Identify premise (ID: 82c3e49053) https://www.blueworkslive.com/scr/processes/82c3e49053
Customer Moves space, Last modified on 1 Sep 2016 13:56

Milestone 1

Household Customer

Customer informed of missing property & SLA

Customer advised of their water company

Customer Service Agent

Start

SAP Cloud F...
Determine if premise identified

Premise identified?

No

SAP Cloud F...
Advise customer of missing property process & SLA

Yes

SAP Cloud F...
Determine if Thames Water premise

Thames Water premise?

No

SAP Cloud F...
Notify customer of their water company

Yes

Thames Water premise identied

Systems	# Occurrences ▼
SAP Cloud For Customer - C4C	4
☐ Advise customer of missing property process & SLA	
☐ Determine if premise identified	
☐ Determine if Thames Water premise	
☐ Notify customer of their water company	