




Process:	Actors:	Assuptions:
Troubleshoot Slow Connection	<div> Customer/lead Customer:<ul style="list-style-type: none">○Conduct initial troubleshooting.○Request ticket regarding Slow Connection.</div>	<ul style="list-style-type: none">• Preventing a stable connection from customer
	<div> Customer Data Management Group CDMG-Admin:<ul style="list-style-type: none">○Manages ticket operation and conducts basic troubleshooting.</div>	Objectives: <ul style="list-style-type: none">• To identify and resolve the cause of the internet interruption.• To address smoothly the customer's concern.• To verify, pinpoint, and resolve the underlying cause of the slow connection.
	<div> Inside Plant Engineers ISP-Engineer:<ul style="list-style-type: none">○Checks modem, internet signal, and cables.</div>	

