C2M.CCB v2.6

3.4.3 Provide Customer Service

Creation Date: February 1, 2012

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ORACLE

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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 Documentation related to the Current Process 8
Document Control 9
Attachments: 10

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Brief Description

Business Process: **3.4.3 C2M.CCB.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.

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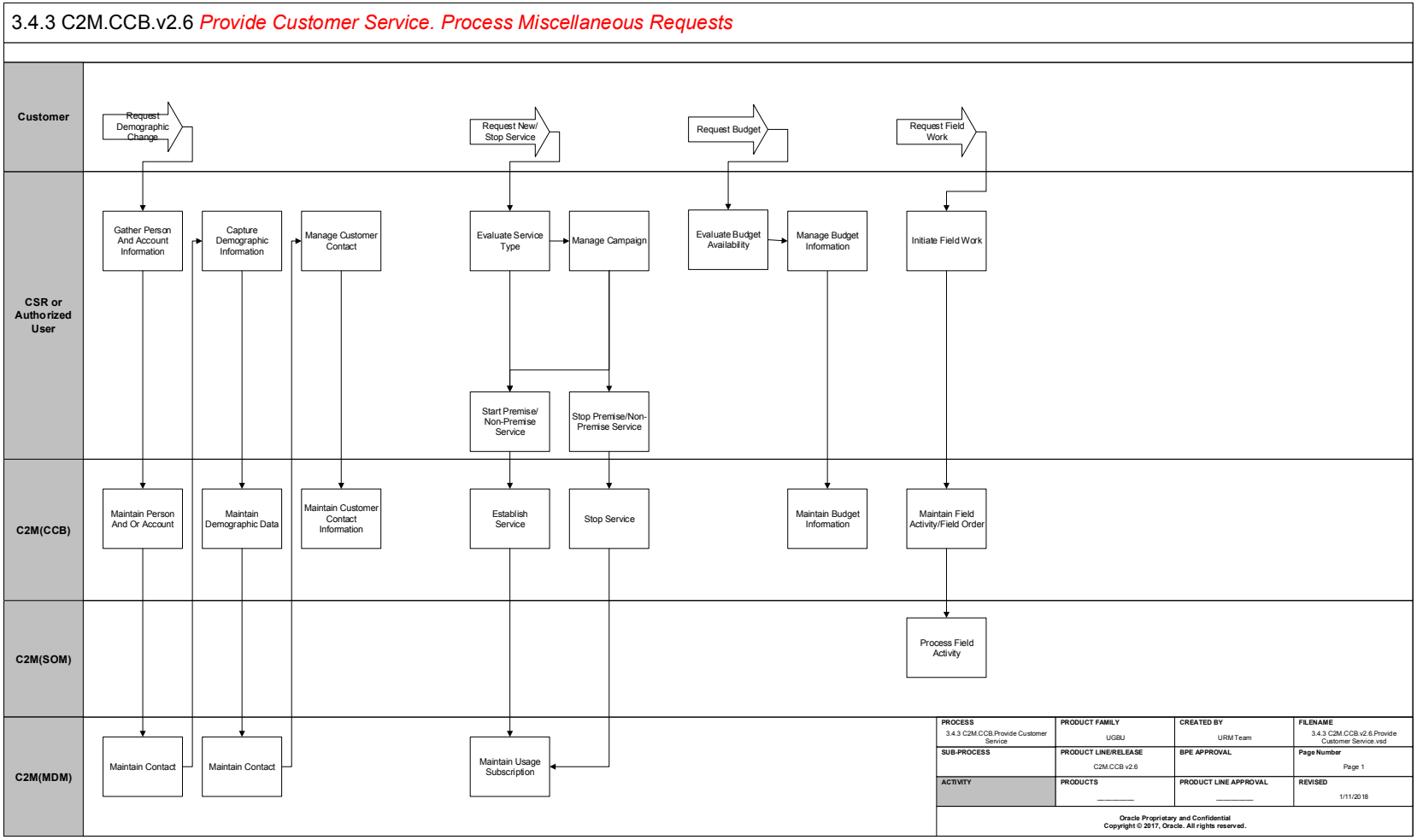
Business Process Model Page 1



