Assignment: Draw swimlane diagram for the business process of a mobile phone store, from order receipt to

product delivery:

1. **Order Placement**:
   * **In-Person Orders**: Customers visit the physical store location. Store staff greet them, inquire about their requirements, and assist in product selection.
   * **Phone Orders**: Customers call the store's dedicated phone line, where they provide details about the desired mobile phone and their contact information.
   * **Online Orders**: Customers visit the store's website or mobile app, browse product listings, and add their desired items to the shopping cart. They proceed to checkout, providing shipping and payment details.
2. **Inventory Check**:
   * Store staff or the inventory management system checks the availability of the requested mobile phone model and accessories.
   * If the product is in stock, the order proceeds. If not, store staff may offer alternative models or inform the customer of the estimated restock date.
3. **Order Confirmation**:
   * The store contacts the customer (via phone or email) to confirm the order details, including product specifications, quantity, and total cost.
   * The customer confirms the order and specifies their preferred payment method, such as credit card, cash on delivery, or bank transfer.
4. **Order Processing**:
   * Store staff create an official order with a unique order number.
   * Order information is recorded in the store's database, including the customer's contact details, the product(s) ordered, and the chosen payment method.
5. **Product Packaging**:
   * Once the order is confirmed, store personnel retrieve the products from the inventory.
   * The products are carefully packaged in suitable containers, ensuring that they are protected during transit. This includes the inclusion of product accessories, user manuals, and warranty information.
6. **Shipping and Delivery**:
   * If the customer has chosen a delivery option, the store arranges for a delivery service to pick up the packaged products.
   * Delivery personnel, often from a third-party courier or the store's own delivery team, transport the products to the customer's specified delivery address.
   * If the customer opts to pick up the product in-store, they will be notified when the order is ready for collection.
7. **Payment**:
   * Payment is collected at this stage, as per the customer's chosen method.
   * For cash payments, the customer pays the delivery personnel upon receiving the product. For credit card payments, the store processes the transaction.
   * Payment confirmation is recorded in the store's order management system.
8. **Invoice Generation**:
   * An official invoice or payment receipt is generated, detailing the product(s) purchased, the transaction amount, and payment method.
   * The invoice is sent to the customer, either physically with the delivery or electronically via email.
9. **After-Sales Service**:
   * The store offers post-sale services, such as technical support for setting up the mobile phone, warranty assistance, and troubleshooting.
   * Customers can contact the store through customer service channels for any issues or questions they may have regarding their purchase.