



Process documentation

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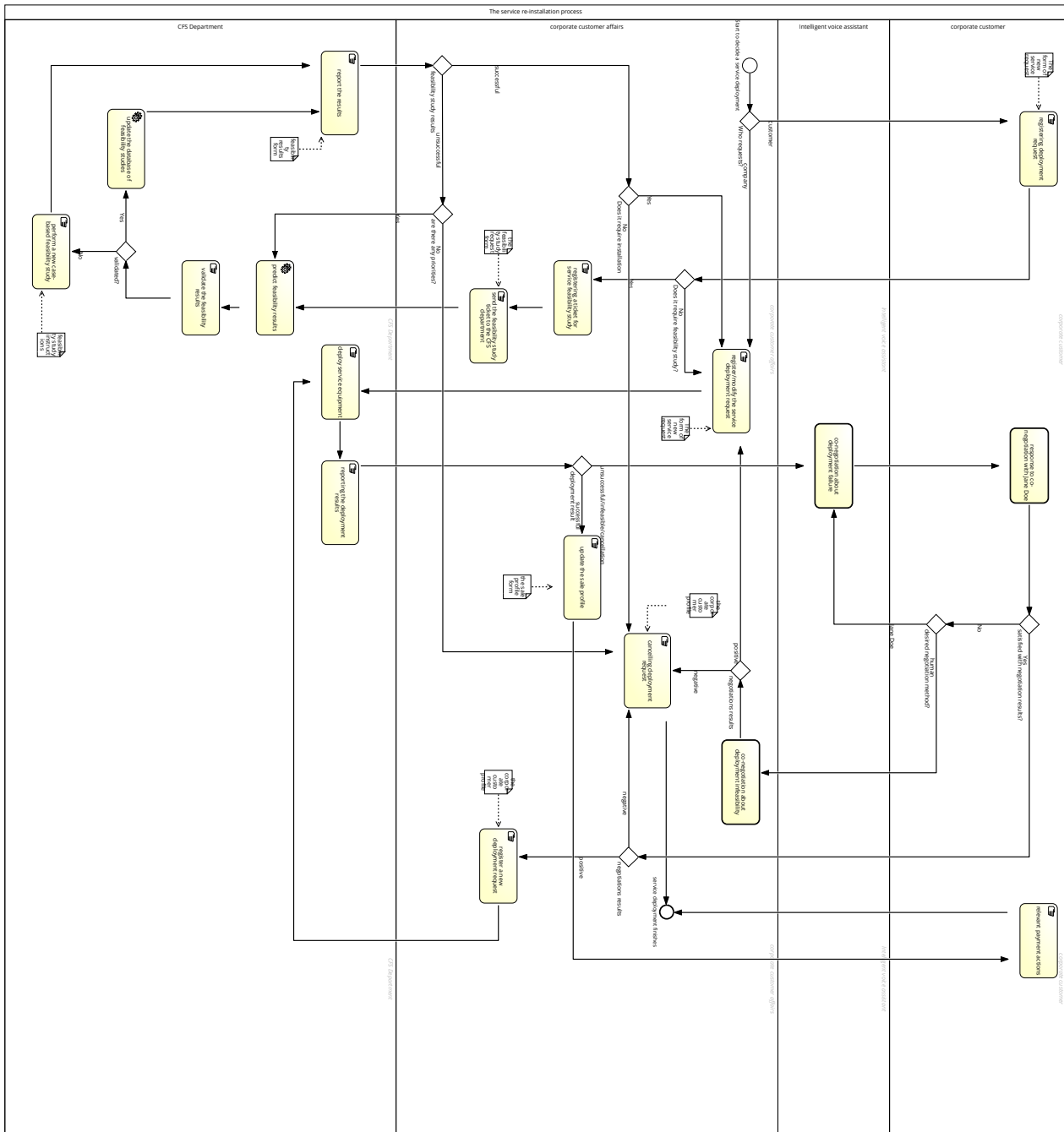
1 31_model

<i>Diagram Type</i>	Business Process Diagram (BPMN 2.0)
<i>Path</i>	Shared documents / SAP-SAM
<i>Author</i>	Marvin Völter
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<i>Diagram Link</i>	https://academic.signavio.com/p/editor?id=bbd5d7aa1275418595a1f1d3b50762c4

1.2 Elements

Process elements

Start Event



1.2 Elements

Process elements

Start Event



Who requests?

