



# Premier Store Flows

Last Edited: March 31, 2010

Portfolio\_StoreSamples.vsd

Version 0.17

User flows for the different types of users in Store (POS) to show the various customer experiences

# Premier Store User Flows

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### To Be Completed:

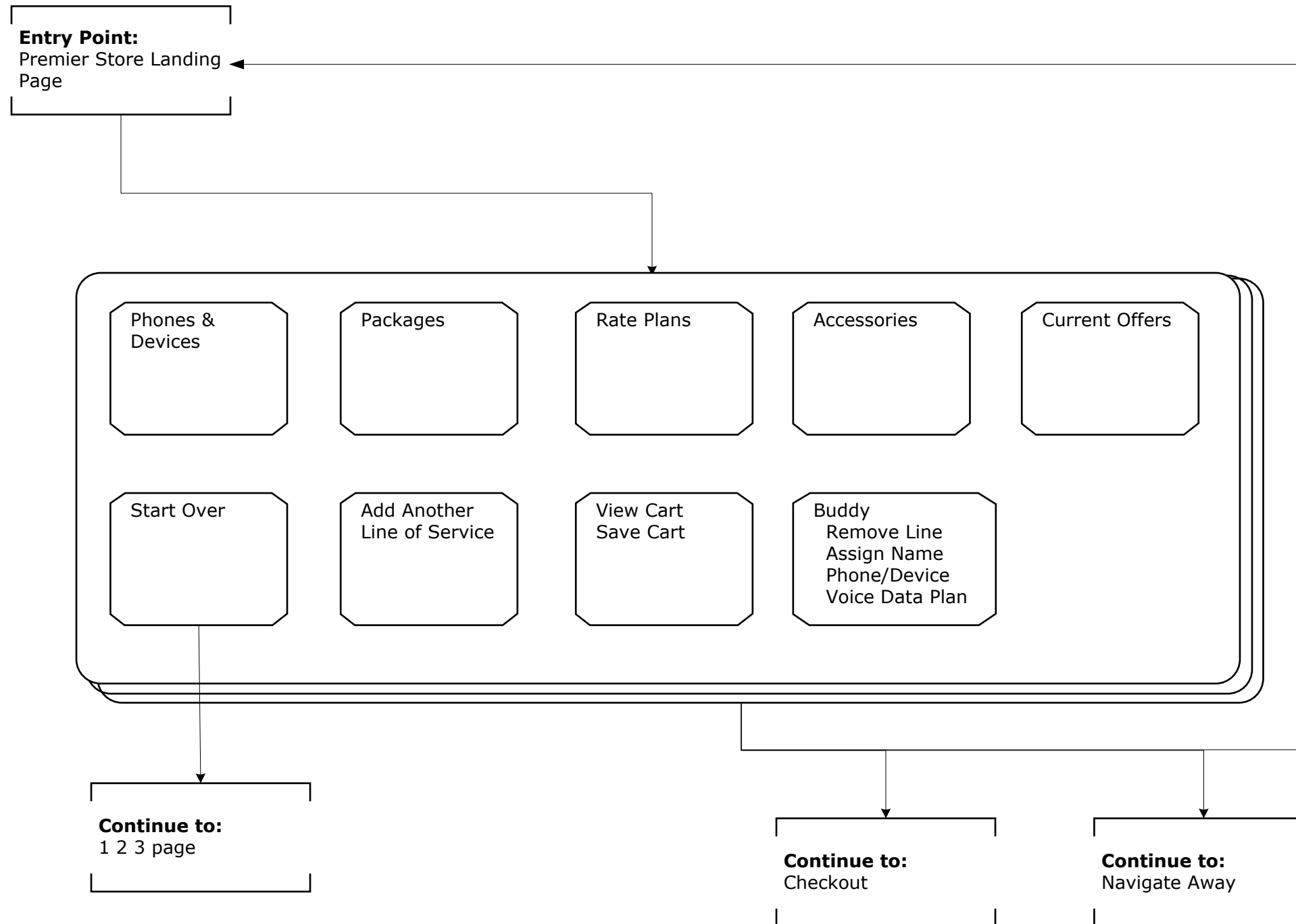
verify flows for SBNC, SBPL, SBDC – checkout is different for each

### Approval flow

All flows might have approval required, should it be represented in the flow, if so, how?

triggers email

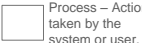
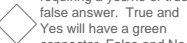
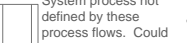
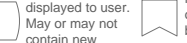
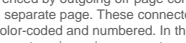

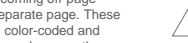
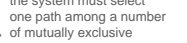
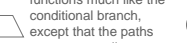
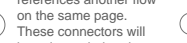
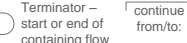
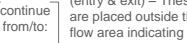
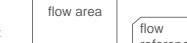
## Overview POS Flows



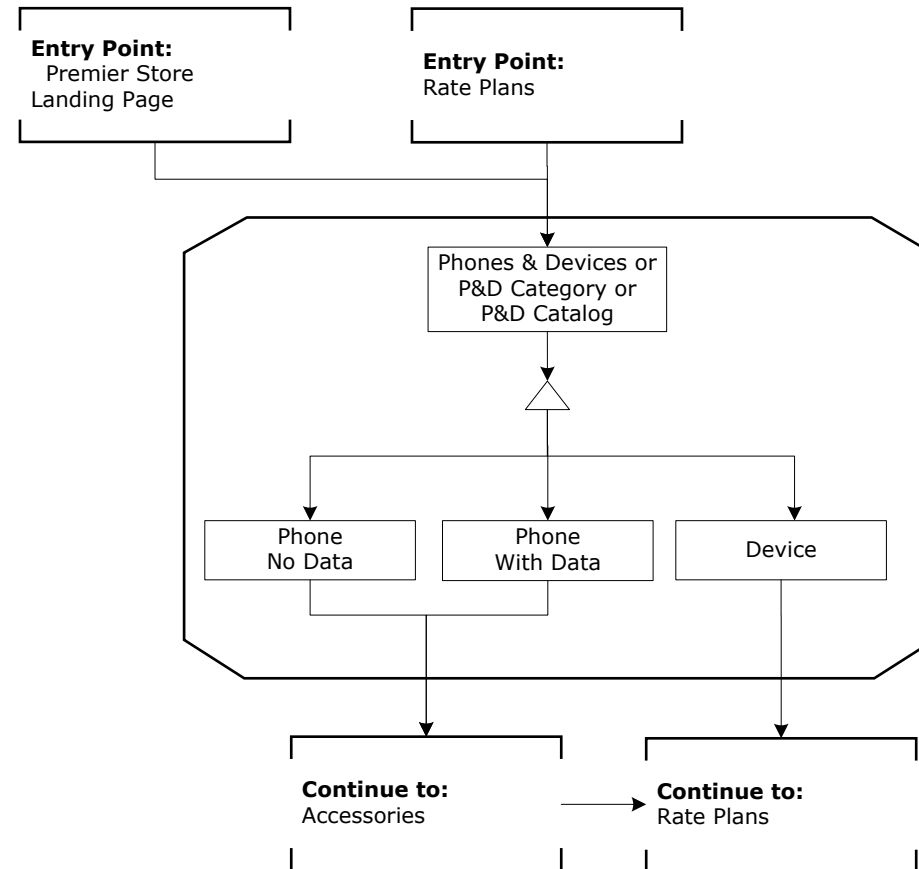
### Things to keep in mind:

- Users can find accounts with the BAN or with the CTN on the account - this is set in the user profile.
- There are some LOSGs that cannot be done at the same time for example, an upgrade and an add-to-an-existing-account cannot be performed at the same time.
- Approvals are turned on via a setting on the user's profile. The approver or approvers get email; it's hierarchical (i.e. one at a time and one cannot approve until the other has done it); they get email with link to approve/reject;
- When loading catalog page it takes a long time for pricing and images to load; profile settings determine if users go to Catalog or Category page

