

## Service Order Management and Supporting Tools

Contribution ID: 4

Type: **not specified**

# SLM and SLA management

*Wednesday, 6 March 2019 16:50 (30 minutes)*

SLM process introduction,

SLA/OLA Management.

**Presenter:** KRAKOWIAN, Malgorzata (EGL.eu)

**Session Classification:** Implementaion of Order Management, CRM and other related processes