

Frameworkx Standard

Saudi Telecom Company

**E2E Customer Fulfilment Process Journey CBU, EBU,
WBU and Operations Sectors**

TM Forum Frameworkx 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

1.3.3 - Order Handling

Version 2.2

24 July 2018

Table of Contents

1.3.3 Order Handling.....	4
Order Handling.....	4
Determine Customer Order Feasibility	5
Authorize Credit.....	6
Track & Manage Customer Order Handling.....	6
Complete Customer Order	7
Issue Customer Orders.....	8
Report Customer Order Handling	9
Close Customer Order.....	9
1.3.3.1 Determine Customer Order Feasibility	10
Determine Customer Order Feasibility	10
Perform Impact Analysis	12
Check offering availability	13
Check Offering feasibility	14
1.3.3.2 Authorize Credit	14
1.3.3.3 Track & Manage Customer Order Handling.....	17
Track & Manage Customer Order Handling.....	17
Manage Customer Order	18
Track Customer Order.....	21
Update Order Repository.....	23
1.3.3.4 Complete Customer Order.....	25
1.3.3.5 Issue Customer Orders.....	27
Issue Customer Orders.....	27
Assess Customer Order	28
Issue Customer Order	29
1.3.3.6 Report Customer Order Handling	31
Report Customer Order Handling	31
Monitor Customer Order Status	32
Manage Customer Order Status Notification	34
Report Customer Order Status	34

1.3.3.7 Close Customer Order 36

1.3.3 Order Handling

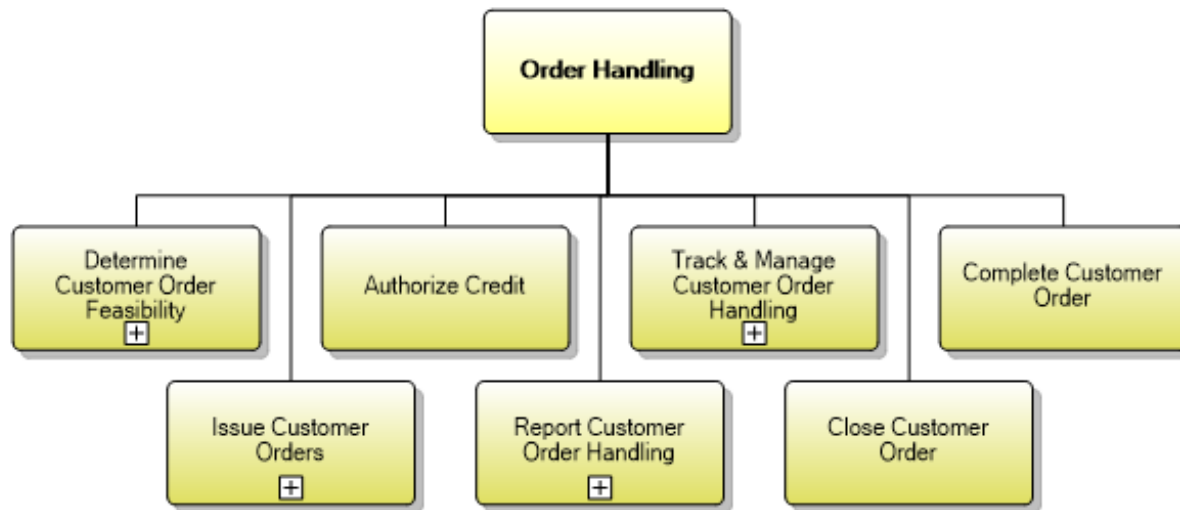


Figure 1: 1.3.3 Order Handling decomposition

Order Handling

Process Identifier: 1.3.3

Brief Description

Responsible for accepting and issuing orders. AM

Comment for the compliance:

AM (Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.O2P.01 "Order to payment")

See Levels in scope below for details of support

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
- Reporting progress on customer orders to customer and other processes. AM

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Determine Customer Order Feasibility

Process Identifier: 1.3.3.1

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.

Authorize Credit

Process Identifier: 1.3.3.2

Brief Description

Assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Track & Manage Customer Order Handling

Process Identifier: 1.3.3.3

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
- Indicating completion of a customer order by modifying the customer order status.

Note that some specific product components may be delivered directly by other parties. In these cases the Track & Manage Customer Order Handling process is responsible for initiating requests, through other Party Requisition Management for the delivery by the other Party 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.

