



Process:	Actors:	Assumptions:
Update Customer Account Information	<div><div> Customer/Lead</div><div>Customer:</div><div>◦ Requesting for account information update.</div><div><div> Customer Data Management Group</div><div>CDMG-Admin:</div><div>◦ Manages the ticket operation.</div><div>◦ Creates ticket on behalf of the customer (if needed).</div><div>◦ Creates task (if needed).</div><div>CDMG-CS:</div><div>◦ Managing the ticketing operation, gathering information, and assigning tasks to CDMG-Admin.</div><div>◦ Creates ticket on behalf of the customer (if needed)</div></div></div>	<div>• The customer needs to update their account information.</div> <div>• Takes on the task of updating customer account details upon request.</div>
		<div>Objectives:</div> <div>• To initiate a request for updating their account information, preferences, or contact information.</div> <div>• To accurately and promptly update the customer's account information as requested.</div>

