EA2020113 Telefonie en Communicatiediensten: Bijlage R – Callflows

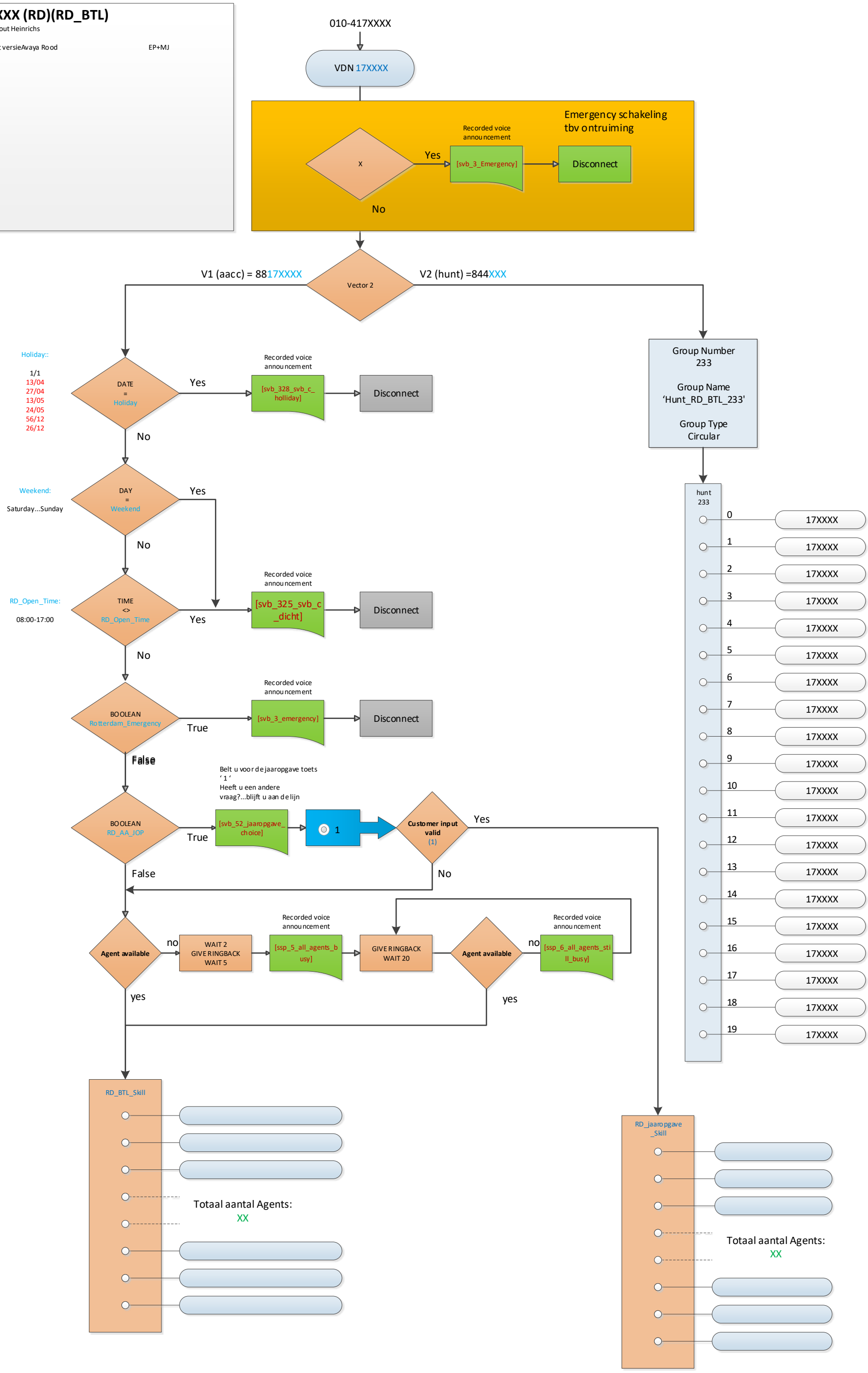
CALLFLOWS

voor het leven
Sociale Verzekeringsbank

010-4 17XXXX (RD)(RD_BTL)

Contactpersoon: Reinout Heinrichs

21-06-2021 Start versieAvaya Rood EP+MJ

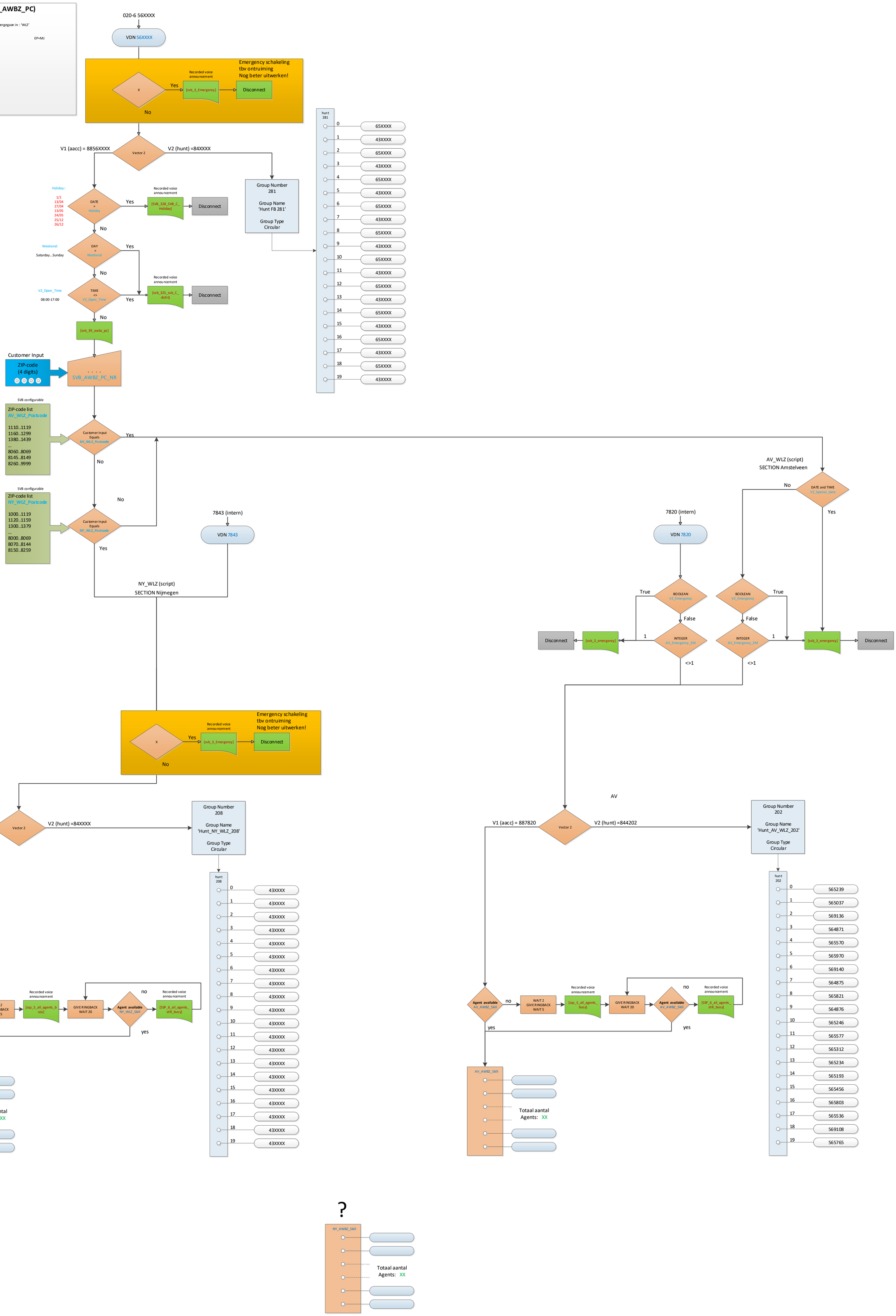


020-6 56XXXX (AV)(AV_AWBZ_PC)

Contactpersoon: Reinout Heinrichs

Eigenlijk bestaat de AWBZ niet meer. Deze is overgegaan in : 'WLZ'
Technisch is de AWBZ nog wel gehandhaafd.

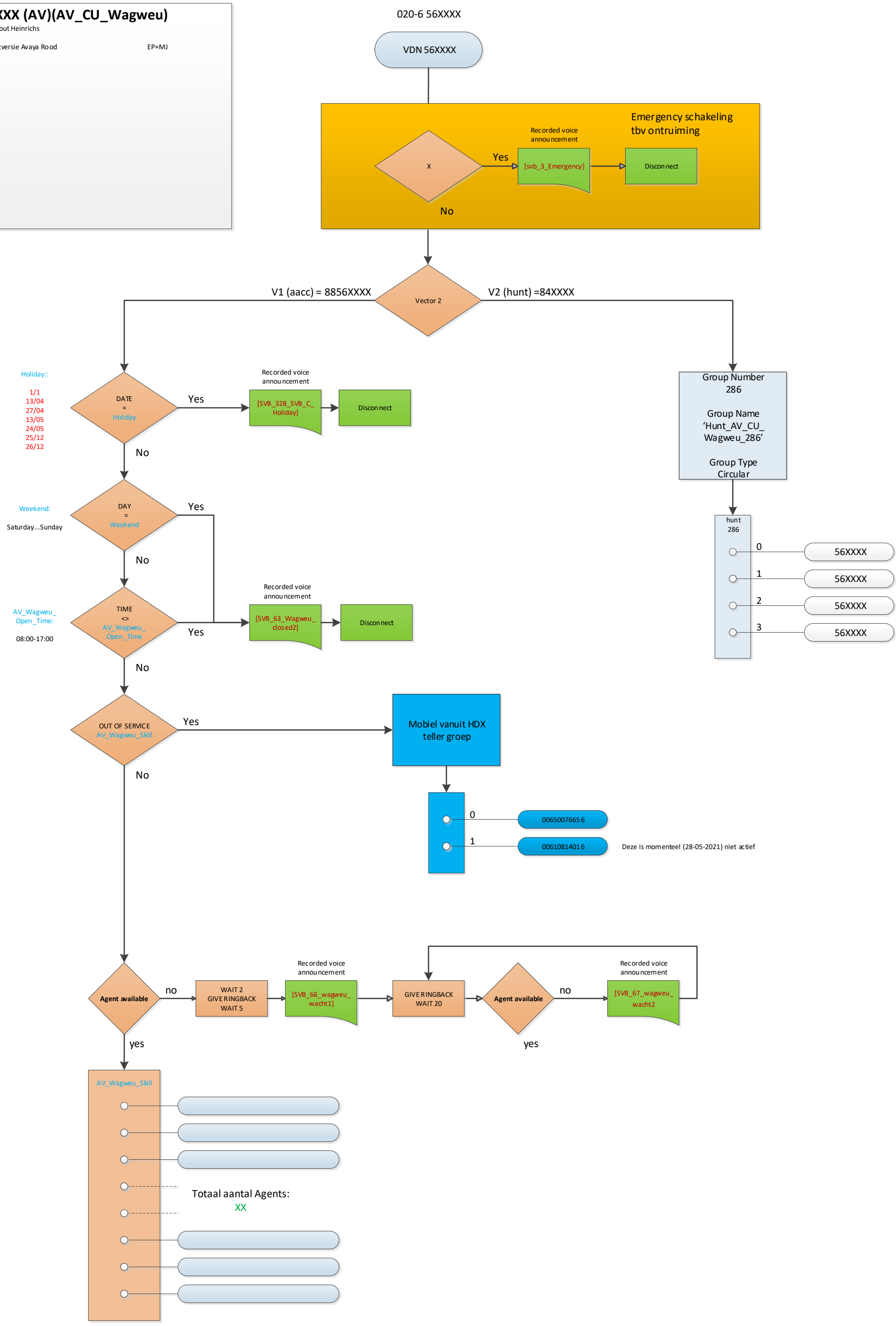
04-06-2021 Startversie Avaya Rood EP+MJ



020-6 56XXXX (AV)(AV_CU_Wagweu)

Contactpersoon: Reinout Heinrichs

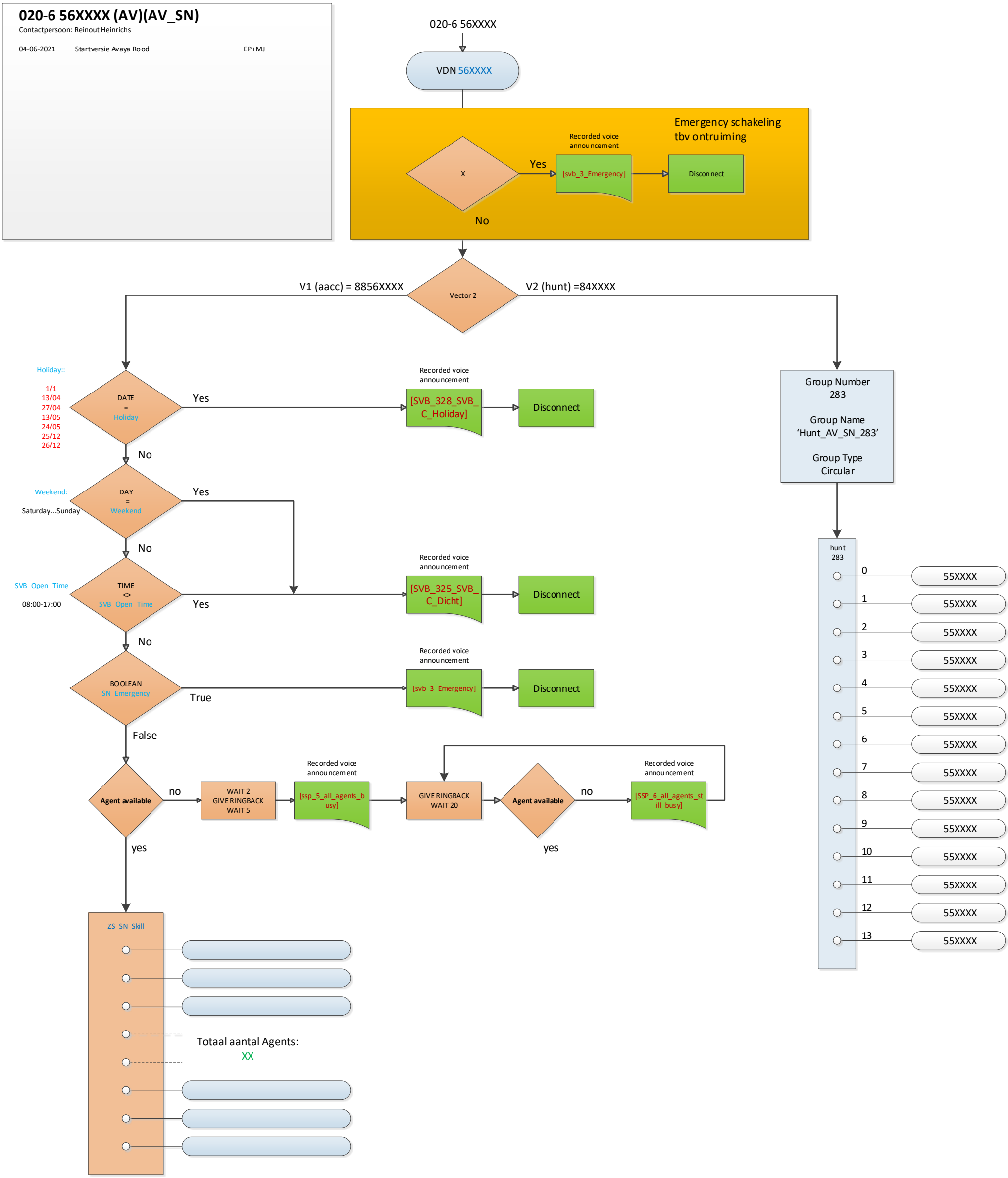
04-06-2021 Startversie Avaya Rood EP+MJ



020-6 56XXXX (AV)(AV_SN)

