TM INCIDENT MANAGEMENT
Content

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Telkom Mobile Process Model

- Customer Awareness, Information gathering, and decision making
- Fulfilment
- Usage
- Billing and payment
- Termination

Assurance
Telkom Mobile Process Model

Assurance
• Incident management
  – Customer reports issue with Product or Service
  – Investigate issue experienced by customer
  – Determine if this is an incident or request (Follow Request Fulfilment process for all requests)
  – Incident identification
  – Record incident (if unable to resolve as a case)
  – Categorise and assign
  – Prioritise
  – Provide summary of incident
  – Determine if Major Incident (Follow Major Incident process for all Major Incidents)
  – Provide Incident Matching and Trending information (if detected)
  – Functional escalation
  – Confirm resolution and close
Incident management and request fulfilment
## Case management steps

<table>
<thead>
<tr>
<th>Step</th>
<th>What does this step mean to me? (SOC agent?)</th>
<th>What must I do? (SOC agent)</th>
<th>Tools</th>
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<tbody>
<tr>
<td>Case logged</td>
<td>The call centre (180) cannot resolve the interaction. The agent logs a case and transfer to SOC.</td>
<td>Ensure that “Affected Number, Alternate Number Customers Name, ID Number and Case Summary” is available.</td>
<td><strong>CRM - Amdocs</strong> <a href="http://prdngncrmsc:40100/smartclient/">http://prdngncrmsc:40100/smartclient/</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: Correct the detail and send an email to the previous agent, cc his manager and your team leader. It is imperative that this does not impact service delivery to the customer.</td>
<td></td>
</tr>
<tr>
<td>Investigate</td>
<td>Investigate the customer’s case further</td>
<td>Determine the issue.</td>
<td><strong>CRM - Amdocs</strong> <a href="http://prdngncrmsc:40100/smartclient/">http://prdngncrmsc:40100/smartclient/</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check CRM and KMS to find a solution</td>
<td><strong>Knowledgegem8</strong> <a href="http://knowledgegem8.wds.co/">http://knowledgegem8.wds.co/</a></td>
</tr>
<tr>
<td>Resolved?</td>
<td>Attempt to resolve the customer’s case</td>
<td>Attempt to Remote Control.</td>
<td><strong>Knowledgegem8</strong> <a href="http://knowledgegem8.wds.co/">http://knowledgegem8.wds.co/</a></td>
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<td></td>
<td><strong>Remote Control</strong> <a href="https://rm.tmdiagnostics.co.za/web/index.htm">https://rm.tmdiagnostics.co.za/web/index.htm</a></td>
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<tr>
<td>Yes</td>
<td>Case was successfully resolved</td>
<td>Contact Customer telephonically and confirm that the case was resolved. If you cannot get hold of the customer, send and SMS to indicate that the case will be closed with 24 hours. Update the Case from Resolved to Closed on CRM</td>
<td>SMS Tool <a href="http://8ta.helloarcher.co.za">http://8ta.helloarcher.co.za</a> CRM - Amdocs <a href="http://prdngncrm:40100/smar">http://prdngncrm:40100/smar</a> tclient/ IPACCMAN <a href="http://cntrra20smsdk01/caisd/p">http://cntrra20smsdk01/caisd/p</a> dmweb2.exe</td>
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| Decide | An incident is a break/fix or issue with service  
A request is a request for service or client query | **Incident**  
Select file new Incident for the start of Incident logging  
Add Case reference in *External Reference* field of IPACCMAN  
Add *Affected Number, Alternate Number Customers Name, ID Number and Case Summary* information from CRM to the Incident in IPACCMAN | **CRM**  
http://prdngncrmstc:40100/smartclient/  
**IPACCMAN**  
http://cntrra20smsdk01/caisd/pdmweb2.exe |
| Record |  | **Request**  
Select file new Request for the start of Request logging  
Ensure Case reference is added into the External Reference field of IPACCMAN  
Ensure that the “*Affected Number, Alternate Number Customers Name, ID Number and Case Summary*” information has been copied across to the Request in IPACCMAN (From CRM) | **SOC Wiki**  
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| Categorise and assign | Selecting a category that closely matches the Incident or Request description.                                    | Categorise the Incident or Request using wild cards(%)  
Ensure that the Incident/Request Area selected is the closest match to the description and summary of the ticket                                                                                           | IPACCMan  
http://cntrra20smsdk01/caisd/pdmweb2.exe  
SOC Wiki  
| Prioritise          | Determine the impact and urgency to user or internal staff.                                                                 | Establish number of users are affected and impact on them.  
NB: Refer to the Priority and Escalation Document for guidance on priority selection                                                                                                                                      | IPACCMan  
http://cntrra20smsdk01/caisd/pdmweb2.exe  
SOC Wiki  
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|      | Determine ticket type and transfer ticket    | Decide what type of ticket it is:  
• Request: Transfer ticket to Tier 2/3 support group  
• Incident: Transfer ticket to Tier 2/3 support group  
• Major Incident: Notify and escalate as per Prioritisation and Escalation document and then transfer ticket to Tier 2/3 support group. Transfer to the correct support group that will be responsible for resolving the Incident or Request. | IPACCMAN  
http://cntrra20smsdk01/caisd/pdmweb2.exe  
SOC Wiki  
| Yes  | Case was successfully resolved               | Contact Customer telephonically and confirm that the case was resolved. If you cannot get hold of the customer, send and SMS to indicate that the case will be closed with 24 hours. Update the Case from Resolved to Closed on CRM | SMS Tool  
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IPACCMAN  
http://cntrra20smsdk01/caisd/pdmweb2.exe |
| Confirm and close | | | |