

"flow" ) - Activity  
 - Gate  
 - Condition specification

"User" ) head: Activity → target: Activity Data

"Actor Performer" ) head: Activity → Target: Actor

"Actor Recipient"

"Some Gateway" | gateway ↔ gateway

"Further Specification" ) head: Activity → target: further spec.

PART I

sentence_id	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
token_id	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	At	Zarkan	Industries	,	customer	satisfaction	is	of	paramount	importance	,	and	this	is	reflected	in	the
sentence_id	1	1	1	1	1	1	1	1	1	1							
token_id	0	1	2	3	4	5	6	7	8	9							
	Upon	receiving	a	complaint	the	CSR	handles	the	complaint	.							
sentence_id	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
token_id	0	1	2	3	4	5	6	7	8	9	10						
	For	phone	calls	,	the	CSR	records	the	call	details	.						
sentence_id	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
token_id	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
	For	in-person	complaints	at	the	service	desk	,	the	CSR	carefully	documents	the	customer's	concerns	.	
sentence_id	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
token_id	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	When	the	complaint	is	received	as	a	letter	,	the	CSR	notes	the	letter's	receipt	date	.

sentence_id	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
token_id	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
	After	registering	the	complaint	,	the	CSR	analyzes	the	complaint	to	understand	its	nature	and	underlying	issues	.	
sentence_id	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
token_id	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	Meanwhile	,	the	CSR	consults	other	departments	about	the	complaint	.								
sentence_id	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
token_id	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	Once	the	analysis	is	complete	,	the	CSR	resolves	the	complaint	based	on	the	findings	and	the	company's	policies
sentence_id	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
token_id	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	After	resolving	the	complaint	to	the	customer's	satisfaction	,	the	CSR	archives	the	complaint	details	for	record-keeping	,	ensuring
sentence_id	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
token_id	0	1	2	3	4	5	6	7	8	9									
	The	final	step	is	to	formally	close	the	complaint	.									

"Flow" | - Activity  
- Gateways  
- Condition Specification

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"Actor Recipient" )

"Some Gateway" | gateway ↔ gateway

"Further Specification" ) head: Activity → Target: further spec.

PART II