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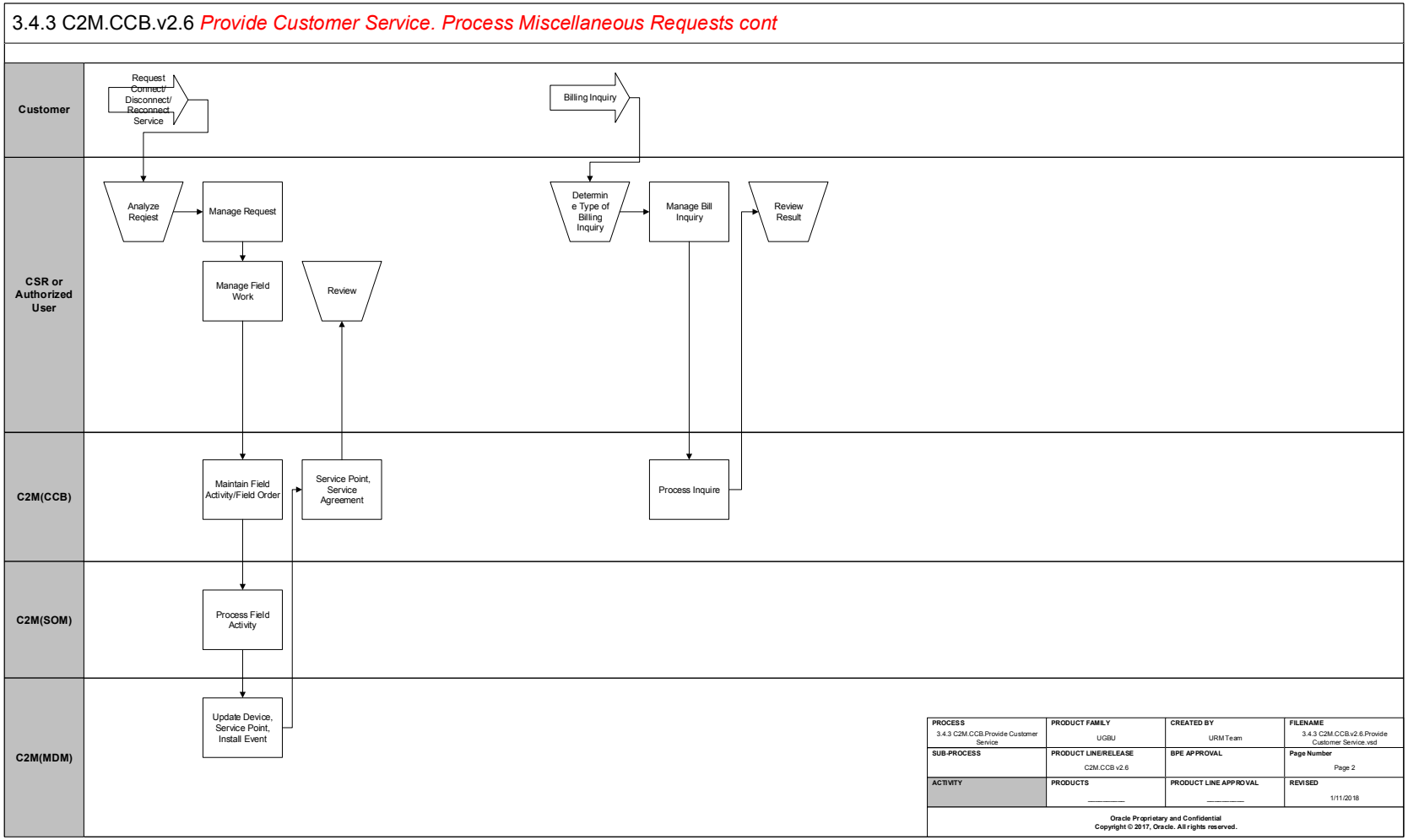
Business Process Model Page 2



