



Business Scenario - Corporate Service Request



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1 Business Scenario / Use Case Name: Corporate Service Request

1.1.1 Business Use Case Description

A market of Communication Service Provider (CSP) could be divided into two separated parts, one is the mass market, which faces to the residential or individual customer, and the other is the corporate market, which faces to the company such as small middle enterprise, corporate. Once the CSP hold the corporate customer, CSP should provide the process of handling the corporate service, such as new add-on product sales, view and update the service configuration. This document will not include the basic customer or account management requirement, otherwise, it will focus on some particular service request of corporate, e.g. shift existing individual subscriber into corporate, termination the corporate contract.

A classic business scenario of handling corporate customer service is described as follows

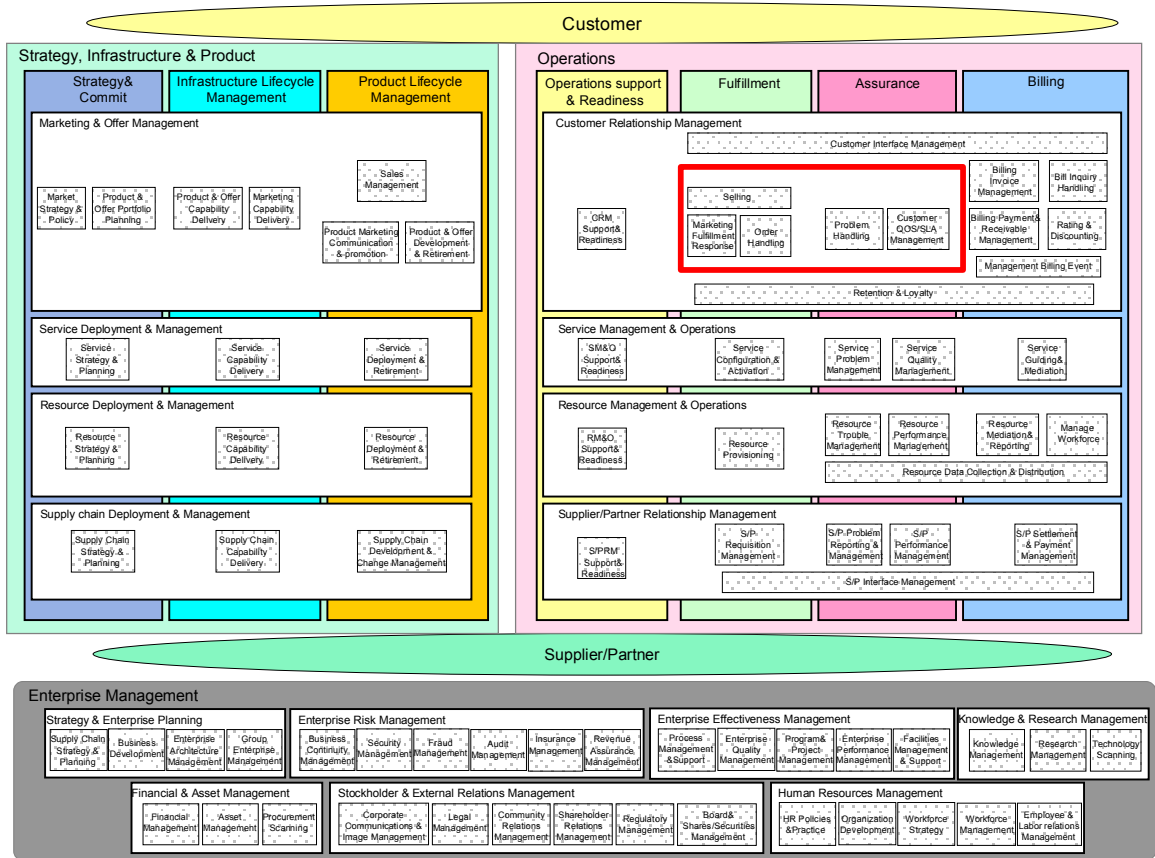
The Sales Representative or Account Manager finished the initial corporate sales operation such as (create account hierarchy and profiles and bulk order), Next the CSR (Customer Service Representative) receives the service request of a company customer owner, records the contacts information, if any new contacts, create the new contact and link to the same corporate account, identify the types of SR (Service Request), the CSR explore the corporate account hierarchy and related profile for handing the SR. Regarding the SR of corporate customer, some specific request would be issued, e.g. shift existing individual customers into corporate, move corporate members to residential, move members within the corporate, append new bulk order and service to corporate customer, change account hierarchy and related profiles, corporate contract termination and corporate service configuration.

