





Process:	Actors:	Assuptions:
Resolve Billing/ Payment Concern	<div><div></div><div><b>Customer/Lead Customer:</b><ul style="list-style-type: none"><li>◦ Raised a billing concern.</li></ul></div></div> <div><div></div><div><b>Sales Residential Sales Representative:</b><ul style="list-style-type: none"><li>◦ Ask permission to the customer to access their account</li></ul></div></div> <div><div></div><div><b>Customer Data Management Group CDMG-Admin:</b><ul style="list-style-type: none"><li>◦ Manages ticket operation and task assignment to the concerned group.</li><li>◦ Gather important info from the customer.</li></ul></div></div> <div><div></div><div><b>Billing &amp; Collection Team BnC</b><ul style="list-style-type: none"><li>◦ Process void payment requests.</li><li>◦ Advises customer to pay the same invoice.</li></ul></div></div> <div><b>IT:</b><ul style="list-style-type: none"><li>◦ Process payment revalidation to Dragonpay.</li></ul></div>	<div>◦ Customer requests a ticket for their billing concern.</div> <div>◦ Processing void payment requests in response to the customer's billing concern.</div>
		<b>Objectives:</b> <div>◦ Accurate resolution of billing concerns while efficiently managing customer tickets.</div> <div>◦ Address void payment requests promptly and resolve billing discrepancies.</div> <div>◦ Ensure accurate payment revalidation via Dragonpay to address customer-raised payment concerns.</div>

