

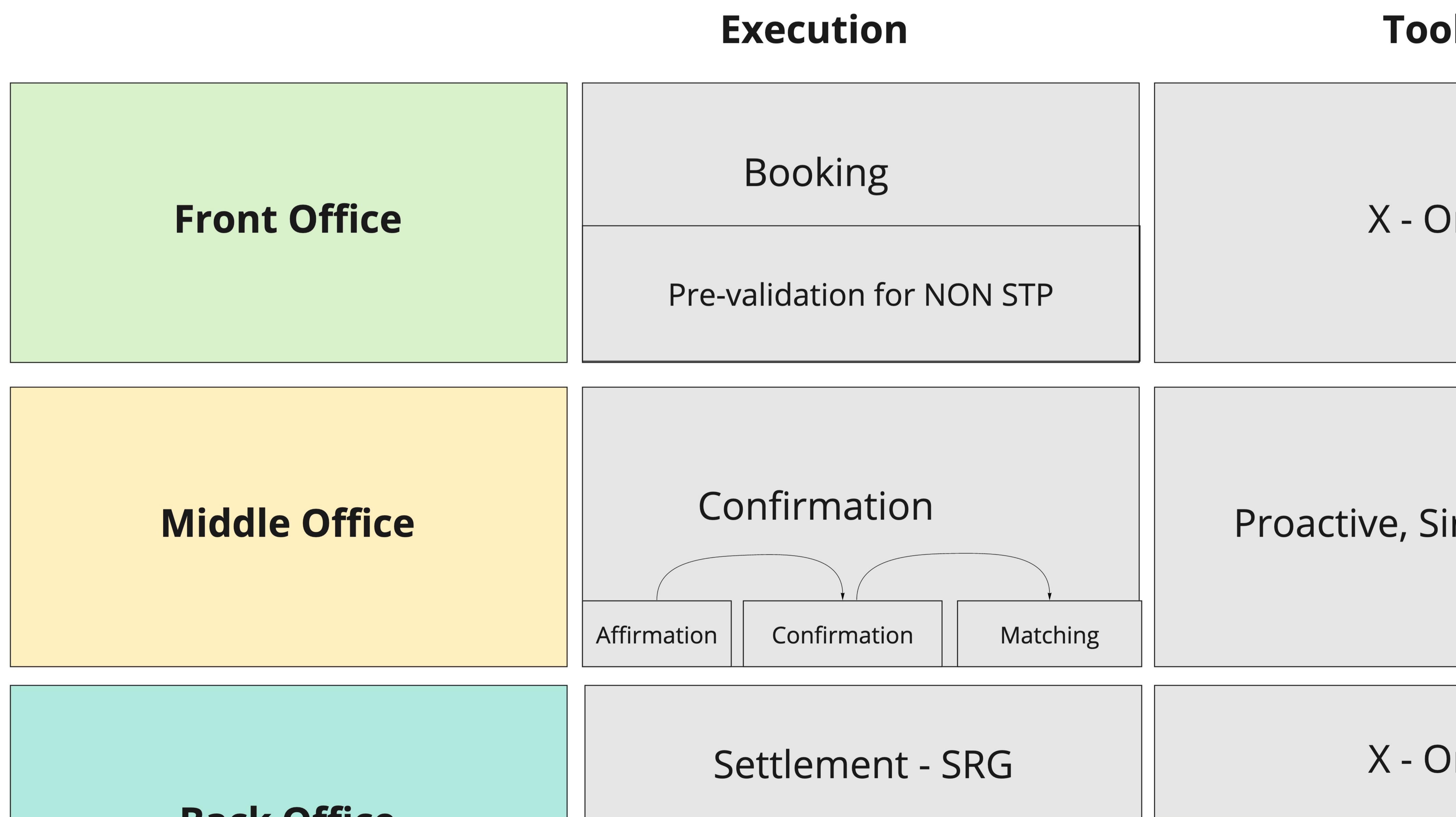
Objective

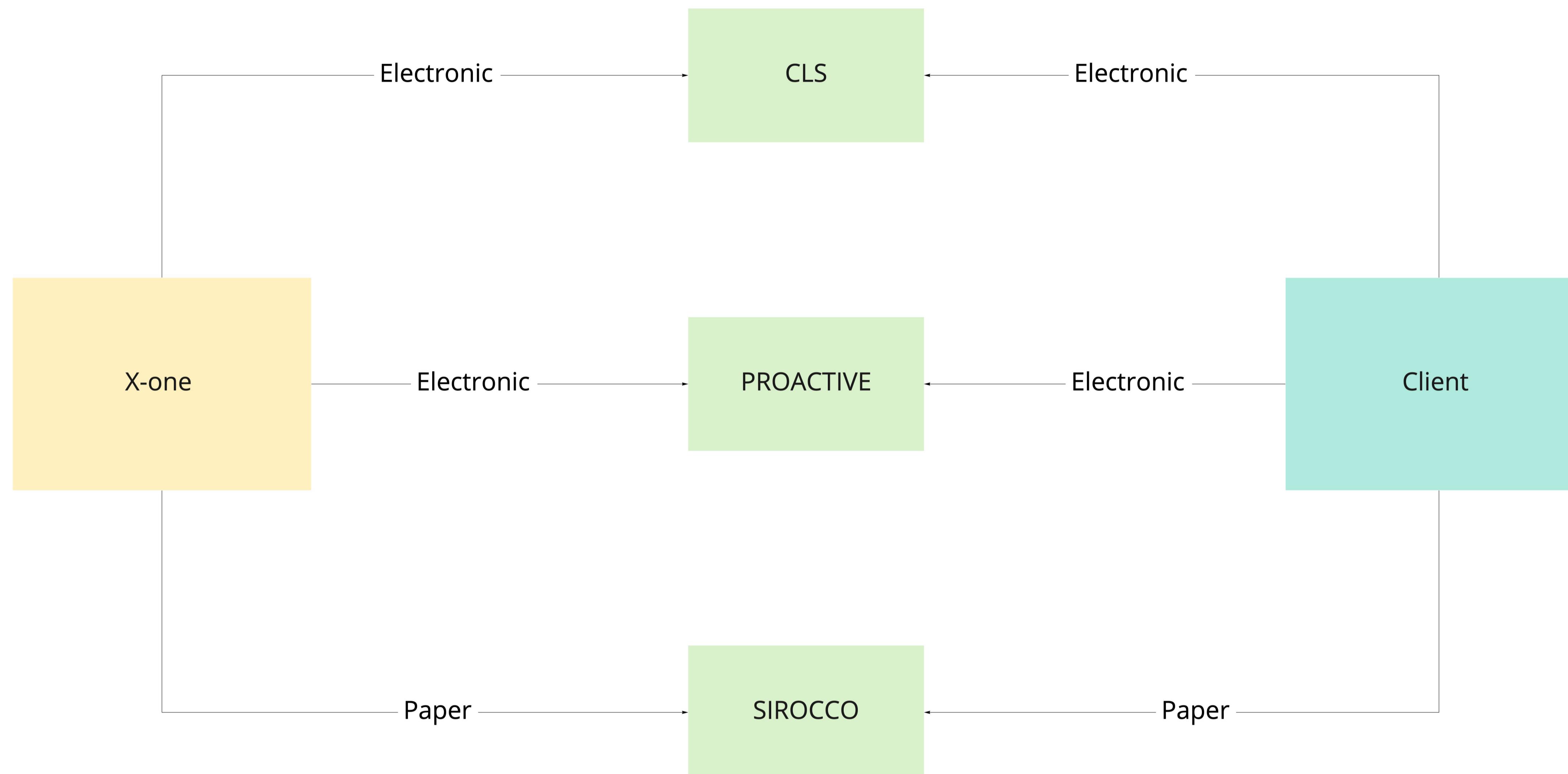
- Classification of Queries and corresponding corrective action
- Efforts-Time
- Finalizing recommendation

Risk/Constraints

Benefits

STP/Non STP (The STP or NON STP is chosen by the client)





Type of mismatch:

