Scenario: Customer Survey Management

Purpose: A company is collecting customer feedback about a particular service.

Steps:

Start: The process starts when the service provided to the customer is completed.

Send the survey: A satisfaction survey is sent to the customer.

Wait for response: The system waits for the customer's response.

Check for response: If the customer does not respond within 3 days, a reminder is sent.

Complete the process: Once the customer responds or after a certain number of reminders are sent (e.g. 2), the process ends.

Loop: Bound by a maximum number of reminders.

Loop Description:

Repeated activity: Wait for customer response + Send reminder.

Condition to end the loop: Customer responds or number of reminders reaches maximum

