



Process documentation

Organization: Universität Ulm

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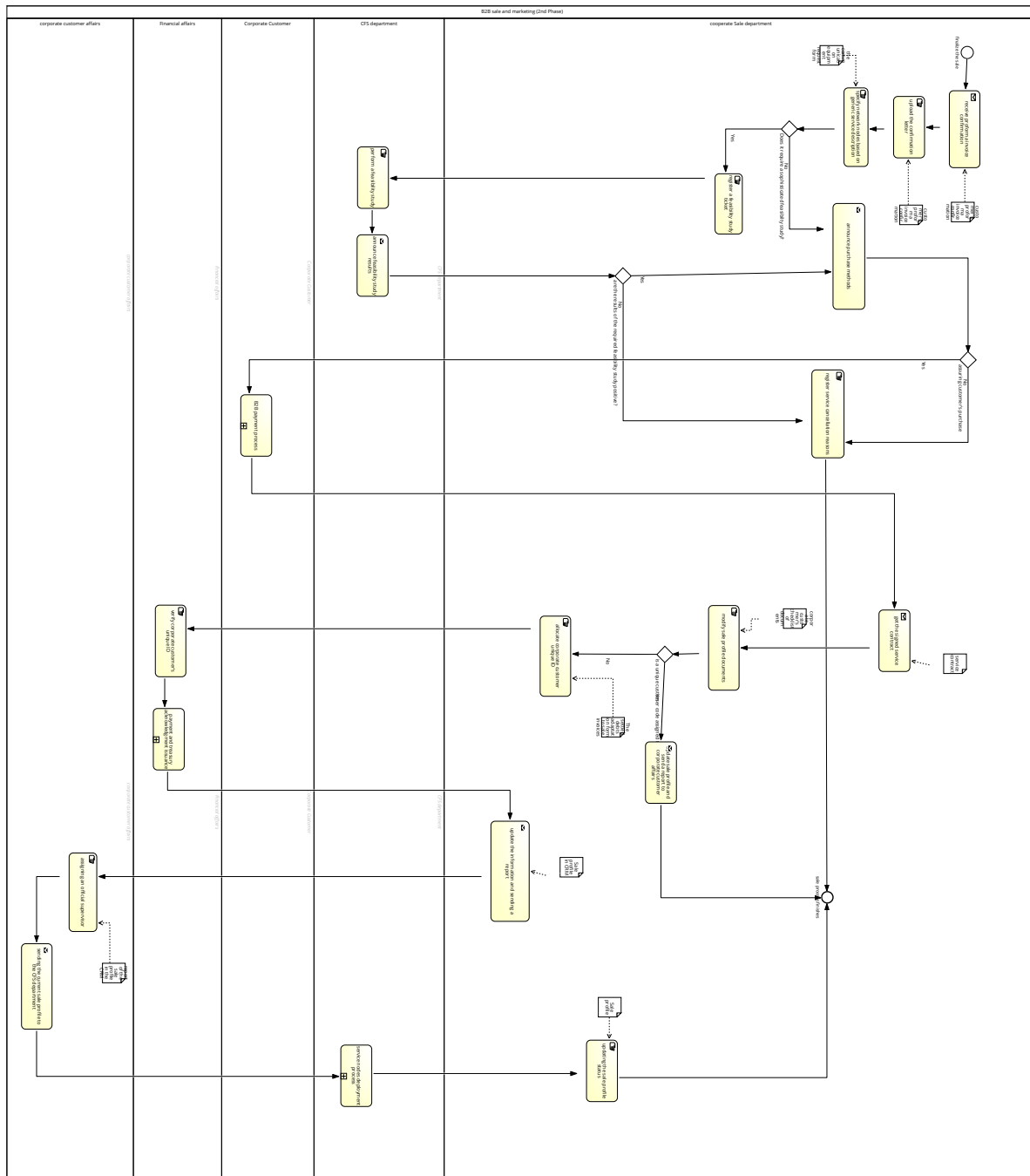
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1 112_model

<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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start to finalize the requested service after getting corporate customer's final confirmation

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

receive proforma invoice confirmation

Task

receiving the corporate customer's final confirmation given the previous negotiations as well as their validation of the proforma invoice

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Data objects: customer's proforma invoice confirmation

Task type: Receive

upload the confirmation letter

Task

uploading the confirmation letter on the CRM system under customer's sale profile

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Data objects: customer's proforma invoice confirmation

Task type: Manual

specify network nodes based on generic service description

Task

defining the required nodes (as much as necessary) based on the generic service description in the CRM system and under customer's sale profile

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Data objects: the communication equipment request form

Task type: Manual

Does it require a sophisticated feasibility study?