Contactpersoon: Reinout Heinrichs

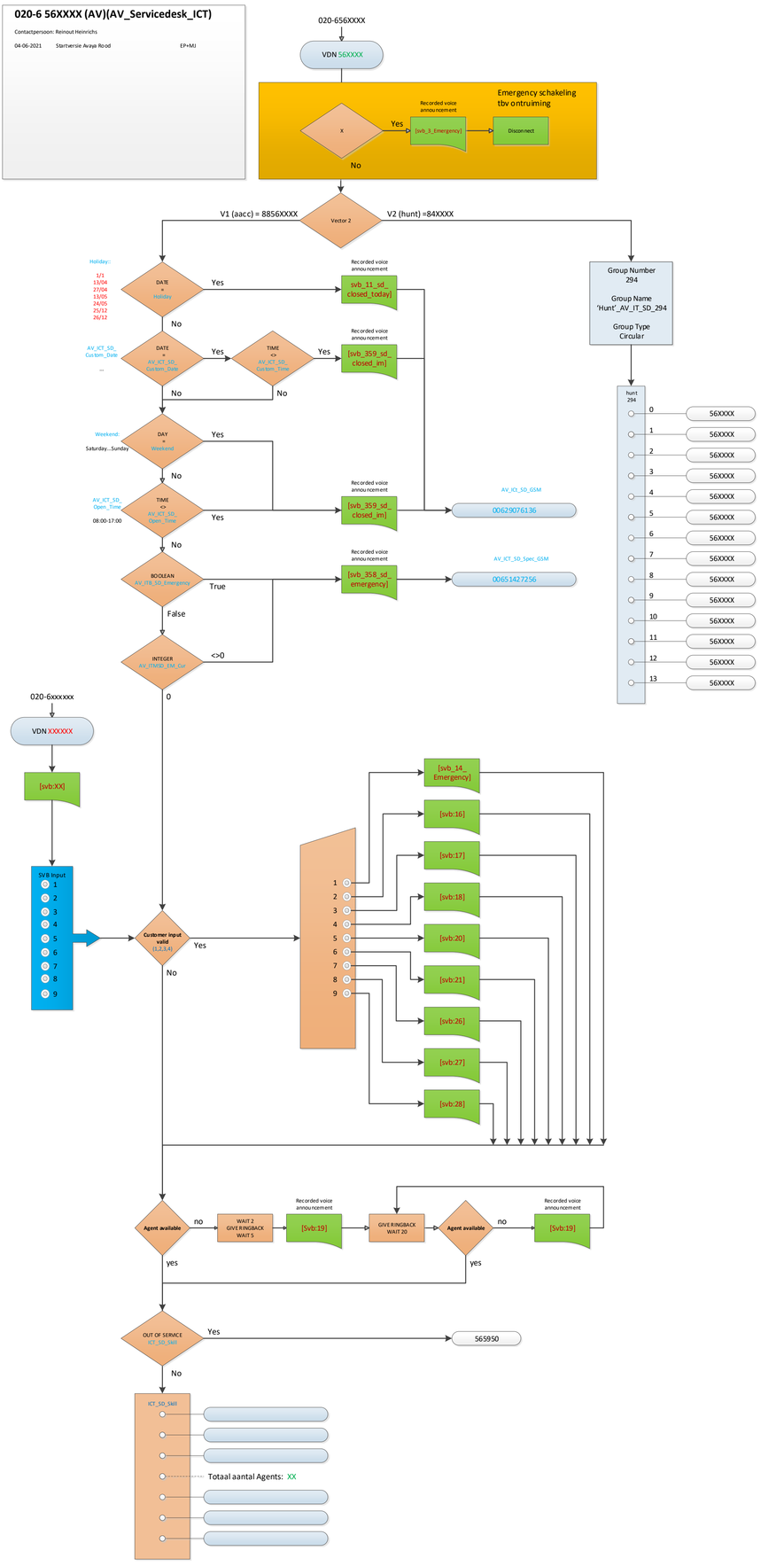
04-06-2021 Startversie Avaya Rood EP+MJ



020-6 56XXXX (AV)(AV_Servicedesk_ICT)

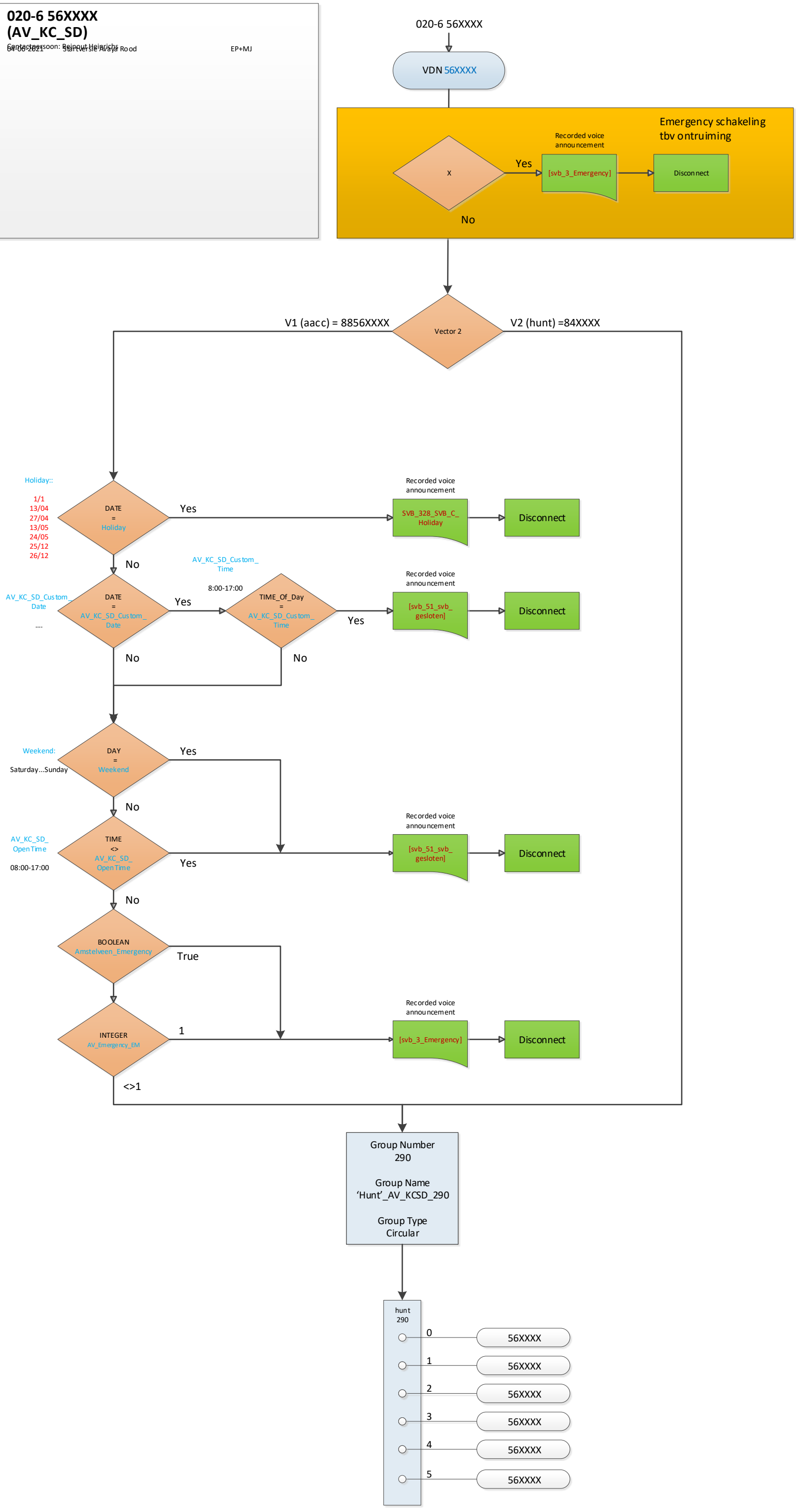
Contactpersoon: Reinout Heinrichs

04-06-2021 Startversie Avaya Rood EP+MJ



020-6 56XXXX (AV_KC_SD)

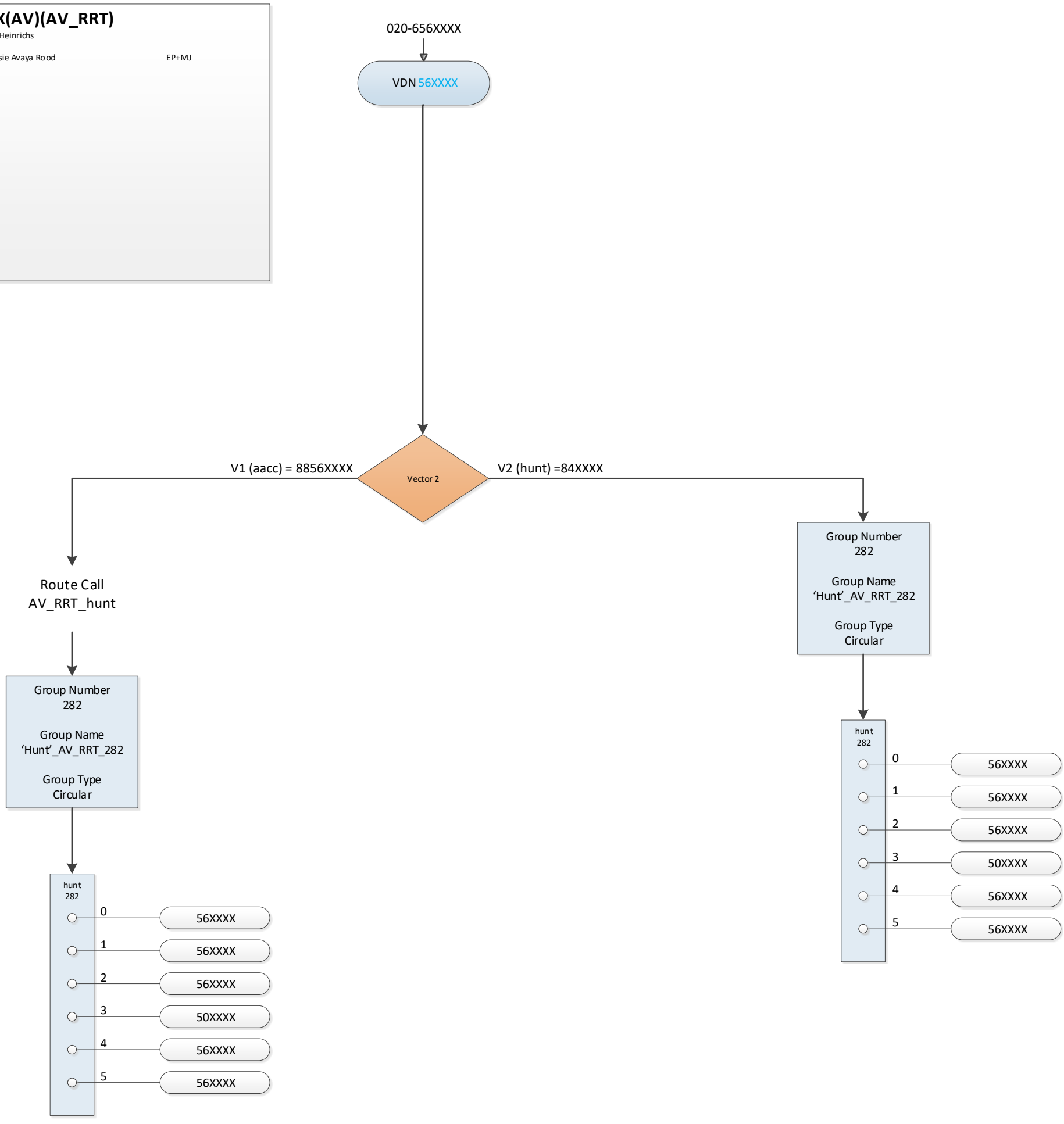
Contactpersoon: Reinout Heijerichs
04-06-2021 Standverslag Avaya Rood EP+MJ



020-656XXXX(AV)(AV_RRT)

Contactpersoon: Reinout Heinrichs

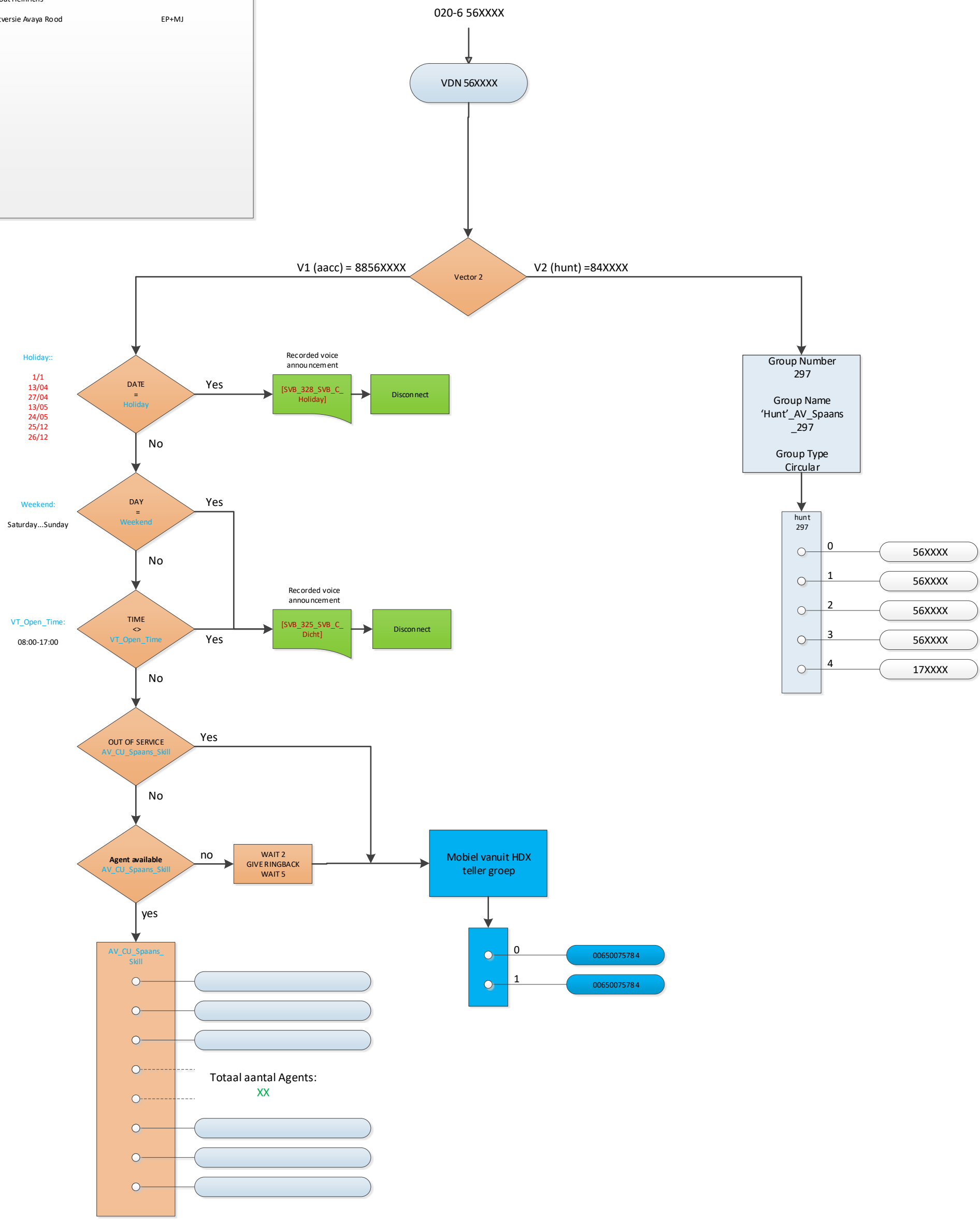
04-06-2021 Startversie Avaya Rood EP+MJ



020-6 56XXXX (AV)(AV-Vertalers Spaans)