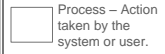
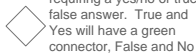
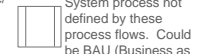
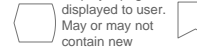
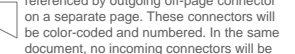
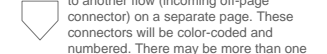
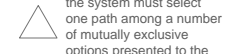
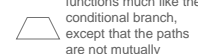
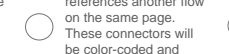
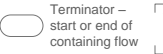
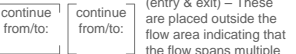
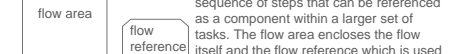
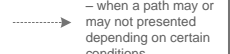
### Legend

												
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## Phones & Devices



**Legend**

												
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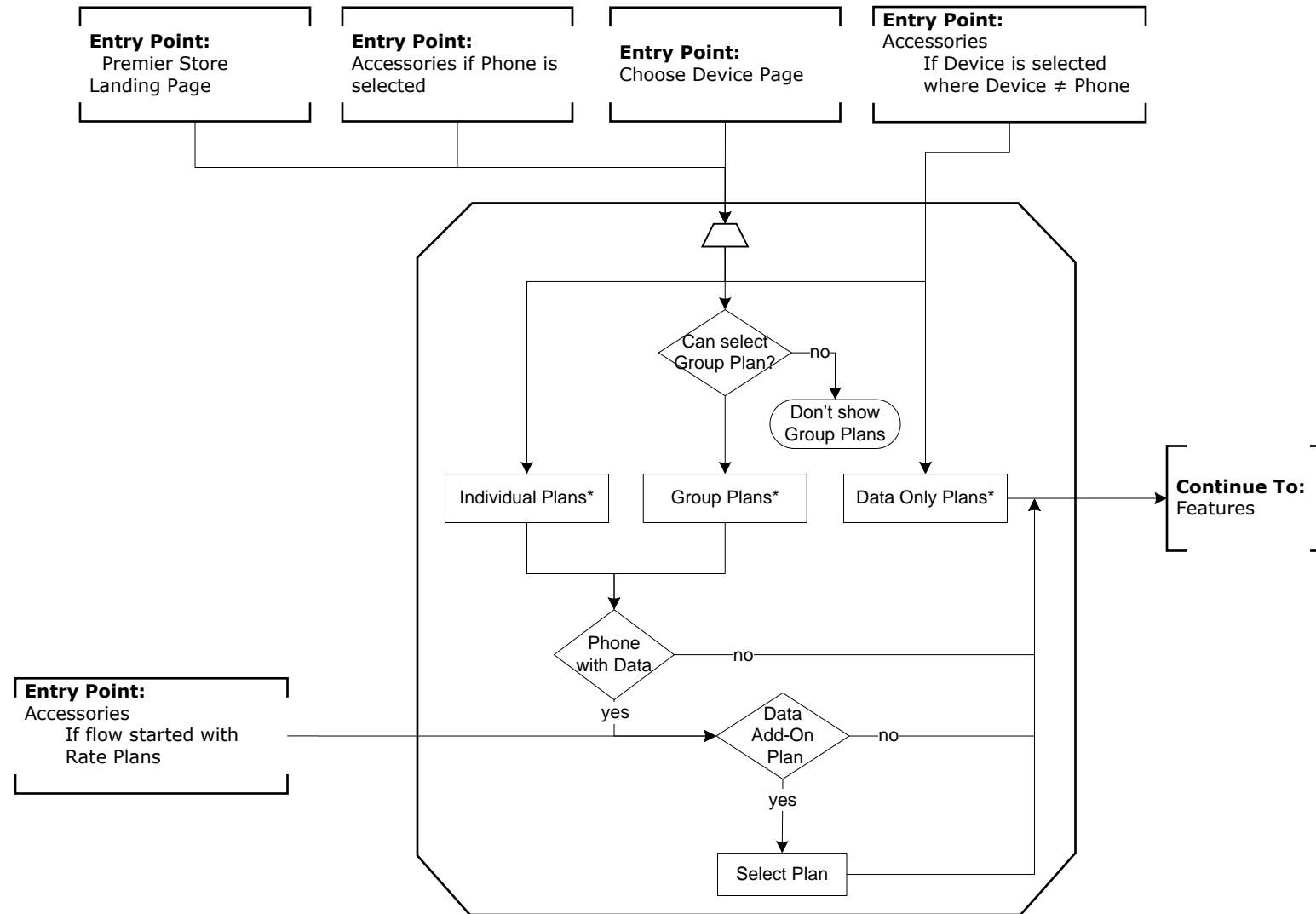
# Rate Plans

Status:

# DRAFT

Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.

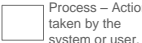
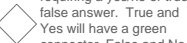
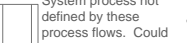
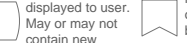
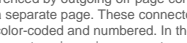

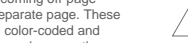
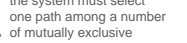
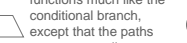
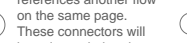
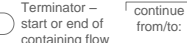
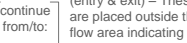
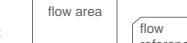
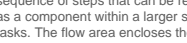
\* **Rate Plans** are displayed depending on  
**Account preferences** (Individual, Group, and/or Data Only Plans) and on  
**Capabilities** of the phone or device.



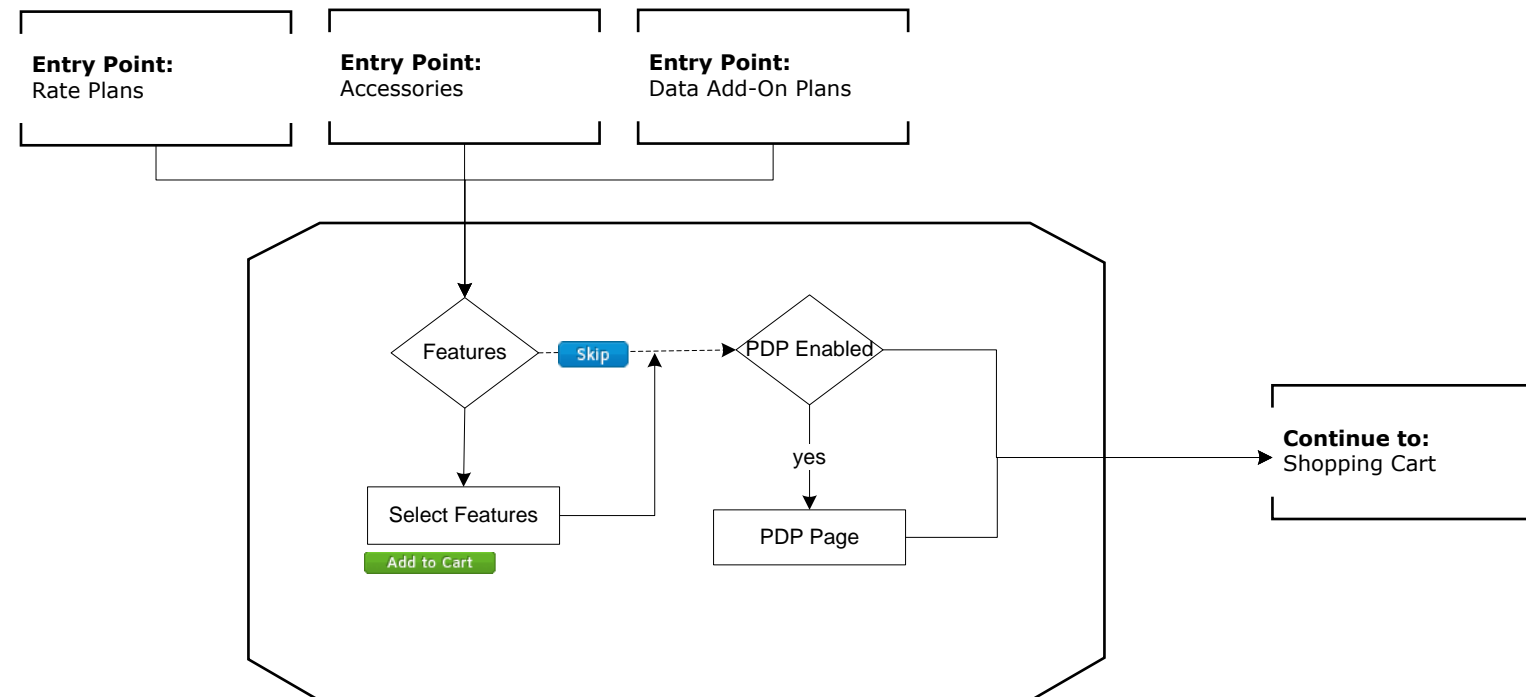
## Go to Page:

