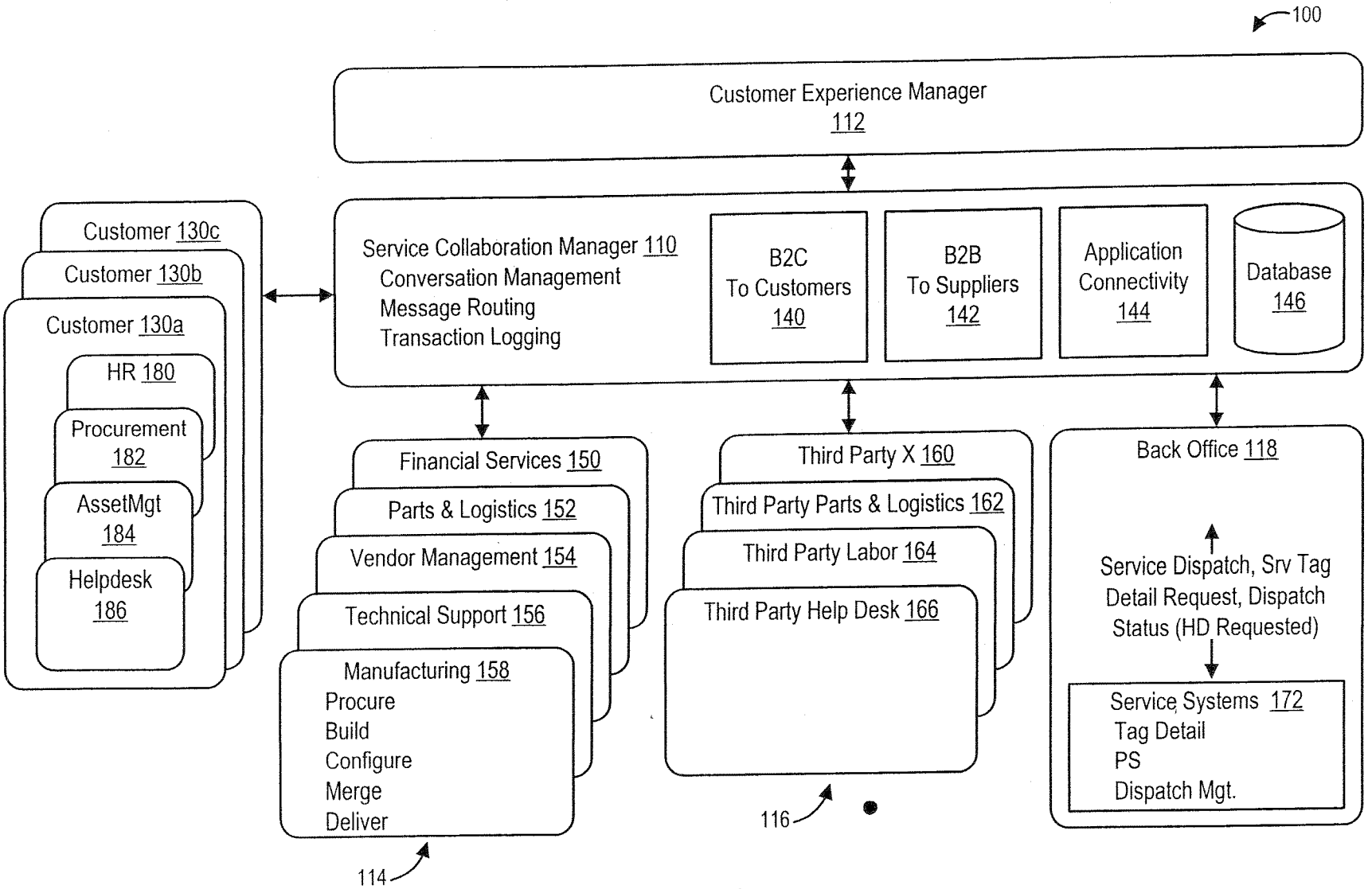

100
Customer Experience Manager
112
Service Collaboration Manager 110
Conversation Management
Message Routing
Transaction Logging
B2C
To Customers
140
B2B
To Suppliers
142
Application
Connectivity
144
Database
146
Customer 130c
Customer 130b
Customer 130a
HR 180
Procurement
182
AssetMgt
184
Helpdesk
186
Financial Services 150
Parts & Logistics 152
Vendor Management 154
Technical Support 156
Manufacturing 158
Procure
Build
Configure
Merge
Deliver
114
Third Party X 160
Third Party Parts & Logistics 162
Third Party Labor 164
Third Party Help Desk 166
116
Back Office 118
Service Dispatch, Srv Tag
Detail Request, Dispatch
Status (HD Requested)
Service Systems 172
Tag Detail
PS
Dispatch Mgt.

