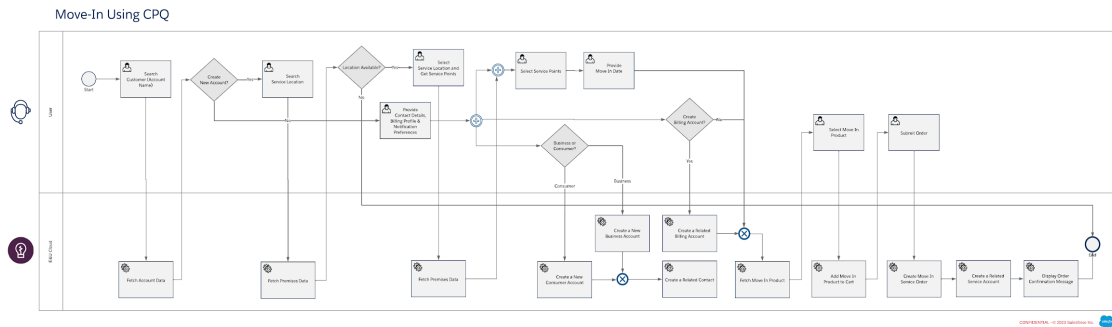# Move-In Using CPQ

A guided process to capture a Move-In request by a customer and create an order. The Order Orchestration is done through Vlocity CPQ APIs.

Overview

This process captures the customer details and creates required accounts, contacts, billing & service accounts for facilitating a Move-In order and submits an order for Move-In request.The Order Orchestration is done through Vlocity CPQ APIs.

Use Case Scenario

A consumer or business is planning to move premise and needs an arrangement for energy services to be available at the new premise for move in.

Assumptions

1. The process is dependent on the availability of a service location to facilitate the Move-In request.
2. The service locations are stored in the Premise object.
3. A Move-In product is present in the product catalog.
4. Appropriate tariffs and pricing rules are already in place.
5. Service Address is same as Premise Address/Service Location

User Story

Required in both regulated and non-regulated energy companies. The customer move-in process is perceived as a relatively simple request for a customer - but in reality is far more complex. Multiple systems need to be updated, external partners informed and coordinated, and commercial records created and maintained.

Business Objective

Simplify a complex set of processes required to create multiple commercial and logistical steps on behalf of a customer.

Business Value and Benefits

Improve customer satisfaction, simplifying a complex process, and re-using knowledge of the customer relationship. Ensure data and process compliance.

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