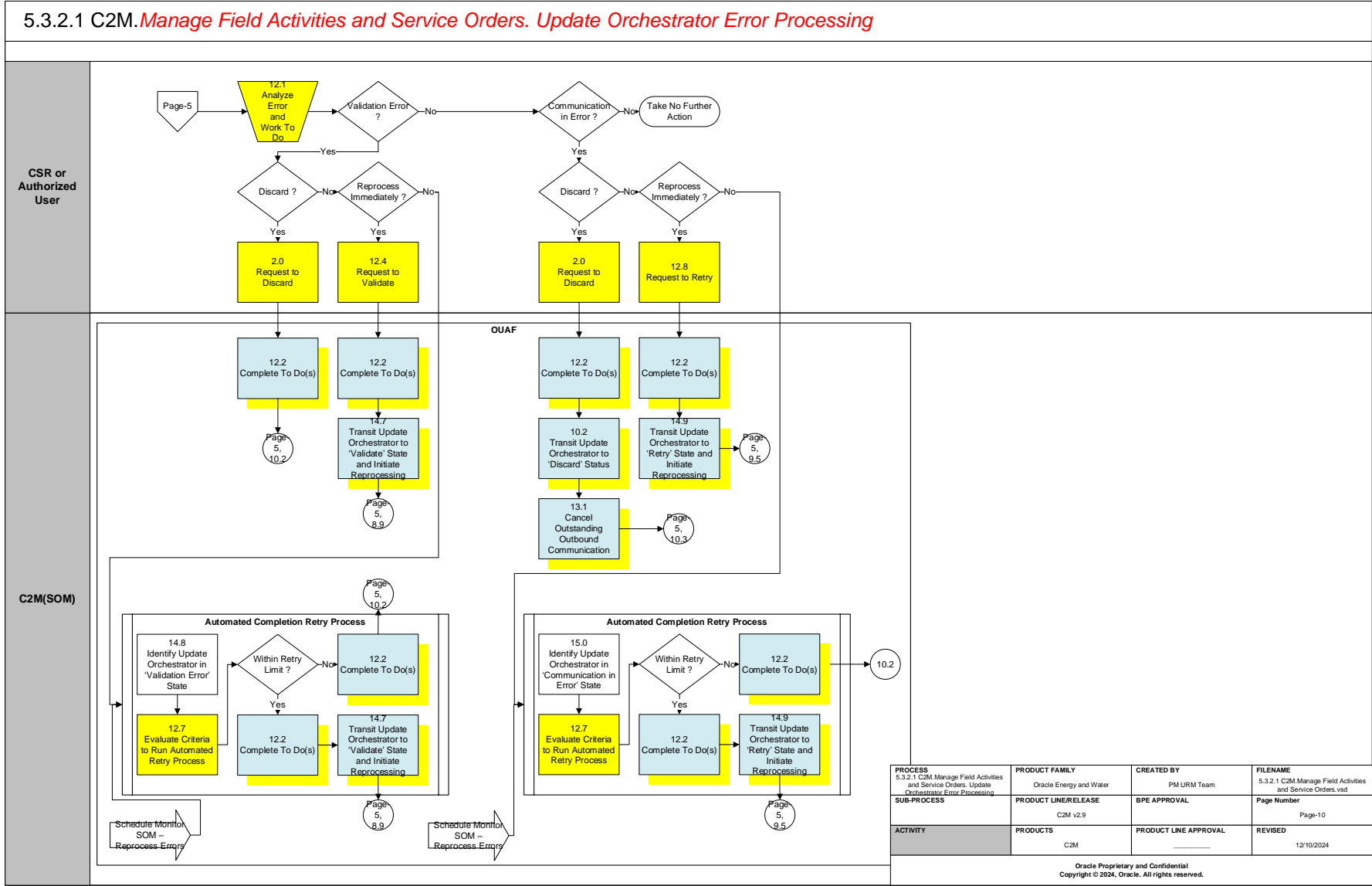
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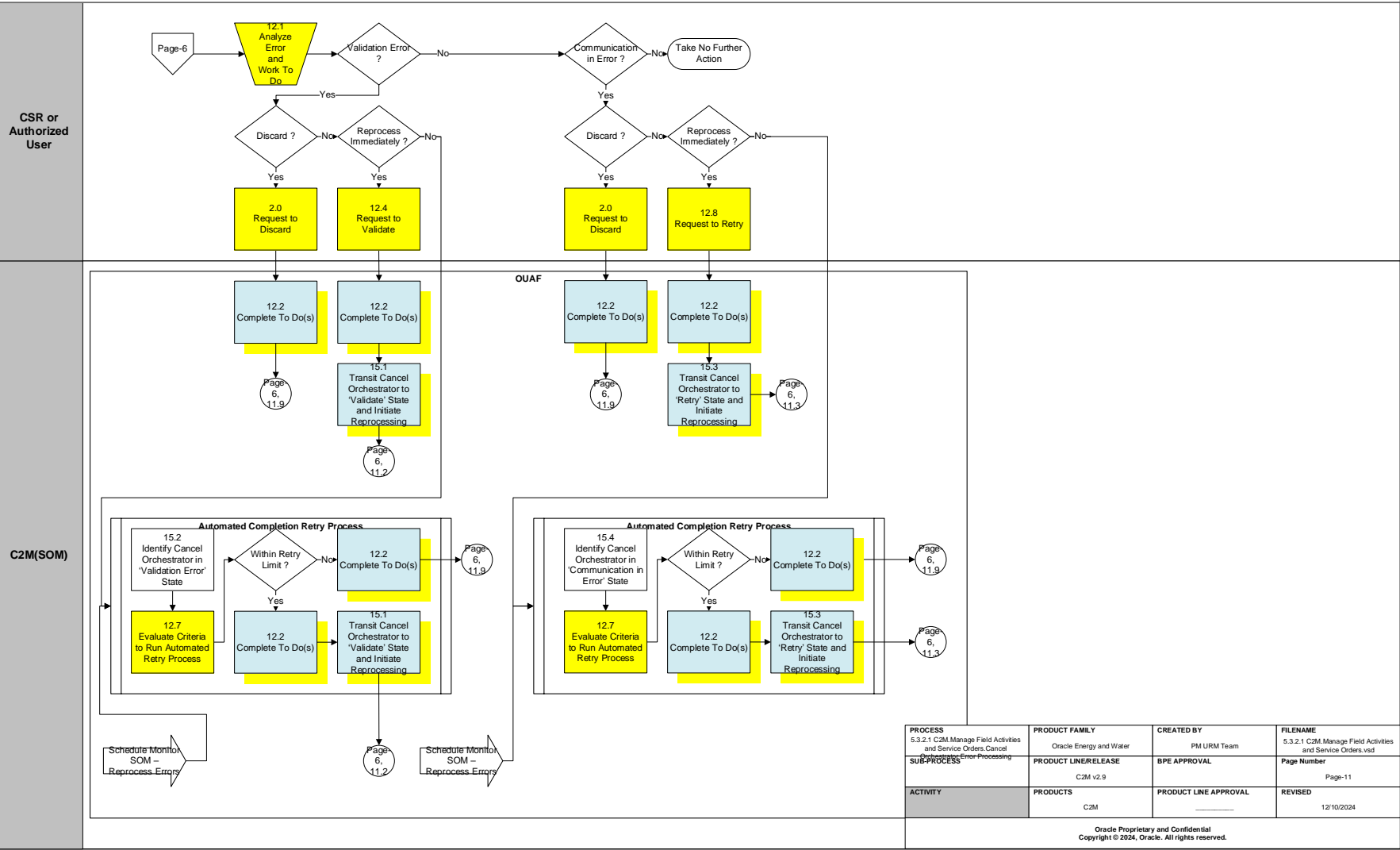