Contactpersoon: Reinout Heinrichs

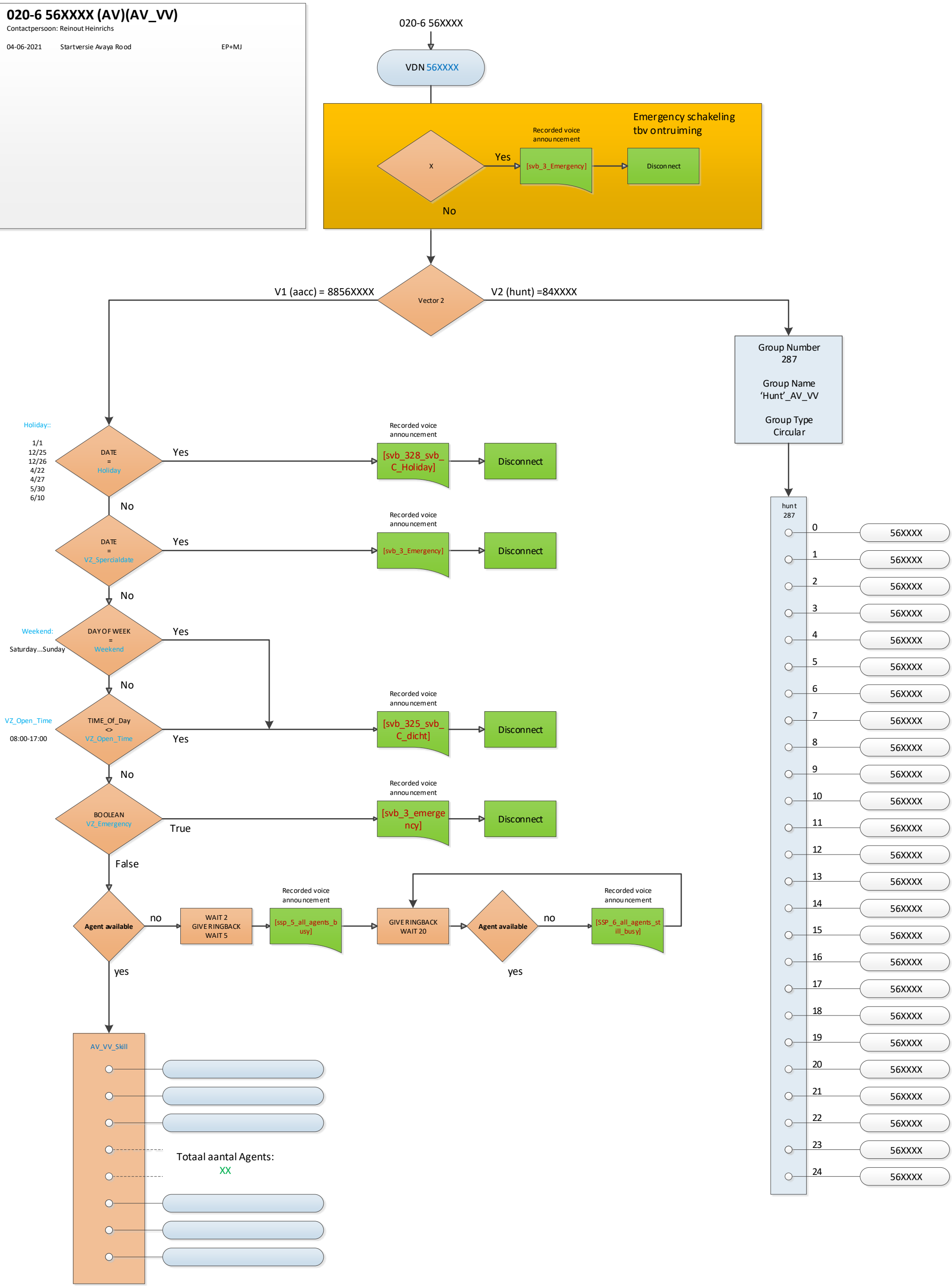
04-06-2021 Startversie Avaya Rood EP+MJ



020-6 56XXXX (AV)(AV_VV)

Contactpersoon: Reinout Heinrichs

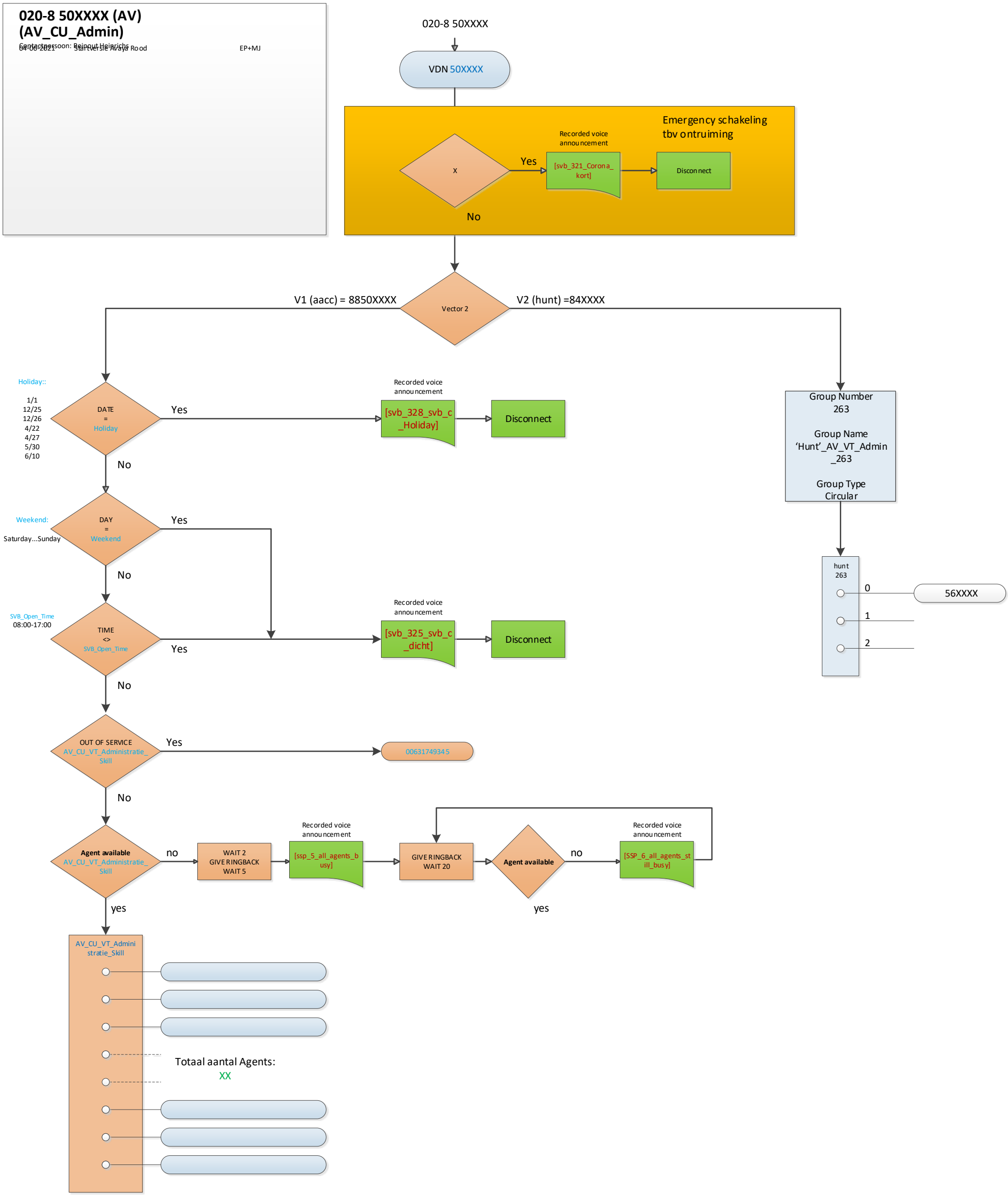
04-06-2021 Startversie Avaya Rood EP+MJ



020-8 50XXXX (AV) (AV_CU_Admin)

04-06-2021 Standverslie Avaya Rood EP+MJ

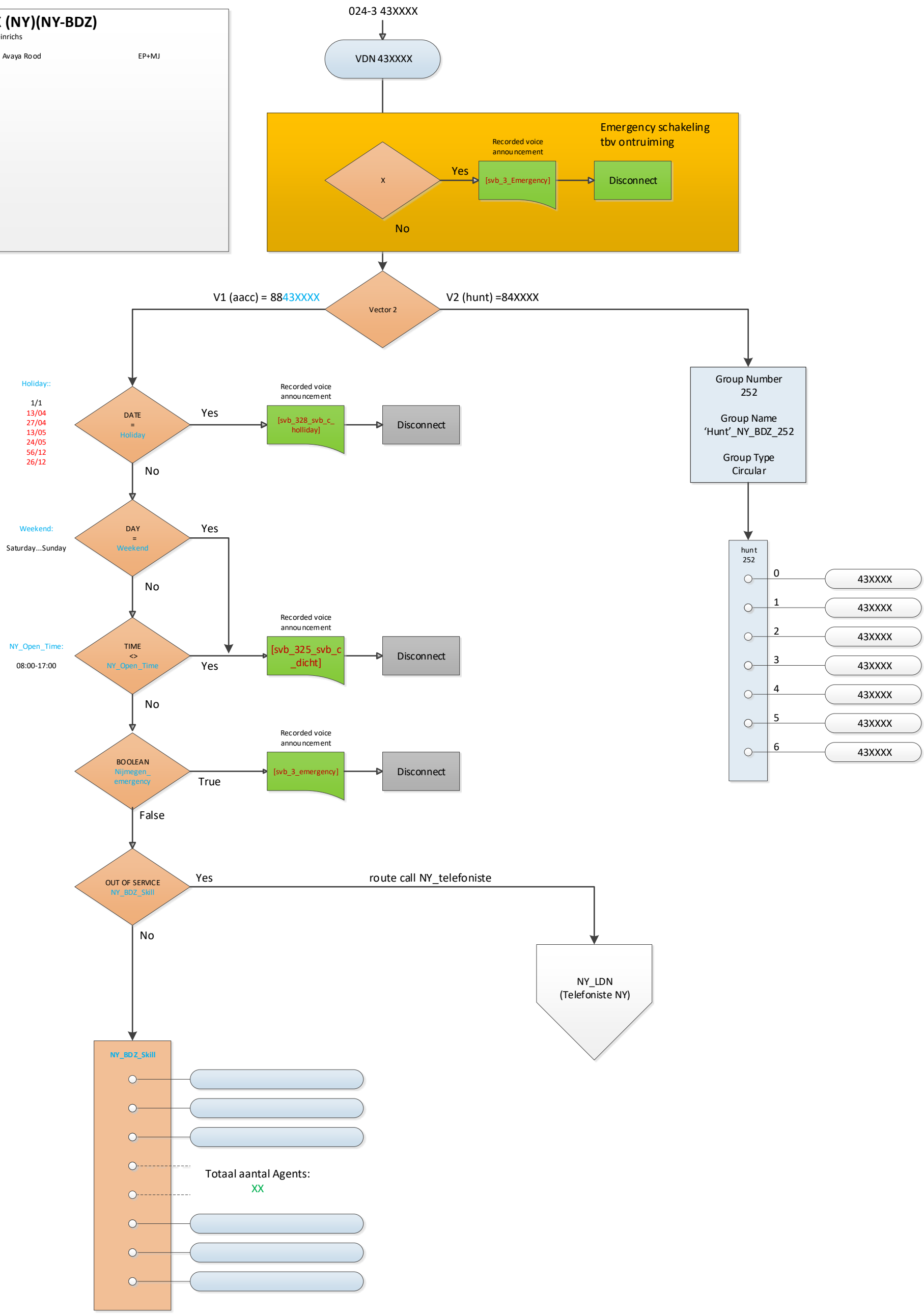
Contactpersoon: Reinout Heinrichs



024-3 43XXXX (NY)(NY-BDZ)

Contactpersoon: Reinout Heinrichs

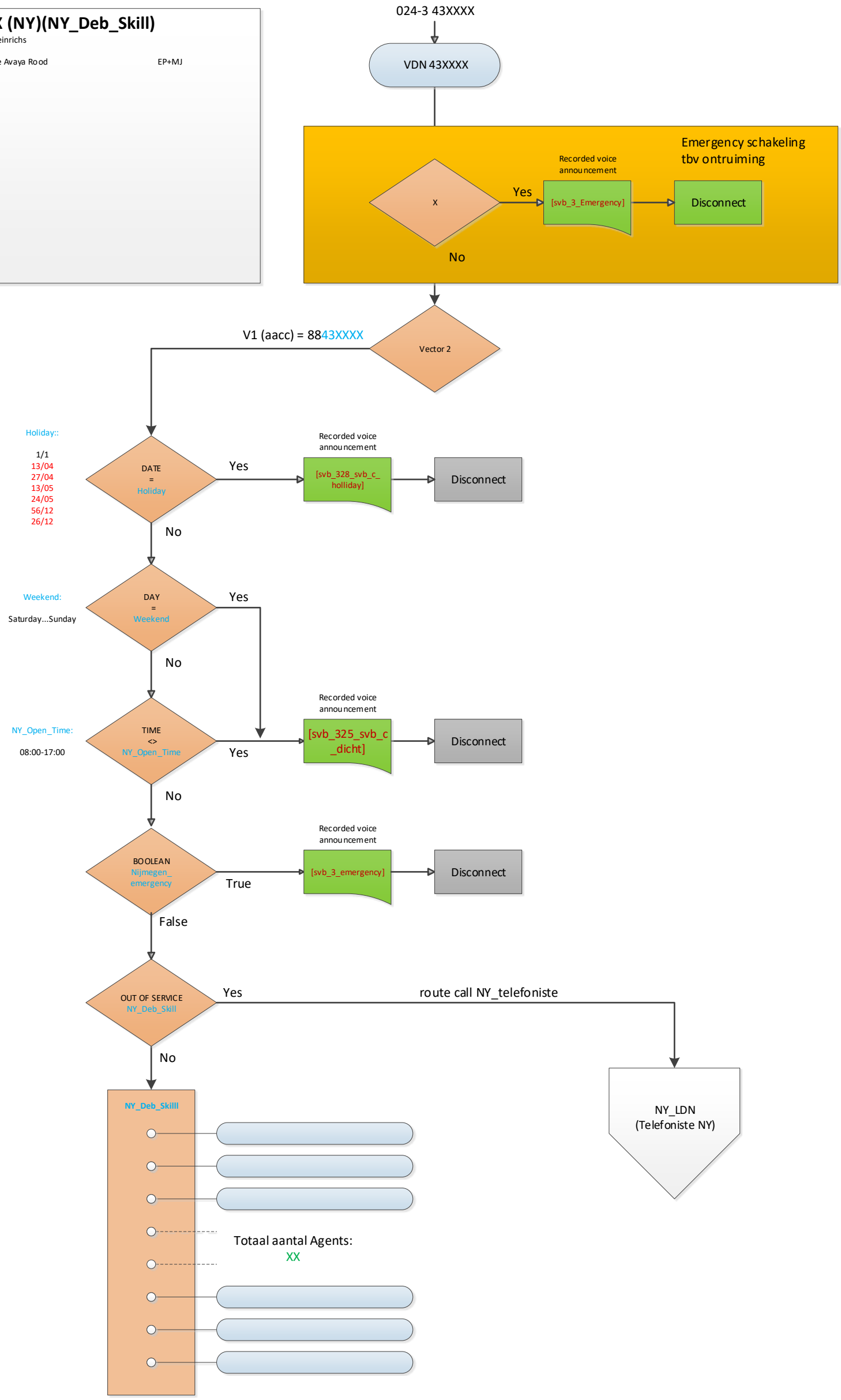
08-06-2021 Startversie Avaya Rood EP+MJ



024-3 43XXXX (NY)(NY_Deb_Skill)

