




Process:	Actors:	Assumptions:
Customer Cannot Access the Portal	<div><div> <b>Customer/Lead</b> Customer:<ul style="list-style-type: none"><li>Customer portal user.</li><li>Receives welcome email.</li></ul></div><div> <b>Customer Data Management Group</b> CDMG-CS:<ul style="list-style-type: none"><li>Manages the ticket operation.</li><li>Creates ticket on behalf of the customer (if needed).</li><li>Creates task (if needed).</li></ul></div><div> <b>Billing &amp; Collection</b> B&amp;C<ul style="list-style-type: none"><li>Sends the welcome message to the customer.</li></ul></div></div>	<div>The customer cannot access the Customer Portal.</div>
		<div>Objectives:</div> <div>To utilize the customer portal for service interaction and information retrieval.</div>