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Business Process Model Page 11

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



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-DETTACTYP (Determine Activity Type)

Business Object (Y/N)	Business Object	D1-DRVSPEXID (Derive SP from External SP ID)
		D1-ENDDDTTM (Populate End Date/Time)
		D1-DRVCNTID (Derive Contact Id from Person Id in Activity)
		D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService

1.4 Validate Orchestrator Request Data and Transit to ‘Validate’ Status Group: Perform Validations

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):**

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

1.5 Create To Do and Transit to ‘Validation Error’ Status Group: Perform Validations

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))

Business Object (Y/N)	Business Object	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)
Configuration required (Y/N)	Entities to Configure:	D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService
		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

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 **Group: OUAF**
Group: Discard Orchestrator Process

Actor/Role: C2M(SOM)

Description:

C2M(SOM) transitions the Orchestrator to ‘Discard’ state.

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

Business Object (Y/N)	Business Object	D1-VCOACT (Validate Cancellation of Outstanding Activities)
		D1-COACT (Cancel Outstanding Activities)
		X1-CNCLCCBFA (Cancel CCB FA)
		D1-SPActivityOrchestration
		D1-EnableService
		D1-DisableService

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.

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)
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Business Object (Y/N)	Business Object	D1-CTDEBOE (Create To Do Entry for BO in Error)
		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)

Business Object (Y/N)

Business Object

D2-UPDUSDSSV (Update US/SP's Override Stop Date Time for Disable Service)
--

D1-SPActivityOrchestration
D1-EnableService
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-CNSPINSDV (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.

Process Plug-in enabled (Y/N)

Available Algorithm(s):

D1-CNSPINSDV (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)

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

D1-DSCNDVC (Disconnect Device)
D2-UPDUSDSSV (Update US/SP's Override Stop Date Time for Disable Service)

D1-SPActivityOrchestration
D1-EnableService
D1-DisableService

2.9 Request Perform SGG Command Group: SGG**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.

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

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)
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)

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

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.

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

Business Object (Y/N)	Business Object	F1-AT-RQJ(Transition to Default Next Status (Java))
		D1-VALACTTDI(Validate Activity Type and Transition to Error State If Invalid)
		D1-DRVSRRCPT(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 Device)
		D1-CPRADRCNS(Validate Address Constituents)
		D1-CUTSR(Cut Service Restrictions)
		D1-FieldActivity

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

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)
Business Object (Y/N)	Business Object	D1-FieldActivity
Configuration required (Y/N)	Entities to Configure:	To Do Type and To Do Role

3.7 Transit Field Activity to "Waiting For Appointment" Status Group: Booking Appointment

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 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

3.8 Create To Do to Notify about Appointment Booking Group: Booking Appointment

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

3.9 Work To Do Group: Booking Appointment

Actor/Role: CSR or Authorized User

Description:

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

4.0 Request Available Appointment Slot(s) Group: Booking Appointment

Actor/Role: CSR or Authorized User

Description:

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

4.1 Send Notification Request for Appointment Slots Group: Booking Appointment

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

4.2 Process and Transform Message Group: Booking Appointment

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.

4.3 Process Request and Send Available Appointment Slots Group: Booking Appointment

Actor/Role: Work Force Management Application

Description:

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

4.4 Process List of Available Appointment Slots Group: Booking Appointment

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):	D1-VRFAPPTSL (Verify Appointment Slots)
Business Object (Y/N)	Business Object	D1-FieldActivity

4.5 Review Available Slots with Customer and Book Appointment Group: Booking 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):	F1-AT-RQJ (Transition to Default Next Status (Java))
Business Object (Y/N)	Business Object	D1-FieldActivity

4.7 Create and Send Request to Perform Field Work Group: Outbound Communication

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):
-------------------------------	-------------------------

Business Object (Y/N)	Business Object	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)
Configuration required (Y/N)	Entities to Configure:	D1-FieldActivity
		D1-FieldActivityOBComm
		Field Activity Outbound Communication BO

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.

4.9 Perform Work

Actor/Role: Field Crew

Description:

Field Crew performs work at site.

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.

