

Process Engineering - Project “TreeMobile”

Team members: Larissa Krainer, Kristina Liebhart, Thomas Auer

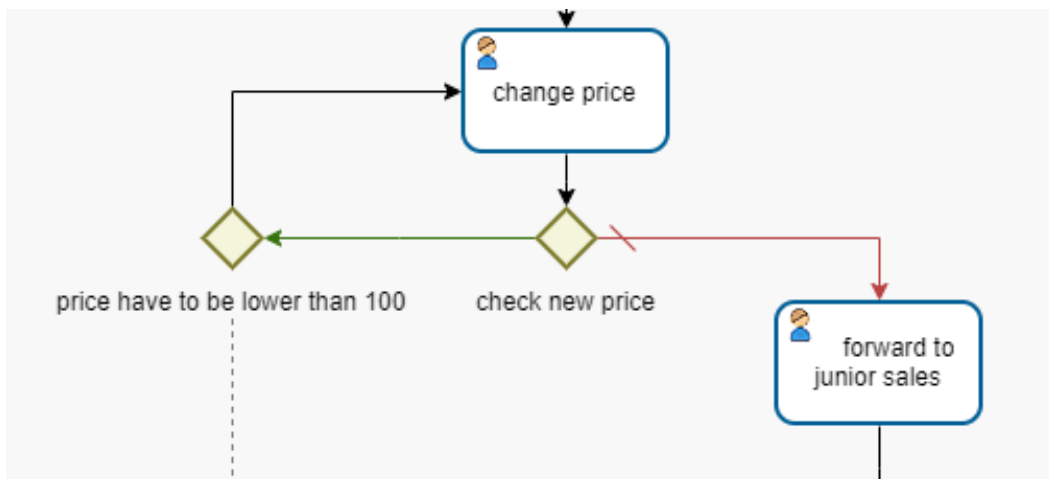
1. @Enterprise

1.1 Suggestions

1.1.1. Task Agents

Every task has a role as an agent. A role, exemplary “Home - Helpdesk” may include multiple users who then can perform the task aligned with the matching role within a task. For example, every helpdesk employee can perform tasks allocated to the helpdesk.

A new price specified by a senior sales employee must not be higher than 100€, otherwise, this employee must change the price until it is lower than 100€. Such a structure is defined as a loop within the process.



The new price is permanently set by the senior sales department and then sent to the junior sales department; nobody is able to change anything afterwards.

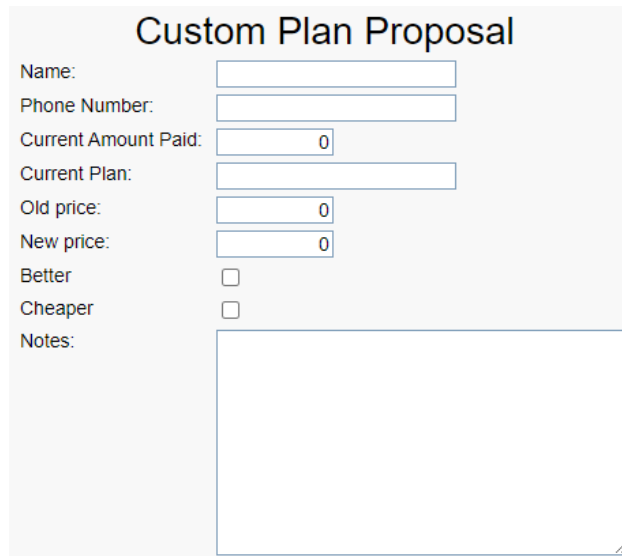
1.1.2 Form: closeCallNotes

An help desk employee is able to create notes during the call with the customer. Afterwards, the information is forwarded to the junior sales employee who reviews the information, optionally adds an additional note, and sends the whole package back. The helpdesk employee can view all the details, but can only edit the notes by the helpdesk employee.