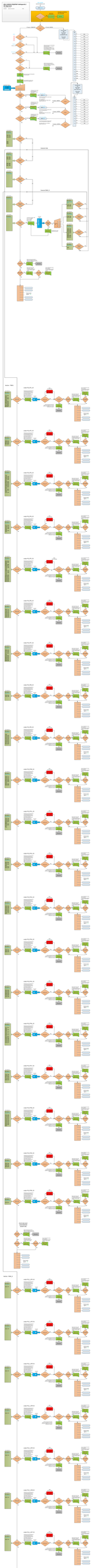
Contactpersoon: Reinout Heinrichs

08-06-2021 Startversie Avaya Rood EP+MJ



Jaro Medical Industrial Company Ltd.
Jaro Medical

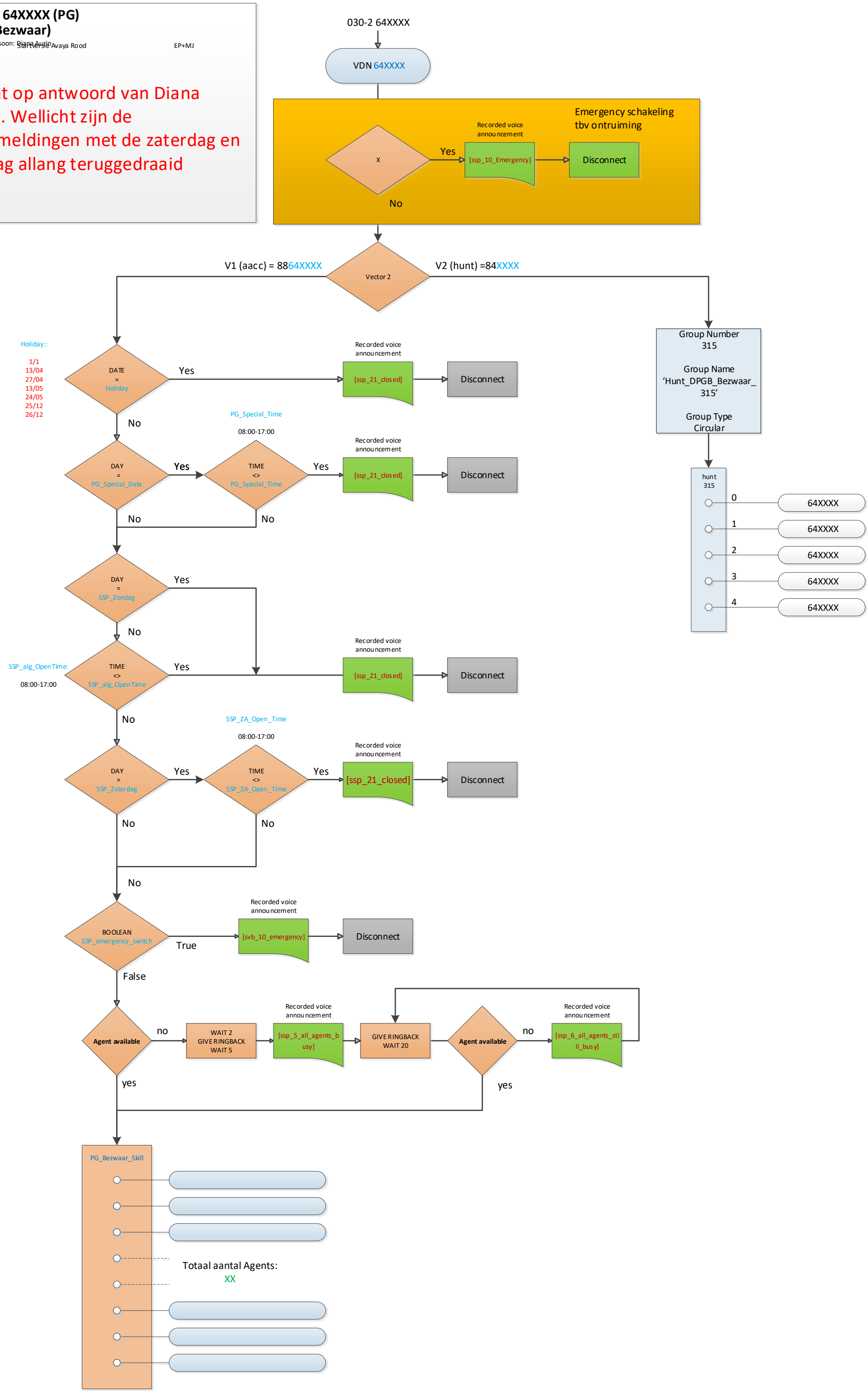
Document No. : JMI-SOP-001
Revision : 00
Effective Date : 2020-01-01


Process Owner
Process Owner
Process Owner

030-2 64XXXX (PG)
(PG_Bezwaar)

Contactpersoon: Diana Auzin
26-08-2021 Start versie Avaya Rood EP+MJ

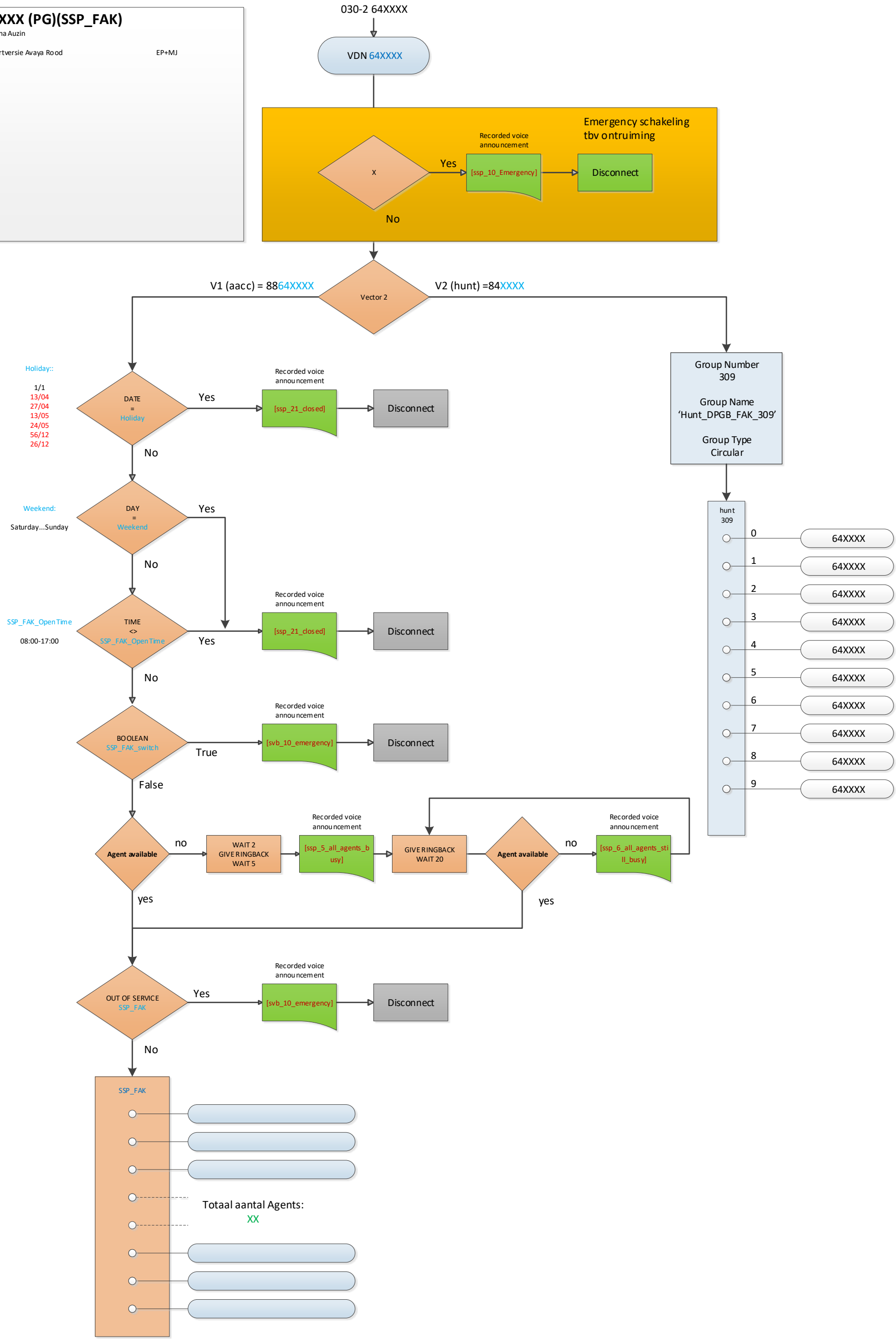
Wacht op antwoord van Diana Auzin. Wellicht zijn de tekstmeldingen met de zaterdag en zondag allang teruggedraaid



030-2 64XXXX (PG)(SSP_FAK)

Contactpersoon: Diana Auzin

26-06-2021 Startversie Avaya Rood EP+MJ



030-2 64XXXX (DPGB)(DPGB-Hoofdnummer)

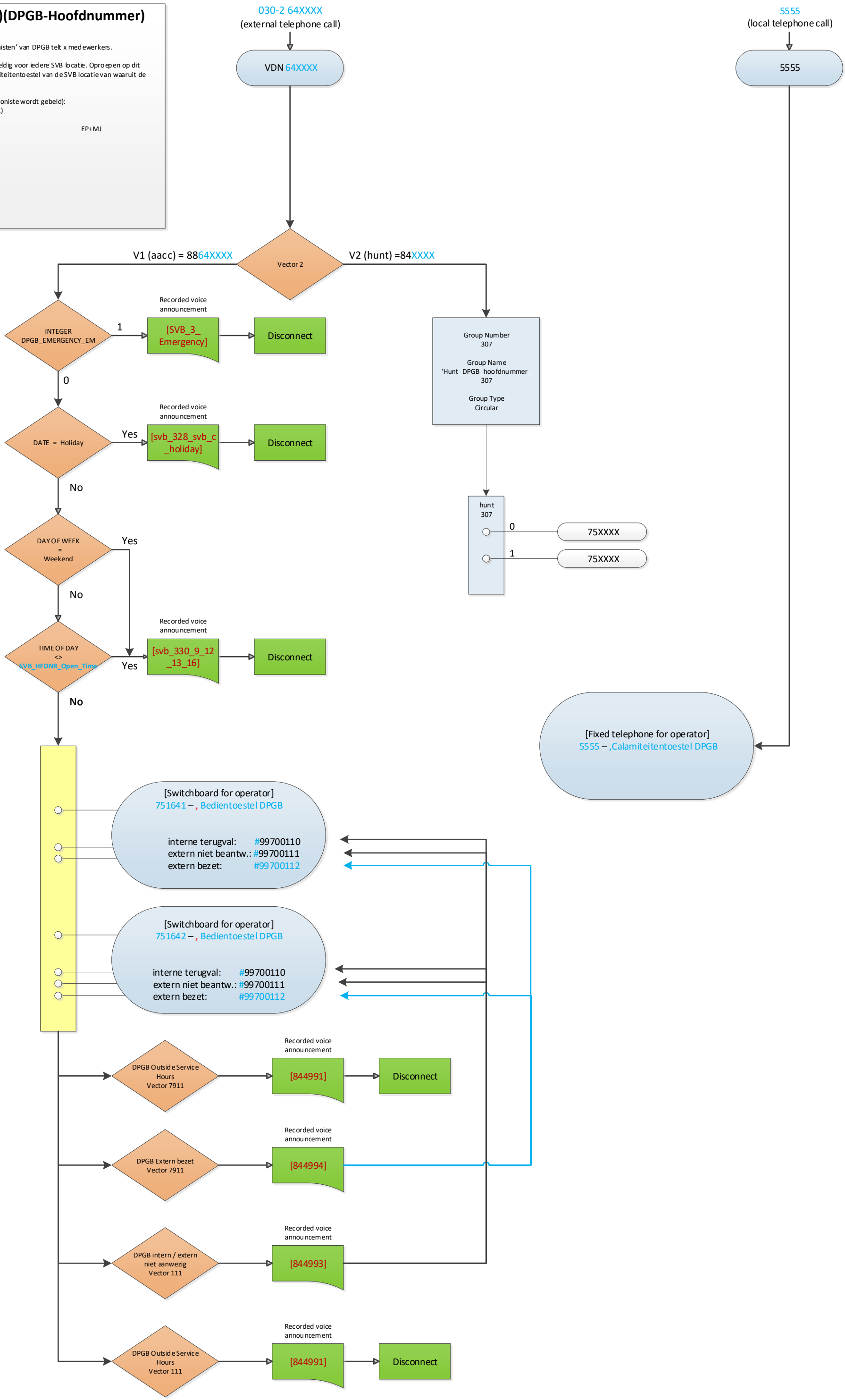
Contactpersoon: Diana Auzin

De totale afdeling 'Telefonisten / Receptionisten' van DPGB telt x medewerkers.

Het calamiteitennummer 5555 (intern) is geldig voor iedere SVB locatie. Oproepen op dit nummer komen altijd binnen op het calamiteitentoestel van de SVB locatie van waaruit de calamiteitenoproep wordt geïnitieerd.

