



TM Forum Framework 14.0 Certification Business Process
Framework (eTOM) Release 14.0

Comverse ONE 3.7.7

Level 2 Process: 1.1.1.6 - Problem Handling

Version 2

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Self-Assessment Process Mapping Report

A series of overlapping, wavy lines in orange, blue, yellow, green, and pink that sweep across the lower half of the page.

making
YOUR network
smarter



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About Comverse

Comverse is the world's leading provider of software and systems enabling value-added services for voice, messaging, mobile Internet and mobile advertising; converged billing and active customer management; and IP communications. Comverse's extensive customer base spans more than 125 countries and covers over 450 communication service providers serving more than two billion subscribers. The company's innovative product portfolio enables communication service providers to unleash the value of the network for their customers by making their networks smarter.

For more information on our products and services, visit our website at: www.comverse.com or contact us at: information@comverse.com

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1 L2: 1.1.1.6 - Problem Handling

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.

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.

Some general notes for clarity and context:

- *The Comverse processes described in this mapping document have to do with how Comverse ONE supports providers in handling their customers' problems (e.g., with the service they provide) not how Comverse addresses problems experienced by providers in their use of Comverse ONE. Naturally, provider business processes surrounding how to handle customer complaints and concerns vary widely; the Comverse processes described in this mapping document reflect the typical common cases, but are typically extended and customized for specific providers to suit their needs.*
- *Problem handling processes related to service delivery or quality of service that don't involve customer reports of problems are out of scope for this mapping document; they are part of the 1.1.2.3 L2 hierarchy.*
- *Many of the Comverse processes to which L4s in this hierarchy are mapped are the same as those to which L4s in the 1.1.1.18.9 - Customer Interface Management L3 hierarchy*

are mapped. This is not a coincidence; customer problem handling within Comverse ONE is implemented in the same way as other forms of customer communication, rather than as a separate code branch, and many of the same processes apply.

- *Similarly, there's a fair amount of redundancy in this mapping because many of the L4s in this hierarchy map to the same Comverse processes*

1.1 L3: 1.1.1.6.2 - Report Customer Problem

Monitor the status of customer problem reports, provide notifications of any changes and provide management reports. This includes customer problems caused by security events.

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.

1.1.1 L4: 1.1.1.6.2.1 - Monitor Customer Problem – 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.
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	

Continuously monitors the status of customer problem reports. [AM]

*Each customer problem report is represented as a Case. The Case Management GUI allows users to review the status of Cases in the system (see **Error! Reference source not found.** and **Error! Reference source not found.** and children). Case management operational reports provide real-time statistics about performance and service quality levels.*

*Additionally, each Case type is associated with a workflow, which can initiate automated (scripted) actions in response to various state changes, such as initiating notifications. See **Error! Reference source not found.** and **Error! Reference source not found.** for more information.*

Additionally, Case Management supports defining Service-Level Objectives (SLOs) which specify the performance expectations for a work item. To monitor work item status, managers and agents can use the “Monitor SLO” feature in the Case GUI to receive regular reports (every 10 minutes by default, though this is configurable) of system and agent performance against SLOs.

Optional

Not used for this process element

Interactions

Not used for this process element

1.1.2 L4: 1.1.1.6.2.2 - Distribute Customer Problem Notifications – 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
<p>Brief Description</p> <p>This process makes the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation.</p>
<p>Extended Description</p>

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. [AM]

Each customer problem report is represented as a Case. The activities carried out in the context of a specific Case are represented as Tasks associated with that Case, and the Case Management components of Comverse ONE automatically includes those Task associations as part of standard Case reporting. All activities performed on a Case (including its initial creation) have records stored in the database which are available for review and reporting. For more information see:

- **Error! Reference source not found.** and children
- **Error! Reference source not found.** and children
- **Error! Reference source not found.** and children
- **Error! Reference source not found.** and children
- **Error! Reference source not found.** and children

In addition, manual notes can be associated with a Case or a Task with additional information obtained by agents working the problem, including root cause analysis and associated evidence (see **Error! Reference source not found.** and children).

This information can be reviewed and reported on as illustrated in **Error! Reference source not found.** and children, and also **Error! Reference source not found.**

The scripts associated with a Case Type can also prompt agents to capture that information at key moments.

