**CCS**

**24B**

**3.4.3 Provide Customer Service**

Creation Date: February 1, 2012

Last Updated: January 21, 2025

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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 CCS.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 |
| --- | --- | --- |
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## 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 CCS 24B |
| 11/26/2024 | Line Prado |  | Reviewed |
| 12/15/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments: