



BAH Customer Service



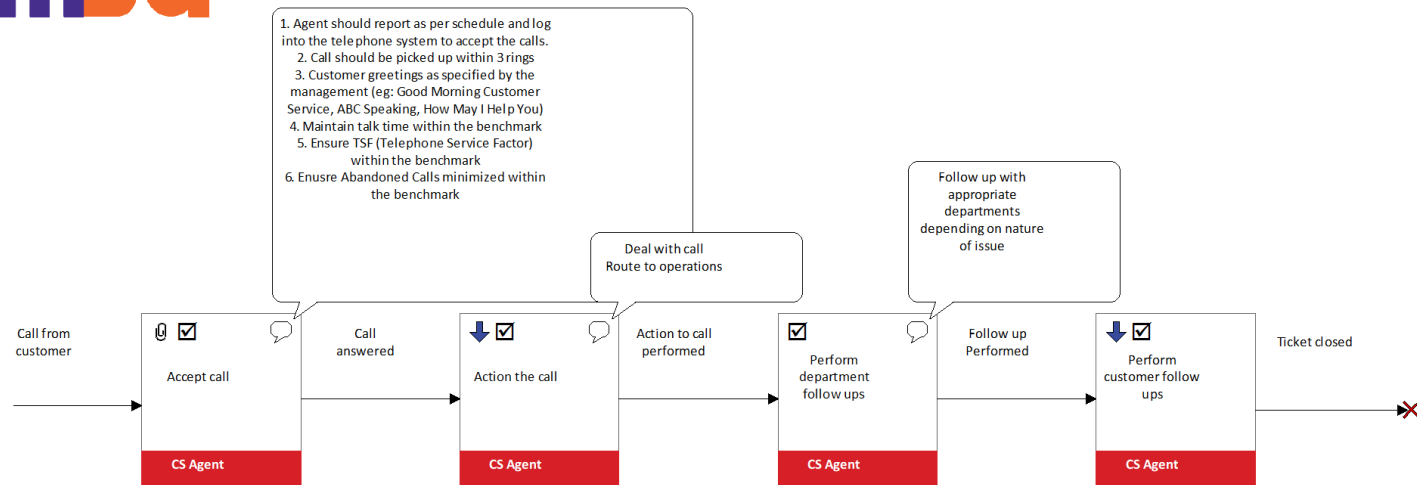
Contact Center



Customer Care



CSD - Contact Center



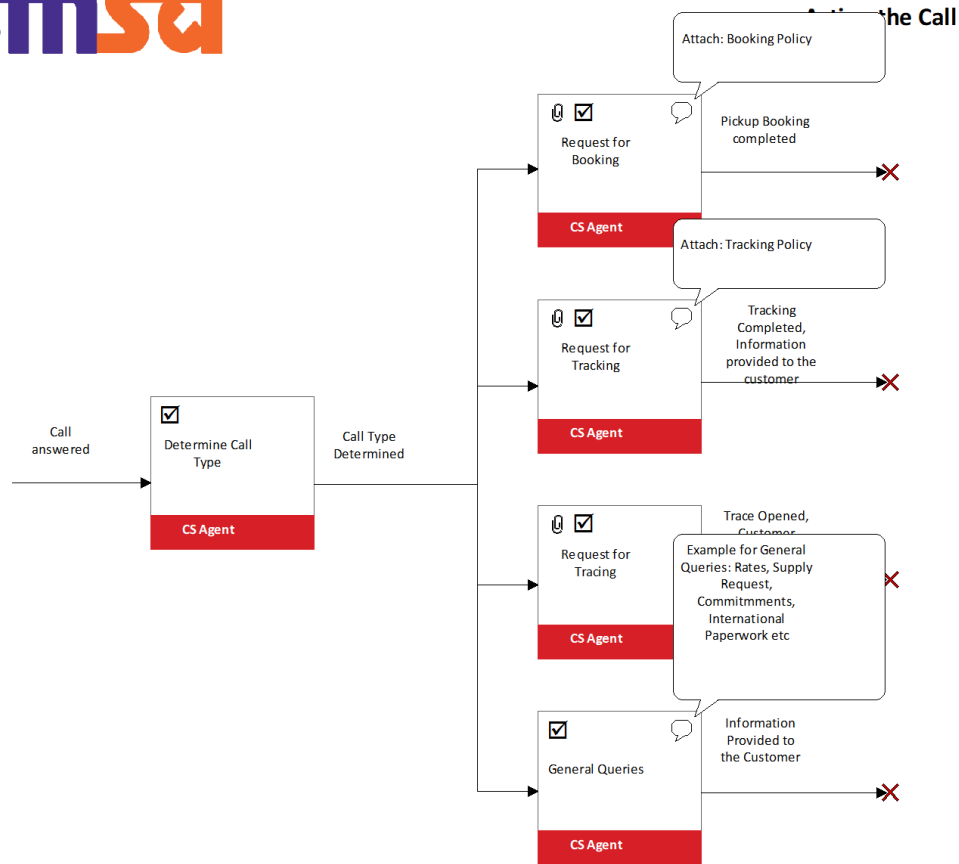
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Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/9/2023
Cost Per Second: \$,3.5,E-0317

Owner: Shaji George
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only



Title: Action the Call
 Author: Mohammed Ahmed Khan
 Date: 9/11/2020
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 3/9/2023
 Cost Per Second: \$,3.5,E-0317

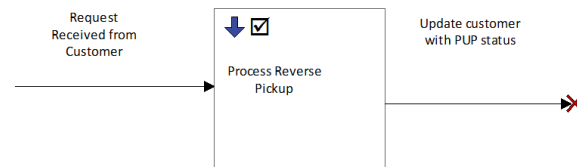
Owner: Shaji George
 Diagram Version: 2
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ● Keywords
 ● Read Only



Perform Customer Follow ups



Title: Perform Customer Follow ups
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/9/2023
Cost Per Second: \$,3.5,E-0317

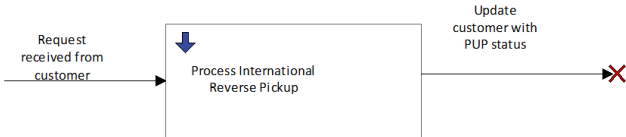
Owner: Shaji George
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only



Process Reverse Pickup



Title: Process Reverse Pickup
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

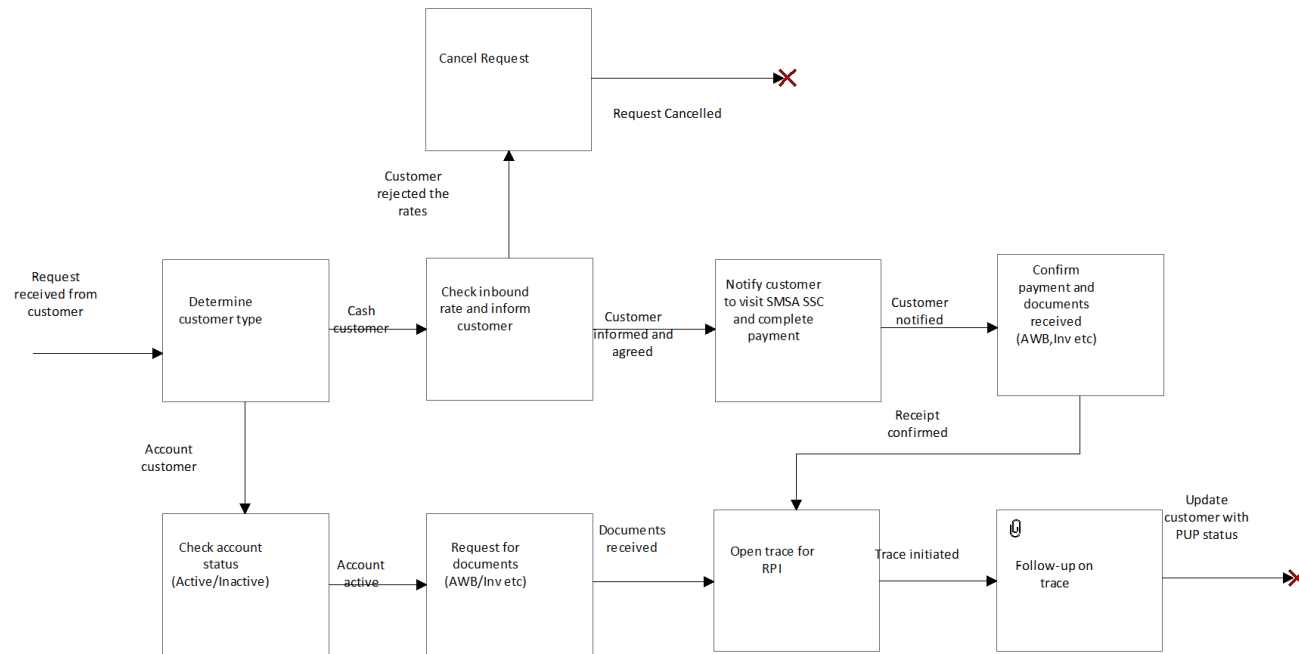
Authorization: Authorized
Date: 3/9/2023
Cost Per Second: \$,3.5,E-0317

