Service Order Management and Supporting Tools

Wednesday, 6 March 2019

Implementaion of Order Management, CRM and other related processes - **SeminarRoom 2 (15:30 - 18:00)**

time	[id] title	presenter
15:30	[5] Current SOCRM process and procedures	MORELLI, Giovanni
15:50	[18] Order Management experiences and requirements	Dr SIPOS, Gergely
16:10	[19] Discussion - Analysis of requirements and solutions	
16:50	[4] SLM and SLA management	KRAKOWIAN, Malgorzata
17:20	[6] Discussion	