**CCS**

**24B**

**3.4.2 Develop Insight and Understanding**

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## Brief Description

**Business Process: 3.4.2 CCS.Develop Insight and Understanding**

**Process Type: Process**

**Parent Process:   
Sibling Processes:**

This process represents various activities that take place when Customer related information is collected, stored and maintained in the Application.

## 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 |
| --- | --- | --- | --- |
|  |  |  |  |
| 01/31/2012 | Becky Ray |  | No Previous Document |
| 03/04/2012 | Galina Polonsky |  | Review |
| 12/18/2013 | Dean Davis |  | Update |
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| 01/09/2018 | Galina Polonsky |  | Reviewed, Approved |
| 08/27/2018 | Jerry Chick |  | Minor grammatical corrections. |
| 09/02/2018 | Galina Polonsky |  | Reviewed, Approved |
| 06/03/2019 | Satya Kalavala |  | Updated Format for v2.7 |
| 06/29/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 07/26/2024 | Line Prado |  | Reviewed |
| 12/22/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments: