

Process:	Actors:	Assumptions:
Customer Refund from Dragonpay	Customer/Lead Customer: <ul style="list-style-type: none">◦ Refund requests.	<ul style="list-style-type: none">• Customer deposit was never validated successfully
	Customer Data Management Group CDMG-Admin: <ul style="list-style-type: none">◦ Manages ticket operation and task assignment to the concerned group.◦ Gather important info from the customer.	Objectives:
	Billing & Collection B&C <ul style="list-style-type: none">◦ Manages the refund via Dragonpay.	<ul style="list-style-type: none">• To make sure the customer gets a refund without any problems.• To resolve the issue and ensure the refund is processed promptly.• To oversee and manage the task related to the customer's query regarding the refund process.

