**CCS**

**24B**

**3.4.1** **Manage Contacts**

Creation Date: August 11, 2017

Last Updated: January 21, 2025

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## Brief Description

**Business Process: 3.4.1 CCS.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 |
| --- | --- | --- |
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## 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 |
| 06/27/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 07/26/2024 | Line Prado |  | Reviewed |
| 12/21/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments