Ericsson

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Business Process Framework (eTOM) Release 13.0

Self-Assessment Process Mapping Report

Level 1 Process: Customer Relationship (1.1.1)

Version 1 Review 1

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1 L2: CRM - Support & Readiness (1.1.1.1)

Process Identifier: 1.1.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

CRM Support & Readiness processes ensure the support capability is in place to allow the CRM Fulfillment, Assurance and Billing processes to operate effectively.

Extended Description

CRM Support & Readiness processes ensure the support capability is in place to allow the CRM Fulfillment, Assurance and Billing processes to operate effectively.

The responsibilities of these processes include, but are not limited to:

• Provision of sales, product and customer process infrastructure;,

• policy support and decision support knowledge for customers and customer interactions (including billing activities), sales activity and sales interactions, and product offerings;

• management & analysis of sales campaigns (including direct and outbound calling); • management and analysis of sales activity and sales opportunities (including funnel and prospect analysis and support);

• maintaining and managing stocks of marketing collateral to be distributed using the Marketing Fulfillment processes;

• maintaining inventories to support the sales, product and customer data required by the FAB and CRM OS&R processes

• monitoring and reporting on the capabilities and costs of the individual CRM FAB processes; and

• longer-term trend analysis on product, ,sales and customer FAB processes in order to establish the extent to which enterprise targets for these processes are being achieved and/or the need for the processes to be modified.

These processes support the operational introduction of new processes and infrastructure to support new and/or enhanced product offerings, new and/or enhanced sales capability and new and/or enhanced customer management capabilities and are responsible for conducting operations readiness testing and acceptance. They develop the procedures for the specific Fulfillment, Assurance and Billing processes and keep them up to date. After successful testing, these processes accept the new or enhanced process capabilities and manage a full-scale introduction for general availability.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2 L3: Support Customer Interface Management (1.1.1.1.1)

Process Identifier: 1.1.1.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that all information, materials, systems and resources are available so that the Customer Interface Management processes can operate effectively, when a contact with a customer occurs.

Extended Description

The purpose of the Support Customer Interface Management processes is to ensure that there is capability (for example, information, materials, systems and resource) so that the Customer Interface Management processes can operate effectively when a contact with a customer occurs. Examples are information on how to handle unusual requests based on temporary situations, systems needed to accept and track customer contacts, requests for the provisioning of additional resources where it has been identified that current levels will impact on timely contact handling.

These processes are responsible for implementing generic and specific changes to customer interfaces. This support could be in updating agent scripts, IVR announcements, Web pages, etc. Customer Interface Support processes keep up to date all information concerning customers.

These processes undertake trend analysis on customer contacts, e.g. type, frequency, duration, outcome.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.1 L4: Ensure Customer Interface Capability (1.1.1.1.1.1) – Mapping Details

Process Identifier: 1.1.1.1.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.1.1 Ensure Customer Interface Capability – Mapping Details**
Brief Description Ensure that there is capability (for example, information, materials, systems and resource) so that the Customer Interface Management processes can operate effectively when a contact with a customer occurs. Examples are information on how to handle unusual requests based on temporary situations, systems needed to accept and track customer contacts, requests for the provisioning of additional resources where it has been identified that current levels will impact on timely contact handling. These processes are responsible for implementing generic and specific changes to customer interfaces. This support could be in updating agent scripts, IVR announcements, Web pages, etc. Customer Interface Support processes keep up to date all information concerning customers. **(AM)** *Desc=* *Customer interface are ensured through dedicated channels for different stakeholders. CX for Customer Care, Pos CX for POS, Prepaid CX for Prepaid Self Service, Partner CX for non-branded limited access to owned customers* *POS CX (Reference 1)* *Customer Care Agents (Reference 2)* *IVR (Reference 3)* *USSD (Reference 3)* *Self-Service (Portal/Web/Online) (Reference 4)*

Capability (like updating IVR scripts) is updated as a combination of automatic and manual activities, therefore AM

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/347410059.html?bnr=22397

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/261171595.html?bnr=22397

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2323607947.html#2323609739

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335587979.html?bnr=22397

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Not used for this process element

Optional

Not used for this process element

Interactions

Not used for this process element

2.1.2 L4: Undertake Customer Contacts Trend Analysis (1.1.1.1.1.2) – Mapping Details

Process Identifier: 1.1.1.1.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.1.2 Track Customer Order
Brief Description Undertake trend analysis on customer contacts, e.g. type, frequency, duration, outcome. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.2 L3: Manage Customer Inventory (1.1.1.1.10)

Process Identifier: 1.1.1.1.10

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Establish, manage and administer the enterprise's customer inventory, as embodied in the Customer Inventory Database, and monitor and report on the usage and access to the customer inventory, and the quality of the data maintained in it.

Extended Description

The purpose of the Manage Customer Inventory processes are twofold - establish, manage and administer the enterprise's customer inventory, as embodied in the Customer Inventory Database, and monitor and report on the usage and access to the customer inventory, and the quality of the data maintained in it.

The customer inventory maintains records of all customers, their interactions with the enterprise, any contracts established, and any other customer related- information, required to support CRM and other processes.

Responsibilities of these processes include, but are not limited to:

· Identifying the inventory-relevant information requirements to be captured for customers ;

· Identifying, establishing and maintaining customer inventory repository facilities;

· Establishing and managing the customer inventory management and information capture processes;

· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download customer data to and from the customer inventory;

· Ensuring the customer inventory repository accurately captures and records all identified customer details, through use of automated or manual audits;

· Tracking and monitoring of the usage of, and access to, the customer inventory repository and associated costs, and reporting on the findings; and

· Identifying any technical driven shortcomings of the customer inventory repository, and providing input to Resource Development & Management processes to rectify these issues.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.2.1 L4: Identify Relevant Customer Inventory Information (1.1.1.1.10.1) – Mapping Details

Process Identifier: 1.1.1.1.10.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.10.1 - Identify Relevant Customer Inventory Information**
Brief Description Identifying the inventory-relevant information requirements to be captured for customers. **(A)** *Desc=* *Inventory are defined by from its financial definition in the General Ledger. Customer Physical Inventory are track by associating adding/moving a ledger item from GL as is visibile in an order.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/105671051.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional**

Reserved for future use. **Interactions** Reserved for future use.

2.2.2 L4: Maintain Customer Inventory facilities (1.1.1.1.10.2) – Mapping Details

Process Identifier: 1.1.1.1.10.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.10.2 - Complete Customer Order**
Brief Description Identifying, establishing and maintaining customer inventory repository facilities. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional**

Reserved for future use.

Interactions

Reserved for future use.

2.2.3 L4: Manage Customer Inventory Capture (1.1.1.1.10.3) – Mapping Details

Process Identifier: 1.1.1.1.10.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.10.3 - Manage Customer Inventory Capture**
Brief Description Establishing and managing the customer inventory management and information capture processes. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.2.4 L4: Control Customer Inventory Access (1.1.1.1.10.4) – Mapping Details

Process Identifier: 1.1.1.1.10.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.10.4 - Control Customer Inventory Access
Brief Description Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download customer data to and from the customer inventory. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.2.5 L4: Ensure Customer Inventory Data Quality (1.1.1.1.10.5) – Mapping Details

Process Identifier: 1.1.1.1.10.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.10.5 - Monitor Customer Order Status**
Brief Description Ensuring the customer inventory repository accurately captures and records all identified customer details, through use of automated or manual audits. Monitoring and reporting on the quality of the data maintained in the inventory. The customer inventory maintains records of all customers, their interactions with the enterprise, any contracts established, and any other customer related-information, required to support CRM and other processes. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

2.2.6 L4 Track Customer Inventory Usage (1.1.1.1.10.6) – Mapping Details

Process Identifier: 1.1.1.1.10.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.10.6 Track Customer Inventory Usage
Brief Description Tracking and monitoring of the usage of, and access to, the customer inventory repository and associated costs, and reporting on the findings. *Desc=* *not featured in standard CBIO offering* **Extended description** Not used for this process element. **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.2.7 L4: Identify Customer Inventory Shortcomings (1.1.1.1.10.7) – Mapping Details

Process Identifier: 1.1.1.1.10.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.10.7 - Report Customer Order Status**
Brief Description Identifying any technical driven shortcomings of the customer inventory repository, and providing input to Resource Development & Management processes to rectify these issues. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.3 L3: Manage Product Offering Inventory (1.1.1.1.11)

Process Identifier: 1.1.1.1.11

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Establish, manage and administer the enterprise's product offering inventory, as embodied in the Product Offering Inventory Database, and monitor and report on the usage and access to the product offering inventory, and the quality of the data maintained in it.

Extended Description

The purpose of the Manage Product Offering Inventory processes are twofold - establish, manage and administer the enterprise's product offering inventory, as embodied in the Product Offering Inventory Database, and monitor and report on the usage and access to the product offering inventory, and the quality of the data maintained in it.

The product offering inventory maintains records of all product offerings, their interactions with the enterprise, and any other product offering related- information, required to support CRM and other processes.

The product offering inventory is also responsible for maintaining the association between customers and purchased product offering instances, created as a result of the Order Handling processes.

Responsibilities of these processes include, but are not limited to:

· Identifying the inventory-relevant information requirements to be captured for product offerings ;

· Identifying, establishing and maintaining product offering inventory repository facilities;

· Establishing and managing the product offering inventory management and information capture processes;

· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download product offering data to and from the product offering inventory;

· Ensuring the product offering inventory repository accurately captures and records all identified product offering details, through use of automated or manual audits;

· Tracking and monitoring of the usage of, and access to, the product offering inventory repository and associated costs, and reporting on the findings; and

· Identifying any technical driven shortcomings of the product offering inventory repository, and providing input to Resource Development & Management processes to rectify these issues.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.3.1 L4: Identify Relevant Product Offering Inventory Information (1.1.1.1.11.1) – Mapping Details

Process Identifier: 1.1.1.1.11.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.11.1 Identify Relevant Product Offering Inventory Information
Brief Description Identifying the inventory-relevant information requirements to be captured for product offerings. **(A)** *Desc=* *Mobile Product Offering inventories are associated in an order. Due to the homogenous inventory needs in Mobile, in comparison to Fixed Line, the Product Offering Inventories are much simplified. For non-physical resources (ie not inventory), like ringtones or games, it is available as product bundle and order.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/435717899.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.3.2 L4: Maintain Product Offering Inventory facilities (1.1.1.1.11.2) – Mapping Details

Process Identifier: 1.1.1.1.11.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.11.2 Maintain Product Offering Inventory facilities
Brief Description Identifying, establishing and maintaining product offering inventory repository facilities. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.3.3 L4: Manage Product Offering Inventory Capture (1.1.1.1.11.3) – Mapping Details

Process Identifier: 1.1.1.1.11.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.11.3 Manage Product Offering Inventory Capture
Brief Description Establishing and managing the product offering inventory management and information capture processes. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use.) **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.3.4 L4: Control Product Offering Inventory Access (1.1.1.1.11.4) – Mapping Details

Process Identifier: 1.1.1.1.11.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.11.4 Control Product Offering Inventory Access
Brief Description Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download product offering data to and from the product offering inventory. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.3.5 L4: Ensure Product Offering Inventory Data Quality (1.1.1.1.11.5) – Mapping Details

Process Identifier: 1.1.1.1.11.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.11.5 Ensure Product Offering Inventory Data Quality
Brief Description Ensuring the product offering inventory repository accurately captures and records all identified product offering details, through use of automated or manual audits. Monitoring and reporting on the quality of the data maintained in the inventory. The product offering inventory maintains records of all product offerings, their interactions with the enterprise, and any other product offering related- information, required to support CRM and other processes. The product offering inventory is also responsible for maintaining the association between customers and purchased product offering instances, created as a result of the Order Handling processes. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional**

Reserved for future use. **Interactions** Reserved for future use.

2.3.6 L4: Track Product Offering Inventory Usage (1.1.1.1.11.6) – Mapping Details

Process Identifier: 1.1.1.1.11.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.11.6 Track Product Offering Inventory Usage
Brief Description Tracking and monitoring of the usage of, and access to, the product offering inventory repository and associated costs, and reporting on the findings. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use.

Optional Reserved for future use. **Interactions** Reserved for future use.

2.3.7 L4: Identify Product Offering Inventory Shortcomings (1.1.1.1.11.7) – Mapping Details

Process Identifier: 1.1.1.1.11.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.11.7 Identify Product Offering Inventory Shortcomings
Brief Description Identifying any technical driven shortcomings of the product offering inventory repository, and providing input to Resource Development & Management processes to rectify these issues. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.4 L3: Manage Sales Inventory (1.1.1.1.12)

Process Identifier: 1.1.1.1.12

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Establish, manage and administer the enterprise's inventory of sales prospects, actual sales, channel management and sales commissions, as embodied in the Sales Inventory Database, and monitor and report on the usage and access to the sales inventory, and the quality of the data maintained in it.

Extended Description

The purpose of the Manage Sales Inventory processes are twofold - establish, manage and administer the enterprise's inventory of sales prospects, actual sales, channel management and sales commissions, as embodied in the Sales Inventory Database, and monitor and report on the usage and access to the sales inventory, and the quality of the data maintained in it.

The sales inventory maintains records of all sales, sales prospects and sales leads, sales channel activity, marketing campaign targets and performance, sales commissions and any other sales related- information, required to support both the Support Selling and the Selling processes.

The sales inventory is also responsible for maintaining the association between customers and sales instances, created as a result of the Selling processes.

Responsibilities of these processes include, but are not limited to:

· Identifying and storing the inventory-relevant information requirements to be captured for sales processes and sales commission management ;

· Identifying, establishing and maintaining sales inventory repository facilities;

· Establishing and managing the sales inventory management and information capture processes;

· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download sales data to and from the sales inventory;

· Ensuring the sales inventory repository accurately captures and records all identified sales details, through use of automated or manual audits;

· Tracking and monitoring of the usage of, and access to, the sales inventory repository and associated costs, and reporting on the findings; and

· Identifying any technical driven shortcomings of the sales inventory repository, and providing input to Resource Development & Management processes to rectify these issues.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.4.1 L4: Identify Relevant Sales Inventory Information (1.1.1.1.12.1) – Mapping Details

Process Identifier: 1.1.1.1.12.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.12.1 Identify Relevant Sales Inventory Information
Brief Description Identifying the inventory-relevant information requirements to be captured for customers. **(A)** *Desc=* *Associated Sales Inventory with and order is tracked as part of the Order and specifically the order Trailer.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/dbref_ORDERTRAILER.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.4.2 L4: Maintain Sales Inventory facilities (1.1.1.1.12.2) – Mapping Details

Process Identifier: 1.1.1.1.12.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.1.12.2 Maintain Sales Inventory facilities

Brief Description

Identifying, establishing and maintaining sales inventory repository facilities. **(AM)**

Desc=

Associated Sales Inventory are associated throught the resource administration module. his process requires significant manual supervision, monitoring, decision making and manual intervention, hence a combination a manual and automatic.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=200664971.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.4.3 L4: Manage Sales Inventory Capture (1.1.1.1.12.3) – Mapping Details

Process Identifier: 1.1.1.1.12.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.12.3 Manage Sales Inventory Capture**
Brief Description Establishing and managing the sales inventory management and information capture processes. **(AM)** *Desc=* *Sales Inventory Resources can be captured and maintained through a multitude of functions. Noteworthy is the delivery note association per order, which eases queries, allows status feedback to customer and customer satisfaction.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=489793931.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.4.4 L4: Control Sales Inventory Access (1.1.1.1.12.4) – Mapping Details

Process Identifier: 1.1.1.1.12.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.12.4 Control Sales Inventory Access
Brief Description Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download custsalesomer data to and from the sales inventory. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.4.5 L4: Ensure Sales Inventory Data Quality (1.1.1.1.12.5) – Mapping Details

Process Identifier: 1.1.1.1.12.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.12.5 Ensure Sales Inventory Data Quality**
Brief Description Ensuring the sales inventory repository accurately captures and records all identified sales details, through use of automated or manual audits. Monitoring and reporting on the quality of the data maintained in the inventory. The sales inventory maintains records of all sales, sales prospects and sales leads, sales channel activity, marketing campaign targets and performance, sales commissions and any other sales related- information, required to support both the Support Selling and the Selling processes. The sales inventory is also responsible for maintaining the association between customers and sales instances, created as a result of the Selling processes. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element

Explanatory Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.4.6 L4: Track Sales Inventory Usage (1.1.1.1.12.6) – Mapping Details

Process Identifier: 1.1.1.1.12.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.12.6 Track Sales Inventory Usage**
Brief Description Tracking and monitoring of the usage of, and access to, the sales inventory repository and associated costs, and reporting on the findings. **(A)** *Desc=* *Usage can be reported on type of Inventory (GSM, AMPS, Leased Line, Calling Card, Ports, Directory Numbers etc.)*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=200884363.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.4.7 L4: Identify Sales Inventory Shortcomings (1.1.1.1.12.7) – Mapping Details

Process Identifier: 1.1.1.1.12.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.12.7 Identify Sales Inventory Shortcomings
Brief Description

Identifying any technical driven shortcomings of the sales inventory repository, and providing input to Resource Development & Management processes to rectify these issues.

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.5 L3: Support Bill Invoice Management (1.1.1.1.13)

Process Identifier: 1.1.1.1.13

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that all information, materials, systems and resources are available so that the Bill Invoice Management processes can be completed without delay.

Extended Description

The purpose of the Support Bill Invoice Management processes is to make sure that there is capability (for example, information, materials, systems and resources) so that the Bill Invoice Management processes can operate effectively. Examples are information needed to generate invoices like taxes, charges, prices, etc., information needed to deliver bills to customers such as address formats and post/zip codes structures, systems needed to create bills, requests for provisioning of additional resources where it has been identified that current levels will impact on timely bill preparation.

Where a commercial agreement has been established with a customer to present a billing invoice in a particular customer specific format, these processes are responsible for establishing and maintain the customer specific billing invoice formats, and any interaction with specific customers to modify the format, and design and development of the Service Provider’s invoicing process.

These processes maintain lists of customers who are eligible for receiving bills in electronic format, and maintain the form of electronic format to be used on a customer basis.

Support Bill Invoice Management processes define the billing cycles and respective dates according to cash flow needs as established by Financial Management processes.

These processes undertake trend analysis on invoice generation, production and distribution issues, including volume per billing cycle.

Explanatory

The "Support Bill Invoicing Management"is responsible for the "lists of customers who are eligible for receiving bills in electronic format", not responsible for list of customers receiving bills, there is a difference.

Mandatory

The purpose of the Support Bill Invoice Management processes is to make sure that there is capability (for example, information, materials, systems and resources) so that the Bill Invoice Management processes can operate effectively.

Where a commercial agreement has been established with a customer to present a billing invoice in a particular customer specific format, these processes are responsible for establishing and maintain the customer specific billing invoice formats, and any interaction with specific customers to modify the format, and design and development of the Service Provider's invoicing process.

These processes maintain lists of customers who are eligible for receiving bills in electronic format, and maintain the form of electronic format to be used on a customer basis.

Optional

Examples are information needed to generate invoices like taxes, charges, prices, etc., information needed to deliver bills to customers such as address formats and post/zip codes structures, systems needed to create bills, requests for provisioning of additional resources where it has been identified that current levels will impact on timely bill preparation.

Interactions

Not used for this process element.

2.5.1 L4: Determine Bill Invoice Management Capability (1.1.1.1.13.1) – Mapping Details

Process Identifier: 1.1.1.1.13.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.13.1 Determine Bill Invoice Management Capability
Brief Description

Make sure that there is capability so that the Bill Invoice Management processes can operate effectively. **(AM)**

Extended Description

The purpose of the Determine Bill Invoice Management Capability process is to make sure that there is capability (for example, information, materials, systems and resources) so that the Bill Invoice Management processes can operate effectively. Examples are information needed to generate invoices like taxes, charges, prices, etc., information needed to deliver bills to customers such as address formats and post/zip codes structures, systems needed to create bills, requests for provisioning of additional resources where it has been identified that current levels will impact on timely bill preparation. **(AM)**

Desc=

To speed up the billing process initialization, reference data are stored in a common shared memory. Reference data are non customer-specific data.

Reference data are,for example:

Configuration data, for example:

: data in BILLING_CONFIG database table

: billing cycle definition.

Product data

:rate plan

:promotion packages and rules

:free unit packages and implicit assignments

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/381628811.html

Explanatory

Examples are information needed to generate invoices like taxes, charges, prices, etc., information needed to deliver bills to customers such as address formats and post/zip codes structures, systems needed to create bills, requests for provisioning of additional resources where it has been identified that current levels will impact on timely bill preparation. **Mandatory** The purpose of the Determine Bill Invoice Management Capability process is to make sure that there is capability (for example, information, materials, systems and resources) so that the Bill Invoice Management processes can operate effectively. **Optional** Not used for this process element **Interactions** Not used for this process element

2.5.2 L4: Establish & Maintain Bill Invoice Format (1.1.1.1.13.2) – Mapping Details

Process Identifier: 1.1.1.1.13.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.13.2 Establish & Maintain Bill Invoice Format**
Brief Description Establish and maintain the customer bill invoice formats, and any interaction with specific customers to modify the format. **(AM)** **Extended Description** The purpose of the Establish & Maintain Bill Invoice Format process is to establish and maintain the customer bill invoice formats to be used on a customer basis, and any interaction with specific

customers to modify the format, where a commercial agreement has been established with a customer to present a billing invoice in a particular customer specific format. The bill invoice format should comprise electronic form, paper from or etc. **(AM)**

Desc=

Customizing the Layout for Maintaining the Bill Invoice Format

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2111618059.html

Explanatory

Not used for this process element

Mandatory

The purpose of the Establish & Maintain Bill Invoice Format process is to establish and maintain the customer bill invoice formats to be used on a customer basis, and any interaction with specific customers to modify the format, where a commercial agreement has been established with a customer to present a billing invoice in a particular customer specific format. The bill invoice format should comprise electronic form, paper from or etc.

Optional

Not used for this process element

Interactions

Not used for this process element

2.5.3 L4: Maintain Bill Customers List (1.1.1.1.13.3) – Mapping Details

Process Identifier: 1.1.1.1.13.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.1.13.3 Maintain Bill Customers List

Brief Description

Maintain lists of customers who are eligible for receiving bills. **(A)**

Extended Description

The Maintain Bill Customers List process is to maintain lists of customers who are eligible for receiving bills. The multiple customer lists may exist for different usage, for example, customer list for receiving electronic bills, customer list for receiving paper bills. The process is responsible for adding a customer into the list and removing a customer from the list and maintaining delivery addresses of customers in the list. **(A)**

Desc=

An entity which specifies when a billing run is performed for a customer's regular bill. Each customer is assigned to one billing cycle. Billing cycles allow the provider to configure various schedules for the billing process, for example, billing at a fixed date each month, or periodically after a certain number of days. Billing cycles also serve as a means of load handling.

For those customers not in a bill cycle (like prepaid customers), Periodic Account Management (PAM) is used. A PAM class and a PAM schedule can be assigned to specific services, instead of defining recurring charges for them in Customer Management and Billing.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1806939915-1.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/309400075.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/862530571.html

Explanatory

This process activity is used to maintain a list of customer. This is needed information for Bill Invoice Management process to deliver bills to customers. **Mandatory** The Maintain Bill Customers List process is to maintain lists of customers who are eligible for receiving bills. The multiple customer lists may exist for different usage, for example, customer list for receiving electronic bills, customer list for receiving paper bills. The process is responsible for adding a customer into the list and removing a customer from the list and maintaining delivery addresses of customers in the list. **Optional** Not used for this process element **Interactions** Not used for this process element

2.5.4 L4: (1.1.1.1.13.4) – Mapping Details

Process Identifier: 1.1.1.1.13.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.13.4 Define Billing Cycle**
Brief Description Define the billing cycles and respective dates according to cash flow needs as established by Financial Management processes. **(AM)** **Extended Description**

The purpose of the Define Billing Cycle process is to define the billing cycles and respective dates according to cash flow needs as established by Financial Management processes. **(AM)** *Desc=* *The Billing cycle history table displays all billing cycles the customer has been assigned to up till now and also - for each billing cycle - assignment details. Through CX it is also possible to modify the default Bill Cycle*   HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/309437067.html **Explanatory** Not used for this process element **Mandatory** The purpose of the Define Billing Cycle process is to define the billing cycles and respective dates according to cash flow needs as established by Financial Management processes. **Optional** Not used for this process element **Interactions** Not used for this process element

2.5.5 L4: Analyze Billing Trend (1.1.1.1.13.5) – Mapping Details

Process Identifier: 1.1.1.1.13.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.1.13.5 Analyze Billing Trend

Brief Description

Undertake trend analysis on invoice generation, production and distribution issues. **(AM)**

Extended Description

The purpose of Analyze Billing Trend process is to analyse trend on invoice generation, production and distribution issues, including volume per billing cycle. These analysis results may be utilized to improve the operational efficiency of Bill Invoice Management processes, reduce operational costs and enhance customer experience**. (AM)**

Desc=

The monitoring systems provides the capability to track the volume per billcycle delivered towards invoice generation, ito of number of billing requests, percent complete, status and history of bill runs, which are all part of a trend analysis. It provides support on 3 x layers (area specific - logical level), host specific (technical level) and application specific (infrastructure level). A specific part is not covered however, namely production and distribution of physical letters. Since most operators are saving OPEX by swapping to electronic distribution channels, this challenge are diminishing over time. Process marked as AM since the analysis and trade-off of the bill generation still requires substantial qualitative measure trade-offs from a human being.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/617083659.html#837850251

Explanatory

Not used for this process element

Mandatory

The purpose of Analyze Billing Trend process is to analyse trend on invoice generation, production and distribution issues, including volume per billing cycle.

Optional

Not used for this process element **Interactions** These analysis results may be utilized to improve the operational efficiency of Bill Invoice Management processes, reduce operational costs and enhance customer experience.

2.5.6 L4: Design & Develop Invoicing Process (1.1.1.1.13.6) – Mapping Details

Process Identifier: 1.1.1.1.13.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.13.6 Design & Develop Invoicing Process
Brief Description Design and develop the Service Provider's invoicing process. **(AM)** **Extended Description** The purpose of Design & Develop Invoicing Process process is to design and develop the invoicing process according to Service Provider's requirements. The billing invoice processes may include electronic/physical invoice format design, electronic invoice distribution, physical invoice production and invoice distribution and etc. Service Provider would orchestrate the relevant processes to manage and control the bill invoice production and distribution in efficiency. **(AM)** *Desc=* *Adapting the Invoice Process for different Service Provider needs have been automated by allowing for Global modification parameters* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/252475403.html

Explanatory

The billing invoice processes may include electronic/physical invoice format design, electronic invoice distribution, physical invoice production and invoice distribution and etc.

Mandatory

The purpose of Design & Develop Invoicing Process process is to design and develop the invoicing process according to Service Provider's requirements. Service Provider would orchestrate the relevant processes to manage and control the bill invoice production and distribution in efficiency.

Optional

Not used for this process element

Interactions

Service Provider would orchestrate the relevant processes to manage and control the bill invoice production and distribution in efficiency.

2.6 L3: Support Bill Payments & Receivables Management (1.1.1.1.14)

Process Identifier: 1.1.1.1.14

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that all information and systems are available so that the Bill Payments & Receivables Management processes can be completed without delay.

Extended Description

The purpose of the Support Bill Payments & Receivables Management processes is to make sure that there is capability (for example, established collection channels, information and systems) so that the Bill Payments & Receivables Management processes can operate effectively. Examples are collection channels capable of processing customer bill payments, information on payments done by customers, systems needed to process the payments and make the customer bill account balance.

In addition these processes are responsible for establishing, managing and, if required, operating the various payment processes that the Service Provider chooses to establish.

These processes undertake trend analysis on customer billing debts, alerting when pre-determined thresholds are tended to be exceeded.

Explanatory

The payment processes should be established before operation..

Mandatory

The purpose of the Support Bill Payments & Receivables Management processes is to make sure that there is capability (for example, established collection channels, information and systems) so that the Bill Payments & Receivables Management processes can operate effectively. Examples are collection channels capable of processing customer bill payments, information on payments done by customers, systems needed to process the payments and make the customer bill account balance.

In addition these processes are responsible for establishing, managing and, if required, operating the various payment processes that the Service Provider chooses to establish.

Optional

These processes undertake trend analysis on customer billing debts, alerting when pre-determined thresholds are tended to be exceeded.

Interactions

Not used for this process element.

2.6.1 L4: (1.1.1.1.14.1) – Mapping Details

Process Identifier: 1.1.1.1.14.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.1.14.1 Determine Bill Payments & Receivables Management Capability

Brief Description

Make sure that there is capability that the Bill Payments & Receivables Management processes can operate effectively. **(AM)**

Extended Description

The purpose of Determine Bill Payments & Receivables Management Capability process is to make sure that there is capability (for example, established collection channels, information and systems) so that the Bill Payments & Receivables Management processes can operate effectively. Examples are collection channels capable of processing customer bill payments, information on payments done by customers, systems needed to process the payments and make the customer bill account balance. **(AM)**

Desc=

AX features both Accounts Receivable and Accounts Payable functionality. For this reason, AX caters for debtors and creditors.

Payment Transaction Handler (PTH) processes all incoming payment transactions in the PIHTAB_ALL table. They come from one of the following sources:

generic bank files (inserted by PIH)

SAP R/3 accounting transaction files

Unapplied Cash Handler (UCH)

Invoice Output Handler (IOH), if this initiates payments

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/696931595.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/224639115.html

Explanatory

Examples are collection channels capable of processing customer bill payments, information on payments done by customers, systems needed to process the payments and make the customer bill account balance.

Mandatory

The purpose of Determine Bill Payments & Receivables Management Capability process is to make sure that there is capability (for example, established collection channels, information and systems) so that the Bill Payments & Receivables Management processes can operate effectively.

Optional

Not used for this process element

Interactions

Not used for this process element

2.6.2 L4: Analyze Customer Payment Trend (1.1.1.1.14.2) – Mapping Details

Process Identifier: 1.1.1.1.14.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.1.14.2 Analyze Customer Payment Trend

Brief Description

Analyse trend on customer billing debts, alerting when pre-determined thresholds are tended to be exceeded. **(A)**

Extended Description

The purpose of Analyze Customer Payment Trend process is to analyse trend on customer billing debts, alerting when pre-determined thresholds are tended to be exceeded. The analysis results may be utilized to guide developing billing debt policies to reduce or avoid loss of enterprise incomes. **A**

Desc=

The financial information is displayed as follows:

All open documents which are less than three months old are displayed in the Financial documents section.

All transactions from the last three months are displayed in the Financial transactions section.

All documents which entered a debt collection process in the past three months are displayed in the Debt collection section

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/698424331-1.html

Explanatory

Not used for this process element

Mandatory

The purpose of Analyze Customer Payment Trend process is to analyse trend on customer billing debts, alerting when pre-determined thresholds are tended to be exceeded.

Optional

Not used for this process element

Interactions

The analysis results may be utilized to guide developing billing debt policies to reduce or avoid loss of enterprise incomes.

2.6.3 L4: Administer Customer Payment Processes (1.1.1.1.14.3) – Mapping Details

Process Identifier: 1.1.1.1.14.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.14.3 Administer Customer Payment Processes**
Brief Description Establish, manage and, if required, operate the various payment processes that the Service Provider chooses to establish. **(AM)** **Extended Description** The purpose of Administer Customer Payment Processes process is to establish, manage and operate the payment processes chosen by Service Provider. The customer payment processes may be according to the local policies (e.g. national law) and rules decided by Service Provider. For example, business customers pay bills in different channel comparing to personal customers. This process is also responsible for updating/revising the payment processes on demand. **(AM)** *Desc=* *Administrated through CX interface. For example the payment method represents the way payments are made for a service. Several payment methods, for example, credit card, post or direct debit are supported. Some payment methods are associated with an account, for example, the payment method credit card is associated with the credit card details like the credit card number, credit card limit and expiration date.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/689927051.html **Explanatory** The process "Administer Customer Payment Processes" is to manage customer payment processes, not to manage payment. The payment processes should be established before operation. For example, business customers pay bills in different channel comparing to personal customers. This is why this process is not under "Manage Customer Payments". **Mandatory**

The purpose of Administer Customer Payment Processes process is to establish, manage and operate the payment processes chosen by Service Provider. The customer payment processes may be according to the local policies (e.g. national law) and rules decided by Service Provider. This process is also responsible for updating/revising the payment processes on demand.

Optional

Not used for this process element

Interactions

Not used for this process element

2.7 L3: Support Bill Inquiry Handling (1.1.1.1.15)

Process Identifier: 1.1.1.1.15

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that all information, systems and resources are available so that the Bill Inquiry Handling processes can be completed without delay.

Extended Description

The purpose of the Support Bill Inquiry Handling processes is to make sure that there is capability (for example, information, systems and resources) so that the Bill Inquiry Handling processes can operate effectively. Examples are information on how to respond to current billing issues being raised by customers, systems needed to create customer bill inquiry and complaint reports, requests for provisioning of additional resources where it has been identified that current levels will impact on timely billing complaint handling.

These processes are responsible for managing billing policies associated with customer billing dispute settlements.

These processes undertake trend analysis on billing queries and complaints.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.7.1 L4: Determine Bill Inquiry Handling Capability (1.1.1.1.15.1) – Mapping Details

Process Identifier: 1.1.1.1.15.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.15.1 Determine Bill Inquiry Handling Capability**
Brief Description Make sure that there is capability so that the Bill Inquiry Handling processes can operate effectively. **(AM)** **Extended Description** The purpose of the Determine Bill Inquiry Handling Capability processes is to make sure that there is capability (for example, information, systems and resources) so that the Bill Inquiry Handling

processes can operate effectively. Examples are information on how to respond to current billing issues being raised by customers, systems needed to create customer bill inquiry and complaint reports, requests for provisioning of additional resources where it has been identified that current levels will impact on timely billing complaint handling. **(AM)**

Desc=

In CX the following options are available to handle Customer Bill Enquiries

View an image of a specific invoice: Click the Invoice no. link.

View payment-related information.

To get a quick overview of all payments related to an invoice, expand the content of the Payments column.

To view the payment plan that is currently active for a specific invoice, click the Payment plan link.

Perform finance-related actions: Select the invoice of interest and the entry from the list box above the table that corresponds to the action you want to perform:

To credit a debit document, for example an outgoing invoice, select Credit.

To record a complaint against a document, select Set to complaint.

To finish a complaint, that is, to set the status of a complaint to 'closed', click Finish complaint.

provides billing and payment-related details of the customer in support of Inquiries

To Manage Bill Inquiry itself refer to first link. For Bill specific information refer to Information Bill at second link

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=252127115.html

Explanatory

Examples are information on how to respond to current billing issues being raised by customers, systems needed to create customer bill inquiry and complaint reports, requests for provisioning of additional resources where it has been identified that current levels will impact on timely billing

complaint handling. **Mandatory** The purpose of the Determine Bill Inquiry Handling Capability processes is to make sure that there is capability (for example, information, systems and resources) so that the Bill Inquiry Handling processes can operate effectively. **Optional** Not used for this process element **Interactions** Not used for this process element

2.7.2 L4: Manage Billing Policy (1.1.1.1.15.2) – Mapping Details

Process Identifier: 1.1.1.1.15.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.15.2 Manage Billing Policy**
Brief Description Manage billing policies associated with customer billing dispute settlements. **(AM)** **Extended Description** The purpose of Manage Billing Policy process is to manage billing policies associated with customer billing dispute settlements.

The process is responsible for creating a new billing policy, deleting and modifying an existing billing policy. It is also responsible for associating the specific customer billing dispute to suitable billing policy to guide SP to settle billing dispute. **(AM)** *Desc=* *Billing Policies, like for example determination of settlement periods and amounts are managed by Debt Collection Handler.* *The second link indicates the business policy variables, like grace period, minimum amount, commit cycle etc.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/374356747.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/678063499.html **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

2.7.3 L4: Analyze Bill Inquiry Trend (1.1.1.1.15.3) – Mapping Details

Process Identifier: 1.1.1.1.15.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.15.3 Analyze Bill Inquiry Trend**
Brief Description Undertake trend analysis on billing queries and complaints. **(AM)** **Extended Description** The purpose of Analyze Bill Inquiry Trend process is to analyse trend on billing queries and complaints. The analysis results may be utilized to guide SP to develop or adjust billing policy**. (AM)** *Desc=* *In CX the following options are available to handle Customer Bill Enquiries* *View an image of a specific invoice: Click the Invoice no. link.* *View payment-related information.* *To get a quick overview of all payments related to an invoice, expand the content of the Payments column.* *To view the payment plan that is currently active for a specific invoice, click the Payment plan link.* *Perform finance-related actions: Select the invoice of interest and the entry from the list box above the table that corresponds to the action you want to perform:* *To credit a debit document, for example an outgoing invoice, select Credit.* *To record a complaint against a document, select Set to complaint.* *To finish a complaint, that is, to set the status of a complaint to 'closed', click Finish complaint.* *provides billing and payment-related details of the customer in support of Inquiries* *To Manage Bill Inquiry itself refer to first link. For Bill specific information refer to Information Bill at second link* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=252127115.html **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** The analysis results may be utilized to guide SP to develop or adjust billing policy.

2.7.4 L3: Support Charging (1.1.1.1.16)

Process Identifier: 1.1.1.1.16

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.1.16 Support Charging
Brief Description Ensure that all information and systems are available so that the Charging processes can be completed without delay. **(AM)** **Extended Description**

The purpose of the Support Charging processes is to make sure that there is capability (for example, information, systems and resources) so that the Charging processes can operate effectively. Examples are information needed to calculate the value of the service/product e.g. tariffs, price plans, accumulated usage, contracts, etc., information needed to apply the discounts to product prices at an individual product level, information needed to accumulate items for charging and information on how to manage the charging relationships.

These processes undertake trend analysis on charging. **(AM)**

Desc=

support for both online as well as offline charging (Reference 1). Determining the rate at which a unit is priced (currency, counters) is considered rating (reference 2). Additional Features like rerating (rated but not in yet billed) or bill simulation (rated but not attributed to accounting) exist.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2309512331.html?bnr=22554

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=658011787.html

ttp://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/691982731.html?bnr=22554

Explanatory

The process "Administer Customer Payment Processes" is to manage customer payment processes, not to manage payment. The payment processes should be established before operation. For example, business customers pay bills in different channel comparing to personal customers. This is why this process is not under "Manage Customer Payments".

Mandatory

The purpose of Administer Customer Payment Processes process is to establish, manage and operate the payment processes chosen by Service Provider. The customer payment processes may be according to the local policies (e.g. national law) and rules decided by Service Provider. This process is also responsible for updating/revising the payment processes on demand.

Optional

Not used for this process element

Interactions
Not used for this process element

2.7.5 L3: Support Manage Billing Events (1.1.1.1.17)

Process Identifier: 1.1.1.1.17

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.1.17 Support Manage Billing Events
Brief Description Ensure that all information and systems are available so that the Manage Billing Events processes can be completed without delay. **(AM)** **Extended Description** The purpose of the Support Manage Billing Events processes is to make sure that there is capability (for example, information, systems and resources) so that the Manage Billing Events processes can operate effectively. For example the billing event records to process, the information needed to enrich the billing events (e.g. customer, product, or other reference data, price), the schema to reformat the billing event records. These processes undertake trend analysis on billing events management. **(AM)** *Desc=* *Refer to BCH where Ericsson are reading usage data as well as reference data. It is possible to run this process in simulation mode to make sure everything is in place before doing the real billing* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2233003531.html+anchor=2233005323 **Explanatory** The process "Administer Customer Payment Processes" is to manage customer payment processes, not to manage payment. The payment processes should be established before operation. For example, business customers pay bills in different channel comparing to personal customers. This is why this process is not under "Manage Customer Payments". **Mandatory** The purpose of Administer Customer Payment Processes process is to establish, manage and operate the payment processes chosen by Service Provider. The customer payment processes may be according to the local policies (e.g. national law) and rules decided by Service Provider. This process is also responsible for updating/revising the payment processes on demand. **Optional** Not used for this process element **Interactions** Not used for this process element

2.7.6 L3: Support Manage Balance (1.1.1.1.18)

Process Identifier: 1.1.1.1.18

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.1.18 Support Manage Balance
Brief Description

Ensure that all information and systems are available so that the Manage Balance processes can be completed without delay. **(AM)**

Extended Description

The purpose of the Support Manage Balance processes is to make sure that there is capability (for example, information, systems and resources) so that the Support Manage Balance processes can operate effectively. For example policy defined to manage balance (e.g. minimum allowable balance limit, balance expiration dates), account information needed to operating the balance.

These processes undertake trend analysis on balance management. **(AM)**

Desc=

the RMA simulation where Ericsson could simulate rating events and test that the configuration works as intended and for example deducts the correct amount of money/units from the right balances/buckets

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2233003531.html+anchor=2233005323

Explanatory

The process "Administer Customer Payment Processes" is to manage customer payment processes, not to manage payment. The payment processes should be established before operation. For example, business customers pay bills in different channel comparing to personal customers. This is why this process is not under "Manage Customer Payments".

Mandatory

The purpose of Administer Customer Payment Processes process is to establish, manage and operate the payment processes chosen by Service Provider. The customer payment processes may be according to the local policies (e.g. national law) and rules decided by Service Provider. This process is also responsible for updating/revising the payment processes on demand.

Optional

Not used for this process element

Interactions

Not used for this process element

2.8 L3: Support Order Handling (1.1.1.1.2)

Process Identifier: 1.1.1.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that new and/or modified Order Handling related infrastructure is deployed effectively, and to ensure that Order Handling processes can operate effectively.

Extended Description

The purpose of the Support Order Handling processes is twofold – to ensure that new and/or modified Order Handling related infrastructure is deployed effectively, and to ensure that Order Handling processes can operate effectively.

For the Order Handling processes the role of the Support Order Handling processes is to make sure that there is sufficient process capacity and capability (for example information, materials, systems and resources) so that the Order Handling processes can operate effectively.Examples are information on how to process orders for specific product offerings, information needed to carry out designs, materials needed to confirm customer order requests, systems needed to validate product offering availability.

The responsibilities of these processes include, but are not limited to:

· forecasting at an operational level customer order handling volume requirements;

· the capacity planning associated with the deployment of new and/or modified customer order handling infrastructure;

· establishment and monitoring of organizational arrangements to support deployment and operation of new and/or modified customer order handling infrastructure;

· creation, deployment, modification and/or upgrading of customer order handling infrastructure deployment support tools (including Customer Inventory and Product Offer Inventory) and processes for new and/or modified customer order handling infrastructure;

· authoring, reviewing and approving operational procedures developed by Marketing & Offer Management processes prior to customer order handling infrastructure deployment;

· the testing and acceptance of new and/or modified customer order handling infrastructure as part of the handover procedure from the Marketing & Offer Management processes to Operations;

· detecting customer order handling infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Marketing & Offer Management processes;

· co-ordination and roll-out, in accordance with approved plans, of the approved new and/or modified customer order handling infrastructure;

· monitoring capacity utilization of deployed customer order handling infrastructure to provide early detection of potential customer order handling infrastructure shortfalls;

· reconfiguration and re-arrangement of under-utilized deployed customer order handling infrastructure;

· managing recovery and/or removal of obsolete or unviable customer order handling infrastructure;

· reporting on deployed customer order handling infrastructure capacity;

· Tracking and monitoring of the customer order handling infrastructure deployment processes and costs (including where customer order handling infrastructure is deployed and managed by third parties),

· reporting on the capability of the customer order handling infrastructure deployment processes; and

· establishing and managing customer order handling notification facilities and lists to support the Order Handling notification and reporting processes

The processes undertake trend analysis on order handling, such as time taken to complete a customer order, frequency and type of Order Handling process issues involved, and cancelled orders.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.1 L4: Ensure Order Handling Capability (1.1.1.1.2.1) – Mapping Details

Process Identifier: 1.1.1.1.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.2.1 Ensure Order Handling Capability**
Brief Description Ensure that there is capability (for example, information, materials, systems and resource) so that the Customer Interface Management processes can operate effectively when a contact with a customer occurs. Examples are information on how to handle unusual requests based on temporary situations, systems needed to accept and track customer contacts, requests for the provisioning of additional resources where it has been identified that current levels will impact on timely contact handling. These processes are responsible for implementing generic and specific changes to customer interfaces. This support could be in updating agent scripts, IVR announcements, Web pages, etc. Customer Interface Support processes keep up to date all information concerning customers. **(AM)** *Desc=* *Support for information, systems and resource (Like IMSI, IMEI, MSISDN). Material Management is limited to merchandise applicable to Specific Product Offering.* *a) New and/or modified Order Handling related infrastructure is deployed effectively by maintaining the order and provisioning status. Failures in OM flow (like provisioning failures) are either retried and order can be rolled-back on failures. In such instances these failed-orders are visible as type of fallout-management for Service Management Backoffice support.*

b) to ensure that Order Handling processes can operate effectively, standard Telco Business Logic, like dependency of Sim cards, type of bearer (GSM, GPRS, UMTS, LTE) is supported as default.