Exclusive (XOR) Gateway

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

register a feasibility study ticket

Task

registering a feasibility study ticket in the CRM system and sending it to the CFS department aiming of planning a feasibility study. CFS stands for "customer facing service" and is responsible for service deployment/round up etc.

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Task type: Manual

perform a feasibility study

Task

running a feasibility study based on corresponding instructions. It has its own sub-process but aiming of miniaturizing the project we ignore this.



Organization units: B2B sale and marketing (2nd Phase) - CFS department

Task type: Manual

announce feasibility study results

Task

announce feasibility study results to the sale department

Organization units: B2B sale and marketing (2nd Phase) - CFS department

Task type: Send

are the results of the required feasibility study positive?

Exclusive (XOR) Gateway

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

announce purchase methods

Task

announcing purchase methods to the customer either through a phone call or through email and updating the status in CRM system and uploading the documents

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Task type: Send

assuring customer's purchase

Exclusive (XOR) Gateway

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

B2B payment process

Collapsed Subprocess

Organization units: B2B sale and marketing (2nd Phase) - Corporate Customer

Subprocess reference: /model/1388b4cab1c1421da50afa4145b4f37f (/model/1388b4cab1c1421da50afa4145b4f37f)

get the signed service contract

Task

getting the service contract being signed by the corporate customer. It has its own sub-process but aiming of miniaturizing the project we ignore this.

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Data objects: service contract

Task type: Receive

modify sale profile documents

Task

filling/modifying the sale profile documents in order to archive them in sale department

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Data objects: corporate customer's checklist of documents

Task type: Manual

is a unique customer code assigned to the customer?



Exclusive (XOR) Gateway

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

update sale profile and send a report to corporate customer affairs

Task

updating the current status of the sale profile and reporting it to the corporate customers affairs

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Task type: Send

allocate corporate customer unique ID

Task

allocating a unique ID to the customer and completing all relevant documents aiming of turning the sale profile to the financial affairs

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Data objects: The settled debts adaptation form to sale invoices

Task type: Manual

verify corporate customer's unique ID

Task

verifying corporate customer's unique ID based on completeness of the received documents from the sale department

Organization units: B2B sale and marketing (2nd Phase) - Financial affairs

Task type: Manual

payment and treasury acknowledgment issuance

Collapsed Subprocess

Organization units: B2B sale and marketing (2nd Phase) - Financial affairs

update the information and sending a report

Task

the sale department staff reviews and updates the sale record information and sends the report to the corporate customer affairs

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Data objects: Sale profile in CRM

Task type: Send

assigning an official supervisor

Task

assigning an official supervisor to the sale profile

Organization units: B2B sale and marketing (2nd Phase) - corporate customer affairs

Data objects: report of the sale profile in the CRM

Task type: Manual



sending the current sale profile to the CFS department

Task

sending the current sale profile to the CFS department in order to plan a service installation and deployment

Organization units: B2B sale and marketing (2nd Phase) - corporate customer affairs

Task type: Send

service nodes deployment process

Collapsed Subprocess

The process of installation and deployment based on equipment instructions and feasibility studies

Organization units: B2B sale and marketing (2nd Phase) - CFS department

Subprocess reference: /model/8743efd4b34d47c38581b84e943fc60d (/model/8743efd4b34d47c38581b84e943fc60d)

updating the sale profile status

Task

updating the sale status in CRM

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Data objects: Sale profile

Task type: Manual

register service cancellation reasons

Task

registering the reasons of the service request cancellation and updating the customer's status in the CRM system

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Task type: Manual

sale process finishes

End Event

Organization units: B2B sale and marketing (2nd Phase) - cooperate Sale department

Organization units

cooperate Sale department

Lane

Organization unit: B2B sale and marketing (2nd Phase)

B2B sale and marketing (2nd Phase)

Pool

Process type: NONE

CFS department

Lane



Organization unit: B2B sale and marketing (2nd Phase)

Corporate Customer

Lane

Organization unit: B2B sale and marketing (2nd Phase)

corporate customer affairs

Lane

Organization unit: B2B sale and marketing (2nd Phase)

Financial affairs

Lane

Organization unit: B2B sale and marketing (2nd Phase)

Data / IT-Systems

corporate customer's checklist of documents

Data Object

customer's proforma invoice confirmation

Data Object

customer's proforma invoice confirmation

Data Object

report of the sale profile in the CRM

Data Object

Sale profile

Data Object

Sale profile in CRM

Data Object

service contract

Data Object

the communication equipment request form

Data Object

The settled debts adaptation form to sale invoices

Data Object