Figure 1

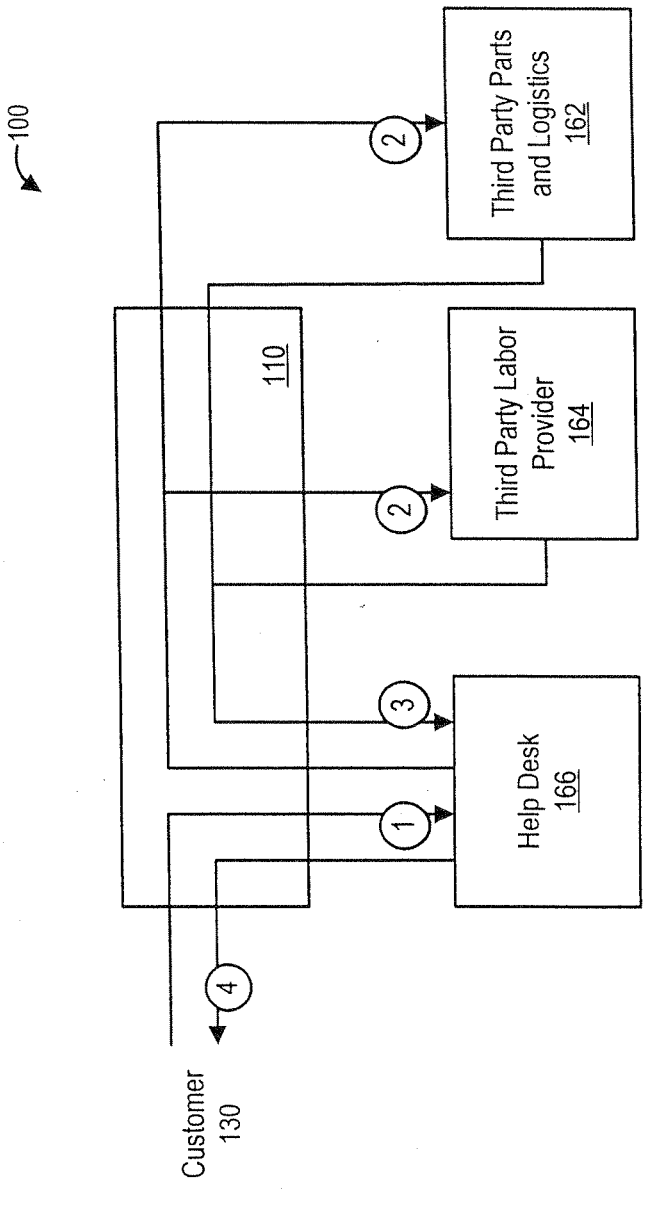

100
110
Third Party Parts and Logistics 162
Third Party Labor Provider 164
Help Desk 166
Customer 130
1
2
2
3
4

Figure 2

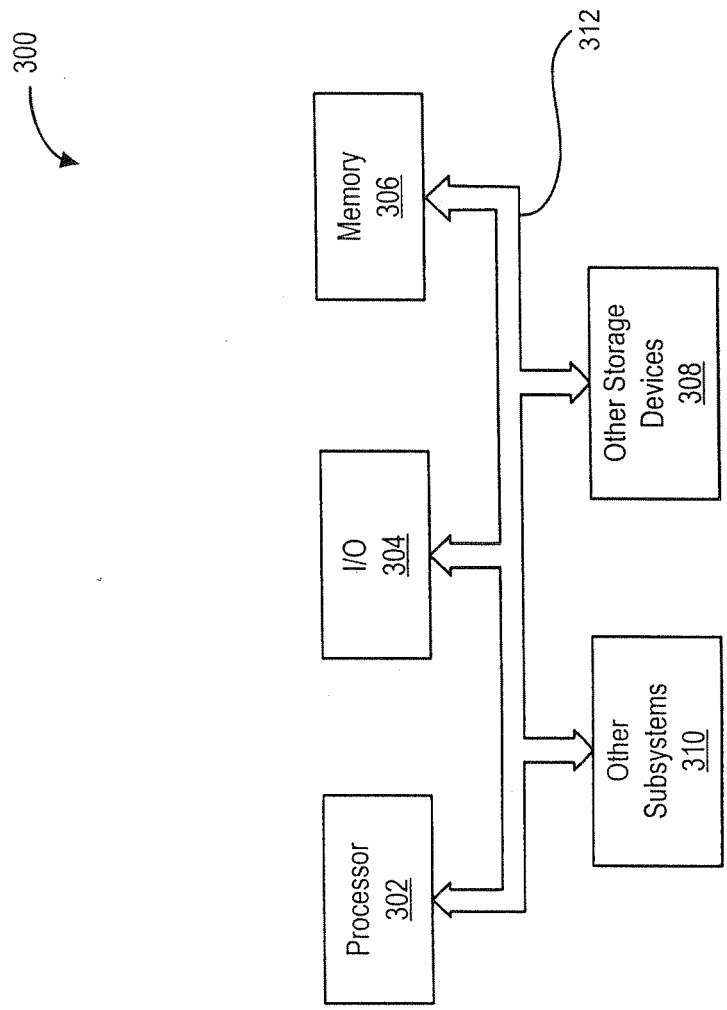

300
312
Memory
306
I/O
304
Other Storage
Devices
308
Processor
302
Other
Subsystems
310