Order Management Server (OMS) is responsible for the creation and maintenance and closure of orders. These orders are initiated by the following applications and processes:

.Web applications, for example Selfcare Center (SX) or Customer Center (CX)

Ericsson Telecom CRM, to update customer data and for data synchronization between MSCRM and BSCS .

HTML Supportive Reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456608395.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456651147.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.2 L4: Forecast Order Handling Requirements (1.1.1.1.2.3) – Mapping Details

Process Identifier: 1.1.1.1.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.3 Forecast Order Handling Requirements
Brief Description Forecasting at an operational level customer order handling volume requirements. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.8.3 L4: Capacity Plan Order Handling Infrastructure (1.1.1.1.2.4) – Mapping Details

Process Identifier: 1.1.1.1.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.4 Capacity Plan Order Handling Infrastructure
Brief Description Capacity planning associated with the deployment of new and/or modified customer order handling infrastructure. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.8.4 L4: Manage Order Handling Organizational Changes (1.1.1.1.2.5) – Mapping Details

Process Identifier: 1.1.1.1.2.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.2.5 Manage Order Handling Organizational Changes**
Brief Description Establishment and monitoring of organizational arrangements to support deployment and operation of new and/or modified customer order handling infrastructure. **(AM)** *Desc=* *Management of orders are multi-dimensional. From a business domain management perspective (requiring business domain subject matter expertise), An order workflow can be overrridden by reassigning the assigned workflow agent, modifying the workflow tasks, or reassigning the priorities between orders. From a service management perspective (requiring service management and operations expertise), the access rights of solution units, and fallout ito reassignment, cancellation or movement can be managed.* HTML Supportive Reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/137144715-2.html?bnr=22292 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/446795659.html?bnr=22292 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456231563.html?bnr=22292 **Extended Description**

Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.8.5 L4: Support Order Handling Infrastructure Deployment (1.1.1.1.2.6) – Mapping Details

Process Identifier: 1.1.1.1.2.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.2.6 Support Order Handling Infrastructure Deployment**
Brief Description Creation, deployment, modification and/or upgrading of customer order handling infrastructure deployment support tools (including Customer Inventory and Product Offer Inventory) and processes for new and/or modified customer order handling infrastructure. *Desc=*

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.6 L4: Approve Order Handling Procedures (1.1.1.1.2.7) – Mapping Details

Process Identifier: 1.1.1.1.2.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.7 Approve Order Handling Procedures
Brief Description authoring, reviewing and approving operational procedures developed by Marketing & Offer Management processes prior to customer order handling infrastructure deployment. **(AM)**

Desc=

BSCS allows authoring, review, and modification of order processes on a multitude of levels, including how the agent should interact, the overarching workflow, recurrences, handling of events, exception handling of a category (example by business unit) of tasks, creation of order workflow attributes etc. See reference documentation

HTML Supportive Reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/136146571.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.7 L4: Accept Order Handling Infrastructure (1.1.1.1.2.8) – Mapping Details

Process Identifier: 1.1.1.1.2.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.1.2.8 Accept Order Handling Infrastructure

Brief Description

Testing and acceptance of new and/or modified customer order handling infrastructure as part of the handover procedure from the Marketing & Offer Management processes to Operations. **(AM)**

Desc=

For Retail Customers acceptance are fully automated for efficiency purposes with the order status change to finished (6).

For Business Partners or Corporate Customers the order process may have a test period for acceptance as defined in the contract setup (see second reference)

In some more complex order types, like number porting, the acceptance procedure involves a third party, for releasing and accepting logical resources (see reference 4) transfer, where subsequent workflow dependencies are created based on the type of response (like future activation date, or, depending on the timeframe, whether an interim logical resource is provided until the porting procedure is completed).

HTML Supportive Reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/435542027.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/670007051.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/420711947.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/436137099.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.8.8 L4: Address Order Handling infrastructure Issues (1.1.1.1.2.9) – Mapping Details

Process Identifier: 1.1.1.1.2.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.9 Address Order Handling infrastructure Issues
Brief Description detecting customer order handling infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Marketing & Offer Management processes. **(AM)** *Desc=* *Issues or Order Errors are displayed through the Order Error Information Page. Manual intervention is required, since errors are unanticipated event (from an automation perspective). Human intervention may entail*

a) the modification of order information (and re-insertion into the standard automated workflow). See reference 2. or

b) manual override of the automated process and full manual configuration (useful for more exoctic business offerings that do not comply to the standard business policies).

Also provided is interfaces for integration to third Party Service Managemement systems (see reference 3), that allows global enterprise overview of all errors beyond that of orders.

HTML Supportive Reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=420711947.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1714889227.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/133998347.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456622987.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/136798731-2.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.9 L4: Roll-out Order Handling Infrastructure (1.1.1.1.2.10) – Mapping Details

Process Identifier: 1.1.1.1.2.10

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.10 Roll-out Order Handling Infrastructure
Brief Description Co-ordination and roll-out, in accordance with approved plans, of the approved new and/or modified customer order handling infrastructure. **(AM)** *Desc=* *Order Handling Infrastructure Rollout can for example be needed where SIM cards needs to be replaced. Since this involves physical goods, the infrastructure has to be in place to forward HW from the nearest warehouse. (see reference 2).* *a) In most cases, also the network infrastructure needs to be updated (provisioned), with HLR, portnumber, b) effective date and active date, for the case where the customer might be still using his previous simcard, and shipping time takes longer. (see reference 3). c) The customer might chose to pick it up directly from a POS, d) have special Simcard memory requirements (SMC_ID). e) Some values in the SIMcard itself might need to be sync'ed, ie the PUK and PUK_2 values need to be the same as the old card, which necessitates that the software on the simcard itself is refreshed. Finally, for the old replaced equipment, it can be specified if it need to be returned (to a specific dealer or any dealer) --> for fraud and commissiong process purposes.* *Order Management Server (OMS) is responsible for the creation and maintenance and closure of orders. These orders are initiated by the following applications and processes:*

.Web applications, for example Selfcare Center (SX) or Customer Center (CX) (or another product-Ericsson Telecom CRM), to update customer data and for data synchronization between MSCRM and BSCS . (see Reference 1)

HTML Supportive Reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/435553163.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/435522699.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=CONTRACT_RESOURCES.REPLACEcms_cmd.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.10 L4: Detect Order Handling infrastructure Shortfalls (1.1.1.1.2.11) – Mapping Details

Process Identifier: 1.1.1.1.2.11

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.2.11 Detect Order Handling infrastructure Shortfalls**
Brief Description Monitoring capacity utilization of deployed customer order handling infrastructure to provide early detection of potential customer order handling infrastructure shortfalls. **(AM)** *Desc=* *The capacity utilization monitoring of Infrastructure required for Order Handling, is a resource inventory function. The resource inventory types that are supported have allready been covered earlier in this conformance documentation (in another location). For GSM types (MSISDN, SIM, Port, Calling Card, etc) the capacity utilization updated once assigned. This makes it possible to check which resources are still free, and which are allready utilized (reserved). In some instances resources can be returned and freed, after a specified time. The Resource Inventory Manager will manually inspect the availability of free resources and thereupon trigger an automated process to order a new batch simcard. This facilitates the part of the automation of the logistics part of the process, whilst still allowing to cater for the number of trade-offs that are often implicit (ie launching of new products over the next 6 months dependency on resource infrastructure, market success of existing launched products, competitor first moves etc.* HTML Supportive Reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/436137099.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use.

Mandatory Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.8.11 L4: Rebalance Order Handling Infrastructure Utilization (1.1.1.1.2.12) – Mapping Details

Process Identifier: 1.1.1.1.2.12

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.12 Rebalance Order Handling Infrastructure Utilization
Brief Description Reconfiguration and re-arrangement of under-utilized deployed customer order handling infrastructure. *Desc=* *not featured in standard CBIO offering* **Extended Description**

Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.8.12 L4: Remove Order Handling Infrastructure (1.1.1.1.2.13) – Mapping Details

Process Identifier: 1.1.1.1.2.13

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.13 Remove Order Handling Infrastructure
Brief Description Managing recovery and/or removal of obsolete or unviable customer order handling infrastructure. *Desc=* *not featured in standard CBIO offering*

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.13 L4: Report Order Handling Infrastructure Capacity (1.1.1.1.2.14) – Mapping Details

Process Identifier: 1.1.1.1.2.14

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.14 Report Order Handling Infrastructure Capacity
Brief Description

Reporting on deployed customer order handling infrastructure capacity. **(AM)**

Desc=

Report on deployed order status handling infrastructure capacity. For orders (also in bulk) that have passed acceptance, also the history of changes and updates are available. See Second reference.

HTML Supportive Reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2254612107.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/147322891.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.14 L4: Track Third-Party Order Handling Infrastructure Deployment (1.1.1.1.2.15) – Mapping Details

Process Identifier: 1.1.1.1.2.15

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.15 Track Third-Party Order Handling Infrastructure Deployment
Brief Description Tracking and monitoring of the customer order handling infrastructure deployment processes and costs (including where customer order handling infrastructure is deployed and managed by third parties). **(A)** *Desc=* *OMS provides public interfaces to interact with third Party Order Handling software in both directions (being triggered, or triggering) for workflows, by allowing remote job execution, or by triggering workflow events whereupon the remote party has to complete a specifici workflow activity. Since the status of that workflow activity is tracked, it allows seamless migration scenarios to for expanding lines of business to triple play and quad play whilst still using legacy order management systems.* HTML Supportive Reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=133998347.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.8.15 L4: Report Order Handling Infrastructure Deployment Process Capability (1.1.1.1.2.16) – Mapping Details

Process Identifier: 1.1.1.1.2.16

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.2.16 Report Order Handling Infrastructure Deployment Process Capability**
Brief Description Reporting on the capability of the customer order handling infrastructure deployment processes. **(AM)** *Desc=* *Report Order Handling are provided by Task Overview (see reference 1), by job-batches (see reference 2), configured users, usergroups, workgroup assignments (see reference 3)* HTML Supportive Reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/670193419.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/778362891-3.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/137454603.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456988299-2.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.16 L4: Manage Order Handling Notification (1.1.1.1.2.17) – Mapping Details

Process Identifier: 1.1.1.1.2.17

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.1.2.17 Manage Order Handling Notification

Brief Description

Establishing and managing customer order handling notification facilities and lists to support the Order Handling notification and reporting processes. **(A)**

Desc=

Order Management Server (OMS) is responsible for the creation and maintenance and closure of orders. Notifications of individual tasks within an order are tracked as status

HTML Supportive Reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/435542027.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.8.17 L4: Undertake Order Handling Trend Analysis (1.1.1.1.2.18) – Mapping Details

Process Identifier: 1.1.1.1.2.18

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.2.18 Undertake Order Handling Trend Analysis
Brief Description Undertake trend analysis on order handling, such as time taken to complete a customer order, frequency and type of Order Handling process issues involved, and cancelled orders. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions**

Reserved for future use.

2.9 L3: Support Problem Handling (1.1.1.1.3)

Process Identifier: 1.1.1.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Assist Problem Handling processes by proactively undertaking statistically driven preventative and scheduled purchased product offering maintenance activities and monitoring, managing and reporting on the capability of the Problem Handling processes.

Extended Description

The responsibilities of the Support Problem Handling processes are twofold - assist Problem Handling processes by proactively undertaking statistically driven preventative and scheduled purchased product offering maintenance activities and monitoring, managing and reporting on the capability of the Problem Handling processes.

These processes are responsible for ensuring that the purchased product offerings are working effectively and efficiently.

Responsibilities of these processes include, but are not limited to:

· Extracting and analyzing, including undertaking trend analysis, historical and current customer problem reports and performance reports to identify potential customer purchased product offerings requiring proactive maintenance and/or replacement;

· Requesting scheduling of additional customer purchased product offering data collection to assist in the analysis activity;

· Requesting scheduling of customer purchased product offering performance testing to assist in analysis activity;

· Developing and managing customer purchased product offering proactive maintenance programs;

· Requesting customer provisioning activity to prevent anticipated customer problems associated with purchased product offerings identified in the analysis activities;

· Reporting outcomes of trend analysis to Market & Offer Management processes to influence new and/or modified customer product offering development;

· Tracking and monitoring of the Problem Handling processes and associated costs (including where customer infrastructure is deployed and managed by third parties), and reporting on the capability of the Problem Handling processes; and

· Establishing and managing customer problem notification facilities and lists to support the Problem Handling notification and reporting processes

These processes undertake trend analysis on problem handling.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.9.1 L4: Ensure Product Offering Operation (1.1.1.1.3.1) – Mapping Details

Process Identifier: 1.1.1.1.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.3.1 Ensure Product Offering Operation**

Brief Description

Ensure that the purchased product offerings are working effectively and efficiently. **(AM)**

Desc=

Product Center is used to perform the Product Offering Operations

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/206767371.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.9.2 L4: Undertake Problem Handling Trend Analysis (1.1.1.1.3.10) – Mapping Details

Process Identifier: 1.1.1.1.3.10

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.3.10 Undertake Problem Handling Trend Analysis
Brief Description These processes undertake trend analysis on problem handling. **(AM)** *Desc=The memo overview displays a list of problems, with possible filters per category. Amongst other things, the resultset provides a recordset that contains several fields, like the user who created the memo, together with the date is was created, the user it was assigned to and any CC users who were notified with the memo. (reference 1)* *Through visual inspection of such report, substantial valuable information can be gleaned from detecting value patterns by an experienced individual and allow several trends to be revealed : eg are all escalations related to the same agent?, was the error raised in a specific time window?, was the problem handed over the the same backoffice personnel (assigned to), is the problems for a specific category on par with historical rates. See demo screenshot (reference 2)* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html doc=demo system excerpt **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional**

Reserved for future use.

Interactions

Reserved for future use.

2.9.3 L4: Undertake Product Offering Trend Analysis (1.1.1.1.3.2) – Mapping Details

Process Identifier: 1.1.1.1.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.3.2 Undertake Product Offering Trend Analysis
Brief Description Extracting and analyzing, including undertaking trend analysis, historical and current customer problem reports and performance reports to identify potential customer purchased product offerings requiring proactive maintenance and/or replacement. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.9.4 L4: Request Product Offering Data Collection (1.1.1.1.3.3) – Mapping Details

Process Identifier: 1.1.1.1.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.3.3 Request Product Offering Data Collection
Brief Description Requesting scheduling of additional customer purchased product offering data collection to assist in the analysis activity. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.9.5 L4: Request Product Offering Performance Testing (1.1.1.1.3.4) – Mapping Details

Process Identifier: 1.1.1.1.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.3.4 Request Product Offering Performance Testing
Brief Description Requesting scheduling of customer purchased product offering performance testing to assist in analysis activity. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use.

Mandatory Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.9.6 L4: Manage Product Offering Maintenance Programs (1.1.1.1.3.5) – Mapping Details

Process Identifier: 1.1.1.1.3.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.3.5 Manage Product Offering Maintenance Programs
Brief Description Developing and managing customer purchased product offering proactive maintenance programs. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use.

Mandatory Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.9.7 L4: Request Provisioning Intervention (1.1.1.1.3.6) – Mapping Details

Process Identifier: 1.1.1.1.3.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.3.6 Request Provisioning Intervention
Brief Description Requesting customer provisioning activity to prevent anticipated customer problems associated with purchased product offerings identified in the analysis activities. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory**

Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.9.8 L4: Report Product Offering Trend Analysis (1.1.1.1.3.7) – Mapping Details

Process Identifier: 1.1.1.1.3.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.3.7 Report Product Offering Trend Analysis**
Brief Description Undertake trend analysis on customer contacts, e.g. type, frequency, duration, outcome. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory**

Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.9.9 L4: Track Problem Handling Process Capability (1.1.1.1.3.8) – Mapping Details

Process Identifier: 1.1.1.1.3.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.3.8 Track Problem Handling Process Capability**
Brief Description Tracking and monitoring of the Problem Handling processes and associated costs (including where customer infrastructure is deployed and managed by third parties), and reporting on the capability of the Problem Handling processes. **(AM)** *Desc=* *Displays details on the user who created the memo is displayed, together with the date is was created, the user it was assigned to and any CC users who were notified with the memo.* *Tracking is made possible through the tracking mode selection field (see demo system screen shot in 1.1.1.1.3.10), assigned priority and Problem Memo status.*

Partial compliance since costs for problems are not quantifiable in a predetermined sense (ie the cost of analysing the problem by the involvement of various personnel, with various skillsets and available capacity and Problems are not managable for 3rd Parties by this system.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.9.10 L4: Manage Problem Handling Notification (1.1.1.1.3.9) – Mapping Details

Process Identifier: 1.1.1.1.3.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.3.9 Manage Problem Handling Notification

Brief Description

Establishing and managing customer problem notification facilities and lists to support the Problem Handling notification and reporting processes.

Desc=

not featured in standard CBIO offering. No automatic notification of the listing and reporting current problem status for a certain customer or set of customers. This approach is also questionable from a Customer Experience Perspective, especially when the problem is resolved before the customer is even aware of it.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.10 L3: Support Retention & Loyalty (1.1.1.1.5)

Process Identifier: 1.1.1.1.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that all information, materials, systems and resources are available so that the Retention & Loyalty processes can be completed without delay, when a request is received from a customer.

Extended Description

The purpose of the Support Retention & Loyalty processes is to make sure that there is capability (for example, information, materials, systems and resources) so that the Retention & Loyalty processes can operate effectively. Examples are information on current requests for analysis and collection of customer profile information, materials needed to analyze customer retention and loyalty information, systems needed to analyze customer retention and loyalty information, requests for the provisioning of additional resources where it has been identified that current levels will impact on timely retention and loyalty information collection and delivery.

These processes undertake trend analysis on retention and loyalty, including customer acquisitions and churn, and the effectiveness of loyalty schemes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.10.1 L4: Ensure Retention & Loyalty Capability (1.1.1.1.5.1) – Mapping Details

Process Identifier: 1.1.1.1.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.1.5.1 Ensure Retention & Loyalty Capability

Brief Description

Ensure that there is capability (for example, information, materials, systems and resources) so that the Retention & Loyalty processes can operate effectively. Examples are information on current requests for analysis and collection of customer profile information, materials needed to analyze customer retention and loyalty information, systems needed to analyze customer retention and loyalty information, requests for the provisioning of additional resources where it has been identified that current levels will impact on timely retention and loyalty information collection and delivery. **(AM)**

Desc=

In order to ensure Retention & Loyalty capability for subsequent selection, the available home networks (in case of national roaming), customer groups/segments (configurable in RD - Reference Data), available roles (like payment responsibles) have to be made available(see reference 2). There are various sources, that are configured, including RD (Reference Data), PX (Product Centre) or Partner Information. As an example of maintaining customer groups, different market segments, marketing target groups (like students, pensioners) can be associated, configured and maintained.

Supportive Functions through Motivation, Incentives & Promotions, which are applied via promotion packages, are campaigns or marketing actions that aim to increase the attractiveness of the service provider among customers and potential customers.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/193846667.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/323028619.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.10.2 L4: Undertake Retention & Loyalty Trend Analysis (1.1.1.1.5.2) – Mapping Details

Process Identifier: 1.1.1.1.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.5.2 Undertake Retention & Loyalty Trend Analysis
Brief Description Undertake trend analysis on retention and loyalty, including customer acquisitions and churn, and the effectiveness of loyalty schemes. *Desc=* *not featured in standard CBIO offering* **Extended Description**

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.11 L3: Support Marketing Fulfillment (1.1.1.1.6)

Process Identifier: 1.1.1.1.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that there is capability to support the expected demand for the Marketing Fulfillment Response processes so that they can operate effectively.

Extended Description

The purpose of the Support Marketing Fulfillment processes is to ensure that there is capability (for example, information, materials, systems and resources) so that the Marketing Fulfillment Response processes can operate effectively. These processes monitor planned Product Launches and current Marketing Fulfillment activity, then redistribute existing capability or enable new capability (people, facilities, infrastructure).

These processes undertake trend analysis on marketing, including problems occurring and launch effectiveness.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.11.1 L4: Ensure Marketing Fulfillment Capability (1.1.1.1.6.1) – Mapping Details

Process Identifier: 1.1.1.1.6.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.6.1 Ensure Marketing Fulfillment Capability
Brief Description Ensure that there is capability (for example, information, materials, systems and resources) so that the Marketing Fulfillment Response processes can operate effectively. Monitor planned Product Launches and current Marketing Fulfillment activity, then redistribute existing capability or enable new capability (people, facilities, infrastructure). *Desc=* *not featured in standard CBIO offering*

Extended Description Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.11.2 L4: Undertake Marketing Fulfillment Trend Analysis (1.1.1.1.6.2) – Mapping Details

Process Identifier: 1.1.1.1.6.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.6.2 Undertake Marketing Fulfillment Trend Analysis**
Brief Description Undertake trend analysis on marketing, including problems occurring and launch effectiveness. *Desc=* *not featured in standard CBIO offering*

Extended Description Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.12 L3: Support Selling (1.1.1.1.7)

Process Identifier: 1.1.1.1.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Administer and manage the operation of the various sales channels and to ensure that there is capability (for example, information, materials, systems and resources) to support the Selling processes.

Extended Description

The purpose of the Support Selling processes is twofold - to administer and manage the operation of the various sales channels and to ensure that there is capability (for example, information, materials, systems and resources) to support the Selling processes so that they can operate effectively.

These processes monitor current selling trends, and are responsible for the optimization and/or redistribution of existing sales channel capability or for enabling new capability (people, facilities, infrastructure). These processes undertake trend analysis on selling, including problems, successes, profit and loss

Support Selling processes deal with the administration of the Selling processes and the effectiveness of the channels to support new and existing products, as well as existing and potential customers. The processes ensure the effectiveness of the sales staff and channels both in terms of skill sets available, but also in terms of demand forecasting and management of utilization. These processes are also responsible for the administration and management of sales channel incentive, compensation and reward schemes, and for assessing the performance and effectiveness of sales channels.

Other marketing processes, such as Manage Campaign and Product Marketing Communications & Promotion, are responsible for determining the appropriate selling route or channel, and the required selling method and mechanism for specific market segments and channels, by product or product family, e.g., face-to-face contact, telemarketing, etc. Support Selling processes are responsible for ensuring that the sales channels are capable of implementing the required selling method and have the necessary skills and capacity to support the anticipated volumes and type of product in each market segment. These processes are responsible for providing feedback on the performance and effectiveness information as required to other marketing processes.

Sales Channels managed by these processes include retail storefronts, e.g. a third-party retailer or an enterprise's own storefront, various web sites or ISPs, B2B marketplaces or direct relationships with external parties, distributors for that product family, account teams, outbound calling teams, direct sales teams, etc.

The Support Selling processes are responsible for the collection and administration of sales lead s and the associated probabilities, and for the distribution of leads to the appropriate sales channels. Leads are collected from many processes both customer facing processes and back-end processes. This process is responsible to ensure that processes are operating to collect leads wherever they arise, for the management of leads, and for the matching of the lead to the appropriate sales channel. These processes are responsible for distributing the lead into the appropriate sales channel.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.12.1 L4: Ensure Selling Capability (1.1.1.1.7.1) – Mapping Details

Process Identifier: 1.1.1.1.7.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.7.1 Ensure Selling Capability**
Brief Description Ensure that there is capability (for example, information, materials, systems and resources) to support the Selling processes so that they can operate effectively. **(AM)** *Desc=* *Features provided are Motivation, Incentives & Promotions, which are applied via promotion packages, are campaigns or marketing actions that aim to increase the attractiveness of the service provider among customers and potential customers for increasing sales. (reference 1)* *Sale capability is ensured by providing the capability to specify mailings (brochures, flyers, and other marketing material) as well as texts ("As birthday present, we are pleased to annoucned that you are eligble for our exclusive offer ..") (see reference 2)* *Such enablement of capability (like flyers) supports the Selling processes so that they can operate effectively.* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/193846667.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/323028619.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.12.2 L4: Manage Sales Channels (1.1.1.1.7.2) – Mapping Details

Process Identifier: 1.1.1.1.7.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.7.2 Manage Sales Channels
Brief Description

Optimization and/or redistribution of existing sales channel capability or for enabling new capability (people, facilities, infrastructure). administration of the Selling processes and the effectiveness of the channels to support new and existing products, as well as existing and potential customers. The processes ensure the effectiveness of the sales staff and channels both in terms of skill sets available, but also in terms of demand forecasting and management of utilization. These processes are also responsible for the administration and management of sales channel incentive, compensation and reward schemes, and for assessing the performance and effectiveness of sales channels. Other marketing processes, such as Manage Campaign and Product Marketing Communications & Promotion, are responsible for determining the appropriate selling route or channel, and the required selling method and mechanism for specific market segments and channels, by product or product family, e.g., face-to-face contact, telemarketing, etc. Support Selling processes are responsible for ensuring that the sales channels are capable of implementing the required selling method and have the necessary skills and capacity to support the anticipated volumes and type of product in each market segment. These processes are responsible for providing feedback on the performance and effectiveness information as required to other marketing processes.

Sales Channels managed by these processes include retail storefronts, e.g. a third-party retailer or an enterprise's own storefront, various web sites or ISPs, B2B marketplaces or direct relationships with external parties, distributors for that product family, account teams, outbound calling teams, direct sales teams, etc.

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.12.3 L4: Manage Sales Leads (1.1.1.1.7.3) – Mapping Details

Process Identifier: 1.1.1.1.7.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.7.3 Manage Sales Leads
Brief Description Collection and administration of sales lead s and the associated probabilities, and for the distribution of leads to the appropriate sales channels. Leads are collected from many processes both customer facing processes and back-end processes. This process is responsible to ensure that processes are operating to collect leads wherever they arise, for the management of leads, and for the matching of the lead to the appropriate sales channel. These processes are responsible for distributing the lead into the appropriate sales channel. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.12.4 L4: Undertake Selling Trend Analysis (1.1.1.1.7.4) – Mapping Details

Process Identifier: 1.1.1.1.7.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.7.4 Undertake Selling Trend Analysis
Brief Description Undertake trend analysis on selling, including problems, successes, profit and loss. Monitor current selling trends. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.13 L3: Support Customer QoS/SLA (1.1.1.1.8)

Process Identifier: 1.1.1.1.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Support Customer QoS/SLA Management processes by proactively monitoring and assessing the performance of purchased product offerings as a group against agreed QoS/SLA parameters, and monitoring, managing and reporting on the capability of the Customer QoS/SLA Management processes.

Extended Description

The responsibilities of the Support Customer QoS/SLA Management processes are twofold - support Customer QoS/SLA Management processes by proactively monitoring and assessing the performance of purchased product offerings as a group against agreed QoS/SLA parameters, and monitoring, managing and reporting on the capability of the Customer QoS/SLA Management processes.

Proactive management is undertaken using a range of performance parameters, whether technical, time, economic or process related.

The responsibilities of the processes include, but are not limited to:

· Undertaking proactive monitoring regimes of groups of similar purchased product offerings as required to ensure ongoing performance within agreed parameters over time;

· Developing and maintaining, in the product offering repository, acceptable and/or commercially agreed performance threshold standards for purchased product offerings to support the Customer QoS/SLA Management processes;

· Undertaking trend analysis, and producing reports, of the QoS performance of groups of like purchased product offerings to identify any longer term deterioration;

· Monitoring and analyzing the purchased product offering performance analyses produced by the Customer QoS/SLA Management processes to identify problems that may be applicable to purchased product offerings as a whole;

· Aggregate analysis of QoS performance across groups of customers or aggregate analysis of SLA types;

· Sourcing details relating to purchased product offerings performance and analysis from the product offering inventory to assist in the development of trend analyses;

· Logging the results of the analysis into the product offering inventory repository;· Establishing and managing facilities to inform customers of, and negotiate agreement for, planned service outages;

· Tracking and monitoring of the Customer QoS/SLA Management processes and associated costs, and reporting on the capability of the Customer QoS/SLA Management processes;

· Establishing and managing customer notification facilities and lists to support the Customer QoS/SLA Management notification and reporting processes; and

· Supporting the Support Customer QoS/SLA Management process.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.13.1 L4: Ensure Customer QoS/SLA Capability (1.1.1.1.8.1) – Mapping Details

Process Identifier: 1.1.1.1.8.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.8.1 Ensure Customer QoS/SLA Capability
Brief Description Supporting the Support Customer QoS/SLA Management process. **(AM)** *Desc=* *Support for QualityOfServiceRule in Product Offering per customer entity* *Next Link Determines PolicyChargingControl Rule (Gx)* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2236017675.html#2236044555 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2236017675.html#2236042763 **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use.

Interactions
Reserved for future use.

2.13.2 L4: Manage Customer QoS/SLA Management Notification (1.1.1.1.8.10) – Mapping Details

Process Identifier: 1.1.1.1.8.10

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.8.10 Manage Customer QoS/SLA Management Notification**
Brief Description Establishing and managing customer notification facilities and lists to support the Customer QoS/SLA Management notification and reporting processes. **(AM)** *Desc=* *Customer Notifcation facilities for Spending-Status Notification Request are managed over Sy or ESy protocol (reference 1), together with other components involved in PCRF, PCEF etc. How notifications (through the Sy or ESy) are linked to Policies like (QoS) are acribically documented and described by the international organisation 3GPP to which CBIO are conformant, also. Live (near real time messages) can be send to the device (USSD), SMS during, before the start of a session or directly afterwards. When a specific Service limit or threshold has been reached a SNR (Spending-Status Notification Request) will be triggered and inform the customer. The setup & management of such QoS/ or Service Level Management is described in Reference 4. Example the outcome of such policy Control is shown in (reference 3). The management of notifications is shown in (reference 5). The reporting process for Service Classes from triggered Traffic cases is summarized in the SDP Account Management (reference 6). The for more information the reader can refer to the CBIO documentation or 3GPP standards body.* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2235976459.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227219467.html+anchor=2227224843

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2235974667.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2236006923.html+anchor=2236012299

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2328662283-2.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2232495627.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.13.3 L4: Undertake QoS/SLA Performance Trend Analysis (1.1.1.1.8.11) – Mapping Details

Process Identifier: 1.1.1.1.8.11

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.8.11 Undertake QoS/SLA Performance Trend Analysis
Brief Description Undertake trend analysis, and producing reports, of the QoS performance of groups of like purchased product offerings to identify any longer term deterioration. **(AM)** *Desc=* *Policy Group Names, Policy Counter IDs, and Policy Counter Statuses have to be defined in SMA. These values can then be selected from lists in the Policy Group modifier in RMA.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2236006923.html#2236012299 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2236006923.html#2322320139 **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions**

Reserved for future use.

2.13.4 L4: Monitor Product Offerings (1.1.1.1.8.2) – Mapping Details

Process Identifier: 1.1.1.1.8.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.8.2 Monitor Product Offerings**
Brief Description Undertaking proactive monitoring regimes of groups of similar purchased product offerings as required to ensure ongoing performance within agreed parameters over time. **(A)** *Desc=* *Offers are entered in the simulator to be used as input for the simulation of the tree evaluation. This feature allows Marketing to monitor New product Offerings* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2236017675.html#2236046347 **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.13.5 L4: Maintain Product Offering Performance Threshold Standards (1.1.1.1.8.3) – Mapping Details

Process Identifier: 1.1.1.1.8.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.8.3 Maintain Product Offering Performance Threshold Standards
Brief Description Developing and maintaining, in the product offering repository, acceptable and/or commercially agreed performance threshold standards for purchased product offerings to support the Customer QoS/SLA Management processes. **(A)** *Desc=* *UC ID and UT IDs, with corresponding values, can be entered in the Usage Counter IN and Usage Threshold IN in the Usage Counter group* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2236017675.html#2236048139 **Extended Description**

Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.13.6 L4: Monitoring Product Offering Performance Analyses (1.1.1.1.8.4) – Mapping Details

Process Identifier: 1.1.1.1.8.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.1.8.4 Monitoring Product Offering Performance Analyses**
Brief Description Monitoring and analyzing the purchased product offering performance analyses produced by the Customer QoS/SLA Management processes to identify problems that may be applicable to purchased product offerings as a whole. *Desc=not featured in standard CBIO offering*

Extended Description Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.13.7 L4: Aggregate QoS Performance Analysis (1.1.1.1.8.5) – Mapping Details

Process Identifier: 1.1.1.1.8.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.8.5 Aggregate QoS Performance Analysis
Brief Description Aggregate analysis of QoS performance across groups of customers or aggregate analysis of SLA types.

Desc=not featured in standard CBIO offering **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.13.8 L4: Assist Trend Analysis Development (1.1.1.1.8.6) – Mapping Details

Process Identifier: 1.1.1.1.8.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.8.6 Assist Trend Analysis Development
Brief Description

Sourcing details relating to purchased product offerings performance and analysis from the product offering inventory to assist in the development of trend analyses. *Desc=not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.13.9 L4: Log Product Offering Analysis Results (1.1.1.1.8.7) – Mapping Details

Process Identifier: 1.1.1.1.8.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.8.7 Log Product Offering Analysis Results

Brief Description Logging the results of the analysis into the product offering inventory repository. *Desc=not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.13.10 L4: Agree Service Outages (1.1.1.1.8.8) – Mapping Details

Process Identifier: 1.1.1.1.8.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.8.8 Agree Service Outages
Brief Description

Establishing and managing facilities to inform customers of, and negotiate agreement for, planned service outages. **(A)** *Desc=* *Feature Redundant - due to the Architecture of CBIO - Due to multiple Redundancy - System has High Availability* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.13.11 L4: Track Customer QoS/SLA Management Process Capability (1.1.1.1.8.9) – Mapping Details

Process Identifier: 1.1.1.1.8.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.8.9 Track Customer QoS/SLA Management Process Capability

Brief Description

Tracking and monitoring of the Customer QoS/SLA Management processes and associated costs, and reporting on the capability of the Customer QoS/SLA Management processes. **(A)**

Desc=

Tracking and monitoring of the Customer QoS/SLA Management processes

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2236006923.html#2236015883

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2235978251.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.14 L3: Manage Campaign (1.1.1.1.9)

Process Identifier: 1.1.1.1.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Manage individual marketing campaigns developed by Product Marketing Communications & Promotion processes

Extended Description

The purpose of the Manage Campaign processes is to manage individual Marketing Campaigns developed by Product Marketing Communications & Promotion processes. These processes monitor and undertake trend analysis on the effectiveness of the campaigns, make modifications and report results. Manage Campaign processes ensure that Marketing Fulfillment Response is staffed, trained and equipped appropriately to support the specific campaign, whether direct mail, TV ad, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.14.1 L4: Ensure Campaign Support (1.1.1.1.9.1) – Mapping Details

Process Identifier: 1.1.1.1.9.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.9.1 Ensure Campaign Support
Brief Description Ensure that Marketing Fulfillment Response is staffed, trained and equipped appropriately to support the specific campaign, whether direct mail, TV ad, etc. **(A)** *Desc=* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/159723147.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

2.14.2 L4: Undertake Campaign Trend Analysis (1.1.1.1.9.2) – Mapping Details

Process Identifier: 1.1.1.1.9.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.9.2 Undertake Campaign Trend Analysis
Brief Description Monitor and undertake trend analysis on the effectiveness of the campaigns. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.14.3 L4: Modify Campaign (1.1.1.1.9.3) – Mapping Details

Process Identifier: 1.1.1.1.9.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.9.3 Modify Campaign
Brief Description Modify campaign to improve on the effectiveness. **(A)** *Desc=* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/159723147.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

2.14.4 L4: Report Campaign Effectiveness (1.1.1.1.9.4) – Mapping Details

Process Identifier: 1.1.1.1.9.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.1.9.4 Report Campaign Effectiveness
Brief Description Report results on campaign effectiveness. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

3 L2: Bill Invoice Management (1.1.1.10)

Process Identifier: 1.1.1.10

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure the bill invoice is created, physically and/or electronically produced and distributed to customers, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products and services delivered to customers have been applied.

Extended Description

Bill Invoice Management processes ensure the bill invoice is created, physically and/or electronically produced and distributed to customers, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products and services delivered to customers have been applied. These processes are accountable for assuring that enterprise revenue is billed and invoices delivered appropriately to customers.

These processes are responsible for, but not limited to:

• Establishment and application of taxes and charges to the services delivered to customers;

• Application of the adjustment (adjustment decision done in Bill Inquiry Handling);

• Creation of accurate bill invoices including all adjustments, rebates, discounts, credits, etc; and

• Production & distribution of bill in physical and/or electronic form to customers in accordance with the billing cycle;

• Forecasting of physical resources associated with bill production, such as paper and envelope quantities;

• Alignment and management of promotional material insertion into distributed bills; and

• Establishment and management of third party arrangements to support bill invoice generation, production and distribution.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1 L3: Apply Pricing, Discounting, Adjustments & Rebates (1.1.1.10.1)

Process Identifier: 1.1.1.10.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between a Service Provider and the customer.

Extended Description

The purpose of the Apply Pricing, Discounting, Adjustments & Rebates process is to ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between a Service Provider and the customer. In addition, it ensures that the appropriate taxes, rebates (i.e. missed customer commitments) and credits are applied to the customer's bill invoice(s). This process contains the account and customer specific pricing, charges, discounting, credits and taxation for services delivered to the customer by the Service Provider. It accepts events that have been collected, translated, correlated, assembled, guided and service rated. It takes these events and determines the account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer. It reviews any agreed adjustments agreed in the previous billing period and includes these to the bill invoice. This process can occur in real-time as events are service rated, or can be on a scheduled on a periodic basis at the Service Provider's discretion.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.1 L4: Obtain Billing Events (1.1.1.10.1.1) – Mapping Details

Process Identifier: 1.1.1.10.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.10.1.1 Obtain Billing Events**
Brief Description Accept billing events that have been collected, translated, correlated, assembled, guided and service rated before determining the information would be applied to the customer's bill invoice(s). **(A)** **Extended Description** The purpose of the Obtain Billing Events process is to ensure that all billing events for services delivered to the customer by the Service Provider are available for processing. This includes events that have been collected, translated, correlated, assembled, guided and service rated. **(A)** *Desc=* *BCH reads usage data records (UDRs) from the UDR database. Reference data is read either from the Xref files, database or from shared memory*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/252127115.html

Explanatory

This includes events that have been collected, translated, correlated, assembled, guided and service rated.

Mandatory

The purpose of the Obtain Billing Events process is to ensure that all billing events for services delivered to the customer by the Service Provider are available for processing.

Optional

Not used for this process element

Interactions

Not used for this process element

3.1.2 L4: Apply Pricing, Discounting, Adjustments & Rebates to Customer Account (1.1.1.10.1.2) – Mapping Details

Process Identifier: 1.1.1.10.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.1.2 Apply Pricing, Discounting, Adjustments & Rebates to Customer Account
Brief Description

Determine the customer account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer. **(A)**

Extended Description

The purpose of Determine Customer Account process is to determine the customer account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer and ensure that the each cost item included in customer bill invoice(s) can correspond to a correct account through which customer will pay for the cost item. It ensures that the appropriate taxes, rebates (i.e. missed customer commitments) and credits are applied to the customer's bill invoice(s). A customer who may have multiple accounts can pay different cost item with different account. **(A)**

Desc=

processes prepaid as well as postpaid usage, prepaid usage is also included in billing documents

accounting of prepaid and postpaid usage

applies free units

applies price plans and recalculates the related usage charges

passes postpaid as well as prepaid charges to the promotion engine to apply promotions to charges (in prepaid these are discounts on prepaid balances

calculates recurring, one-time and usage charges

performs tax calculation

selects balance information from the database (balance information records)

generates billing documents required to create business documents such as invoices for a customer according to billing account setup (it is possible to have more than one invoice for a customer)

Refer to the Billing Accounts concept for more information.

generates invoice items for both postpaid and prepaid usage charges

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/252127115.html

Explanatory

It ensures that the appropriate taxes, rebates (i.e. missed customer commitments) and credits are applied to the customer's bill invoice(s).

Mandatory

The purpose of Determine Customer Account process is to determine the customer account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer and ensure that the each cost item included in customer bill invoice(s) can correspond to a correct account through which customer will pay for the cost item.

Optional

A customer who may have multiple accounts can pay different cost item with different account.

Interactions

Not used for this process element

3.1.3 L4: Apply Agreed Customer Bill Adjustment (1.1.1.10.1.3) – Mapping Details

Process Identifier: 1.1.1.10.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.1.3 Apply Agreed Customer Bill Adjustment
Brief Description Apply and review any adjustment agreed in the previous billing period and make these included to the bill invoice. **(AM)** **Extended Description** The purpose of the Apply Agreed Customer Bill Adjustment process is to ensure that any adjustments which have been agreed between customer and Service Provider are included in the customer bill invoice. In general, the adjustments are due to errors in customer bill invoices in

previous billing periods or problems related to products and services delivered to the customer by the Service Provider or partners. **(AM)**

Desc=

Bill Adjustments and other credits, payments are treated as negative charges (see reference 1)

A customer care/POS/VIP agent may apply adjustments for various reason, of which an error on the bill might be one reason (see Reference 2).

Prepaid and Postpaid adjustment handling processes are different. payments credit notes etc. are treated in the billcycle n+1 where n is the period where the adjustment, credit notes and payment have been made. (see Reference 3)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/434679435.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/252127115.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/470421771.html

Explanatory

In general, the adjustments are due to errors in customer bill invoices in previous billing periods or problems related to products and services delivered to the customer by the Service Provider or partners.

Mandatory

The purpose of the Apply Agreed Customer Bill Adjustment process is to ensure that any adjustments which have been agreed between customer and Service Provider are included in the customer bill invoice.

Optional

Not used for this process element

Interactions

Not used for this process element

3.2 L3: Create Customer Bill Invoice (1.1.1.10.2)

Process Identifier: 1.1.1.10.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective trading partners.

Extended Description

The primary purpose of the Create Customer Bill Invoice process is the production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective trading partners.

This process contains the invoicing components of the Service Provider’s business. This includes the rendering/formatting of an invoice, the delivery of an electronic copy of an invoice to customers and the processes that verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution. The flow of this process can be viewed as an extension of the company’s e-business strategy. In this case, the Service Provider would render an invoice electronically, via the Internet for example.

Furthermore, this process provides specifications for the formatting of invoices in different ways and to achieve different publishing possibilities, and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers.

Additionally these processes store the customer invoice for a period of time to address regulation and/or internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.2.1 L4: Render & Format Invoice (1.1.1.10.2.1) – Mapping Details

Process Identifier: 1.1.1.10.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.10.2.1 Render & Format Invoice**
Brief Description Render and format the customer bill invoice. **(A)** **Extended Description** This process provides formatting of invoices in different ways and to achieve different publishing possibilities, and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers. **(A)** *Desc=The BGH component creates the XSL stylesheets for the transformation of the XML billing documents into the desired output. Splitting invoices for example for companies with complex account structures is made by the BCH component but how it should be split depends on the number*

of billing accounts that have been defined for a customer, how the payment responsibility has been defined, etc.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/158257675.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/321407755.html?bnr=23551

Explanatory

Not used for this process element

Mandatory

This process provides formatting of invoices in different ways and to achieve different publishing possibilities, and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers.