Owner: Shaji George
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

- ☐ Actions
- ☒ Change Log
- ☐ Change Requests
- ☐ Feedback
- ☒ Keywords
- ☒ Read Only



Process International Reverse Pickup



Title: Process International Reverse Pickup
 Author: Mohammed Ahmed Khan
 Date: 9/11/2020
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 3/9/2023
 Cost Per Second: \$,3.5,E-0317

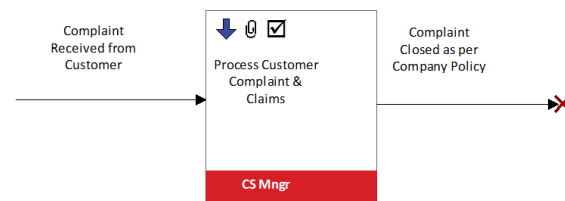
Owner: Shaji George
 Diagram Version: 2
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ● Keywords
 ● Read Only



CSD - Customer Care



Title: CSD - Customer Care
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

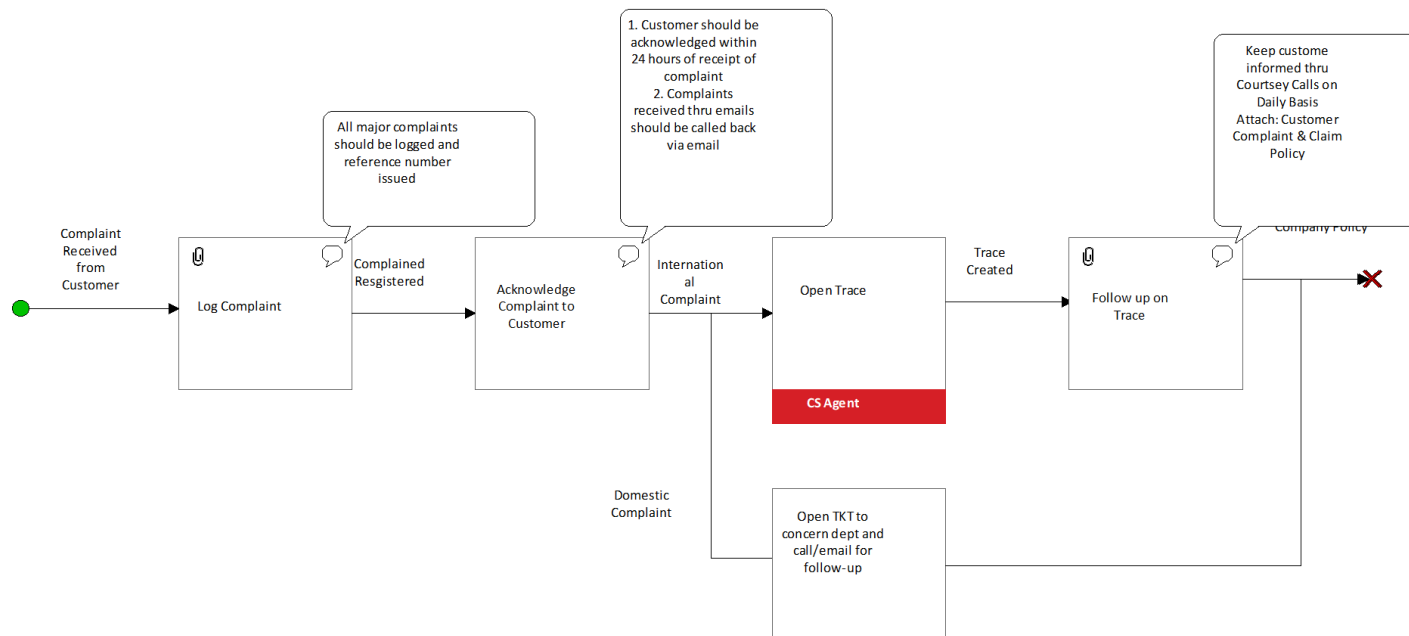
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Date: 3/9/2023
Cost Per Second: \$,3.5,E-0317

Owner: Shaji George
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only



Process Customer Complaint & Claims



Title: Process Customer Complaint & Claims

Author: Mohammed Ahmed Khan

Date: 9/11/2020

Volume: 0.00 Per Second

Authorization: Authorized

Date: 3/9/2023

Cost Per Second: \$,3.5,E-0317

Owner: Shaji George

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

○ Actions

● Change Log

○ Change Requests

○ Feedback

● Keywords

● Read Only