De openingstijden van de terugval (als telefoniste wordt gebeld):
change service-hours-table ... (bij DPGB 111)

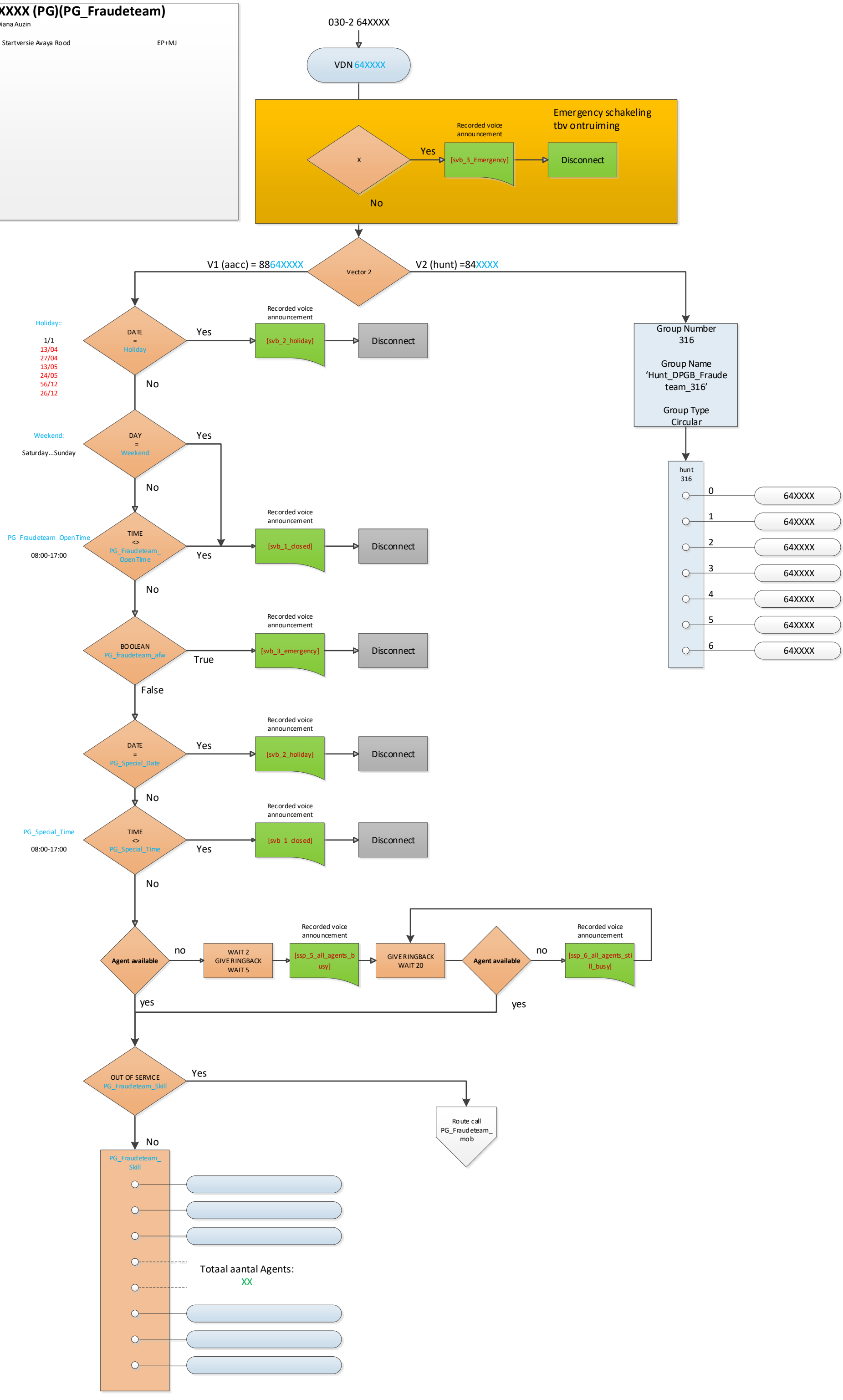
26-06-2021 Startversie Avaya Rood EP+MJ



030-2 64XXXX (PG)(PG_Fraudeteam)

Contactpersoon: Diana Auzin

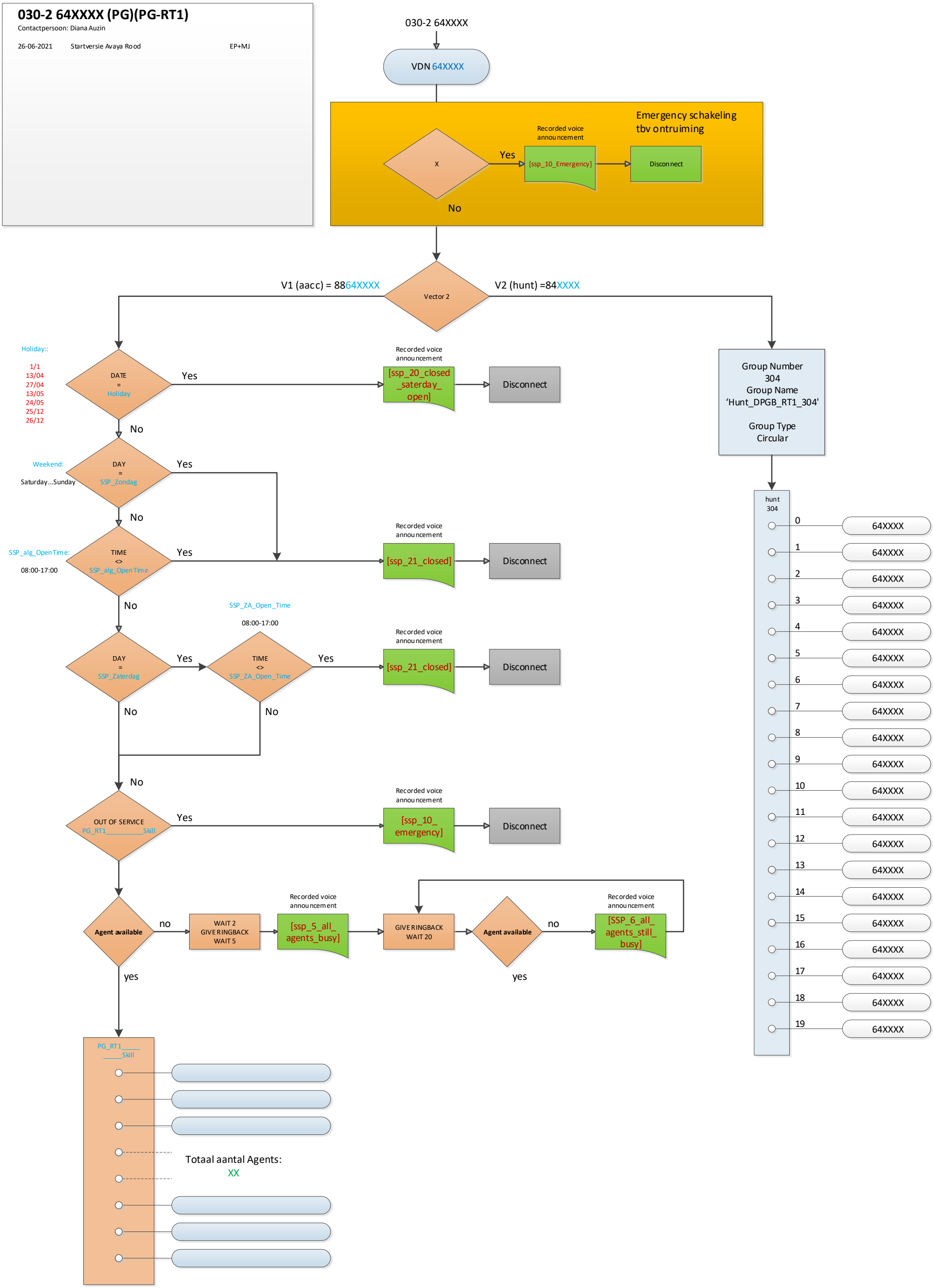
26-06-2021 Startversie Avaya Rood EP+MJ



030-2 64XXXX (PG)(PG-RT1)

Contactpersoon: Diana Auzin

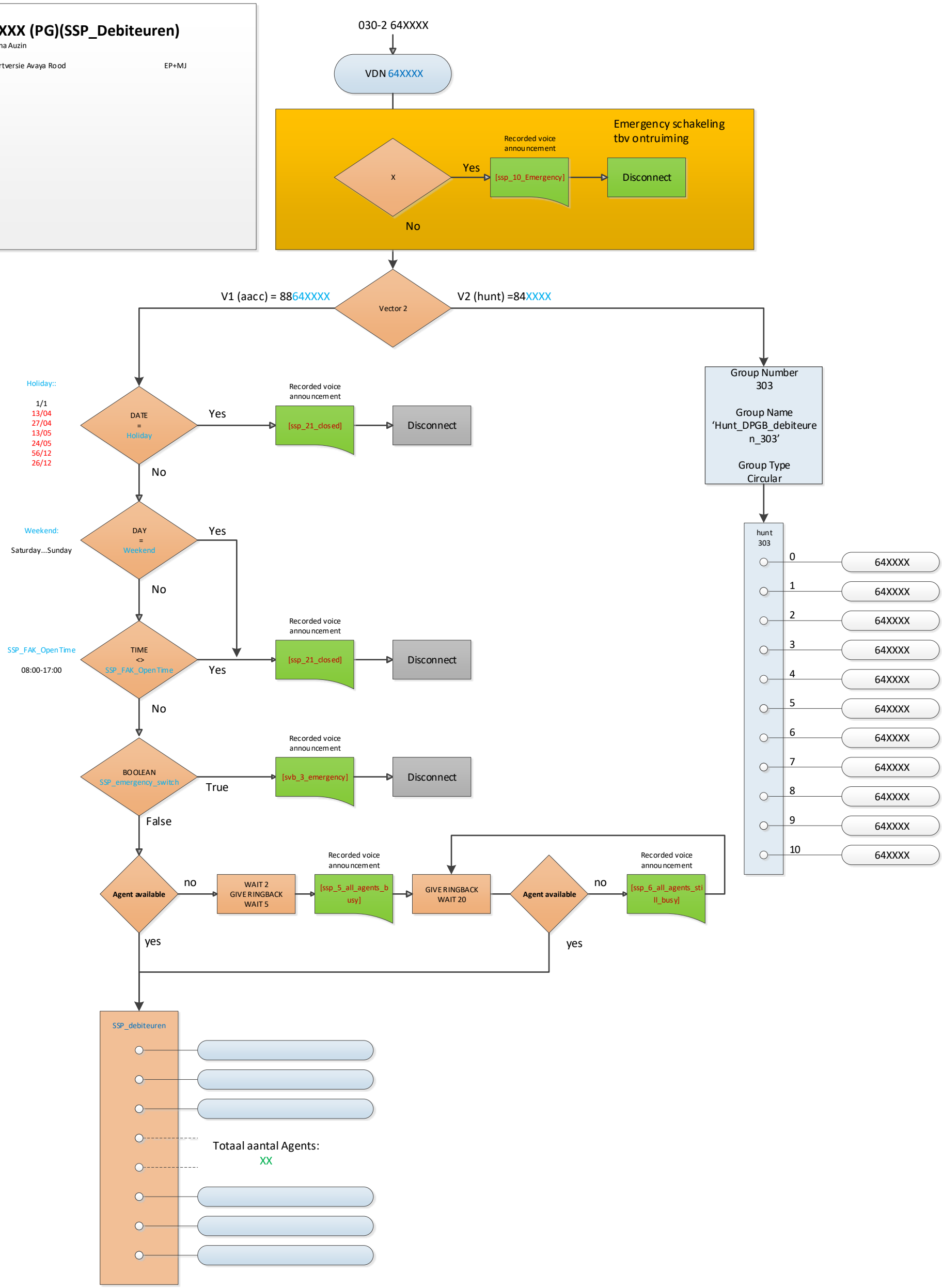
26-06-2021 Startversie Avaya Rood EP+MJ



030-2 64XXXX (PG)(SSP_Debiteuren)

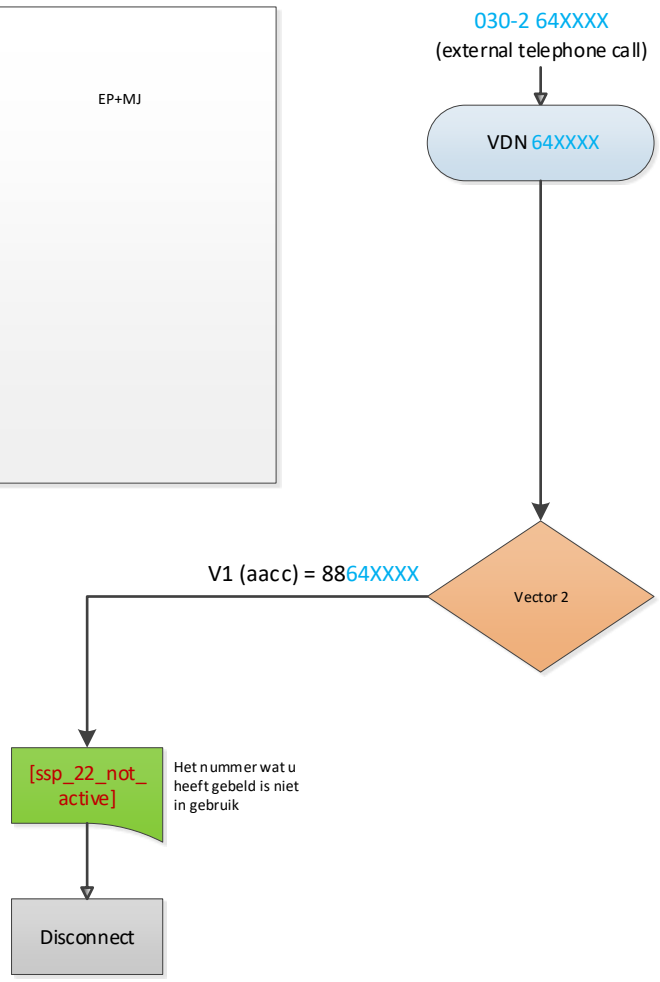
Contactpersoon: Diana Auzin

26-06-2021 Startversie Avaya Rood EP+MJ



030-2 64XXXX (PG)
(SSP_Oud_hoofdnummer)