- [New Activation New Service](#)
- [New Activation New Service with ATE AAL](#)
- [New Activation LNP](#)
- [New Activation LNP with ATE AAL](#)
- [New Activation COAM-Device \(CRU TCM only\)](#)
- [New Activation COAM-Device with ATE \(CRU TCM only\)](#)
- [New Activation COAM-Activation \(CRU TCM only\)](#)
- [New Activation COAM-Activation with ATE \(CRU TCM only\)](#)
- [Upgrade Orange Device Plan Upgrade \(TCM\)](#)
- [Upgrade Orange Device Plan Upgrade \(IRU\)](#)
- [Bulk New Activation New Service](#)
- [Bulk New Activation New Service with ATE](#)

## Legend

													
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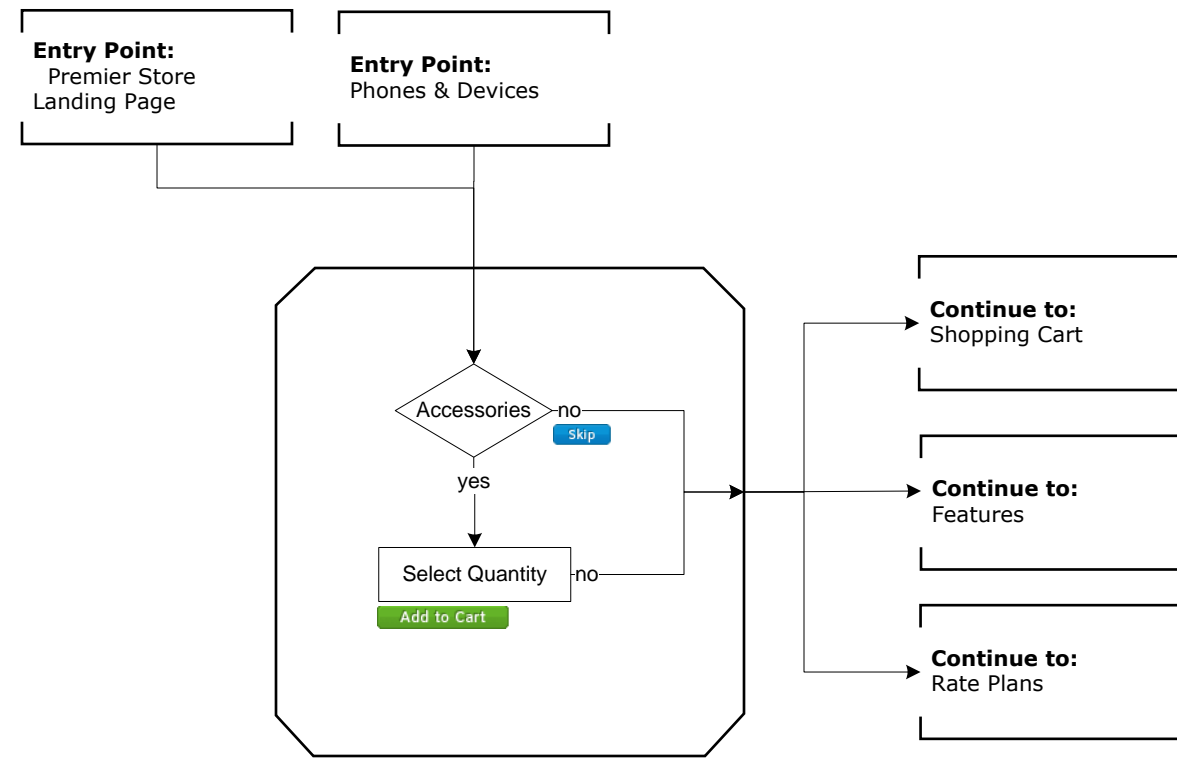
## Features Flow



### Legend

	Decision - question requiring a yes/no or true/false answer. True and Yes will have a green connector, False and No will have a red connector.		Predefined Process - System process not defined by these process flows. Could be BAU (Business as Usual).		Display - page displayed to user. May or may not contain new message.		Off-page connector (incoming) - is referenced by outgoing off-page connector on a separate page. These connectors will be color-coded and numbered. In the same document, no incoming connectors will be the same color.		Off-page connector (outgoing) - references to another flow (incoming off-page connector) on a separate page. These connectors will be color-coded and numbered. There may be more than one outgoing connector of the same color.		Conditional Branch - when the system must select one path among a number of mutually exclusive options presented to the user.		Conditional Selector - functions much like the conditional branch, except that the paths are not mutually exclusive.		On-page connector - references another flow on the same page. These connectors will be color-coded and lettered.		Terminator - start or end of containing flow		Continuation Points (entry & exit) - These are placed outside the flow area indicating that the flow spans multiple diagrams		Flow area and reference - A flow area is a sequence of steps that can be referenced as a component within a larger set of tasks. The flow area encloses the flow itself and the flow reference which is used in the larger set of tasks.		Conditional Connector - when a path may or may not be presented depending on certain conditions
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## Accessories



### Legend

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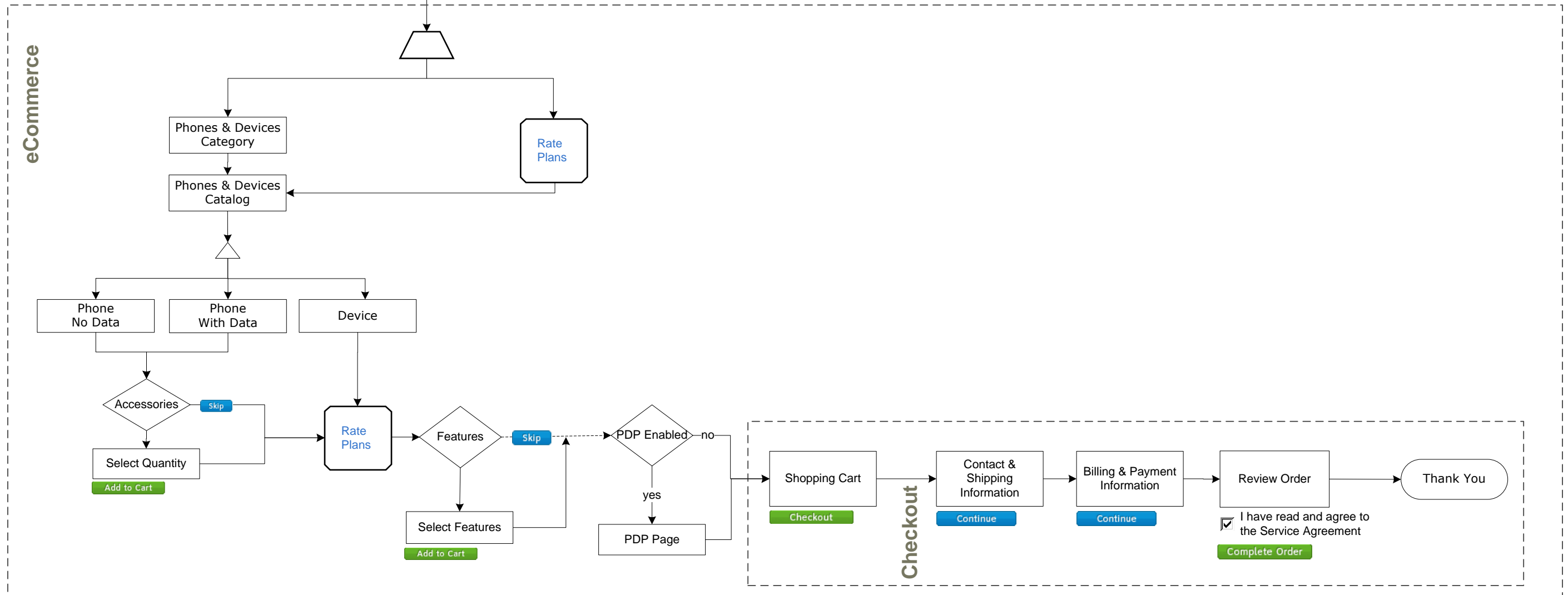
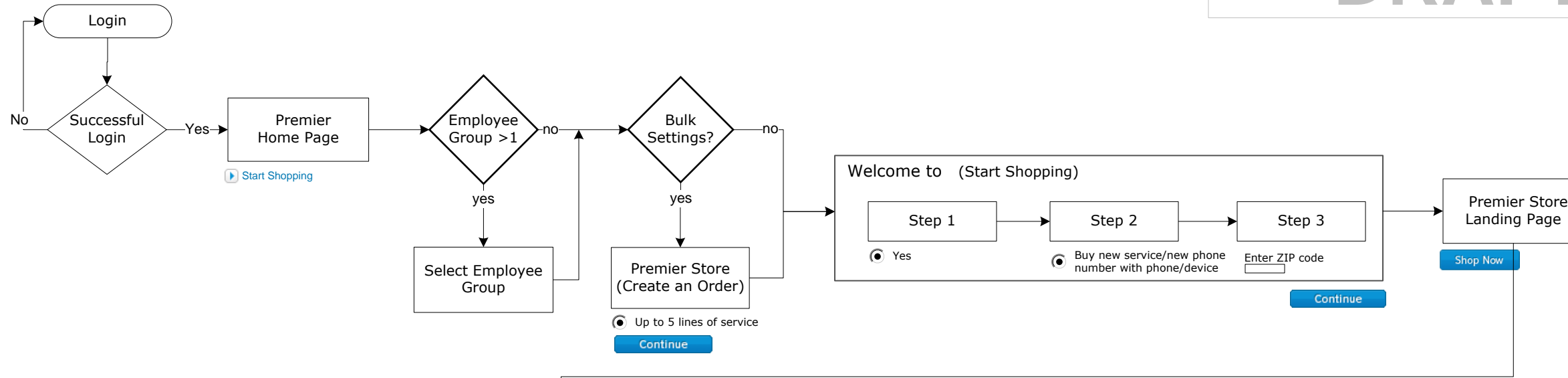
# New Activation / New Service

