

SOP Template			
Company Name	Process Name	Date Created	Revision Number
One-Touch Automation	ISP - Xfinity Setup	5/30/24	1
Process Frequency (Daily/Weekly/Monthly/Project Based)			
Project Based			
Process Description			
Setup the Account, Service and Equipment Request for client			
Who's Involved		What are the inputs?	
Name	Department or Function	Documents, SOW, Approval, Labor, Software, Etc.	
	PM	Trim Phase	
	Ops		
What are the sequential steps?			
Step Description			Who is Responsible?
As Trim Phase is progressing - PM Talks to client about setting up ISP			PM
If conversation leans towards Xfinity - Offer setting up for client through CXI			PM
Obtain Physical Mailing Address from Client - Not just Lot Number			PM
Determine what we are going to request - Cable Box Count, Internet Speed, Phone Service			PM
Request Ops to get this setup			PM
Login to CXI (https://centercode-comcast.centercode.com/)			Ops
Click on Submit New Account Requests			Ops
Fill Out Client Information			Ops
Enter Preferred Install Date			Ops
Under Notes, fill out any pertinent notes: New Construction - Need Feed, etc..			Ops
Click Submit			Ops
Let PM know this has been submitted			Ops
Let Client Know this has been submitted and to be on the look out for a confirmation email.			PM
What are the outputs [Defined Standards of Completion or Deliverables]			
CXI shows request is in.			
Confirmation email is received from CXI with Date available.			
Who does the process transfer to next?			
Name	Department or Function	Milestone	
	PM	ISP - Installation Scheduled	