5.1 Monitor Response Group: Outbound Communication

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):**

Business Object (Y/N)	Business Object	D1-CHKCHILD (Check Children Communications)
		D1-WTTMOUTEX (Wait Time Out - Transition to Exception)
		D1-EVALOUTAD (Evaluate Add Outcome)
		D1-TIMEOUT (Time Out)
		D1-FieldActivity
		D1-FieldActivityOBComm

5.2 Create To Do and Transit to 'Communication in Error' Status Group: Outbound Communication

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):**

Business Object (Y/N)	Business Object	D1-CTDEBOE (Create To Do Entry for BO in Error)
		D1-FieldActivity

5.3 Receive and Validate Response Group: Outbound Communication

Group: Inbound Communication

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-VALIDDCT(Validate Device Configuration Type)

Business Object (Y/N)	Business Object	D1-EVDEFCAN(Evaluate Deferred Cancellation)
		D1-EVALRESP(Evaluate Response)
		F1-AT-RQJ(Transition to Default Next Status (Java))
		D1-CEMAPPING(Map MWM Completion Details)
Configuration required (Y/N)	Entities to Configure:	D1-FieldActivity
		D1-FieldActivityOBComm
		D1-FieldActivityIBComm
		Inbound Communication BO
		Map Completion Details

5.4 Create Completion Event(s) to Update Device Information/Status Group: Outbound Communication

Group: Inbound Communication

Group: Create Completion Event(s)

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
Configuration required (Y/N)	Entities to Configure:	D1-UpdateItem
		Device Completion Event(s)

5.5 Create Completion Event(s) to Update SP Information/Status Group: Outbound Communication

Group: Inbound Communication

Group: Create Completion Event(s)

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)

5.6 Create Completion Event(s) to Create/Update Install Event **Group: Outbound Communication**
Group: Inbound Communication
Group: Create Completion Event(s)

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

Configuration required (Y/N)	Entities to Configure:	D1-ConnectDeviceFA
		D1-InstallDevice
		D1-Removeltem
		Install Event Completion Event(s)

5.7 Create Completion Event(s) to Create IMD Group: Outbound Communication
Group: Inbound Communication
Group: Create Completion Event(s)

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)
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)

5.8 Create Completion Event to Create Customer Contact and/or To Do Group: Outbound Communication
Group: Inbound Communication
Group: Create Completion Event(s)

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

Configuration required (Y/N)	Entities to Configure:	D1-CreateDvcEvtFAR
		Create Field Activity To Do Completion Event(s)

5.9 Complete Inbound and Outbound Communication Group: Outbound Communication

Group: Inbound Communication

Group: Create Completion Event(s)

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-UPCOMEVD (Update Parent Communication's Event Date Time)
D1-TRANPRBO (Transition Parent Outbound Communication BO)

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

D1-FieldActivityOBComm
D1-FieldActivityIBComm

5.10 Create Completion Event to Update Asset Status Group: Outbound Communication

Group: Inbound Communication

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-FieldActivityOBComm
D1-FieldActivityIBComm

6.0 Transit Activity to 'Execute Completion Events' Status and Execute Completion Events Group: Outbound Communication

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)

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

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

D1-FieldActivity

6.2 5.6.3.1 C2M.ODM-MDM.Manage Tracked Assets and Devices Group: Field Activity Processing

Group: Execute Completion Event(s)

Group: Update Device

Actor/Role: C2M(SOM)

Description:

C2M(SOM) updates device information. Please refer to process 5.6.3.1 C2M.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

6.3 5.1.5.1 C2M.Manage Metered Site Group: Field Activity Processing

Group: Execute Completion Event(s)

Group: Update SP

Actor/Role: C2M(SOM)

Description:

C2M(SOM) updates Service Point information. Please refer to process 5.1.5.1 C2M.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

6.4 5.6.3.2 ODM-MDM.v2.2.Manage Device Installation and Commissioning Group: Field Activity Processing
Group: Execute Completion Event(s)
Group: Create/Update Install Event

Actor/Role: C2M(SOM)

Description:

C2M(SOM) updates Install Event information. Please refer to process 5.6.3.2 C2M.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

6.5 5.6.3.3 ODM-MDM.v2.2.Manage Device De-Installation, Decommissioning and Removal Group: Field Activity Processing
Group: Execute Completion Event(s)
Group: Create/Update Install Event

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 Removal 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-REMVITEM (Remove Item)
D1-EXCMPEVTS (Execute Completion Events)

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

D1-RemoveDevice
D1-DisconnectItemFA
D1-DisconnectDeviceFA
D1-RemoveItem
D1-FieldActivity

6.6 4.2.1.1 C2M.Upload Device Measurements Group: Field Activity Processing
Group: Execute Completion Event(s)
Group: Create IMD

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

6.7 4.2.1.2 C2M.Manage VEE and VEE Exceptions Group: Field Activity Processing

Group: Execute Completion Event(s)

Group: Create IMD

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

6.8 Create Completion Event to Create Field Activity Remark Group: Field Activity Processing

Group: Execute Completion Event(s)

Group: Process To Do and/or CC

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-CreateDvcEvtFAR
D1-FieldActivity

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.

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

Business Object (Y/N)	Business Object	D1-CTDEBOE(Create To Do Entry for BO in Error)
		D1-FieldActivity

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.

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

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)
Business Object (Y/N)	Business Object	D1-PASSPA (Pass Parent Activity)
		D1-FieldActivity

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)
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Business Object (Y/N)	Business Object	D1-DEACTTYP (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)
		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-CTDEBOE (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 Group: Monitor Issue Resolution

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.