TCM/BAN Admin/CRU

Status:

# DRAFT

Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.



## Legend

- Process – Action taken by the system or user.
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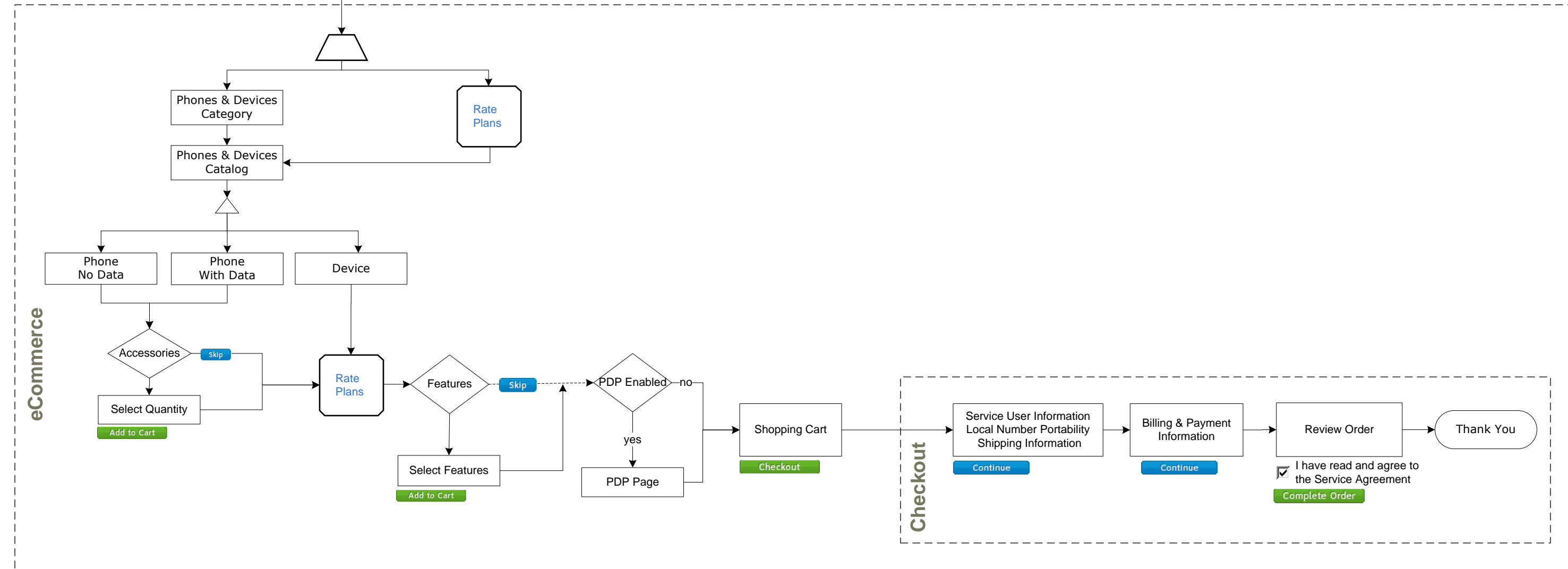
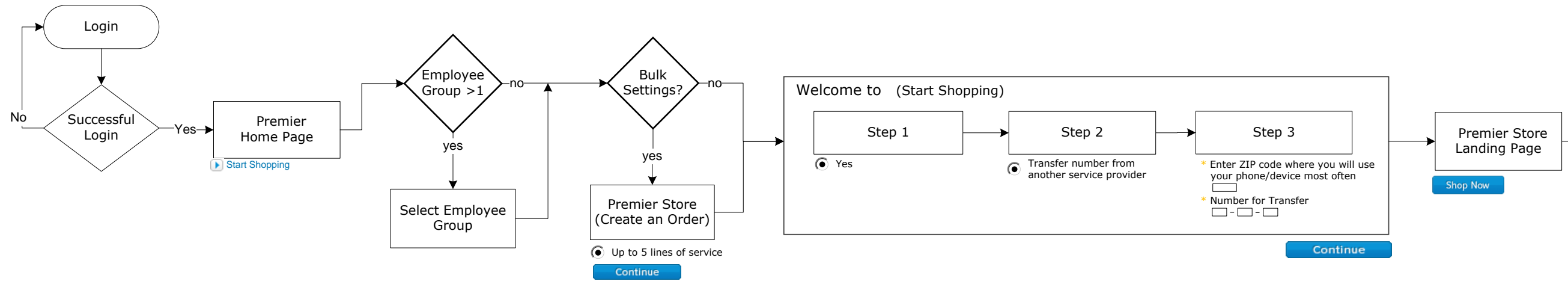
# New Activation / Local Number Portability

TCM/BAN Admin/CRU

Status:

# DRAFT

Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.