1. Economic mismatch - 60%.
2. Missing Booking - 10%.
3. Non economic - 20%.
4. Miscellaneous - 10%.

Is

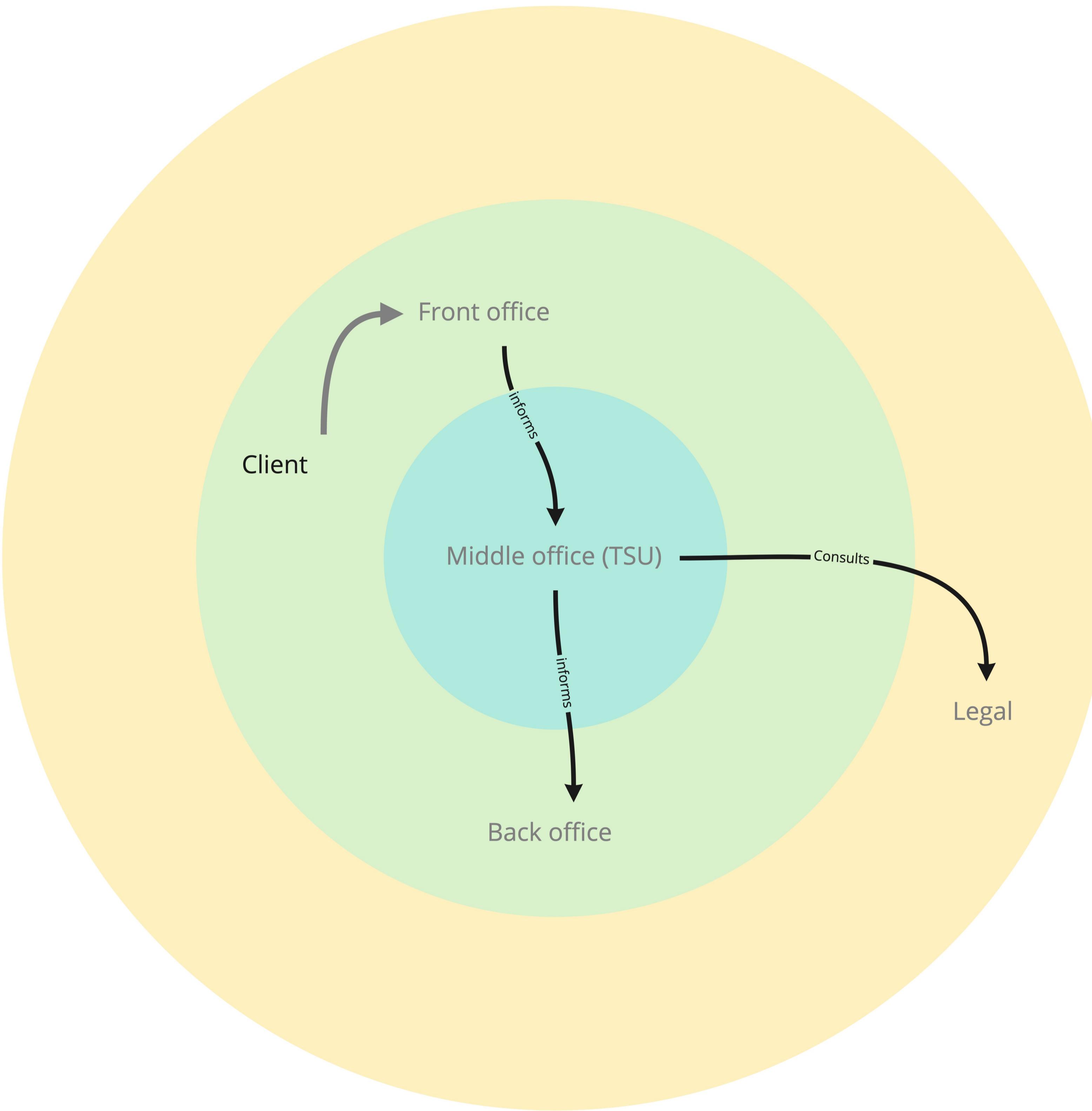
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Stakeholder Map