1.1.2 Business Process Owner

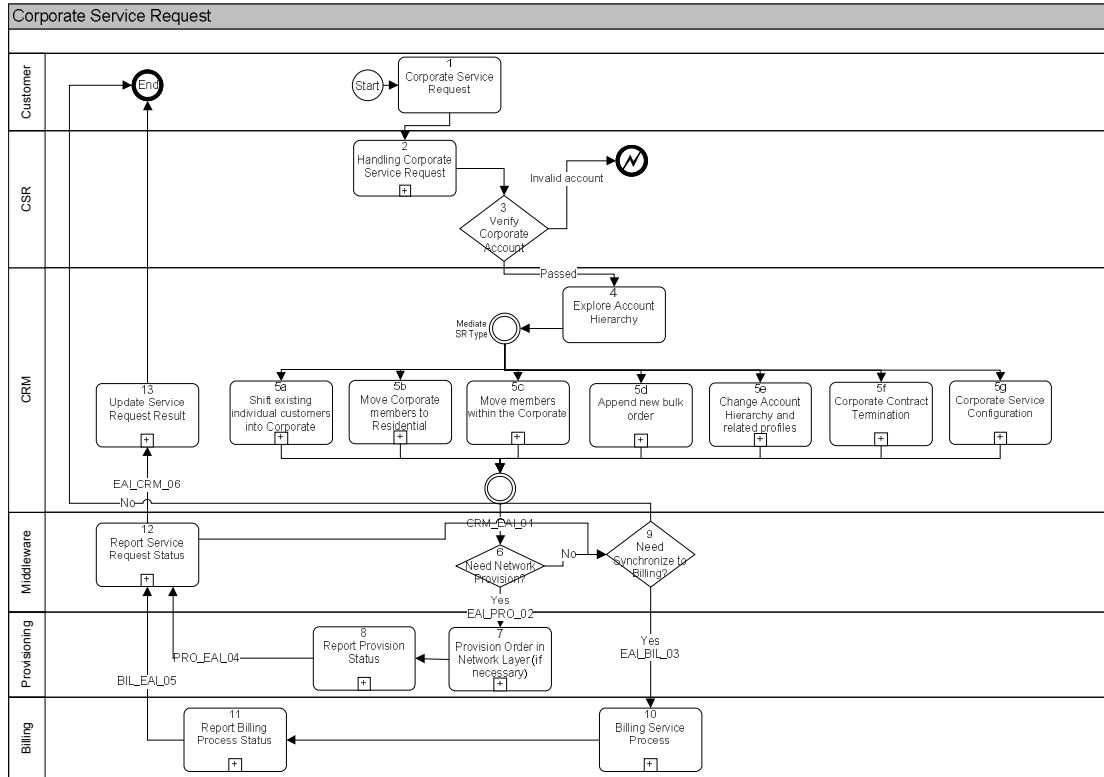
To Be Decided in the next iteration

1.1.3 ETOM Mapping

To Be Done in the next iteration



1.2 Data-flow Diagram / Component Sequence Diagram (Workflow Diagram)



1.3 Workflow Description

Use Case ID	Use Case Description
Actors	<ol style="list-style-type: none"> Customer (e.g. A company owner) CSR
Trigger	<ol style="list-style-type: none"> Corporate Prospect visits or enquires CSP's products & services Existing customer contacts CSP
Pre Conditions	<ol style="list-style-type: none"> Connected to corporate account management

	2. Connected to the contact management
Post Conditions	1. Corporate service requests have been resolved
Steps/Basic Flow	<ol style="list-style-type: none"> 1. A corporate customer contact makes a call to the CSR of CSP. 2. The CSR receives the call, the inbound call is arbitrarily routed to the CSR, and the CSR handles the request of the customer. 3. CSR check the contact and corporate account profile 4. If check passed, the CSR explores the account hierarchy and navigate the particular service request front-end according to the type of the corporate SR. 5. Following service request could be handled in the front-end of CRM: <ol style="list-style-type: none"> a. Shift existing individual customers into corporate b. Move corporate members to residential c. Move members within the corporate d. Append new bulk order for corporate account e. Change account hierarchy and related profiles f. Corporate contract termination g. Corporate service configuration 6. CRM update the accounts and profiles, mediate the service request according to the SR type, then notify EAI layer to publish the SR. In case any service is to be provisioned then CRM system will raise an order request. Similarly, billing order will be raised to make changes in the billing system. EAI layer judge whether need network provision, if need, notify network provision application. 7. Provision application issue the work order in network layer if necessary 8. Provision application report provision status to EAI layer 9. EAI layer judge whether billing the data change information of service request, if need, notify billing application. 10. Billing application process the service change



	<ul style="list-style-type: none">11. Billing report the result of service change processing to EAI layer12. EAI layer report the result of service request.13. CRM application update the service request order status and inform the end-user or customer contacts
Variations/ Alternate Flow	

2 Acronyms

Acronym	Expansion
CSP	Communication Service Provider