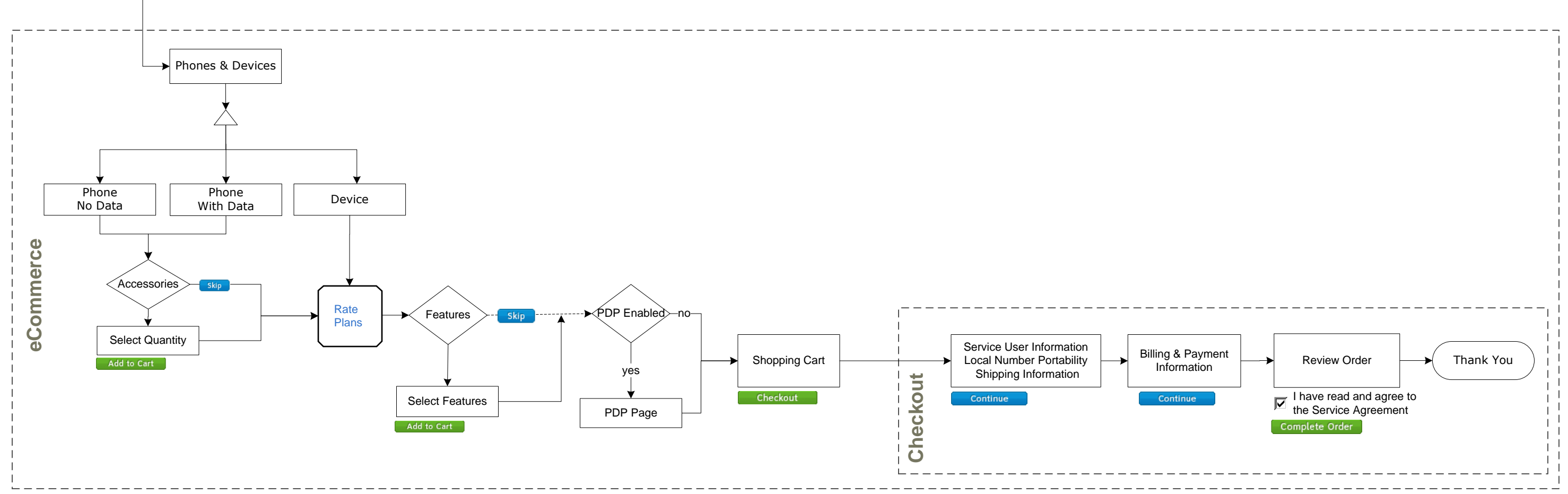
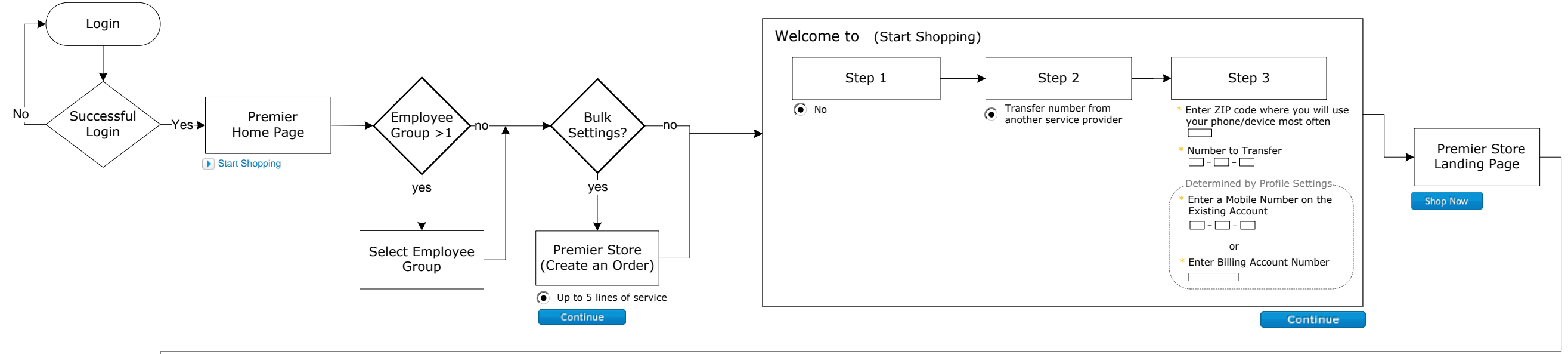


Legend	
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	Flow reference

# New Activation / Local Number Portability

With Add to Existing  
TCM/BAN Admin/CRU

Status: **DRAFT** Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.



Legend	
	Decision - question requiring a yes/no or true/false answer. True and Yes will have a green connector, False and No will have a red connector.
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	Flow reference

# New Activation COAM-Device

CRU/TCM

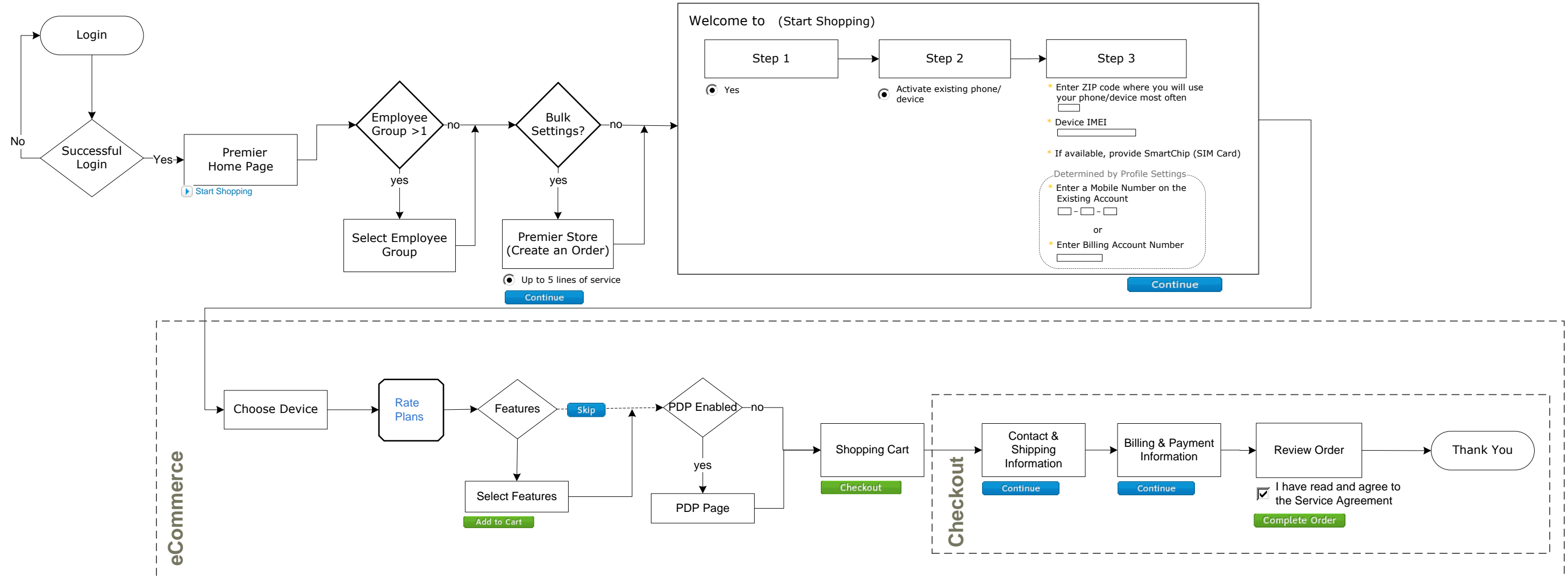
Customer Owned And Maintained

Activate existing phone and send a new SIM

Status:

# DRAFT

Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.



## Legend

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# New Activation COAM-Device with ATE