Figure 3

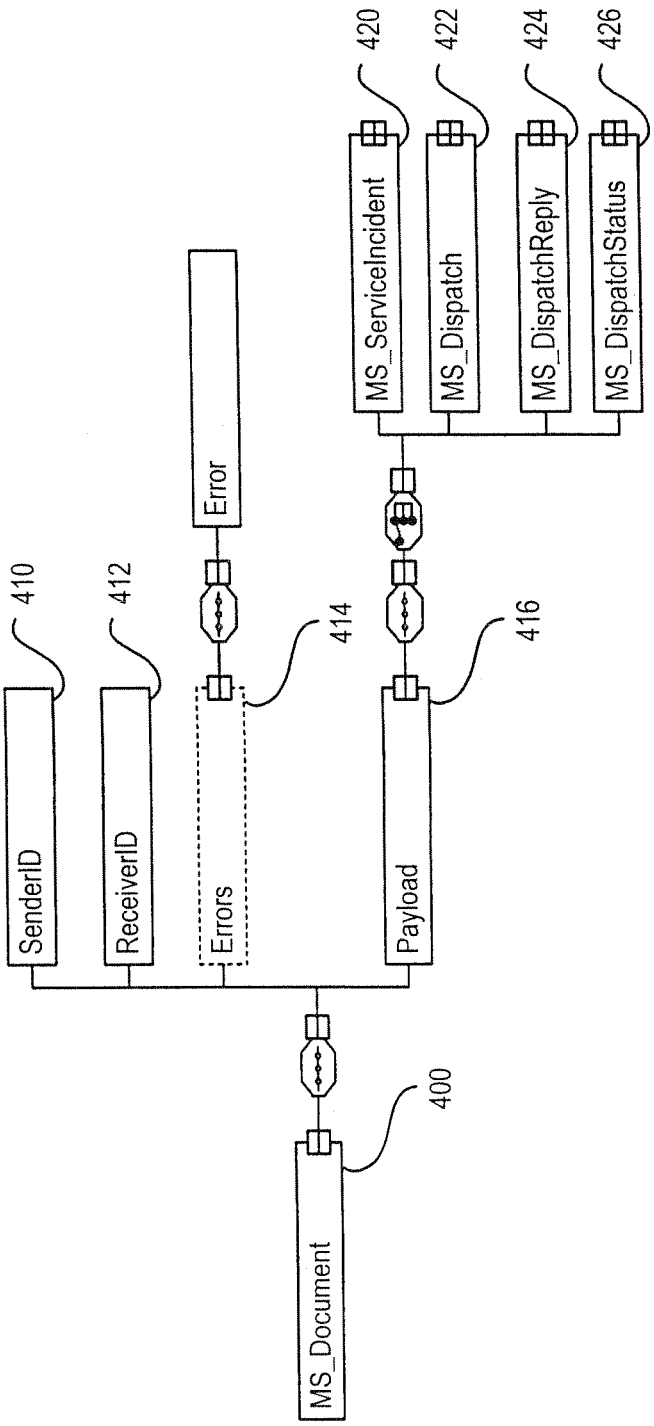

MS_Document
400
SenderID
410
ReceiverID
412
Errors
414
Error
Payload
416
MS_ServiceIncident
420
MS_Dispatch
422
MS_DispatchReply
424
MS_DispatchStatus
426

