

Digital Customer Service Ordering & Provisioning System

One-Page Analyst Brief | Musa Ceesay

Problem:

Customers face delays and status confusion due to manual re-entry across sales, provisioning, and billing.

Business Goals:

- Reduce activation time from 3 days to 1 day
- Eliminate duplicate data entry
- Provide real-time order status
- Reduce provisioning errors by 40%
- Improve customer satisfaction score

KPIs:

- Average activation time
- Order error rate
- % orders auto-provisioned
- Support tickets per order
- CSAT

AS-IS Highlights:

- CRM entry followed by manual provisioning portal re-entry
- Validation via email loops and batch activation queue
- Delayed billing confirmation and high support call volume

TO-BE Highlights:

- Unified intake with validation and shared order ID
- Event-driven orchestration with automated provisioning checks
- Billing sync from activation event and live status timeline

Core Requirements:

- Real-time status updates (<60s)
- Auto-provisioning for eligible orders
- Exception queue with diagnostics and audit trail
- Role-based access and 99.9% availability target

Scope:

In scope: residential internet orders, activation workflow, billing trigger integration.

Out of scope: warehouse logistics, field-dispatch optimization, enterprise contracts.

Value:

This design targets faster activation, lower rework, and clearer customer communication across teams.