Vodafone Ghana

Process Manual for Vodafone Ghana



Version 1.0 – 07.07.2015

Calling Line Identification Restriction Request Process

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S = Signed, AR= Approval Required, QA = Quality Assurance Review Required, FR = Form Review Required, IR = Informal Review, I = For Information

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### Purpose

To outline request and approval for Calling Line Identification Restriction process and to ensure all the timelines within each task are captured and adhered to.

### Scope

This document covers the end to end process for request and approval for all (both Internal & External) Calling Line Identification Restriction on Vodafone (GH) Network.

The stakeholders in this process are:

* Retail Staff (Owned, Franchised & AD Shops)
* Any requesting Unit (only internal requests)
* Corporate Security (Fraud Team)
* Mobile Solutions

### Objective

* To clearly outline the process for requesting for Calling Line Identification Restriction
* To clearly outline the roles of the various stakeholders within this proccess
* To list documentation requirements

### General Guideline

* This process covers all requests for CLIR (both Internal & External).
* Whereas a formal request letter is required for all external customers, internal requests may not require a formal letter. However, an approval from the line manager is needed for all internal request for CLIR.
* Any of the following photo IDs is acceptable:
  + National ID
  + Passport
  + Voter ID
  + Driver’s License

### Process Map



### Process Description

This process starts when a request for CLIR is made either through Retail, VBS or by any VF staff via email. Whereas two levels of validations are required for all external requests (1st by Retail or VBS Account Manager), Internal requests are validated only once by Fraud Unit. All internal requests must first be approved by the line Manager of the requester.

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| Item | Activities | Performed by |
| 1.0 | **Request for CLIR:**   * Customer requests for CLIR and provides the following:   + A completed CLIR request form.   + Any of the photo IDs specified in ‘3’ above. | Customer |
| 1.1 | **Validate request for CLIR:**   * Retail/VBS Agent validates the request by ensuring that:   + The request form is correctly completed and signed   + The telephone number is registered in the name of the requester by reference to the photo ID.   + Validates the requester to the photo ID.   For corporates accounts, the following also apply:   * There must be a signed & stamped letter on the letter head from the requesting organization. * The request must be made through the appropriate account manager responsible for the particular sector. * SLA of 10 days applies for the information with product dynamics to be relayed before the launch.   **Where request is valid:**  Create an SR and attached the copies of the supporting documents specified above.  **Where request is not valid:**  Decline the request with reasons and enter interactions with appropriate notes in CRM. | Retail Agent  VBS Account Manager |
| 1.2 | **2nd level validation of the request for CLIR:**   * Scheduled officer at the Fraud Unit validates further by reviewing the following:   + The completed request form and the supporting documents.   + The reasons for the request.   + The business/occupation of the requester   + The legitimacy of the request.   **Where request is valid:**  Create an activity to provision the CLIR service on the specified letter.  **Where request is not valid:**  Decline the request and close the SR with appropriate reasons in CRM. | Fraud Officer |
| 1.3 | Provision CLIR on the specified number and close the activity in CRM. | Mobile Solution |

### Frequency

Ad hoc basis – as and when a request is received for CLIR.

### RACI

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| --- | --- | --- | --- |
| Teams  Activities | Retail Agent/ VBS Account Manager | Fraud Unit | Mobile Solution |
| 1st level validation of request | R/A | C/I | I |
| 2nd level validation of request | I | R/A | I |
| Provisioning of CLIR | I | I | R/A |

### Process KPI

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| Task Name | Process | SLA | Owner | Expected timelines | Expected Target |
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### Job Roles

The job roles involved in this process are:

* Retail Account
* VBS Account Manager
* Fraud Analyst/Manager
* Mobile Solutions Agent/Team Lead/Supervisor

### Variants to the process

### Appendix

### **References**

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| JARGON BUSTERS | |
| VBS | Vodafone Business Solutions |
| CLIR | Calling Line Identification Restriction |

### 6 RACI

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| RACI | | Description |
| R | Responsible | Those who do the work to achieve the task. There is typically one role with a participation type of *responsible*, although others can be delegated to assist in the work required |
| A | Accountable | The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom *responsible* is delegated the work. In other words, an *accountable* must sign off (approve) on work that *responsible* provides. There **must** be only one *accountable* specified for each task or deliverable. |
| C | Consulted | Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication |
| I | Informed | Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication. |