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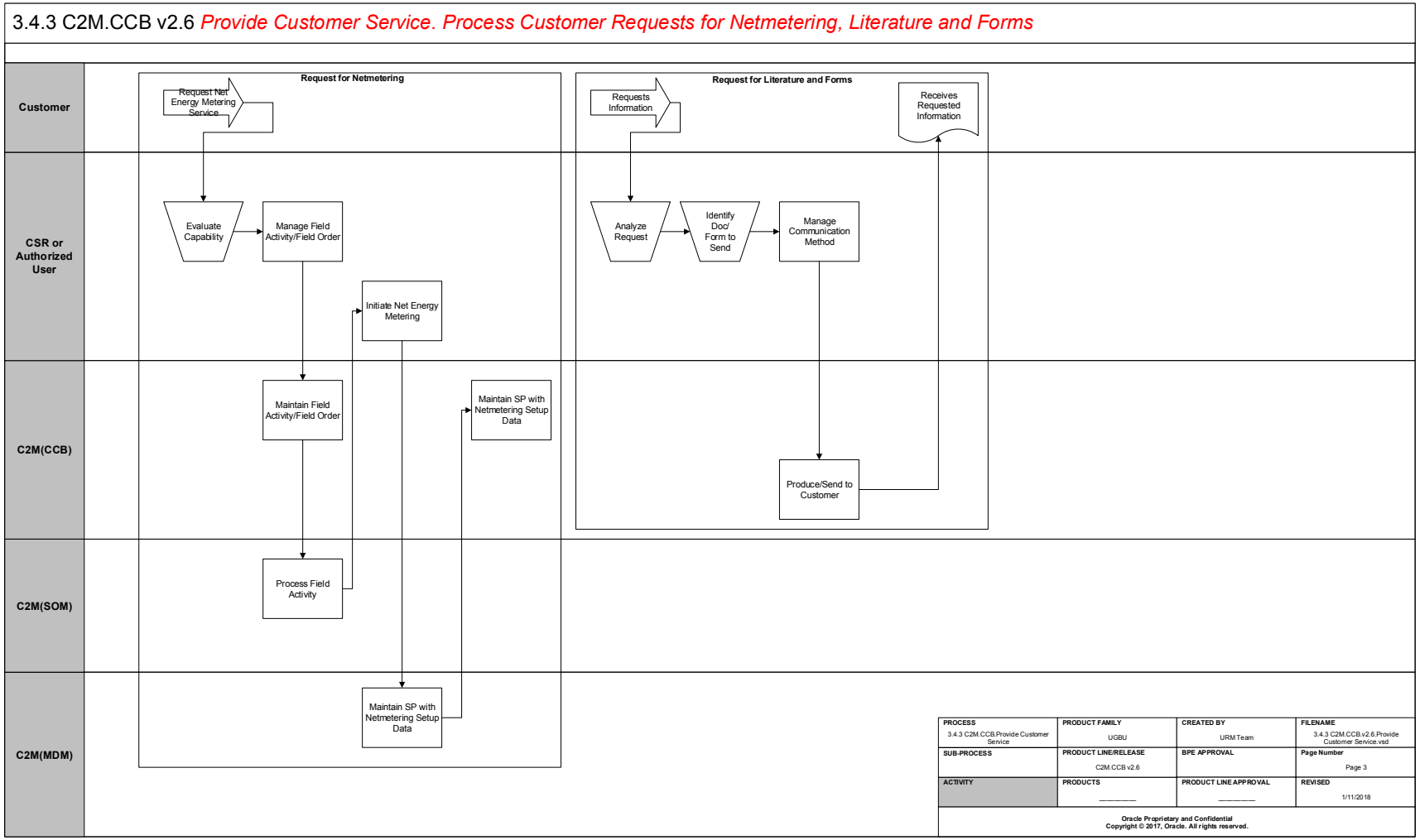
Business Process Model Page 3



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Test Documentation related to the Current Process

ID	Document Name	Test Type

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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

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Attachments:

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