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

D1-MONRESACT (Monitor Resolution Activity)
D1-WTTMOUTEX (Wait Time Out - Transition to Exception)
D1-GTDCBO (Generic To Do Completion for Bos)

Business Object (Y/N)	Business Object	D1-CTDEBOE (Create To Do Entry for BO in Error)
		D1-NonDispatchableActivity
		D1-ResolutionMonitor
Configuration required (Y/N)	Entities to Configure:	
		To Do Type and To Do Role

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)
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)
Business Object (Y/N)	Business Object	D1-CTDEBOE (Create To Do Entry for BO in Error)

Configuration required (Y/N) Entities to Configure:

D1-NonDispatchableActivity
D1-ResolutionMonitor
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-DETTACTYP (Determine Activity Type)
D1-VALRQMTBO (Validate elements of Update/cancel Orchestration BO)

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

D1-UpdateOrchestration

8.9 Validate and Identify Activity to be Updated and Transit to ‘Validation’ Status Group: Perform Validation(s)

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-DETMANT (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

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

To Do Type and To Do Role

9.1 Check Field Activity Status and Transit to 'Update Specific Activity' Status Group: Update Field Activity

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)
Business Object (Y/N)	Business Object	D1-UpdateOrchestration

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)
Business Object (Y/N)	Business Object	D1-UpdateOrchestration

9.3 Request Cancel Original Field Activity Group: Process Changes

Actor/Role: C2M(CCB)

Description:

C2M(CCB) makes a request to cancel the Original Field activity.

9.4 Request Create New Orchestrator Group: Process Changes

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-CRUFACOM (Create outbound message to update MWM)
Business Object (Y/N)	Business Object	D1-UpdateOrchestration

Configuration required (Y/N)	Entities to Configure:	D1-ActivityModifyOBComm
		Outbound Communication Processing Role

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):	D1-CHKUPD (Check If Service Provider Has Updated Task)
Business Object (Y/N)	Business Object	D1-UpdateOrchestration

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):	D1-CHKUPD (Check If Service Provider Has Updated Task)
Business Object (Y/N)	Business Object	D1-UpdateOrchestration

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)

Business Object (Y/N) Business Object

D1-UpdateOrchestration

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

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)

Business Object (Y/N) Business Object

D1-UpdateOrchestration

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 Group: Evaluate Eligibility to Cancel

Actor/Role: C2M(SOM)

Description:

C2M(SOM) checks [eligibility to cancel orchestrator](#).

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

D1-TestFACancellability

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 cancellability statuses on the Master Configuration.

10.8 Send Request to Retrieve Interim FA Status Group: Evaluate Eligibility to Cancel

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):**

D1-TestFACancellability

10.9 Evaluate Response and Eligibility to Cancel Group: Evaluate 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):**

D1-TestFACancellability

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-DETTACTYP (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 Group: Perform Validations

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)

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

D1-DETMINT (Find the activity that's being Updated/Canceled)

D1-CancelOrchestration

11.3 Check Field Activity Status and Transit to 'Cancel Specific Activity' Status Group: Cancel Field Activity**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)

Business Object (Y/N)	Business Object	D1-SETREPEXT (Sets the value of the activity's replyToExternalSystem)
		D1-CancelOrchestration

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

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

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)
-------------------------------	-------------------------	---

Business Object (Y/N)	Business Object	D1-SETREPEXT (Sets the value of the activity's replyToExternalSystem)
		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) Group: OUAF

Group: Automated Completion Retry Process

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

12.3 Cancel Outstanding Field Activities Group: OUAF

Group: Discard Orchestrator Process

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 Group: OUAF

Group: Automated Completion Retry Process

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 Group: OUAF
Group: Automated Completion Retry Process

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 Group: OUAF
Group: Automated Completion Retry Process

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

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
		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 Group: OUAF

Group: Automated Completion Retry Process

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 Group: OUAF

Group: Automated Completion Retry Process

Actor/Role: C2M(SOM)

Description:

C2M(SOM) identifies Orchestrator in ‘Activity Error’ state.

Business Object (Y/N)

Business Object

D1-SPActivityOrchestration
D1-EnableService

Customizable process (Y/N)	Process Name	D1-DisableService
		SOM - Reprocess Errors

13.1 Cancel Outstanding Outbound Communication Group: OUAF**Group: Field Activity Discard Process****Actor/Role:** C2M(SOM)**Description:**

C2M(SOM) cancels outstanding outbound communication.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	D1-COOC (Cancel Outstanding Outbound Communication)
Business Object (Y/N)	Business Object	D1-FieldActivity

13.2 Cancel Outstanding Completion Events Group: OUAF**Group: Field Activity Discard Process****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-FieldActivity

13.3 Transit Field Activity to 'Validate' State and Initiate Reprocessing Group: OUAF**Group: Automated Completion Retry Process****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):	D1-RBOE (Retry BO in Error)
Business Object (Y/N)	Business Object	D1-FieldActivity

13.4 Identify Field Activity in 'Validation Error' State Group: OUAF

Group: Automated Completion Retry Process

Actor/Role: C2M(SOM)
Description:
C2M(SOM) identifies Field Activity in ‘Validation Error’ state.

Business Object (Y/N)	Business Object	<div>D1-FieldActivity</div>
Customizable process (Y/N)	Process Name	<div>Field Activity Error Monitor</div>

13.5 Transit Field Activity to ‘Retry’ State and Initiate Reprocessing Group: OUAF
Group: Automated Completion Retry Process

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):	<div>D1-RBOE (Retry BO in Error)</div>
Business Object (Y/N)	Business Object	<div>D1-FieldActivity</div>

13.6 Identify Field Activity in ‘Communication Error’ State Group: OUAF
Group: Automated Completion Retry Process

Actor/Role: C2M(SOM)
Description:
C2M(SOM) identifies Field Activity in ‘Communication Error’ state.

Business Object (Y/N)	Business Object	<div>D1-FieldActivity</div>
Customizable process (Y/N)	Process Name	<div>Field Activity Error Monitor</div>

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):	<div>D1-RBOE (Retry BO in Error)</div>
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Business Object (Y/N)	Business Object
	D1-FieldActivity

13.8 Transit Field Activity to ‘Execute Completion Events’ State and Initiate Reprocessing Group: OUAF
Group: Automated Completion Retry Process

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):
	D1-RBOE (Retry BO in Error)
Business Object (Y/N)	Business Object
	D1-FieldActivity

13.9 Identify Field Activity in ‘Completion Events Error’ State Group: OUAF
Group: Automated Completion Retry Process

Actor/Role: C2M(SOM)
Description:
C2M(SOM) identifies Field Activity in ‘Completion Events Error’ state.

