

How to submit Feedback

There are two ways to submit feedback on a deliverable:

1. Via an individual deliverable page on the www.tmforum.org website
2. Via Confluence from the [TM Forum Published Deliverables](#) space

From www.tmforum.org:

1. Navigate to the individual deliverable page:

tmforum

Solutions ▾ Collaborative R&D ▾ Standards & Adoption ▾ Research & Analysis ▾

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GB962 Customer Experience Management – Introduction and Fundamentals R14.5.1 Standard

Standard: Best Practices
Maturity level: Level 4 - Forum Approved

Customer Experience Management

This document comprises one element of a Customer Experience Management Solution Suite. Other components include the Maturity Model, the Customer Experience Management Index (CEMI), Lifecycle Model, Metrics & KPIs.

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2. Click the Submit Feedback button

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3. The feedback form is shown in a pop-up:

Submit Feedback GB962 Customer Experience Management - Introduction and Fundamentals R14.5.1
Project Work Area: Customer Engagement

Release: 14.5 Version: Not Specified Request Type: Deliverable Review Comment

Please use the form below to input your Feedback.

Feedback you submit must be under IPR Mode: RAND

Title* GB962 Customer Experience Management - Introduction and Fundamentals R14.5.1

Feedback*

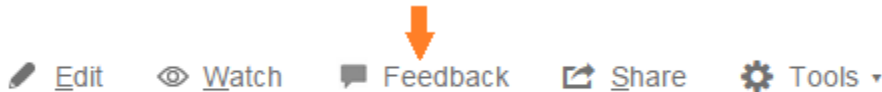
Business Drivers

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4. Complete all of the mandatory fields in the form making sure you carefully read the IPR declaration
5. Click "Continue to Step 2" and then click "Submit" to route your feedback
6. You will then see a confirmation notice with a unique reference.
7. The Feedback submission may have to be reviewed by your company's IPR contact. The IPR contact can either Approve or Reject the Feedback.
8. If the Feedback is approved it is then reviewed by TM Forum staff and routed to the Project Team who will then review and decide on course of action

From Confluence:

1. Navigate to a deliverable in the [TM Forum Published Deliverables space](#)
2. Click the "Feedback" button on the toolbar:



3. Follow the steps above from step 3 onwards to complete the Feedback submission form