CRU/TCM

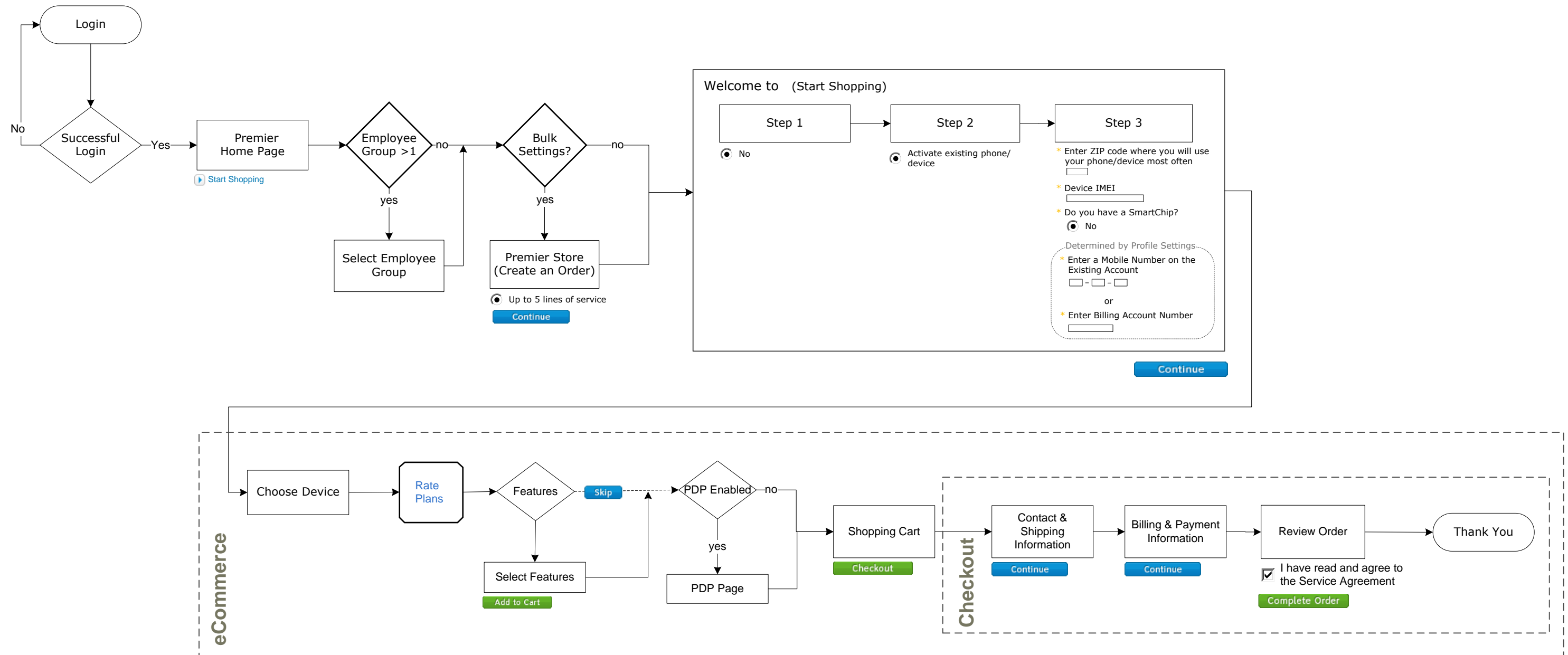
Customer Owned And Maintained Phone

Activate existing phone, send a new SIM, and add to existing line

Status:

# DRAFT

Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.



## Legend

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# Upgrade Orange Device Plan

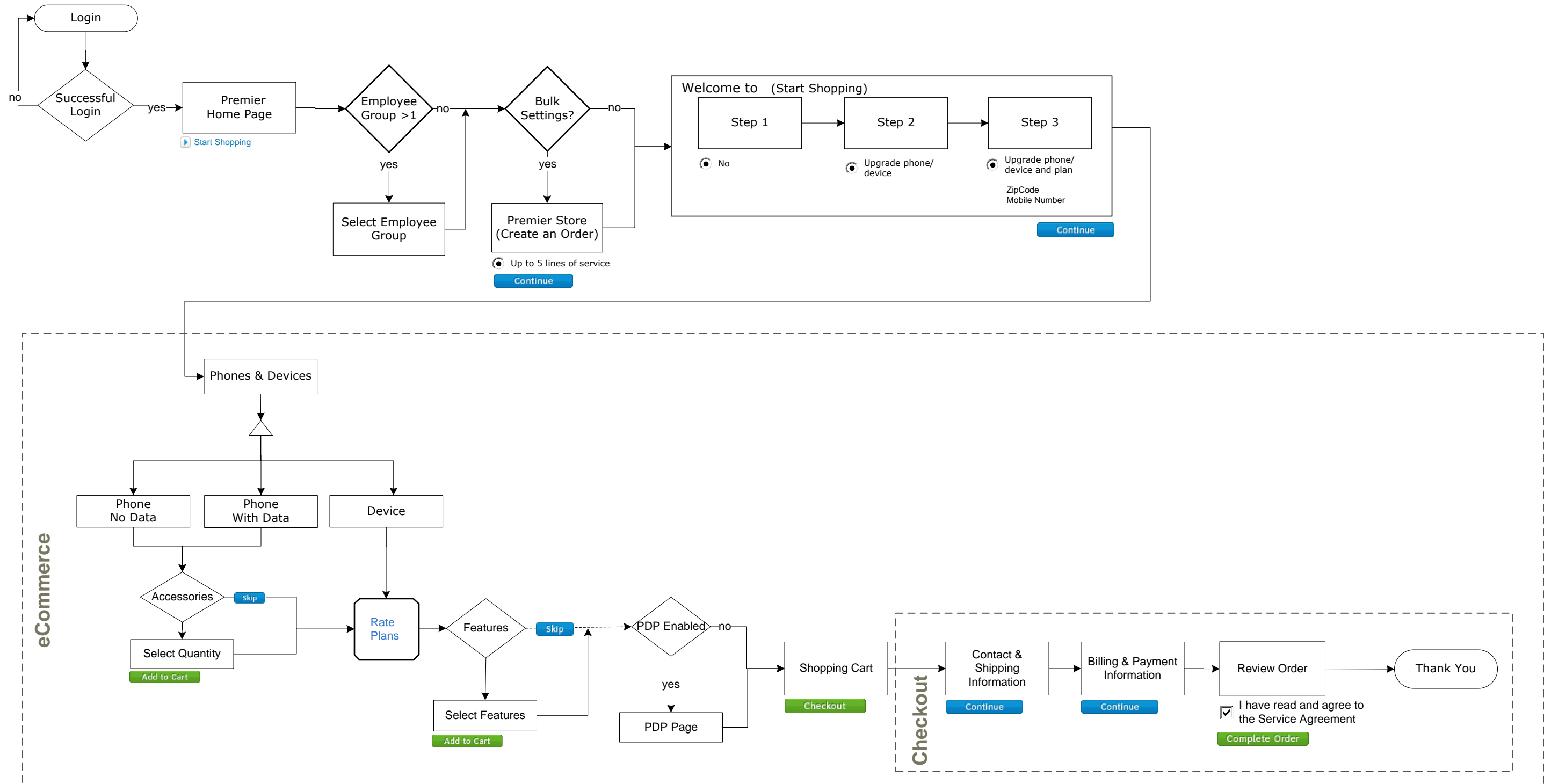
TCM

Need update

Status:

# DRAFT

Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.



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- Terminator – start or end of containing flow.
- Continuation Points (entry & exit) – These are placed outside the flow area indicating that the flow spans multiple diagrams.
- Flow area and reference – A flow area is a sequence of steps that can be referenced as a component within a larger set of tasks. The flow area encloses the flow itself and the flow reference which is used in the larger set of tasks.
- Conditional Connector – when a path may or may not be presented depending on certain conditions.