Business Object (Y/N)	Business Object
	D1-FieldActivity
Customizable process (Y/N)	Process Name
	Field Activity Error Monitor

14.0 Transit SO Resolution Activity to ‘Discard’ State Group: OUAF

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

14.1 Transit SO Resolution Activity to ‘Validate’ State and Initiate Reprocessing Group: OUAF
Group: Automated Completion Retry Process

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)

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

D1-NonDispatchableActivity

D1-ResolutionMonitor

14.2 Identify SO Resolution Activity in 'Validation Error' State Group: OUAF**Group: Automated Completion Retry Process****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**

Non-Dispatchable FA Error Monitor

14.3 Transit SO Resolution Activity to 'Waiting' State and Initiate Reprocessing Group: OUAF**Group: Automated Completion Retry Process****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):**

D1-RBOE (Retry BO in Error)

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

D1-NonDispatchableActivity

D1-ResolutionMonitor

14.4 Identify SO Resolution Activity in 'Wait Error' State Group: OUAF**Group: Automated Completion Retry Process****Actor/Role:** C2M(SOM)**Description:**

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

Business Object (Y/N)	Business Object	D1-NonDispatchableActivity
		D1-ResolutionMonitor
Customizable process (Y/N)	Process Name	Non-Dispatchable FA Error Monitor

14.5 Transit SO Resolution Activity to 'Execute Completion Event' State and Initiate Reprocessing Group: OUAF**Group: Automated Completion Retry Process****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):	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 Group: OUAF**Group: Automated Completion Retry Process****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

14.7 Transit Update Orchestrator to 'Validate' State and Initiate Reprocessing Group: OUAF**Group: Automated Completion Retry Process****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):	
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Business Object (Y/N)	Business Object	D1-RBOE (Retry BO in Error)
		D1-UpdateOrchestration

14.8 Identify Update Orchestrator in ‘Validation Error’ State Group: OUAF
Group: Automated Completion Retry Process

Actor/Role: C2M(SOM)
Description:
C2M(SOM) identifies Update Orchestrator in ‘Validation Error’ state.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	SOM - Reprocess Errors
Business Object (Y/N)	Business Object	D1-UpdateOrchestration
		SOM - Reprocess Errors

14.9 Transit Update Orchestrator to ‘Retry’ State and Initiate Reprocessing Group: OUAF
Group: Automated Completion Retry Process

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):	D1-RBOE (Retry BO in Error)
Business Object (Y/N)	Business Object	D1-UpdateOrchestration

15.0 Identify Update Orchestrator in ‘Communication in Error’ State Group: OUAF
Group: Automated Completion Retry Process

Actor/Role: C2M(SOM)
Description:
C2M(SOM) identifies Update Orchestrator in ‘Communication in Error’ state.

Business Object (Y/N)	Business Object	D1-UpdateOrchestration
Customizable process (Y/N)	Process Name	SOM - Reprocess Errors

15.1 Transit Cancel Orchestrator to 'Validate' State and Initiate Reprocessing Group: OUAF**Group: Automated Completion Retry Process****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):**

D1-RBOE (Retry BO in Error)

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

D1-UpdateOrchestration

15.2 Identify Cancel Orchestrator in 'Validation Error' State Group: OUAF**Group: Automated Completion Retry Process****Actor/Role:** C2M(SOM)**Description:**

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

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

D1-CancelOrchestration

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

SOM - Reprocess Errors

15.3 Transit Cancel Orchestrator to 'Retry' State and Initiate Reprocessing Group: OUAF**Group: Automated Completion Retry Process****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):**

D1-RBOE (Retry BO in Error)

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

D1-CancelOrchestration

15.4 Identify Cancel Orchestrator in 'Communication in Error' State Group: OUAF**Group: Automated Completion Retry Process****Actor/Role:** C2M(SOM)**Description:**

C2M(SOM) identifies Cancel Orchestrator in 'Communication in Error' state.

Business Object (Y/N)	Business Object	<div>D1-CancelOrchestration</div>
Customizable process (Y/N)	Process Name	<div>SOM - Reprocess Errors</div>

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-5321-001-Enable-Service-Orchestrator-Device-Not-Yet-Installed	9
2	URM-C2M-5321-002-Enable-Service-Orchestrator-Device-Is-Installed	3
3	URM-C2M-5321-003-Enable-Service-Orchestrator-Device-Is-Installed-And-Read-Available	3

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
02/16/2024	Kunal Nerkar		Updated for C2M v2.9
03/20/2024	Ashish Shukla		Reviewed
03/20/2024	Sundar Krishnamachariar		Reviewed
12/17/2024	Galina Polonsky		Reviewed, Approved

Attachments

Create Orchestrator

Create Activity

Activity: E

Main

Activity C

Main

INFORMA

ACTIVITY

STATUS

SERVICE

EVENT D

SERVICE

MEASURE

CUSTOM

COMPATI

Service

EVENT T

Start Ser

Activity H

Enable Service Activity

Main

ACTIVITY TYPE

Enable Service Orchestrator

SERVICE DATE TIME

EVENT DATE/TIME

SERVICE POINT

060997000884

A102,ERES8287, San Francisco, CA, 94111 / Electric Residential / Electric / SCALAR-DIG-METER-82677 / Read Cycle 01, Route 100 / Active