Optional

Not used for this process element

Interactions

Not used for this process element

1.1.3 L4: 1.1.1.6.2.3 - Distribute Customer Problem Management Reports & Summaries – 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 Customer Problem Management status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer Problem Management process. These specialized summaries could be specific reports required by specific audiences.

[A]

Each customer problem report is represented as a Case. The Case Management components of Comverse ONE provide automated reporting based on details of Cases. The reporting tools extract data directly from the database that contains the live Cases; no special steps are required to make that data available to reporting.

For example, the following reports are available by default:

- Number of Escalated Requests (Agent xPriority)
- Count of Closed Requests
- Number of Requests Currently in Queue with No Action Taken - Brand New and Untouched
- Number of Escalated Requests
- Count of Requests in Agent Queue
- Count of Backlogged Requests (for Agent, Priority, and Request Type)
- Number of Requests
- Number of Requests Currently in Queue (Agent x Priority)
- Open and Closed Requests by Customer
- Count of Tasks in Agent Queue

These default reports provide a high-level view into the system’s overall operations... for example, whether problems are actually being handled vs. accumulating in backlogs, whether problem-handling agents are being used to capacity, whether problems are being evenly distributed across agents, whether problems are being resolved by the initial agents to which they are assigned vs. escalated to other agents before resolution... as well as a more detailed view into the overall performance of individual agents.

The Case Management components also support the ability to define additional reports for different audiences and purposes. Custom reports can extend the default reports to provide broader reporting related to the overall Customer Problem Management process. For example, a custom report might

provide a summary of all requests received in a given month broken out by customer type and time of day. Or might show a statistical breakdown (e.g. a histogram) of request-to-completion time by problem type (Case type). Or a wide range of other things; the primary driving force here is what information the provider wants access to and how they want it arranged and displayed.

Custom reports are typically developed as follows:

- 1. Choose an existing default report as a starting point.*
- 2. Open the corresponding Report Template in Crystal Reports Designer.*
- 3. Use Designer to make whatever modifications are desired, including changes to what data is being accessed by the report. (See SASDDR_TOC.pdf in the Supporting Evidence Documents folder for more information about what database tables are accessible through these reports.)*
- 4. Save the modified report template under a new name in the report templates directory.*
- 5. Use a provided script to automatically include the new report template in the configuration for Case UI and Business Object Server Admin Console.*

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

Not used for this process element

1.1.4 L4: 1.1.1.6.2.4 - Notify Customer Problem – 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.
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 [AM] <i>The Case Management application has the capability to send communications to customers through these channels:</i> <ul style="list-style-type: none">• SMS• E-mail• FAX• Printed Mail <i>These communications can be sent manually, or automatically through Outbound Communications Templates which define the characteristics of Events that result in automatic notifications and of the notifications themselves (including but not limited to recipient lists). See page 62 of the Case Management User and Administration Guide (CMUAGp62.pdf in Supporting Evidence Documents folder) for more information.</i>
Optional Not used for this process element
Interactions

Managing notifications to processes and other parties registered to receive notifications of any status changes.

1.1.5 L4: 1.1.1.6.2.5 - Issue Customer Problem Management Summaries – 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 This process issues specialized summaries of the efficiency and effectiveness of the overall Customer Problem resolution process. These specialized summaries could be specific reports required by specific audiences.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory <div style="background-color: #00FF00; padding: 2px;">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. [AM]</div> <i>Each customer problem report is represented as a Case. The Case Management components of Comverse ONE provide automated reporting based on details of Cases.</i> <i>Operational reports provide real-time statistics about performance and service quality levels. For example, the following reports are available by default:</i> <ul style="list-style-type: none">• <i>Number of Escalated Requests (Agent xPriority)</i>• <i>Count of Closed Requests</i>• <i>Number of Requests Currently in Queue with No Action Taken - Brand New and Untouched</i>• <i>Number of Escalated Requests</i>• <i>Count of Requests in Agent Queue</i>• <i>Count of Backlogged Requests (for Agent, Priority, and Request Type)</i>

- *Number of Requests*
- *Number of Requests Currently in Queue (Agent x Priority)*
- *Open and Closed Requests by Customer*
- *Count of Tasks in Agent Queue*

See CMUAGp336.pdf in Supporting Evidence Documents folder for more information.

The Case Management components also support the ability to define additional reports for different audiences and purposes.