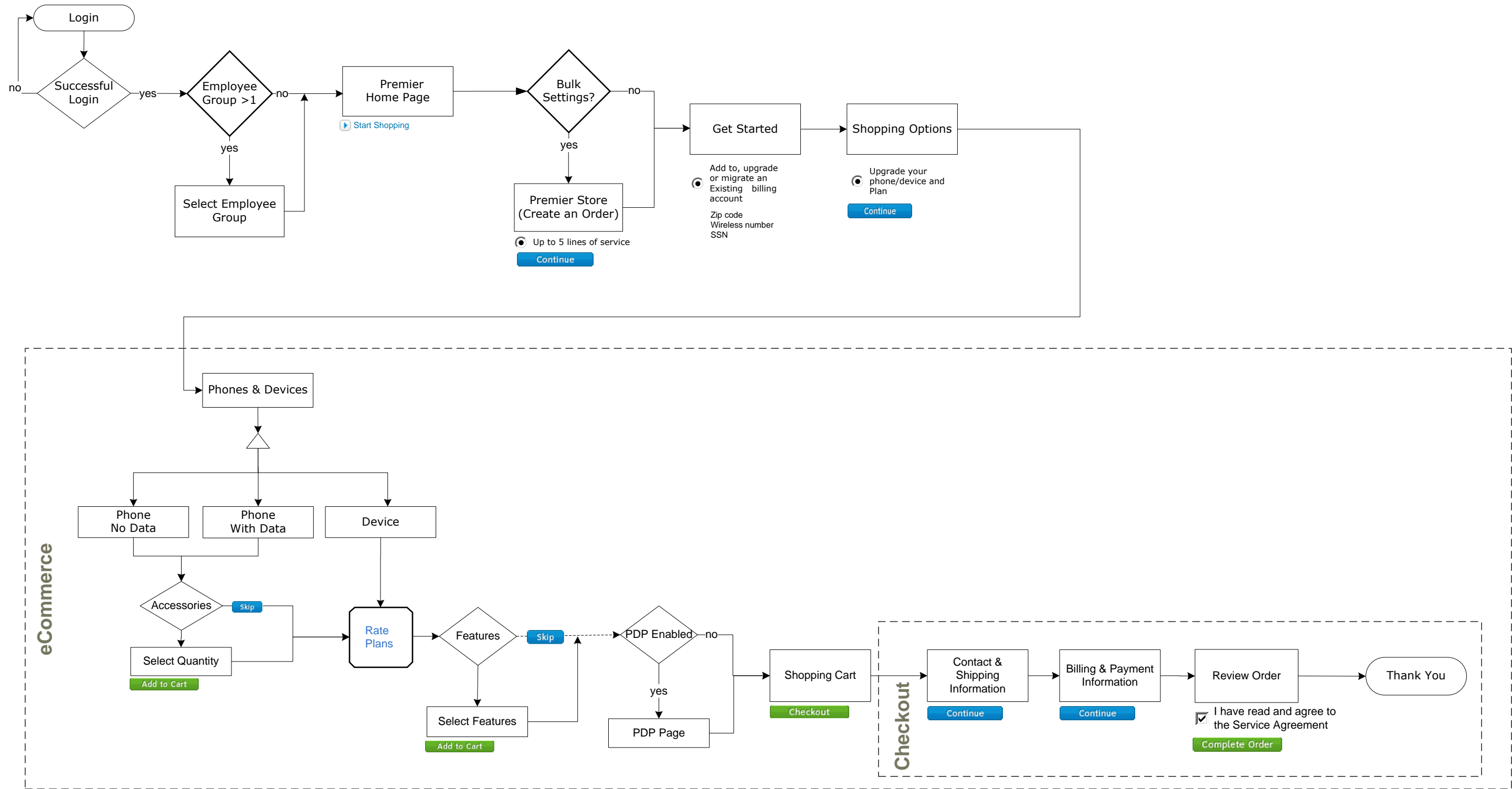
# Upgrade Orange Device Plan

IRU

Status:

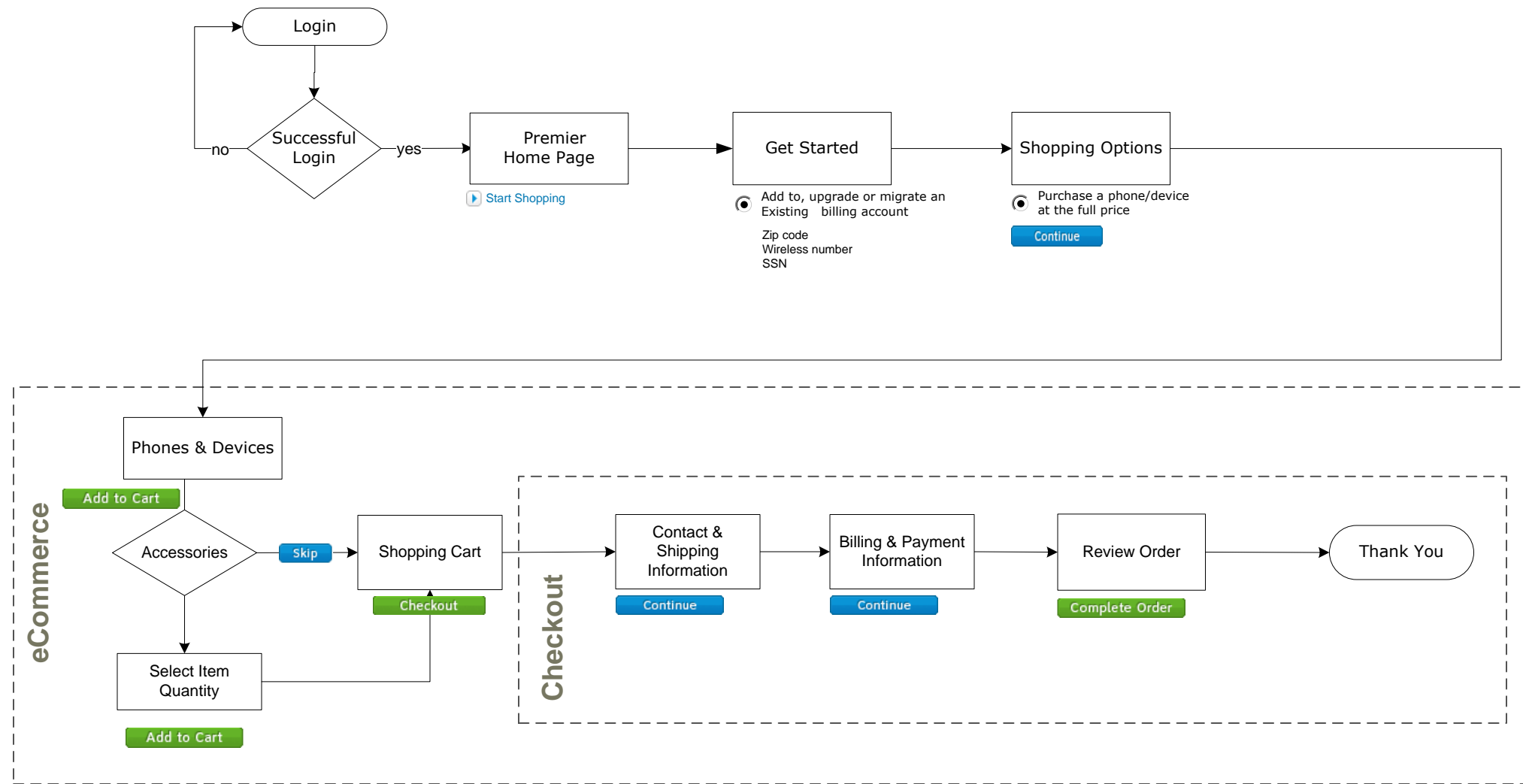
# DRAFT

Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.



