

# Assignment 4

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Business Process Map

**OCTOBER 22**

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T405 – Information Systems Business Analysis

BUS4051 – Business Analysis Case Study

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# Waterfront Realty Case Study

## Context

Based on the Case Study, please create Book Property Showing business process map using the following decisions:

- We will use BPMN notation
- Buyer or Buyer Agent (Booking requestor) can request to book a viewing (on the site we are building)
- Selling Agent will receive a request to view the property (through the site we are building)
- As part of request, booking requestor will indicate whether they want to be contacted by email, phone, or text
- Selling Agent will contact Booking requestor through the preferred channel to propose suggested times (not in the site we are building)
- Booking requestor will agree to one of the proposed times or suggest different times (not in the site we are building). This can go on for several iterations until agreement is reached.
- Selling Agent will block this time in their own personal calendar (not in the site we are building)
- 24 hrs before the booking Selling Agent will send a reminder to the Buyer or Buyer Agent (via the preferred channel)

# Business Process Map

