

Process:	Actors:	Assuptions:
Customer Deactivation	<div><div><div><div></div></div><div>Customer/Lead:</div></div><div><div>Customer:</div><div><div>○Creates ticket.</div><div>○Settle outstanding balance.</div></div></div><div><div><div></div></div><div>Customer Data Management Group</div></div><div><div>CDMG-Admin:</div><div><div>○Manages the ticketing operation and gathers information.</div></div></div><div><div><div></div></div><div>CDMG-CS:</div></div><div><div><div>○Communicate with customers.</div></div></div><div><div><div></div></div><div>Billing & Collection Team</div></div><div><div>B&C:</div><div><div>○Checks customer's outstanding balance.</div><div>○Process customer End dates.</div></div></div><div><div><div></div></div><div>Inside Plant Engineers</div></div><div><div>ISP-Engineer:</div><div><div>○Processes deactivation request</div></div></div></div>	<div>• Customer sucessfully termination of their internet service.</div> <div>• Review customer billing records and ensure that all payments are settled.</div>
		Objectives:
		<div>• To terminate the customer's internet service as per their request</div> <div>• To gather the necessary details and information to process the request effectively.</div>