Contactpersoon: Diana Auzin
26-08-2021 Start versie Avaya Rood EP+MJ

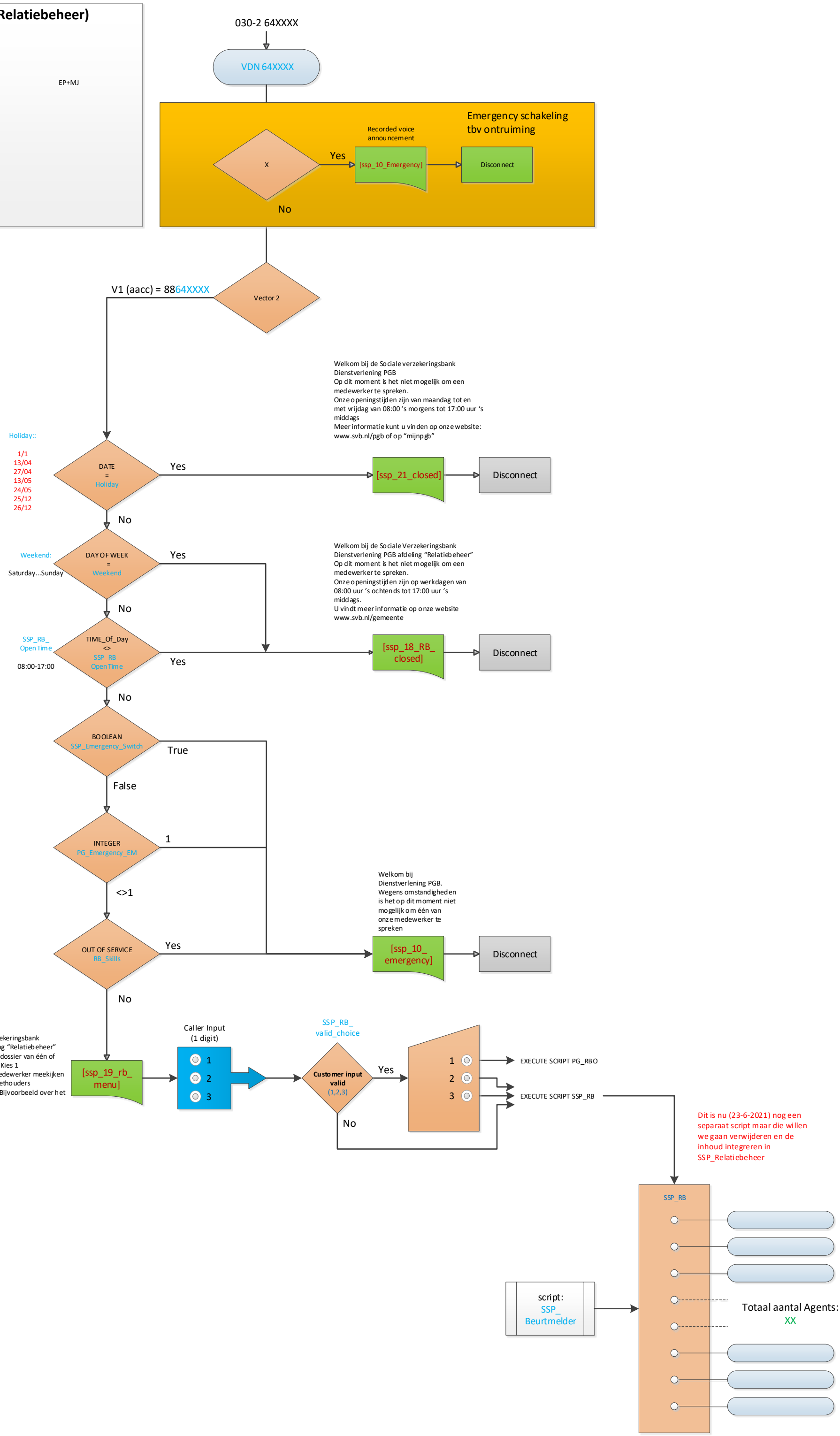


030-2 64XXXX (PG)(SSP_Relatiebeheer)

Contactpersoon: Diana Auzin

Dit script maakt gebruik van 2 andere scripts:
- PG_RBO
- SSP_RB

26-06-2021 Startversie Avaya Rood EP+MJ



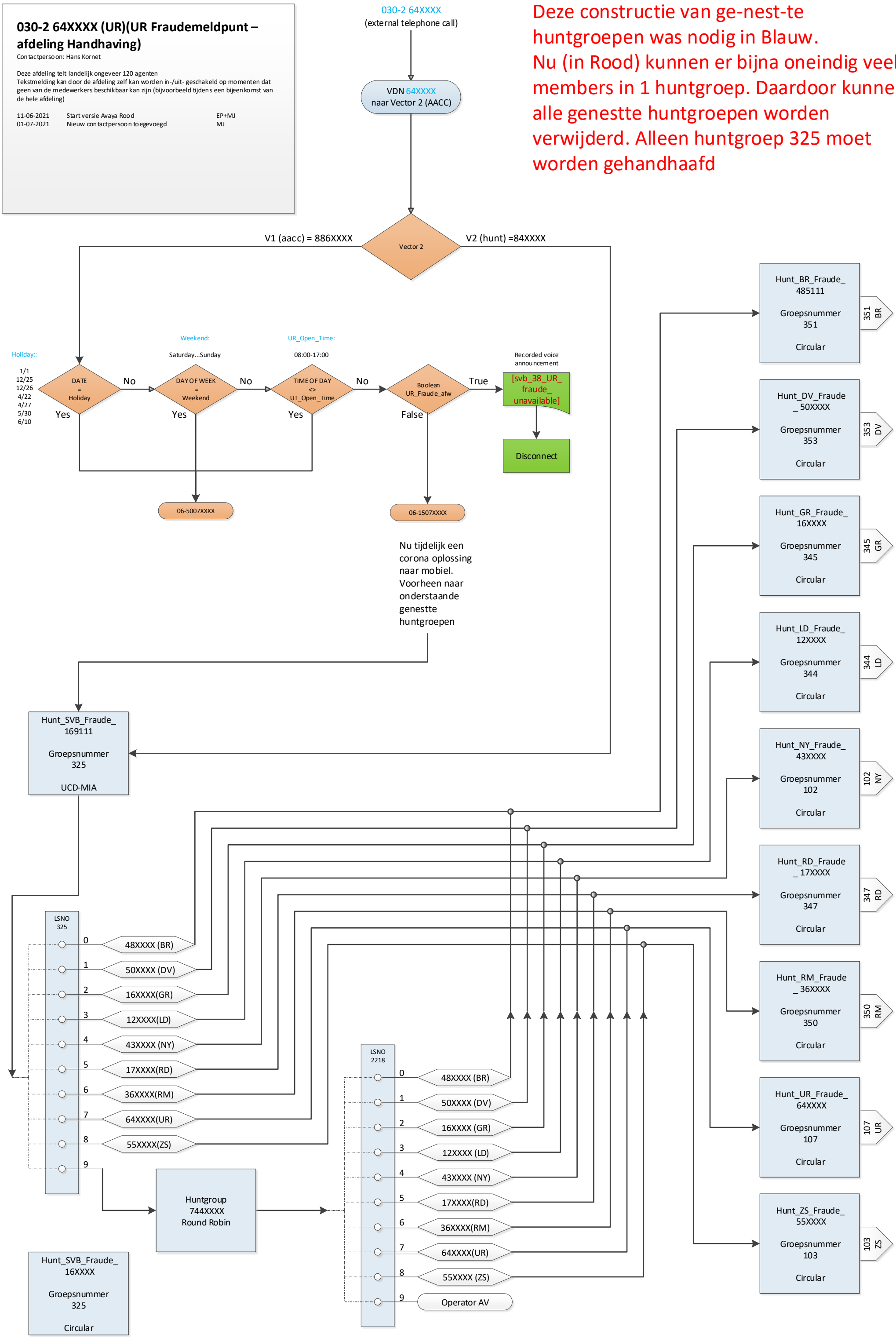
030-2 64XXXX (UR)(UR Fraudemeldpunt – afdeling Handhaving)

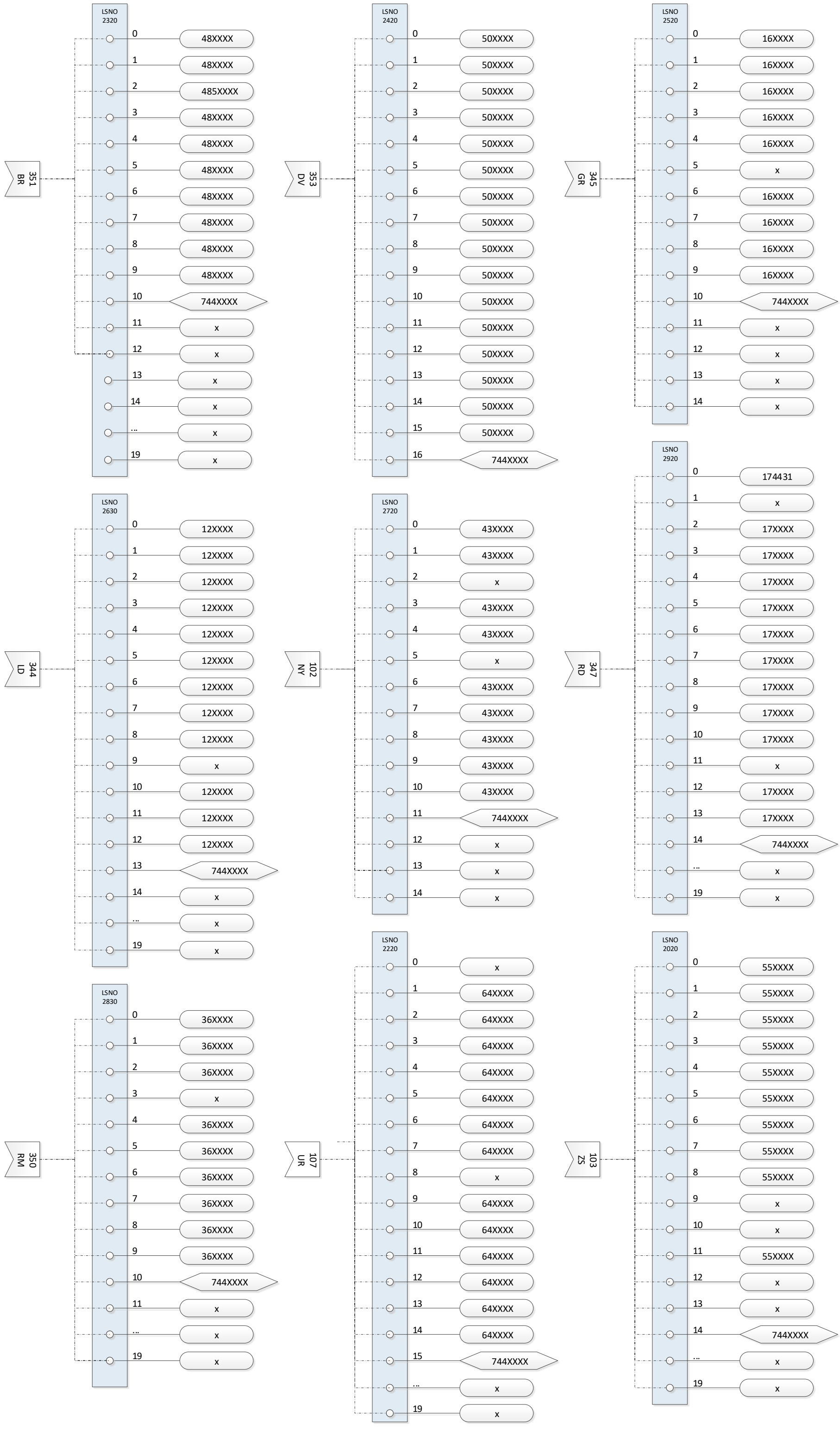
Contactpersoon: Hans Kornet

Deze afdeling telt landelijk ongeveer 120 agenten
Tekstmelding kan door de afdeling zelf kan worden in-/uit- geschakeld op momenten dat geen van de medewerkers beschikbaar kan zijn (bijvoorbeeld tijdens een bijeenkomst van de hele afdeling)

11-06-2021	Start versie Avaya Rood	EP+MJ
01-07-2021	Nieuw contactpersoon toegevoegd	MJ

Deze constructie van ge-nest-te huntgroepen was nodig in Blauw.
Nu (in Rood) kunnen er bijna oneindig veel members in 1 huntgroep. Daardoor kunnen alle genestte huntgroepen worden verwijderd. Alleen huntgroep 325 moet worden gehandhaafd