Figure 4

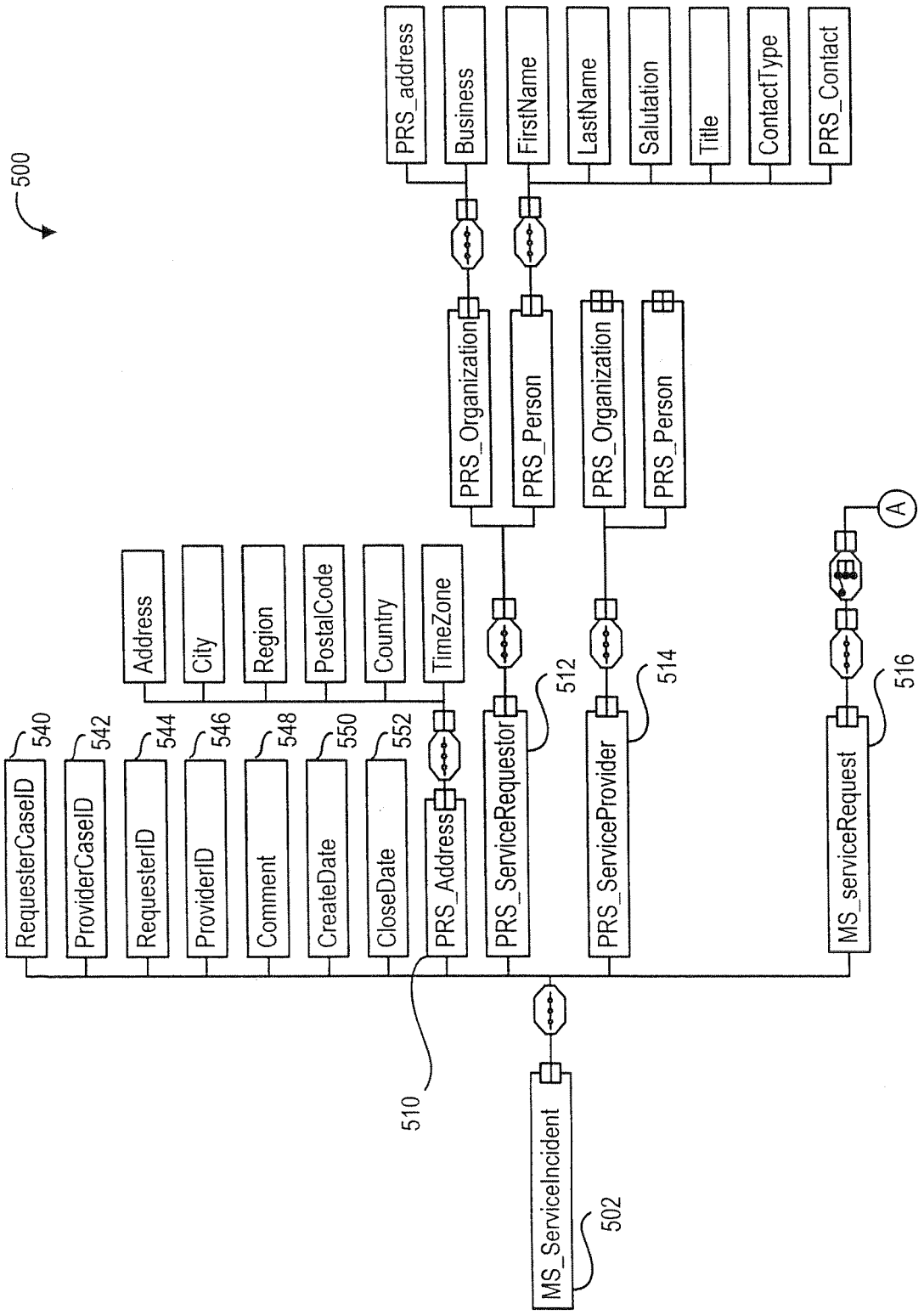

500
MS_ServiceIncident
502
510
RequesterCaseID
540
ProviderCaseID
542
RequesterID
544
ProviderID
546
Comment
548
CreateDate
550
CloseDate
552
PRS_Address
Address
City
Region
PostalCode
Country
TimeZone
PRS_ServiceRequestor
512
PRS_Organization
PRS_Person
PRS_address
Business
FirstName
LastName
Salutation
Title
ContactType
PRS_Contact
PRS_ServiceProvider
514
PRS_Organization
PRS_Person
MS_serviceRequest
516
A