Notes:	<input type="text"/>
Additional Notes:	<input type="text"/>

1.1.3 Form: customPlanProposal

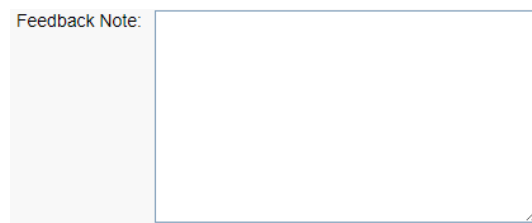
The following image illustrates the custom plan proposal which will be created by the senior sales employee.



A form titled "Custom Plan Proposal" with the following fields: Name (text input), Phone Number (text input), Current Amount Paid (text input with value 0), Current Plan (text input), Old price (text input with value 0), New price (text input with value 0), Better (checkbox), Cheaper (checkbox), and Notes (large text area).

1.1.4 Form: feedbackNotes

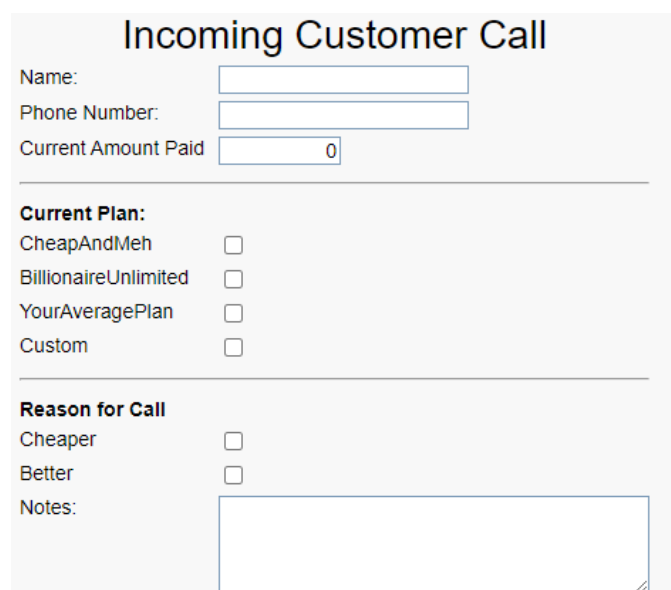
The following image shows the feedback Notes form which will be filled by the helpdesk after speaking with the customer.



A form titled "Feedback Note:" with a large text area for notes.

1.1.5 Form: incomingCustomerCall

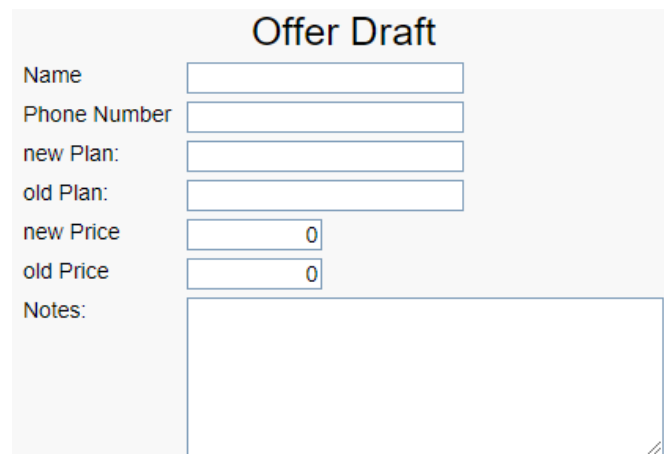
The following image describes the form which will be filled by the helpdesk employee, who received a request from a customer.



A form titled "Incoming Customer Call" with the following fields: Name (text input), Phone Number (text input), Current Amount Paid (text input with value 0), Current Plan (radio buttons for CheapAndMeh, BillionaireUnlimited, YourAveragePlan, and Custom), Reason for Call (checkboxes for Cheaper and Better), and Notes (large text area).

1.1.6 Form: offerDraft

In this image the offer draft for every other case can be seen. The form will be filled out by the junior sales employee.