Optional

Not used for this process element

Interactions

Not used for this process element

1.1.6 L4: 1.1.1.6.2.6 - Generate Customer Problem Management Reports – 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 generates Customer Problem management reports that provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer Problem Management process. These specialized summaries could be specific reports required by specific audiences.

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. [AM]

Each customer problem report is represented as a Case. The Case Management components of Comverse ONE provide automated reporting based on details of Cases.

Operational reports provide real-time statistics about performance and service quality levels. See 1.1.1.6.2.5 - Issue Customer Problem Management Summaries mapping for some examples.

The Case Management components also support the ability to define additional reports for different audiences and purposes.

Additionally, Case Management supports defining Service-Level Objectives (SLOs) which specify the performance expectations for a work item. To monitor work item status, managers and agents can use the "Monitor SLO" feature in the Case GUI to receive regular reports (every 10 minutes by default, though this is configurable) of system and agent performance against SLOs.

See CMUAGp340.pdf in the Supporting Evidence Documents folder for more information on SLOs

Optional

Not used for this process element

Interactions

Not used for this process element

1.1.7 L3: 1.1.1.6.2 - Report Customer Problem – TM Forum Assessor Scores

<to be provided by TM Forum on closeout of the assessment>

1.2 L3: 1.1.1.6.3 - Track & Manage Customer Problem

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.

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.

1.2.1 L4: 1.1.1.6.3.1 - Coordinate Customer Problem– 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
<p>Brief Description</p> <p>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.</p>
<p>Extended Description</p> <p>Not used for this process element</p>

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. [A]

*Each customer problem report is represented as a Case. Each Case type is associated with a workflow, which can initiate automated (scripted) actions in response to various state changes, as well as prompt agents to perform certain actions or capture certain information. See **Error! Reference source not found.** and **Error! Reference source not found.** for more information.*

The Case Management components of Comverse ONE execute the workflow configured for each Case and schedules the associated Tasks and Events in the appropriate sequence at the appropriate time. They assign those events (typically to agent groups, but also to individuals where appropriate).

Progress tracking is not defined as part of a Case Type workflow because Case Management undertakes progress tracking automatically for all Cases based on Service-Level Objectives (SLOs) which specify the performance expectations for a work item. To monitor work item status, managers and agents can use the "Monitor SLO" feature in the Case GUI to receive regular reports (every 10 minutes by default, though this is configurable) of system and agent performance against SLOs.

Optional

Not used for this process element

Interactions

Not used for this process element

1.2.2 L4: 1.1.1.6.3.2 - Cancel Customer Problem – 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.
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. [AM] <i>Comverse ONE allows a Customer Request or Problem Report to be cancelled as described in Error! Reference source not found. and children (Error! Reference source not found. and Error! Reference source not found.). The cancellation process includes identifying a reason for cancellation; for example, incorrect problem report.</i>
Optional	Not used for this process element
Interactions	Not used for this process element

1.2.3 L4: 1.1.1.6.3.3 - Escalate/End Customer Problem– 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
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	<p>Ensure that escalation is being invoked as required for any open customer problem reports in jeopardy. [AM]</p> <p><i>Each customer problem report or request is represented as a Case. ComverseONE users can monitor Cases in jeopardy as illustrated in Error! Reference source not found. and children. Such cases can be handled in a number of different ways, such as by reassigning the Case to a different agent or providing additional resources to address the Case.</i></p> <p><i>Escalations can be monitored through the Number of Escalated Requests report, either across the system as a whole or for specific agents and priorities.</i></p> <p><i>Also, workflow associated with the Case or with individual Tasks associated with the Case can initiate automated notifications to appropriate managers where escalation is necessary. See Error! Reference source not found. and Error! Reference source not found. for more information.</i></p>
Optional	Not used for this process element
Interactions	Not used for this process element

1.2.4 L4: 1.1.1.6.3.4 - Monitor Customer Problem Jeopardy Status – 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
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 [AM] <i>Each customer problem report or request is represented as a Case. Comverse ONE users can monitor Cases in jeopardy as illustrated in Error! Reference source not found. and children (Error! Reference source not found. and Error! Reference source not found.). The Case Management components of Comverse ONE provide automated reporting based on details of Cases.</i>
Optional Not used for this process element
Interactions Not used for this process element