Figure 5A

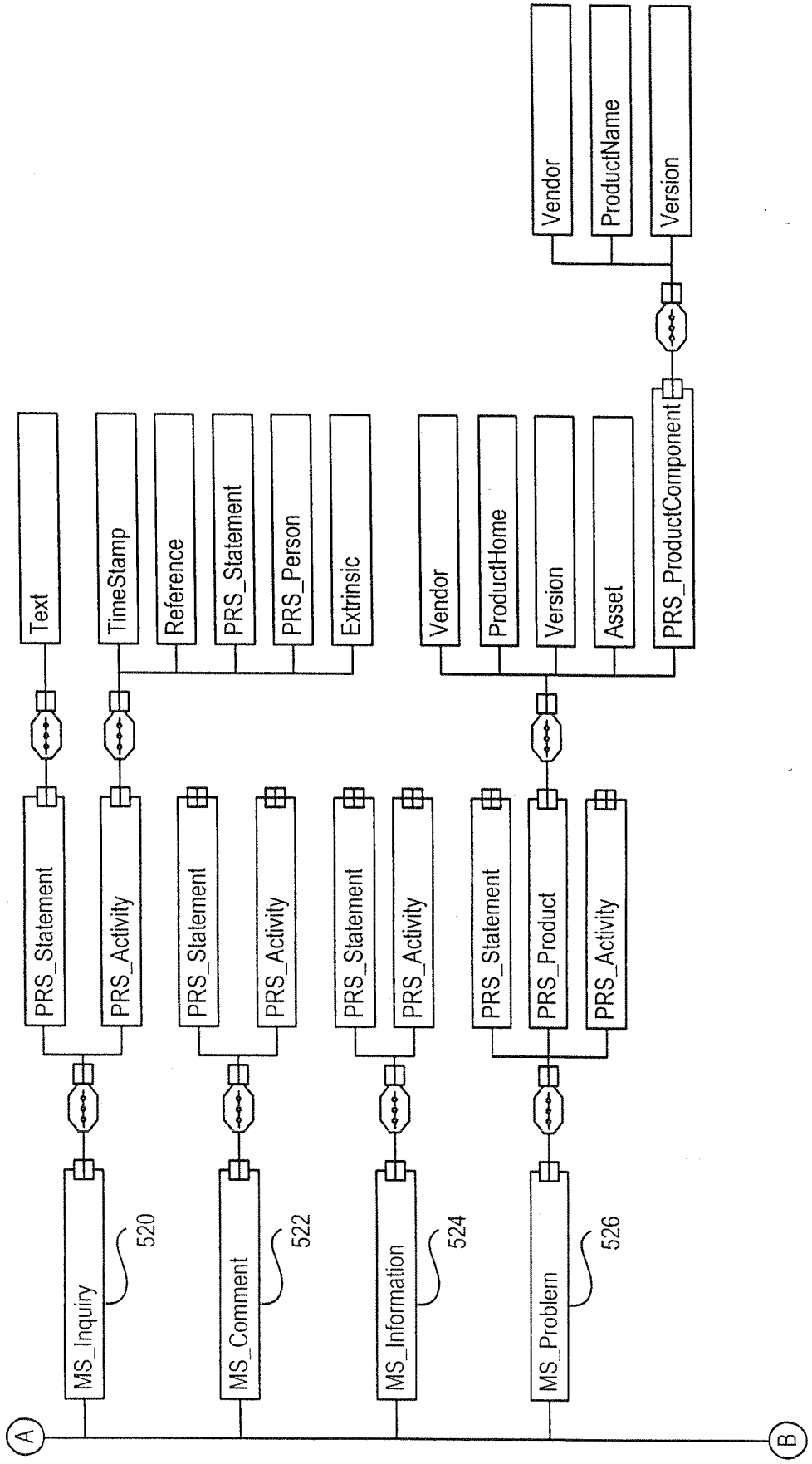

A
MS_Inquiry
520
MS_Comment
522
MS_Information
524
MS_Problem
526
PRS_Statement
PRS_Activity
PRS_Statement
PRS_Activity
PRS_Statement
PRS_Activity
PRS_Statement
PRS_Product
PRS_Activity
Text
TimeStamp
Reference
PRS_Statement
PRS_Person
Extrinsic
Vendor
ProductHome
Version
Asset
PRS_ProductComponent
Vendor
ProductName
Version
B

Figure 5B

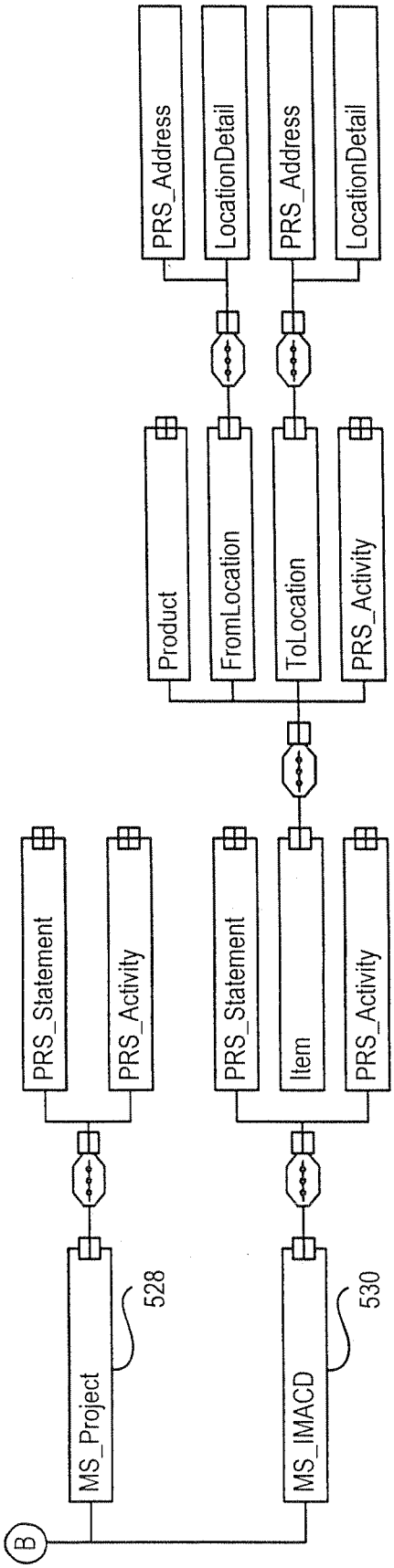

B
MS_Project
528
MS_IMACD
530
PRS_Statement
PRS_Activity
PRS_Statement
Item
PRS_Activity
Product
FromLocation
ToLocation
PRS_Activity
PRS_Address
LocationDetail
PRS_Address
LocationDetail