Complete Customer Order

Process Identifier: 1.3.3.4

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.

Issue Customer Orders

Process Identifier: 1.3.3.5

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.

Report Customer Order Handling

Process Identifier: 1.3.3.6

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.

Close Customer Order

Process Identifier: 1.3.3.7

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.

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.

1.3.3.1 Determine Customer Order Feasibility

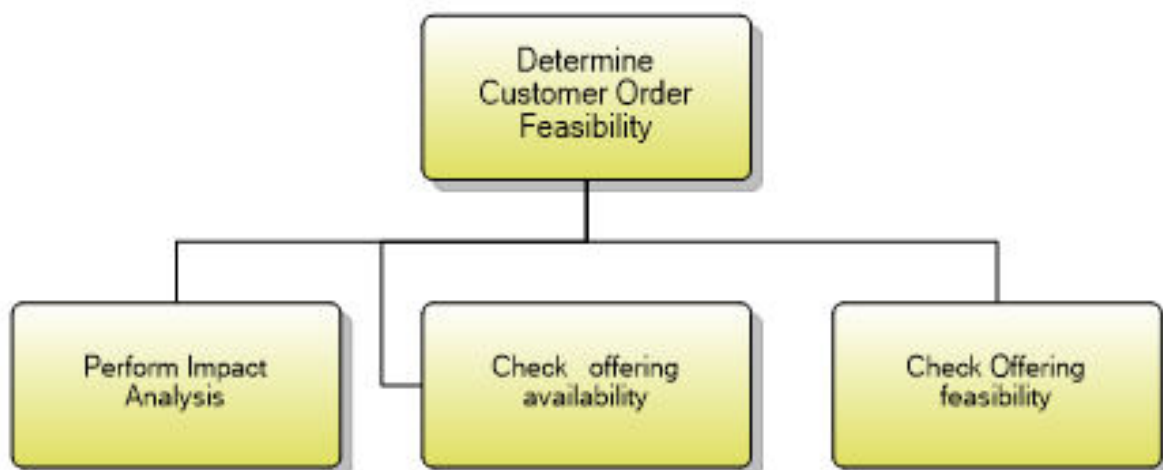


Figure 2: 1.3.3.1 Determine Customer Order Feasibility decomposition

Determine Customer Order Feasibility

Process Identifier: 1.3.3.1

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. **AM**

STC sales verifies the availability of services in the prospect location after the collection of basic information of the prospect. This service availability check is carried out by checking the network availability information on inventory systems. For all existing customers, the information on services and capabilities that exist at the customer premise is checked to see if additional services can be provided to the customer based on the resource (network) capability present at the customer premises.

In some cases where services cannot be provided to the customer, the sales channel agents suggest alternative services to the customer and if accepted, customer orders are created to provide these services.

These activities are performed by service agents in different channels like calls, emails, virtual channels,

The Sales channel teams carrying out the process currently invoke the provisioning processes, carried out by Operations, to accurately check the feasibility of a service at a customer premise or location.

The order feasibility check is currently seen as a go/no-go checkpoint before order creation. This leads to a low-volume order going on hold due to the non-feasibility of providing the services requested by the customer. most of orders going on hold are due to two reason codes:

- Network Coverage
 - Non-availability of service capability (e.g. DSL) at customer location.
- Both these issues are identified during the order feasibility check and used as a go/no-go checkpoint.

<Diagram removed due to Confidentiality>

<Diagram removed due to Confidentiality>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Perform Impact Analysis

Process Identifier: 1.3.3.1.1

Brief Description

Analyses the customer order for further impact particularly deals with RFCs (request for change)

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 determines the impact on customer solution service components.

Mandatory

Analyses the customer order for further impact particularly deals with RFCs (request for change) AM

STC Sales check on the availability of a service at a location for new prospective customers and the existence of resource capability to deliver a new service for existing customer. If capability is available in terms of type of technology, cabinets, speed etc. then the service is deemed feasible. The cabinet information is provided by the customer, by checking the plate ID in (or near) the premises, to the service agent who determines feasibility and impact of requested services. impact analysis is done on existing resource capabilities present at a customer premise done at this stage in the process (before issuing customer orders).

The owners of customer order issuance invoke provisioning processes, owned by the Operations to do detailed study of feasibility in cases of new customers in new locations and an impact analysis of such orders on network capabilities in that location/region

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

This process supports the ITIL change management process.

