

IOT Discount Process - Telecom

1 Business Challenge

Business Problem

Description

Provide a solution to automate, streamline and track the Inter Operator Tariff (IOT) Discount process. The Existing process starts from receiving a customer IOT discount email which is processed by hotline, creating an SR, getting manual confirmations from customers.

No out of the box Email polling mechanism available.

2 Solution

Solution Details

Leverage BPM to handle intelligent approval logic for IOTs created and corresponding clarifications.

Create custom ADF forms to enable the user to have a better picture of the task.

Create custom ADF dashboards.

Integrate with Oracle BPM for generating custom reports.

3 Results & References

ROI

End to end integrated Oracle platform.

Considerable reduction of manual effort for managing customer IOTs.

Enable online customer request tracking hence making employees more accountable.

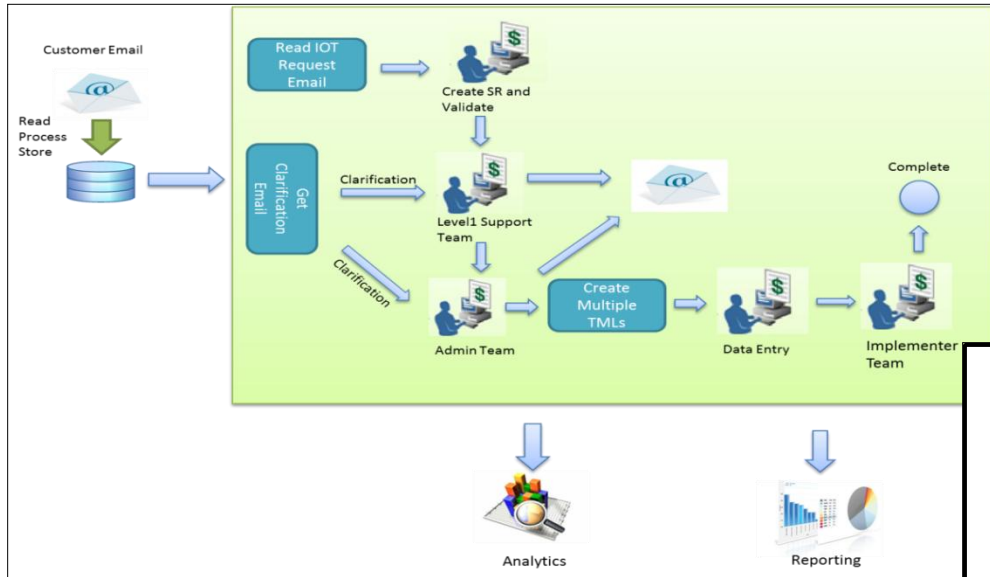
Reduced manual approval and IOT routing by creating optimized processes using BPM.

Enable generating custom dashboards for analyzing the process efficiency and enhancing it.

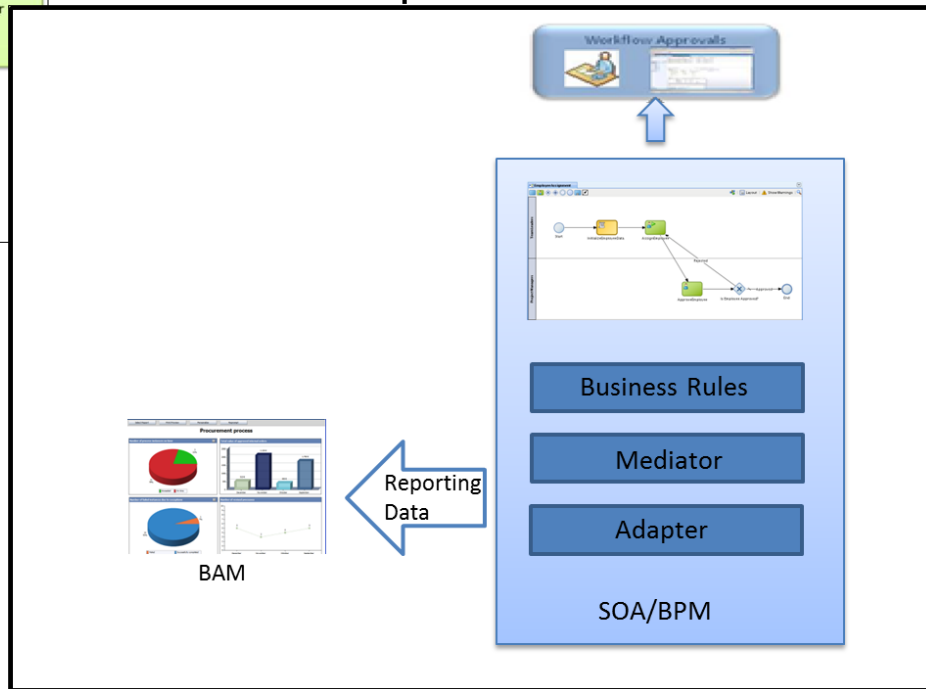
ORACLE

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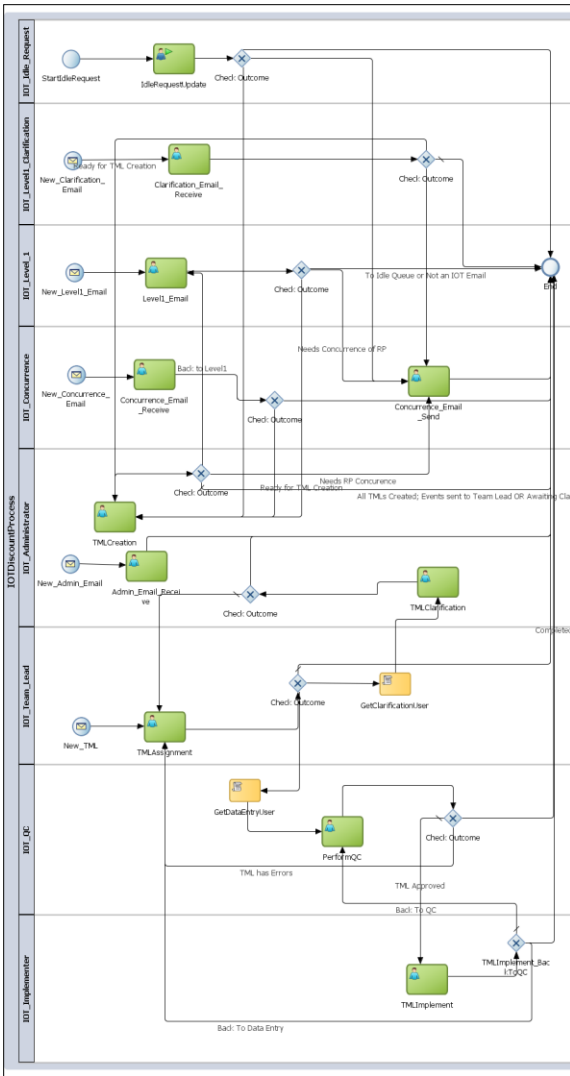
High Level Process Flow Steps



Components



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End-to-end Process Flow