Figure 5C

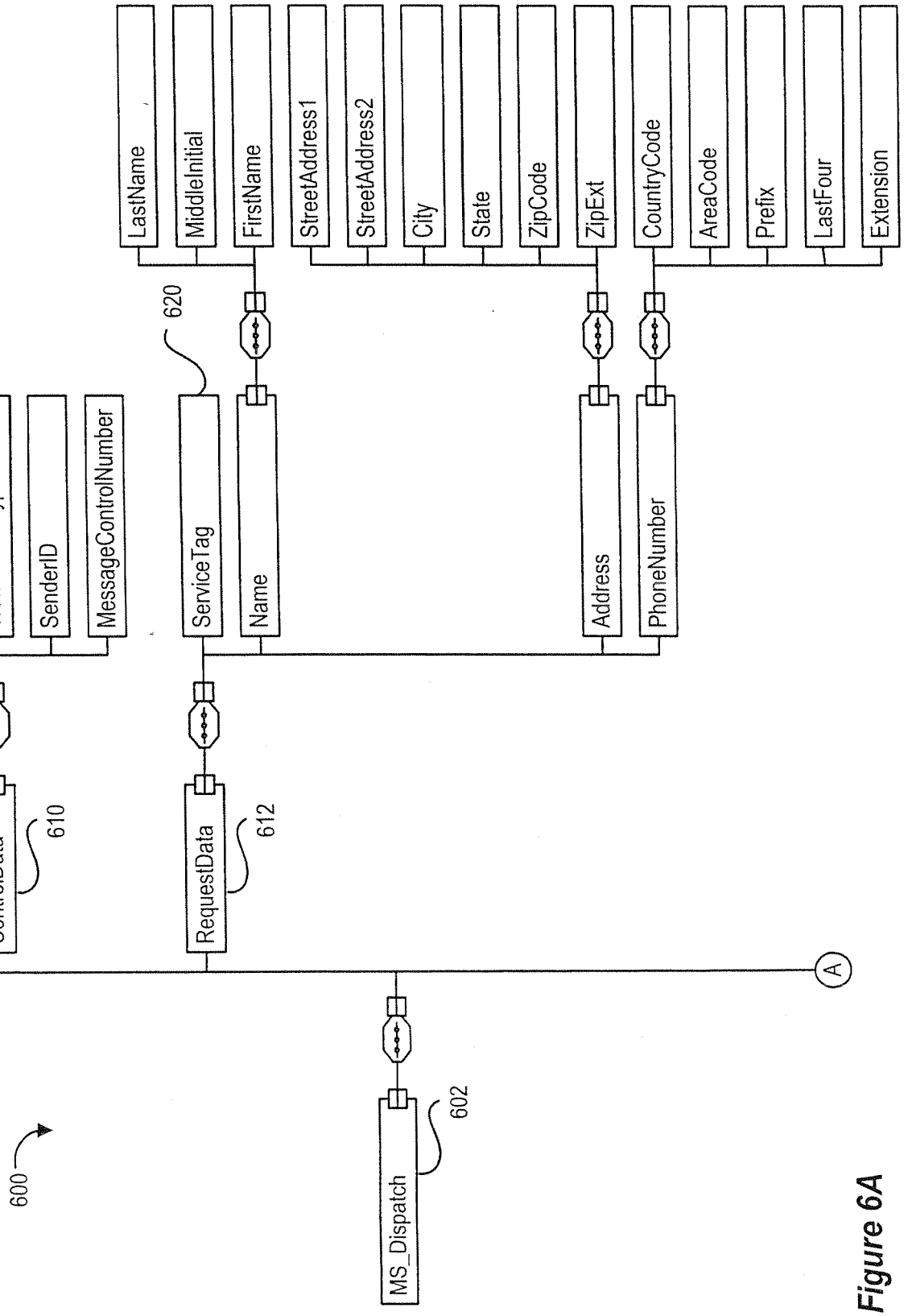

600
MS_Dispatch
602
ControlData
610
RequestData
612
TransactionType
SenderID
MessageControlNumber
ServiceTag
Name
620
Address
PhoneNumber
LastName
MiddleInitial
FirstName
StreetAddress1
StreetAddress2
City
State
ZipCode
ZipExt
CountryCode
AreaCode
Prefix
LastFour
Extension
A