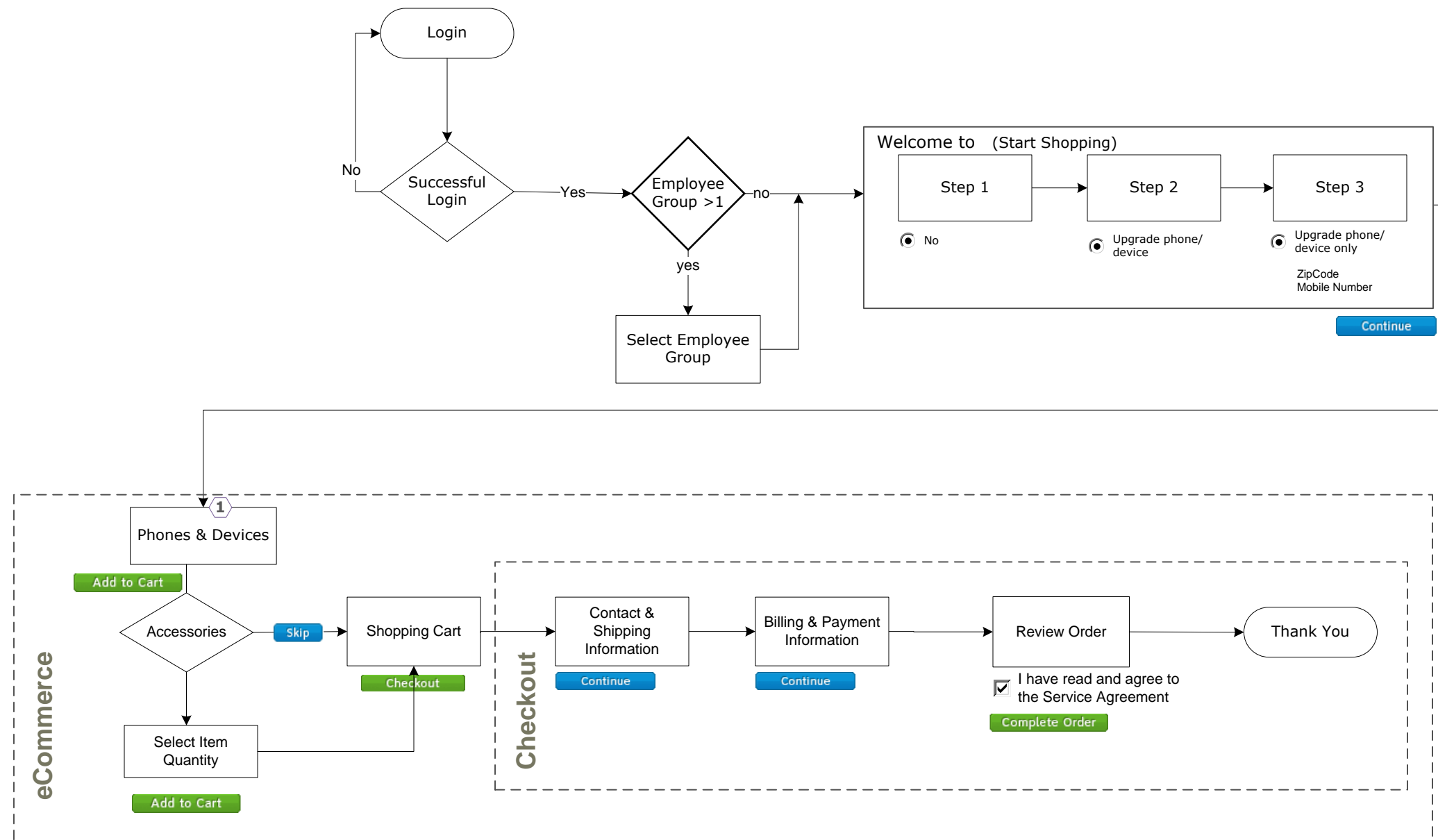
## Legend

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Legend

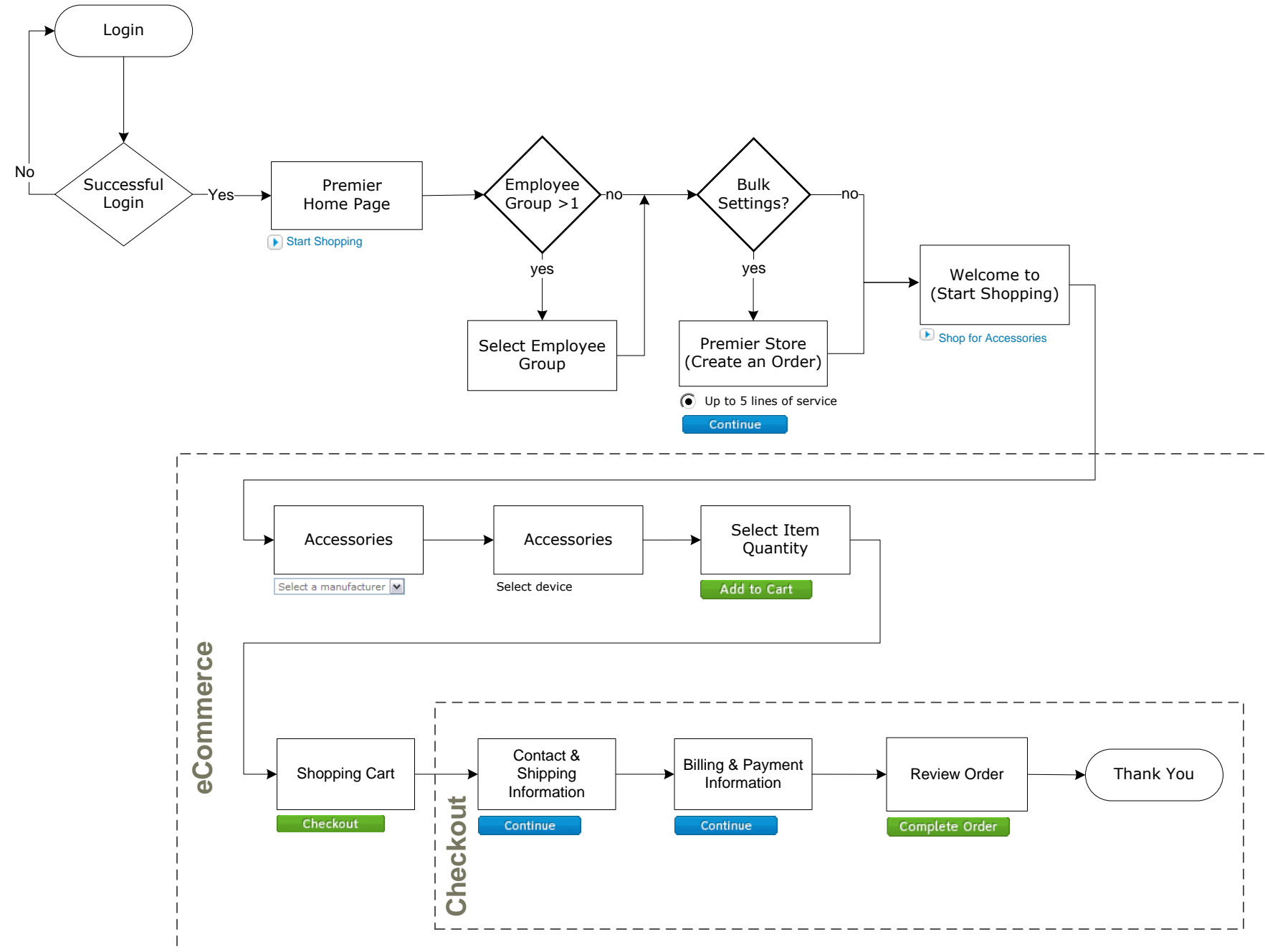
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① Users can enter other buy flows via Phones & Devices, Rate Plans, and Accessories, however if they are doing a device only upgrade then only the Phones & Devices entry point supports it. If the user enters the buy flow through a point other than Phone & Devices after selecting the Upgrade Device Only option on the 1-2-3 page, then it is no longer a device only flow.

**Legend**

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### Legend

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# Revision History

Status:

# DRAFT

Wireframes clarify user interaction. Content, spacing, images, colors, and graphical details are specified in separate documentation.

Date	Version	Description of Changes	Owner
5-Jan-09	v01	Creation	Agueda Sanchez
8-Jan-09	v02	Added feedback from Anne and Rob for New Activation/New Service	Agueda Sanchez
8-Jan-09	v.02	Added intro page and new pages for the division of the user flows	Agueda Sanchez
13-Jan-09	v.04	Added the new activation/new service ate/aal page; improved the flow for new activation/new service to show the possible different pages depending on the preferences settings	Agueda Sanchez
15-Jan-09	v.05	Completing the ATE/AAL flows; completed accessory only/accessory only flow	Agueda Sanchez
16-Jan-09	v.06	added LNP flows	Agueda Sanchez
19-Jan-09	v.07	Started work on COAM flows; added checkmarks for flows completed; began finding information for approval flows	Agueda Sanchez
23-Jan-09	v.08	Re-did the new activation/new service flow to account for different types of devices and settings that impact the rate plans. Now there is an additional page showing the detail flow of rate plans. Also updated the Legend to add all the shapes being used. I'm considering creating a shape glossary and replacing the shape legend.	Agueda Sanchez
28-Jan-09	v.09	Updated list of LOSGs and completed CAOM-Device flows	Agueda Sanchez
29-Jan-09	v.10	Fixed New Activation COAM-Device and New Activation COAM-Activation flows	Agueda Sanchez
2-Feb-09	v.11	add several upgrade flows (device only upgrade for TCM and IRU, device and plan upgrade for TCM and IRU, no commitment upgrade for IRU)	Ellen Xu
10-Feb-09	v.12	made all flows consistent for representing rate plans, verified flows with login info; added grp plan work	Agueda Sanchez
11-Feb-09	v.13	added hyperlynks and began work on group plan flows	Agueda Sanchez
17-Feb-09	v.14	Added: Bulk new activation new service Bulk new activation new service ATE Bulk new activation COAM activation Bulk new activation COAM activation with ATE	Agueda Sanchez
25-Feb-09	v.15	Added Bulk new activation LNP	Agueda Sanchez
8-Jul-09	v.16	Added core flows updated details for representing proper starting points for losgs tweaking elements such as selecting employee group or bulk settings	Agueda Sanchez
22-Jul-09	v.17	Entry points are different at the start of losg, users can start with the phone/devices or the rate plan buy flows. Add to Existing = add an individual line to an existing BAN Add a Line = add a line to a group plan Users can find accounts with the BAN or with the CTN on the account - this is set in the user profile. There are some LOSGs that cannot be done at the same time for example, an upgrade and an add to an existing account cannot be performed at the same time. Approvals are turned on via a setting on the user's profile. The approver or approvers get email; it's hierarchical (i.e. one at a time and one cannot approve until the other has done it); they get email with link to approve/reject;	Agueda Sanchez