Optional

Not used for this process element

Interactions

Not used for this process element

3.2.2 L4: Deliver Electronic Invoice (1.1.1.10.2.2) – Mapping Details

Process Identifier: 1.1.1.10.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.10.2.2 Deliver Electronic Invoice**

Brief Description

Deliver the electronic copy of an invoice to customers. **(A)**

Extended Description

The purpose of Deliver Electronic Invoice process is to deliver the electronic copy of an invoice to customers. The flow of this process can be viewed as an extension of the company's e-business strategy. In this case, the Service Provider would render an invoice electronically, via the Internet for example. **(A)**

Desc=Advantages when using iX Bill Presentment are:

user-friendly GUI interface combining all configuration steps

accommodation of multiple input formats from various data sources

high-performance, batch-oriented mass production of business documents

server-based immediate production of business documents

electronic bill presentment, for example through e-mail push service

dynamic change of business document layout through easy drag-and-drop of the corresponding components to layout of business documents

multiple output channels for example print, e-mail, fax, SMS, archiving, Web

communication layer to SAP systems

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/158287371.html?bnr=22292

Explanatory

The flow of this process can be viewed as an extension of the company's e-business strategy. In this case, the Service Provider would render an invoice electronically, via the Internet for example.

Mandatory

The purpose of Deliver Electronic Invoice process is to deliver the electronic copy of an invoice to customers.

Optional

Not used for this process element

Interactions

Not used for this process element

3.2.3 L4: Verify Invoice Quality (1.1.1.10.2.3) – Mapping Details

Process Identifier: 1.1.1.10.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.2.3 Verify Invoice Quality
Brief Description Verify invoice quality before distribution to the customer in electronic form and the process responsible for physical invoice production and distribution. **(AM)** **Extended Description** The purpose of Verify Invoice Quality process is to verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution. Verifying invoice quality is either a manual operation or an automatic behaviour. The process is responsible for ensuring the invoice format and content can meet customer requirements. When verifying invoice quality is failed, the process is also responsible for sending the invoice back to another process to reprocess. **(AM)** *Desc=One method of Verifying Invoice Quality is to apply versions modications to Products and validation the quality of the bill for a batch of customer, insofar it matches the business case*

expectations. These verification do no apply a final bill and allows marketing to seamlessly verify the result of modified business logic. HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/692157579.html **Explanatory** Not used for this process element **Mandatory** The purpose of Verify Invoice Quality process is to verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution. Verifying invoice quality is either a manual operation or an automatic behaviour. The process is responsible for ensuring the invoice format and content can meet customer requirements. When verifying invoice quality is failed, the process is also responsible for sending the invoice back to another process to reprocess. **Optional** Not used for this process element **Interactions** Not used for this process element

3.2.4 L4: Manage Customer Invoice Archive (1.1.1.10.2.4) – Mapping Details

Process Identifier: 1.1.1.10.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.10.2.4 Manage Customer Invoice Archive**

Brief Description

Store the customer invoice for a period of time is to address regulation and/or internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices. **(A)**

Extended Description

The purpose of Management Customer Invoice Archive process is to store the customer invoice for a period of time, to perform regulation and/or serve internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices, and the process is further responsible for archiving the customer invoices to historical customer invoice after a period of time according to Service Provider's management requirements. Furthermore the process is responsible for managing and maintaining archiving cycle. **(A)**

Desc=Delete Archive Handler (DAH) deletes call records stored in the UDR_LT and UDR_ST tables after two configurable archival periods: long-term and short-term (values specified in DRR_COMPLEX_COND.LT_PERIOD and DRR_COMPLEX_COND.ST_PERIOD. Both periods refer to the dispatch dates of the corresponding invoices., which are independent from the batch processing chain:

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/225990283.html

Explanatory

Not used for this process element

Mandatory

The purpose of Management Customer Invoice Archive process is to store the customer invoice for a period of time, to perform regulation and/or serve internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices, and the process is further responsible for archiving the customer invoices to historical customer invoice after a period of time according to Service Provider's management requirements. Furthermore the process is responsible for managing and maintaining archiving cycle.

Optional

Not used for this process element

Interactions

Not used for this process element

3.3 L3: Produce & Distribute Bill (1.1.1.10.3)

Process Identifier: 1.1.1.10.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Physical production and distribution of bills to customers in accordance with the specified billing cycle.

Extended Description

The purpose of the Produce & Distribute Customer Bill Invoice process is the physical production and distribution of bills to customers in accordance with the specified billing cycle. This process is responsible for all activities associated with ensuring a physical bill is delivered to customers.

The responsibilities of the process include, but are not limited to:

• Establishing and managing the physical bill production cycle;

• Establishing the requirements for, and managing the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities;

• Delivery of invoice information to the physical production processes;

• Coordinating with promotional processes for any billing insertions to be included with the bill;

• If internal processes are used, managing availability of paper and envelope volumes to meet the needs of the physical production process;

• If internal production facilities are used, managing the production runs to create the bills; and

• Quality management of the physical production and distribution processes.

Note that in the above processes for establishing arrangements with outsourced suppliers that the Supply Chain Capability Delivery processes are used as the vehicle for creating the commercial agreements.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.3.1 L4: Co-ordinate Billing Insertion (1.1.1.10.3.1) – Mapping Details

Process Identifier: 1.1.1.10.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.10.3.1 Co-ordinate Billing Insertion**
Brief Description Co-ordinate with promotional processes for any billing insertions to be included with the bill. **(A)** **Extended Description** The purpose of Co-ordinate Billing Insertion process is to co-ordinate with promotional processes for any billing insertions to be included with the bill. This process is responsible for determining the content of insertion and the position of insertion in invoice. The insertion can be the service

information provided by Service Provider, advertisements and recommendation of billing for customers. This process is also responsible for ensuring the billing insertion attracting the customer interests and not leading to customer complaints. This process can base customer feedbacks on the insertion to adjust or remove the insertion. **(A)**

Desc=BCH calls MIH (Motivation and Incentive Handler) where MIH determines which applies promotion and discount applies from a customer experience perspective. (reference 1)

The BCH, then, applies different promotion insertion as directed by the MIH. (see reference 2) as an example process of promotions applied to a complex larger corporate customer, that might have different promotions on payment responsible and per customer level.

It is the duty of MIH (Motivation and Incentive Handler) to provide promotions that attracts customers and not create complaints. Gathering of Customer Feedbacks/Reactions are seen as part of Campaign management process have not been implement in Coordinate Bill insertion processes. Feedback & Reactions on inbound channels are seldom in the same media as the output channels.

With iX Bill Presentment eBP (Electronic Bill Presentment), through example email push service is available.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/470394251.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=855773451.html+anchor=855785099

Explanatory

The purpose of Co-ordinate Billing Insertion process is to co-ordinate with promotional processes for any billing insertions to be included with the bill.

Mandatory

This process is responsible for determining the content of insertion and the position of insertion in invoice. The insertion can be the service information provided by Service Provider, advertisements and recommendation of billing for customers. This process is also responsible for ensuring the billing insertion attracting the customer interests and not leading to customer complaints.

Optional

This process can base customer feedbacks on the insertion to adjust or remove the insertion.

Interactions
Not used for this process element

3.3.2 L4: Establish & Manage Bill Production Cycle (1.1.1.10.3.2) – Mapping Details

Process Identifier: 1.1.1.10.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.3.2 Establish & Manage Bill Production Cycle
Brief Description Establish and manage the physical bill production cycle. **(A)** **Extended Description** The purpose of Establish & Manage Bill Production Cycle process is to establish and manage the physical bill production cycle. This process is responsible for identifying the deadline of the customer requiring physical bill productions, time cycle for producing and distributing to ensure that the physical bill production can be received by the customer on time. This process is responsible for ensuring that physical bills are produced in time to be received by customers on time. This process takes production and distribution cycle timing into account when establishing bill production schedules. **(A)** *Desc=Each billing run is triggered by Billing Server, which is a permanent running SOI server. BCH processes the customers assigned to that billing cycle. It is possible to start more than one BCH instance for one billing cycle. Customers of a billing cycle are distributed among various instances of BCH (see reference 1)* *The general interaction between BCH and BGH (Or IX Bill Presentment) is elaborated here, for on demand billing(see reference 2). Of course for standard cycles it will be generated as explained in the earlier paragraph.*

BGH (or optionally IX Bill Presentment) parses the XML output into various formats (pdf, html, postcript, etc.)(see reference 3)

CBIO do not calculate the time cycle backwards for producing and distributing to physical bill production based on the type of bills, promotions and content length of bills. can be received CBIO do not calculate production and distribution cycle timing to calculate bill production schedules that might be different because of the Bill Formatter and Content output.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/252127115.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=328948363.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=158253579.html

Explanatory

The purpose of Establish & Manage Bill Production Cycle process is to establish and manage the physical bill production cycle.

Mandatory

This process is responsible for identifying the deadline of the customer requiring physical bill productions, time cycle for producing and distributing to ensure that the physical bill production can be received by the customer on time. This process is responsible for ensuring that physical bills are produced in time to be received by customers on time. This process takes production and distribution cycle timing into account when establishing bill production schedules.

Optional

Not used for this process element

Interactions

Not used for this process element

3.3.3 L4: Deliver Invoice Information (1.1.1.10.3.3) – Mapping Details

Process Identifier: 1.1.1.10.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.3.3 Deliver Invoice Information
Brief Description Deliver the invoice information to the physical production processes. **Extended Description** The purpose of the Deliver Invoice Information process is to ensure that the invoice information can be delivered to invoice physical production process. The invoice information includes both billing information and insertion information. This process is also responsible for monitoring the status of information delivery channel and ensuring the channel availability. *Desc=* *not featured in standard CBIO offering* **Explanatory** The invoice information includes both billing information and insertion information. **Mandatory** The purpose of the Deliver Invoice Information process is to ensure that the invoice information can be delivered to invoice physical production process. This process is also responsible for monitoring the status of information delivery channel and ensuring the channel availability. **Optional** Not used for this process element **Interactions** Not used for this process element

3.3.4 L4: Administer Commercial Arrangement for Production and Distribution Capability (1.1.1.10.3.4) – Mapping Details

Process Identifier: 1.1.1.10.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.3.4 Administer Commercial Arrangement for Production and Distribution Capability
Brief Description Establish the requirements for, and manage the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities. **Extended Description** The purpose of Administer Commercial Arrangement for Production and Distribution Capability process is to establish the requirements for, and manage the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities. This process is responsible for output of the production and distribution requirements to outsourced supplier and amending the requirements based on the negotiation between Service Provider and outsourced supplier. This process is also responsible for drafting commercial contracts terms, including the responsibilities, payment condition, payment type, SLA, and signing the commercial contract with outsource supplier. *Desc=* *not featured in standard CBIO offering* **Explanatory** Not used for this process element **Mandatory**

The purpose of Administer Commercial Arrangement for Production and Distribution Capability process is to establish the requirements for, and manage the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities. This process is responsible for output of the production and distribution requirements to outsourced supplier and amending the requirements based on the negotiation between Service Provider and outsourced supplier. This process is also responsible for drafting commercial contracts terms, including the responsibilities, payment condition, payment type, SLA, and signing the commercial contract with outsource supplier.

Optional

Not used for this process element

Interactions

Not used for this process element

3.3.5 L4: Manage Paper and Envelope Availability (1.1.1.10.3.5) – Mapping Details

Process Identifier: 1.1.1.10.3.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.3.5 Manage Paper and Envelope Availability

Brief Description

Manage availability of paper and envelope volumes to meet the needs of the physical production process, if internal processes are used.

Extended Description

The purpose of the Manage Paper and Envelope Availability process is to ensure the quantities of papers and envelopes are enough before starting invoice physical production. This process is responsible for ensuring the quality of paper and envelopes that fit the requirements from subsequent invoice physical production processes. For example the volume of envelope is suitable.

If the requirements don’t fit, this process is responsible for detecting the problems and reporting to other processes if required. *Desc=* *not featured in standard CBIO offering* **Explanatory** Not used for this process element **Mandatory** The purpose of the Manage Paper and Envelope Availability process is to ensure the quantities of papers and envelopes are enough before starting invoice physical production. This process is responsible for ensuring the quality of paper and envelopes that fit the requirements from subsequent invoice physical production processes. For example the volume of envelope is suitable. If the requirements don’t fit, this process is responsible for detecting the problems and reporting to other processes if required. **Optional** Not used for this process element **Interactions** Not used for this process element

3.3.6 L4: Manage Production Run to Create Bill (1.1.1.10.3.6) – Mapping Details

Process Identifier: 1.1.1.10.3.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.10.3.6 Manage Production Run to Create Bill**

Brief Description

Manage the production runs to create the bills, if internal production facilities are used.

Extended Description

The purpose of Manage Production Run to Create Bill process is to manage the production runs to create the bills, if internal production facilities are used. This process is responsible for producing the physical bill based on the invoice information and, if necessary, wrapping bills into envelopes. The process also is responsible for monitoring that the produced bills are ready to be distributed.

Desc=

not featured in standard CBIO offering

Explanatory

Not used for this process element

Mandatory

The purpose of Manage Production Run to Create Bill process is to manage the production runs to create the bills, if internal production facilities are used. This process is responsible for producing the physical bill based on the invoice information and, if necessary, wrapping bills into envelopes. The process also is responsible for monitoring that the produced bills are ready to be distributed.

Optional

Not used for this process element

Interactions

Not used for this process element

3.3.7 L4: Manage Physical Production & Distribution Quality (1.1.1.10.3.7) – Mapping Details

Process Identifier: 1.1.1.10.3.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.3.7 Manage Physical Production & Distribution Quality
Brief Description Manage quality of the physical production and distribution processes, if internal production facilities are used. **Extended Description** The purpose of Manage Physical Production & Distribution Quality process is to manage quality of the physical production and distribution processes, if internal production facilities are used. This process is responsible for monitoring the whole physical production and distribution running, check the quality and validity of production and observing the distribution time cycle. The quality and validity of production can include correct association of customer, bill and time period of bill, printing quality, format of the production. This process is responsible for ensuring that the contents of production, including billing parts and insertion parts, are satisfied by customers and the productions can be delivered to customers' address on time and accurately. This process is also responsible for monitoring the efficiency of production process to ensure that the production process can timely produce a large number of productions to avoid distribution delay. *Desc=* *not featured in standard CBIO offering* **Explanatory** Not used for this process element **Mandatory** The purpose of Manage Physical Production & Distribution Quality process is to manage quality of the physical production and distribution processes, if internal production facilities are used.

This process is responsible for monitoring the whole physical production and distribution running, check the quality and validity of production and observing the distribution time cycle.

This process is responsible for ensuring that the contents of production, including billing parts and insertion parts, are satisfied by customers and the productions can be delivered to customers' address on time and accurately.

This process is also responsible for monitoring the efficiency of production process to ensure that the production process can timely produce a large number of productions to avoid distribution delay.

Optional

The quality and validity of production can include correct association of customer, bill and time period of bill, printing quality, format of the production.

Interactions

Not used for this process element

4 L2: Bill Payments & Receivables Management (1.1.1.11)

Process Identifier: 1.1.1.11

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that enterprise revenue is collected through pre-established collection channels and put in place procedures to recover past due payments.

Extended Description

The purpose of the Bill Payments & Receivables Management processes is to ensure that enterprise revenue is collected through pre-established collection channels and put in place procedures to recover past due payments. These processes are responsible for managing customer's billing account, processing their payments, performing payment collections and monitoring the status of the account balance.

These processes are responsible for, but not limited to:

• Establishment and management of customer payment processes and channels;

• Establishment and management of debt collection processes; and

• Establishment and management of third party arrangements to support collection and recovery of past due payments.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.1 L3: Manage Customer Billing (1.1.1.11.1)

Process Identifier: 1.1.1.11.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.11.1 Manage Customer Billing
Brief Description Ensure effective management of the customer’s billing account as it relates to the products purchased and consumed throughout the appropriate billing cycle. **(A)** **Extended Description** The primary purpose of this process pertains to effective management of the customer’s billing account as it relates to the products purchased and consumed throughout the appropriate billing cycle. This process focuses on managing changes to the customer’s billing account (for example, customer billing address, etc.) as it relates to the customer’s service portfolio, such as ensuring that the correct purchased products are assigned to the customer’s billing account for accurate billing. **(A)** *Desc=* *Billing Accounts can be administrated via assignment and have an individual state (active inactive, closed)* *Billing accounts can be explicitly assigned at the following levels:* *ito* *contract* *profile* *contracted service*

contracted service charge type

A contract contains the products references via Rateplans

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/308820107.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/620226315.html?bnr=22554

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.2 L3: Manage Customer Payments (1.1.1.11.2)

Process Identifier: 1.1.1.11.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Collect payments made by the customer and reconcile the payments to the invoices.

Extended Description

The purpose of the Manage Customer Payments process is to collect payments made by the customer and reconcile the payments to the invoices. This process is meant to match these payments with the services/invoices delivered to this customer. These processes can include credit/debit/EFT payments using various channels, either directly or through third parties, and cash or cheque payments, either directly or through third parties.

In all the above cases these processes are responsible for the processes interacting with the customers and/or the third parties. The processes are also responsible for establishing managing back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties. These processes are responsible for reconciling the money received into the bank accounts against the payments expected in the invoices. Additionally these processes inform the Financial Management on all those payments for updating the ledger.

These processes are responsible for establishing the requirements for, and managing any commercial arrangements agreed with, third party suppliers. Note that the Supply Chain Capability Delivery process is used to deliver the commercial agreements.

To the extent that processing of any payments is undertaken internally, i.e. cheque processing, these processes are responsible for managing the operation and quality of the internal processing.

Where payments do not match invoices, this process is responsible for informing the Manage Customer Debt CollectionManage Debt Management processes of any underpayments, and the Bill Inquiry Handling processes for any over-payments . Underpayments and overpayments are handled appropriately by these separate processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.2.1 L4: Manage Customer Payment Plan (1.1.1.11.2.1) – Mapping Details

Process Identifier: 1.1.1.11.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.2.1 Manage Customer Payment Plan
Brief Description Manage payment plans made with the customer. **(A)** **Extended Description** The purpose of Manage Customer Payment Plan process is to establish new payment plans, modify or remove existing payment plans. Customer can decide payment plans to automatically pay bills from a designated account that can be credit card, back account, third party and etc. It also enables paying a bill in installment. For example, customer can apply make a payment $20 per month for $100 bill in 5 months.

The payment plan can enable making a payment by pre-defined payment method. For example, customer defines paying mobile monthly line rental fee by direct debt and paying digital TV programmes by cash. **(A)**

Desc=

The creation of new payment plans, modify or remove existing payment plan is fully supported (see reference 1)

The customer might have different payment methods (see reference 2).

For more complex payment features, like collections or payment via Installments ixCollections is Used.(see reference 3)

Payment Arrange Process itself and impact on other elements are described (see reference 4)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1626825867.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/644087179.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/838277899.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1626825867.html

Explanatory

Customer can decide payment plans to automatically pay bills from a designated account that can be credit card, back account, third party and etc. It also enables paying a bill in installment. For example, customer can apply make a payment $20 per month for $100 bill in 5 months.

The payment plan can enable making a payment by pre-defined payment method. For example, customer defines paying mobile monthly line rental fee by direct debt and paying digital TV programmes by cash.

Mandatory

The purpose of Manage Customer Payment Plan process is to establish new payment plans, modify or remove existing payment plans.

Optional

Not used for this process element

Interactions

Not used for this process element

4.2.2 L4: Collect Customer Payment (1.1.1.11.2.2) – Mapping Details

Process Identifier: 1.1.1.11.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.2.2 Collect Customer Payment
Brief Description Collect payments made by the customer. **(A)** **Extended Description** The purpose of Collect Customer Payment process is to collect the payments from the customer. These processes can include credit/debit/EFT payments using various channels, either directly or through third parties, and cash or check payments, either directly or through third parties. To the extent that processing of any payments is undertaken internally, i.e. check processing, these processes are responsible for managing the operation and quality of the internal processing. Note that the Establish Back-End Bank Account process is used to create the link to collection customer payment via bank. **(A)** *Desc=* *Payment Input Handler (PIH) processes generic bank file formats containing the payment and transaction information.* *PIH reads all payments from the files and inserts the information from the bank files.*

Entries are processed by Payment Transaction Handler (PTH), which initiates the financial transactions. There are various alternative processes that are used by operators. Some prefer to use ERP systems to handle individual customer transactions. Most Larger Tier 1 Operators however have specialized the Financial Domain and have their billing systems also handle invididual customer payment transactions. As mPayments and Mobile Payments mature, this supports the specialization in the Billing Domain and allow efficient auditable traces per customer.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=1626825867.html

Explanatory

Note that the Establish Back-End Bank Account process is used to create the link to collection customer payment via bank.

Mandatory

The purpose of Collect Customer Payment process is to collect the payments from the customer. To the extent that processing of any payments is undertaken internally, i.e. check processing, these processes are responsible for managing the operation and quality of the internal processing.

Optional

These processes can include credit/debit/EFT payments using various channels, either directly or through third parties, and cash or check payments, either directly or through third parties.

Interactions

Not used for this process element

4.2.3 L4: Reconcile Customer Payment (1.1.1.11.2.3) – Mapping Details

Process Identifier: 1.1.1.11.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.11.2.3 Reconcile Customer Payment

Brief Description

Reconcile the payments to the invoices. **(A)**

Extended Description

The purpose of Reconcile Customer Payment process is to reconcile the payments to the invoices. This process is meant to match these payments with the services/invoices delivered to this customer. Where payments do not match invoices, this process is responsible for informing the Manage Customer Debt Collection processes of any underpayments, and the Bill Inquiry Handling processes for any over-payments. Underpayments and overpayments are handled appropriately by these separate processes. These processes are responsible for reconciling the money received into the bank accounts against the payments expected in the invoices. Additionally these processes inform the Financial Management on all those payments for updating the ledger. **(A)**

Desc=

Billing Cycle Handler (BCH) reads all information needed for billing customers in a particular billing cycle (services, rate plans, payment terms etc.), applies charges, and creates XML-based billing documents, which are sent to a configured directory for further processing.

Where payments does not match invoices the difference is automatically rolled-forward for the next billing cycle.

For larger partner the process might be more complex due to payment hierarchies and payment responsibles as well as Organisational structure. Also where debits have long delay (like roaming records), the reconciliation process might stretch over multiple months to finalize a reconcile a historical invoice. (see reference 3)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/252000779.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=1626825867.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=435108363.html

Explanatory

Underpayments and overpayments are handled appropriately by Manage Customer Debt Collection and Bill Inquiry Handling processes.

Mandatory

The purpose of Reconcile Customer Payment process is to reconcile the payments to the invoices. This process is meant to match these payments with the services/invoices delivered to this customer. Where payments do not match invoices, this process is responsible for informing the Manage Customer Debt Collection processes of any underpayments, and the Bill Inquiry Handling processes for any over-payments. These processes are responsible for reconciling the money received into the bank accounts against the payments expected in the invoices. Additionally these processes inform the Financial Management on all those payments for updating the ledger.

Optional

Not used for this process element

Interactions

Not used for this process element

4.2.4 L4: Manage Back-End Bank Account (1.1.1.11.2.4) – Mapping Details

Process Identifier: 1.1.1.11.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.2.4 Manage Back-End Bank Account
Brief Description Manage back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties. **(A)**

Extended Description

The purpose of Manage Back-End Bank Account process is to manage back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties. These processes are responsible for managing payment commercial agreement agreed with banks and the payment interfaces for collecting the customer payments. **(A)**

Desc=

generic Bank Files can be used to manage back-end Bank Transactions (see reference 3)

A number of standard Banking Accounting Transactions is supported to provide feedback or reasoncode for re-issuing a Payment (see Reference 4)

1) Maintain payment instruction.

2) Also, the Payment maintenance tabs can be used to perform reversals, corrections and transfers on payment transactions from debtors.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2235826699.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/698670347.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=435108363.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=161572107.html

Explanatory

Not used for this process element

Mandatory

The purpose of Manage Back-End Bank Account process is to manage back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties. These processes are responsible for managing payment commercial agreement agreed with banks and the payment interfaces for collecting the customer payments.

Optional

Not used for this process element **Interactions** Not used for this process element

4.2.5 L4: Administer Commercial Arrangement for Third Party Supplier (1.1.1.11.2.5) – Mapping Details

Process Identifier: 1.1.1.11.2.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.11.2.5 Administer Commercial Arrangement for Third Party Supplier**
Brief Description Establish the requirements for, and manage any commercial arrangements agreed with, third party suppliers. **(A)** **Extended Description** The purpose of Administer Commercial Arrangement for Third Party Supplier process is to establish the requirements for, and manage any commercial arrangements agreed with, third party suppliers of payment services. The requirements can include payment transfer cycle, payment interface requirements and payment methods requirements. After commercial arrangements are agreed, this process is responsible for monitor the execution of the commercial arrangements. Note that the Supply Chain Capability Delivery process is used to deliver the commercial agreements. **(A)** *Desc=* *The Payment maintenance tabs can be used to perform reversals, corrections and transfers on payment transactions from debtors.*

Third Party Suppliers (example Content Providers) are setup as Partner (reference 2) and are maintainable as stated in (reference 1),

a number of variations are possible for suppliers and partners(see reference 3)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/698880395.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/121717259.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/121717259.html

Explanatory

The requirements can include payment transfer cycle, payment interface requirements and payment methods requirements. Note that the Supply Chain Capability Delivery process is used to deliver the commercial agreements.

Mandatory

The purpose of Administer Commercial Arrangement for Third Party Supplier process is to establish the requirements for, and manage any commercial arrangements agreed with, third party suppliers of payment services. After commercial arrangements are agreed, this process is responsible for monitor the execution of the commercial arrangements.

Optional

Not used for this process element

Interactions

Note that the Supply Chain Capability Delivery process is used to deliver the commercial agreements.

4.3 L3: Manage Customer Debt Collection (1.1.1.11.3)

Process Identifier: 1.1.1.11.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Collect past due payments from the customer.

Extended Description

The purpose of the Manage Customer Debt Collection process is to collect past due payments from the customer. This process monitors the amount due from the customer, i.e. check whether the payments are made on time, and implements necessary activities and policies to recover amounts overdue.

The responsibilities of this process include, but are not limited to:

• Identifying invoices which are overdue for payment;

• Initiating and managing follow-up with customers having overdue amounts;

• Arranging and monitoring payment plans to allow customers to pay overdue amounts in installments;

• Initiating debt recovery activities in accordance with appropriate commercial practice and policies;

• Managing the aged customer debt portfolio;

• Establishing and managing customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis;

• Establishing and managing commercial arrangements with third parties for the recover of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties

Note that these processes may initiate a direct enquiry to the customer and attempt to manage the initial recovery through the Bill Inquiry Handling processes. These processes use policies established by the Support Bill Payments & Receivable Management process to direct any escalation of the recovery processes being employed.

Note that where third party arrangements need to be put in place, these processes are responsible for establishing the requirements for, and managing any commercial arrangements agreed with, third party suppliers. The Supply Chain Capability Delivery process is used to deliver the commercial agreements.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.3.1 L4: Identify Overdue Invoice (1.1.1.11.3.1) – Mapping Details

Process Identifier: 1.1.1.11.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.11.3.1 Identify Overdue Invoice**
Brief Description Identify invoices which are overdue for payment. **(A)** **Extended Description** The purpose of Identify Overdue Invoice process is to identify invoices which are overdue for payment. It monitors the amount due from the customer, i.e. check whether the payments are made on time, and implements necessary activities and policies to recover amounts overdue. **(A)** *Desc=*

Overdue Invoices are detected by using the collection history.

This can be sorted by invoice date (ie old delinquent vs new delinquents, collection date, collection step.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=168835595.html

Explanatory

i.e. check whether the payments are made on time, and implements necessary activities and policies to recover amounts overdue.

Mandatory

The purpose of Identify Overdue Invoice process is to identify invoices which are overdue for payment. It monitors the amount due from the customer

Optional

Not used for this process element

Interactions

Not used for this process element

4.3.2 L4: Administer Overdue Invoice Follow-Up (1.1.1.11.3.2) – Mapping Details

Process Identifier: 1.1.1.11.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.2 Administer Overdue Invoice Follow-Up

Brief Description

Initiate and manage follow-up with customers having overdue amounts. **(A)**

Extended Description

The purpose of Administer Overdue Invoice Follow-Up process is to initiate and manage follow-up with customers having overdue amounts. These processes can be set up routinely or manually.

This process is responsible for setting up the follow-ups based on the policies. The policies are associated to customer's profile such as customer credit, customer group, overdue amounts, debt occurrence times, purchased products and etc. This process is also responsible for modifying or removing the designated follow-ups when the policies or situations are changed.

The follow-ups can include overdue invoice reminding, customer credit control, service restriction, establishing customer debt profile, selling parts of debt portfolios to third party for debt recovery. **(A)**

Desc=

Debt collection represents the process of calculating charges for overdue invoices. In EI you can select invoices for cash collection, change collection charges and exclude individual invoices from the collection process. In AX, the payment status are tracked (see reference 2).

For Financial Staff the standard 30,60,90 day outstanding Collection report is available in the Business Objects Universe

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=670595467.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=698001035.html

Explanatory

These processes can be set up routinely or manually.The follow-ups can include overdue invoice reminding, customer credit control, service restriction, establishing customer debt profile, selling parts of debt portfolios to third party for debt recovery.

Mandatory

The purpose of Administer Overdue Invoice Follow-Up process is to initiate and manage follow-up with customers having overdue amounts.This process is responsible for setting up the follow-ups based on the policies. The policies are associated to customer's profile such as customer credit, customer group, overdue amounts, debt occurrence times, purchased products and etc. This process is also responsible for modifying or removing the designated follow-ups when the policies or situations are changed. **Optional** Not used for this process element **Interactions** Not used for this process element

4.3.3 L4: Manage Overdue Invoice Payment (1.1.1.11.3.3) – Mapping Details

Process Identifier: 1.1.1.11.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.3 Manage Overdue Invoice Payment
Brief Description Arrange and monitor payment plans to allow customers to pay overdue amounts in installments. **(A)** **Extended Description** The purpose of Manage Overdue Invoice Payment process is to arrange and monitor payment plans to allow customers to pay overdue amounts in installments. This process arranges payment plans to allow customers to pay overdue amounts, leads to an agreement with the customers, and monitors the execution of the payment plans.

The payment plan is associated to customer's profile such as the customer's credit, payment history, customer group or purchased products. This process should consider the payment amounts in installment whether can be undertaken by the customer. **(A)**

Desc=

The operator department responsible for collections can retrieve overdue invoices by using the collection history

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/168835595.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=1626825867.html

Explanatory

The payment plan is associated to customer's profile such as the customer's credit, payment history, customer group or purchased products.

Mandatory

The purpose of Manage Overdue Invoice Payment process is to arrange and monitor payment plans to allow customers to pay overdue amounts in installments. This process arranges payment plans to allow customers to pay overdue amounts, leads to an agreement with the customers, and monitors the execution of the payment plans.This process should consider the payment amounts in installment whether can be undertaken by the customer.

Optional

Not used for this process element

Interactions

Not used for this process element

4.3.4 L4: Initiate Customer Debt Recovery Activities (1.1.1.11.3.4) – Mapping Details

Process Identifier: 1.1.1.11.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.11.3.4 Initiate Customer Debt Recovery Activities**
Brief Description Initiate debt recovery activities in accordance with appropriate commercial practice and policies. **(A)** **Extended Description** The purpose of Initiate Customer Debt Recovery process is to initiate customer debt recovery activities in accordance with appropriate commercial practice and policies. This process includes deciding appropriate recovery activities based on debt recovery policies, launching debt recovery activities and monitoring the executions. The debt recovery policies are associated to the customer's profile such as payment history, customer group, purchased products, overdue amounts. This process includes overdue invoice reminding via phone call, SMS, email, by manually or automatically, by humans or applications. This process is also responsible for terminating customer debt recovery activities when the customer pays. **(A)** *Desc=* *DCH retrieves the collectibles and events from the BSCS database and provides them to collection system in collection information records (CIRs) via Data Transmission Application (DaTA). In more detail, shows details of delinquent customer, including credit score, contracted services, previous invoices (history).* *The following actions maybe triggered at various stages in the workflow :* *customer-related actions* *contract-related actions* *service-related actions* *note-related actions* *finance-related actions* *interface-related actions*

(see reference 3)

The workflow is covered in the next eTOM description.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/374356747.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/609984139.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/681419019.html

Explanatory

Not used for this process element

Mandatory

The purpose of Initiate Customer Debt Recovery process is to initiate customer debt recovery activities in accordance with appropriate commercial practice and policies. This process includes deciding appropriate recovery activities based on debt recovery policies, launching debt recovery activities and monitoring the executions.

The debt recovery policies are associated to the customer's profile such as payment history, customer group, purchased products, overdue amounts. This process includes overdue invoice reminding via phone call, SMS, email, by manually or automatically, by humans or applications. This process is also responsible for terminating customer debt recovery activities when the customer pays.

Optional

Not used for this process element

Interactions

Not used for this process element

4.3.5 L4: Manage Aged Customer Debt Portfolio (1.1.1.11.3.5) – Mapping Details

Process Identifier: 1.1.1.11.3.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.11.3.5 Manage Aged Customer Debt Portfolio**
Brief Description Manage the aged customer debt portfolio. **(AM)** **Extended Description** The purpose of Manage Aged Customer Debt Portfolio process is to manage the aged customer debt portfolio. When the customer debt can’t be recovered in a period of time decided by Service Provider, this process is responsible to transform this customer debt to aged customer debt portfolio. This process is responsible for transforming the overdue invoice to the aged customer debt portfolio when it didn’t be recovered after a time of period or based on other triggers according to the Service Provider’s policies. The aged customer debt portfolio should include all the information of the customer debt profiles. The process is also responsible for managing and maintaining transforming cycle. When the overdue payment is recovered after transforming, this process is responsible to remove the aged customer debt portfolio and notice Establish & Manage Customer Debt Profiles process to update the customer debt profile. **(AM)** *Desc=* *Finance have established practices to manage outstanding payments. For iXCollections - one such report is the Accounts Receivable aging report that allows a summary of Customers 30, 60,90,120 (configurable) overdue in payment.* *A workflow of up to 10 steps are available for collection actions. One usual step is to send reminder letter. Thereafter certain parts of the services might be successively barred.* *The feature set is described in supporting remarks of 1.1.1.11.3.4. Example service specific barring, convert to prepaid contract, creation of letters, change of payment arrangements, creation of charges (like reminder fees), notifications (ie via SMS or USSD) at start of collection process and ending, and finally suspension and deactivation of customer contract.*

Depending on the debt type, however the responsible might choose to inform a debt collection agency or to write-it off. In some instances the write-off may entail certain manual steps (see reference 2). To reflect these, automation is set to AM.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/696940555.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/441504907.html

Explanatory

Not used for this process element

Mandatory

The purpose of Manage Aged Customer Debt Portfolio process is to manage the aged customer debt portfolio. When the customer debt can't be recovered in a period of time decided by Service Provider, this process is responsible to transform this customer debt to aged customer debt portfolio.

This process is responsible for transforming the overdue invoice to the aged customer debt portfolio when it didn't be recovered after a time of period or based on other triggers according to the Service Provider's policies. The aged customer debt portfolio should include all the information of the customer debt profiles. The process is also responsible for managing and maintaining transforming cycle.

When the overdue payment is recovered after transforming, this process is responsible to remove the aged customer debt portfolio and notice Establish & Manage Customer Debt Profiles process to update the customer debt profile.

Optional

Not used for this process element

Interactions

Not used for this process element

4.3.6 L4: Establish & Manage Customer Debt Profiles (1.1.1.11.3.6) – Mapping Details

Process Identifier: 1.1.1.11.3.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.11.3.6 Establish & Manage Customer Debt Profiles**
Brief Description Establish and manage customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis. **Extended Description** The purpose of Establish & Manage Customer Debt Profiles process is to establish and manage customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis. The customer debt profile is a part of customer’s profile, which can include customer credit, customer group, overdue date, overdue amounts, overdue occurring times, debt recovery means and occurring times, customer debt recovery response and etc. Other process can base the customer debt profile to upgrade or downgrade the customer credit or apply other controls. This process is responsible for keeping updates of the customer debt profiles according to results from Initiate Customer Debt Recovery Activities process. *Desc=* *not featured in standard CBIO offering* **Explanatory** Not used for this process element **Mandatory** The purpose of Establish & Manage Customer Debt Profiles process is to establish and manage customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis. The customer debt profile is a part of customer’s profile, which can include customer credit, customer group, overdue date, overdue amounts, overdue occurring times, debt recovery means and occurring times, customer debt recovery response and etc. This process is responsible for keeping updates of the customer debt profiles according to results from Initiate

Customer Debt Recovery Activities process. **Optional** Not used for this process element **Interactions** Other process can base the customer debt profile to upgrade or downgrade the customer credit or apply other controls.

4.3.7 L4: Establish & Manage Commercial Debt Recovery Arrangement (1.1.1.11.3.7) – Mapping Details

Process Identifier: 1.1.1.11.3.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.7 Establish & Manage Commercial Debt Recovery Arrangement
Brief Description Establish and manage commercial arrangements with third parties for the recover of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties. **Extended Description** The purpose of Establish & Manage Commercial Debt Recovery Arrangement process is to establish and manage commercial arrangements with third parties for the recovery of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties. This process is responsible for filtering and packaging the aged customer debt portfolios based on the Service Provider's policies, deciding the third parties' action items and monitoring the status of the arrangements. Note that the Supply Chain Capability Delivery process is used to deliver the commercial agreements.

Desc=

not featured in standard CBIO offering

Explanatory

Not used for this process element

Mandatory

The purpose of Establish & Manage Commercial Debt Recovery Arrangement process is to establish and manage commercial arrangements with third parties for the recovery of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties. This process is responsible for filtering and packaging the aged customer debt portfolios based on the Service Provider’s policies, deciding the third parties’ action items and monitoring the status of the arrangements.

Optional

Not used for this process element

Interactions

Note that the Supply Chain Capability Delivery process is used to deliver the commercial agreements.

5 L2: Bill Inquiry Handling (1.1.1.12)

Process Identifier: 1.1.1.12

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure the timely and effective fulfillment of all customer bill inquiries and complaints.

Extended Description

The purpose of Bill Inquiry Handling process is to ensure the timely and effective fulfillment of all customer bill inquiries and complaints. This process is responsible for managing customer interaction as it relates to a customer's billing relationship to a Service Provider. This includes the creation of inquiries against the customer's billing account(s), and management of changes to customer billing account structure and details, the managing of all customer bill inquiry lifecycle, reporting changes and updates and closing of customer bill inquiry when all activities were accomplished. This process can be viewed via traditional means, with a service representative managing the customer or via e-business means. In the latter case, inquiries, complaints and changes to details would be handled via electronic media without the intervention of a representative.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.1 L3: Create Customer Bill Inquiry Report (1.1.1.12.1)

Process Identifier: 1.1.1.12.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.12.1 Create Customer Bill Inquiry Report
Brief Description Create a new customer bill inquiry report. **Extended Description** The objective of the Create Customer Bill Inquiry Report process is to create a new customer bill inquiry report, modify existing customer bill inquiry reports, and request cancellation of existing customer bill inquiry reports. A new customer bill inquiry report may be created as a result of specific customer initiated bill inquiry or complaint notifications. If the customer bill inquiry report is created, the Create Customer Bill Inquiry Report processes are responsible for converting the received information into a form suitable for the Bill Inquiry Handling processes, and for requesting additional information if required. **Explanatory** Reserved for future use. **Mandatory** Reserved for future use.

Optional Reserved for future use. **Interactions** Reserved for future use.

5.2 L3: Create Customer Bill Inquiry (1.1.1.12.1)

Process Identifier: 1.1.1.12.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Create a new customer bill inquiry report.

Extended Description

The objective of the Create Customer Bill Inquiry process is to create a new customer bill in-quiry, modify existing customer bill inquiries, and request cancellation of existing customer bill inquiries.

A new customer bill inquiry may be created as a result of specific customer initiated bill inquiry or complaint notifications.

If the customer bill inquiry is created, the Manage Customer Bill Inquiry processes are respon-sible for converting the received information into a form suitable for the Bill Inquiry Handling processes, and for requesting additional information if required.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.2.1 L4: Generate Customer Bill Inquiry (1.1.1.12.1.1) – Mapping Details

Process Identifier: 1.1.1.12.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.1.1 Generate Customer Bill Inquiry
Brief Description Generate a new customer bill inquiry. **(A)** **Extended Description** The purpose of Generate Customer Bill Inquiry is to generate a new customer bill inquiry. A new customer bill inquiry may be generated as a result of specific customer initiated bill inquiry or complaint notifications. **(A)** *Desc=* *In CX the following options are available to handle Customer Bill Enquiries* *View an image of a specific invoice: Click the Invoice no. link.* *View payment-related information.*

To get a quick overview of all payments related to an invoice, expand the content of the Payments column.

To view the payment plan that is currently active for a specific invoice, click the Payment plan link.

Perform finance-related actions: Select the invoice of interest and the entry from the list box above the table that corresponds to the action you want to perform:

To credit a debit document, for example an outgoing invoice, select Credit.

To record a complaint against a document, select Set to complaint.

To finish a complaint, that is, to set the status of a complaint to 'closed', click Finish complaint.

provides billing and payment-related details of the customer in support of Inquiries

To Manage Bill Inquiry itself refer to first link. For Bill specific information refer to Information Bill at second link

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=252127115.html

Explanatory

Not used for this process element

Mandatory

The purpose of Generate Customer Bill Inquiry is to generate a new customer bill inquiry.

Optional

A new customer bill inquiry may be generated as a result of specific customer initiated bill inquiry or complaint notifications.

Interactions

Not used for this process element

5.2.2 L4: Modify Customer Bill Inquiry (1.1.1.12.1.2) – Mapping Details

Process Identifier: 1.1.1.12.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.1.2 Modify Customer Bill Inquiry
Brief Description Modify existing customer bill inquiries. **(A)** **Extended Description** The purpose of Modify Customer Bill Inquiry process is to modify existing customer bill in-quiries when the bill inquiry or complaint is changed by the customer, a CSR or other processes. This process is also responsible for changing the status of customer bill inquiries/complains. **(A)** *Desc=Also Support Features as a result of Bill Inquiries. For Example The customer has to pay a certain amount before contracted services can be used, this is then persisted in Modify Billing Information* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=252127115.html **Explanatory** Not used for this process element **Mandatory** The purpose of Modify Customer Bill Inquiry process is to modify existing customer bill in-quiries when the bill inquiry or complaint is changed by the customer, a CSR or other processes. This process is also responsible for changing the status of customer bill inquiries/complains. **Optional**

Not used for this process element

Interactions

Not used for this process element

5.2.3 L4: Cancel Customer Bill Inquiry (1.1.1.12.1.3) – Mapping Details

Process Identifier: 1.1.1.12.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.1.3 Cancel Customer Bill Inquiry
Brief Description Request cancellation of existing customer bill inquiry reports. **(A)** **Extended Description** The purpose of Cancel Customer Bill Inquiry process is to cancel existing customer bill inquiries. The cancellation may be caused by the cancellation requests of bill inquiry from the specific customers, a CSR or processes. **(A)** *Desc= To finish a complaint, that is, to set the status of a complaint to 'closed', click Finish complaint.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1 **Explanatory** Not used for this process element

Mandatory The purpose of Cancel Customer Bill Inquiry process is to cancel existing customer bill inquiries. **Optional** The cancellation may be caused by the cancellation requests of bill inquiry from the specific customers, a CSR or processes. **Interactions** Not used for this process element

5.2.4 L4: Convert Customer Bill Inquiry (1.1.1.12.1.4) – Mapping Details

Process Identifier: 1.1.1.12.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.12.1.4 Convert Customer Bill Inquiry**
Brief Description Convert the received information into a form suitable for the Bill Inquiry Handling processes. **(A)** **Extended Description** The purpose of Convert Customer Bill Inquiry process is to convert the received information into a form suitable for the Bill Inquiry Handling processes. This process is responsible for extracting data from received information, and applying the suitable template. **(A)** *Desc=Inquiry is a type of Request that can be converted into a compliant, which are valid or not. As a result of a compliant the customer is entitled to a credit note*

see also Delete and Archive Handler - once the billing process is finished, deletes rated CDRs after a predefined archiving time or after the dispatching date of the bill. In case of a customer complaint the respective CDRs are kept until the complaint has been cleared.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/700078475.html

Explanatory

Not used for this process element

Mandatory

The purpose of Convert Customer Bill Inquiry process is to convert the received information into a form suitable for the Bill Inquiry Handling processes. This process is responsible for extracting data from received information, and applying the suitable template.