Figure 6A

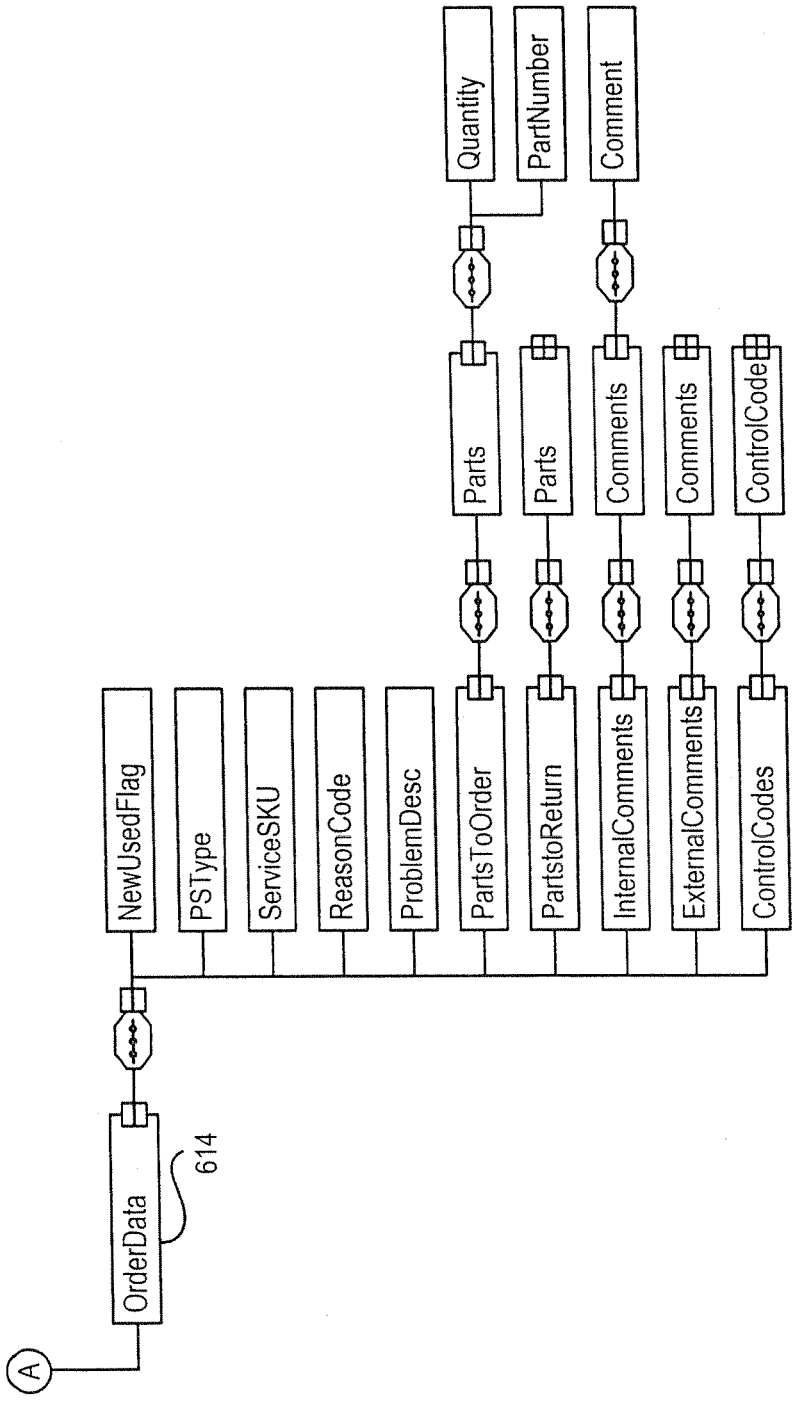

A
OrderData
614
NewUsedFlag
PSType
ServiceSKU
ReasonCode
ProblemDesc
PartsToOrder
PartstoReturn
InternalComments
ExternalComments
ControlCodes
Parts
Parts
Comments
Comments
ControlCode
Quantity
PartNumber
Comment