COMMENTS

INSTRUCTIONS

EXTERNAL SERVICE POINT ID

EXTERNAL FIELD ACTIVITY TYPE

REQUESTER

REQUESTER TRANSACTION ID

REQUESTER USER

EXTERNAL REFERENCE ID

CUSTOMER-DEVICE COMPATIBILITY OVERRIDE

Service Agreements








































	EVENT TYPE	SERVICE AGREEMENT ID	USAGE SUBSCRIPTION
+			

Contact Details

Save

Cancel

Activity Type

SOM Activity Type					
Main					
SOM Activity Type List ⓘ					
NO FILTERS DEFINED					
	ACTIVITY TYPE	DESCRIPTION	ADD/EDIT	DUPLICATE	DELETE
📶 1	BACKTOBACK	Back to Back Orchestrator			
📶 2	CANCELORCHESTRATOR	Cancel Orchestration			
📶 3	CUTFORNONPAYMENT	Cut for Non Payment Orchestrator			
📶 4	DISABLESERVICE	Disable Service Orchestrator			
📶 5	ENABLESERVICE	Enable Service Orchestrator			
📶 6	EXCHANGEMETER	Exchange Meter			
📶 7	FIELDACTIVITY	Field Activity			
📶 8	INBOUNDERRORFA	Inbound Error Field Activity			
📶 9	RECONNECTFORPAYMENT	Reconnect Service for Payment Orchestrator			
📶 10	RESOLUTIONMONITOR	Resolution Monitor			
📶 11	UPDATEORCHESTRATOR	Update Orchestrator			
📶 12	WAITFORMEASUREMENT	Wait For Measurement			
📶 13	WAITFORSCHEDULEDREAD	Wait for Scheduled Read			

Enable Service Configuration

Activity Type

Main

ACTIVITY TYPE

ENABLESERVICE

DESCRIPTION

Enable Service Orchestrator

ACTIVITY TYPE STATUS

Active

ACTIVITY EXPIRATION DAYS

10

OVERRIDE DEVICE/TASK ALGORITHM

Evaluate Smart Meter Opt-Out for Device Installation - Override Device

CUSTOMER-DEVICE COMPATIBILITY ALGORITHM

Ensure Device-Usage Group Compatibility-Customer-Device Compatibility

SERVICE POINT DEVICE

CONDITION SOURCE

Business Hours

ENSURE BUSINESS HOURS

Divisions

DIVISION

Record Actions

Edit

Duplicate

Delete

Deactivate

Record Information

BUSINESS OBJECT

Enable Service Type

RELATED TRANSACTION BO

Enable Service

ACTIVITY TYPE CATEGORY

Request Orchestration

Exception Handling

TO DO TYPE

Activity To Do Type

TO DO ROLE

System Default Role

RETRY FREQUENCY

00:30:00

MAXIMUM RETRIES

2

DISCARD REASON

Find Measurement Criteria

FIELD READ OPTION

Use on Service Date

PRORATE FAIL ACTION

Use Field Read

TO DO TYPE

Prorate Fail To Do Type

TO DO ROLE

SEARCH WITHIN THE DAY

No

MINIMUM OFFSET DAYS

2

MAXIMUM OFFSET DAYS

2

Field Task By Service Point Condition

Add

FILTERS: ACTIVITY TYPE ENABLESERVICE

Page 1 of 1 (0 Records)

Field Task By Device Condition

Add

FILTERS: ACTIVITY TYPE ENABLESERVICE

Page 1 of 1 (0 Records)

Extendable Look Up for Field Task Type

Extendable Look Up for Field Task Type – Sample

Extendable Lookup

AddSearchBookmarkRefresh

Main

Extendable Lookup Value List

Extendable Lookup Value

Main

FIELD TASK TYPED1-ConnSPatMtrAndInstMtr

STATUSActive

DESCRIPTIONConnect SP at Meter and Install Meter

OVERWRITE DESCRIPTION

DETAILED DESCRIPTION

ROUTINGSP Required

APPOINTMENT OPTIONNot Applicable

MAINTAIN AS ASSET ACTIVITY TYPE ⓘ

Duplicate Task Type Information ⓘ

ALLOW DUPLICATESYes

Conflicting Task Type Information ⓘ

ALLOW CONFLICTSYes

Record Actions ⓘ

EditDeleteDuplicate

Record Information

Processing Scripts ⓘ

CRITERIA SCRIPTService Order - Retrieve Criteria Value

Completion Events When Successful ⓘ

SEQUENCE	BUSINESS OBJECT	REQUIRED
10	Connect SP - Field Work Completion ⓘ	Yes
20	Install Device - Field Work Completion ⓘ	Yes
30	Create FA IMD Completion Event ⓘ	Yes
40	Update SP - Field Work Completion ⓘ	No
50	Update Device - Field Work Completion ⓘ	No
60	Create To Do with Crew Message ⓘ	No
70	Notify Requester of Customer Contact ⓘ	No

Completion Events When Canceled ⓘ

Completion Events

S.No.	Business Object	Description	Field Work	MO	MO Description	Description	Update	Reference Process	Script Name	Comments
1	D1-RemoveDevice	Remove Device - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event uses the existing device supplied via field work completion information, finds the relevant install event, and transitions the install event to the "Removed" state. A device ID and reading information must be supplied to this completion event.	Create/Update Install Event	5.6.3.3 C2M.Manage Device De-Installation, Decommissioning and Removal	Create and/or Transition Install Event	D1-REMOVEDVC (Remove Device)
2	D1-ConnectSPCE	Connect SP - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event will update the associated service point's Source Status to "Connected" and clear any value from the Disconnect Location field. A Service Point ID must be provided in order to create this BO.	Update SP	5.6.3.1 C2M.Manage Device and SP	Connect SP	D1-CONNSP (Connect SP)
4	D1-DisconnectSPAtSource	Disconnect SP at Source-Field Comp	Y	D1-CEVT	Completion Event	This completion event will set the Service Point's Source Status to "Disconnected" and will set the Disconnect Location to the value provided in the completion details. To be valid this BO must be supplied both the Service Point ID and the Disconnect Location.	Update SP	5.6.3.1 C2M.Manage Device and SP	Disconnect SP	D1-DCSPSRC (Disconnect SP at Source)
6	D1-DisconnectItemFA	Disconnect Item - Field Work Completion	Y	D1-CEVT	Completion Event	This business object is created as a result of field work completion. It will transition an installation event to the appropriate status for disconnected based on the type of installation event. The event date/time of the disconnection will be based on the reading date/time from the field work completion information provided to this business object.	Create/Update Install Event	5.6.3.3 C2M.Manage Device De-Installation, Decommissioning and Removal	Create and/or Transition Install Event	D1-DISCONITM (Disconnect Item)
8	D1-InstallItem	Install Item - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event creates an install event for a new item based on the item and service point information supplied to it via field work completion information. The install event BO is taken from a BO option for the device. The item install event will be transitioned into an "On" state.	Create/Update Install Event	5.6.3.2 C2M.Manage Device Installation and Commissioning	Create and/or Transition Install Event	D1-INSTITEM (Install Item)