Optional

Not used for this process element

Interactions

Not used for this process element

5.2.5 L4: Request Additional Bill Inquiry Information (1.1.1.12.1.5) – Mapping Details

Process Identifier: 1.1.1.12.1.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.1.5 Request Additional Bill Inquiry Information

Brief Description

Request additional information for the Bill Inquiry Handling processes. **(A)**

Extended Description

The purpose of Request Additional Bill Inquiry Information process is to request additional information for the Bill Inquiry Handling processes. The additional information requiring can be happening at anytime during Bill Inquiry Handling process. This process is responsible for avoiding the duplication of the additional bill inquiry information request and ensuring the requested information hasn't already existed in customer bill inquiry. **(A)**

Desc=more Bill information based on the customer contract can be requested through the CX interface

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=252127115.html

Explanatory

Not used for this process element

Mandatory

The purpose of Request Additional Bill Inquiry Information process is to request additional information for the Bill Inquiry Handling processes. The additional information requiring can be happening at anytime during Bill Inquiry Handling process. This process is responsible for avoiding the duplication of the additional bill inquiry information request and ensuring the requested information hasn't already existed in customer bill inquiry.

Optional

Not used for this process element

Interactions

Not used for this process element

5.2.6 L3: Assess Customer Bill Inquiry Report (1.1.1.12.2) – Mapping Details

Process Identifier: 1.1.1.12.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.12.2 Assess Customer Bill Inquiry Report
Brief Description Assess the bill inquiry report to determine the nature of the inquiry, and to determine whether the inquiry has arisen due to circumstances originating in other process areas. **Extended Description** The purpose of the Assess Customer Bill Inquiry Report processes is to assess the bill inquiry report to determine the nature of the inquiry, and to determine whether the inquiry has arisen due to circumstances originating in other process areas. The responsibilities of these processes include, but are not limited to: - Verifying whether the information supplied by the customer is correct; and - Performing assessment and investigation based on the customer provided information to determine whether the circumstances leading to the bill inquiry is linked to the underlying services, or other processes.

The Assess Customer Bill Inquiry Report processes will make the results of the investigation available to other processes. The Assess Customer Bill Inquiry Report processes will update the customer bill inquiry report, as required during the assessment, and when the root cause has been identified.

The Assess Customer Bill Inquiry Report processes will notify the Track & Manage Bill Inquiry Resolution processes when the investigation and assessment is complete.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.3 L3: Assess Customer Bill Inquiry (1.1.1.12.2)

Process Identifier: 1.1.1.12.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Assess the bill inquiry to determine the nature of the inquiry, and to determine whether the in-quiry has arisen due to circumstances originating in other process areas

Extended Description

The purpose of the Assess Customer Bill Inquiry processes is to assess the bill inquiry to de-termine the nature of the inquiry, and to determine whether the inquiry has arisen due to cir-cumstances originating in other process areas.

The responsibilities of these processes include, but are not limited to:

- Verifying whether the information supplied by the customer is correct; and

- Performing assessment and investigation based on the customer provided information to de-termine whether the circumstances leading to the bill inquiry is linked to the underlying services, or other processes.

The Assess Customer Bill Inquiry processes will make the results of the investigation available to other processes. The Assess Customer Bill Inquiry processes will update the customer bill inquiry, as required during the assessment, and when the root cause has been identified.

The Assess Customer Bill Inquiry processes will notify the Track & Manage Bill Inquiry Reso-lution processes when the investigation and assessment is complete.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.3.1 L4: Verify Customer Bill Inquiry (1.1.1.12.2.1) – Mapping Details

Process Identifier: 1.1.1.12.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.2.1 Verify Customer Bill Inquiry
Brief Description Verify whether the information supplied by the customer is correct. **(AM)** **Extended Description** The purpose of Verify Customer Bill Inquiry process is to verify whether the information sup-plied by the customer is correct. For examples: verify customer name, validate customer account number, identify the association of customer and billing account**. (AM)** *Desc=* *Customer Bill Enquiry is verified by manual comparison and inspection of customer query and available online bill* *View payment-related information.* *To get a quick overview of all payments related to an invoice, expand the content of the Payments column.* *To view the payment plan that is currently active for a specific invoice, click the Payment plan link.* *Perform finance-related actions: Select the invoice of interest and the entry from the list box above the table that corresponds to the action you want to perform:* *To Manage Bill Inquiry itself refer to first link. For Bill specific information refer to Information Bill at second link* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1 **Explanatory** For examples: verify customer name, validate customer account number, identify the association of customer and billing account. **Mandatory** The purpose of Verify Customer Bill Inquiry process is to verify whether the information sup-plied by the customer is correct. **Optional** Not used for this process element **Interactions** Not used for this process element

5.3.2 L4: Assess and Investigate Customer Bill Inquiry (1.1.1.12.2.2) – Mapping Details

Process Identifier: 1.1.1.12.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.12.2.2 Assess and Investigate Customer Bill Inquiry**
Brief Description Assess and investigate customer bill inquiry based on the customer provided information. **(AM)** **Extended Description**

The purpose of Assess and Investigate Customer Bill Inquiry is to assess and investigate customer bill inquiry based on the customer provided information to determine whether the circumstances leading to the bill inquiry is linked to the underlying services, or other processes. Update the customer bill inquiry report, as required during the assessment. Make the results of the investigation available to other processes**. (AM)**

Desc=

Customer Bill Inquiry is assessed and investigated by manual comparison and inspection of customer query and available online bill

View payment-related information.

To get a quick overview of all payments related to an invoice, expand the content of the Payments column.

To view the payment plan that is currently active for a specific invoice, click the Payment plan link.

Perform finance-related actions: Select the invoice of interest and the entry from the list box above the table that corresponds to the action you want to perform:

To Manage Bill Inquiry itself refer to first link. For Bill specific information refer to Information Bill at second link

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1

Explanatory

Not used for this process element

Mandatory

The purpose of Assess and Investigate Customer Bill Inquiry is to assess and investigate customer bill inquiry based on the customer provided information to determine whether the circumstances leading to the bill inquiry is linked to the underlying services, or other processes. Update the customer bill inquiry report, as required during the assessment.

Optional

Not used for this process element

Interactions

Make the results of the investigation available to other processes.

5.3.3 L4: Identify Customer Bill Inquiry Root Cause (1.1.1.12.2.3) – Mapping Details

Process Identifier: 1.1.1.12.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.2.3 Identify Customer Bill Inquiry Root Cause
Brief Description Identify the root cause on customer bill inquiry. **(AM)** **Extended Description** The purpose of Identify Customer Bill Inquiry Root Cause is to identify the root cause on cus-tomer bill inquiry and make the results available to other processes. Once the root cause is identified, this process will notify Modify Customer Bill Inquiry process to update the customer bill inquiry report**. (AM)** *Desc=* *Customer Bill Enquiry root cause identification is identified by manual comparison and inspection of financial information and Payments* *View payment-related information.* *To get a quick overview of all payments related to an invoice, expand the content of the Payments column.* *To view the payment plan that is currently active for a specific invoice, click the Payment plan link.* *Perform finance-related actions: Select the invoice of interest and the entry from the list box above the table that corresponds to the action you want to perform:*

To Manage Bill Inquiry itself refer to first link. For Bill specific information refer to Information Bill at second link HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=313752203-1.html+anchor=1703038475-1 **Explanatory** Not used for this process element **Mandatory** The purpose of Identify Customer Bill Inquiry Root Cause is to identify the root cause on cus-tomer bill inquiry and make the results available to other processes. Once the root cause is identified, this process will notify Modify Customer Bill Inquiry process to update the customer bill inquiry report. **Optional** Not used for this process element **Interactions** Not used for this process element

5.3.4 L4: Complete Customer Bill Inquiry Assessment (1.1.1.12.2.4) – Mapping Details

Process Identifier: 1.1.1.12.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.2.4 Complete Customer Bill Inquiry Assessment
Brief Description

Complete the assessment when the investigation and assessment is complete. **(AM)**

Extended Description

The purpose of Complete Customer Bill Inquiry Assessment process is to finish the assessment when the investigation and assessment is complete. This process is responsible for notifying the Track & Manage Bill Inquiry Resolution processes about the completion. **(AM)**

Desc=

finish a Bill request/Inquiry, by setting the status of a complaint to 'Complaint Settled', click Finish complaint. Complaints are assignable per bill run (ie per invoice)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1

Explanatory

Not used for this process element

Mandatory

The purpose of Complete Customer Bill Inquiry Assessment process is to finish the assessment when the investigation and assessment is complete. This process is responsible for notifying the Track & Manage Bill Inquiry Resolution processes about the completion.

Optional

Not used for this process element

Interactions

Not used for this process element

5.4 L3: Authorize Customer Bill Invoice Adjustment (1.1.1.12.3)

Process Identifier: 1.1.1.12.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Adjust the customer’s bill invoice based on detailed assessment and/or policy.

Extended Description

The purpose of the Authorize Customer Bill Invoice Adjustment processes is to adjust the customer’s bill invoice based on detailed assessment and/or policy.

The responsibilities of this process include, but are not limited to:

- Determination of whether policy allows for automated adjustment of the customer bill invoice, and approving any resultant adjustments;

- Undertaking more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment; and

- Recording the results of the adjustment if approved into the records relating to the customer’s bill invoice.

These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes.

The resolution processes may require investigation of the billing processes themselves to de-termine whether the disputed bills are the result of quality errors within the Service Provider processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.4.1 L4: Determine Automated Bill Adjustment (1.1.1.12.3.1) – Mapping Details

Process Identifier: 1.1.1.12.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.12.3.1 Determine Automated Bill Adjustment**
Brief Description Determination of whether policy allows for automated adjustment of the customer bill invoice, and approving any resultant adjustments. **(AM)** **Extended Description** The purpose of Determine Automated Bill Adjustment process is to determine whether policy allows for automated adjustment of the customer bill invoice and approving any resulting ad-justments. When the authorization is approved, this process is responsible for notifying the relevant process to apply the adjustment. **(AM)** *Desc=* *Should the customer have paid just a part of the invoice, the balance is automatically rolled forward to the next month. BCH updates the balance with each new bill amount (with each new billing run),and a balance page billing document is created. The value of the applied Bill adjustment depends on various factors, strongly influenced by the customer profile. There are no predetermined*

amount, since the credit adjustment have a huge variety. Usual practice is that agent are allowed a predetermined maximum amount of credit adjustments, barring that, it would be escalated to his/her supervisor who has a larger adjustment authorization.

IF the adjustment is was due to a complaint, the invoice is credited and apply in the next bill run (reference 1). For often used adjustments (like prepaid) this is limited per user (see reference 2). For more complex customer offerings, this is not limited by the CBIO system, to allow flexibility. For these case manual call centre measures (retrieving a list of adjustment credits per week) are verified

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=427086219-1.html

Explanatory

Not used for this process element

Mandatory

The purpose of Determine Automated Bill Adjustment process is to determine whether policy allows for automated adjustment of the customer bill invoice and approving any resulting ad-justments. When the authorization is approved, this process is responsible for notifying the relevant process to apply the adjustment

Optional

Not used for this process element

Interactions

Not used for this process element

5.4.2 L4: Analyze Detailed Bill Inquiry (1.1.1.12.3.2) – Mapping Details

Process Identifier: 1.1.1.12.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.12.3.2 Analyze Detailed Bill Inquiry

Brief Description

Analyse and investigate to determine whether a bill adjustment is acceptable**.** **(AM)**

Extended Description

The purpose of Analyze Detailed Bill Inquiry process is to undertake more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment. These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes.

The resolution processes may require investigation of the billing processes themselves to determine whether the disputed bills are the result of quality errors within the Service Provider processes**. (AM)**

Desc=

Customer Bill Enquiry is assessed and investigated by manual comparison and inspection of customer query and available online bill

View payment-related information.

To get a quick overview of all payments related to an invoice, expand the content of the Payments column.

To view the payment plan that is currently active for a specific invoice, click the Payment plan link.

Perform finance-related actions: Select the invoice of interest and the entry from the list box above the table that corresponds to the action you want to perform:

To Manage Bill Inquiry itself refer to first link. For Bill specific information refer to Information Bill at second link

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1

Explanatory

Not used for this process element **Mandatory** The purpose of Analyze Detailed Bill Inquiry process is to undertake more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment. These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes. **Optional** The resolution processes may require investigation of the billing processes themselves to determine whether the disputed bills are the result of quality errors within the Service Provider processes. **Interactions** These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes.

5.4.3 L4: Record Customer Bill Invoice Adjustment (1.1.1.12.3.3) – Mapping Details

Process Identifier: 1.1.1.12.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.3.3 Record Customer Bill Invoice Adjustment
Brief Description Record the results of the adjustment if approved into the records relating to the customer's bill invoice. **(A)** **Extended Description**

The purpose of Record Customer Bill Invoice Adjustment process is to record the results of the adjustment if approved into the records relating to the customer's bill invoice. This process is responsible for recording the entire adjustment events including adjustment operator, timestamp and detailed reason, for management purpose. **(A)**

Desc=

Bill Adjustments events are added automatically to the monthly bill, once authorized. The Credit Amount, Applied Date, and the credit reason is supplied. Since this is a credit, the adjustment operator is always negative. Alternatively, charges are positive operators. These are covered as fees in another process. See reference 1.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=313752203-1.html+anchor=1703038475-1

Explanatory

Not used for this process element

Mandatory

The purpose of Record Customer Bill Invoice Adjustment process is to record the results of the adjustment if approved into the records relating to the customer's bill invoice. This process is responsible for recording the entire adjustment events including adjustment operator, timestamp and detailed reason, for management purpose.

Optional

Not used for this process element

Interactions

Not used for this process element

5.5 L3: Track & Manage Customer Bill Inquiry Resolution (1.1.1.12.4)

Process Identifier: 1.1.1.12.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, and escalate any open customer bill inquiries in jeopardy.

Extended Description

The objective of the Track & Manage Customer Bill Inquiry Resolution processes is to efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, and escalate any open customer bill inquiries in jeopardy.

Responsibilities of these processes include, but are not limited to:

- Scheduling, assigning and coordinating analysis and specific customer bill inquiry/complaint adjustment activities;

- Modifying the customer bill inquiry/complaint status;

- Canceling a customer bill inquiry when the specific request was related to a false billing event; and

- Monitoring the jeopardy status of open customer bill inquiries, and escalating customer bill inquiries as necessary.

Note that some specific product and/or service components may be owned and managed by suppliers/partners. In these cases the Track & Manage Customer Bill Inquiry Resolution process is responsible for initiating requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints.

These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.

The Track & Manage Bill Inquiry Resolution processes will also inform the Close Customer Bill Inquiry processes by modifying the customer bill inquiry status to cleared when the specific customer bill inquiry/complaint issues have been resolved.

Desc=

not featured in standard CBIO offering

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.5.1 L4: Schedule Customer Bill Inquiry Analysis and Adjustment Activities (1.1.1.12.4.1) – Mapping Details

Process Identifier: 1.1.1.12.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.1 Schedule Customer Bill Inquiry Analysis and Adjustment Activities
Brief Description

Schedule analysis and specific customer bill inquiry/complaint adjustment activities. **Extended Description** The purpose of Schedule Customer Bill Inquiry Analysis and Adjustment Activities process is to schedule analysis and specific customer bill inquiry/complaint adjustment activities. This process is responsible for planning the analysis and adjustment activities in specific order and allotted time. *Desc=* *not featured in standard CBIO offering* **Explanatory** Not used for this process element **Mandatory** Reserved for future use. **Optional** Not used for this process element **Interactions** Not used for this process element

5.5.2 L4: Assign Customer Bill Inquiry Analysis and Adjustment Activities (1.1.1.12.4.2) – Mapping Details

Process Identifier: 1.1.1.12.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.2 Assign Customer Bill Inquiry Analysis and Adjustment Activities

Brief Description

Assign analysis and specific customer bill inquiry/complaint adjustment activities.

Extended Description

The purpose of Assign Customer Bill Inquiry Analysis and Adjustment Activities process is to assign analysis and specific customer bill inquiry/complaint adjustment activities. This process is responsible for decomposing an activity to subsequent tasks and appointing other processes to accomplish them.

Desc=

not featured in standard CBIO offering

Explanatory

Not used for this process element

Mandatory

The purpose of Assign Customer Bill Inquiry Analysis and Adjustment Activities process is to assign analysis and specific customer bill inquiry/complaint adjustment activities. This process is responsible for decomposing an activity to subsequent tasks and appointing other processes to accomplish them.

Optional

Not used for this process element

Interactions

Not used for this process element

5.5.3 L4: Coordinate Customer Bill Inquiry Analysis and Adjustment Activities (1.1.1.12.4.3) – Mapping Details

Process Identifier: 1.1.1.12.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.3 Coordinate Customer Bill Inquiry Analysis and Adjustment Activities
Brief Description Coordinate analysis and specific customer bill inquiry/complaint adjustment activities. **Extended Description** The purpose of Coordinate Customer Bill Inquiry Analysis and Adjustment Activities process is to coordinate analysis and specific customer bill inquiry/complaint adjustment activities. The process is responsible for ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, coordinating all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate se-quence. *Desc=* *not featured in standard CBIO offering* **Explanatory** Not used for this process element **Mandatory** The purpose of Coordinate Customer Bill Inquiry Analysis and Adjustment Activities process is to coordinate analysis and specific customer bill inquiry/complaint adjustment activities. The process is responsible for ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, coordinating all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate se-quence. **Optional** Not used for this process element **Interactions** Not used for this process element

5.5.4 L4: Monitor Customer Bill Inquiry Jeopardy Status (1.1.1.12.4.4) – Mapping Details

Process Identifier: 1.1.1.12.4.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.12.4.4 Monitor Customer Bill Inquiry Jeopardy Status**
Brief Description Monitor the jeopardy status of open customer bill inquiries. **Extended Description** The purpose of Monitor Customer Bill Inquiry Jeopardy Status process is to monitor the jeop-ardy status of open customer bill inquiries. This process is responsible for keeping close watch over the resolving progress. When customer bill inquiry isn’t handled in time, this process will escalate customer billing inquiry for notification. *Desc=* *not featured in standard CBIO offering* **Explanatory** Not used for this process element **Mandatory** The purpose of Monitor Customer Bill Inquiry Jeopardy Status process is to monitor the jeop-ardy status of open customer bill inquiries. This process is responsible for keeping close watch over the resolving progress. When customer bill inquiry isn’t handled in time, this process will escalate customer billing inquiry for notification. **Optional**

Not used for this process element

Interactions

Not used for this process element

5.5.5 L4: Initiate S/P Customer Bill Inquiry Resolution Request (1.1.1.12.4.5) – Mapping Details

Process Identifier: 1.1.1.12.4.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.5 Initiate S/P Customer Bill Inquiry Resolution Request
Brief Description Initiate requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints. **(AM)** **Extended Description** The purpose of Initiate S/P Customer Bill Inquiry Resolution Request process is to Initiate re-quests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints. Some specific product and/or service components may be owned and managed by suppliers/partners. In these cases, this process is responsible for initiating requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints. **(AM)** *Desc=* *Similiar to Retail Customers, the concept of memos for Business partners are also supported. (see reference 1)* *An on-demand Bill can be created for a S/P (see reference 2). Differnt Modes for Requesting and Generating the Bills are possible (see reference 5).*

Due to the complexity of the Partner Billing Accounts, Hierarchies and Organizational Payment Responsible Structures, a complex analysis is initiated for the S/P Inquiry. See (reference 4) *After a Credit has been established it has to be applied in the Billing Account Hierarchy through adjusting the credit (see reference 3)* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=426795275.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=441114635.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=434462091.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/321377291-2.html **Explanatory** Not used for this process element **Mandatory** The purpose of Initiate S/P Customer Bill Inquiry Resolution Request process is to Initiate re-quests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints. Some specific product and/or service components may be owned and managed by suppliers/partners. **Optional** Not used for this process element **Interactions** In these cases, this process is responsible for initiating requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints.

5.5.6 L4: Modify Customer Bill Inquiry (1.1.1.12.4.6) – Mapping Details

Process Identifier: 1.1.1.12.4.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.6 Modify Customer Bill Inquiry
Brief Description Modify existing customer bill inquiries. **(AM)** **Extended Description** Not used for this process element *Desc=* *Usually only classification information of the Accounting Related Memo is changed(reference 2). If the customer has a valid complaint, or out of goodwill (policy determined by the operator ito Customer Retention Policy, Average ARPU, type of contract, etc., the customer may be credited(see reference 1). This will be reflected automatically during the next bill run.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=313752203-1.html+anchor=1703038475-1 Doc=See demo screen shot **Explanatory** Not used for this process element **Mandatory** The purpose of Modify Customer Bill Inquiry process is to modify existing customer bill in-quiries when the bill inquiry or complaint is changed by the customer, a CSR or other processes. This

process is also responsible for changing the status of customer bill inquiries/complains. **Optional** Not used for this process element **Interactions** Not used for this process element

5.5.7 L4: Cancel Customer Bill Inquiry (1.1.1.12.4.7) – Mapping Details

Process Identifier: 1.1.1.12.4.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.12.4.7 Cancel Customer Bill Inquiry**
Brief Description Request cancellation of existing customer bill inquiry reports . **(AM)** *Desc=* *To finish a complaint, that is, to set the status of a complaint to 'cancel', click Finish complaint (reference 2). Otherwise, the the inquiry have not reached the classification stage of a complaint, the memo can be closed or set to another state (see reference 1)* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703038475-1

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=695614347.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** The purpose of Cancel Customer Bill Inquiry process is to cancel existing customer bill inquiries. **Optional** The cancellation may be caused by the cancellation requests of bill inquiry from the specific customers, a CSR or processes. **Interactions** Not used for this process element

5.6 L3: Report Customer Bill Inquiry (1.1.1.12.5)

Process Identifier: 1.1.1.12.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Report on the customer’s bill inquiry.

Extended Description

The objective of the Report Customer Bill Inquiry processes is to monitor the status of customer bill inquiries, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of customer bill inquiries and managing notifications to other processes and to other parties, including customers, reg-istered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Bill Inquiry Handling processes.

These processes record, analyze and assess the customer bill inquiry status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. These specialized summaries could be specific reports required by specific audiences and/or customers.

These processes also report any identified constraints that can affect customer billing quality standards to other processes. These constraints may include specific resource (billing applica-tion and/or database, for example) failures, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.6.1 L4: Monitor Customer Bill Inquiries (1.1.1.12.5.1) – Mapping Details

Process Identifier: 1.1.1.12.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.5.1 Monitor Customer Bill Inquiries
Brief Description Monitor the status of customer bill inquiries continuously. **(AM)** **Extended Description** The purpose of Monitor Customer Bill Inquiries process is to continuously monitor the status of all customer bill inquires. The monitoring starts when a customer bill inquiry is created until it is cancelled or closed. The process is responsible for logging all the status changes on customer bill inquiries including creation, modification, cancellation and etc. **(AM)** *Desc=* *As in all general interactions a memo is first created on customer interaction, before it it is clear whether it is a problem, inquiry, complaint, or request for information (see Reference 1).* *Assuming that a number of memos have been classified as "Accounting Related Memo", it is possible to filter in the memo overview, and also refining the search by limiting the timewindow. Human interaction is required to select and execute the report (hence the classication to AM)* HTML supportive reference: Doc=See demo screen shot **Explanatory** The monitoring starts when a customer bill inquiry is created until it is cancelled or closed. **Mandatory** The purpose of Monitor Customer Bill Inquiries process is to continuously monitor the status of all customer bill inquires. The process is responsible for logging all the status changes on customer bill inquiries including creation, modification, cancellation and etc. **Optional**

Not used for this process element **Interactions** Not used for this process element

5.6.2 L4: Provide Customer Bill Inquiry Change Notification (1.1.1.12.5.2) – Mapping Details

Process Identifier: 1.1.1.12.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.12.5.2 Provide Customer Bill Inquiry Change Notification**
Brief Description Manage notifications to other processes and to other parties. **(M)** **Extended Description** This purpose of Provide Customer Bill Inquiry Change Notification process is to manage notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Bill Inquiry Handling processes. **(M)** *Desc=* *A followup role can be identified on status change of a memo (of which Bill Inquiry are one type of memo)* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html

Explanatory

Not used for this process element

Mandatory

This purpose of Provide Customer Bill Inquiry Change Notification process is to manage notifications to other processes and to other parties, including customers, registered to receive noti-fications of any status changes.

Optional

Not used for this process element

Interactions

Notification lists are managed and maintained by the Support Bill Inquiry Handling processes.

5.6.3 L4: Provide Management Reports (1.1.1.12.5.3) – Mapping Details

Process Identifier: 1.1.1.12.5.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.5.3 Provide Management Reports
Brief Description Provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. **(AM)** **Extended Description**

The purpose of Provide Management Reports is to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. This process records, analyzes and assesses the customer bill inquiry status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. These specialized summaries could be specific reports required by specific audiences and/or customers.

This process also reports any identified constraints that can affect customer billing quality standards to other processes. These constraints may include specific resource (billing application and/or database, for example) failures, etc. **(AM)**

Desc=

Memos can by overviewed in Back-office tasks > Search for memos > Details

A follow-up person for the category of Billing Inquires can be assigned. Such person will then manually trigger the generation of a report.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/698793995.html

Explanatory

These specialized summaries could be specific reports required by specific audiences and/or customers.

Mandatory

The purpose of Provide Management Reports is to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. This process records, analyzes and assesses the customer bill inquiry status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. This process also reports any identified constraints that can affect customer billing quality standards to other processes.

Optional

These constraints may include specific resource (billing application and/or database, for example) failures, etc.

Interactions

Not used for this process element

5.6.4 L3: Close Customer Bill Inquiry Report (1.1.1.12.6)

Process Identifier: 1.1.1.12.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.12.6 Close Customer Bill Inquiry Report
Brief Description Close a customer bill inquiry report when the bill inquiry/complaint has been resolved. **Extended Description** The objective of the Close Customer Bill Inquiry Report processes is to close a customer bill inquiry report when the bill inquiry/complaint has been resolved. These processes monitor the status of all open customer bill inquiry reports, and recognize that a customer bill inquiry report is ready to be closed when the status is changed to cleared. **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional**

Reserved for future use.

Interactions

Reserved for future use.

5.7 L2 Charging (1.1.1.13)

Process Identifier: 1.1.1.13

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Managing the assignment of a value (monetary or other) to an event or product, or combination (bundle or aggregate) of the above.

Extended Description

The purpose of Charging is to assign a value (monetary or other) to an event or product, or combination

(bundle or aggregate) of the above. The charge may be either a credit or a debit and can be handled either online or offline.

Online charging is performed in real-time, requiring an authorization component which may affect how the service is rendered and enables an operator to provide prepaid services to its customers. Whereas offline charging is performed after the service is rendered and is not required to be done in real-time and generally relates to subscription based products.

The charge may appear on a customer invoice via Apply Pricing, Discounting, Adjustments & Rebates.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.7.1 L3: Perform Rating (1.1.1.13.1)

Process Identifier: 1.1.1.13.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS **1.1.1.13.1 Perform Rating**
Brief Description Calculating the value of the service/product, before, during or after the rendering of the service. **(A)** **Extended Description** Process responsible for calculating the value of the service/product, before, during or after the rendering of the service, based on parameters of the request (type, quantity, etc.), parameters of the customer/subscriber (tariffs, price plans, accumulated usage, contracts, etc.) and other parameters (time-of-day, taxes, etc.). The same request maybe rated differently for different subscribers based on their purchased offers or service agreements. **(A)** *Desc=Rating is performed online or offline by the SDP node or BSCS* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227132427.html?bnr=17738

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2235826699.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.7.2 L3: Apply Rate Level Discounts (1.1.1.13.2)

Process Identifier: 1.1.1.13.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.2 Apply Rate Level Discounts
Brief Description Applies discounts to product prices. **(A)** **Extended Description** This process applies discounts to product prices at an individual product level. A discount may be expressed as a monetary amount or percentage, and modifies a price for a product. When a

discount is expressed as a percentage, the discounting process determines the discount calculated in relation to the price for the product.

The discount may be displayed as a separate entry on the bill or may be combined with the rate for the product to only show as one entry.

Discounts may be a one-time event or may have some duration (days, months, life of product, etc.). Discounts may apply to a specific customer or be generally available based on selection of products (for example - bundles). Discounting structures may involve tiers, tapers, or thresholds. **(A)** *Desc=Rate level discounts based on price factors, active offers, communities, friends and family as well as counter and account values. See last reference for Tier, Threshold, Scale.*

See reference 4,7 for details on Scale. 5 & 6 For Tier

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227132427.html?bnr=17738#2227165835

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227132427.html?bnr=17738#2227171211

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322112651.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/495352459.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/glossary_20.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/196509963.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional Reserved for future use. **Interactions** Reserved for future use.

5.7.3 L3: Aggregate Items For Charging (1.1.1.13.3)

Process Identifier: 1.1.1.13.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.3 Aggregate Items For Charging
Brief Description Manages the accumulation of items that may be used in the selection of a value or in calculation of a rate/discount. **(A)** **Extended Description** This process is responsible for accumulating contributing items, which can be quantities, values (monetary or other) or both. Aggregation can occur over time or can be initiated to gather a "snapshot" of the items at a point in time. The aggregated items may be used in Perform Rating or Apply Rate Level Discounts to determine the applicable price or discount and may further be used as a quantity in the calculation of a rate or discount. **(A)** *Desc=Immediate & Historic usage is aggregated in usage counters, which can be used as input to rating decisions.*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227132427.html?bnr=17738#2227209995

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/851627915.html

http://cpistore.internal.ericsson.com/alexserv?AC=LINKEXT&LI=EN/LZN7410126R11B&FN=14_1553-FAM901107_5Uen.Y.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.8 L3 Manage Customer Charging Hierarchy (1.1.1.13.4)

Process Identifier: 1.1.1.13

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Managing the charging relationships among subscribers. **(A)**

Extended Description

Customer hierarchies are commonly used for corporate customers, family plans or other type of affinity groups. This process manages the charging relationships among subscribers, e.g. sharing, inheriting or restricting balances, price plans and discounts. Thereby assuring that a charge is added to or subtracted from the correct (sub-)account balance. **(A)**

Desc=Rating structures are used for Calculating value. The evaluation of the structure determines how voice calls and other services are charged.While a call is in progress, the structure is continually evaluated to determine the applicable charge during each stage of the call.Different rates or fees can be charged for a call depending on how the call meets certain defined conditions. The rating process can also be controlled to deduct money or units from different accounts related to the subscriber via dedicated or shared accounts.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2233003531.html#2233005323

http://cpistore.internal.ericsson.com/alexserv?AC=LINKEXT&LI=EN/LZN7410126R11B&FN=19_1553-FAM901107_5Uen.J.htmlhttp://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227132427.html?bnr=17738#2227197451

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.8.1 L4: Calculate Service/Product Value (1.1.1.13.4.1) – Mapping Details

Process Identifier: 1.1.1.13.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.13.4.1 Calculate Service/Product Value**
Brief Description Calculate the value of the service/product, before, during or after the rendering of the service. **(A)** **Extended Description** The purpose of Calculate Service/Product Value process is to calculate the value of the service/product, before, during or after the rendering of the service, based on parameters of the request (type, quantity, etc.), parameters of the customer/subscriber (tariffs, price plans, accumulated usage, contracts, etc.) and other parameters (time-of-day, taxes, etc.). The same request maybe rated differently for different subscribers based on their purchased offers or service agreements. **(A)** *Desc=* *Rating structures are used for Calculating value. The evaluation of the structure determines how voice calls and other services are charged.While a call is in progress, the structure is continually evaluated to determine the applicable charge during each stage of the call.Different rates or fees can be charged for a call depending on how the call meets certain defined conditions.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2233003531.html#2233005323 **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.8.2 L3: Provide Advice of Charge/Rate (1.1.1.13.5)

Process Identifier: 1.1.1.13.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.5 Provide Advice of Charge/Rate
Brief Description Provide advice of charge/rate. **(A)** **Extended Description** The activity of Provide Advice of Charge/Rate is responsible for providing advice on rates, in real-time or offline, an estimate or value of the charge or rate for a specific usage or service request. The advice is usually based upon performing a full rating process for the request. The accuracy of the Advice underlies the complexity of the product offering - so that a 100% accurate AOC might not always be available in realtime. In these cases alternatives are ususally seeked (for example offline presentation / product type offering change. Advice of charge can be provided pre-, during or post event. Advice of charge can be used/utilized by several different end-2-end processes **(A)** *Desc=57 fields are supported ito AoC for a variety of processes associated with Advice of Charge. Feature support for roaming, MOC, MTC, Routing and other simple Services Like FWD, Transaction ID for example if content/complex bundle (Bundle Price Identifier) AoC is to be provided. These micro /*

macropayments may involve 2 or 3 phase commits, where AoC is part of once step of such transaction. Also the destination, current location, applicable taxaction, related commisions as well as the unit of Measure (Price, Time, Volume). AoC is usually a short state subfunctionality of Rating, however, it is also possible to provide AoC using longer calculation periods. This depends on the destination target process (ie whether used for outbound channels like USSD, SMS, Online/Portal/App Quotations etc.)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=Converter1114095717673.html+anchor=Converter1114095718048

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.9 L2 Manage Billing Events (1.1.1.14)

Process Identifier: 1.1.1.14

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Encompasses the functions required to guide, distribute, mediate, summarize, accumulate, and analyze billing event records.

Extended Description

The billing events management processes encompass the functions required to guide, distribute, mediate, summarize, accumulate, and analyze billing event records. These processes may occur in real-time, near real-time, or may be executed on a periodic basis.

Billing event records include records produced by network elements (service events), records that indicate the need for periodic billing of a reoccurring product rate, and records that indicate the need for billing of a non-reoccurring rate.

The guiding processes ensures that the event records used in the billing processes are appropriately related to the correct customer billing account and products.

The billing event records are edited and if necessary reformatted (mediated) to meet the needs of subsequent processes. The billing event records may also be enriched with additional data during this process.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.10 L3 Enrich Billing Events (1.1.1.14.1)

Process Identifier: 1.1.1.14.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Enrich billing event records with additional data.

Extended Description

The Enrich Billing Events processes will augment the billing event records by adding data to the records from sources such as customer, product, or other reference data.

A billing event may be assigned a price without consideration of specific product or customer information. The assigned price may be used to enrich the billing event record.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.10.1 L4: Add Billing Event Data (1.1.1.14.1.1) – Mapping Details

Process Identifier: 1.1.1.14.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.1.1 Add Billing Event Data
Brief Description Add data to the records from sources such as customer, product, or other reference data to augment the billing event records. **(A)** **Extended Description** The purpose of Add Billing Event Data process is to add data to the records from sources such as customer, product, or other reference data to augment the billing event records. This process is responsible for enriching billing events with additional data which is not provided by or known by services providing the billing events, but needed by other billing processes. An example of such data is service to product mapping information and subscriber identity to customer mapping information. Data can be fetched from internal configuration or be looked up in data sources. Hence this process is also responsible for obtain additional data s from corresponding data sources based on each billing events record information. **(A)** *Desc=* *1) Additional billing data not provided by the rating process can be fetched as part of the billing process (reference 1) or* *2) be pre-enriched by the mediation component that is responsible for transporting the rated charges to the billing component. see MM8.pdf (reference 2). A well known example of this, for Tier1 operators, is the enrichment of MVNO reference data that influences split billing, billing on behalf, settlements and the "standard" billing process.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1704044555.html?bnr=23551 http://cpistore.internal.ericsson.com/alexserv?AC=LINKEXT&LI=EN/LZN7050037R3D&FN=1_22102-FAM901469Uen.E.pdf **Explanatory**

An example of such data is service to product mapping information and subscriber identity to customer mapping information. Data can be fetched from internal configuration or be looked up in data sources. **Mandatory** The purpose of Add Billing Event Data process is to add data to the records from sources such as customer, product, or other reference data to augment the billing event records. This process is responsible for enriching billing events with additional data which is not provided by or known by services providing the billing events, but needed by other billing processes.Hence this process is also responsible for obtaining additional data from corresponding data sources based on each billing events record information. **Optional** Not used for this process element **Interactions** Not used for this process element

5.10.2 L4: Assign Billing Event Price (1.1.1.14.1.2) – Mapping Details

Process Identifier: 1.1.1.14.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.14.1.2 Assign Billing Event Price**
Brief Description Assign a price to a billing event without consideration of specific product or customer information. The assigned price may be used to enrich the billing event record. **(A)** **Extended Description**

The purpose of Assign Billing Event Price process is to assign a price to a billing event without consideration of specific product or customer information. The assigned price may be used to enrich the billing event record. This process performs static rating of service events without considering customer or product information. As an example, originating on-net call CDRs are priced at $1 per started minute during peak hours, without considering customer data or agreements for the involved user which could affect the final price paid.

This process may assign a price to a billing event automatically according to pre-configured rules, or manually. **(A)**

Desc= As part of the rating it is possible to do a pre-analysis, which could mean that a simpler rating tree is used that for example will not consider any customer parameters.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2232947979.html?bnr=23551#2232949771

Explanatory

The assigned price may be used to enrich the billing event record. As an example, originating on-net call CDRs are priced at $1 per started minute during peak hours, without considering customer data or agreements for the involved user which could affect the final price paid.

Mandatory

The purpose of Assign Billing Event Price process is to assign a price to a billing event without consideration of specific product or customer information. This process performs static rating of service events without considering customer or product information.

Optional

This process may assign a price to a billing event automatically according to pre-configured rules, or manually.

Interactions

Not used for this process element

5.11 L3 Guide Billing Events (1.1.1.14.2)

Process Identifier: 1.1.1.14.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensures that the event records used in the billing processes are related to the correct customer billing account and subscribed products.

Extended Description

The Guide Billing Events processes ensure that the event records used in the billing process relate to the correct customer billing account and products. A specific event record may be related to multiple customer billing accounts and subscribed products.

Distribution of billing event records to other processes may also occur.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.11.1 L4: Ensure Billing Event Usage (1.1.1.14.2.1) – Mapping Details

Process Identifier: 1.1.1.14.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.2.1 Ensure Billing Event Usage
Brief Description Ensure that the event records used in the billing process relate to the correct customer billing account and products. **(A)** **Extended Description** The purpose of Ensure Event Record Usage process is to ensure that the event records used in the billing process relate to the correct customer billing account and products. A specific event record may be related to multiple customer billing accounts and subscribed products. **(A)** *Desc=Mbilling Evnet Usage is ensured by various mappings to product, customer and accounts* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/878859787.html **Explanatory** A specific event record may be related to multiple customer billing accounts and subscribed products. **Mandatory** The purpose of Ensure Event Record Usage process is to ensure that the event records used in the billing process relate to the correct customer billing account and products. **Optional**

Not used for this process element

Interactions

Not used for this process element

5.11.2 L4: Distribute Billing Event (1.1.1.14.2.2) – Mapping Details

Process Identifier: 1.1.1.14.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.2.2 Distribute Billing Event
Brief Description Distribute billing event records to other processes. **(A)** **Extended Description** The purpose of Distribute Billing Event process is to distribute billing events to other processes which need access to billing events. As a typical example, billing events are transferred to Charging process for event/product charging via this process. In general, the billing events are distributed in the specific format, e.g. plain text format, binary format, XML format. This process is also responsible for recording distribution logs to avoid duplicated billing event distribution. **(A)** *Desc=BCH can be used for distributing Billing events for different purposes* *on-demand billing* *immediate billing* *regular billing* *debit node billing*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/252127115.html

Explanatory

As a typical example, billing events are transferred to Charging process for event/product charging via this process. In general, the billing events are distributed in the specific format, e.g. plain text format, binary format, XML format.

Mandatory

The purpose of Distribute Billing Event process is to distribute billing events to other processes which need access to billing events. This process is also responsible for recording distribution logs to avoid duplicated billing event distribution.

Optional

Not used for this process element

Interactions

Not used for this process element

5.12 L3 Mediate Billing Events (1.1.1.14.3)

Process Identifier: 1.1.1.14.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Edits and reformats data for recipient applications.

Extended Description

The Mediate Billing Events process edits and reformats the data record to meet the needs of a recipient application.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.12.1 L4: Edit Billing Event (1.1.1.14.3.1) – Mapping Details

Process Identifier: 1.1.1.14.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.3.1 Edit Billing Event
Brief Description Edit the data record for recipient applications. **(A)** **Extended Description**

This process is responsible for editing billing events to adapt to the contents expected by receiving processes and applications. This includes examining individual fields in billing events, modifying the contents of individual fields in billing events and removing unwanted data and fields, identifying billing event type.

Additionally, this process is also responsible for billing events consolidation, billing event splitting, billing events correlation and duplicated billing events deletion if necessary. **(A)**

Desc=CDR, xDR are converted into UDR form to ensure that all necessary information is available.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/381628811.html

Explanatory

Not used for this process element

Mandatory

This process is responsible for editing billing events to adapt to the contents expected by receiving processes and applications. This includes examining individual fields in billing events, modifying the contents of individual fields in billing events and removing unwanted data and fields, identifying billing event type.

Additionally, this process is also responsible for billing events consolidation, billing event splitting, billing events correlation and duplicated billing events deletion if necessary.

Optional

Not used for this process element

Interactions

Not used for this process element

5.12.2 L4: Reformat Billing Event (1.1.1.14.3.2) – Mapping Details

Process Identifier: 1.1.1.14.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.3.2 Reformat Billing Event
Brief Description Reformat the data record for recipient applications. **(A)** **Extended Description** The purpose of Reformat Billing Event process is to reformat billing events to adapt to the format expected by receiving processes and applications. This includes examining individual fields in billing events and translating billing events from one format to another Additionally, this process is also responsible for maintenance the input and output format template. **(A)** *Desc=A Bill can be reformatted into various postprocessing target formats, that depends on the destination (ie Letter/Paper, Electronic /Email, or SMS). Also each one of the channels might have different bill layout and detail format that is selectable via the MASTER_XSL stylesheets to provide for example summary bill or call detail bill format (for paper saving). This is either by customer choice or chargable as service.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/dbref_BGH_BILL_FORMAT.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html **Explanatory** Not used for this process element **Mandatory**

The purpose of Reformat Billing Event process is to reformat billing events to adapt to the format expected by receiving processes and applications. This includes examining individual fields in billing events and translating billing events from one format to another

Additionally, this process is also responsible for maintenance the input and output format template.

Optional

Not used for this process element

Interactions

Not used for this process element

5.13 L3 Report Billing Event Records (1.1.1.14.4)

Process Identifier: 1.1.1.14.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Generate reports on billing event records based on requests from other processes.

Extended Description

The purpose of the Report Billing Event Record processes is to generate reports on billing event records based on requests from other processes.

These processes produce reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints.

Investigation of problems related to these event records is also part of this process.

These processes also support other processes such as customer review of billing events (pre-billing and post-billing).