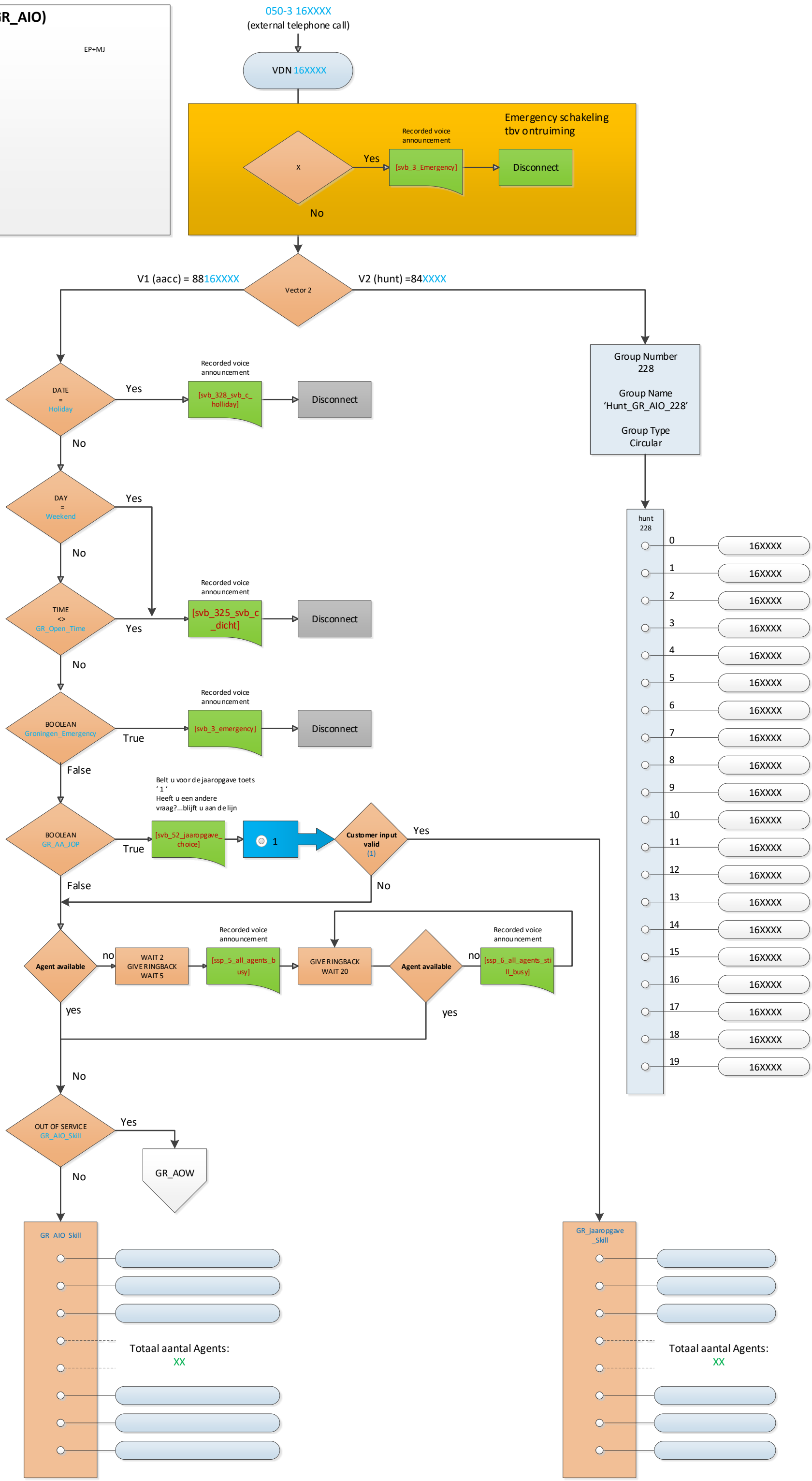



351 BR
LSNO 2320
0 48XXXX
1 48XXXX
2 485XXXX
3 48XXXX
4 48XXXX
5 48XXXX
6 48XXXX
7 48XXXX
8 48XXXX
9 48XXXX
10 744XXXX
11 x
12 x
13 x
14 x
... x
19 x
353 DV
LSNO 2420
0 50XXXX
1 50XXXX
2 50XXXX
3 50XXXX
4 50XXXX
5 50XXXX
6 50XXXX
7 50XXXX
8 50XXXX
9 50XXXX
10 50XXXX
11 50XXXX
12 50XXXX
13 50XXXX
14 50XXXX
15 50XXXX
16 744XXXX
345 GR
LSNO 2520
0 16XXXX
1 16XXXX
2 16XXXX
3 16XXXX
4 16XXXX
5 x
6 16XXXX
7 16XXXX
8 16XXXX
9 16XXXX
10 744XXXX
11 x
12 x
13 x
14 x
344 LD
LSNO 2630
0 12XXXX
1 12XXXX
2 12XXXX
3 12XXXX
4 12XXXX
5 12XXXX
6 12XXXX
7 12XXXX
8 12XXXX
9 x
10 12XXXX
11 12XXXX
12 12XXXX
13 744XXXX
14 x
... x
19 x
102 NY
LSNO 2720
0 43XXXX
1 43XXXX
2 x
3 43XXXX
4 43XXXX
5 x
6 43XXXX
7 43XXXX
8 43XXXX
9 43XXXX
10 43XXXX
11 744XXXX
12 x
13 x
14 x
347 RD
LSNO 2920
0 174431
1 x
2 17XXXX
3 17XXXX
4 17XXXX
5 17XXXX
6 17XXXX
7 17XXXX
8 17XXXX
9 17XXXX
10 17XXXX
11 x
12 17XXXX
13 17XXXX
14 744XXXX
... x
19 x
350 RM
LSNO 2830
0 36XXXX
1 36XXXX
2 36XXXX
3 x
4 36XXXX
5 36XXXX
6 36XXXX
7 36XXXX
8 36XXXX
9 36XXXX
10 744XXXX
11 x
... x
19 x
107 UR
LSNO 2220
0 x
1 64XXXX
2 64XXXX
3 64XXXX
4 64XXXX
5 64XXXX
6 64XXXX
7 64XXXX
8 x
9 64XXXX
10 64XXXX
11 64XXXX
12 64XXXX
13 64XXXX
14 64XXXX
15 744XXXX
... x
19 x
103 ZS
LSNO 2020
0 55XXXX
1 55XXXX
2 55XXXX
3 55XXXX
4 55XXXX
5 55XXXX
6 55XXXX
7 55XXXX
8 55XXXX
9 x
10 x
11 55XXXX
12 x
13 x
14 744XXXX
... x
19 x

050-3 16XXXX (GR)(GR_AIO)

Contactpersoon: Reinout Heinrichs

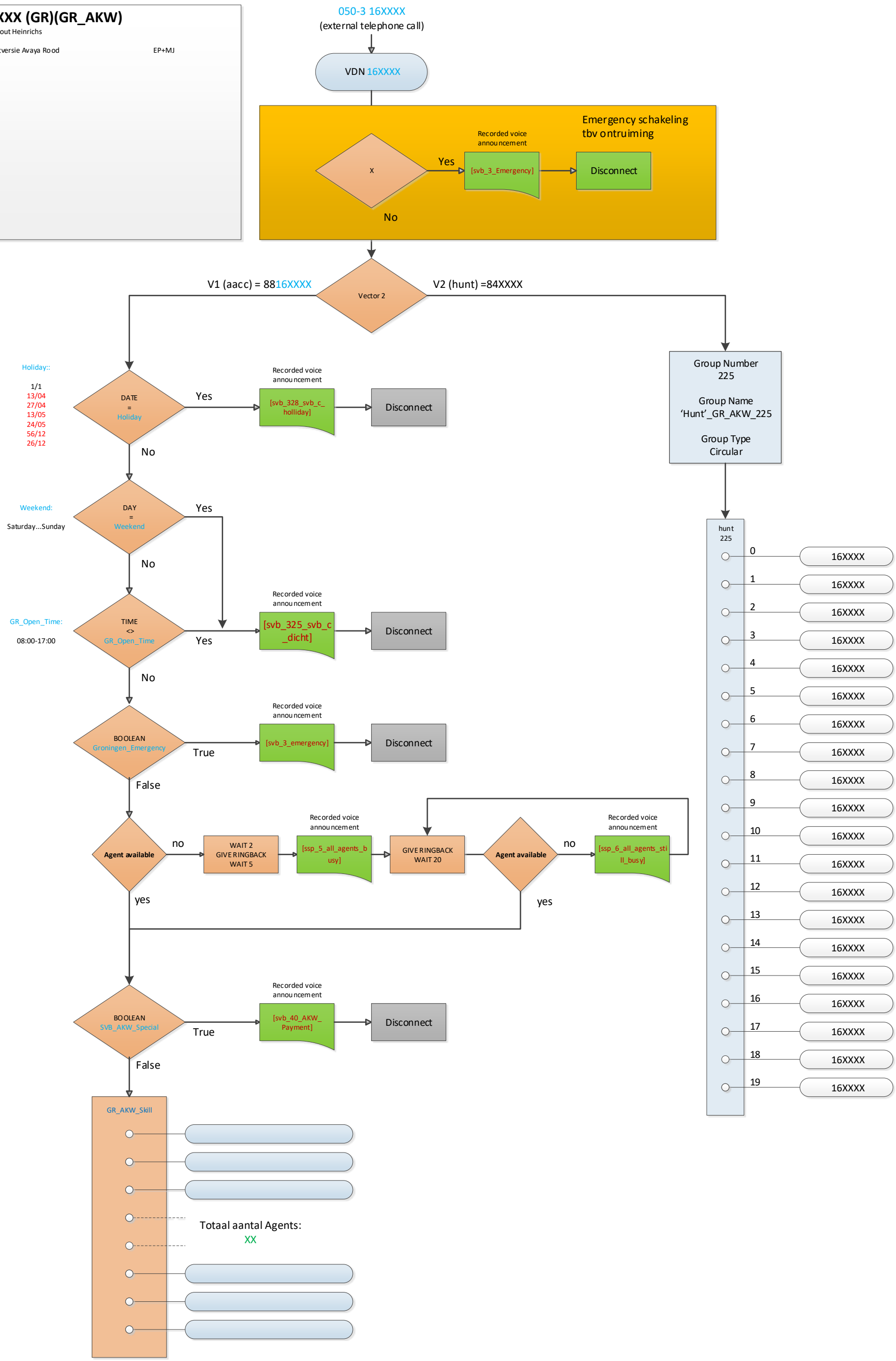
25-06-2021 Startversie Avaya Rood EP+MJ



050-3 16XXXX (GR)(GR_AKW)

Contactpersoon: Reinout Heinrichs

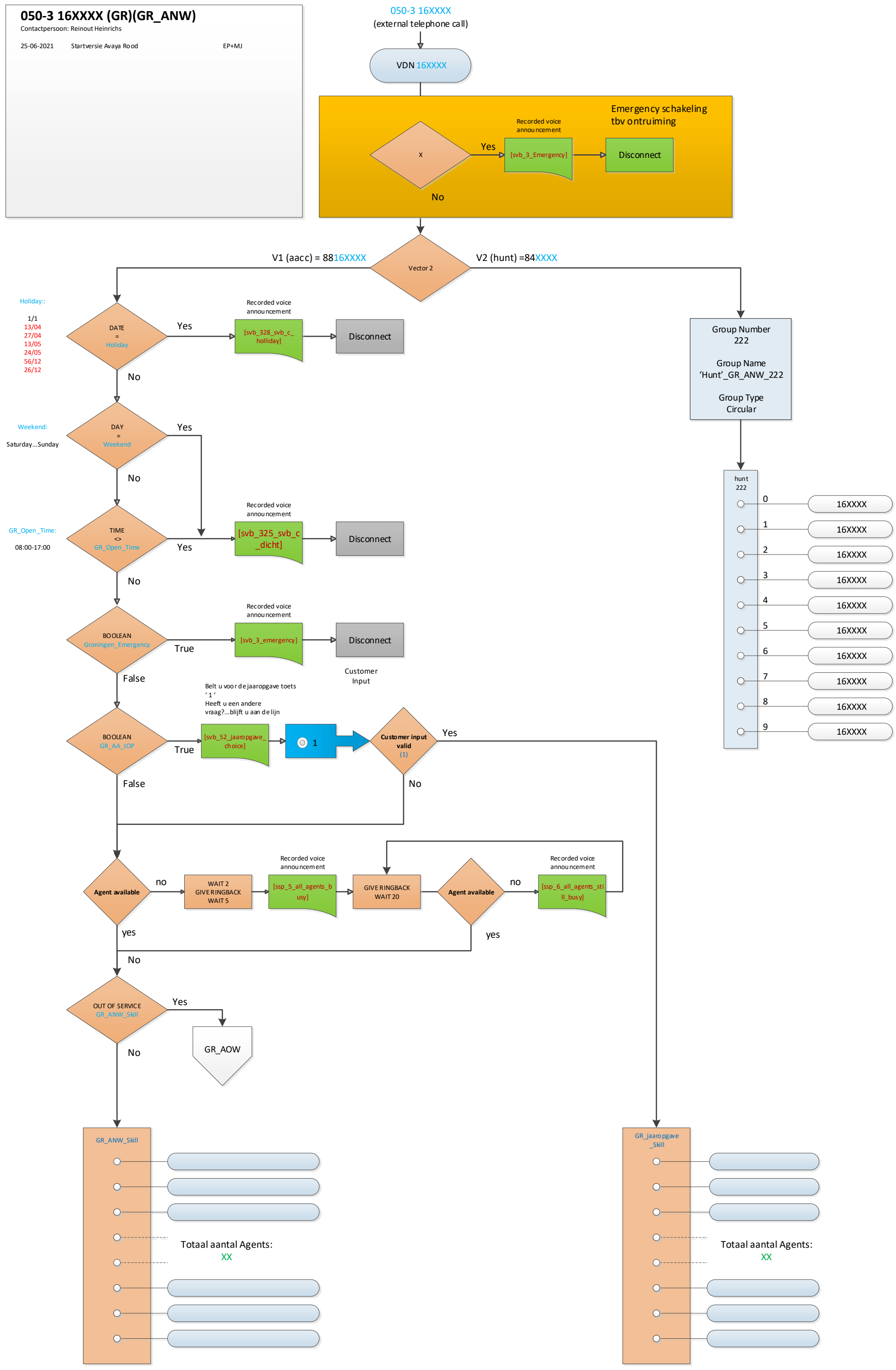
25-06-2021 Startversie Avaya Rood EP+MJ



050-3 16XXXX (GR)(GR_ANW)

Contactpersoon: Reinout Heinrichs

25-06-2021 Startversie Avaya Rood EP+MJ

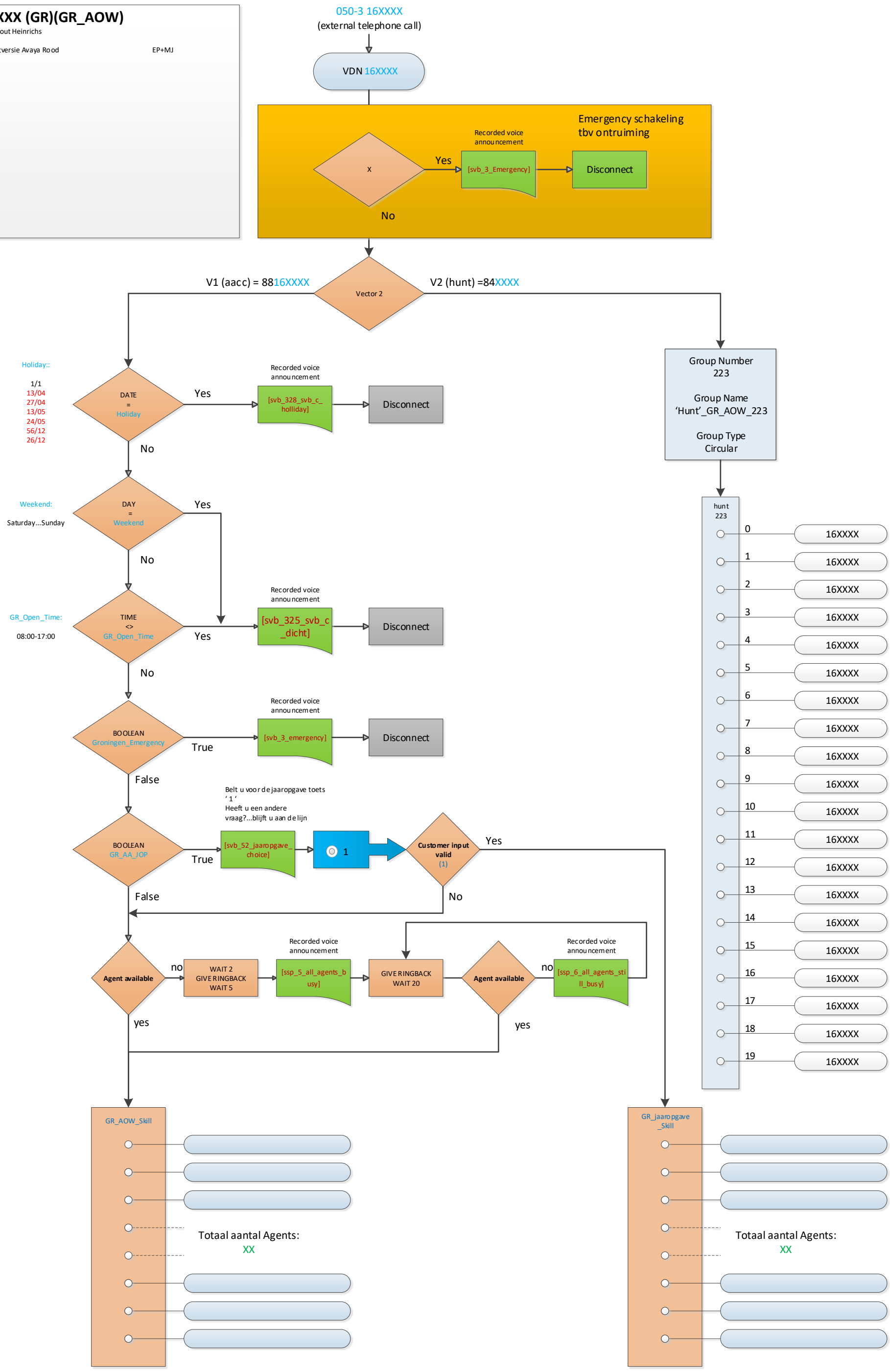


GR_AOW

050-3 16XXXX (GR)(GR_AOW)

