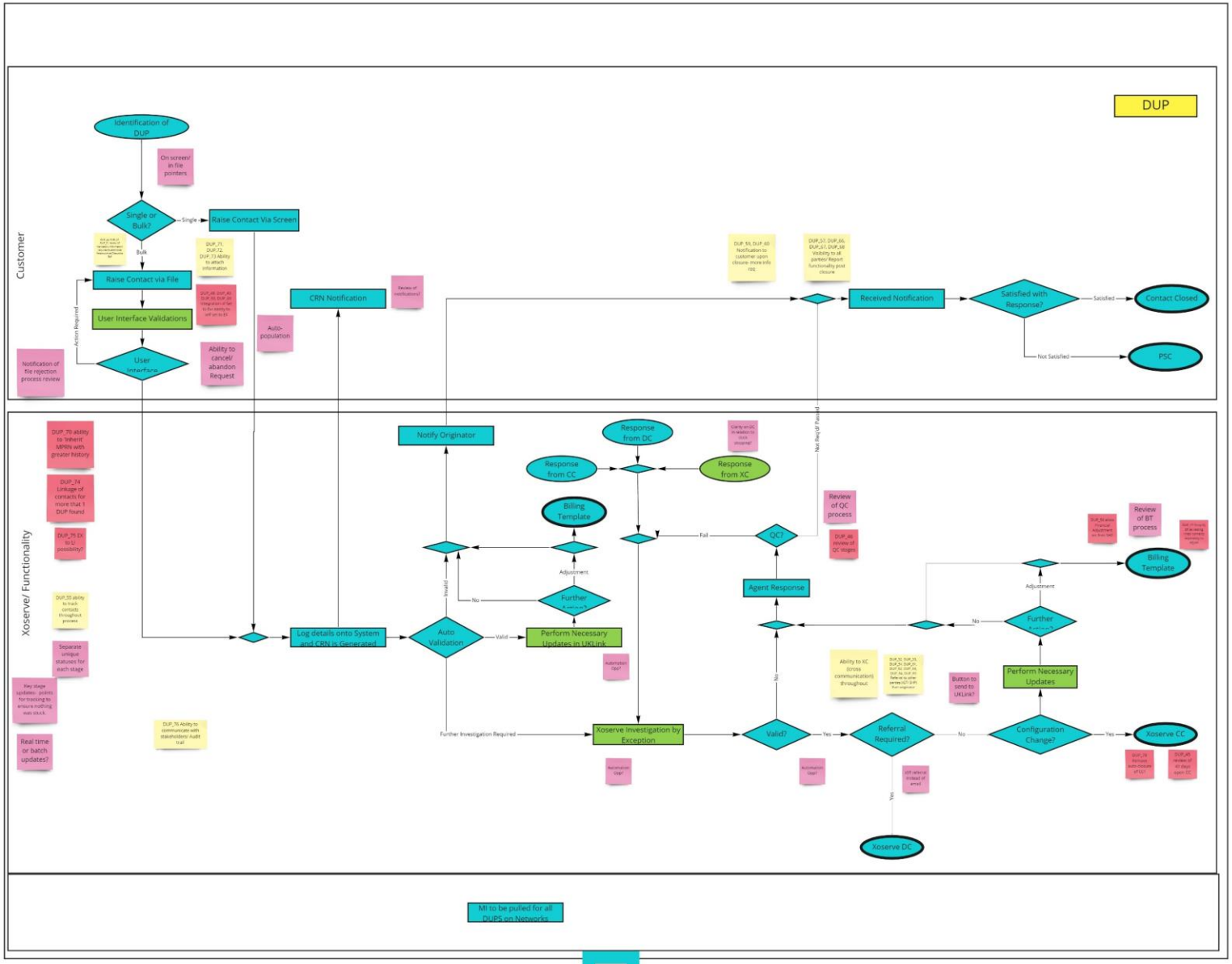
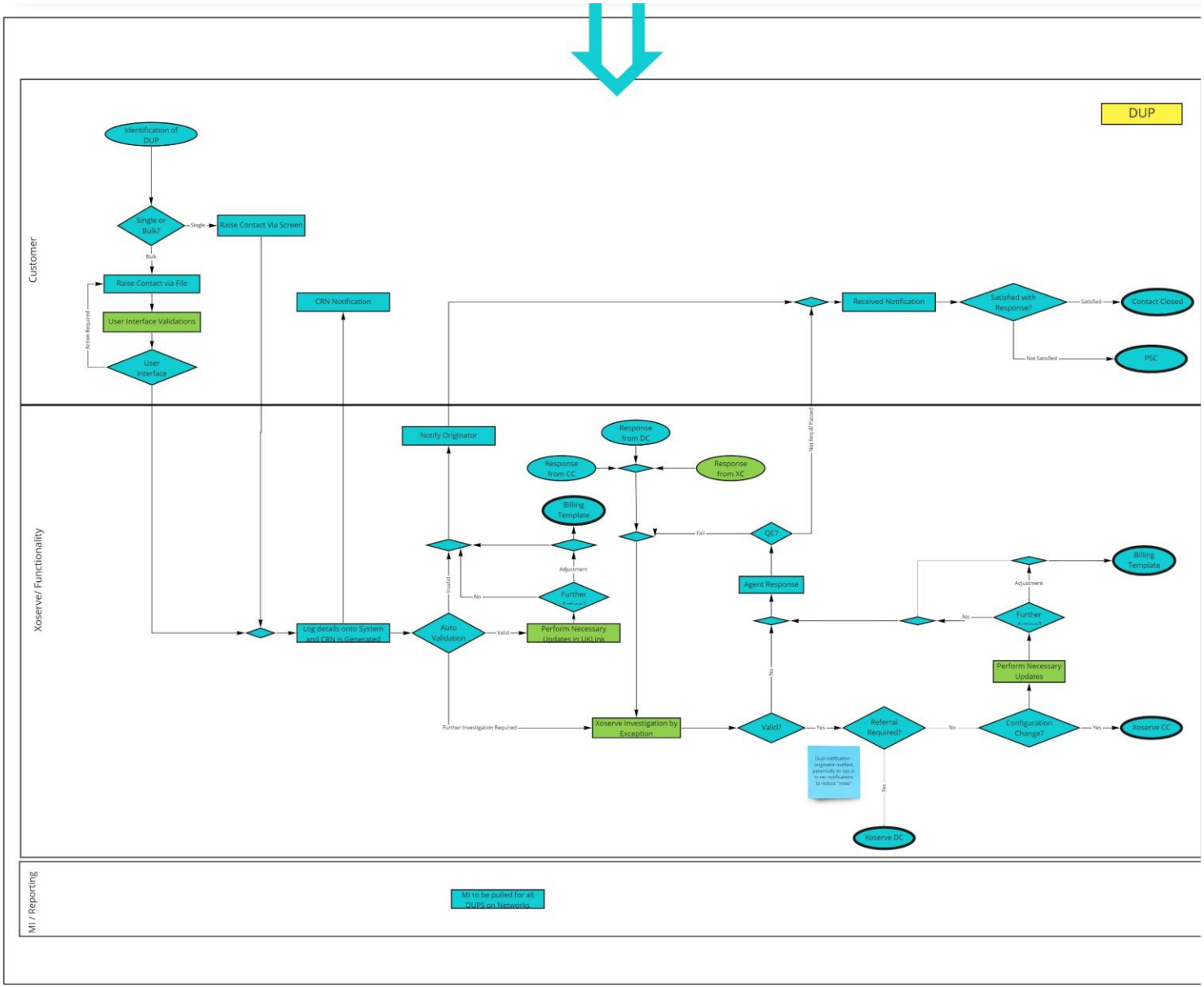

DUP
Customer
Identification of DUP
On screen/ in file pointers
Single Or Bulk?
Single
Raise Contact Via Screen
Bulk
DUP_71, DUP_72, DUP_73 Ability to attach information
Raise Contact via File
DUP_68, DUP_69, DUP_70, DUP_74 Integration of SAP to Fix Identity to self serve to EX
User Interface Validations
Action Required
User Interface
Ability to cancel/ abandon Request
Notification of file rejection process review
Auto-population
CRN Notification
Review of notifications/
DUP_59, DUP_60 Notification to customer upon closure - more info req
DUP_57, DUP_56, DUP_61, DUP_58 Visibility to all parties/ Report functionality post closure
Received Notification
Satisfied with Response?
Satisfied
Contact Closed
Not Satisfied
PSC
Xoserve/ Functionality
DUP_70 ability to 'inherit' MPRN with greater history
DUP_74 Linkage of contacts for more that 1 DUP found
DUP_75 Ex to U possibility?
DUP_50 ability to track contacts throughout process
Separate unique statuses for each stage
Key stage updates - points for tracking to ensure nothing was stuck
Real time or batch updates?
DUP_76 Ability to communicate with stakeholders/ Audit trail
Log details onto System and CRN is Generated
Auto Validation
Valid
Invalid
No
Further
Adjustment
Billing Template
Perform Necessary Updates in UKLink
Automation Opp?
Notify Originator
Further Investigation Required
Xoserve Investigation by Exception
Automation Opp?
Response from CC
Response from DC
Response from XC
Clarify on DC in relation to xoxo process?
Fail
QC?
Not Req'd/ Passed
