

# AIM: Business Process Management and Automation – EPC

## Exercise 3: Hotel Booking

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Customer can book online a hotel stay of a design hotel chain in different cities at the design hotel chain website.

For booking a hotel stay the following information are required

- Location: via drop-down the cities can be selected
- Timeframe: check-in and check-out date could be selected in a calendar widget
- Type of room: one person or two persons can be selected

Now the availability is checked:

- If for the entered data no room is available, the booker has two options. Either he repeats his request with different data, or he will abort the booking process.
- If for the entered data a room is available, the booker will be asked, if she/he is on business or private travel. Afterwards the description of the room with the corresponding price will be displayed. This information is provided from the IT application "Our Hotel"
- The booker will continue or abort the booking process.
- If the booker continues with the booking process, she/he will be asked to provide the address data, mobile-phone number and the email-address.
- For payment the booker must select the credit card provider, enter the credit card number, check number and expiry date
- Afterwards the website displays again all information. The booker can either approve the booking or correct some data or abort the booking process.
- If the booking was approved by the booker, a confirmation is sent via email to the booker

**Task:** Please create an EPC-Model for this process

**Hint:** Please consider the following:

1. The process starts with calling the hotel website (URL)
2. The process ends with the confirmation of the booking and sending of confirmation via email or at anytime the booker can abort the booking process
3. You need only the following symbols:
  - Events
  - Functions
  - Connectors
  - Organizational units
  - Information units