11	D1-Disconnect DeviceFA	Disconnect Device - Field Work Completion	Y	D1-CEVT	Completion Event	This business object is created as a result of field work completion. It will transition an installation event to the appropriate status for disconnected based on the type of installation event. The event date/time of the disconnection will be based on the reading date/time from the field work completion information provided to this business object.	Create/Update Install Event	5.6.3.3 C2M.Manage Device De-Installation, Decommissioning and Removal	Create and/or Transition Install Event	D1-DISCONDVC (Disconnect Device)
16	D1-ConnectNewDeviceFA	Connect New Meter-Field Work Completion	Y	D1-CEVT	Completion Event	This completion event connects the new device supplied via field work completion information - by transitioning its install event - which is retrieved based on the field reading date/time. Both the new device details and reading information need to be supplied as input for this completion event to be created successfully.	Create/Update Install Event	5.6.3.2 C2M.Manage Device Installation and Commissioning	Create and/or Transition Install Event	D1-CONNEWDVC (Connect New Device)
18	D1-ConnectItemFA	Connect Item - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event connects (by transitioning the install event) the existing item as supplied via field work completion information.	Create/Update Install Event	5.6.3.2 C2M.Manage Device Installation and Commissioning	Create and/or Transition Install Event	D1-CONEITM (Connect Existing Item)
22	D1-ConnectDeviceFA	Connect Meter - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event connects the existing device (by transitioning the install event) as supplied via field work completion information.	Create/Update Install Event	5.6.3.2 C2M.Manage Device Installation and Commissioning	Create and/or Transition Install Event	D1-CONEDVC (Connect Existing Device)
24	D1-CreateDeviceEventFA	Create Device Event for Activity Remark	Y	D1-CEVT	Completion Event	This completion event creates a device event for the Field Activity Remark. Its algorithm logic assumes that the Device Event Type Code is equal to Field Activity Remark Type. The schema of this business objects contains - The schema element of its parent business object - Field Activity Remark Type	Create FA Remark		Create Device Event for Activity Remark	D1-CREARDVCE (Create Activity Remark Device Event)
25	D1-GenericCompletionEvent	Generic Completion Event	Y	D1-CEVT	Completion Event					

26	D1-UpdateItem	Update Item - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event updates item information based on the input field completion data. If there is a discrepancy between the badge number returned for the item and the badge number recorded in the system, rather than updating the badge number, an error is thrown to allow manual investigation of the problem.	Update Device	5.6.3.1 C2M.Manage Device and SP	Update Device - Completion Event Processing	D1-UPDDVCCI (Update Device - Completion Event Processing)
28	D1-UpdateDevice	Update Device - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event updates meter information based on input field completion data. If there is a discrepancy between the badge number returned for the device and the badge number recorded in the system, rather than updating the badge number, an error is thrown to allow manual investigation of the problem.	Update Device	5.6.3.1 C2M.Manage Device and SP	Update Device - Completion Event Processing	D1-UPDDVCCI(Update Device - Completion Event Processing)
31	D1-UpdateSP	Update SP - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event will update the following Service Point details: Disconnect Location, Field Instructions, Field Instruction Details, and Field Warning. To be valid this BO must have at least the Service Point ID and one of the above fields provided.	Update SP	5.6.3.1 C2M.Manage Device and SP	Update SP	D1-UPDSP (Update SP)
32	D1-InstallDevice	Install Device - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event creates a new install event for the device (meter) and service point supplied via field work completion information. If the device is a manual meter, it transitions the meter's install event into an "On" state. If the device is a smart meter, it does not transition the install event.	Create/Update Install Event	5.6.3.2 C2M.Manage Device Installation and Commissioning	Create and/or Transition Install Event	D1-INSTDEV (Install Device)
34	D1-DisconnectSPAtDevice	Disconnect SP at Device-Field Comp	Y	D1-CEVT	Completion Event	This completion event will set the service point's Source Status to "Connected" and will set the Disconnect Location to the value provided in the completion details. To be valid this BO must have both the Service Point ID and the Disconnect Location.	Update SP	5.6.3.1 C2M.Manage Device and SP	Disconnect SP	D1-DCSPDVC (Disconnect SP at Device)

35	D1-CreateFAIMD	Create FA IMD Completion Event	Y	D1-CEVT	Completion Event	This Business Object (BO) will create IMD's based upon the Reading Completion Details list in either the Existing Device or New Device structure of the schema. Prior to creation this BO validates that a Device has been provided as well as a Reading Date Time and at least one reading entry.	Create IMD	4.2.1.1 C2M.Upload Device Measurements	Create Field Activity IMD	D1-CREFAIMD(Create Field Activity IMD)
41	D1-RemoveItem	Remove Item - Field Work Completion	Y	D1-CEVT	Completion Event	This completion event uses the existing device (item) supplied via field work completion information, finds the relevant install event, and transitions the install event into the "Removed" state.	Create/Update Install Event	5.6.3.3 C2M.Manage Device De-Installation, Decommissioning and Removal	Create and/or Transition Install Event	D1-REMVITEM (Remove Item)
42	D1-DvcLocationUpdate	Update Device Location - Field Completion	Y	D1-CEVT	Completion Event	This completion events updates the device location on the service point based on input field completion data. Required input includes the service point, device, and the device location.	Update SP	5.6.3.1 C2M.Manage Device and SP	Update Device Location	D1-UPDDVCL (Update Device Location)