1.2.5 L4: 1.1.1.6.3.5 - Prioritize Customer Problem – 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
Extended Description	Not used for this process element
Explanatory	<p>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.</p>
Mandatory	<p>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. [AM]</p> <p><i>Each customer problem report or request is represented as a Case. Each Case contains a priority field which governs how it is handled. The Case priority can be set manually when the case is created (see Error! Reference source not found. and children) or automatically based on workflow scripts.</i></p> <p><i>Appropriate diligence and the associated swiftness and effectiveness can be monitored as described for 1.1.1.6.2.6 above.</i></p>
Optional	Not used for this process element
Interactions	Not used for this process element

1.2.6 L4: 1.1.1.6.3.6 - Escalate Customer Problem to support team – 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

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. [A]

Each customer problem report or request is represented as a Case. Cases can be escalated (for example to a higher-level support team) as described for 1.1.1.6.3.3 - Escalate/End Customer Problem. When a Case is escalated, all the Notes and Tasks and event history and everything else associated with the Case remains in place and is available to the new agent(s) handling the Case.

See CMUAGp475.pdf and CM_training_p9.pdf in the Supporting Evidence Documents folder for more information about the event history associated with a case. This history is available to all Case Management users authorized to view the case; no special extra steps are needed to make that information available to other support teams.

Support teams are modelled within Case Management via User Groups, and each User Group has an associated Group Queue to which cases are assigned. See CMUAGp434 in the Supporting Evidence Documents folder for more information.

See CRMSSAGp8-5.pdf for more information about reassigning work items to User Groups.

Optional

Not used for this process element

Interactions

Not used for this process element

1.2.7 L3: 1.1.1.6.3 - Track & Manage Customer Problem – TM Forum Assessor Scores

<to be provided by TM Forum on closeout of the assessment>

1.3 L3: 1.1.1.6.4 - Close Customer Problem Report

Ensure that a problem affecting the customer is solved

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.

1.3.1 L4: 1.1.1.6.4.1 - Contact Customer for Feedback – 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.
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. [A]
	<i>Workflow associated with the Case can initiate automated customer contact at any point in the Case's lifecycle, including post-resolution for feedback-prompting purposes. See Error! Reference source not found. and Error! Reference source not found. for more information.</i>
Optional	Not used for this process element

Interactions

Not used for this process element

1.3.2 L4: 1.1.1.6.4.2 - Complete and Validate Customer Problem Report – 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
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	<p>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. [AM]</p> <p><i>Ultimately the determination of whether a problem has actually been solved is a manual activity, but the Case Management components of Comverse ONE can automate the procedures surrounding that determination.</i></p> <p><i>Each customer problem report is represented as a Case. The activities carried out in the context of a specific Case are represented as Tasks associated with that Case, and Case Management automatically includes those Task associations as part of standard Case reporting. In addition, manual notes can be associated with a Case or a Task with additional information obtained by agents working the problem, including root cause analysis and associated evidence (see Error! Reference source not found. and children). The workflow scripts associated with a Case Type can</i></p>

also prompt agents to capture that information at key moments, including but not limited to post-resolution as part of a validation step.

All of that information and documentation remains available for subsequent review.

Optional

Not used for this process element

Interactions

The Complete and Validate Customer Problem Report processes will notify the Update Time to restore Service processes when the analysis is complete.

1.3.3 L4: 1.1.1.6.4.3 - Update Time to Restore Service – 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
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. [A]
	<i>It's worth noting that not all Customer Problems involve interruptions in service delivery in the first place, and not all service interruptions result in reported Customer Problems. Consequently the</i>

processes surrounding ensuring uninterrupted service are distinct from those surrounding handling customer-reported problems.

That said, in the specific context of 1.1.1.6 Problem Handling, it is certainly true that customer-reported problems can be the result of service failures. In those cases, the workflow associated with that Case Type can be defined to automatically obtain the failure and restoration timestamps as captured by 1.1.2.4 Service Quality Management (and in particular 1.1.2.4.1 Monitor Service Quality) and capture the associated time taken as a Note associated with the Case.

Note that this is distinct from the metrics captured for the Case itself, for which time-to-resolution is based on the status of the Case (which may, for example, depend on when the customer initially reports and when/whether they report satisfaction with the resumed service) rather than the status of the network itself.

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.