Check offering availability

Process Identifier: 1.3.3.1.2

Brief Description

Check the availability of providing and supporting standard and customized product offerings AM

STC Sales check on the availability of a service at a location for new prospective customers and the existence of resource capability to deliver a new service for existing customer. If capability is available in terms of type of technology, cabinets, speed etc. then the service is deemed feasible. The cabinet information is provided by the customer, by checking the plate ID in (or near) the premises, to the service agent who determines feasibility and impact of requested services. impact analysis is done on existing resource capabilities present at a customer premise done at this stage in the process (before issuing customer orders).

The owners of customer order issuance invoke provisioning processes, owned by the Operations to do detailed study of feasibility in cases of new customers in new locations and an impact analysis of such orders on network capabilities in that location/region

<Diagram removed due to Confidentiality>

Extended Description

N/A

Explanatory

N/A

Mandatory

N/A

Optional

N/A

Interactions

N/A

Check Offering feasibility

Process Identifier: 1.3.3.1.3

Brief Description

Check the feasibility of providing and supporting standard and customized product offerings AM

STC Sales check on the availability of a service at a location for new prospective customers and the existence of resource capability to deliver a new service for existing customer. If capability is available in terms of type of technology, cabinets, speed etc. then the service is deemed feasible. The cabinet information is provided by the customer, by checking the plate ID in (or near) the premises, to the service agent who determines feasibility and impact of requested services. impact analysis is done on existing resource capabilities present at a customer premise done at this stage in the process (before issuing customer orders).

The owners of customer order issuance invoke provisioning processes, owned by the Operations to do detailed study of feasibility in cases of new customers in new locations and an impact analysis of such orders on network capabilities in that location/region

Extended Description

N/A

Explanatory

N/A

Mandatory

N/A

Optional

N/A

Interactions

N/A

1.3.3.2 Authorize Credit

Process Identifier: 1.3.3.2

Brief Description

Assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt

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 AM

Sales agent verifies open financial obligations (unpaid) amounts, payment history of the customer using the CRM system which holds all billing and payment information related to customers. However, these are done only for existing customers.

For all new prospects the agents have access to a system which provides an overall credit rating of an individual in the Kingdom of Saudi Arabia to verify credit worthiness of a new prospect.

Currently there is a defined procedure to deny a service to a customer based on certain past payment pattern.

System check black list flag and if the customer requesting the service is no more blacklisted.

<Diagram removed due to Confidentiality>

<Diagram removed due to Confidentiality>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.3.3.3 Track & Manage Customer Order Handling

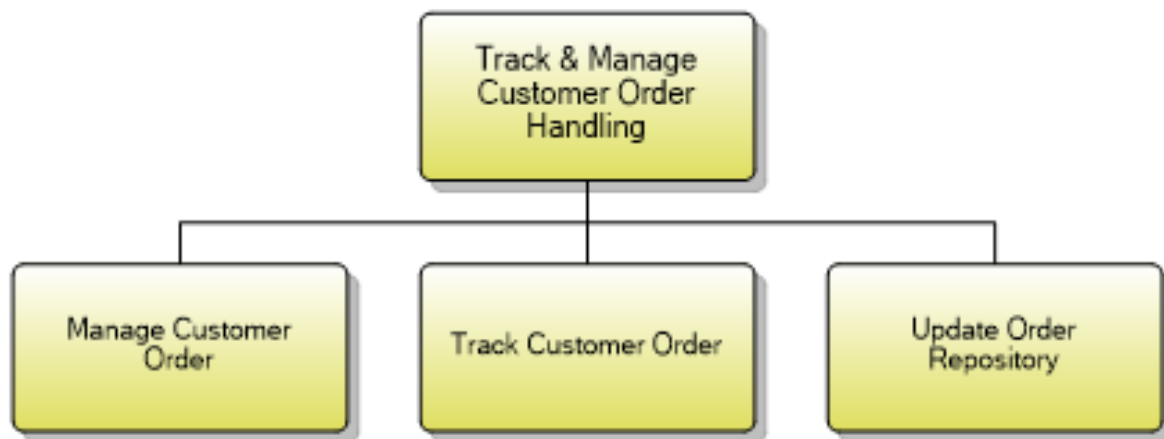


Figure 3: 1.3.3.4 Track & Manage Customer Order Handling decomposition

Track & Manage Customer Order Handling

Process Identifier: 1.3.3.3

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
- Indicating completion of a customer order by modifying the customer order status.