Figure 6B

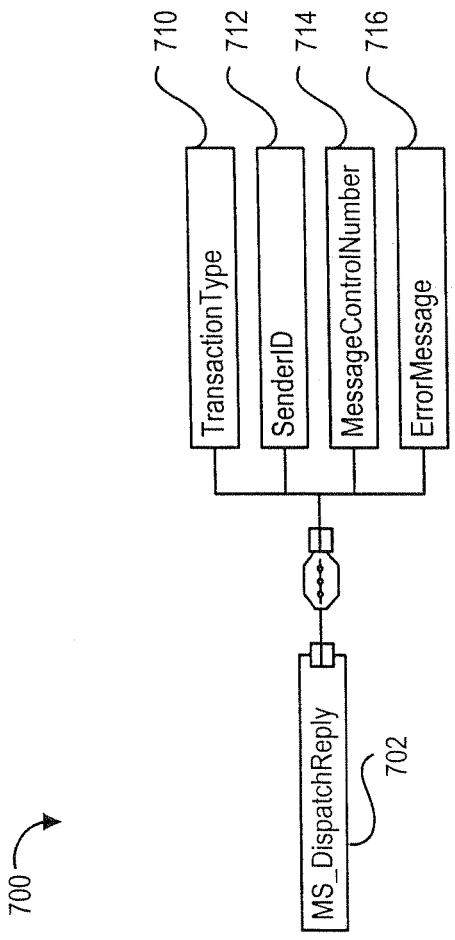

700
MS_DispatchReply
702
TransactionType
SenderID
MessageControlNumber
ErrorMessage
710
712
714
716

Figure 7

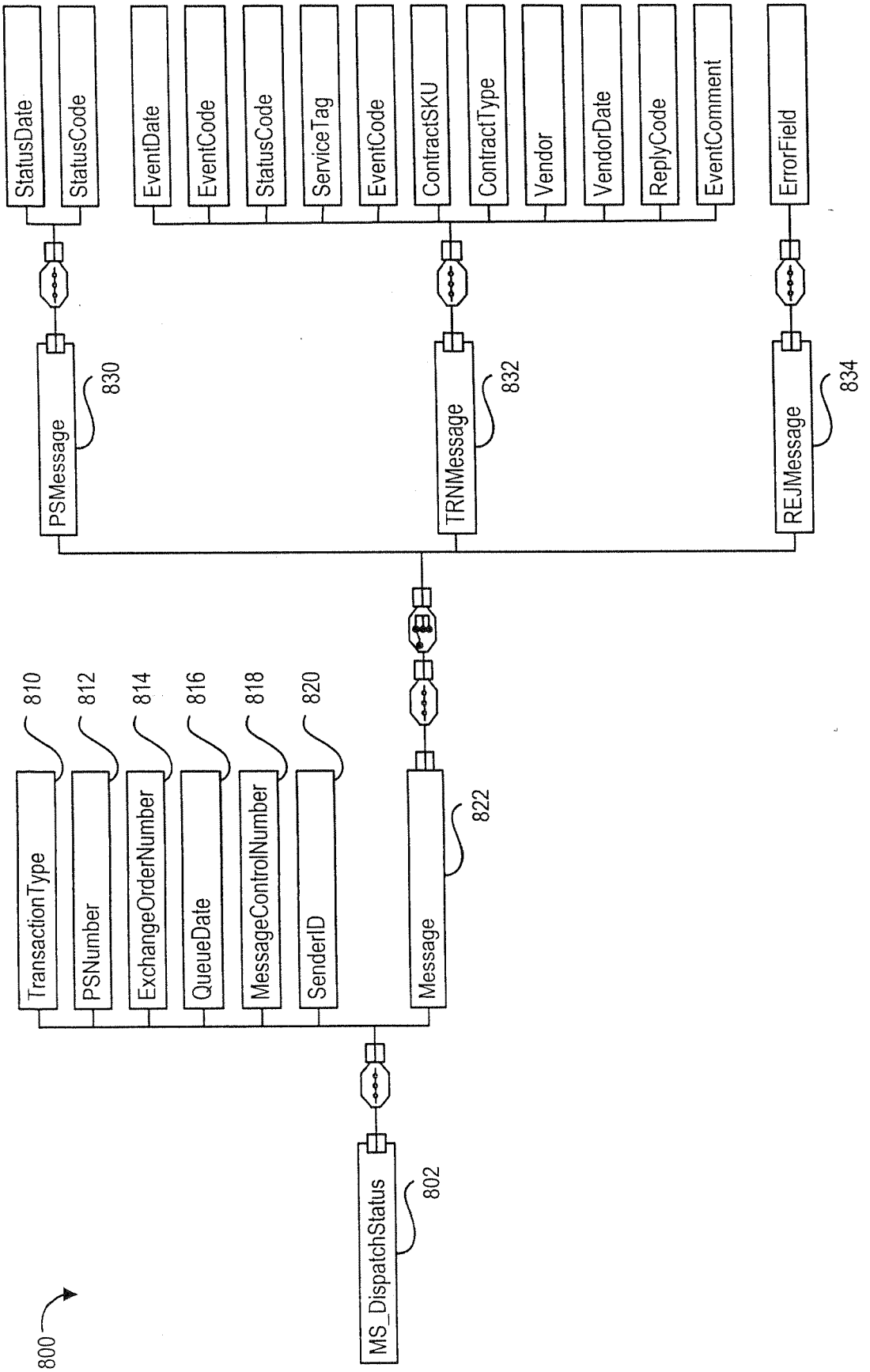

800
MS_DispatchStatus
802
TransactionType
810
PSNumber
812
ExchangeOrderNumber
814
QueueDate
816
MessageControlNumber
818
SenderID
820
Message
822
PSMessage
830
StatusDate
StatusCode
TRNMessage
832
EventDate
EventCode
StatusCode
ServiceTag
EventCode
ContractSKU
ContractType
Vendor
VendorDate
ReplyCode
EventComment
REJMessage
834
ErrorField

Figure 8

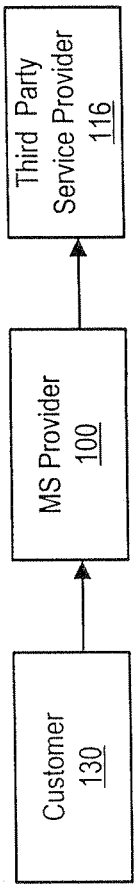


Figure 9A

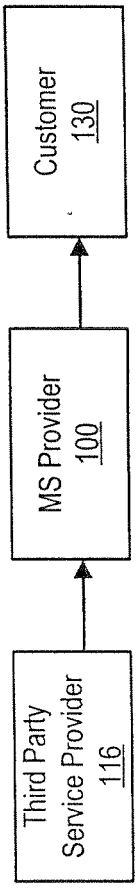


Figure 9B