

Log Description

Global process of a successful application

An application is submitted through a webpage. Then, some automatic checks are performed, after which the application is complemented with additional information. This information is obtained through contacting the customer by phone. If an applicant is eligible, an offer is sent to the client by mail. After this offer is received back, it is assessed. When it is incomplete, missing information is added by again contacting the customer. Then a final assessment is done, after which the application is approved and activated.

Event type explanation

Event Type	Meaning
States starting with 'A_'	States of the application
States starting with 'O_'	States of the offer belonging to the application
States starting with 'W_'	States of the work item belonging to the application

Note that each event is associated with a different lifecycle status, e.g., “complete” or “start”.