

USER

TIER 1

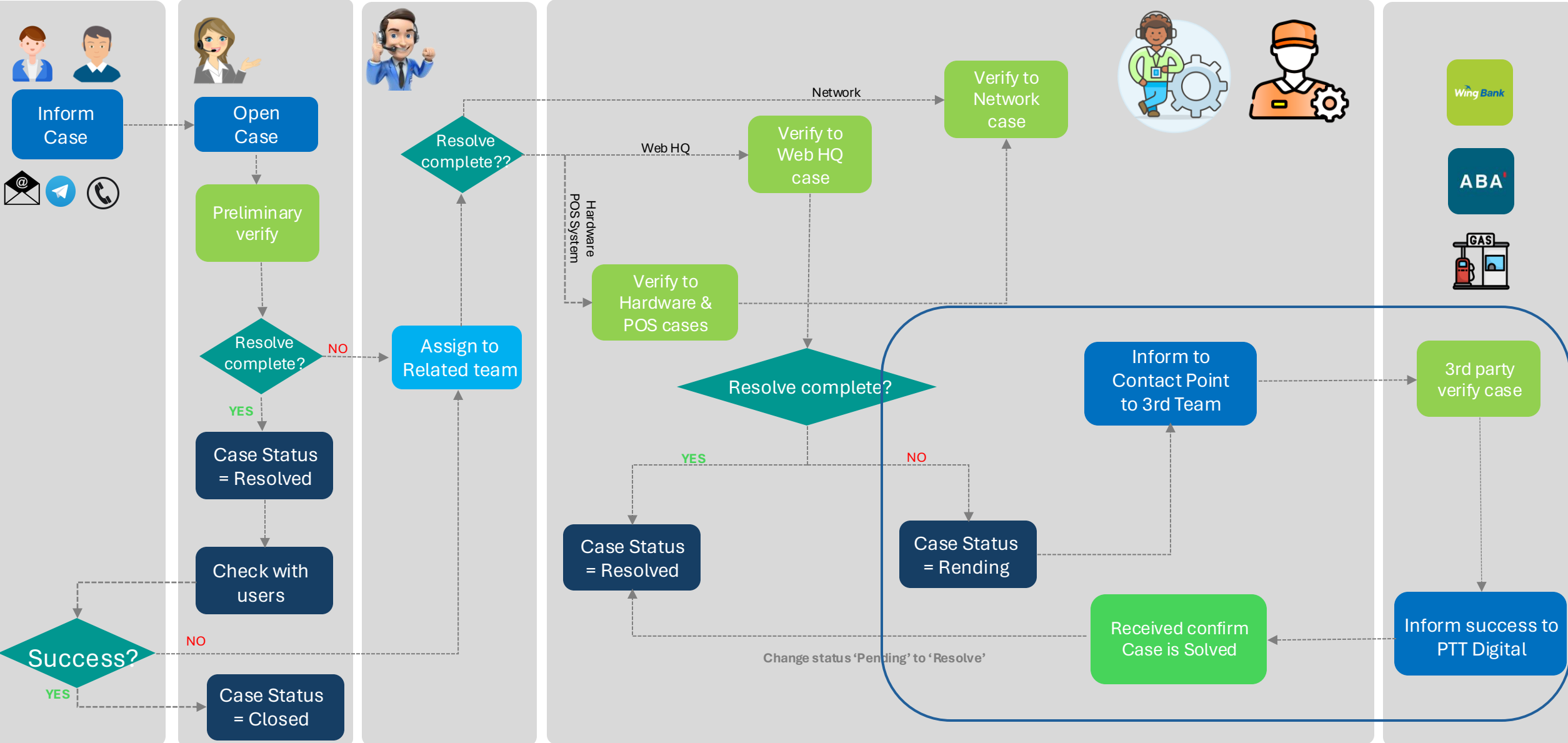
CALLCENTER

DISPATCHED

TIER 2

O&S | On-Site | Application | Network

3rd PARTY



Inter Customer

Users

Users



1. Application POS and BO Oil System
2. Hardware POS and BO Oil System

Service
Tracking

PTT Digital

Channel

PTT Digital



TIER 1:



(Back-end) Prompt Care: Call-center
(Front-end) Service Tracking: Local Call-center



- Dispatcher



- Operation Support (O&S)
- On-site Supporter



- Application Team
- Network Tea



- Problem Analyst

3rd Party



- Fuel Dispenser



- Electrical System



- Internal Network

- Bank