Contactpersoon: Reinout Heinrichs

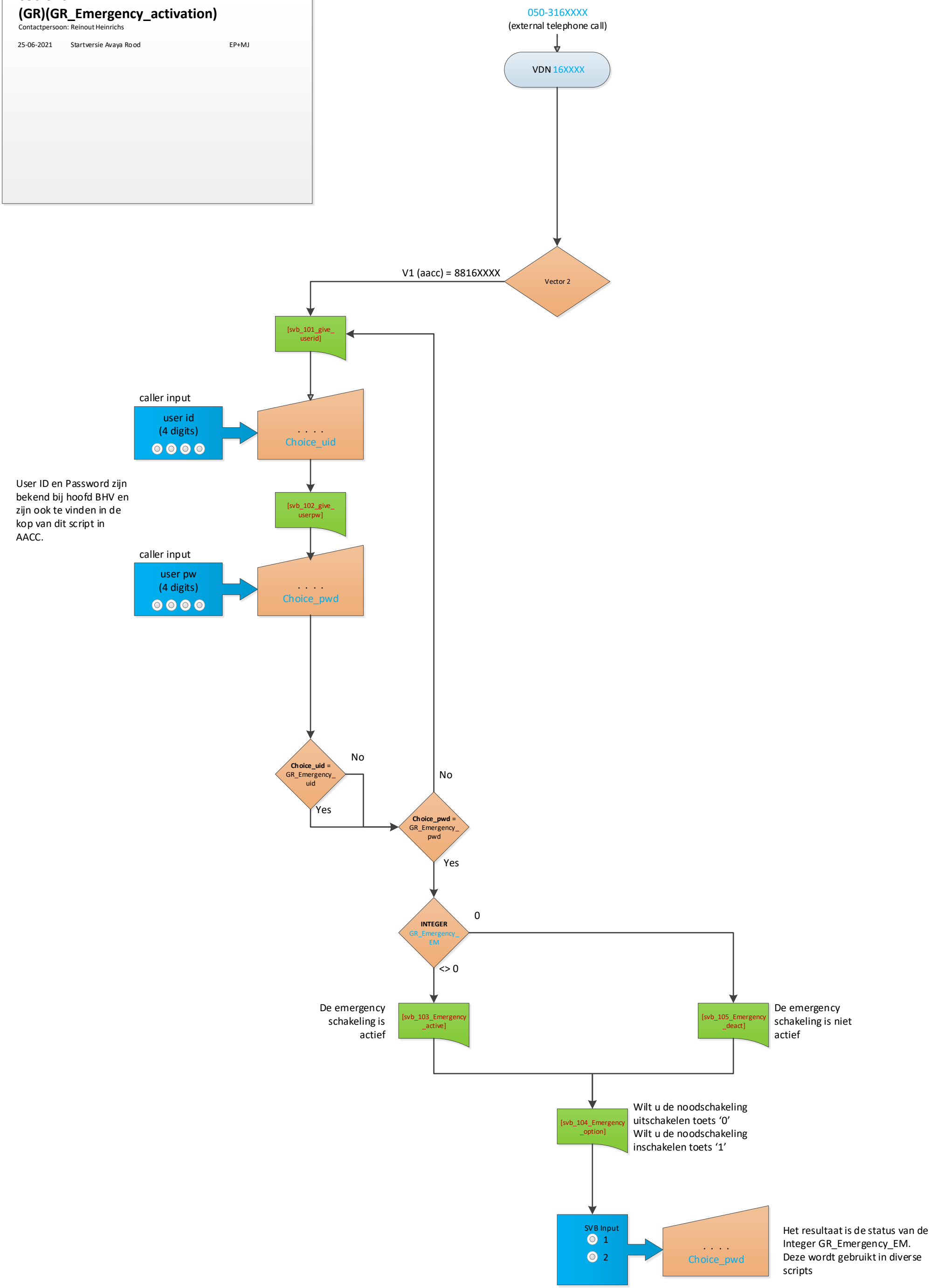
25-06-2021 Startversie Avaya Rood EP+MJ



050-316XXXX
(GR)(GR_Emergency_activation)

Contactpersoon: Reinout Heinrichs

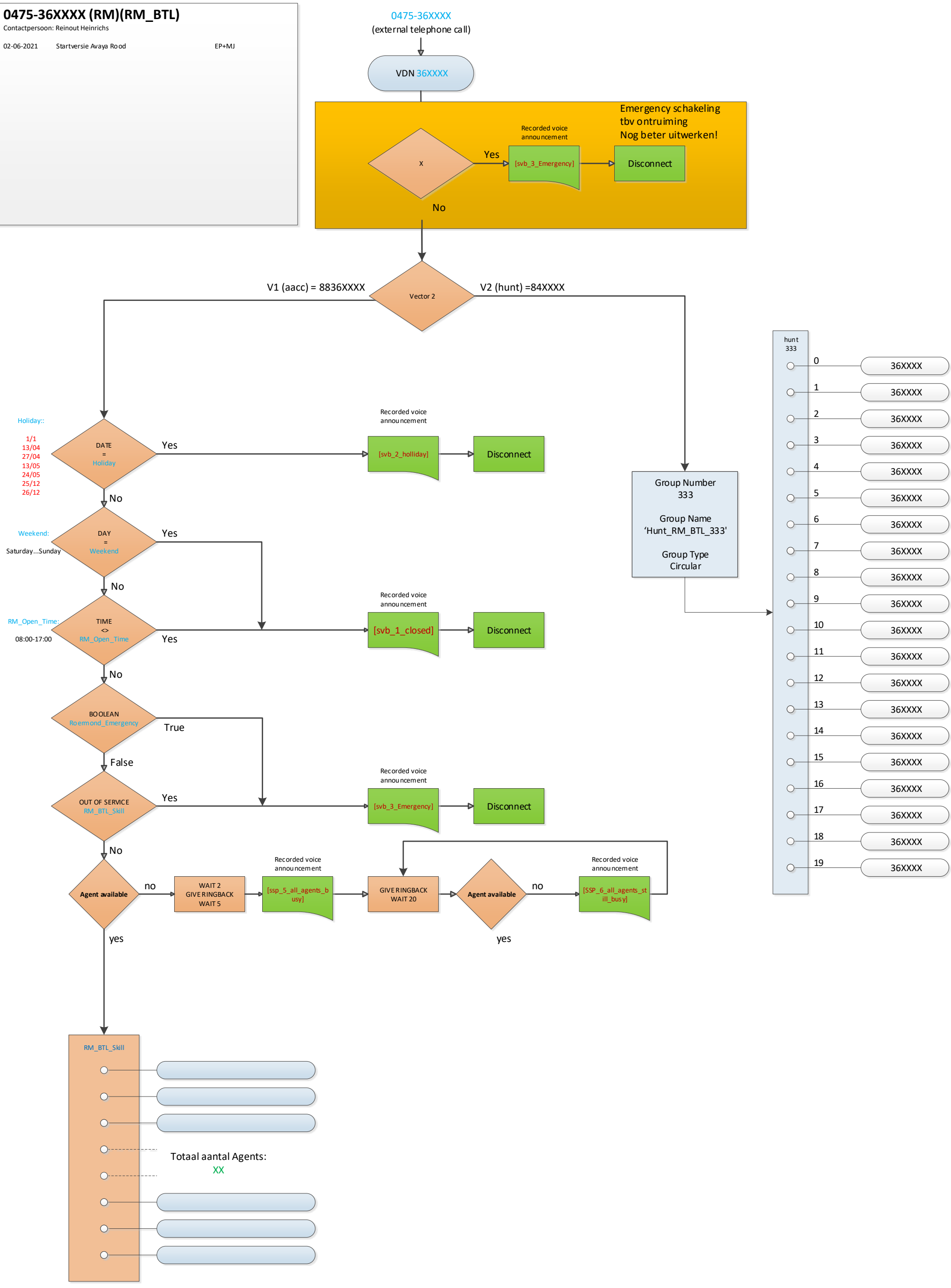
25-06-2021 Startversie Avaya Rood EP+MJ



0475-36XXXX (RM)(RM_BTL)

Contactpersoon: Reinout Heinrichs

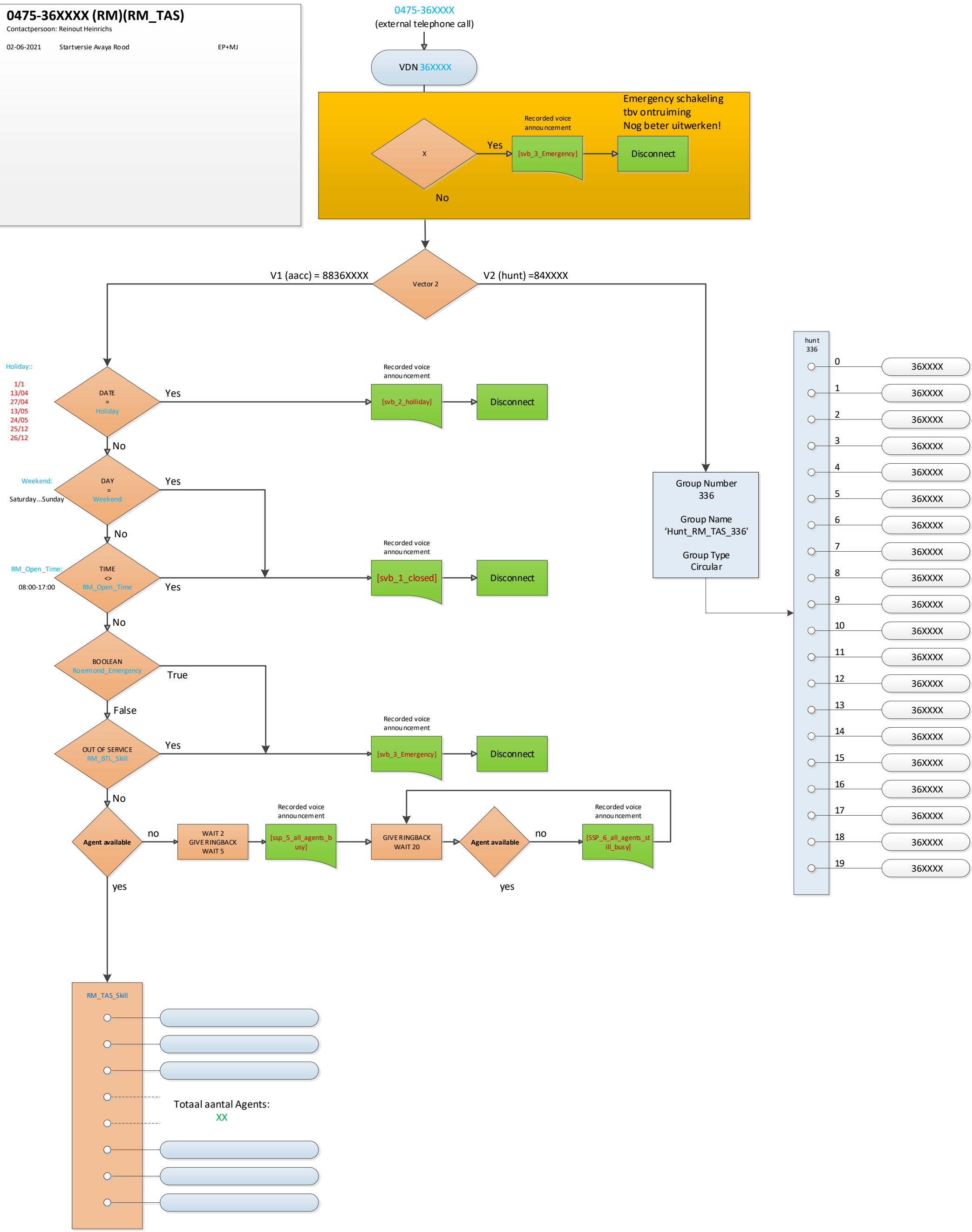
02-06-2021 Startversie Avaya Rood EP+MJ



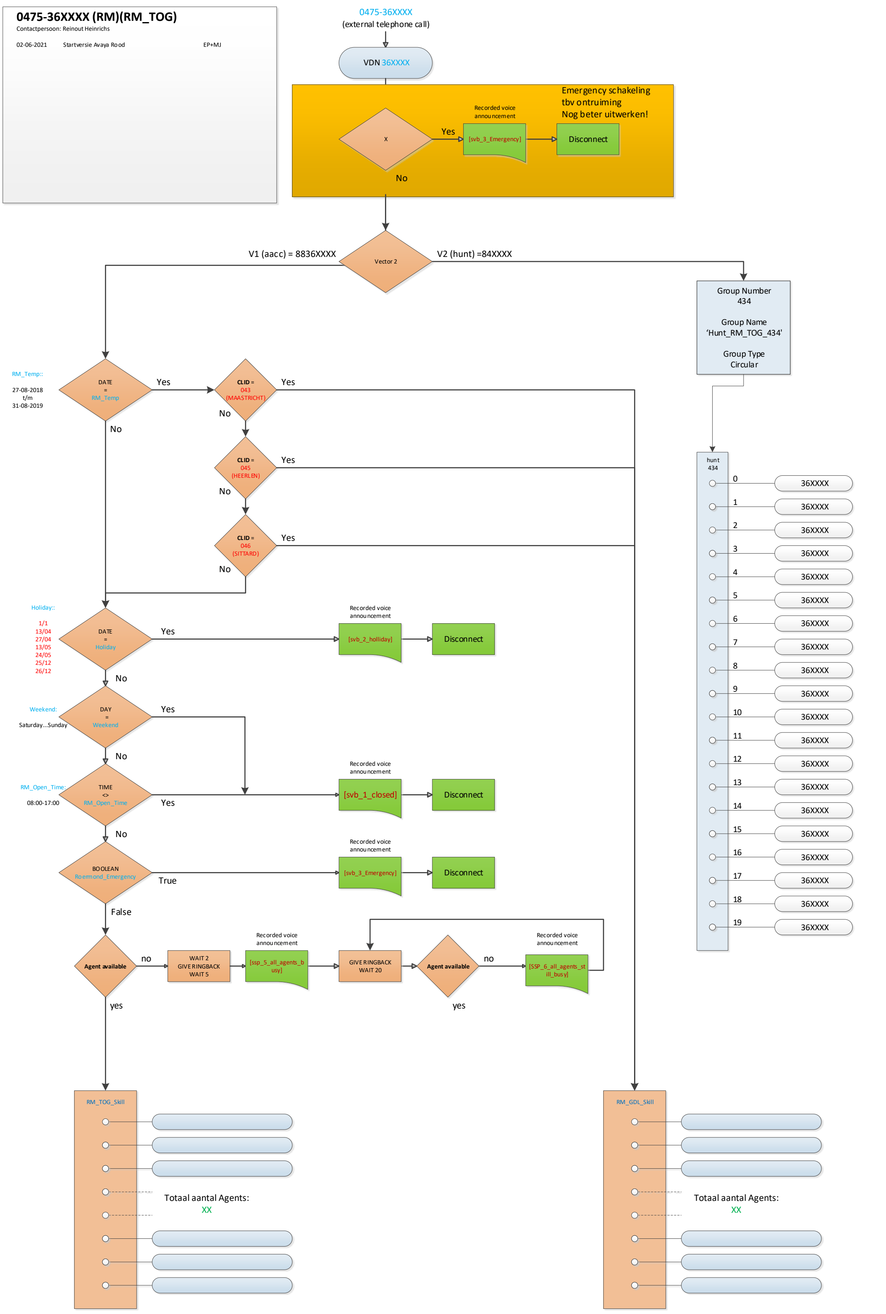
0475-36XXXX (RM)(RM_TAS)

Contactpersoon: Reinout Heinrichs

02-06-2021 Startversie Avaya Rood EP+MJ



0475-36XXXX (RM)(RM_TOG)

Contactpersoon: Reinout Heinrichs

02-06-2021 Startversie Avaya Road EP+MJ