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.13.1 L4: Generate Billing Event Report (1.1.1.14.4.1) – Mapping Details

Process Identifier: 1.1.1.14.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.4.1 Generate Billing Event Report
Brief Description Generate reports on billing event records based on requests from other processes. **(A)** **Extended Description** The purpose of the Generate Billing Event Report process is to generate reports on billing event records. This process produces reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints. **(A)** *Desc=Reports available in Output Files or, on the process itself as logfiles* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/381856011.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/470508811.html **Explanatory** Not used for this process element **Mandatory** Reserved for future use. **Optional** Not used for this process element **Interactions** Not used for this process element

5.13.2 L4: Investigate Billing Event Related Problem (1.1.1.14.4.2) – Mapping Details

Process Identifier: 1.1.1.14.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.4.2 Investigate Billing Event Related Problem
Brief Description Investigate problems related to billing event records. **(AM)** **Extended Description**

The purpose of the Investigate Billing Event Related Problem process is to investigate problems related to billing event records. Where reporting indicates problems with billing event records such as data format errors, configuration problems, system or network problems this process initiates and manages an investigation and follow-up of the indicated problems**. (AM)** *Desc=Billing Event Related problem depends on tracing automated log files with Manual investigation* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/470508811.html **Explanatory** Not used for this process element **Mandatory** The purpose of the Investigate Billing Event Related Problem process is to investigate problems related to billing event records. Where reporting indicates problems with billing event records such as data format errors, configuration problems, system or network problems this process initiates and manages an investigation and follow-up of the indicated problems. **Optional** Not used for this process element **Interactions** Not used for this process element

5.13.3 L4: Support Billing Event Related Process (1.1.1.14.4.3) – Mapping Details

Process Identifier: 1.1.1.14.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.14.4.3 Support Billing Event Related Process

Brief Description

Support other processes such as customer review of billing events (pre-billing and post-billing). **(A)**

Extended Description

The purpose of the Support Billing Event Related Process process is to support other processes which use or consume billing events. This process manages report requests from other processes. An example of such a process is customer review of billing events (pre-billing and post-billing). **(A)**

Desc=The following billing modes are available :

Regular billing is also known as billing cycle billing and regularly (generally monthly) produces invoices.

On-demand billing happens between two billing cycles and is processed with day precision.

Immediate billing happens between two billing cycles and the processing includes everything up to the precise moment the immediate billing run is started (second precision)

Debit note billing occurs when requests for the generation of debit notes are sent to the system by an external debt collection application

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/252246283.html

Explanatory

An example of such a process is customer review of billing events (pre-billing and post-billing).

Mandatory

The purpose of the Support Billing Event Related Process process is to support other processes which use or consume billing events.

Optional

Not used for this process element

Interactions

This process manages report requests from other processes.

5.14 L2 Manage Balances (1.1.1.15)

Process Identifier: 1.1.1.15

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Management of customer and/or subscriber account balances.

Extended Description

This process is responsible for holding, calculating, applying policies and managing functionality/interfaces for the account balances of a customer and/or a subscriber.

Here the values resulting from rating and the application of discounts are applied to a customer's balance. The balance affected by the value may be monetary or other balances such as minutes, points, or tokens. Authorizing service requests based on available balance is optional.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.14.1 L3: Manage Balance Containers (1.1.1.15.1)

Process Identifier: 1.1.1.15.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.15.1 Manage Balance Containers
Brief Description Hold and maintain the different balances that a customer and/or a subscriber may have. **(A)** **Extended Description** This process manages the balance containers assigned to a customer and/or subscriber and is used to keep track of usage events, providing input for decision making processes (such as service or product authorization) by means of the balance policies. The containers include monetary and non-monetary balances (or shared) and are used as prepaid balances (enabling realtime service or product authorization), postpaid balances (in conjunction with an Account-Receivables [AR] application). Examples of non-monetary balances and allowances are: free minutes, WAP-only quota, etc. **(A)** *Desc=The main account, dedicated accounts, usage accumulators and usage counters are all used to store account balances. The Periodic Account Management function can be used to manage the accounts periodically. See paragraph "Dedicated Accounts" onwards in reference.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227048971.html?bnr=23551#2227061515 **Explanatory**

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.14.2 L3: Manage Balance Policies (1.1.1.15.2)

Process Identifier: 1.1.1.15.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.15.2 Manage Balance Policies
Brief Description Executing policies per balance or balance type. **(A)** **Extended Description** Balance policies are rules that describe how balance affecting events are to be handled. This is done by comparing the value of each event against criteria such as the following: - a minimum allowable balance limit (e.g. balance must remain above zero),

- balance expiration dates,

- balance thresholds actions and notifications and

- roll-over & cyclic policies. **(A)**

Desc=Pre-analysis, account selection and account values used in rating conditions.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2232974859.html?bnr=23551#2232976651

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.14.3 L3: Manage Balance Operations (1.1.1.15.3)

Process Identifier: 1.1.1.15.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS

1.1.1.15.3 Manage Balance Operations

Brief Description

Allow different operations to be performed on the managed balance. **(A)**

Extended Description

Balance operations processes the charged events, using balance policies and then guides the results towards the relevant balance containers. Operations include :

- Reserving amounts from any balance for any session, and crediting unused reservations back into the balance, when a session is released.

- Updating balances by applying charges to the balance and credit/debit adjustments.

- Balance queries.

- Transferring amounts from one balance to another. **(A)**

Desc=Charging is guided by the use of selection trees that are all evaluated as part of the charging process. There are a number of trees for different purposes where some are evaluated before the session is started, like account selection, some are evaulated during the session, like the rating tree, and some are evaluated after the session like the bonus and notification trees. The trees contain conditions that will eventually lead to a modifier that normally refers to some type of action. Both the modifiers and conditions can use both session and account related parameters to make decisions on how the balances should be updated.

Periodic actions can also be defined by using the Periodic Account Management function (PAM)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227048971.html?bnr=17738#2227109131

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227048971.html?bnr=17738#2227074571

Explanatory

Reserved for future use.

Mandatory

Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.14.4 L3: Authorize Transaction Based on Balance (1.1.1.15.4)

Process Identifier: 1.1.1.15.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.15.4 Authorize Transaction Based on Balance
Brief Description Manages authorization of service/ product requests based on available balances (monetary or non-monetary) and policies. **(A)** **Extended Description** This process may include balance reservation and must be performed online. Subsequent balance updates are not required to be done in real-time. In this context a service is provided by the network, e.g. voice call. Product is digital content delivered via the network, e.g. content such as music, games, etc. **(A)** *Desc=The online rating always considers the account values before a service is authorized. Individual limits both in terms of units and money can also be defined that will impact the service evaluation process.*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227132427.html?bnr=23551

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2235535499.html?bnr=17738

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.15 L2 Customer Management (1.1.1.16)

Process Identifier: 1.1.1.16

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Manage the relationship of the Customer and the enterprise.

Extended Description

The purpose of this process is to manage the relationship of the Customer and the enterprise. This process may be triggered at very early stages of the customer lifecycle (for example, for leads and prospects which are potential customers) and until the termination of the customer relationship between the enterprise and the customer. This processes is in charge of managing the customer relationship with the enterprise and of the customer profile. This process ensure that each cusomer gets a unique identity and that customer identites are not duplicated in the enterprise. This process is also in charge of evaluating the customer value, the customer risk (credit risk, fraud risk, influence risk, and churn risk) of validating the customer satisfaction.

The customer data is managed by the Customer Information Management process.

Explanatory

Not used for this process element.

Mandatory

Not used for this process element.

Optional

Not used for this process element.

Interactions

Not used for this process element.

5.16 L3 Enable Retention & Loyalty (1.1.1.16.1)

Process Identifier: 1.1.1.16.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Manage all functionalities related to the retention of acquired customers, and the use of loyalty schemes in the potential acquisition of customers. **(A)**

Extended Description

Retention & Loyalty processes deal with all functionalities related to the retention of acquired customers, and the use of loyalty schemes in the potential acquisition of customers. They establish a complete understanding of the needs of the customer, a determination of the value of the customer to the enterprise, determination of opportunities and risks for specific customers, etc. These processes collect and analyze data from all enterprise and customer contact. **(A)**

Desc=

The MI module in BSCS is responsibile for Motivation and Incentives to motivate customer loyalty and promote retention (se Reference 1). The MIH has stateful logic to track current customer state, the applicability of an incentive for a new campaign or free unit for a current, backdated or future incentive (see reference 2), for example the applicability of Free-Units for the next billing cycle. (see reference 3). See case studies (reference 4)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/363375371.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/158802827.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/223929867.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/363259659.html?bnr=22292

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.17 L4 Build Customer Insight (1.1.1.16.1.1)

Process Identifier: 1.1.1.16.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that Service Provider and the customer feel confident that the relationship is founded on up-to-date, accurate and legally compliant information. **(A)**

Extended Description

The purpose of this process is to ensure that Service Provider and the customer feel confident that the relationship is founded on up-to-date, accurate and legally compliant information. The Service Provider will incorporate into the customer profile, all relevant information gathered through all contacts with the customer (usage pattern, demographics, life stage, household, community of interest, business direction). Customer and market information from other sources may be gathered, which will build a better understanding of the customer. Customer Information must be made available to any process that needs to access it. This customer information will be used to continually refine the means and style of interaction, and the solution sets and customer experience offered. **(A)**

Desc=

Criteria for identifying a customer that qualifies for an incentive to increase loyalty are :

x Customer group like Participants of a user group like family and friends. (see reference 1)

x All customer groups defined in Reference Data (RD)

x Rate plan

x All released rate plans from Product Center (PX)

x Service

x All released services from PX

x Service package

x All released service packages defined as part of the product in PX

x Network

x All home networks

x Profile (Network)

x All network profiles of home networks from the NET_PROFIL table.

x Business unit

x All business units. Used for multicompany set ups.

x Party role

x All party roles.

x Party type

x All party types

These Criteria can be a hierarchy and order of precdendence of evaluation criteria (see reference 2)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/159723147.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/323028619.html?bnr=22292

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.17.1 L5: Gather Customer Information (1.1.1.16.1.1.1) – Mapping Details

Process Identifier: 1.1.1.16.1.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a

specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS **1.1.1.16.1.1.1 Gather Customer Information**
Brief Description Incorporate into the customer profile, all relevant information gathered through all contacts with the customer (usage pattern, demographics, life stage, household, community of interest, business direction). Customer and market information from other sources may be gathered, which will build a better understanding of the customer. The purpose of this process is to ensure that Service Provider and the customer feel confident that the relationship is founded on up-to-date, accurate and legally compliant information. **(A)** *Desc=* *Customer related data like Address (for billing), marital status, birthdate etc can be viewed by the CSR in customer care* *Evaluation Mechanisms are used to set evaluation criteria, which are evaluated in order that an application mechanism can be applied. They can be restricted by using complex conditions . Evaluation mechanisms are only available for conditional promotion packages.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/608904075.html?bnr=22292 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=434835979.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.17.2 L5: Report Customer Information (1.1.1.16.1.1.2) – Mapping Details

Process Identifier: 1.1.1.16.1.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS **1.1.1.16.1.1.2 Report Customer Information**
Brief Description Makes available Customer Information to any process that needs to access it. This customer information will be used to continually refine the means and style of interaction, and the solution sets and customer experience offered. **(A)** *Desc=* *MIH (reference 1) saves the following information in the database for operational reporting purposes or business intelligence /analytics use:* *promotion statistics* *carryover of evaluation results and application amounts*

results of applied rewards that are not related to customer or contract data, such as bonus points and promotion package activation, deactivation, or exchange

or as Logs for tracability and management of the Motivations, Incentives to increase loyalty and retain customers (reference 2)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/360608779.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/158884747.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.18 L4 Analyze & Manage Customer Risk (1.1.1.16.1.2)

Process Identifier: 1.1.1.16.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

Brief Description

Ensure that a consistent customer risk assessment is used across the Enterprise and ensure that risk analysis is based on information collected from all processes. **(A)**

Extended Description

The purpose of this process is to ensure that risk analysis is based on information collected from all processes and that consistent risk assessment is used across the Enterprise. Its purpose is also to track and improve Operations, target and win the right customers and improves Sales Conversion rate. It determines the credit risk, fraud risk, influence risk, and churn risk. It identifies treatments to manage these risks and focuses on using customer information. **(A)**

Desc=

logic and models available to manage risk associated with Retention and Loyalty as Motivation or Incentive, as well as underlying information from Billing,Payment or Customer care history, but not the risk models or pre integration with third party - external risk assessment agencies like SCHUFA. See reference 1.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/158802827.html?bnr=22292

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.18.1 L5: Ensure Risk Analysis Basis (1.1.1.16.1.2.1) – Mapping Details

Process Identifier: 1.1.1.16.1.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.16.1.2.1 Ensure Risk Analysis Basis
Brief Description Ensure that risk analysis is based on information collected from all processes. **(A)** *Desc=* *The system supports a credit scoring functionality either according to internal rules or via an external credit scoring bureau,* *A rudimentary blacklist functionality is available* *Analysing the risk is facilitated by means of applying a promotion model that apply to the risk profile of a business line or market segment of customer (see reference 1). A subsequent risk / profile can also be associated by means of followup (see reference 2).* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/194141707.html?bnr=22292 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/194149899.html?bnr=22292 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=852973323.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=377137547.html **Extended Description**

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Ensure that risk analysis is based on information collected from all processes.

Optional

Not used for this process element

Interactions

Not used for this process element

5.18.2 L5: Ensure Consistent Risk Analysis (1.1.1.16.1.2.2) – Mapping Details

Process Identifier: 1.1.1.16.1.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.16.1.2.2 Ensure Consistent Risk Analysis
Brief Description Ensure consistent risk assessment is used across the Enterprise. *Desc=*

not featured in standard CBIO offering **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Ensure consistent risk assessment is used across the Enterprise. **Optional** Not used for this process element **Interactions** Not used for this process element

5.18.3 L5: Determine Customer Risk (1.1.1.16.1.2.3) – Mapping Details

Process Identifier: 1.1.1.16.1.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.16.1.2.3 Determine Customer Risk
Brief Description

Determines the credit risk, fraud risk, influence risk, and churn risk. **(A)**

Desc=

Risk from payment history are handled via the simple collections model (for functionality see separate iX Collections Module) (not in standard CBIO Scope)(reference 1) , rudimentary fraud detection via expected daily and periodical credit limits (see reference 1), double usage of voucher through seperate A-numbers, churn management is tracked via a BI Universe, which monitors the Activation versus Deactivation propensity of a collection of customers (reference 3). The customer current behaviour risk might be changing dynamically through usage, or through scoring performed by external risk scoring agencies (see reference 4)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/374356747.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=489793931.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=309649163-2.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/374380811.html?bnr=22292#1645387275

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Determines the credit risk, fraud risk, influence risk, and churn risk.

Optional

Not used for this process element

Interactions

Not used for this process element

5.18.4 L5: Identify Risk Management Treatment (1.1.1.16.1.2.4) – Mapping Details

Process Identifier: 1.1.1.16.1.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.16.1.2.4 Identify Risk Management Treatment
Brief Description Identifies treatments to manage these risks and focuses on using customer information. The purpose is to track and improve Operations, target and win the right customers and improves Sales Conversion rate. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** The purpose is to track and improve Operations, target and win the right customers and improves Sales Conversion rate. **Mandatory** Identifies treatments to manage these risks and focuses on using customer information. **Optional**

Not used for this process element **Interactions** Not used for this process element

5.19 L4 Personalize Customer Profile for Retention & Loyalty (1.1.1.16.1.3)

Process Identifier: 1.1.1.16.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Provide the personalization opportunities for customers that will encourage them not to switch to another Service Provider.

Extended Description

The purpose of this process is to provide the personalization opportunities for customers that will encourage them not to switch to another Service Provider. Personalization allows delivery of services that more closely match the customer’s need. Collection of Personalization Information also discourages switching since the customer would have to build up the same Personalized experience with the next Service Provider.

- Business Planning is essential to allow the Service Provider to match the customer’s future retention needs and potential acquisition needs, rather than just continuing with today’s known needs.

- Loyalty schemes allow tangible benefits to be offered to good customers in a mass-market.

- The process aims to ensure that all information is gathered and used to make the best decisions to retain those customers the Service Provider wants to retain, heighten satisfaction and maintain profitability.

This process provides a source of data for performing loyalty and retention marketing campaigns, for retaining existing customers, promoting customer loyalty, winning back customers who have left. It utilizes predictive modeling software to analyze an account, and to return relevant scores, such as:

churn score, up-sell score, cross-sell score, bad debt score and customer lifetime value score. Moreover it utilizes scores for customer analysis and marketing campaign purposes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.19.1 L5: Collect Customer Personalization Information (1.1.1.16.1.3.1) – Mapping Details

Process Identifier: 1.1.1.16.1.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS **1.1.1.16.1.3.1 Collect Customer Personalization Information**
Brief Description Collects Personalization Information about customers. This also discourages switching since the customer would have to build up the same Personalized experience with the next Service Provider. **(A)** *Desc=*

Personalized customer information like Birthday, Marital status are available by which customers can be incentivized (example free calls on birthday)(reference 1)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/323234059.html

Extended Description

Not used for this process element

Explanatory

This also discourages switching since the customer would have to build up the same Personalized experience with the next Service Provider.

Mandatory

Collects Personalization Information about customers.

Optional

Not used for this process element

Interactions

Not used for this process element

5.19.2 L5: Provide Customer Personalization Information (1.1.1.16.1.3.2) – Mapping Details

Process Identifier: 1.1.1.16.1.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS

1.1.1.16.1.3.2 Provide Customer Personalization Information

Brief Description

Provides a source of data for performing loyalty and retention marketing campaigns, for retaining existing customers, promoting customer loyalty, winning back customers who have left. It utilizes predictive modeling software to analyze an account, and to return relevant scores, such as: churn score, up-sell score, cross-sell score, bad debt score and customer lifetime value score. Moreover it utilizes scores for customer analysis and marketing campaign purposes. **(A)**

Desc=

The MI module in BSCS is responsibile for Motivation and Incentives to motivate customer loyalty and promote retention (se Reference 1). A priority of Rules & hierarchies can be setup to provide instaneous incentives on current behaviour (like providing discounts on a specific time-window of events)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/363375371.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Provides a source of data for performing loyalty and retention marketing campaigns, for retaining existing customers, promoting customer loyalty, winning back customers who have left. It utilizes predictive modeling software to analyze an account, and to return relevant scores, such as: churn score, up-sell score, cross-sell score, bad debt score and customer lifetime value score. Moreover it utilizes scores for customer analysis and marketing campaign purposes.

Optional

Not used for this process element **Interactions** Not used for this process element

5.19.3 L5: Ensure Customer Personalization Opportunities (1.1.1.16.1.3.3) – Mapping Details

Process Identifier: 1.1.1.16.1.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS **1.1.1.16.1.3.3 Ensure Customer Personalization Opportunities**
Brief Description Provides the personalization opportunities for customers that will encourage them not to switch to another Service Provider. Personalization allows delivery of services that more closely match the customer's need. - Business Planning is essential to allow the Service Provider to match the customer's future retention needs and potential acquisition needs, rather than just continuing with today's known needs. - Loyalty schemes allow tangible benefits to be offered to good customers in a mass-market. - The process aims to ensure that all information is gathered and used to make the best decisions to retain those customers the Service Provider wants to retain, heighten satisfaction and maintain profitability. **(A)** *Desc=* *Personal data of a customer, which are stored for the customer can be used for application of Marketing actions and Promotions.*

Further configurable fields are available to store extended customer related data that can then be used for promotion and marketing actions.

Customer Personalization is ensured through the ability to provide immediate feedback back to the customer through a customer selected channel like SMS. In this way, the customer can associate his behaviour directly with the rewards in almost near-realtime (stickiness)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=489793931.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=227072267.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=307827723-1.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_excl_CRM_incl_TRs/current/Documentation/start.html?file=193981835.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_excl_CRM_incl_TRs/current/Documentation/start.html?file=194771851.html

Extended Description

Not used for this process element

Explanatory

Personalization allows delivery of services that more closely match the customer's need. - Business Planning is essential to allow the Service Provider to match the customer's future retention needs and potential acquisition needs, rather than just continuing with today's known needs. - The process aims to ensure that all information is gathered and used to make the best decisions to retain those customers the Service Provider wants to retain, heighten satisfaction and maintain profitability.

Mandatory

Provides the personalization opportunities for customers that will encourage them not to switch to another Service Provider.

Optional

Not used for this process element **Interactions** Not used for this process element

5.20 L4 Validate Customer Satisfaction (1.1.1.16.1.4)

Process Identifier: 1.1.1.16.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Validate that predicted/expected value is delivered by the solution and initialize the after-sales processes (billing and assurance).

Extended Description

The purpose of this process is to validate that predicted/expected value is delivered by the solution and that the after-sales processes (billing and assurance) are initialized. It validates that the customer is capable of realizing maximum value from the operation or use of the solution and that intense Provider involvement is no longer needed to manage the solution.

This process ensures that the customer is satisfied that the solution that was actually delivered meets original or updated expectations and agreements and that the solution is operable by the customer.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.20.1 L5: Validate Solution Predicted/Expected Value (1.1.1.16.1.4.1) – Mapping Details

Process Identifier: 1.1.1.16.1.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.16.1.4.1 Validate Solution Predicted/Expected Value
Brief Description Validate that predicted/expected value is delivered by the solution. It validates that the customer is capable of realizing maximum value from the operation or use of the solution and that intense Provider involvement is no longer needed to manage the solution. **(A)** *Desc=* *Example - An operator wants to increase customer satisfaction and the number of unique visitors on the company web site, why an offer dedicated to this purpose is designed. The offer is named Special Days Lottery, and is introduced into the market as a lottery.* *All subscribers are welcome to sign up for a free lottery ticket, but only the winners in the lottery are entitled to use the offer. Subscribers can sign up for their lottery ticket at http://www.SpecialDaysLottery.Operator.com* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2236271371.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Validate that predicted/expected value is delivered by the solution. It validates that the customer is capable of realizing maximum value from the operation or use of the solution and that intense Provider involvement is no longer needed to manage the solution. **Optional** Not used for this process element **Interactions** Not used for this process element

5.20.2 L5: Vaildate Customer Satisfaction (1.1.1.16.1.4.2) – Mapping Details

Process Identifier: 1.1.1.16.1.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.16.1.4.2 Vaildate Customer Satisfaction

Brief Description

This process ensures that the customer is satisfied that the solution that was actually delivered meets original or updated expectations and agreements and that the solution is operable by the customer. **(M)**

Desc=

Customer Care peforms check, post order completion, to verify customer satisfaction. No automated process available to validate customer satisfaction without human interaction.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process ensures that the customer is satisfied that the solution that was actually delivered meets original or updated expectations and agreements and that the solution is operable by the customer.

Optional

Not used for this process element

Interactions

Not used for this process element

5.20.3 L5: Initialize after-sales processes (1.1.1.16.1.4.3) – Mapping Details

Process Identifier: 1.1.1.16.1.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a

specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.16.1.4.3 Initialize after-sales processes
Brief Description Initialize after-sales processes (billing and assurance). **(A)** *Desc=* *Example Split Billing is generated for Revenue Assurance, Fraud Management, BI etc. utilization as part of the aftersales process.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=489793931.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Initialize after-sales processes (billing and assurance). **Optional** Not used for this process element **Interactions** Initialize after-sales processes (billing and assurance).

5.21 L3 Establish Customer Relationship (1.1.1.16.2)

Process Identifier: 1.1.1.16.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Verify the customer identity and manage the customer identity across the Enterprise.

Extended Description

The purpose of this process is to verify that the customer is who they claim they are, To ensure only one customer identity exists across the Enterprise, which can be referenced across the whole Enterprise and allows the customer to quickly and easily identify himself, to establish and verify the Identity and to issue a unique Identifier and Authentication information. Before establishing an identity for a new customer it is essential to check that the customer does not already have an Identity with the Enterprise.

This process is also used to 'clean-up' duplicates of customer identifying information that may exist within the organization.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.21.1 L4: Verify Customer (1.1.1.16.2.1) – Mapping Details

Process Identifier: 1.1.1.16.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.16.2.1 Verify Customer
Brief Description Verify that the customer is who they claim they are. **(A)** **Extended Description** The purpose of this process is to verify that the customer is who they claim they are. This can be achieved by examination of an identity certification issued by a trusted body (such as governmental agency or other accepted means.) Certification means can be physical (such as Passport or ID card) biometrical or other. **(A)** *Desc=* *Verifies the customer identity duplication checks, address data, passport number, blacklist,* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/377137547.html?bnr=22292 **Explanatory** Not used for this process element **Mandatory**

Not used for this process element **Optional** Not used for this process element **Interactions** or new customers, Establish New Customer Identify then deals this these.

5.21.2 L4: Establish New Customer Identity (1.1.1.16.2.2) – Mapping Details

Process Identifier: 1.1.1.16.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.16.2.2 Establish New Customer Identity**
Brief Description Issue a unique Identifier and Authentication information for a new customer without an existing identity. **(A)** *Desc=* *The value customer identifiers are associated, afterwhich a customer may receive a contract_id as unique identifier. It is possible for a customer to hold multiple contracts* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=310743179.html

Extended Description Not used for this process element **Explanatory** Not used for this process element **Mandatory** Issue a unique Identifier and Authentication information for a new customer without an existing identity. **Optional** Not used for this process element **Interactions** Not used for this process element

5.21.3 L4: Clean-ip & Archive Customer Identifying Information (1.1.1.16.2.3) – Mapping Details

Process Identifier: 1.1.1.16.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.16.2.3 Clean-ip & Archive Customer Identifying Information**
Brief Description

After termination, provides ‘clean-up’ duplicates of customer identifying information that may exist within the organization. Profile and preference information for terminated customer relationships is archived if acceptable to the customer. All relevant parties are informed of the ended relationship. Other processes are triggered to dismantle the customer solution and servicing arrangements as necessary. **(A)**

Desc=

Following states are allowed :

from interested to activeor deactivated

from active to suspended or deactivated

from suspended to active or deactivated

Example for clean-up -: resources associated with a deactivation (like MSISDN) are in a quarantine period, to limit confusion. (see reference 2)

Financial information are usually kept indefinitely, for law, intelligence service purposes, black listing, or reapplication of a customer for credit scoring many years ahead.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=309649163-2.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/searchh.htm#167521419

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/searchh.htm#878859787

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

After termination, provides ‘clean-up’ duplicates of customer identifying information that may exist within the organization. Profile and preference information for terminated customer relationships is

archived if acceptable to the customer. All relevant parties are informed of the ended relationship.

Optional

Not used for this process element

Interactions

Other processes are triggered to dismantle the customer solution and servicing arrangements as necessary.

5.21.4 L4: De-duplicate Customer Identity (1.1.1.16.2.4) – Mapping Details

Process Identifier: 1.1.1.16.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.16.2.4 De-duplicate Customer Identity

Brief Description

Merge multiple records from same customer. **(A)**

Extended Description

The purpose of this process is to check that the customer does not already have an Identity with the Enterprise. This process is also used to 'clean-up' duplicates of customer identifying information that may exist within the organization.

Desc=

Support for simple retail cases of Split/Merge as well as for Larger Busines Partners. For retail customers of contracts ie families or marital status is a driving factor. However often complexity (factors like marital status, contractural responsibility) requires manual override due to the

complexity on a case by case basis HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/searchh.htm#1719222027 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/315739019-2.html **Explanatory** Not used for this process element. **Mandatory** Not used for this process element. **Optional** Not used for this process element. **Interactions** Not used for this process element.

5.21.5 L4: Issue Unique Customer ID (1.1.1.16.2.5) – Mapping Details

Process Identifier: 1.1.1.16.2.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.16.2.5 Issue Unique Customer ID**

Brief Description

Ensure only one customer identity exists across the Enterprise. **(A)**

Extended Description

The purpose of this process is to ensure only one customer identity exists across the Enterprise, which can be referenced across the whole Enterprise and allows the customer to quickly and easily identify himself. Before establishing an identity for a new customer de-duplication check is performed.

Desc=

Intended unique identities can be guaranteed.The attributes described below, used for unique identification, are set during the creation of a party. see reference 1.

There are examples of explicitly selected anonimity, where duplication is standard practice. Ie for reporters. Pre-activated simcards at POS is another example of anonymous customers, which are pre-activated to ensure immediate usage on purchase. BSCS provides the ability to convert such anonymous customers to unique customers. See reference 2.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/434845963.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/searchh.htm#2152848011

Explanatory

Not used for this process element.

Mandatory

Not used for this process element.

Optional

Not used for this process element.

Interactions

Not used for this process element.

5.21.6 L4: Gather Authentication Information (1.1.1.16.2.6) – Mapping Details

Process Identifier: 1.1.1.16.2.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.16.2.6 Gather Authentication Information**
Brief Description Gather Authentication Information from the customer. **(A)** **Extended Description** The purpose of this process is to gather information that enables the enterprise to authenticate the customer identity. This information can be documents issued by other authorities (such as ID card or passport) or information that will enable the enterprise to re-authenticate the customer(such as answer to a secret question). *Desc=* *To order a contract, you have to identify yourself with an official document such as your passport or driver's license, ID, unique identifiers like birthday etc.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/628533643.html **Explanatory**

Not used for this process element.

Mandatory

Not used for this process element.

Optional

Not used for this process element.

Interactions

Not used for this process element.

5.22 L4 Acquire Customer Data (1.1.1.16.2.7)

Process Identifier: 1.1.1.16.2.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Capture and record all pertinent customer data required for the initiation, realization and deployment of the agreed sales proposal.

Extended Description

The purpose of this process is to capture and record all pertinent customer data required for the initiation, realization and deployment of the agreed sales proposal. In most standard offerings the necessary customer data is often captured on the sales proposal agreement form associated with the standard offerings. For non-standard and/or complex sales agreements associated, for instance, with a customer RFP, extensive customer information may be required to plan and roll-out the agreed solution. For example, Centrex designs require extensive capture of details surrounding deployment of handsets, features associated with each handset, customer Centrex groups, etc.

In some cases the necessary level of precise detail may be available from the Develop Sales Proposal. Where this is not the case, this process is responsible for determining the precise customer information required to support the agreed proposal, capturing (through forms, or customer interviews, etc.) the required customer information, and storing the details in a form required by other processes.

Desc=

not featured in standard CBIO offering

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.22.1 L5: Determine Required Customer Data (1.1.1.16.2.7.1) – Mapping Details

Process Identifier: 1.1.1.16.2.7.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.16.2.7.1 Determine Required Customer Data
Brief Description In most standard offerings the necessary customer data is often captured on the sales proposal agreement form associated with the standard offerings. For non-standard and/or complex sales agreements associated, for instance, with a customer RFP, extensive customer information may be

required to plan and roll-out the agreed solution. For example, Centrex designs require extensive capture of details surrounding deployment of handsets, features associated with each handset, customer Centrex groups, etc. In some cases the necessary level of precise detail may be available from the Develop Sales Proposal. Where this is not the case, this process is responsible for determining the precise customer information required to support the agreed proposal. **(A)**

Desc=

Possibility to create, display and the modification of personal data. See reference 1. For dynamic modication of customer required information on first usage, like business partners, due to the service types selected, the Partner CX module is used

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/628833675.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/449311371.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

In most standard offerings the necessary customer data is often captured on the sales proposal agreement form associated with the standard offerings. For non-standard and/or complex sales agreements associated, for instance, with a customer RFP, extensive customer information may be required to plan and roll-out the agreed solution. For example, Centrex designs require extensive capture of details surrounding deployment of handsets, features associated with each handset, customer Centrex groups, etc.

Mandatory

Responsible for determining the precise customer information required to support the agreed proposal. In some cases the necessary level of precise detail may be available from the Develop Sales Proposal.

Optional

Not used for this process element

Interactions

Not used for this process element

5.22.2 L5: Capture & Record Customer Data (1.1.1.16.2.7.2) – Mapping Details

Process Identifier: 1.1.1.16.2.7.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.16.2.7.2 Capture & Record Customer Data**
Brief Description Capture (through forms, or customer interviews, etc.) the required customer information, and store the details in a form required by other processes. **(A)** *Desc=* *Customer Data is captured through configurable Displays. A basic standard is available, whereupon a operator might modify the layout or parameters captured. Also a interface is provided to allow Third party portlets or dedicated application perform capturing.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/105659403.html?bnr=22292 **Extended Description** Not used for this process element **Explanatory**

Capture (through forms, or customer interviews, etc.) the required customer information, and store the details in a form required by other processes. **Mandatory** Capture (through forms, or customer interviews, etc.) the required customer information, and store the details in a form required by other processes. **Optional** Not used for this process element **Interactions** Not used for this process element

5.22.3 L3: Re-establish Customer Relationship (1.1.1.16.3)

Process Identifier: 1.1.1.16.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.16.3 Re-establish Customer Relationship
Brief Description Re-establish customer relationship. **(A)** **Extended Description** The purpose of this process is to re-establish customer relationship which were suspended or terminated in the past. This process recovers the appropriate customer information along with the

past customer interactions and provides them to the operational systems in order to provide continuity in the customer management processes.

Pending on the customer status this process performs:

• Change in the satus of the customer information in the operational systems

• Retrieve customer information from archive systems

• Create/Update the retrieved customer information

• Restore / retrieve previous customer interactions information **(A)**

Desc=

A customer might be reactivated after a de-activation Unsuspend, or rollback of termination without customer data loss possible, for a period of time. Once a customer is suspended after the apportioned time, it has to be re-created. By definining the deactivation time-window the operator can select how much leeway (in terms of time) is provided to a customer before he is finally suspended. Sometimes it is preferable not to take the customer back (ie low Lifecycle value, fraud propensity etc)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/454946443.html?bnr=22292

Explanatory

Not used for this process element.

Mandatory

Not used for this process element.

Optional

Not used for this process element.

Interactions

Not used for this process element.

5.22.4 L3: Terminate Customer Relationship (1.1.1.16.4) – Mapping Details

Process Identifier: 1.1.1.16.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.16.4 Terminate Customer Relationship
Brief Description Manage termination as appropriate. **(A)** **Extended Description** The customer relationship is terminated only if actually appropriate, the wishes of the customer are complied with where possible, records are kept in case the relationship with the customer is re-established, legal and ethical requirements for customer information are complied with. Significant customer life-stage events or business decisions by the Service Provider cause one or both parties to terminate the relationship. The need for complete termination of relationships needs to be differentiated from just terminating all services. The principles behind this include the Service Provider ending a relationship only if the customer ceases to exist, or the customer is fraudulent, the Enterprise decides that it no longer wishes to do business with the customer. All relevant parties are informed of the ended relationship. Other processes are triggered to dismantle the customer solution and servicing arrangements as necessary. **(A)** *Desc=* *Customers can have different statuses where the last one "De-activated" means terminated with no possibility to re-activate.* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322059275.html?bnr=22292 **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.23 L2 Customer Information Management (1.1.1.17)

Process Identifier: 1.1.1.17

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Manage customer information after customer contracts or associated service orders have been finalized and during the order completion phase. Ensure that any customer information required by other CRM processes is updated as part of the customer order completion.

Extended Description

The purpose of this process is to record and maintain customer information in the csp in order to:

-Support day to day operation of CSP

-Enable SP to provide best customer experience

-Support customer segmentation for successful marketing campaign

-Support analytical systems such as churn and fraud

When the customer information is not needed any more by the online systems (according to CSP policies and regulation) this process is in charge of archiving the information (if accepted to the customer).

Explanatory

Not used for this process element.

Mandatory

Not used for this process element.

Optional

Not used for this process element.

Interactions

Not used for this process element.

5.23.1 L3: Create Customer Record (1.1.1.17.1) – Mapping Details

Process Identifier: 1.1.1.17.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.17.1 Create Customer Record
Brief Description Create a new customer record in the customer inventory. **(A)**

Extended Description

The purpose of this process is to create a new customer record in the customer inventory. This process follows the processes in Establish Customer Relationship that make sure that a single record is created for each customer, and it persists the customer data in the customer inventory. **(A)**

Desc=

Customers as well as customer contracts can be created with the required attributes for the wanted system behaviour.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/469111947.html?bnr=22292

Explanatory

Not used for this process element

Mandatory

Not used for this process element

Optional

Not used for this process element

Interactions

Not used for this process element

5.23.2 L3: Update Customer Data (1.1.1.17.2) – Mapping Details

Process Identifier: 1.1.1.17.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.17.2 Update Customer Data
Brief Description Update the customer data in the customer inventory. **(A)** **Extended Description** The purpose of this process is to update the customer data in the customer inventory. This can happen as a result of direct notification from the customer, as a result of information gathered as part of other processes (such as selling and order handling) or as a result of back office processes (such as customer data cleansing) . **(A)** *Desc=* *Customer as well as customer contract information can be updated as required.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/469111947.html?bnr=22292 **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.23.3 L3: Notify Customer Data Change (1.1.1.17.3) – Mapping Details

Process Identifier: 1.1.1.17.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.17.3 Notify Customer Data Change
Brief Description Notify other processes that customer data has been changed. **(A)** **Extended Description** The purpose of this process is notify other processes that customer data has been changed. Other processes (mostly long-lived processes) might need to know about such changes in order to adapt to such changes. In addition some processes which gather the data for centralised systems (such as Data Warehouse or Master Data Management) should be notified about such changes. **(A)** *Desc=* *Changes to customer data in for example the customer or the selfcare center are sent to the Order Management Server, which initiates the related workflows to update relevant system components.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/133534347.html?bnr=22292 **Explanatory** Not used for this process element

Mandatory Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.23.4 L3: Archive Customer Data (1.1.1.17.4) – Mapping Details

Process Identifier: 1.1.1.17.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS **1.1.1.17.4 Archive Customer Data**
Brief Description Archive the customer data. **(A)** **Extended Description** The purpose of this process is to archive and clean up customer data when it is no longer needed as part of the customer inventory. The information is archived according to the CSP policies and the local regulations. In most cases customer information is not deleted unless this is specifically required by the customer. **(A)** *Desc=*

After a customer have been deactivated, Such cleanup activities like MSISDN number recovery for certain entities are modified/released back into a pool after a quarantine period have been reached. These can be defined by Market, by variable reset days HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342525579.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342541707.html **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.23.5 L3: Build a unified customer view (1.1.1.17.5) – Mapping Details

Process Identifier: 1.1.1.17.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.17.5 Build a unified customer view
Brief Description Create a single customer record from the information stored in multiple systems and present a single, most updated record of the customer information. **Extended Description** The purpose of this process is to create a single customer record from the information stored in multiple systems and present a single, most updated record of the customer information. This process invokes business rules in order to reconcile the customer data in a single accurate record. This process may be activated immediately upon any update of customer data or may be invoked on request to retrieve the customer data. This process may replicate data from other systems or calculate the unified record on the fly without persisting any customer data. *Desc=* *not featured in standard CBIO offering* **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.24 L2 Customer Interaction Management (1.1.1.18)

Process Identifier: 1.1.1.18

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Coordinate customer participation in commissioning or end-to-end testing and satisfactory delivery. Train the customer on the functionality and benefits of the solution.

Extended Description

The purpose of this process is to manage interactions between the customer and the enterprise. Interactions can be triggered by the customer (as a result of customer query or complaint) or by the enterprise(for example sending bills or other customer notifications.) All customer interactions are logged by the enterprise in order to provide a full track record of customer activity to the enterprise representatives. Customer interactions may be short lived (such as in the case of a query that is answered immediately) or may take long time to complete (such as in the case of complex orders or requests concerning back office intervention). When interactions are long the process is in charge of making sure the customer is notified in a timely manner about the progress of her request. Customer interaction history may be used by BI systems in order to gather information about customer profile and satisfaction. Customer interactions can span over multiple channels (such as: phone calls, web self service and devices.) each party involved in the interaction has a role that mandates its credentials. For some interactions users may need to login/authenticate themselves in order to get the appropriate role.

Explanatory

Not used for this process element.

Mandatory

Not used for this process element.

Optional

Not used for this process element.

Interactions

Not used for this process element.

5.24.1 L3: Create Customer Interaction (1.1.1.18.1) – Mapping Details

Process Identifier: 1.1.1.18.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS

1.1.1.18.1 Create Customer Interaction

Brief Description

Create a record that logs the customer interaction. **(A)**

Extended Description

The purpose of this process is to create a record that logs the customer interaction. The customer interaction can be initiated by the customer or by the enterprise. **(A)**

Desc=

Memos can be created on different levels and for different purposes, for example customer memos, contract memos, accounting memos, etc.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322530571.html?bnr=22292

Explanatory

Not used for this process element

Mandatory

Not used for this process element

Optional

Not used for this process element

Interactions

Not used for this process element

5.24.2 L3: Update Customer Interaction (1.1.1.18.2) – Mapping Details

Process Identifier: 1.1.1.18.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.18.2 Update Customer Interaction
Brief Description Update the customer interaction. **(A)** **Extended Description** The purpose of this process is to update the customer interaction, typically when additional action is carried out during long-lived interactions. When the customer should be notified about the update, this process triggers the Notify Customer process to perform the notification. **(A)** *Desc=* *Memos can be modified to reflect new customer interations. Memos also have statuses that can be used to show if it's an ongoing interaction or if it has been finalized.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322530571.html?bnr=22292 **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional**

Not used for this process element

Interactions

Not used for this process element

5.24.3 L3: Close Customer Interaction (1.1.1.18.3) – Mapping Details

Process Identifier: 1.1.1.18.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS
1.1.1.18.3 Close Customer Interaction

Brief Description

Close the customer interaction. **(A)**

Extended Description

The purpose of this process is to close the customer interaction when both parties agree that the interaction is closed. **(A)**

Desc=

Memos can be modified to reflect new customer interations. Memos also have statuses that can be used to show if it's an ongoing interaction or if it has been finalized.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322530571.html?bnr=22292

Explanatory

Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.24.4 L3: Log Customer Interaction (1.1.1.18.4) – Mapping Details

Process Identifier: 1.1.1.18.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS **1.1.1.18.4 Log Customer Interaction**
Brief Description Record and maintain all information about the customer interaction. **(A)** **Extended Description** The purpose of this process is to record and maintain all information about the customer interaction. This information can be used in future interaction or as input for data analysis processes. **(A)** *Desc=* *Memos can be created on different levels and for different purposes, for example customer memos, contract memos, accounting memos, etc.*

HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322530571.html?bnr=22292 **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.24.5 L3: Notify Customer (1.1.1.18.5) – Mapping Details

Process Identifier: 1.1.1.18.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.18.5 Notify Customer
Brief Description Notify the customer when interesting events happen. **(A)** **Extended Description**

The purpose of this process is to notify the customer when events related to exsiting interactions or to significant customer experience happen. Some notifications can be sent immidiately using interactive media(such as SMS, Push to applications, etc.) and other notifications can be sent later using asynchronous media such as mail. **(A)** *Desc=* *The system can be configured to send end user notifications triggered by certain events. Notifications can for example be sent after each call, including information cost, remaining bundles, etc. but it could also be sent to notify that a specific limit has been reached.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2233023243.html?bnr=22292 **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.24.6 L3: Track and Manage Customer Interaction (1.1.1.18.6) – Mapping Details

Process Identifier: 1.1.1.18.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.18.6 Track and Manage Customer Interaction
Brief Description Ensure that Customer Interactions are managed and tracked efficiently. **(A)** **Extended Description** The purpose of this process is to ensure that Customer Interactions are managed and tracked efficiently across all interaction channels in order to meet the agreed SLA with the customer. Responsibilities of these process include but are not limited to: · Ensure interactions are completed and closed in a timely manner · Notify the customer when SLA or deadlines can not be met · Track customer responses when these are required · Measure KPIs in order to improve the Interactions efficiency **(A)** *Desc=* *Customer Interactions are tracked in Customer History. Complaints or Errors, rebates mavbe tracked via Memos that can be created to reflect customer interations, Larger Customer customer interactions are captured through orders. Memos can be sent to internal users for follow up and they can be marked with a classification, status and due date to inform about what area the issue belongs to, if it has been resolved and when it should be resolved.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322530571.html?bnr=22292 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313718283.html?bnr=22397 **Explanatory** Not used for this process element **Mandatory**

Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.24.7 L3: Report Customer interaction (1.1.1.18.7) – Mapping Details

Process Identifier: 1.1.1.18.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.18.7 Report Customer interaction
Brief Description Monitor the status of a customer interaction. **(A)** **Extended Description** The purpose of this process is to monitor the status of a customer interaction, provide notifications of any changes and provide management report. These processes record, analyze and assess the customer interaction status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer Interaction Managment process. These specialized summaries could be specific reports required by specific customers. **(A)** *Desc=* *All Customer Interactions is tracked in a Contract History repository (reference 1). If the agent is only interested in the interactions that has contractural implications it is possible to filter in the CX customer history page as such (see reference 2)*

HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313718283.html?bnr=22397 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/searchh.htm#dbref_CONTRACT_HISTORY **Explanatory** Not used for this process element **Mandatory** Not used for this process element **Optional** Not used for this process element **Interactions** Not used for this process element

5.24.8 L3: Authenticate User (1.1.1.18.8) – Mapping Details

Process Identifier: 1.1.1.18.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.18.8 Authenticate User
Brief Description Authenticate the person involved in the interaction. **(A)**

Extended Description

The purpose of this process is to authenticate the person involved in the interaction from the customer side. In self service channels the user may need to login in order to authenticate himself, in other channels the user my need to answer identity verification questions. **(A)**

Desc=

Username and password is used as authentication mechanism in the selfcare platform.