1.3.4 L4: 1.1.1.6.4.4 - Finalize Customer Problem Report – 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.

<p align="center">LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.6.4.4 - Finalize Customer Problem Report</p>
<p>Brief Description</p> <p>Ensure that a problem affecting the customer is solved.</p>
<p>Extended Description</p> <p>Not used for this process element</p>

<p>Explanatory</p> <p>It is used to close a customer problem report when the problem affecting the customer is solved.</p> <p>Mandatory</p> <p>Change the customer problem report status to cleared. [AM]</p> <p><i>Each customer problem report is associated with a Case, and the Case Management components of Converse ONE support the ability to update the Case status (and that of any Tasks associated with the Case) as illustrated in Error! Reference source not found. and children. This includes “cleared” status if that is defined as part of the lifecycle for that Case Type.</i></p> <p><i>The workflow associated with a Case Type can be configured to prompt the agent handling the case to update its status, or to update that status automatically if appropriate.</i></p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>
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1.3.5 L4: 1.1.1.6.4.5 - Communicate Service improvement Opportunity – 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
<p>Brief Description</p> <p>Identify opportunities for improvement</p> <p>Extended Description</p> <p>Not used for this process element</p>

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. [AM]

The workflow associated with a Case Type can be configured to prompt the agent handling the case to register the need for overall service improvements where appropriate, or to do so automatically where such an automated determination is feasible.

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.6 L3: 1.1.1.6.4 - Close Customer Problem Report – TM Forum Assessor Scores

<to be provided by TM Forum on closeout of the assessment>

1.4 L3: 1.1.1.6.5 - Create Customer Problem Report

This process creates a new Customer Problem Report.

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.

1.4.1 L4: 1.1.1.6.5.1 - Generate Customer Problem Report – 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
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	<p>Capture all the necessary customer information and related problem details and include them in the new Customer Problem Report. [AM]</p> <p><i>Each Customer Problem Report is represented in Comverse ONE as a Case, through a combination of manual and automatic processes. See Error! Reference source not found. and children for more details about how a problem report is created in Comverse ONE. The children of Error! Reference source not found. are:</i></p> <ul style="list-style-type: none">• Error! Reference source not found.• Error! Reference source not found.• Error! Reference source not found.

<ul style="list-style-type: none">• Error! Reference source not found. <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>The Generate Customer Problem Report process will notify the Obtain Configuration Information process when the report creation is complete.</p>

1.4.2 L4: 1.1.1.6.5.2 - Obtain Configuration Information – 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
<p>Brief Description</p> <p>To be added</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>This process is used to get the service configuration information.</p>
<p>Mandatory</p> <p>Acquisition of configuration information from the ITIL CMS and the placement of the customer problem in a known category and priority. [A]</p> <p><i>Case Type definitions, associated workflow scripts, Tasks, and related data model objects, handling rules for those objects (including rules for prioritization and categorization), and other configuration information is maintained in the Case Manager</i></p>

ent configuration database, and is accessed automatically as needed by the Case Management components of Comverse ONE.

See SASDDR_TOC.pdf for a view of the contents of the Sales and Service Database (used for Case Management configuration as well as related data for outbound communications, campaigns, etc.).

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.

1.4.3 L4: 1.1.1.6.5.3 - Check for major outage – 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
Extended Description	Not used for this process element
Explanatory	Check if the problem is general or specific.
Mandatory	<p>Check if the problem is related to major system/service outage and not only to a specific customer or group of customers. [AM]</p> <p><i>As noted earlier, not all Customer Problems involve interruptions in service delivery in the first place, and not all service interruptions result in reported Customer Problems. Consequently the processes</i></p>

surrounding ensuring uninterrupted service are distinct from those surrounding handling customer-reported problems.

That said, in the specific context of 1.1.1.6 Problem Handling, it is certainly true that customer-reported problems can be the result of service outages and this affects handling of reported problems. This is most commonly handled by modifying the scripts associated with service-delivery failure Cases to reflect the system/service outage, rather than by treating an explicit outage-check as part of the problem-handling workflow for every reported problem.

For example, upon discovering a service outage the script can be replaced with one that prompts the agent to explain that an outage exists and service will resume as quickly as possible (or with automated recordings to the same effect), including additional details and recommendations as appropriate.

This is treated as part of the Support processes for problem handling.

Optional

Not used for this process element

Interactions

Not used for this process element