Note that some specific product components may be delivered directly by other parties. In these cases, the Track & Manage Customer Order Handling process is responsible for

initiating requests, through other Party Requisition Management for the delivery by the other Party 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.

<Diagram removed due to Confidentiality>

Manage Customer Order

Process Identifier: 1.3.3.3.1

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 other Parties, initiate requests, through other Party Requisition Management, for the delivery by the other Party of the specific product components. **AM**

Manage Opened Orders:

- Orders created in the CRM and are forwarded to be processed automatically through the Automated Activation System, post which orders are sent to Field Operations for scheduling technician activities. Internal Operational Level Agreements (OLAs) exist for the completion of these activities.
- Order aging reports are created and relevant stakeholders in the process are identified based on the stage of the order and stage owners
- Feedback and resolution is received from relevant areas (Field Operations and Network).
- Orders that cannot be progressed could be due to the following reasons:
 - Technical reasons related to Systems
 - Technical reasons related to Field Operations and need technicians
- For orders with technical reasons related to Systems, the Sales Service Orders Management section communicates the list with IT Section to solve the technical

issues and follow up with them until the issues are solved and the orders are closed and posted.

- IT Section will solve the technical issues related to systems and in cases where the issues cannot be fixed by IT Section, IT Section opens tickets with the IT teams for resolution.
- Customers are only notified when the customer initiates contact with STC regarding the order. The customers are not proactively notified.
- For orders with technical reasons related to Operation and need technicians, the Sales Service Orders Management section communicate them with Field Operation Dept. responsible for solving the issues and close the orders

<Diagram removed due to Confidentiality>

Manage Closed Orders:

- The team manages orders that are closed but cannot be posted due to the following reasons:
 - Mistakes in data entry during creating the order
 - Technical issues
- For orders with mistakes in data entry, the Sales Service Orders Management section returns the orders to the channels to correct the data. Once the data is corrected, the order will be processed through the Automated Activation System.
- For technical issues the same process is followed with IT as with the Open Orders.

<Diagram removed due to Confidentiality>

Manage Cancelled Orders:

- Orders can get cancelled for the following reasons:
 - Technical errors from the system
 - Customer initiated cancellation
- Orders that have gone to a cancelled state due to technical reasons is handled with the same process as in the Open and Closed Orders management – with IT
- If the order is cancelled as the customer changed his mind, the Sales Service Orders Management team call the customer to get the reason(s) for changing his mind and try to offer him another offer/product.

<Diagram removed due to Confidentiality>

Scheduling and Coordination

- Orders filtered by the Filtering team, are progressed further to schedule technician visits in co-ordination with the customer. contacts customers to effectively schedule visits of the technicians and ensure availability of correct contact and address information to avoid extraneous field revisits.
- The CRM system is integrated to workforce systems and IVR systems to realize these activities.

- <Diagram removed due to Confidentiality>

Held Orders

- A dedicated team within Channel Support tracks and manages the orders in “Held” status. Current Held Order are because of two major reasons, network coverage at customer side.
- The ‘held’ order team follows up internally with downstream teams to enable the progression of the held orders.

<Diagram removed due to Confidentiality>

Failed Activations

The Channel Support – Service Failure Order team manages orders where the auto-activation has failed. The team tracks and manages failed activation orders, follows up with upstream teams to enable information availability and downstream teams to resolve technical issues in activation systems.

<Diagram removed due to Confidentiality>

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.

Track Customer Order

Process Identifier: 1.3.3.3.2**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. AM

The tracking of the customer order is carried out by the teams managing the order at various stages.

The central Order Management system is used for the tracking of status of customer orders. Depending on the order progress, the status of order is changed automatically in the Order Management system.

The Channel Support – Sales Service Order team tracks the aging (time from creation of order) for all open orders and reports this to downstream teams – Field Operations and Network.

The Filtering Team within Field Operations tracks the order status from the time the order is received by Field Operations till the order closure stage.

Missed appointments for provisioning activities are tracked and managed by the Field Operations.

<Diagram removed due to Confidentiality>

STC order handling team has a consistent Jeopardy Management process for order handling, to identify and tag orders in jeopardy, track the resolution of jeopardy and inform customers of status.

There is two kind of escalations , 1st one is the management escalation like the case if the customer order marked requires special handling , the 2nd type is functional escalation like the case if the order needs the intervention of other technical team to solve an existing issue with the current order for example if orders with technical reasons related to Systems, the Sales Service Orders Management section communicates the list with IT Section to solve the technical issues and follow up with them until the issues are solved and the orders are closed and posted.