Review of QC process
DUP_69 review of QC stages
Agent Response
Pass
Valid?
Yes
Referral Required?
No
Yes
Ability to XC (cross communication) throughout
DUP_52, DUP_53, DUP_54, DUP_55, DUP_62, DUP_64, DUP_65, DUP_66 Referral to other parties NOT D-IPS Post-originator
Button to send to UKLink?
Xoserve DC
Configuration Change?
Yes
Xoserve CC
DUP_18 Without auto-closure of UC?
DUP_45 Review of 40 days open CC
Perform Necessary Updates
Further
Adjustment
No
Billing Template
DUP_58 Allow Financial Adjustment on Non-SMS
Review of BT process
Split UC issues at an early stage (separate issues from one contact)
MI to be pulled for all DUPS on Networks


DUP
Customer
Identification of DUP
Single or Bulk?
Single
Raise Contact Via Screen
Bulk
Raise Contact via File
User Interface Validations
Action Required
User Interface
CRN Notification
Received Notification
Satisfied with Response?
Satisfied
Contact Closed
Not Satisfied
PSC
Xoserve/ Functionality
Notify Originator
Response from DC
Response from CC
Response from XC
Billing Template
Fail
QC?
Not Req'd/ Passed
Adjustment
Further Action?
No
Invalid
Agent Response
Billing Template
Adjustment
Further Action?
No
Log details onto System and CRN is Generated
Auto Validation
Valid
Perform Necessary Updates in UKLink
Perform Necessary Updates
Further Investigation Required
Xoserve Investigation by Exception
Valid?
No
Yes
Referral Required?
No
Configuration Change?
Yes
Xoserve CC
Dual notification originator notified, potentially an opt in to rec notifications to reduce "noise"
Yes
Xoserve DC
MI / Reporting
MI to be pulled for all DUPS on Networks