Service Task Type for FA Remark Processing

Service Task Type for FA Remark Processing – Sample

Service Task Type									
Main									
Service Task Type List									
	SERVICE TASK TYPE	DESCRIPTION	STATUS	SERVICE TASK CLASS	EDIT	ACTIVATE / DEACTIVATE	DUPLICATE	DELETE	
1	INACTIVE-CONSUMPTION	Inactive Consumption Trend Detected	Active	Service Issue Monitor		Deactivate			
2	MRR-BROKEN-METER	Meter Reader Remark - Broken Meter - Create SIO	Active	Service Issue Monitor		Deactivate			
3	SIO	Possible Theft - Create SIO	Active	Service Issue Monitor		Deactivate			
4	SIOLEAK	Leak Detection - Service Task	Active	Service Issue Monitor		Deactivate			
5	ZERO-CONSUMPTION	Zero Consumption Trend Detected	Active	Service Issue Monitor		Deactivate			

Check Eligibility to Cancel Orchestrator

From Master Configuration

EXPIRATION MINUTES

FA Cancellability Criteria ⓘ

This section maps the Field Work System's Activity Status to its Cancellability.

FA CANCELLABLE SCRIPT

When a field activity is cancelled in the CIS System, a request is dispatched to SOM that interrogates this map to determine if field activity can be cancelled or not. The inbound service first obtains the field work system's activity status and then finds the matching entry in the list. If field work system's activity status is Unlisted, FA is considered as cancellable.

Status Cancellability

Inbound service request executes the FA Cancellability Service Script if one is specified - in this case the map is ignored. This feature allows implementation to plug-in a custom FA cancellability logic. For details of the service script's input and output elements, refer to Determine FA Cancellability service script (D1-DetCOpt) schema.

INTERIM STATUS

Cut for Non-Payment Service Restrictions ⓘ

LIFE SUPPORT / SENSITIVE LOAD OPTION

Do Not Allow Cut Service

Life Support / Sensitive Load

LIFE SUPPORT / SENSITIVE LOAD

Yes

FA Cancellability Criteria ⓘ

FA CANCELLABLE SCRIPT

Status Cancellability

INTERIM STATUS

FA CANCELLABILITY

Cut for Non-Payment Service Restrictions ⓘ

LIFE SUPPORT / SENSITIVE LOAD OPTION

Cut Service

Life Support / Sensitive Load

LIFE SUPPORT / SENSITIVE LOAD

Arrived

Canceled

Completed

Declined

Dispatched

Enroute

Error

On Hold

Queued for Dispatch

Scheduled

Started

Suspended

Restricted Seasons

SEASON START

SEASON END

Related Field Tasks

FIELD TASK TYPE

Management Dashboard Configuration

5.3.2.1 C2M.Manage Field Activities and Service Orders

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Inbound web service invokes service script D1-TFACncl

Inbound Web Service: Test Field Activity Cancellability

Add

Search

Add to Category

Bookmark

Refresh

MainLog

Inbound Web Service

Main ⓘ

WEB SERVICE NAME

D1-TestFACancellability

DESCRIPTION

Test Field Activity Cancellability

DETAILED DESCRIPTION

This Inbound Web Service is invoked by the integration layer to determine the cancellability of an orchestration or specific field activity.

WEB SERVICE CLASS

SOAP

VIEW WSDL

WSDL

Message Options ⓘ

TRACE

☐

DEBUG

☐

ACTIVE

☒

Annotations ⓘ

ANNOTATIONSEQUENCE

Operations ⓘ

OPERATION NAME	SCHEMA TYPE	SCHEMA NAME	REQUEST XSL	RESPONSE XSL	TRANSACTION TYPE
D1-TestFACancellability	Service Script	Test Field Activity Cancellability			

Record Actions ⓘ

Edit

Delete

Duplicate

Record Information

D1-TFACncl

Script

BookmarkDuplicateDeleteClearSaveRefresh

MainStepData AreaSchema

SCRIPT

✓

D1-TFACncl

Test Field Activity Cancellability

OWNER

Service and Measurement Data Foundation

View Script Schema

Renumber

View Script As Text

☐

STEPS

ALL "4" DISPLAYED

[EXPAND ALL]

[COLLAPSE ALL]

Copy

☐

+

🗑

(10)

Edit data - Invoke BS D1-RetActy

☐

+

🗑

(20)

Edit data - If input activity is not found, (FA has not been synced yet)

☐

+

🗑

(30)

Edit data - If master config FA Cancellability Service Script is configured

☐

+

🗑

(40)

Edit data - Invoke service script D1-DetCOpt

5.3.2.1 C2M.Manage Field Activities and Service Orders

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D1-TFACncl D1-TFACncl invokes D1-DetCOpt

Script

BookmarkDuplicateDeleteClearSaveRefresh

MainStepData AreaSchema

SCRIPT

✓

D1-DetCOpt

⌕ Determine FA Cancellability

OWNERService and Measurement Data Foundation

View Script Schema

Renumber

View Script As Text

☐

STEPS ALL "6" DISPLAYED

[EXPAND ALL]

[COLLAPSE ALL]

Copy

☐

+

⌵

(10)

Edit data - Read input activity

☐

+

⌵

(20)

Edit data - Derive and read activity type

☐

+

⌵

(30)

Edit data - If Activity Category is Orchestration

☐

+

⌵

(40)

Edit data - If Activity Category is a specific activity

☐

+

⌵

(50)

Edit data - Check if Activity dispatched to MWM

☐

+

⌵

(60)

Edit data - Getting Interim Status