Doc=http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335583371.html?bnr=22292

Doc=http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335597963.html?bnr=22292

Security through USSD (phone interactions) are validated automatically by the user that been validated through the PIN,

Security through IVR channels are validated through the A-Number and Voucher Code

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335583371.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335597963.html?bnr=22292

Explanatory

Not used for this process element

Mandatory

Not used for this process element

Optional

Not used for this process element

Interactions

Not used for this process element

5.25 L3 Customer Interface Management (1.1.1.18.9)

Process Identifier: 1.1.1.18.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Managing all interfaces between the enterprise and potential and existing customers.

Extended Description

Customer Interface Management processes are responsible for managing all interfaces between the enterprise and potential and existing customers. They deal with contact management, understanding the reason for contact, directing customer contacts to the appropriate process, contact closure, exception management, contact results analysis and reporting. CRM contact may be related to one or several of Service Fulfillment, Service Assurance (service quality management and trouble or problem management) and Billing related customer enquiries or contacts.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.26 L4 Manage Contact (1.1.1.18.9.1)

Process Identifier: 1.1.1.18.9.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Manage all contacts between potential or existing customers and the enterprise. **(A)**

Extended Description

The purpose of this process is to manage all contacts between potential or existing customers and the enterprise. It deals with the identification of the contact, its development, enhancement and update. **(A)**

Desc=

Called "interested": This is the initial status which you can use for prospective customers. The customer automatically receives this status during creation when you save the data for the first time.

You can change the status of an interested customer to 'active' or 'deactivated'. See Reference (1)

Even Prospective Customer might receive incentive to switch. See Reference 2

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=309649163-2.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/193846667.html?bnr=22292

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.26.1 L5: Identify Contact (1.1.1.18.9.1.1) – Mapping Details

Process Identifier: 1.1.1.18.9.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.18.9.1.1 Identify Contact
Brief Description Deals with the identification of the contact. **(A)** *Desc=* *Prospective contact or leads (before the become customers) can also be created* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/426839563.html **Extended Description** Not used for this process element **Explanatory** This could be an individual as a consumer, or part of a business organization (small, medium or corporate) as defined by customer segmentation prevalent in the organization. **Mandatory** Verify the individual / entity (organization) responsible for making contact. **Optional** Not used for this process element **Interactions** Not used for this process element

5.26.2 L3: Develop Contact (1.1.1.18.9.1.2) – Mapping Details

Process Identifier: 1.1.1.18.9.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

<table>
<tr><th>LEVEL 3 PROCESS MAPPING DETAILS
1.1.1.18.9.1.2 Develop Contact</th></tr>
<tr><td>

Brief Description

Deals with development, enhancement and update of the contact. **(A)**

Desc=

Interactions with the customers are logged in the Customer History Database Table. Memos can be associated.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313718283.html?bnr=22397

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313100683-2.html

Extended Description

Not used for this process element

Explanatory

For a new customer contact, this will include capturing mandatory details which could be subject to validation.

Mandatory

Expand the detail attributes of the contact.

Optional

Not used for this process element

</td></tr>
</table>

Interactions Not used for this process element

5.27 L4 Manage Request (Including Self Service) (1.1.1.18.9.2)

Process Identifier: 1.1.1.18.9.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Manage all requests (inbound and outbound) made by potential and existing customers.

Extended Description

The purpose of this process is to manage all requests (inbound and outbound) made by potential and existing customers. It receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request; it manages the status of the request and is able to provide status information at any moment in which the request is active; it formally closes the request when all related activities have been terminated.

Desc=

not featured in standard CBIO offering

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.27.1 L5: Handle Request (1.1.1.18.9.2.1) – Mapping Details

Process Identifier: 1.1.1.18.9.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.18.9.2.1 Handle Request
Brief Description Receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request. **(A)** *Desc=* *The OMS receives requests from the selfcare as well as the customer center to initiate workflows as required depending on the request.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/133534347.html?bnr=22292 **Extended Description** Not used for this process element **Explanatory** Handle a request to make changes This could be a request to change to enable customer/ subscriber, to start or stop making use of specific products and services. **Mandatory** Receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request. Determine type of stakeholder request. **Optional**

Not used for this process element **Interactions** Where relecant, identifies and activates the opportune process to accomplish the request.

5.27.2 L5: Provide Request Status (1.1.1.18.9.2.2) – Mapping Details

Process Identifier: 1.1.1.18.9.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS **1.1.1.18.9.2.2 Provide Request Status**
Brief Description Manages the status of the request and is able to provide status information at any moment in which the request is active. **(A)** *Desc=* *Orders can be viewed and searched for at any time by using the Order Management Center (OMX).* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/137082379-3.html?bnr=22292 **Extended Description** Not used for this process element **Explanatory** Not used for this process element

Mandatory Manages the status of the request and is able to provide status information at any moment in which the request is active. Track business events using the request status; each of which is governed by rules, followed by a set of actions to reach the next status. **Optional** Not used for this process element **Interactions** Not used for this process element

5.27.3 L5: Close Request (1.1.1.18.9.2.3) – Mapping Details

Process Identifier: 1.1.1.18.9.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.18.9.2.3 Close Request
Brief Description Formally closes the request when all related activities have been terminated. **(A)** *Desc=* *When all activities related to the order has been finalized, the order itself is closed and put to status "Finished".* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/137082379-3.html?bnr=22293

Extended Description Not used for this process element **Explanatory** Not used for this process element **Mandatory** Formally closes the request when all related activities have been terminated. **Optional** Not used for this process element **Interactions** Not used for this process element

5.28 L4 Analyze & Report on Customer (1.1.1.18.9.3)

Process Identifier: 1.1.1.18.9.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Perform all necessary analysis on closed requests and on customer contacts and generate related reports.

Extended Description

The purpose of this process is to perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts and it generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc.

Desc=

not featured in standard CBIO offering

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.28.1 L5: Analyze Customer Requests & Contacts (1.1.1.18.9.3.1) – Mapping Details

Process Identifier: 1.1.1.18.9.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.18.9.3.1 Analyze Customer Requests & Contacts
Brief Description Perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory**

Not used for this process element **Mandatory** Perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts. **Optional** Not used for this process element **Interactions** Not used for this process element

5.28.2 L5: Report Customer Requests & Contacts (1.1.1.18.9.3.2) – Mapping Details

Process Identifier: 1.1.1.18.9.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS **1.1.1.18.9.3.2 Report Customer Requests & Contacts**
Brief Description Generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc. **(A)** *Desc=* *All customer inquires, request for information and problems are initially logged as memos. All customer interactions to the call centre are tracked in the customer history database. Thereafter certain memos can be classified as problems, or categorized according to type (as defined in configuration). Reports for all interactions would therefore entail removing any filtering criteria.*

See demo screenshot (reference 2).

Some interactions might have contractural implications (this is listed in the customer history screen)(reference 3). Of those that have contractural implications some might have charge related implications or be converted to an order. It is possible to filter all orders.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/201508619.html?bnr=22397

doc=demo system excerpt

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313718283.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc.

Optional

Not used for this process element

Interactions

Not used for this process element

5.29 L4 Mediate & Orchestrate Customer Interactions (1.1.1.18.9.4)

Process Identifier: 1.1.1.18.9.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its customers.

Extended Description

The purpose of the Mediate & Orchestrate Customer Interactions is to ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its customers. Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations. Based on the specific transaction type and involved external party, this conformance will require the identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats. In addition, interactions with external parties may require that messages and transactions need to be undertaken with defined and agreed orchestration for message exchange. The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.29.1 L5: Identify Customer Interactions Data Formats (1.1.1.18.9.4.1) – Mapping Details

Process Identifier: 1.1.1.18.9.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.18.9.4.1 Identify Customer Interactions Data Formats
Brief Description Performs identification of the necessary data formats to be sent externally. Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations. The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s. **(A)** *Desc=* *A) Most Retail customer interacts through a limited set of standardized interfaces (mass market). A example of a operator /mobile device interaction are USSD (see reference 3).* *The customer interactions when consuming services are captured in the network and forwarded to Mediation. In this case MM supports the capturing of Network Service Interactions & Utilization (see reference 2). When the customer wants to interact with the operator itself (ie consume Operator services) this is again propagated as update to the network via Activation/Provisioning (see reference 1).* *The Multi Activation (EMA) and Multi Mediation (MM) components of the solution works as gateways that can both verify as well as modify the format of incoming/outgoing events to ensure that it matches the sending/receiving node/party. CH=2 (This is listed as .pdf in the the reference documentation).* *B) Currently eTOM/ TM Forum differentiates between customers as retail mass market customers and Suppliers/Partner. Partners includes 3rd Parties. Interfaces to suppliers and Partners (EDI - Electronic Data Interchange) and the mentioned RosettaNet is generally used to automate large number of interactions B2B . Individual Retail customer does not raise for example 200 orders per day. Retail customer interaction therefore has another character. A part of the eTOM description therefore currently mixes the terminology and requires update and need to be moved to SP&P domain.* *C) The interactions for larger customers (like corporate customers) are facililitated by Partner CX Application. The format of exchange as mentioned by the eTOM activity is XML (see reference 5). The Application used, is an Ericsson proprietary Webbased client Partner CX, for security and logic consistency perspective. This interface is also adaptable to support future and business specific Needs.*

D) For Smaller Business, Ericsson allows the exposure of CBIO Services via a REST Webservice Based API (see reference 6) which is also based on XML. Services are also translated into SID vocabulary to ease integration.

Therefore, depending on the type of service, the type of customer, Supplier & Partner and business models a number of external interfaces are supported.

HTML supportive reference:

Doc = ema.pdf

Doc = mm.pdf

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313718283.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313718283.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/449311371.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313718283.html

Extended Description

Not used for this process element

Explanatory

Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations.

Mandatory

Performs identification of the necessary data formats to be sent externally.

Optional

Not used for this process element

Interactions

The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s.

5.29.2 L5: Orchestrate Customer Interactions (1.1.1.18.9.4.2) – Mapping Details

Process Identifier: 1.1.1.18.9.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.18.9.4.2 Orchestrate Customer Interactions
Brief Description Where required, orchestrates interactions with external parties so that messages and transactions are undertaken with defined and agreed orchestration for message exchange. **(A)** *Desc=* *The Multi Activation and Multi Mediation components of the solution works as gateways that can both verify as well as modify the format of incoming/outgoing events to ensure that it matches the sending/receiving node/party. If needes workflows can also be defined to send/receive information to/from several parties. CH=2* *In addition to Retail Customers, Larger Customer Interaction Orchestrations are facilitated as described in 1.1.1.18.9.4.1 and included again as (reference 2)* HTML supportive reference: Doc = ema.pdf Doc = mm.pdf http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313718283.html **Extended Description** Not used for this process element **Explanatory**

Not used for this process element **Mandatory** Where required, orchestrates interactions with external parties. **Optional** Not used for this process element **Interactions** Messages and transactions are undertaken with defined and agreed orchestration for message exchange.

5.29.3 L5: Mediate Customer Interactions (1.1.1.18.9.4.3) – Mapping Details

Process Identifier: 1.1.1.18.9.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 5 PROCESS MAPPING DETAILS **1.1.1.18.9.4.3 Mediate Customer Interactions**
Brief Description Manages conversion of externally received messages into the required internal enterprise formats, based on the specific transaction type and involved external party. **(A)** *Desc=* *Customer Interactions are mediated. CH=2* *Due to the large number of external customers, most large operator depict a standard exchange format to exchange information. Should the number of customer interaction consist of multiple formats it is suggested to use MM as elaborated above (for specific cases)*

HTML supportive reference:

Doc = ema.pdf

Doc = mm.pdf

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Manages conversion of externally received messages into the required internal enterprise formats, based on the specific transaction type and involved external party.

Optional

Not used for this process element

Interactions

Manages conversion between external and internal formats.

5.30 L2 Customer Interface Management (1.1.1.2)

Process Identifier: 1.1.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Managing all interfaces between the enterprise and potential and existing customers.

Extended Description

Customer Interface Management processes are responsible for managing all interfaces between the enterprise and potential and existing customers. They deal with contact management, understanding the reason for contact, directing customer contacts to the appropriate process, contact closure, exception management, contact results analysis and reporting. CRM contact may be related to one or several of Service Fulfillment, Service Assurance (service quality management and trouble or problem management) and Billing related customer enquiries or contacts.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.31 L3 Manage Contact (1.1.1.2.1)

Process Identifier: 1.1.1.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Manage all contacts between potential or existing customers and the enterprise

Extended Description

The purpose of this process is to manage all contacts between potential or existing customers and the enterprise. It deals with the identification of the contact, its development, enhancement and update.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.31.1 L4: Identify Contact (1.1.1.2.1.1) – Mapping Details

Process Identifier: 1.1.1.2.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.2.1.1 Identify Contact
Brief Description Deals with the identification of the contact. **(A)** *Desc=* *Identification data allowed* *Company registration no.* *Driver's license no.* *ID document* *ID document no.* *Password*

Social security no.

Security Server (SECSRV) handles login requests from the external user connection pool within the Web server.

Component Integration Layer (CIL) handles all tasks related to the user's registration.

Billing Server (BILLSRV) provides self-care-related billing documents.

Customer Management Server (CMS) provides, controls, and charges telecommunication services.

Order Management Server (OMS) is responsible for the creation and maintenance of orders initiated by an SX user.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335617803.html

Extended Description

Not used for this process element

Explanatory

This could be an individual as a consumer, or part of a business organization (small, medium or corporate) as defined by customer segmentation prevalent in the organization.

Mandatory

Verify the individual / entity (organization) responsible for making contact

Optional

Not used for this process element

Interactions

Not used for this process element

5.31.2 L4: Develop Contact (1.1.1.2.1.2) – Mapping Details

Process Identifier: 1.1.1.2.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.2.1.2 Develop Contact**
Brief Description Deals with development, enhancement and update of the contact. **(A)** *Desc=* *Customer details can be expanded into many selected fields* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703908235-1 **Extended Description** Not used for this process element **Explanatory** For a new customer contact, this will include capturing mandatory details which could be subject to validation. **Mandatory** Expand the detail attributes of the contact. **Optional** Not used for this process element **Interactions**

Not used for this process element

5.32 L3 Manage Request (Including Self Service) (1.1.1.2.2)

Process Identifier: 1.1.1.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Manage all requests (inbound and outbound) made by potential and existing customers. **(A)**

Extended Description

The purpose of this process is to manage all requests (inbound and outbound) made by potential and existing customers. It receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request; it manages the status of the request and is able to provide status information at any moment in which the request is active; it formally closes the request when all related activities have been terminated. **(A)**

Desc= Customer Requests are handled through the Interface Channels CX, SX, PosCX etc. A initial request is later classified as Enquiry, Complaint, or Order. Requests for account refills or balance enquiries can also be made via IVR or USSD.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/LorberT1376571514_cx.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2323607947.html?bnr=17738

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.32.1 L4: Handle Request (1.1.1.2.2.1) – Mapping Details

Process Identifier: 1.1.1.2.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.2.2.1 Handle Request
Brief Description Receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request. **(A)** *Desc= Customer Requests are handled through the Interface Channels CX, SX, PosCX etc. A initial request is later classified as Enquiry, Complaint, or Order* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/LorberT1376571514_cx.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2323607947.html?bnr=17738 **Extended Description**

Not used for this process element **Explanatory** Handle a request to make changes This could be a request to change to enable customer/ subscriber, to start or stop making use of specific products and services. **Mandatory** Receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request. Determine type of stakeholder request. **Optional** Not used for this process element **Interactions** Where relecant, identifies and activates the opportune process to accomplish the request.

5.32.2 L4: Provide Request Status (1.1.1.2.2.2) – Mapping Details

Process Identifier: 1.1.1.2.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.2.2.2 Provide Request Status**
Brief Description Manages the status of the request and is able to provide status information at any moment in which the request is active. **(A)** *Desc=*

The status of the Request job:

-active: The job will be processed at the corresponding execution date.

-on hold: The job is currently not in the queue to be processed. It must be set to active if it should be processed.

-running: The job is currently being processed.

-failed: The job could not be processed because of an error.

Job Requests can also have the following final statuses. However, these are not displayed, since no status changes are allowed here:

-cancelled: The job has been cancelled and cannot be resumed any more.

-finished: The job has been successfully processed..

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-1.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-1.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Manages the status of the request and is able to provide status information at any moment in which the request is active. Track business events using the request status; each of which is governed by rules, followed by a set of actions to reach the next status.

Optional

Not used for this process element

Interactions

Not used for this process element

5.32.3 L4: Close Request (1.1.1.2.2.3) – Mapping Details

Process Identifier: 1.1.1.2.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.2.2.3 Close Request
Brief Description Formally closes the request when all related activities have been terminated. **(A)** *Desc=* *Closing a request may be due to two reasons* *cancelled: The job has been cancelled and cannot be resumed any more.* *finished: The job has been successfully processed.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-1.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Formally closes the request when all related activities have been terminated. **Optional** Not used for this process element **Interactions** Not used for this process element

5.33 L3 Analyze & Report on Customer (1.1.1.2.3)

Process Identifier: 1.1.1.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Perform all necessary analysis on closed requests and on customer contacts and generate related reports.

Extended Description

The purpose of this process is to perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts and it generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.33.1 L4: Analyze Customer Requests & Contacts (1.1.1.2.3.1) – Mapping Details

Process Identifier: 1.1.1.2.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.2.3.1 Analyze Customer Requests & Contacts**
Brief Description Perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts. *Desc= not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts. **Optional** Not used for this process element

Interactions Not used for this process element

5.33.2 L4: Report Customer Requests & Contacts (1.1.1.2.3.2) – Mapping Details

Process Identifier: 1.1.1.2.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.2.3.2 Report Customer Requests & Contacts**
Brief Description Generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc. **(A)** *Desc=* *List of all network (including future dated) requests, except the finished ones are displayed* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-1.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc. **Optional** Not used for this process element **Interactions** Not used for this process element

5.34 L3 Mediate & Orchestrate Customer Interactions (1.1.1.2.4)

Process Identifier: 1.1.1.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its customers.

Extended Description

The purpose of the Mediate & Orchestrate Customer Interactions is to ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its customers. Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations. Based on the specific transaction type and involved external party, this conformance will require the identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats. In addition, interactions with external parties may require that messages and transactions need to be undertaken with defined and agreed orchestration for message exchange. The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.34.1 L4: Identify Customer Interactions Data Formats (1.1.1.2.4.1) – Mapping Details

Process Identifier: 1.1.1.2.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.2.4.1 Identify Customer Interactions Data Formats**
Brief Description Performs identification of the necessary data formats to be sent externally. Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations. The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s. **(A)** *Desc=* *There are multple interfaces for standard business interactions. One such example is* *TIMM: Telecommunication Invoice for Multiple Markets- (TIMM) message, based on EDIFACT INVOIC standard*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/190511243.html

Extended Description

Not used for this process element

Explanatory

Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations.

Mandatory

Performs identification of the necessary data formats to be sent externally.

Optional

Not used for this process element

Interactions

The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s.

5.34.2 L4: Orchestrate Customer Interactions (1.1.1.2.4.2) – Mapping Details

Process Identifier: 1.1.1.2.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.2.4.2 Orchestrate Customer Interactions

Brief Description

Where required, orchestrates interactions with external parties so that messages and transactions are undertaken with defined and agreed orchestration for message exchange. **(A)**

Desc=

Customer Interactions are handled through the Interface Channels CX, SX, PosCX etc. A initial request is later classified as Enquiry, Complaint, or Order. Customer Interactions are orchestrated CMS through the different channels

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/LorberT1376571514_cx.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Where required, orchestrates interactions with external parties.

Optional

Not used for this process element

Interactions

Messages and transactions are undertaken with defined and agreed orchestration for message exchange.

5.34.3 L4: Mediate Customer Interactions (1.1.1.2.4.3) – Mapping Details

Process Identifier: 1.1.1.2.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.2.4.3 Mediate Customer Interactions**
Brief Description Manages conversion of externally received messages into the required internal enterprise formats, based on the specific transaction type and involved external party. **(A)** *Desc=* *Customer Interactions are handled through the Interface Channels CX, SX, PosCX etc. A initial request is later classified as Enquiry, Complaint, or Order. They are mediated either thru CX (Customer Care), PosCx (Point of Sales), or SX (Self Service)* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/LorberT1376571514_cx.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Manages conversion of externally received messages into the required internal enterprise formats, based on the specific transaction type and involved external party. **Optional**

Not used for this process element

Interactions

Manages conversion between external and internal formats.

5.35 L2 Marketing Fulfillment Response (1.1.1.3)

Process Identifier: 1.1.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Responsible for the issue and distribution of marketing collateral directly to a customer and the subsequent tracking of resultant leads.

Extended Description

Marketing Fulfillment Response processes are responsible for the issue and distribution of marketing collateral (i.e., coupon, premium, sample, toys, fliers, etc.) directly to a customer and the subsequent tracking of resultant leads. These processes include campaign management activities from lead generation to product and literature fulfillment, and hand-off of leads to the selling processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.36 L3 Issue & Distribute Marketing Collaterals (1.1.1.3.1)

Process Identifier: 1.1.1.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Issue and distribute marketing collateral (i.e., coupon, premium, sample, toys, fliers, etc.) directly to a customer.

Extended Description

The purpose of this process is to handle the issuing and distribution of marketing collateral to customer, in line with marketing campaign needs. This can involve mailshots, leafleting and displays at events, inserts in newspapers, television and other media advertising and magazines, voice and text messaging to individuals, and so on. Where required, this process deals with customization of general campaign material for individual regions or customer groups. Direct marketing and sales through shop premises, in-store franchises, etc are also included, and this process also manages distribution of marketing collaterals to such outlets.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.36.1 L4: Handle Marketing Collateral Distribution (1.1.1.3.1.1) – Mapping Details

Process Identifier: 1.1.1.3.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.3.1.1 Handle Marketing Collateral Distribution**
Brief Description The purpose of this process is to handle the issuing and distribution of marketing collateral to customer, in line with marketing campaign needs. This can involve mailshots, leafleting and displays at events, inserts in newspapers, television and other media advertising and magazines, voice and text messaging to individuals, and so on. Direct marketing and sales through shop premises, in-store franchises, etc are also included, and this process also manages distribution of marketing collaterals to such outlets. **(AM)** *Desc=* *Commercial Offer Handling and Promotions.* *Best Option Plan assesses the current customer usage profile and proposes a best option plan as part of the marketing collateral* *BCH calls MIH, which applies promotions and discounts. Depending on promotions for prepaid or postpaid charges* *Billing Cycle Handler (BCH) requires the data to include them in the billing documents.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/470394251.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/321305099.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/879637643.html **Extended Description** Not used for this process element **Explanatory** This can involve mailshots, leafleting and displays at events, inserts in newspapers, television and other media advertising and magazines, voice and text messaging to individuals, and so on. **Mandatory** Issuing and distribution of marketing collateral to customer, in line with marketing campaign needs. **Optional** This can involve mailshots, leafleting and displays at events, inserts in newspapers, television and other media advertising and magazines, voice and text messaging to individuals, and so on. **Interactions** Reserved for future use.

5.36.2 L4: Customize Marketing Collateral (1.1.1.3.1.2) – Mapping Details

Process Identifier: 1.1.1.3.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.3.1.2 Customize Marketing Collateral
Brief Description

Where required, this process deals with customization of general campaign material for individual regions or customer groups. **(A)**

Desc=

CMS retrieves Marketing Collateral Offers directly from Account Information & Refill Server (AIR).

Purchase of offers and contracting of offers as well as changes to offers are communicated to the rating applications to have the data available in the database. This is necessary for the following purposes:

Billing Cycle Handler (BCH) requires the data to include them in the billing documents.

Customer Management Server (CMS) retrieves expired offers from the database to display them and their history in Customer Center (CX) and Selfcare Center (SX).

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/879637643.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Not used for this process element

Optional

Where required, this process deals with customization of general campaign material for individual regions or customer groups.

Interactions

Not used for this process element

5.37 L3 Track Leads (1.1.1.3.2)

Process Identifier: 1.1.1.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Track leads generated through marketing, or that arise in the course of business.

Extended Description

The purpose of this process is to identify leads following on from marketing campaign advertising, or those that arise otherwise in the course of business and are collected here. Leads are tracked, evaluated and notified to other processes (e.g. Selling) for further action.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.37.1 L4: Track Marketing Leads (1.1.1.3.2.1) – Mapping Details

Process Identifier: 1.1.1.3.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.3.2.1 Track Marketing Leads
Brief Description Track leads following on from marketing campaign advertising, or those that arise otherwise in the course of business and are collected here. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Track leads following on from marketing campaign advertising, or those that arise otherwise in the course of business. **Optional** Not used for this process element **Interactions** Following on from marketing campaign advertising, or that arise otherwise in the course of business.

5.37.2 L4: Evaluate Marketing Leads (1.1.1.3.2.2) – Mapping Details

Process Identifier: 1.1.1.3.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.3.2.2 Evaluate Marketing Leads
Brief Description Evaluate and notify leads to other processes (e.g. Selling) for further action. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Evaluate and notify leads. **Optional** Not used for this process element **Interactions** Notify leads to other processes (e.g. Selling) for further action.

5.38 L2 Selling (1.1.1.4)

Process Identifier: 1.1.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Responsible for managing prospective customers, for qualifying and educating customers, and matching customer expectations.

Extended Description

Selling processes are responsible for managing prospective customers, for the qualification and education of the customer and for matching customer expectations to the enterprise’s products and services and ability to deliver. These processes also manage the response to customer RFPs.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.39 L3 Manage Prospect (1.1.1.4.1)

Process Identifier: 1.1.1.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Match assigned leads with the most appropriate products and ensure that these prospects are handled appropriately

Extended Description

The purpose of this process is to match assigned leads with the most appropriate products and ensure that these prospects are handled appropriately. These prospects represent a "pipeline" of potential sales, each of which is expressed in terms of the probability of successful sales closure and an estimate of the total attainable revenue. The needs of each potential prospect are analyzed. Based on these needs, potential solutions are identified from the service provider's product portfolio. Each prospect is tracked through these processes and the outcome (win or loss) of each prospect is reported. Prospects are assigned to the appropriate sales channel.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.39.1 L4: Analyze Prospect Needs (1.1.1.4.1.1) – Mapping Details

Process Identifier: 1.1.1.4.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.1.1 Analyze Prospect Needs

Brief Description Analyze the needs of each potential prospect. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Analyze the needs of each potential prospect. **Optional** Not used for this process element **Interactions** Not used for this process element

5.39.2 L4: Identify Potential Solutions (1.1.1.4.1.2) – Mapping Details

Process Identifier: 1.1.1.4.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.1.2 Identify Potential Solutions
Brief Description

Identify potential solutions from the service provider's product portfolio against prospect needs. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Identify potential solutions from the service provider's product portfolio against prospect needs. **Optional** Not used for this process element **Interactions** Not used for this process element

5.39.3 L4: Assign Prospect to Sales Channel (1.1.1.4.1.3) – Mapping Details

Process Identifier: 1.1.1.4.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.4.1.3 Assign Prospect to Sales Channel**
Brief Description

Assign prospects to the appropriate sales channel; The purpose is to match assigned leads with the most appropriate products and ensure that these prospects are handled appropriately. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** The purpose is to match assigned leads with the most appropriate products and ensure that these prospects are handled appropriately. **Mandatory** Assign prospects to the appropriate sales channel. **Optional** Not used for this process element **Interactions** Not used for this process element

5.39.4 L4: Track & Report Prospect (1.1.1.4.1.4) – Mapping Details

Process Identifier: 1.1.1.4.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.1.4 Track & Report Prospect
Brief Description

Track each prospect through these processes and report the outcome (win or loss) of each prospect. These prospects represent a “pipeline” of potential sales, each of which is expressed in terms of the probability of successful sales closure and an estimate of the total attainable revenue. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** These prospects represent a “pipeline” of potential sales, each of which is expressed in terms of the probability of successful sales closure and an estimate of the total attainable revenue. **Mandatory** Track each prospect through these processes and report the outcome (win or loss) of each prospect. **Optional** Not used for this process element **Interactions** Not used for this process element

5.40 L3 Manage Prospect (1.1.1.4.2)

Process Identifier: 1.1.1.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that the opportunity is qualified in terms of any associated risk and the amount of effort required to achieve a sale.

Extended Description

The purpose of the Qualify Opportunity process is to ensure that the opportunity is qualified in terms of any associated risk, and the amount of effort required (e.g. response to a Request for Proposal [RFP]) to achieve a sale. The opportunity is explored with the customer to ensure the offer meets the customer's expectations, and to ensure that the breadth of the customer requirement is understood. Extended interactions with the customer may be required to achieve mutual understanding and agreement. The opportunity may require the development of alternative solutions or customization to the specific customer's requirements. The Qualify Opportunity process is responsible for assessing the size of the potential development and its risk. The resources, financing and potential on-going customer commitment to the developed solution are all factors that must be assessed. These processes also need to assess the strategic importance of the opportunity, the potential for wider application, and the importance of the specific customer to the enterprise. The solution alternatives must be available (e.g. capacity) or scheduled on a product roadmap.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.40.1 L4: Define Alternative/Customized Solutions (1.1.1.4.2.2) – Mapping Details

Process Identifier: 1.1.1.4.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.2.2 Define Alternative/Customized Solutions
Brief Description Develop, as required, alternative solutions or customization to the specific customer's requirements. This focuses on the definition of these solutions at this stage, and not the actual development of new capabilities (which may follow on). *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** This focuses on the definition of these solutions at this stage, and not the actual development of new capabilities (which may follow on). **Mandatory** Develop, as required, alternative solutions or customization to the specific customer's requirements. **Optional** Not used for this process element **Interactions** Not used for this process element

5.40.2 L4: Assess Potential Development & Risk (1.1.1.4.2.3) – Mapping Details

Process Identifier: 1.1.1.4.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.2.3 Assess Potential Development & Risk
Brief Description Assess the size of the potential development and its risk. The resources, financing and potential on-going customer commitment to the developed solution are all factors that must be assessed. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** The resources, financing and potential on-going customer commitment to the developed solution are all factors that must be assessed. **Mandatory** Assess the size of the potential development and its risk. **Optional** Not used for this process element **Interactions** Not used for this process element

5.40.3 L4: Assess Strategic Impacts (1.1.1.4.2.4) – Mapping Details

Process Identifier: 1.1.1.4.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.2.4 Assess Strategic Impacts
Brief Description Assess the strategic importance of the opportunity, the potential for wider application, and the importance of the specific customer to the enterprise. The solution alternatives must be available (e.g. capacity) or scheduled on a product roadmap. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** The solution alternatives must be available (e.g. capacity) or scheduled on a product roadmap. **Mandatory** Assess the strategic importance of the opportunity, the potential for wider application, and the importance of the specific customer to the enterprise. **Optional** Not used for this process element **Interactions** Not used for this process element

5.41 L3 Negotiate Sales/Contract (1.1.1.4.3)

Process Identifier: 1.1.1.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Close the sale with terms that are understood by the customer, and are mutually agreeable to both the customer and the service provider.

Extended Description

The purpose of this process is to close the sale with terms that are understood by the customer, and are mutually agreeable to both the customer and the service provider. This process may involve obtaining customer agreement to standard terms and conditions. The agreement process may require interaction with the customer to ensure that the standard terms and conditions are understood by, and are acceptable to, the customer.

In some cases this process may involve the development of, and negotiation with the customer of, non-standard terms and conditions associated with sales proposals specifically developed to meet specific customer requirements. For complex sales proposals associated with customer RFPs this process may extend over long time periods and require extensive interaction with customers to achieve agreement. Aspects of contract price determination may include issues of CPE prices from third party vendors, allowances based on customer location, etc. For RFPs, many of the commercial terms being sought may be developed or originated by the customer, and the negotiating team may need to develop strategies to achieve acceptable commercial outcomes. .The sale is concluded through negotiations and joint agreement on features, service levels, pricing and discounts, resulting in a sign-off formal agreement/contract between the customer and service provider. Depending upon specific circumstances, final agreement from the Service Provider’s perspective may require escalation to, and agreement from, an appropriately delegated manager. The formal agreement could include zero or more confirmed orders from the customer. These orders are then passed on as requests to allow formal Customer Orders to be generated and processed.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.41.1 L4: Negotiate Standard Terms & Conditions (1.1.1.4.3.1) – Mapping Details

Process Identifier: 1.1.1.4.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.3.1 Negotiate Standard Terms & Conditions
Brief Description For standard terms and conditions, interact as necessary with the customer to ensure that the standard terms and conditions are understood by, and are acceptable to, the customer. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** For complex sales proposals associated with customer RFPs this process may extend over long time periods and require extensive interaction with customers to achieve agreement. Aspects of contract price determination may include issues of CPE prices from third party vendors, allowances based on customer location, etc. For RFPs, many of the commercial terms being sought may be developed or originated by the customer, and the negotiating team may need to develop strategies to achieve acceptable commercial outcomes. .The sale is concluded through negotiations and joint agreement on features, service levels, pricing and discounts, resulting in a sign-off formal agreement/contract between the customer and service provider. **Mandatory**

For standard terms and conditions, interact as necessary with the customer to ensure that the standard terms and conditions are understood by, and are acceptable to, the customer. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.41.2 L4: Develop & Negotiate Non-standard Terms & Conditions (1.1.1.4.3.2) – Mapping Details

Process Identifier: 1.1.1.4.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.4.3.2 Develop & Negotiate Non-standard Terms & Conditions**
Brief Description Develop and negotiate with the customer (where required) non-standard terms and conditions associated with sales proposals specifically developed to meet specific customer requirements. For complex sales proposals associated with customer RFPs this process may extend over long time periods and require extensive interaction with customers to achieve agreement. Aspects of contract price determination may include issues of CPE prices from third party vendors, allowances based on customer location, etc. For RFPs, many of the commercial terms being sought may be developed or originated by the customer, and the negotiating team may need to develop strategies to achieve acceptable commercial outcomes. .The sale is concluded through negotiations and joint agreement on features, service levels, pricing and discounts, resulting in a sign-off formal agreement/contract between the customer and service provider. *Desc=* *not featured in standard CBIO offering*

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Develop and negotiate with the customer (where required) non-standard terms and conditions associated with sales proposals specifically developed to meet specific customer requirements.

Optional

Not used for this process element

Interactions

Not used for this process element

5.41.3 L4: Obtain Customer Agreement (1.1.1.4.3.3) – Mapping Details

Process Identifier: 1.1.1.4.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.4.3.3 Obtain Customer Agreement

Brief Description

For either standard or non-standard terms and conditions, obtain final confirmation that the agreed terms and conditions are understood by, and are acceptable to, the customer, and achieve sign-off. Depending upon specific circumstances, final agreement from the Service Provider's perspective may require escalation to, and agreement from, an appropriately delegated manager. The formal agreement could include zero or more confirmed orders from the customer. These orders are then passed on as requests to allow formal Customer Orders to be generated and processed.

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Depending upon specific circumstances, final agreement from the Service Provider's perspective may require escalation to, and agreement from, an appropriately delegated manager. The formal agreement could include zero or more confirmed orders from the customer. These orders are then passed on as requests to allow formal Customer Orders to be generated and processed.

Mandatory

For either standard or non-standard terms and conditions, obtain final confirmation that the agreed terms and conditions are understood by, and are acceptable to, the customer, and achieve sign-off.

Optional

Not used for this process element

Interactions

Not used for this process element

5.41.4 L4: Create Customer Order (1.1.1.4.3.4) – Mapping Details

Process Identifier: 1.1.1.4.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.3.4 Create Customer Order

Brief Description

Responsible for creating standard and/or non-standard orders (in ITIL, "RFCs") for handover to be fulfilled. **(A)**

Desc=

Apart from the Telecommunication and Operator specific Templates and internal business policy pre-configured Orders(see reference 1), BSCS also allows for customer (Business Partner, Corporate Customer etc) adapted, modified or unique Order Workflows, in addition to interaction with third party Order management software. Orders might be parameterized to deviate in minor (whilst benefiting from standard setup customer policies) for example for Small business and SOHO users (reference 2), or have unique workflows created from scratch, with individually configurable workflow behaviours. This is usually performed by Supervisors and is useful where a large customer or large set of customers (like retail MVNO) is involved (see reference 3). Together with Batch jobs, this becomes a powerful function, for example where one MVNO takes over a range of retail customers from another MVNO.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/133538955.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456660363.html?bnr=22292

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/136798731-2.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/142264331-3.html?bnr=22292

Extended Description

Not used for this process element

Explanatory

This process is responsible for creating standard orders (in ITIL, "RFC"s) for non -custom orders and non-standard orders, for qualified custom agreements This process will also interact with other processes for fulfilling the customer expectations.

Mandatory

Responsible for creating standard and/or non-standard orders (in ITIL, "RFCs") for handover to be fulfilled.

Optional

Not used for this process element

Interactions

This process will interact with other Fulfillment processes (particularly, Order Handling) to carry out customer orders.

5.42 L3 Acquire Customer Data (1.1.1.4.4)

Process Identifier: 1.1.1.4.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Capture and record all pertinent customer data required for the initiation, realization and deployment of the agreed sales proposal.

Extended Description

The purpose of this process is to capture and record all pertinent customer data required for the initiation, realization and deployment of the agreed sales proposal. In most standard offerings the necessary customer data is often captured on the sales proposal agreement form associated with the standard offerings. For non-standard and/or complex sales agreements associated, for instance, with a customer RFP, extensive customer information may be required to plan and roll-out the agreed solution. For example, Centrex designs require extensive capture of details surrounding deployment of handsets, features associated with each handset, customer Centrex groups, etc.

In some cases the necessary level of precise detail may be available from the Develop Sales Proposal. Where this is not the case, this process is responsible for determining the precise customer information required to support the agreed proposal, capturing (through forms, or customer interviews, etc.) the required customer information, and storing the details in a form required by other processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.42.1 L4: Determine Required Customer Data (1.1.1.4.4.1) – Mapping Details

Process Identifier: 1.1.1.4.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.4.1 Determine Required Customer Data
Brief Description In most standard offerings the necessary customer data is often captured on the sales proposal agreement form associated with the standard offerings. For non-standard and/or complex sales agreements associated, for instance, with a customer RFP, extensive customer information may be required to plan and roll-out the agreed solution. For example, Centrex designs require extensive capture of details surrounding deployment of handsets, features associated with each handset, customer Centrex groups, etc. In some cases the necessary level of precise detail may be available from the Develop Sales Proposal. Where this is not the case, this process is responsible for determining the precise customer information required to support the agreed proposal. *Desc=*

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

In most standard offerings the necessary customer data is often captured on the sales proposal agreement form associated with the standard offerings. For non-standard and/or complex sales agreements associated, for instance, with a customer RFP, extensive customer information may be required to plan and roll-out the agreed solution. For example, Centrex designs require extensive capture of details surrounding deployment of handsets, features associated with each handset, customer Centrex groups, etc.

Mandatory

Responsible for determining the precise customer information required to support the agreed proposal. In some cases the necessary level of precise detail may be available from the Develop Sales Proposal.

Optional

Not used for this process element

Interactions

Not used for this process element

5.42.2 L4: Capture & Record Customer Data (1.1.1.4.4.2) – Mapping Details

Process Identifier: 1.1.1.4.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.4.2 Capture & Record Customer Data

Brief Description

Capture (through forms, or customer interviews, etc.) the required customer information, and store the details in a form required by other processes.
Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Capture (through forms, or customer interviews, etc.) the required customer information, and store the details in a form required by other processes.

Mandatory

Capture (through forms, or customer interviews, etc.) the required customer information, and store the details in a form required by other processes.

Optional

Not used for this process element

Interactions

Not used for this process element

5.43 L3 Cross/Up Selling (1.1.1.4.5)

Process Identifier: 1.1.1.4.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that the value of the relationship between the customer and service provider is maximized by selling additional, or more of the existing, products.

Extended Description

The purpose of this process is to ensure that the value of the relationship between the customer and service provider is maximized by selling additional, or more of the existing, products. The ongoing analysis of customer trends (e.g. usage, problems, complaints) is used to identify when the current offerings may no longer be appropriate for the customer, or when the opportunity for a larger sale arises. Based on the data collected, more appropriate offerings should be recommended to the customer.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.43.1 L4: Analyze Customer Trends (1.1.1.4.5.1) – Mapping Details

Process Identifier: 1.1.1.4.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.5.1 Analyze Customer Trends

Brief Description

Use ongoing analysis of customer trends (e.g. usage, problems, complaints) to identify when the current offerings may no longer be appropriate for the customer, or when the opportunity for a larger sale arises. The purpose is to ensure that the value of the relationship between the customer and service provider is maximized by selling additional, or more of the existing, products.
Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

The purpose is to ensure that the value of the relationship between the customer and service provider is maximized by selling additional, or more of the existing, products.

Mandatory

Use ongoing analysis of customer trends (e.g. usage, problems, complaints) to identify when the current offerings may no longer be appropriate for the customer, or when the opportunity for a larger sale arises.

Optional

Not used for this process element

Interactions

Not used for this process element

5.43.2 L4: Recommend Appropriate Offerings (1.1.1.4.5.2) – Mapping Details

Process Identifier: 1.1.1.4.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.5.2 Recommend Appropriate Offerings
Brief Description Based on the data collected, recommend more appropriate offerings to the customer. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Based on the data collected, recommend more appropriate offerings to the customer. **Optional** Not used for this process element **Interactions** Not used for this process element

5.44 L3 Develop Sales Proposal (1.1.1.4.6)

Process Identifier: 1.1.1.4.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Develop a sales proposal to respond to the customer's requirements.

Extended Description

The purpose of this process is to develop a sales proposal to respond to the customer's requirements. This process commences following approval by the Qualify Customer process. The development of a sales proposal may require the selection of a standard product offering, may require the development of a non-standard offering, or may require the creation of a project team to construct an offering in response to a customer's Request For Proposal. In all cases, the processes are responsible for ascertaining the customer's requirements, determining the ability of the enterprise to support the customer requirements, and developing a proposal (or proposals) for the customer which meets the stated requirements. These processes assess the extent of enterprise support required to develop the sales proposal, marshal the necessary support across the enterprise and administer the sales proposal development activity to ensure that any timing constraints associated with eth customer requirements are achieved.

Note that development of a non-standard sales proposal or the response to a customer's RFP may require the development of unique solution designs. The development of unique solutions, within the context of current deployed capabilities, uses the Design Solutions process within Service Management & Operations to undertake the necessary feasibility studies. Where current capabilities are not able to support customer's requirements, the Product & Offer Capability Delivery processes are invoked to undertake any necessary assessment and business case development.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.44.1 L4: Ascertain Customer Requirements (1.1.1.4.6.1) – Mapping Details

Process Identifier: 1.1.1.4.6.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.4.6.1 Ascertain Customer Requirements**
Brief Description Ascertain the customer's requirements. This process commences following approval by the Qualify Customer process. The development of a sales proposal may require the selection of a standard product offering, may require the development of a non-standard offering, or may require the creation of a project team to construct an offering in response to a customer's Request For Proposal. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Reserved for future use. **Optional** Not used for this process element **Interactions** Reserved for future use.