<Diagram removed due to Confidentiality>

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.

Update Order Repository

Process Identifier: 1.3.3.3.3

Brief Description

To be added

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 **AM**

The order repository is maintained in central Order Management system and is updated during the creation of new order by service agents in Call Centers or other sales channels. The order repository is automatically updated with the various states of the order in the central Order Management system based on the progress made on each of the orders. All state changes of orders are updated automatically in the order repository.

<Diagram removed due to Confidentiality>

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.

1.3.3.4 Complete Customer Order

Process Identifier: 1.3.3.4

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. **AM**

The Operations technicians are tasked with completing the customer order wherein the satisfaction of the customer on the delivered service and the delivery of service is also verified. The Field Technician is responsible for the final handover of the product/service to the customer, which may involve the customer ensuring that the product delivered matches the described quality of service and any education to the customer on the usage of the service or the customer premise equipment. The customer's satisfaction is then validated. The validation of the customer satisfaction is enabled by sending out a code to the customer on his contact number through SMS and the customer is advised to share this code with the field technician after the completion of provisioning activities, if satisfied with the service and the delivery. The sharing of the code with the technician marks the completion of the order and is also a measure to ensure customer satisfaction.

<Diagram removed due to Confidentiality>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.3.3.5 Issue Customer Orders

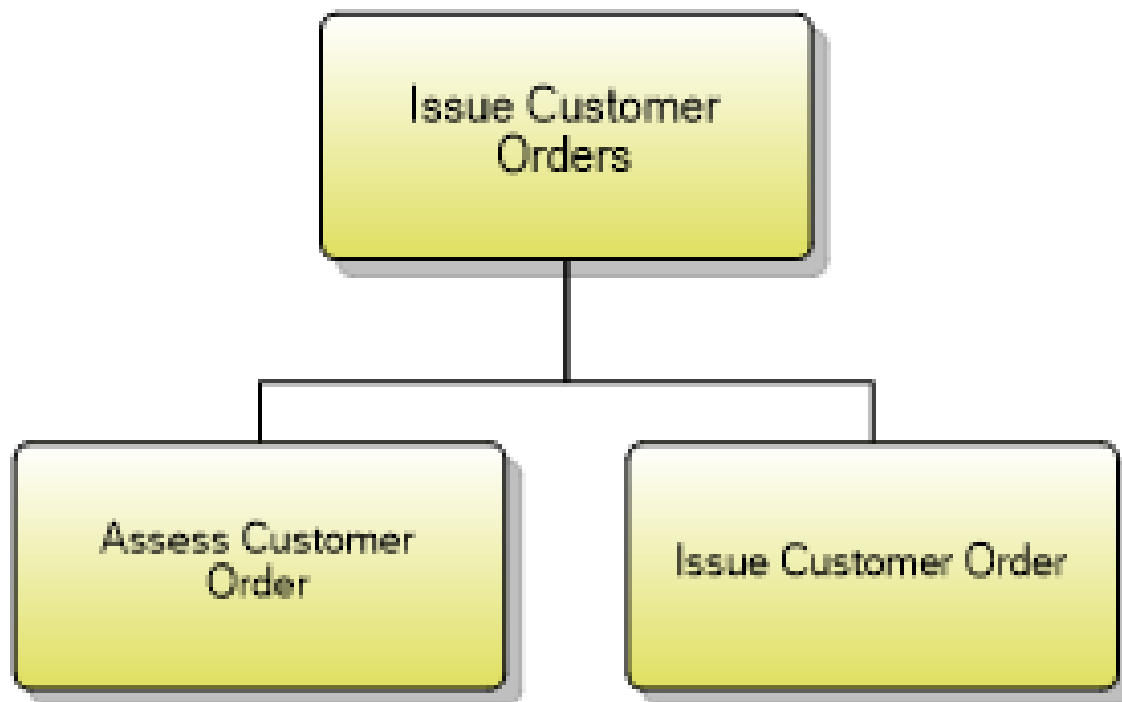


Figure 4: 1.3.3.6 Issue Customer Orders decomposition

Issue Customer Orders

Process Identifier: 1.3.3.5

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. **AM**

Customer orders are issued by different teams and departments based on the channel through which the process is initiated: Call Centre Inbound, Virtual Sales Support, Door-to-Door Partners and Resellers, STC Kiosks, STC Portal, Social Media, Call Centre Outbound, Mobile App, ...

