Process documentation

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Diagram Type	Business Process Diagram (BPMN 2.0)
Path	Shared documents / SAP-SAM
Author	Marvin Völter
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Diagram Link	https://academic.signavio.com/p/editor?id=2e4824d1031a4a4893ff1f1d0810ef60

1.1 Diagram
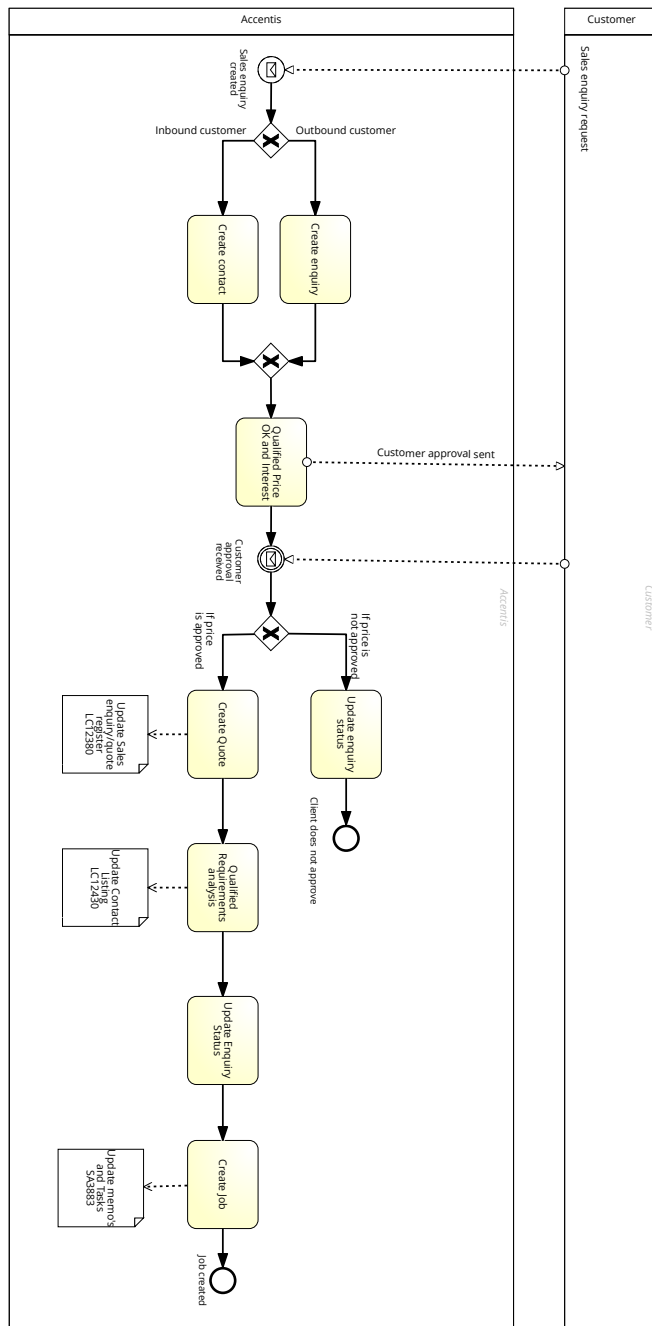
1.2 Elements

Process elements

Sales enquiry created

Start Message Event

Organization units: Accentis

Exclusive (XOR) Gateway

Exclusive (XOR) Gateway

Organization units: Accentis

Create enquiry

Task

When the outbound customer contact for sales enquiry, we create a new enquiry in Accentis software.

Organization units: Accentis

Create contact

Task

When the inbound customer contact for sales enquiry, we create a new contact in Accentis software.

Organization units: Accentis

Exclusive (XOR) Gateway

Exclusive (XOR) Gateway

Organization units: Accentis

Qualified Price OK and Interest

Task

We advise about the price and if the customer is interested

Organization units: Accentis

Customer approval received

Intermediate Message Event

Organization units: Accentis

Exclusive (XOR) Gateway

Exclusive (XOR) Gateway

Organization units: Accentis

Update enquiry status

Task

Customer does not approve the quote and we update details in Accentis system.

Organization units: Accentis

Client does not approve

End Event

Organization units: Accentis

Create Quote

Task

Create a quote for the client

Organization units: Accentis

Data objects: Update Sales enquiry/quote register LC12380

Qualified Requirements analysis

Task

Qualified requirements analysis required, we must check whether their current system will be compatible with our system.

Organization units: Accentis

Data objects: Update Contact Listing LC12430

Update Enquiry Status

Task

Update enquiry status if required or if changes have been made

Organization units: Accentis

Create Job

Task

Create a job for the new customer

Organization units: Accentis

Data objects: Update memo's and Tasks SA3883

Job created

End Event

Organization units: Accentis

Organization units

Accentis

Pool

Customer

Pool

Lane

Lane

Organization unit: Accentis

Lane

Lane

Organization unit: Customer

Data / IT-Systems

Update Contact Listing LC12430

Data Object

Organization unit: Accentis

Update memo's and Tasks SA3883

Data Object

Organization unit: Accentis

Update Sales enquiry/quote register LC12380

Data Object

Organization unit: Accentis