5.44.2 L4: Determine Support for Customer Requirements (1.1.1.4.6.2) – Mapping Details

Process Identifier: 1.1.1.4.6.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.4.6.2 Determine Support for Customer Requirements**
Brief Description Determine the ability of the enterprise to support the customer requirements. These processes assess the extent of enterprise support required to develop the sales proposal, marshal the necessary support across the enterprise and administer the sales proposal development activity to ensure that any timing constraints associated with eth customer requirements are achieved. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Determine the ability of the enterprise to support the customer requirements. These processes assess the extent of enterprise support required to develop the sales proposal, marshal the necessary support across the enterprise and administer the sales proposal development activity to ensure that any timing constraints associated with eth customer requirements are achieved. **Optional** Not used for this process element **Interactions**

Not used for this process element

5.44.3 L4: Develop Proposal against Customer Requirements (1.1.1.4.6.3) – Mapping Details

Process Identifier: 1.1.1.4.6.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.6.3 Develop Proposal against Customer Requirements
Brief Description Develop a proposal (or proposals) for the customer which meets the stated requirements. The development of a sales proposal may require the selection of a standard product offering, may require the development of a non-standard offering, or may require the creation of a project team to construct an offering in response to a customer's Request For Proposal. Note that development of a non-standard sales proposal or the response to a customer's RFP may require the development of unique solution designs. The development of unique solutions, within the context of current deployed capabilities, uses the Design Solutions process within Service Management & Operations to undertake the necessary feasibility studies. Where current capabilities are not able to support customer's requirements, the Product & Offer Capability Delivery processes are invoked to undertake any necessary assessment and business case development. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Develop a proposal (or proposals) for the customer which meets the stated requirements. The development of a sales proposal may require the selection of a standard product offering, may require the development of a non-standard offering, or may require the creation of a project team to construct an offering in response to a customer's Request For Proposal. Note that development of a non-standard sales proposal or the response to a customer's RFP may require the development of unique solution designs. The development of unique solutions, within the context of current deployed capabilities, uses the Design Solutions process within Service Management & Operations to undertake the necessary feasibility studies. Where current capabilities are not able to support customer's requirements, the Product & Offer Capability Delivery processes are invoked to undertake any necessary assessment and business case development.

Optional

Not used for this process element

Interactions

Not used for this process element

5.45 L3 Manage Sales Accounts (1.1.1.4.7)

Process Identifier: 1.1.1.4.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Manage the sales accounts assigned to the sales channel on a day-day basis.

Extended Description

The purpose of the Manage Sales Accounts processes is to manage the sales accounts assigned to the sales channel and/or sales manager on a day-day basis. These processes are responsible for contacting the customers associated with each sales account on a regular basis appropriate for the type of account, to develop the appropriate relationships and contacts, to prospect for leads, to promote the enterprise's product offerings, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.45.1 L4: Contact Customer (on regular basis) (1.1.1.4.7.1) – Mapping Details

Process Identifier: 1.1.1.4.7.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.7.1 Contact Customer (on regular basis)
Brief Description Contact the customers associated with each sales account on a regular basis appropriate for the type of account. The purpose is to manage the sales accounts assigned to the sales channel and/or sales manager on a day-day basis. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory**

The purpose is to manage the sales accounts assigned to the sales channel and/or sales manager on a day-day basis.

Mandatory

Contact the customers associated with each sales account on a regular basis appropriate for the type of account.

Optional

Not used for this process element

Interactions

Not used for this process element

5.45.2 L4: Develop Contacts & Leads (1.1.1.4.7.2) – Mapping Details

Process Identifier: 1.1.1.4.7.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.7.2 Develop Contacts & Leads
Brief Description Develop the appropriate relationships and contacts, prospect for leads, promote the enterprise's product offerings, etc. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element

Explanatory Not used for this process element **Mandatory** Develop the appropriate relationships and contacts, prospect for leads, promote the enterprise's product offerings, etc. **Optional** Not used for this process element **Interactions** Not used for this process element

5.45.3 L4: Update Sales Repository (1.1.1.4.7.3) – Mapping Details

Process Identifier: 1.1.1.4.7.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.4.7.3 Update Sales Repository
Brief Description Responsible for managing and updating sales repository / inventory. **(A)** *Desc=*

Currently CBIO only maintains Sales inventory that are specific to directory numbersiLike Fixed Line & MSISDN), APN & PDP Addresses. The following markets are supported : AMPS,Calling Card (CCD),GSM (GRPS/UMTS/LTE), Intelligent Network (IN), ISDN, Leased Line (LLI), X.25.

It is possible to update the Sales inventory Repository when for example a new set of SIM cards have been order from an external supplier and have to checked-in.

For more expansive inventory management refer to other Ericsson Product Offerings.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/197979915.html?bnr=22397

Extended Description

Not used for this process element

Explanatory

This process is responsible for getting customer configuration information and KPIs. This process will also update selling information into repository.

Mandatory

Manage and update sales repository.

Optional

Reserved for future use.

Interactions

This process will interact with ITIL and non-ITIL application for getting and updating sale configurations.

5.46 L2 Order Handling (1.1.1.5)

Process Identifier: 1.1.1.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Responsible for accepting and issuing orders.

Extended Description

Order Handling processes are responsible for accepting and issuing orders. They deal with pre-order feasibility determination, credit authorization, order issuance, order status and tracking, customer update on order activities and customer notification on order completion. Responsibilities of the Order Handling processes include, but are not limited to:

· Issuing new customer orders, modifying open customer orders or canceling open customer orders;

· Verifying whether specific non-standard offerings sought by customers are feasible and supportable;

· Checking the credit worthiness of customers as part of the customer order process;

· Testing the completed offering to ensure it is working correctly;

· Updating of the Customer Inventory Database to reflect that the specific product offering has been allocated, modified or cancelled;

· Assigning and tracking customer provisioning activities;

· Managing customer provisioning jeopardy conditions; and

· Reporting progress on customer orders to customer and other processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.47 L3 Determine Customer Order Feasibility (1.1.1.5.1)

Process Identifier: 1.1.1.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified to a customer.

Extended Description

The purpose of the Determine Customer Order Feasibility process is to check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified as part of the standard product offering process flow, to a customer.

These processes invoke requests to SM&O provisioning processes to determine the availability and supportability of product offerings to a customer.

These processes are also responsible for determining whether the offering can be supported by other CRM processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.47.1 L4: Perform Impact Analysis (1.1.1.5.1.1) – Mapping Details

Process Identifier: 1.1.1.5.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.1.1 Perform Impact Analysis
Brief Description Analyses the customer order for further impact particularly deals with RFCs (request for change). **(AM)** *Desc=* *Only predetermined validation rules are supported. For example, validating the availability of a new sim card to a customer. When the Sim card has allready been associated an error is raised. If the Sim card passed the validation check it is associated to a specific customer account. In contrast Wireline functions might require analysing a) the final route to b) determine availability projected capacity (example fibre to curb) and c) actual line speed available) to complete the order successfully. These infrastructure dependent validation features are not currently supported, and if so it will be a manual verification. (Manual)* *The validations for available SIM-cards amd MSISDN's are made fully automatically as part of the customer registration process as described in the referred documentation.(Fully Automated)* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1957598475.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2152656267.html?bnr=22397 **Extended Description**

Not used for this process element

Explanatory

This process is used to determine the impact on feasibility of customer orders. After determination on feasibility of customer orders, impact analysis will detect the need of change. It determine the impact on customer solution service components.

Mandatory

Analyses the customer order for further impact particularly deals with RFCs (request for change).

Optional

Not used for this process element

Interactions

This process supports the ITIL change management process.

5.47.2 L3: Authorize Credit (1.1.1.5.2)

Process Identifier: 1.1.1.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS **1.1.1.5.2 Authorize Credit**
Brief Description Assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt. **(A)**

Extended Description

The purpose of the Authorize Credit processes is to assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt. This process is responsible for initiating customer credit checks and for authorizing credit and credit terms in accordance with established enterprise risk and policy guidelines. **(A)**

Desc=The customer care/POS/SelfCare agent is supported by latest credit score results and the credit-related settings for the customer.

Credit checks, reservations and deducts are continously made as part of the real time charging process to make sure the customer has enough funds for the requested service.

Credit scoring could be made manually if the data is not kept in the system and no integration to other systems are made. However, if internal data is used for credit scoring or an integration is made to the external system it is fully automatic.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1702292747-1

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2227132427.html?bnr=17738

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.48 L3 Track & Manage Customer Order Handling (1.1.1.5.4)

Process Identifier: 1.1.1.5.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date.

Extended Description

The objective of the Track & Manage Customer Order Handling processes is to ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date.

Responsibilities of these processes include, but are not limited to:

· Scheduling, assigning and coordinating customer provisioning related activities;

· Generating the respective service order creation request(s) to Issue Service Orders based on specific customer orders;

· Escalating status of customer orders in accordance with local policy;

· Undertaking necessary tracking of the execution process;

· Adding additional information to an existing customer order;

· Modifying information in an existing customer order;

· Modifying the customer order status;

· Canceling a customer order when the initiating sales request is cancelled;

· Monitoring the jeopardy status of customer orders, and escalating customer orders as necessary; and

· Indicating completion of a customer order by modifying the customer order status.

Note that some specific product components may be delivered directly by suppliers/partners. In these cases the Track & Manage Customer Order Handling process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific product components.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.48.1 L4: Manage Customer Order (1.1.1.5.4.1) – Mapping Details

Process Identifier: 1.1.1.5.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.4.1 Manage Customer Order
Brief Description Schedule, assign and coordinate customer provisioning related activities. Generate the respective service order creation request(s) to Issue Service Orders based on specific customer orders. Escalate status of customer orders in accordance with local policy. Add additional information to an existing customer order. Modify information in an existing customer order. Cancel a customer order when the initiating sales request is cancelled. If some specific product components are delivered directly by suppliers/partners, initiate requests, through S/P Requisition Management, for the delivery by

the supplier/partner of the specific product components. **(A)** *Desc=* *Order Management Server (OMS) is responsible for the creation and maintenance and closure of orders. These orders are initiated by the following applications and processes:* *.Web applications, for example Selfcare Center (SX) or Customer Center (CX)* *Ericsson Telecom CRM, to update customer data and for data synchronization between MSCRM and BSCS .* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/133534347.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.48.2 L4: Track Customer Order (1.1.1.5.4.2) – Mapping Details

Process Identifier: 1.1.1.5.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.4.2 Track Customer Order
Brief Description Undertake necessary tracking of the execution process. Modify the customer order status. Monitor the jeopardy status of customer orders, escalating customer orders as necessary. **(A)** *Desc=* *Represents the graphical user interface OMX users (agents) can work with to facilitate the management of orders and order-related workflows, tasks and actions.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456582155.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/fiedlers1371129861_omx.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions**

Reserved for future use.

5.48.3 L4: Update Order Repository (1.1.1.5.4.3) – Mapping Details

Process Identifier: 1.1.1.5.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.4.3 Update Order Repository
Brief Description To be added (**A**) *Desc=* *The Order Management Server (OMS) receives orders from both the selfcare and customer center. It stores the orders and triggers a corresponding workflow to fulfill the order. It also updates the order status as the order is processed.* *Order states available.* *'pending' = RECEIVED (1)* *'acknowledged' = IN PROCESS (2)* *'rejected' = REJECTED (4)* *'committed' = FILTERED (3)* *'cancelled' = cancelled (8)* *'completed' = finished (6)*

It is possible to define new states that are currently not used for workflow processing, as well as changing the precendences, and order of steps and asscociated states for the workflow.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/435542027.html?bnr=22397

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/133534347.html?bnr=23434

Extended Description

Not used for this process element

Explanatory

Update repository at each level in order handling. The state of order will be changed at each level according to work flow:

- All those issued customer order which are not preauthorized are set in ‘pending’ state

- Validate order will passed to ‘acknowledged’ state (if invalid, order gets ‘rejected’)

- Feasible order (completing the impact analysis) will be ‘committed’ in case order is not ‘cancelled’ (leads to cancelled state) (if infeasible , order gets ‘rejected’)

- As the order progress for completion will set to ‘completed’ (in case not cancelled)

- The 3 terminal states: completed, cancelled and rejected will finally leads to ‘closed customer order’

Mandatory

Create, update and delete order information and update order state into order inventory/ repository.

Optional

Not used for this process element

Interactions

This process will directly interact with the repository, in order to update the order state/status information.

5.49 L3 Complete Customer Order (1.1.1.5.5)

Process Identifier: 1.1.1.5.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase.

Extended Description

The purpose of the Complete Customer Order processes is to manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase. The customer may participate in commissioning or end-to-end testing and then satisfactory delivery. The customer is trained in the functionality and benefits of the solution. These processes are responsible for ensuring that any customer information required by other CRM processes is updated as part of the customer order completion.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.49.1 L4: Manage Customer Information (1.1.1.5.5.1) – Mapping Details

Process Identifier: 1.1.1.5.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.5.5.1 Manage Customer Information**
Brief Description Manage customer information after customer contracts or associated service orders have been finalized and during the order completion phase. Ensure that any customer information required by other CRM processes is updated as part of the customer order completion. **(A)** *Desc=You can modify, add, delete customer details* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2263048331.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/309606411.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional**

Reserved for future use. **Interactions** Reserved for future use.

5.49.2 L4: Manage Customer Interaction (1.1.1.5.5.2) – Mapping Details

Process Identifier: 1.1.1.5.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.5.2 Manage Customer Interaction
Brief Description Coordinate customer participation in commissioning or end-to-end testing and satisfactory delivery. Train the customer on the functionality and benefits of the solution. **(A)** *Desc= Customer Interactions are handled through the Interface Channels CX, SX, PosCX etc. A initial request is later classified as Enquiry, Complaint, or Order* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/LorberT1376571514_cx.html **Extended Description** Not used for this process element **Explanatory**

Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.50 L3 Issue Customer Orders (1.1.1.5.6)

Process Identifier: 1.1.1.5.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Issue correct and complete customer orders.

Extended Description

The purpose of the Issue Customer Orders processes is to issue correct and complete customer orders. These processes ensure that all necessary information about the Customer Order (for example, type of product, install address, special requirements, etc.) is available. The customer orders may be required to satisfy pertinent customer requests from the Selling processes (in particular taking into account the purchase order from Negotiate Sales), may arise as a result of requests for customer provisioning activity to satisfy customer problem restoration activities, may arise to alleviate customer performance issues. These processes assess the information contained in the customer order relating to the sales request or initiating customer process request to determine the associated customer orders that need to be issued. The issued customer order may require a feasibility assessment, may require new provisioning activities, may require a change to a previously issued customer order, or may require cancellation of a previously initiated customer order. The customer order may also relate to the cancellation of previously purchased specific services. Where, the initiating request for a purchased product offering has a standard customer order this process is responsible for issuing the customer order, and for creating a record of the relevant initiating sales request and the associated customer order. Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has been previously undertaken, this process is responsible for issuing the customer order, and for creating a record of the relevant initiating request information and the associated customer order. Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has not been previously undertaken, this process marks the issued customer order as requiring special handling, and passes management for further processing to the Track & Manage Customer Order Handling process. The orchestration, if required, and tracking of the customer order progress is the responsibility of the Track & Manage Customer Order Handling processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.50.1 L4: Assess Customer Order (1.1.1.5.6.1) – Mapping Details

Process Identifier: 1.1.1.5.6.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.6.1 Assess Customer Order

Brief Description

Assess the information contained in the customer order relating to the sales request or initiating customer process request to determine the associated customer orders that need to be issued. The issued customer order may require a feasibility assessment, may require new provisioning activities, may require a change to a previously issued customer order, or may require cancellation of a previously initiated customer order. The customer order may also relate to the cancellation of previously purchased specific services. **(A)**

Desc=

Order Management Server (OMS) is responsible for the creation and maintenance of orders. These orders are initiated by the following applications and processes:

- .Web applications, for example Selfcare Center (SX) or Customer Center (CX)

- Ericsson Telecom CRM, to update customer data and for data synchronization between MSCRM and BSCS .

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/133534347.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.50.2 L4: Issue Customer Order (1.1.1.5.6.2) – Mapping Details

Process Identifier: 1.1.1.5.6.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.6.2 Issue Customer Order
Brief Description Issue a customer order, creating a record of the relevant initiating sales request and the associated customer order. Where the initiating request for a purchased product offering has special or unusual requirements, if a specific feasibility assessment has been previously undertaken, create a record of the relevant initiating request information. If a specific feasibility assessment has not been previously undertaken, mark the issued customer order as requiring special handling. **(A)** *Desc=With this workflow a contract is created and activated.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1711312651.html **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.51 L3 Report Customer Order Handling (1.1.1.5.7)

Process Identifier: 1.1.1.5.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Monitor the status of customer orders, provide notifications of any changes and provide management reports.

Extended Description

The objective of the Report Customer Order Handling processes is to monitor the status of customer orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of customer orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Order Handling processes.These processes record, analyze and assess the customer order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Order Handling process. These specialized summaries could be specific reports required by specific customers.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.51.1 L4: Monitor Customer Order Status (1.1.1.5.7.1) – Mapping Details

Process Identifier: 1.1.1.5.7.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.7.1 Monitor Customer Order Status
Brief Description Continuously monitor the status of customer orders. **(A)** *Desc=* *Represents the graphical user interface OMX users (agents) can work with to facilitate the management of orders and order-related workflows, tasks and actions.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456582155.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/fiedlers1371129861_omx.html **Extended Description**

Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.51.2 L4: Manage Customer Order Status Notification (1.1.1.5.7.2) – Mapping Details

Process Identifier: 1.1.1.5.7.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.7.2 Manage Customer Order Status Notification
Brief Description Manage notifications to processes and other parties registered to receive notifications of any status changes. **(A)** *Desc=Order Notification status (like balance and Recharge) as well as selfcare*

Former is the feature list

Latter is where/how notifications are configured

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/670456459.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335679755.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.51.3 L4: Report Customer Order Status (1.1.1.5.7.3) – Mapping Details

Process Identifier: 1.1.1.5.7.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.7.3 Report Customer Order Status
Brief Description Record, analyze and assess the customer order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Order Handling process, including specific reports required by specific customers. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.51.4 L3 Close Customer Order (1.1.1.5.8)

Process Identifier: 1.1.1.5.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS **1.1.1.5.8 Close Customer Order**
Brief Description Close a customer order when the customer provisioning activities have been completed. Monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed. *Desc=* *If the order-related workflow has been processed successfully, that is, all actions and/or tasks defined in the workflow have been completed successfully, the status of the order is changed to 'finished'.* *Orders can be monitored in the Order Management Center (OMX)* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/435542027.html?bnr=23434 http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/456988299-2.html?bnr=23434 **Extended Description** The objective of the Close Customer Order processes is to close a customer order when the customer provisioning activities have been completed. These processes monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed. **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.52 L2 Problem Handling (1.1.1.6)

Process Identifier: 1.1.1.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Responsible for receiving trouble reports from customers, resolving them to the customer’s satisfaction and providing meaningful status on repair and/or restoration activity to the customer.

Extended Description

Problem Handling processes are responsible for the management of problems reported by customers and associated with purchased product offerings. The objective of these processes is to receive reports from customers, resolving them to the customer’s satisfaction and providing meaningful status on repair and/or recovery activity to the customer. They are also responsible for customer contact and support in relation to any customer-affecting problems detected by other processes or through analysis, including proactively informing the customer and resolving these specific problems to the customer’s satisfaction.

Responsibilities of the Problem Handling processes include, but are not limited to:

· Capturing, analyzing, managing and reporting on customer reported problems associated with purchased product offerings;

· Initiating and managing customer problem reports;

· Correcting customer problems;

· Reporting progress on customer problem reports to customer and other processes;

· Assigning & tracking customer problem recovery activities; and

· Managing customer problem jeopardy conditions.

Problem Handling processes perform analysis, decide on the appropriate actions/responses and carry them out with the intent of restoring normal operation on specific purchased product offerings.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.53 L3 Isolate Customer Problem (1.1.1.6.1)

Process Identifier: 1.1.1.6.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Identify the root cause of the customer problem.

Extended Description

The purpose of the Isolate Customer Problem processes is to identify the root cause of the customer problem. The responsibilities of these processes include, but are not limited to:

· Verifying whether the customer is using the purchased product offering correctly; and

· Performing diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services.

The Isolate Customer Problem processes will make the results of the root cause analysis available to other processes. The Isolate Customer Problem processes will update open customer problem report, as required during the assessment, and when the root cause has been identified.

The Isolate Customer Problem processes will notify the Track & Manage Customer Problem processes when the analysis is complete.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.53.1 L4: Verify Product Configuration (1.1.1.6.1.1) – Mapping Details

Process Identifier: 1.1.1.6.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.1.1 Verify Product Configuration

Brief Description

This process verifies whether the customer is using the purchased product offering correctly. **(AM)**

Desc=

Ericsson's view is that Problems categorically never fully automatable, since its occurence is unanticipated. If it was accurately anticipated it could be fully automated and would therefore be handled not as problem but as feature before the customer sees the need to report it.

Also customer calls itself may have a wide set of justifiable / unjustifiable problems. Therefore a fully automated interface for reporting problems is also not feasable nor always considered customer friendly.

The Agent will, based on the customer request, scan through the contract detail to see whether the customer expectations meets his current contract conditions (see refence 3). It is possible to drill into a subsection of the contract (see example reference 4) to do detail verification of the contraction conditions. In addition to raising a specific a memo memo can be raised if the customer care agent is not sure. This memo can be classified directly as problem if the agent is sure that the contract conditions are not met.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=322530571.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703903755-1

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=646105483.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Verifies whether the customer is using the purchased product offering correctly. **Optional** Not used for this process element **Interactions** Not used for this process element

5.53.2 L4: Perform Specific Customer Problem Diagnostics (1.1.1.6.1.2) – Mapping Details

Process Identifier: 1.1.1.6.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.1.2 Perform Specific Customer Problem Diagnostics
Brief Description This process performs diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services. **(AM)** *Desc= Only non-Network related Diagnostics can be interrogated directly. For 2nd and 3rd Level Support of Network Diagnostics, either an Fault configuration interface must be provided, or a hand-over to 2 or 3 roles must be performed. (You can forward memos to up to three follow-up users, defined in AX or CX).* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html

Extended Description Not used for this process element **Explanatory** Not used for this process element **Mandatory** Performs diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services. **Optional** Not used for this process element **Interactions** Not used for this process element

5.53.3 L4: Perform Specific Customer Problem Tests (1.1.1.6.1.3) – Mapping Details

Process Identifier: 1.1.1.6.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.1.3 Perform Specific Customer Problem Tests
Brief Description This process runs tests against the specific services.

Desc= *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Runs tests against the specific services. **Optional** Not used for this process element **Interactions** Not used for this process element

5.53.4 L4: Notify T&M Root Cause Customer Problem (1.1.1.6.1.4) – Mapping Details

Process Identifier: 1.1.1.6.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.1.4 Notify T&M Root Cause Customer Problem
Brief Description

This process notifies the Track & Manage Customer Problem processes when the analysis is complete. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Notifies the Track & Manage Customer Problem processes when the analysis is complete. **Optional** Not used for this process element **Interactions** Not used for this process element

5.53.5 L4: Categorize Customer Problem (1.1.1.6.1.5) – Mapping Details

Process Identifier: 1.1.1.6.1.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.1.5 Categorize Customer Problem

Brief Description

To be added **(AM)**

Desc=

Problems categorically never fully automatable, since it occurence is unanticipated. If it was accurately anticipated it could be fully automated and would therefore be handled before the customer sees the need to report it.

Also customer calls itself may have a wide set of justifiable / unjustifiable problems. Therefore a fully automated interface for reporting problems is also not feasable nor customer friendly.

Customer problems can be noted first through interaction as memos, such interactions can then be classified as inquiry, or problem, etc. which in turn can be categorized into different areas.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322530571.html?bnr=22397

Extended Description

Not used for this process element

Explanatory

Use categorized Impact and Urgency levels to focus on the business critical problems based on the problem prioritization. This process is used to validate and classify the customer problem. Which involves filtering out problems classify them.

Mandatory

This process is responsible for categorizing the customer problem according to the type of the problem, impact, and standardized criteria at CRM level. Moreover, this activity will be carried out with appropriate diligence, in order to provide inputs to the "Track & Manage Customer Problem" process. Analyze customer problem, filter out irrelevant and false problems. Determine the problem severity based on its impact and set the appropriate priority.

Optional

Not used for this process element

Interactions

The Categorize Customer Problem process will notify the Determine Resolution Feasibility and Justification process when the classification is complete.

5.53.6 L4: Identify Root Cause / Check for Woarkarounds (1.1.1.6.1.6) – Mapping Details

Process Identifier: 1.1.1.6.1.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.1.6 Identify Root Cause / Check for Woarkarounds
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Investigate the customer problem cause and check for workarounds or temporary fix. **Mandatory**

Verify the configuration of the customer's product. Look for the root cause of the customer problem. If the cause is determined, recommend a workaround or a temporary fix for the problem. **Optional** Run various tests and/or diagnostics. **Interactions** Not used for this process element

5.53.7 L4: Obtain permanent fix or workarounds (1.1.1.6.1.7) – Mapping Details

Process Identifier: 1.1.1.6.1.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.1.7 Obtain permanent fix or workarounds**
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory**

To provide either a temporary fix or workaround to the problem. **Mandatory** Check for permanent fixes for the customer and if not avialable look for possible workarounds as remedy for the problem. **Optional** Not used for this process element **Interactions** Not used for this process element

5.53.8 L4: Create customer problem restoration plan (1.1.1.6.1.8) – Mapping Details

Process Identifier: 1.1.1.6.1.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.1.8 Create customer problem restoration plan
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description**

Not used for this process element **Explanatory** Create a plan for restoration. **Mandatory** The primary aim is to put a plan to restore the 'normal service' to the customer as quickly as possible. That should include anything that is needed to allow the customer to return to the nomral working , in order to minimize business impact. **Optional** Not used for this process element **Interactions** Not used for this process element

5.53.9 L4: Create Known record (1.1.1.6.1.9) – Mapping Details

Process Identifier: 1.1.1.6.1.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.1.9 Create Known record
Brief Description

To be added

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

When a root cause and permanent fix or workaround are identified for a customer problem. A record is created to identify the problem along with any associated root-cause, fix and workarounds.

Mandatory

The record include the details of the problem and the symptoms

that occurred, together with precise details of any workaround or fix that can be taken to restore the service and/or resolve the problem.

Optional

An incident count that can be useful to determine the frequency with which problems are likely to recur and influence priorities.

Interactions

Not used for this process element

5.54 L3 Report Customer Problem (1.1.1.6.2)

Process Identifier: 1.1.1.6.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a

specific organization or domain.

Brief Description

Monitor the status of customer problem reports, provide notifications of any changes and provide management reports.

Extended Description

The objective of the Report Customer Problem processes is to monitor the status of customer problem reports, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of customer problem reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Problem Handling processes.These processes record, analyze and assess the customer problem report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Problem Handling process. These specialized summaries could be creation of specific reports required by customers and/or other specific audiences. These processes will make the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.54.1 L4: Monitor Customer Problem (1.1.1.6.2.1) – Mapping Details

Process Identifier: 1.1.1.6.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.2.1 Monitor Customer Problem
Brief Description This process is responsible for continuously monitoring the status of customer problem reports. **(AM)** *Desc=* *Problems categorically never fully automatable, since it occurence is unanticipated.* *Also customer calls itself may have a wide set of justifiable / unjustifiable problems. Therefore a fully automated interface for reporting problems is also not feasable nor always considered customer friendly.* *A customer care agent or team of agent can filter on specific criteria (like priorty, deadline dates) and act accordingly* *Memos are internal messages about a customer or a contract. It requires human intervention to resolve and detect the category of customer problem. You can use them to track changes made to customers and contracts, as well as problems reported by customers. Memos are generated either manually, or automatically by applications.* *Before the users of Customer Center and AX can use memos to track problems, you have to define the values for all of these list boxes.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322530571.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/201513227.html **Extended Description** Not used for this process element **Explanatory**

Not used for this process element **Mandatory** Continuously monitors the status of customer problem reports . **Optional** Not used for this process element **Interactions** Not used for this process element

5.54.2 L4: Distribute Customer Problem Notifications (1.1.1.6.2.2) – Mapping Details

Process Identifier: 1.1.1.6.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.2.2 Distribute Customer Problem Notifications**
Brief Description This process makes the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation. **(AM)** *Desc=* *Also customer calls itself may have a wide set of justifiable / unjustifiable problems. Therefore a fully automated interface for reporting problems is also not feasable nor always considered customer friendly.*

You can forward memos to up to three follow-up users, defined in AX or CX. Althought the detection of a customer problem may require human intervention, to classify and draft a report, the distribution can be fully automated, since the type of problems can have an association of up to 3 people (as selected by preconfigured Problem workflow). HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/322530571.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Makes the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation. **Optional** Not used for this process element **Interactions** Not used for this process element

5.54.3 L4: Distribute Customer Problem Management Reports & Summaries (1.1.1.6.2.3) – Mapping Details

Process Identifier: 1.1.1.6.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.2.3 Distribute Customer Problem Management Reports & Summaries**
Brief Description This process records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences. *Desc= challenged* *note duplicate process identifier numbering for : "Distribute Customer Problem Management Reports & Summaries" for this version of eTOM conformance (timestamp FrameworxProcesses13_Aug14_2013.xlsx). A subsequent change request might be done by TM Forum staff for Fx outside the conformance to correct this. Earlier references removed. Therefore CBIO cannot not be conformed against Fx inconsistencies or duplicates. This needs to be documented accordingly in the Conformance statement document details.* **Extended Description** Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions**

Reserved for future use.

5.54.4 L4: Generate Customer Problem Management Reports (1.1.1.6.2.3) – Mapping Details

Process Identifier: 1.1.1.6.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

<table>
<tr><th>LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.6.2.3 Generate Customer Problem Management Reports</th></tr>
<tr><td>

Brief Description

This process records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences.

Desc= challenged

note duplicate process identifier for : 1.1.1.6.2.6 "Generate Customer Problem Management Reports" for this version of eTOM conformance (timestamp FrameworxProcesses13_Aug14_2013.xlsx). A subsequent change request might be done by TM Forum staff for Fx outside this conformance to correct this.Earlier references removed.

Therefore CBIO cannot not be conformed against Fx13 inconsistencies or duplicates. This needs to be documented accordingly in the Conformance statement document details.

Extended Description

Not used for this process element

Explanatory

</td></tr>
</table>

Not used for this process element **Mandatory** Records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences. **Optional** Not used for this process element **Interactions** Not used for this process element

5.54.5 L4: Notify Customer Problem (1.1.1.6.2.4) – Mapping Details

Process Identifier: 1.1.1.6.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.2.4 Notify Customer Problem
Brief Description This process is responsible for managing notifications to processes and other parties registered to receive notifications of any status changes on customer problem reports. Notification lists are managed and maintained by the Support Problem Handling processes. **(AM)** *Desc=*

A customer care agent can select CC or follow-up for Customer Care Team leads (from a drop down list), as escalation procedure. The team leads can then search against all problems, where they are selected as followup.

Displays details on the user who created the memo is displayed, together with the date is was created, the user it was assigned to and any CC users who were notified with the

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Manages notifications to processes and other parties registered to receive notifications of any status changes on customer problem reports. Notification lists are managed and maintained by the Support Problem Handling processes.

Optional

Not used for this process element

Interactions

Not used for this process element

5.54.6 L4: Issue Customer Problem Management Summaries (1.1.1.6.2.5) – Mapping Details

Process Identifier: 1.1.1.6.2.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.2.5 Issue Customer Problem Management Summaries**
Brief Description These processes issue specialized summaries of the efficiency and effectiveness of the overall S/P problem resolution process. These specialized summaries could be specific reports required by specific audiences. *Desc=* *not featured in standard CBIO offering. A Business Objects universe maybe be setup at project deployment time to summarize, categorize the Problem Data which is available as category of memo's from the TICKLER Data Tables.* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Issue specialized summaries of the efficiency and effectiveness of the overall S/P problem resolution process. These specialized summaries could be specific reports required by specific audiences. **Optional** Not used for this process element **Interactions** Not used for this process element

5.54.7 L4: Generate Customer Problem Management Reports (1.1.1.6.2.6) – Mapping Details

Process Identifier: 1.1.1.6.2.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.2.6 Generate Customer Problem Management Reports
Brief Description This process records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences. **(AM)** *Desc= challenged* *Duplicate eTOM activity - see similiar name 1.1.1.6.2.3 -* *BSCS reports are generated through industry standard reporting tools _Business Object_ Universes. (reference 1)* *A number of universes are supported by default (Revenue, Billing, Customer Status) which is generally required as input for Balanced Score Cards (BSC). Problem summary report (as classified in memo) data is available, but customer specific layout will have to be drafted. Alternatively, An External interface is provided with a list of memos (on type), if the operator prefers to use a different BI tool the Business Objects.* *(reference 2)* *Inconsistencies for this version of eTOM conformance (timestamp FrameworxProcesses13_Aug14_2013.xlsx). A subsequent change request might be done by TM Forum staff for Fx to correct this. Therefore CBIO cannot not be conformed against Fx13 inconsistencies or duplicates.* *Therefore CBIO cannot not be conformed against Fx13 inconsistencies or duplicates.* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/622067723.html?bnr=22397#622376971

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/180275851.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences.

Optional

Not used for this process element

Interactions

Not used for this process element

5.55 L3 Track & Manage Customer Problem (1.1.1.6.3)

Process Identifier: 1.1.1.6.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy.

Extended Description

The purpose of the Track & Manage Customer Problem processes is to ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy. Responsibilities of these processes include, but are not limited to

· Scheduling, assigning and coordinating tracking any recovery activities, and any repair and restoration activities delegated to other processes;

· Generating the respective service trouble report creation request(s) to Create Service Trouble Report based on specific customer problem reports;

· Undertake necessary tracking of the execution progress;

· Modifying information in an existing customer problem report based on assignments;

· Modifying the customer problem report status;

· Canceling a customer problem report when the specific problem was related to an incorrect customer problem report; and

· Monitoring the jeopardy status of open customer problem reports, and escalating customer problem reports as necessary.

Note that some specific product and/or service components may be owned and managed by suppliers/partners. In these cases the Track & Manage Customer Problem process is responsible for initiating requests, through S/P Problem Reporting & Management processes for restoration and recovery by the supplier/partner of the specific service components. These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. The Track & Manage Customer Problem processes will also inform the Close Customer Problem processes by modifying the customer problem report status to cleared when the customer problem has been resolved.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.55.1 L4: Coordinate Customer Problem (1.1.1.6.3.1) – Mapping Details

Process Identifier: 1.1.1.6.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.3.1 Coordinate Customer Problem**
Brief Description This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates any recovery activities, and any repair and restoration activities delegated to other processes. It undertakes necessary tracking of the execution progress, modifies information in an existing Customer Problem Report based on assignments, and modifies the Customer Problem Report status. **(AM)** *Desc=All Customer Care actions are tracked (ie a system memo is created with a service is deactivated)* *Displays details on the user who created the memo is displayed, together with the date is was created, the user it was assigned to and any CC users who were notified with the memo* *See screenshot from demo system(Reference 2)* *Default Category problems reported by customers are described using the following list boxes (this categories maybe modified by Administration:* *User Message*

Problem Source

User Equipment

Problem Type

Mode of Usage

Actions Started

Partial Conformance, since the majority of problems do not have a fully predictable pre-setup resolution, nor predefined sequence of activities or steps to fixing them. Automation effort is done modularly and efficiently in the standard business setup and modification processes and not per unique problem.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=201513227.html

Doc=See screenshot from demo system(Reference 2)

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates any recovery activities, and any repair and restoration activities delegated to other processes. It undertakes necessary tracking of the execution progress, modifies information in an existing Customer Problem Report based on assignments, and modifies the Customer Problem Report status.

Optional

Not used for this process element

Interactions

Not used for this process element

5.55.2 L4: Cancel Customer Problem (1.1.1.6.3.2) – Mapping Details

Process Identifier: 1.1.1.6.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.3.2 Cancel Customer Problem
Brief Description This process cancels a Customer Problem Report when the specific trouble was related to an incorrect customer problem report. **(AM)** *Desc= The problem maybe coordinated by defining category /sets of problems as is unique to the operator's situation (in addition to the standard available fields) (see reference 1)* *Cancellations is usually maintained in the Status Field.* *Different types of cancellations are possible :* *Cancel - because because Customer retracts his/her problem statement* *Cancel - because raised problem was verified & subsequently memo classified as not being a problem by Agent/Backoffice.* *This is considered a different status than Closed. If the Operator do no want to make adaption, this can be tracked also in field Other, Else the Status Field maybe adapted to support various Cancellation Statii. (See reference2)* *Displays details on the user who created the memo is displayed, together with the date is was created, the user it was assigned to and any CC users who were notified with the memo* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/201508619.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/201513227.html

Doc=Filter snapshot see 3 reference

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Cancels a Customer Problem Report when the specific trouble was related to an incorrect customer problem report.

Optional

Not used for this process element

Interactions

Not used for this process element

5.55.3 L4: Escalate/End Customer Problem (1.1.1.6.3.3) – Mapping Details

Process Identifier: 1.1.1.6.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.3.3 Escalate/End Customer Problem**

Brief Description

Initiate escalation of customer problem reports as necessary. **(AM)**

Desc= Partial Compliance. The Agent's Supervisor or Backoffice support can be selected as followup USER. The Agent's Supervisor will periodically review the Problem notes, where he/she have been noted as followup user. This is performed by running a filter report against his/her name under followup user. Subsequently the Agent Supervisor can either close the problem by offering the customer a credit or resolving the problem by other means.

Displays details on the user who created the memo is displayed, together with the date is was created, the user it was assigned to and any CC users who were notified with the memo

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Ensure that escalation is being invoked as required for any open customer problem reports in jeopardy.

Optional

Not used for this process element

Interactions

Not used for this process element

5.55.4 L4 Monitor Customer Problem Jeopardy Status (1.1.1.6.3.4) – Mapping Details

Process Identifier: 1.1.1.6.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.3.4 Monitor Customer Problem Jeopardy Status**
Brief Description Monitoring the jeopardy status of open customer problem reports. **(AM)** *Desc= Partial Compliance. A report can be retrieved based on filter (example based on priority, all older (from_/to) than a certain creation date, all older (from_/to) than a noted deadline date or classification type,* *Displays details on the user who created the memo is displayed, together with the date is was created, the user it was assigned to and any CC users who were notified with the memo* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html Doc=See screenshot from demo system(Reference 2) **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Ensure that any open customer problem reports in jeopardy are identified and reported.

Optional

Not used for this process element

Interactions

Not used for this process element

5.55.5 L4 Prioritize Customer Problem (1.1.1.6.3.5) – Mapping Details

Process Identifier: 1.1.1.6.3.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.3.5 Prioritize Customer Problem**
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory**

This process is responsible for assigning the prioritization to customer problem in order to establish an order for handling it. . Associate Impact and Urgency levels to a problem; to enable focusing on the business critical problems based on the problem prioritization. **Mandatory** The prioritization is assigned (usually automatically) according to criteria, such as, categorization, customers affected and SLAs. Record and prioritize the Problem with appropriate diligence, in order to facilitate a swift and effective resolution and avoid ambiguities. **Optional** Not used for this process element **Interactions** Not used for this process element

5.55.6 L4 Escalate Customer Problem to support team (1.1.1.6.3.6) – Mapping Details

Process Identifier: 1.1.1.6.3.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.3.6 Escalate Customer Problem to support team**
Brief Description To be added *Desc=* *not featured in standard CBIO offering*

Extended Description

Not used for this process element

Explanatory

This process provides the escalations between support levels and actors when a customer problem cannot be solved by the current assigned group. Therefore, the escalation can be carried out between supports levels at CRM level, or, it can be escalated to others actors, such as, service provider or third-parties. It is essential the ability to rapidly escalate customer problems according to clear and agreed rules.The support of a higher level specialist is needed to resolve the problem.

Mandatory

Escalate the customer problem, to involve the appropriate support team, with all related customer and problem information to a higher level support.

Optional

Not used for this process element

Interactions

Not used for this process element

5.56 L3 Close Customer Problem Report (1.1.1.6.4)

Process Identifier: 1.1.1.6.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that a problem affecting the customer is solved.

Extended Description

The purpose of the Close Customer Problem Report processes is to close a customer problem report when the problem affecting the customer is solved. These processes are also responsible for possibly contacting the customer to inquire about the customer's satisfaction with resolution of the problem. These processes monitor the status of all open customer problem reports and recognize that a customer problem report is ready to be closed when the status is changed to cleared.

Desc=

not featured in standard CBIO offering

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.56.1 L4: Contact Customer for Feedback (1.1.1.6.4.1) – Mapping Details

Process Identifier: 1.1.1.6.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.4.1 Contact Customer for Feedback
Brief Description

This process is responsible for contacting the customer to inquire about the customer's satisfaction with resolution of the problem. **(M)**

Desc=

Partial Compliance. Displays details on the user who created the memo is displayed, together with the date is was created, the user it was assigned to and any CC users who were notified with the memo.

Closing a Customer Problem is tracked in status Field "Closed". Type category and action taken is also tracked. Also Related Problem and internal actions are tracked (see reference 2)

Selection of customers that had a specific problem has to be filtered manually. Customer contact outbound dialling also not provided as part of the automation

Contact Data is available from Customer Overview Screen. But process to call/response to customer is perfomed manually (and not through an predictive dialler or automated email script). The steps to contact the customer, the type of feedback given for a specific type of customer and the resolution type varies from situation to situation

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/428908555.html

Doc=See screenshot 2 from demo system(Reference 2)

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Contacts the customer (where appropriate) to inquire about the customer's satisfaction with resolution of the problem.

Optional

Not used for this process element

Interactions

Not used for this process element

5.56.2 L4: Complete and Validate Customer Problem Report (1.1.1.6.4.2) – Mapping Details

Process Identifier: 1.1.1.6.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.4.2 Complete and Validate Customer Problem Report
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** This process is used to validate the customer problem report. Which involves root-cause analysis to determine the cause of the resolved problem and also document the process that solved this problem. **Mandatory**

Validate whether or not a resolution has been implemented for the customer problem. And ensure that the solution to a problem affecting the customer has been documented. **Optional** Not used for this process element **Interactions** The Complete and Validate Customer Problem Report processes will notify the Update Time to restore Service processe when the analysis is complete.

5.56.3 L4: Update Time to Restore Service (1.1.1.6.4.3) – Mapping Details

Process Identifier: 1.1.1.6.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.4.3 Update Time to Restore Service**
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory**

Not used for this process element

Mandatory

Update the time taken to restore a configuration or Service after a failure; measured from the time the service failed until it was fully restored to its normal functionality.

Optional

Not used for this process element

Interactions

The Update Time to restore Service process will notify the Finalize Customer Problem Report process when the update is completed.

5.56.4 L4: Finalize Customer Problem Report (1.1.1.6.4.4) – Mapping Details

Process Identifier: 1.1.1.6.4.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.4.4 Finalize Customer Problem Report
Brief Description Ensure that a problem affecting the customer is solved. *Desc=* *not featured in standard CBIO offering* **Extended Description**

Not used for this process element **Explanatory** It is used to close a customer problem report when the problem affecting the customer is solved. **Mandatory** Change the customer problem report status to cleared. **Optional** Not used for this process element **Interactions** Not used for this process element

5.56.5 L4: Communicate Service improvement Opportunity (1.1.1.6.4.5) – Mapping Details

Process Identifier: 1.1.1.6.4.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.4.5 Communicate Service improvement Opportunity**
Brief Description Identify opportunities for improvement. *Desc=*

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

This process should ensure that the momentum for service improvement is qualified and assuring the communication of the applied changes, new processes, product improvement opportunity is known in the organization.

Mandatory

Register the need for improvements in the service.

Optional

Not used for this process element

Interactions

Not used for this process element

5.57 L3 Create Customer Problem Report (1.1.1.6.5)

Process Identifier: 1.1.1.6.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

This process creates a new Customer Problem Report.