The image shows a web form titled "Offer Draft". It contains several input fields: "Name", "Phone Number", "new Plan:", "old Plan:", "new Price" (with a value of 0), "old Price" (with a value of 0), and a large "Notes:" text area at the bottom.

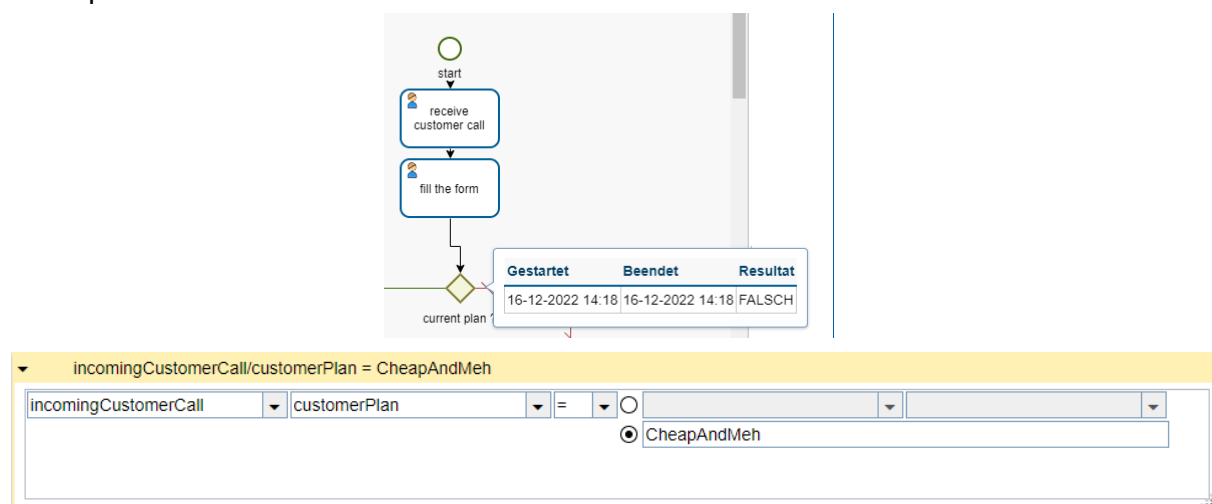
1.2 Problems

1.2.1 if-Activity

if-Activity does not work

Condition: Form = incomingCustomerCall field = customerPlan (type = string input field)

The field should match with the string "CheapAndMeh", but it does not work during the test of the process.



Idea: instead of checking a string, we will rework the form and the if-Activity so that there could be a check if the boolean of CheapAndMeh is set to true. It was later found out that XPath requires the use of quotes on variables.

solution: XPath check if true with quotes → variable = "true" (use of quotes)

new version

old version

Incoming Customer Call

Name:

Phone Number:

Current Amount Paid

Current Plan:

CheapAndMeh ☐

BillionaireUnlimited ☐

YourAveragePlan ☐

Custom ☐

Reason for Call

Cheaper ☐

Better ☐

Notes:

Incoming Customer Call

Name:

Phone Number:

Current Amount Paid

Current Plan:

Reason for Call

Cheaper: ☐

Better: ☐

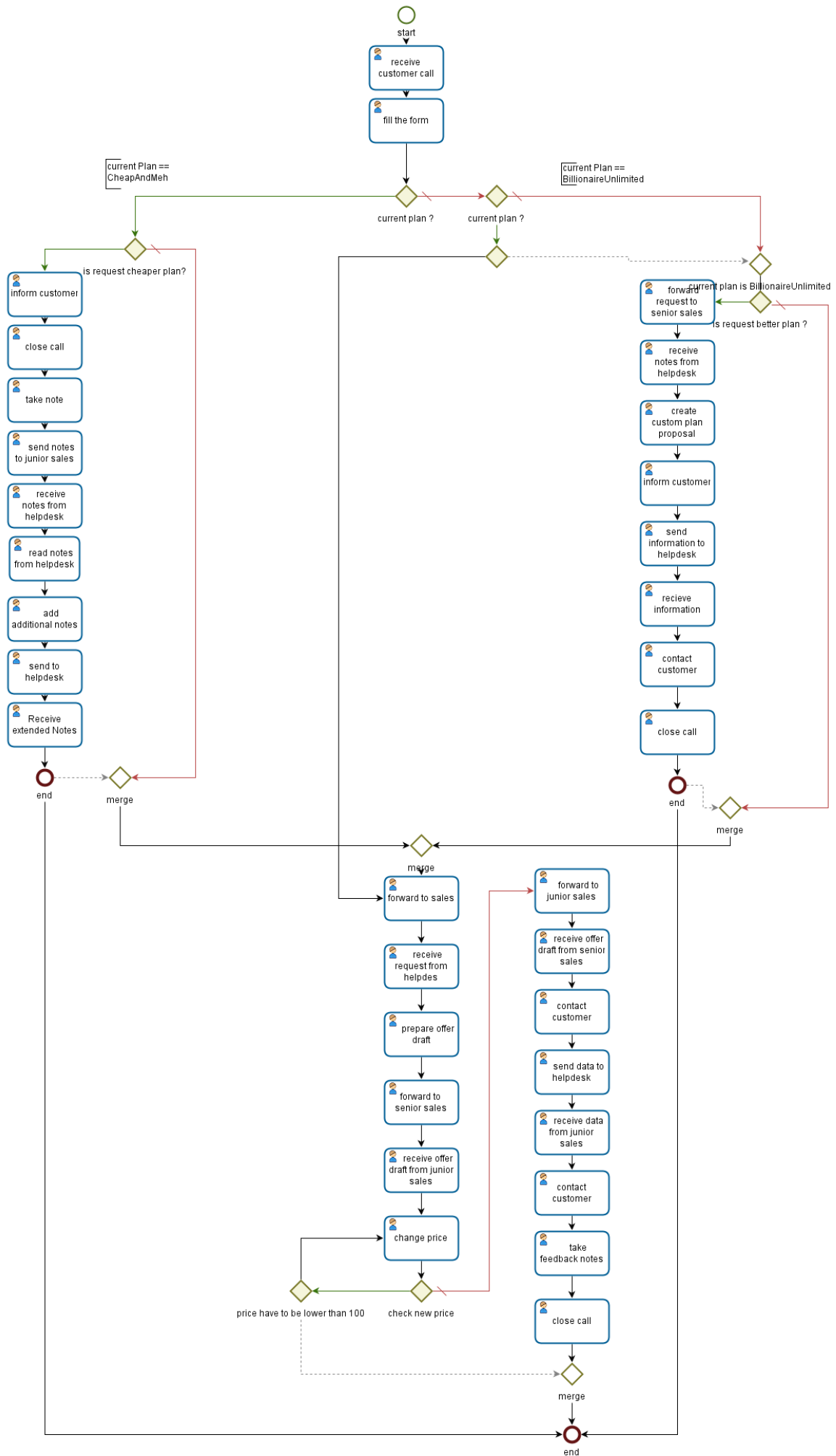
Notes:

1.2.2 Select List

Unfortunately it was not possible to create a select list in some forms. We did a lot of research, but could not find anything about how to define such a list. We tried but never made it, that possible options appeared in the select list. After our creation it was still empty and we could not add any option.

The following image shows an example of our problem.

test



2. BPMN

2.1. Assumptions

- If the sales junior does not add something to the node, then terminate the process.
- If an offer is accepted, then invoke the task “inform helpdesk”. Also includes the new conditions that have to be communicated to the helpdesk. Otherwise, if the offer is rejected, the same task is processed but without the information of the new conditions.
- Senior sales employee knows by default that a new price, he/she wants to set, is not allowed to be higher than 100,00 €
- If a customer accepts the offer draft, it will be forwarded to the helpdesk. If not, then it will be forwarded to the helpdesk but with the assumption that changes will be forwarded.