Currently the service agents, across the channels specified in the table above issue customer orders after a check of the availability of service to the customer as described in the Determine Customer Order Feasibility section.

All customer orders are initiated by standard requests that require a customer order feasibility check to be done as described in Determine Customer Order Feasibility section.

<Diagram removed due to Confidentiality>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Assess Customer Order

Process Identifier: 1.3.3.5.1**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. **AM**

<Diagram removed due to Confidentiality>

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.

Issue Customer Order**Process Identifier:** 1.3.3.5.2**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. **AM**

The purpose of the Issue Customer Orders process 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.

<Diagram removed due to Confidentiality>

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.

1.3.3.6 Report Customer Order Handling

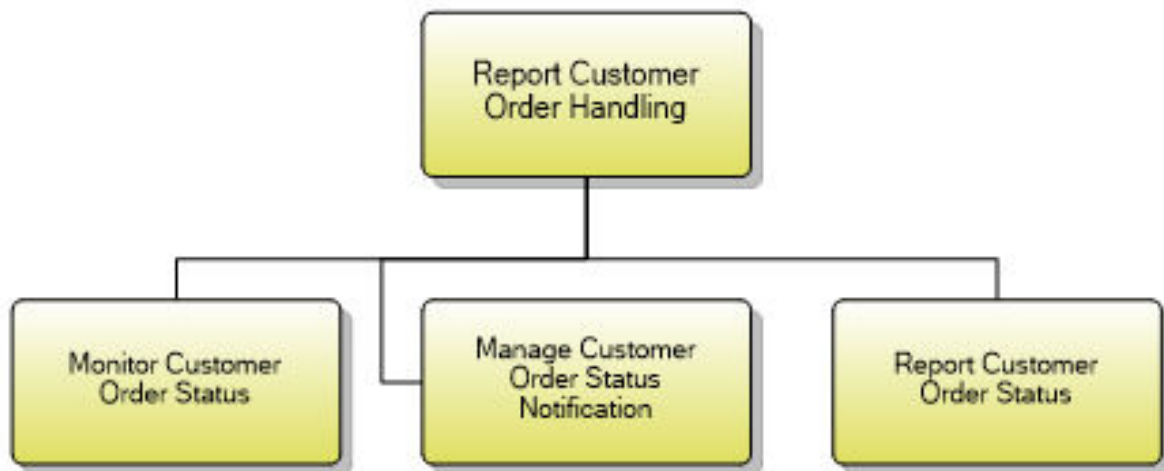


Figure 5: 1.3.3.6 Report Customer Order Handling decomposition

Report Customer Order Handling

Process Identifier: 1.3.3.6

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. AM

Daily reports on Open, Closed and Cancelled orders are run by the Sales Service Order Management team. These reports are used to resolve technical issues (IT and Network)

Reports on activation system performance and auto-activation failures are run by the Service Failure Order Management team, these reports include:

Report on systems performance and bottlenecks to management

Report on the performance of the daily operation

And a lot of reports are there.

CRM system has the capabilities to provide automatic report on the above parameters and display a live-dashboard.

<Diagram removed due to Confidentiality>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Monitor Customer Order Status

Process Identifier: 1.3.3.6.1

Brief Description

Continuously monitor the status of customer orders. AM

Opened Orders are monitored continuously and a daily report on open orders with information on owner responsible for progression of orders is created by the - Sales Service Order Management team.

-Feedback is received on the daily report and the team follows up with necessary stakeholders to progress the orders

-Held Order Management team monitors Held Orders with a daily report. The status report is used to investigate major reasons for orders being held with the relevant stakeholders and reduce the held order backlog.

-Service Failure Order Team monitors the status of resolution of failed auto-activation for orders created

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.

<Diagram removed due to Confidentiality>

Manage Customer Order Status Notification

Process Identifier: 1.3.3.6.2

Brief Description

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

Customers are proactively notified of order status and the current systems and processes has the capability to inform/notify the customer of status changes and estimated time to completion

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.

Report Customer Order Status

Process Identifier: 1.3.3.6.3

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. AM

CRM system has the capabilities to provide automatic report on the above parameters and display a live-dashboard.

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.

1.3.3.7 Close Customer Order

Process Identifier: 1.3.3.7

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.

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. **AM**

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 complete.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.