Extended Description

The objective of the Create Customer Problem Report process is to create a new customer problem report.

A new customer problem report may be created as a result of customer contacts indicating a problem with their purchased product offerings or, at the request of analysis undertaken by other processes in the CRM or SM&O horizontal process layers, which detect a failure or degradation which may be impacting customers.

These processes are responsible for capturing all the necessary customer information to be included in the new Customer Problem Report.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.57.1 L4: Generate Customer Problem Report (1.1.1.6.5.1) – Mapping Details

Process Identifier: 1.1.1.6.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.5.1 Generate Customer Problem Report
Brief Description To be added **(AM)**

Desc=The Agent can filter based on Customer Criteria, like contract / account number, filter the type of Problems, and then generate a report (list) of customer problems. HTML supportive reference: Doc=See screenshot 1 from demo system(Reference 1) **Extended Description** Not used for this process element **Explanatory** This process is used to Create a new customer problem report including all necessary customer information. **Mandatory** Capture all the necessary customer information and related problem details and include them in the new Customer Problem Report. **Optional** Not used for this process element **Interactions** The Generate Customer Problem Report process will notify the Obtain Configuration Information process when the report creation is complete.

5.57.2 L4: Obtain Configuration Information (1.1.1.6.5.2) – Mapping Details

Process Identifier: 1.1.1.6.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.5.2 Obtain Configuration Information
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** This process is used to get the service configuration information. **Mandatory** Acquisition of configuration information from the ITIL CMS and the placement of the customer problem in a known category and priority. **Optional** Not used for this process element **Interactions** The Obtain Configuration Information process will notify the Categorize & Prioritize Customer Problem process when the information is gathered. And will also interact with configuration management.

5.57.3 L4: Check for major outage (1.1.1.6.5.3) – Mapping Details

Process Identifier: 1.1.1.6.5.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.5.3 Check for major outage
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Check if the problem is general or specific. **Mandatory** Check if the problem is related to major system/service outage and not only to a specific customer or group of customers. **Optional** Not used for this process element **Interactions** Not used for this process element

5.58 L3 Correct & Recover Customer Problem (1.1.1.6.6)

Process Identifier: 1.1.1.6.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Restore the service to a normal operational state as efficiently as possible.

Extended Description

The objective of the Correct & Recover Customer Problem processes is to restore the purchased product offerings to a normal operational state as efficiently as possible.Depending on the nature of the specific reported failure, or incorrect operation, of the purchased product offering these processes may possibly lead to:

· Educational interaction with the customer to ensure correct usage of the purchased facilities;

· Re-assessment of the customers needs and withdrawal, upgrade, renewal of the purchased product offerings;

· Requests for activities to be undertaken by other processes in the CRM process layer; or

· Identification that restorative activities need to be undertaken in the SM&O processes.

They will also report successful restoration of normal service operation, restoration through temporary work-arounds or an unsuccessful attempt at restoration to Track & Manage Customer Problem through updates to the associated customer problem report.

Desc=

not featured in standard CBIO offering

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.58.1 L4: Manage Product Restoration (1.1.1.6.6.1) – Mapping Details

Process Identifier: 1.1.1.6.6.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.6.1 Manage Product Restoration
Brief Description This process attempts to restore the purchased product offerings to a normal operational state as efficiently as possible. **(AM)** *Desc=Operator assisted actions, for example unbarring of Voice due to incorrect barring of paid bill. As indicated earlier supporting remark, problem correction and product restoration preferably reuse part of the existing business process. It is therefore possible that product restoration have similiar sequences as the part of the larger order process. Also it is possible to reactive services individually, if it has been erroneously deactivated/activated (reference 1).* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=639455371.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=428908555.html **Extended Description** Not used for this process element

Explanatory

Not used for this process element

Mandatory

Attempts to restore the purchased product offerings to a normal operational state as efficiently as possible.

Optional

Not used for this process element

Interactions

Not used for this process element

5.58.2 L4: Report Product Restoration Results (1.1.1.6.6.2) – Mapping Details

Process Identifier: 1.1.1.6.6.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.6.6.2 Report Product Restoration Results

Brief Description

This process reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Customer Problem through updates to the associated Customer Problem Report. **(AM)**

Desc=Per Customer, all interactions (including problems) are tracked in a reportable fashion in Contract History even if it impacts the contract implicitly or not at all. where appropriate a reason code is required. This is true for all types of customer interactions (orders, Information inquiry, *problems, requests). Multiple restorations are therefore detectable and filterable in the customer history*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1/BSCS_only/current/Documentation/html/311806347.html?bnr=23499

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Customer Problem through updates to the associated Customer Problem Report.

Optional

Not used for this process element

Interactions

Not used for this process element

5.58.3 L4: Determine Resolution Feasibility and Justification (1.1.1.6.6.4) – Mapping Details

Process Identifier: 1.1.1.6.6.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.6.4 Determine Resolution Feasibility and Justification
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** This process is used to check if the efforts put to resolve the problem are adequate to the resolution and also acceptable financially and business wise. **Mandatory** Determine whether the problem can be resolved and what will be required. Identify if what is required to solve the problem is adequate to the problem business and financial impacts on the organization. **Optional** Not used for this process element **Interactions** Not used for this process element

5.58.4 L4: Implement Customer Problem Workaround (1.1.1.6.6.5) – Mapping Details

Process Identifier: 1.1.1.6.6.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.6.5 Implement Customer Problem Workaround
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** This process is used to execute an identified temporary solution for the customer problem. **Mandatory** Implement a temporary solution in paprallel to finding a final fix. **Optional** Not used for this process element **Interactions** The Implement Customer Problem Workaround process will notify the Test & Validate Implemented Solution process when the implementation is complete.

5.58.5 L4: Test & Validate Implemented Solution (1.1.1.6.6.6) – Mapping Details

Process Identifier: 1.1.1.6.6.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.6.6 Test & Validate Implemented Solution**
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** This process is used to test an implemented temporary solution for the customer problem. **Mandatory** Test a temporary solution in paprallel to finding a final fix. **Optional** Not used for this process element **Interactions** The Test & Validate Implemented Solution process will notify the Manage Product Restoration process when the test is complete.

5.58.6 L4: Initiate Change Request (1.1.1.6.6.7) – Mapping Details

Process Identifier: 1.1.1.6.6.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.6.6.7 Initiate Change Request**
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** This process is used to initiate a change request to implment a final fix for the customer problem. **Mandatory** The problem analysis will initiate a change request to implment a final fix. The request contains: - Full description of the requested fix and problem. - Financial and business justification. - Management approval. **Optional** Not used for this process element **Interactions** Not used for this process element

5.58.7 L4: Review Major Customer Problem (1.1.1.6.6.8) – Mapping Details

Process Identifier: 1.1.1.6.6.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.6.8 Review Major Customer Problem
Brief Description To be added *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** This process is responsible for assessing problems regarded as having major impacts. **Mandatory** To review the resolution of customer problems that have been categorized as major impact, in order to prevent recurrence and learn lessons for the future. **Optional** Not used for this process element **Interactions** Not used for this process element

5.59 L2 Customer QoS/SLA Management (1.1.1.7)

Process Identifier: 1.1.1.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Monitoring, managing and reporting of delivered vs. contractual Quality of Service (QoS), as defined in the enterprise’s service descriptions, customer contracts or product catalogue.

Extended Description

Customer QoS/SLA Management processes encompass monitoring, managing and reporting of delivered vs. contractual Quality of Service (QoS), as defined in the enterprise's Service Descriptions, customer contracts or the catalogue of product offerings. They are also concerned with the performance of the enterprise and its products in relation to its Service Level Agreements (SLA) for specific product instances, and other service-related documents. They include operational parameters such as resource performance and availability, but also encompass performance across all of a product's contractual or regulatory parameters, e.g., % Completion on Time for Order Requests, time to repair commitments, customer contact performance. Failure to meet a contracted SLA may lead to billing adjustments, which are handled by Billing and Collections Management.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.60 L3 Assess Customer QoS/SLA Performance (1.1.1.7.1)

Process Identifier: 1.1.1.7.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Manage the overall assessment of the customer QoS/SLA performance.

Extended Description

The purpose of the Assess Customer QoS/SLA Performance processes is to manage the overall assessment of the customer QoS/SLA performance.

These processes are responsible for ensuring that the QoS received by the customer meets the contractual obligations agreed with the customer. They check that the QoS data that they receive from other processes and entities meets the required QoS thresholds and they alert other processes and entities if this is not the case.

These processes are responsible for collecting service and resource performance information analyzed and reported by the Report Service Quality Performance and Report Resource Performance processes, and converting it into a form suitable for determining whether the contractual obligations with the customer are being met. The actual reporting of the results of the assessments is managed in the Report Customer QoS Performance processes.

They are responsible for maintaining an overview of the quality of the customer's purchased product offering, and for carrying out QoS performance reviews with the customer, as well as for undertaking any preparatory and/or follow-up steps with other processes/entities in conjunction with such reviews.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.60.1 L4: Collect QoS Information (1.1.1.7.1.1) – Mapping Details

Process Identifier: 1.1.1.7.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.1.1 Collect QoS Information
Brief Description Collect service and resource performance information analyzed and reported by the Report Service Quality Performance and Report Resource Performance processes. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Collect service and resource performance information analyzed and reported by the Report Service Quality Performance and Report Resource Performance processes. **Optional** Not used for this process element

Interactions Not used for this process element

5.60.2 L4: Convert QoS Information (1.1.1.7.1.2) – Mapping Details

Process Identifier: 1.1.1.7.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.1.2 Convert QoS Information
Brief Description Convert colected informatiom it into a form suitable for determining whether the contractual obligations with the customer are being met. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Convert colected informatiom it into a form suitable for determining whether the contractual obligations with the customer are being met. **Optional**

Not used for this process element

Interactions

Not used for this process element

5.60.3 L4: Check QoS Thresholds Met (1.1.1.7.1.3) – Mapping Details

Process Identifier: 1.1.1.7.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.1.3 Check QoS Thresholds Met
Brief Description Check that the QoS data received from other processes and entities meets the required QoS thresholds and alert other processes and entities if this is not the case. These processes are responsible for ensuring that the QoS received by the customer meets the contractual obligations agreed with the customer. The actual reporting of the results of the assessments is managed in the Report Customer QoS Performance processes. **Extended Description** Not used for this process element **Explanatory** These processes are responsible for ensuring that the QoS received by the customer meets the contractual obligations agreed with the customer.

Mandatory Check that the QoS data received from other processes and entities meets the required QoS thresholds and alert other processes and entities if this is not the case. **Optional** Not used for this process element **Interactions** The actual reporting of the results of the assessments is managed in the Report Customer QoS Performance processes.

5.60.4 L4: Maintain Overview of Product Offering Quality (1.1.1.7.1.4) – Mapping Details

Process Identifier: 1.1.1.7.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.1.4 Maintain Overview of Product Offering Quality
Brief Description Maintain an overview of the quality of the customer's purchased product offering. **Extended Description** Not used for this process element **Explanatory** Not used for this process element

Mandatory Maintain an overview of the quality of the customer's purchased product offering. **Optional** Not used for this process element **Interactions** Not used for this process element

5.60.5 L4: Prepare/Follow-up for Performance Reviews (1.1.1.7.1.5) – Mapping Details

Process Identifier: 1.1.1.7.1.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.1.5 Prepare/Follow-up for Performance Reviews
Brief Description Undertake any preparatory and/or follow-up steps with other processes/entities in conjunction with performance reviews. **Extended Description** Not used for this process element **Explanatory** Not used for this process element

Mandatory Undertake any preparatory and/or follow-up steps with other processes/entities in conjunction with performance reviews. **Optional** Not used for this process element **Interactions** Not used for this process element

5.60.6 L4: Carry Out Performance Reviews (1.1.1.7.1.6) – Mapping Details

Process Identifier: 1.1.1.7.1.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.1.6 Carry Out Performance Reviews
Brief Description Carry out QoS performance reviews with the customer. **Extended Description** Not used for this process element **Explanatory** Not used for this process element

Mandatory

Carry out QoS performance reviews with the customer.

Optional

Not used for this process element

Interactions

Not used for this process element

5.61 L3 Manage QoS/SLA Violation (1.1.1.7.2)

Process Identifier: 1.1.1.7.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that the customer and the relevant internal processes are informed of service quality degradations and violations and that action is undertaken to resolve the degradation or violation.

Extended Description

The purpose of the Manage QoS/SLA Violation processes is to ensure that the customer and the relevant internal processes are informed of service quality degradations and violations and that action is undertaken to resolve the degradation or violation. They analyze all the information related to a QoS/SLA degradation or violation and take the appropriate actions when a soft threshold is crossed or the agreed QoS is violated. They follow up the actions to ensure that the customer is satisfied with the resolution of the problem. They ensure that the customer is informed of any planned maintenance or other scheduled events likely to impact delivery of the customer's service.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.61.1 L4: Analyze QoS Violation (1.1.1.7.2.1) – Mapping Details

Process Identifier: 1.1.1.7.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.2.1 Analyze QoS Violation
Brief Description Analyze all the information related to a QoS/SLA degradation or violation. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Analyze all the information related to a QoS/SLA degradation or violation. **Optional** Not used for this process element **Interactions** Not used for this process element

5.61.2 L4: Take QoS Violation Action (1.1.1.7.2.2) – Mapping Details

Process Identifier: 1.1.1.7.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.2.2 Take QoS Violation Action
Brief Description Take the appropriate actions when a soft threshold is crossed or the agreed QoS is violated. Ensure that action is undertaken to resolve the degradation or violation. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Take the appropriate actions when a soft threshold is crossed or the agreed QoS is violated. Ensure that action is undertaken to resolve the degradation or violation. **Optional** Not used for this process element **Interactions** Not used for this process element

5.61.3 L4: Follow-up QoS Violation Action (1.1.1.7.2.3) – Mapping Details

Process Identifier: 1.1.1.7.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.7.2.3 Follow-up QoS Violation Action**
Brief Description Follow up the actions to ensure that the customer is satisfied with the resolution of the problem. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Follow up the actions to ensure that the customer is satisfied with the resolution of the problem. **Optional** Not used for this process element **Interactions** Not used for this process element

5.61.4 L4: Inform Cuustomer on QoS Impacts (1.1.1.7.2.4) – Mapping Details

Process Identifier: 1.1.1.7.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.7.2.4 Inform Cuustomer on QoS Impacts**
Brief Description Ensure that the customer and the relevant internal processes are informed of service quality degradations and violations. Ensure that the customer is informed of any planned maintenance or other scheduled events likely to impact delivery of the customer's service. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Ensure that the customer and the relevant internal processes are informed of service quality degradations and violations. Ensure that the customer is informed of any planned maintenance or other scheduled events likely to impact delivery of the customer's service.

Optional

Not used for this process element

Interactions

Not used for this process element

5.62 L3 Report Customer QoS Performance (1.1.1.7.3)

Process Identifier: 1.1.1.7.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Report on the customer's QoS/SLA performance.

Extended Description

The objective of the Report Customer QoS Performance processes is to monitor the status of customer QoS performance degradation reports, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of customer QoS performance degradation reports and managing notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Customer QoS/SLA Management processes.

These processes record, analyze and assess the customer QoS performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer QoS/SLA Management process. These specialized summaries could be specific reports required by specific audiences and/or customers.

These processes also report any identified constraints that can affect customer related quality standards to other processes. These constraints may include specific resource failures, capacity shortages due to unexpected demand peaks, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.62.1 L4: Monitor Customer QoS Report Status (1.1.1.7.3.1) – Mapping Details

Process Identifier: 1.1.1.7.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.7.3.1 Monitor Customer QoS Report Status**
Brief Description Monitor the status of customer QoS performance degradation reports. These processes are responsible for continuously monitoring the status of customer QoS performance degradation reports. These processes record the customer QoS performance degradation report status changes to support management reports. **Extended Description**

Not used for this process element **Explanatory** These processes are responsible for continuously monitoring the status of customer QoS performance degradation reports. **Mandatory** Monitor the status of customer QoS performance degradation reports. These processes record the customer QoS performance degradation report status changes to support management reports. **Optional** Not used for this process element **Interactions** Not used for this process element

5.62.2 L4: Notify Changes on Customer QoS Report Status (1.1.1.7.3.2) – Mapping Details

Process Identifier: 1.1.1.7.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.3.2 Notify Changes on Customer QoS Report Status
Brief Description Provide notifications of any changes to the status of customer QoS performance degradation reports.These processes are responsible for managing notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes. Notification

lists are managed and maintained by the Support Customer QoS/SLA Management processes.

Extended Description

Not used for this process element

Explanatory

These processes are responsible for managing notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes.

Mandatory

Provide notifications of any changes to the status of customer QoS performance degradation reports.

Optional

Not used for this process element

Interactions

Notification lists are managed and maintained by the Support Customer QoS/SLA Management processes.

5.62.3 L4: Distribute Customer QoS/SLA Management Reports & Summaries (1.1.1.7.3.3) – Mapping Details

Process Identifier: 1.1.1.7.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.3.3 Distribute Customer QoS/SLA Management Reports & Summaries

Brief Description

Provide management reports on the status of customer QoS performance degradation reports. These processes analyze and assess the customer QoS performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer QoS/SLA Management process. These specialized summaries could be specific reports required by specific audiences and/or customers.

Extended Description

Not used for this process element

Explanatory

These processes analyze and assess the customer QoS performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer QoS/SLA Management process.

Mandatory

Provide management reports on the status of customer QoS performance degradation reports.

Optional

Not used for this process element

Interactions

These specialized summaries could be specific reports required by specific audiences and/or customers.

5.63 L3 Create Customer QoS Performance Degradation Report (1.1.1.7.4)

Process Identifier: 1.1.1.7.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Create a new customer QoS performance degradation report.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.63.1 L4: Create Customer QoS Report (1.1.1.7.4.1) – Mapping Details

Process Identifier: 1.1.1.7.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.4.1 Create Customer QoS Report
Brief Description

Create a new customer QoS performance degradation report. A new customer QoS performance degradation report may be created as a result of specific customer initiated QoS performance degradation notifications, or at the request of analysis undertaken by other CRM, or SM&O processes which detect that some form of deterioration or failure has occurred requiring an assessment of the performance of the specific customer purchased product offering. If the customer QoS performance degradation report is created as a result of a notification from customers or as a result of a request from other processes, the Create Customer QoS Performance Degradation Report processes are responsible for converting the received information into a form suitable for the Customer QoS/SLA Management processes, and for requesting additional information if required.

Extended Description

Not used for this process element

Explanatory

A new customer QoS performance degradation report may be created as a result of specific customer initiated QoS performance degradation notifications, or at the request of analysis undertaken by other CRM, or SM&O processes which detect that some form of deterioration or failure has occurred requiring an assessment of the performance of the specific customer purchased product offering.

Mandatory

Create a new customer QoS performance degradation report.

Optional

Not used for this process element

Interactions

If the customer QoS performance degradation report is created as a result of a notification from customers or as a result of a request from other processes, the Create Customer QoS Performance Degradation Report processes are responsible for converting the received information into a form suitable for the Customer QoS/SLA Management processes, and for requesting additional information if required.

5.63.2 L4: Modify Customer QoS Report (1.1.1.7.4.2) – Mapping Details

Process Identifier: 1.1.1.7.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.4.2 Modify Customer QoS Report
Brief Description Modify existing customer QoS performance degradation reports. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Modify existing customer QoS performance degradation reports. **Optional** Not used for this process element **Interactions** Not used for this process element

5.63.3 L4: Request Cancellation of Customer QoS Report (1.1.1.7.4.3) – Mapping Details

Process Identifier: 1.1.1.7.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.4.3 Request Cancellation of Customer QoS Report
Brief Description Request cancellation of existing customer QoS performance degradation reports. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Request cancellation of existing customer QoS performance degradation reports. **Optional** Not used for this process element **Interactions** Not used for this process element

5.64 L3 Track & Manage Customer QoS Performance Resolution (1.1.1.7.5)

Process Identifier: 1.1.1.7.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Efficiently assign, coordinate and track specific customer purchased product offering related performance analysis, restoration and improvement activities, and escalate any open customer QoS performance degradation reports in jeopardy.

Extended Description

The objective of the Track & Manage Customer QoS Performance Resolution processes is to efficiently assign, coordinate and track specific customer purchased product offering related performance analysis, restoration and improvement activities, and escalate any open customer QoS performance degradation reports in jeopardy. Responsibilities of these processes include, but are not limited to:

· Adding additional information to an open customer QoS performance degradation report based on the first-in and on-going analysis;

· Scheduling, assigning and coordinating analysis and specific customer QoS performance restoration activities and/or repair activities delegated to other processes;

· Generating the respective service trouble report creation request(s) to Create Service Trouble Report based on specific customer QoS performance degradation reports where analysis the root cause is related to services;

· Modifying information in an existing customer QoS performance degradation report based on assignments;

· Modifying the customer QoS performance degradation report status;

· Canceling a customer QoS performance degradation report when the specific request was related to a false performance event; and

· Monitoring the jeopardy status of open customer QoS performance degradation reports, and escalating customer QoS performance degradation reports as necessary.

Note that some specific product and/or service components may be owned and managed by suppliers/partners. In these cases the Track & Manage Customer QoS Performance Resolution process is responsible for initiating requests, through S/P Performance Management for resolution by the supplier/partner of the specific service components.

These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.

The Track & Manage Customer QoS Performance Resolution processes will also inform the Close Customer QoS Performance Degradation Report processes by modifying the customer QoS performance degradation report status to cleared when the specific customer purchased product offering performance quality issues have been resolved.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.64.1 L4: Update Customer QoS Report with Analysis Results (1.1.1.7.5.1) – Mapping Details

Process Identifier: 1.1.1.7.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.5.1 Update Customer QoS Report with Analysis Results
Brief Description Add additional information to an open customer QoS performance degradation report based on the first-in and on-going analysis. **Extended Description**

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Add additional information to an open customer QoS performance degradation report based on the first-in and on-going analysis.

Optional

Not used for this process element

Interactions

Not used for this process element

5.64.2 L4: Co-ordinate Customer QoS Analysis, Restoratin & Repair (1.1.1.7.5.2) – Mapping Details

Process Identifier: 1.1.1.7.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.5.2 Co-ordinate Customer QoS Analysis, Restoratin & Repair
Brief Description Schedule, assign and coordinate analysis and specific customer QoS performance restoration activities and/or repair activities delegated to other processes.

Extended Description Not used for this process element **Explanatory** Not used for this process element **Mandatory** Schedule, assign and coordinate analysis and specific customer QoS performance restoration activities and/or repair activities delegated to other processes. **Optional** Not used for this process element **Interactions** Not used for this process element

5.64.3 L4: Modify Customer QoS Report Information (1.1.1.7.5.4) – Mapping Details

Process Identifier: 1.1.1.7.5.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.5.4 Modify Customer QoS Report Information
Brief Description Modify information in an existing customer QoS performance degradation report based on assignments.

Extended Description Not used for this process element **Explanatory** Not used for this process element **Mandatory** Modify information in an existing customer QoS performance degradation report based on assignments. **Optional** Not used for this process element **Interactions** Not used for this process element

5.64.4 L4: Modify Customer QoS Report Status (1.1.1.7.5.5) – Mapping Details

Process Identifier: 1.1.1.7.5.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.7.5.5 Modify Customer QoS Report Status**
Brief Description Modify the customer QoS performance degradation report status.

Extended Description Not used for this process element **Explanatory** Not used for this process element **Mandatory** Modify the customer QoS performance degradation report status. **Optional** Not used for this process element **Interactions** Not used for this process element

5.64.5 L4: Cancel Customer QoS Report (1.1.1.7.5.6) – Mapping Details

Process Identifier: 1.1.1.7.5.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.7.5.6 Cancel Customer QoS Report**
Brief Description Cancel a customer QoS performance degradation report when the specific request was related to a false performance event.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Cancel a customer QoS performance degradation report when the specific request was related to a false performance event.

Optional

Not used for this process element

Interactions

Not used for this process element

5.64.6 L4: Escalate/End Customer QoS Report (1.1.1.7.5.7) – Mapping Details

Process Identifier: 1.1.1.7.5.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.5.7 Escalate/End Customer QoS Report
Brief Description Monitor the jeopardy status of open customer QoS performance degradation reports, and escalate customer QoS performance degradation reports as necessary.

Extended Description Not used for this process element **Explanatory** Not used for this process element **Mandatory** Monitor the jeopardy status of open customer QoS performance degradation reports, and escalate customer QoS performance degradation reports as necessary. **Optional** Not used for this process element **Interactions** Not used for this process element

5.64.7 L4: Engage External Product Suppliers (1.1.1.7.5.8) – Mapping Details

Process Identifier: 1.1.1.7.5.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.5.8 Engage External Product Suppliers
Brief Description Note that some specific product and/or service components may be owned and managed by suppliers/partners. In these cases, initiate requests, through S/P Performance Management for resolution by the supplier/partner of the specific service components. These processes will co-

ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.

Extended Description

Not used for this process element

Explanatory

Note that some specific product and/or service components may be owned and managed by suppliers/partners.

Mandatory

In these cases, initiate requests, through S/P Performance Management for resolution by the supplier/partner of the specific service components. These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.

Optional

Not used for this process element

Interactions

Interaction with Suppliers / Partners.

5.64.8 L4: Clear Customer QoS Report Status (1.1.1.7.5.9) – Mapping Details

Process Identifier: 1.1.1.7.5.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.7.5.9 Clear Customer QoS Report Status

Brief Description

Inform the Close Customer QoS Performance Degradation Report processes by modifying the customer QoS performance degradation report status to cleared when the specific customer purchased product offering performance quality issues have been resolved.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Inform the Close Customer QoS Performance Degradation Report processes by modifying the customer QoS performance degradation report status to cleared when the specific customer purchased product offering performance quality issues have been resolved.

Optional

Not used for this process element

Interactions

This process informs the Close Customer QoS Performance Degradation Report processes.

5.64.9 L3: Close Customer QoS Performance Degradation Report (1.1.1.7.6)

Process Identifier: 1.1.1.7.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.7.6 Close Customer QoS Performance Degradation Report
Brief Description Close a customer QoS performance degradation report when the performance of the customer purchased product offerings has been resolved. **Extended Description** The objective of the Close Customer QoS Performance Degradation Report processes is to close a customer QoS performance degradation report when the performance of the customer purchased product offerings has been resolved. These processes monitor the status of all open customer QoS performance degradation reports, and recognize that a customer QoS performance degradation report is ready to be closed when the status is changed to cleared. **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.65 L2 Retention & Loyalty (1.1.1.9)

Process Identifier: 1.1.1.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

Brief Description

Manage all functionalities related to the retention of acquired customers, and the use of loyalty schemes in the potential acquisition of customers.

Extended Description

Retention & Loyalty processes deal with all functionalities related to the retention of acquired customers, and the use of loyalty schemes in the potential acquisition of customers. They establish a complete understanding of the needs of the customer, a determination of the value of the customer to the enterprise, determination of opportunities and risks for specific customers, etc. These processes collect and analyze data from all enterprise and customer contact.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.66 L3 Establish & Terminate Customer Relationship (1.1.1.9.1)

Process Identifier: 1.1.1.9.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Verify the customer identity, manage the customer identity across the Enterprise, and manage termination as appropriate.

Extended Description

The purpose of this process is to verify that the customer is who they claim they are. To ensure only one customer identity exists across the Enterprise, which can be referenced across the whole Enterprise and allows the customer to quickly and easily identify himself. The customer relationship is terminated only if actually appropriate, the wishes of the customer are complied with where possible, records are kept in case the relationship with the customer is re-established, legal and ethical requirements for customer information are complied with. Before establishing an identity for a new customer it is essential to check that the customer does not already have an Identity with the Enterprise. Establish and verify the Identity, issue a unique Identifier and Authentication information

Significant customer life-stage events or business decisions by the Service Provider cause one or both parties to terminate the relationship. The need for complete termination of relationships needs to be differentiated from just terminating all services. The principles behind this include the Service Provider ending a relationship only if the customer ceases to exist, or the customer is fraudulent, the Enterprise decides that it no longer wishes to do business with the customer

This process is also used to 'clean-up' duplicates of customer identifying information that may exist within the organization

Profile and preference information for terminated customer relationships is archived if acceptable to the customer. All relevant parties are informed of the ended relationship. Other processes are triggered to dismantle the customer solution and servicing arrangements as necessary.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.66.1 L4: Verify Customer Identify (1.1.1.9.1.1) – Mapping Details

Process Identifier: 1.1.1.9.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.9.1.1 Verify Customer Identify**
Brief Description Verify that the customer is who they claim they are. To ensure only one customer identity exists across the Enterprise, which can be referenced across the whole Enterprise and allows the customer to quickly and easily identify himself. Before establishing an identity for a new customer it is essential to check that the customer does not already have an Identity with the Enterprise. For new customers, Establish New Customer Identify then deals this these. **(A)** *Desc=* *Identification data allowed* *Company registration no.* *Driver's license no.* *ID document* *ID document no.* *Password* *Social security no.* *Security Server (SECSRV) handles login requests from the external user connection pool within the Web server.* *Component Integration Layer (CIL) handles all tasks related to the user's registration.* *Billing Server (BILLSRV) provides self-care-related billing documents.* *Customer Management Server (CMS) provides, controls, and charges telecommunication services.* *Order Management Server (OMS) is responsible for the creation and maintenance of orders initiated by an SX user.*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335617803.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Verify that the customer is who they claim they are, to ensure only one customer identity exists across the Enterprise, which can be referenced across the whole Enterprise and allows the customer to quickly and easily identify himself. Before establishing an identity for a new customer it is essential to check that the customer does not already have an Identity with the Enterprise.

Optional

Not used for this process element

Interactions

For new customers, Establish New Customer Identify then deals this these.

5.66.2 L4: Establish New Customer Identity (1.1.1.9.1.2) – Mapping Details

Process Identifier: 1.1.1.9.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.9.1.2 Establish New Customer Identity

Brief Description

Issue a unique Identifier and Authentication information for a new customer without an existing identity. **(A)**

Desc=

Identification data allowed

Company registration no.

Driver's license no.

ID document

ID document no.

Password

Social security no.

Security Server (SECSRV) handles login requests from the external user connection pool within the Web server.

Component Integration Layer (CIL) handles all tasks related to the user's registration.

Billing Server (BILLSRV) provides self-care-related billing documents.

Customer Management Server (CMS) provides, controls, and charges telecommunication services.

Order Management Server (OMS) is responsible for the creation and maintenance of orders initiated by an SX user.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/335617803.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Issue a unique Identifier and Authentication information for a new customer without an existing identity.

Optional

Not used for this process element

Interactions

Not used for this process element

5.66.3 L4: Terminate Customer Relationship (1.1.1.9.1.3) – Mapping Details

Process Identifier: 1.1.1.9.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.1.3 Terminate Customer Relationship
Brief Description Terminates customer relationship. Significant customer life-stage events or business decisions by the Service Provider cause one or both parties to terminate the relationship. The customer relationship is terminated only if actually appropriate, the wishes of the customer are complied with where possible, records are kept in case the relationship with the customer is re-established, legal and ethical requirements for customer information are complied with. The need for complete termination of relationships needs to be differentiated from just terminating all services. The principles behind this include the Service Provider ending a relationship only if the customer ceases to exist, or the customer is fraudulent, the Enterprise decides that it no longer wishes to do business

with the customer. **(A)**

Desc=The workflow for contract deactivation using Customer Center (CX) deactivates an active or an suspended contract. A future-dated deactivation of contracts is possible.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1878693259.html

Extended Description

Not used for this process element

Explanatory

Significant customer life-stage events or business decisions by the Service Provider cause one or both parties to terminate the relationship.

Mandatory

Terminates customer relationship. The customer relationship is terminated only if actually appropriate, the wishes of the customer are complied with where possible, records are kept in case the relationship with the customer is re-established, legal and ethical requirements for customer information are complied with. The need for complete termination of relationships needs to be differentiated from just terminating all services. The principles behind this include the Service Provider ending a relationship only if the customer ceases to exist, or the customer is fraudulent, the Enterprise decides that it no longer wishes to do business with the customer.

Optional

Not used for this process element

Interactions

Not used for this process element

5.66.4 L4: Clean-ip & Archive Customer Identifying Information (1.1.1.9.1.4) – Mapping Details

Process Identifier: 1.1.1.9.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.1.4 Clean-ip & Archive Customer Identifying Information
Brief Description After termination, provides 'clean-up' duplicates of customer identifying information that may exist within the organization. Profile and preference information for terminated customer relationships is archived if acceptable to the customer. All relevant parties are informed of the ended relationship. Other processes are triggered to dismantle the customer solution and servicing arrangements as necessary. **(A)** *Desc= After a customer have been deactivated, Such cleanup activities like MSISDN number recovery for certain entities are modified/released back into a pool after a quarantine period have been reached. These can be defined by Market, by variable reset days* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342525579.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342541707.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** After termination, provides 'clean-up' duplicates of customer identifying information that may exist within the organization. Profile and preference information for terminated customer relationships is

archived if acceptable to the customer. All relevant parties are informed of the ended relationship.

Optional

Not used for this process element

Interactions

Other processes are triggered to dismantle the customer solution and servicing arrangements as necessary.

5.67 L3 Build Customer Insight (1.1.1.9.2)

Process Identifier: 1.1.1.9.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that Service Provider and the customer feel confident that the relationship is founded on up-to-date, accurate and legally compliant information.

Extended Description

The purpose of this process is to ensure that Service Provider and the customer feel confident that the relationship is founded on up-to-date, accurate and legally compliant information. The Service Provider will incorporate into the customer profile, all relevant information gathered through all contacts with the customer (usage pattern, demographics, life stage, household, community of interest, business direction). Customer and market information from other sources may be gathered, which will build a better understanding of the customer. Customer Information must be made available to any process that needs to access it. This customer information will be used to continually refine the means and style of interaction, and the solution sets and customer experience offered.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.67.1 L4: Gather Customer Information (1.1.1.9.2.1) – Mapping Details

Process Identifier: 1.1.1.9.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.9.2.1 Verify Customer Identify**
Brief Description Incorporate into the customer profile, all relevant information gathered through all contacts with the customer (usage pattern, demographics, life stage, household, community of interest, business direction). Customer and market information from other sources may be gathered, which will build a better understanding of the customer. The purpose of this process is to ensure that Service Provider and the customer feel confident that the relationship is founded on up-to-date, accurate and legally compliant information. **(A)** *Desc=Customer details can be expanded into many selected fields* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html#1703908235-1

Extended Description Not used for this process element **Explanatory** Reserved for future use. **Mandatory** Reserved for future use. **Optional** Reserved for future use. **Interactions** Reserved for future use.

5.67.2 L4 Report Customer Information (1.1.1.9.2.2) – Mapping Details

Process Identifier: 1.1.1.9.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.2.2 Report Customer Information
Brief Description Makes available Customer Information to any process that needs to access it. This customer information will be used to continually refine the means and style of interaction, and the solution sets and customer experience offered. **(A)**

Desc=

Customer Information (like details, contract, billing information) is made available

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/313752203-1.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.68 L3 Analyze & Manage Customer Risk (1.1.1.9.3)

Process Identifier: 1.1.1.9.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that a consistent customer risk assessment is used across the Enterprise and ensure that risk analysis is based on information collected from all processes.

Extended Description

The purpose of this process is to ensure that risk analysis is based on information collected from all processes and that consistent risk assessment is used across the Enterprise. Its purpose is also to track and improve Operations, target and win the right customers and improves Sales Conversion rate. It determines the credit risk, fraud risk, influence risk, and churn risk. It identifies treatments to manage these risks and focuses on using customer information.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.68.1 L4: Ensure Risk Analysis Basis (1.1.1.9.3.1) – Mapping Details

Process Identifier: 1.1.1.9.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.3.1 Ensure Risk Analysis Basis
Brief Description

Ensure that risk analysis is based on information collected from all processes. **(A)**

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=434775563.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Ensure that risk analysis is based on information collected from all processes.

Optional

Not used for this process element

Interactions

Not used for this process element

5.68.2 L4: Ensure Consistent Risk Analysis (1.1.1.9.3.2) – Mapping Details

Process Identifier: 1.1.1.9.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.3.2 Ensure Consistent Risk Analysis
Brief Description Ensure consistent risk assessment is used across the Enterprise. **(A)** HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/377743243.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Ensure consistent risk assessment is used across the Enterprise. **Optional** Not used for this process element **Interactions** Not used for this process element

5.68.3 L4: Determine Customer Risk (1.1.1.9.3.3) – Mapping Details

Process Identifier: 1.1.1.9.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.3.3 Determine Customer Risk
Brief Description Determines the credit risk, fraud risk, influence risk, and churn risk. **(A)** HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/377137547.html#377160971 **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Determines the credit risk, fraud risk, influence risk, and churn risk. **Optional** Not used for this process element **Interactions** Not used for this process element

5.68.4 L4: Identify Risk Management Treatment (1.1.1.9.3.4) – Mapping Details

Process Identifier: 1.1.1.9.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.3.4 Identify Risk Management Treatment
Brief Description Identifies treatments to manage these risks and focuses on using customer information. The purpose is to track and improve Operations, target and win the right customers and improves Sales Conversion rate. **(A)** *Desc=* *Treatment by subscriber,* *roaming incollect TAP* *roaming out-collect TAP* *roaming incollect CIBER - parent contract* *service provider* *interconnect outbound* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/434744587.html **Extended Description** Not used for this process element **Explanatory** The purpose is to track and improve Operations, target and win the right customers and improves Sales Conversion rate.

Mandatory

Identifies treatments to manage these risks and focuses on using customer information.

Optional

Not used for this process element

Interactions

Not used for this process element

5.69 L3 Personalize Customer Profile for Retention & Loyalty (1.1.1.9.4)

Process Identifier: 1.1.1.9.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Provide the personalization opportunities for customers that will encourage them not to switch to another Service Provider.

Extended Description

The purpose of this process is to provide the personalization opportunities for customers that will encourage them not to switch to another Service Provider. Personalization allows delivery of services that more closely match the customer’s need. Collection of Personalization Information also discourages switching since the customer would have to build up the same Personalized experience with the next Service Provider.

- Business Planning is essential to allow the Service Provider to match the customer’s future retention needs and potential acquisition needs, rather than just continuing with today’s known needs.

- Loyalty schemes allow tangible benefits to be offered to good customers in a mass-market.

- The process aims to ensure that all information is gathered and used to make the best decisions to retain those customers the Service Provider wants to retain, heighten satisfaction and maintain profitability.

This process provides a source of data for performing loyalty and retention marketing campaigns, for retaining existing customers, promoting customer loyalty, winning back customers who have left. It utilizes predictive modeling software to analyze an account, and to return relevant scores, such as: churn score, up-sell score, cross-sell score, bad debt score and customer lifetime value score. Moreover it utilizes scores for customer analysis and marketing campaign purposes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.69.1 L4: Collect Customer Personalization Information (1.1.1.9.4.1) – Mapping Details

Process Identifier: 1.1.1.9.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.9.4.1 Collect Customer Personalization Information**
Brief Description

Collects Personalization Information about customers. This also discourages switching since the customer would have to build up the same Personalized experience with the next Service Provider. **(A)**

Desc=You can modify, add, delete customer details

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2263048331.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/309606411.html

Extended Description

Not used for this process element

Explanatory

This also discourages switching since the customer would have to build up the same Personalized experience with the next Service Provider.

Mandatory

Collects Personalization Information about customers.

Optional

Not used for this process element

Interactions

Not used for this process element

5.69.2 L4: Provide Customer Personalization Information (1.1.1.9.4.2) – Mapping Details

Process Identifier: 1.1.1.9.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a

specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.4.2 Provide Customer Personalization Information
Brief Description Provides a source of data for performing loyalty and retention marketing campaigns, for retaining existing customers, promoting customer loyalty, winning back customers who have left. It utilizes predictive modeling software to analyze an account, and to return relevant scores, such as: churn score, up-sell score, cross-sell score, bad debt score and customer lifetime value score. Moreover it utilizes scores for customer analysis and marketing campaign purposes. **(A)** *Desc=You can modify, add, delete customer details* *Offer management allows personalization of generic end user offerings* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2263048331.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/309606411.html **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Provides a source of data for performing loyalty and retention marketing campaigns, for retaining existing customers, promoting customer loyalty, winning back customers who have left. It utilizes predictive modeling software to analyze an account, and to return relevant scores, such as: churn score, up-sell score, cross-sell score, bad debt score and customer lifetime value score. Moreover it utilizes scores for customer analysis and marketing campaign purposes. **Optional**

Not used for this process element

Interactions

Not used for this process element

5.69.3 L4: Ensure Customer Personalization Opportunities (1.1.1.9.4.3) – Mapping Details

Process Identifier: 1.1.1.9.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.4.3 Ensure Customer Personalization Opportunities
Brief Description Provides the personalization opportunities for customers that will encourage them not to switch to another Service Provider. Personalization allows delivery of services that more closely match the customer's need. - Business Planning is essential to allow the Service Provider to match the customer's future retention needs and potential acquisition needs, rather than just continuing with today's known needs. - Loyalty schemes allow tangible benefits to be offered to good customers in a mass-market. - The process aims to ensure that all information is gathered and used to make the best decisions to retain those customers the Service Provider wants to retain, heighten satisfaction and maintain profitability. *Desc= not featured in standard CBIO offering* **Extended Description** Not used for this process element

Explanatory

Personalization allows delivery of services that more closely match the customer's need. - Business Planning is essential to allow the Service Provider to match the customer's future retention needs and potential acquisition needs, rather than just continuing with today's known needs. - The process aims to ensure that all information is gathered and used to make the best decisions to retain those customers the Service Provider wants to retain, heighten satisfaction and maintain profitability.

Mandatory

Provides the personalization opportunities for customers that will encourage them not to switch to another Service Provider.

Optional

Not used for this process element

Interactions

Not used for this process element

5.70 L3 Validate Customer Satisfaction (1.1.1.9.5)

Process Identifier: 1.1.1.9.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Validate that predicted/expected value is delivered by the solution and initialize the after-sales processes (billing and assurance).

Extended Description

The purpose of this process is to validate that predicted/expected value is delivered by the solution and that the after-sales processes (billing and assurance) are initialized. It validates that the customer is capable of realizing maximum value from the operation or use of the solution and that intense Provider involvement is no longer needed to manage the solution.

This process ensures that the customer is satisfied that the solution that was actually delivered meets original or updated expectations and agreements and that the solution is operable by the customer.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.70.1 L4: Validate Solution Predicted/Expected Value (1.1.1.9.5.1) – Mapping Details

Process Identifier: 1.1.1.9.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.5.1 Validate Solution Predicted/Expected Value
Brief Description Validate that predicted/expected value is delivered by the solution. It validates that the customer is capable of realizing maximum value from the operation or use of the solution and that intense Provider involvement is no longer needed to manage the solution. *Desc=*

not featured in standard CBIO offering **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Validate that predicted/expected value is delivered by the solution. It validates that the customer is capable of realizing maximum value from the operation or use of the solution and that intense Provider involvement is no longer needed to manage the solution. **Optional** Not used for this process element **Interactions** Not used for this process element

5.70.2 L4: Validate Customer Satisfaction (1.1.1.9.5.2) – Mapping Details

Process Identifier: 1.1.1.9.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.1.9.5.2 Validate Customer Satisfaction**
Brief Description

This process ensures that the customer is satisfied that the solution that was actually delivered meets original or updated expectations and agreements and that the solution is operable by the customer. *Desc=* *not featured in standard CBIO offering* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** This process ensures that the customer is satisfied that the solution that was actually delivered meets original or updated expectations and agreements and that the solution is operable by the customer. **Optional** Not used for this process element **Interactions** Not used for this process element

5.70.3 L4: Initialize after-sales processes (1.1.1.9.5.3) – Mapping Details

Process Identifier: 1.1.1.9.5.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.9.5.3 Initialize after-sales processes

Brief Description

Initialize after-sales processes (billing and assurance).
Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Initialize after-sales processes (billing and assurance)

Optional

Not used for this process element

Interactions

Not used for this process element