Back Office

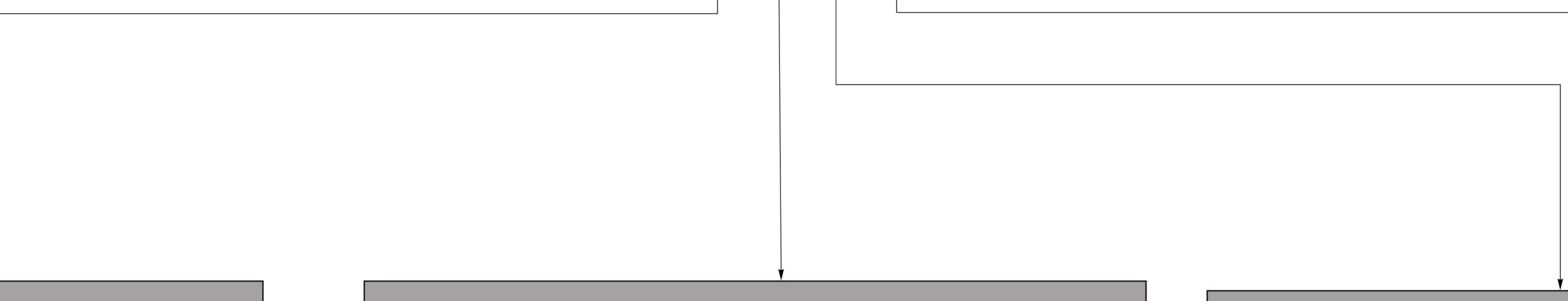
Query

CM

No Booking

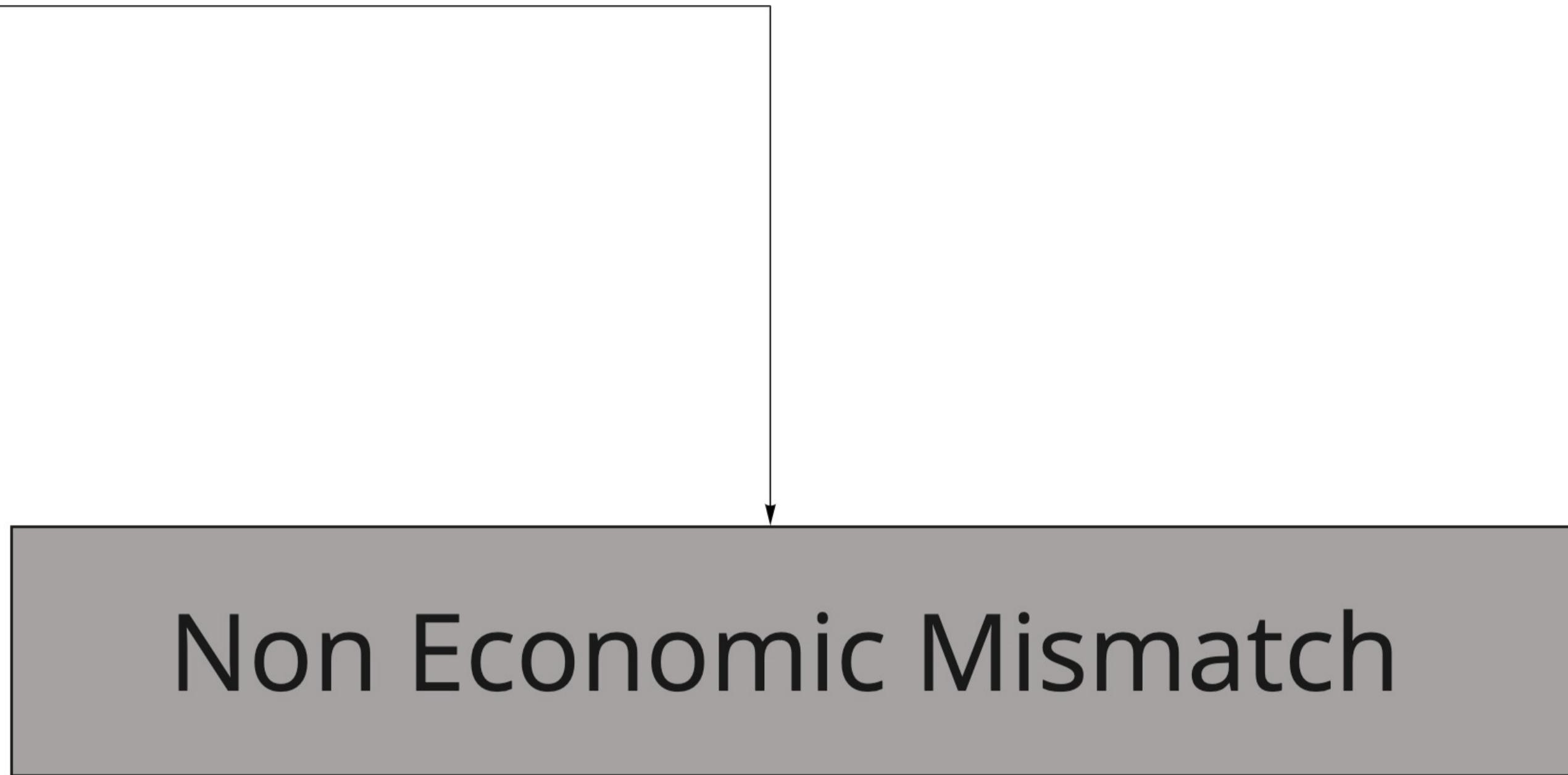
No confirmation Received

Economic Mism





atch



As-Is Process Mapping

Redesigned Workflow