Exclusive (XOR) Gateway

registering deployment request

Task

registering the service installation request

Data objects: The form of new service request

Task type: Manual

Does it require feasibility study?

Exclusive (XOR) Gateway

registering a ticket for service feasibility study

Task

registering a ticket for service feasibility study

Task type: Manual

send the feasibility study ticket to the CFS department

Task

turning the case of feasibility study request to the CFS department

Data objects: the feasibility study request form

Task type: Manual

predict feasibility results

Task

this will be done using the new state of the art capability of the updated CRM system which uses the gained knowledge from the previous feasibility studies in order to specify if the received service order is feasible or not.

Task type: Service

validate the feasibility results

Task

Task type: Manual

validated?

Exclusive (XOR) Gateway

update the database of feasibility studies

Task

update the database the feasibility studies aiming of improving the Jane Doe of the database for further decision making efforts

Task type: Service

perform a new case-based feasibility study

Task

the CFS department performs a new feasibility study if the results derived from the enhanced version of the CRM system could not be potentially validated.



Data objects: feasibility study instructions

Task type: Manual

report the results

Task

reporting the feasibility study results to all beneficiaries

Data objects: feasibility results form

Task type: Manual

feasibility study results

Exclusive (XOR) Gateway

Does it require installation

Exclusive (XOR) Gateway

are there any priorities?

Exclusive (XOR) Gateway

register/modify the service deployment request

Task

registering/modifying the service installation request and turning the case to the CFS department

Data objects: The form of new service request

Task type: Manual

deploy service equipment

Task

Task type: Manual

reporting the deployment results

Task

reporting the installation results to all beneficiaries

Task type: Manual

deployment result

Exclusive (XOR) Gateway

co-negotiation about deployment failure

Task

negotiating with the customer and addressing the reasons of service installation infeasibility/ unsuccess/cancellation using the intelligent voice assistant (IVA)

Is a call activity: yes

response to co-negotiation with Jane Doe

Task

Is a call activity: yes

satisfied with negotiation results?



Exclusive (XOR) Gateway

desired negotiation method?

Exclusive (XOR) Gateway

co-negotiation about deployment infeasibility

Task

negotiating with the corporate customer and addressing the reasons of service installation infeasibility, unsuccess or cancellation

Is a call activity: yes

negotiations results

Exclusive (XOR) Gateway

negotiations results

Exclusive (XOR) Gateway

cancelling deployment request

Task

cancelling service deployment request and updating the customer's sale record

Data objects: the corporate customer profile

Task type: Manual

register a new deployment request

Task

registering the deployment request and turning the case to the CFS department

Data objects: the corporate customer profile

Task type: Manual

update the sale profile

Task

updating the corporate customer's sale profile

Data objects: the sale profile form

Task type: Manual

relevant payment actions

Task

Task type: Manual

service deployment finishes

End Event

Organization units

CFS Department

Lane

Organization unit: The service re-installation process



corporate customer

Lane

Organization unit: The service re-installation process

corporate customer affairs

Lane

Organization unit: The service re-installation process

Intelligent voice assistant

Lane

Organization unit: The service re-installation process

The service re-installation process

Pool

Data / IT-Systems

feasibility results form

Data Object

feasibility study instructions

Data Object

the corporate customer profile

Data Object

the corporate customer profile

Data Object

the feasibility study request form

Data Object

The form of new service request

Data Object

The form of new service request

Data Object

the sale profile form

Data Object