Draw a BPMN diagram for the following requirements

# Helpdesk

*For the purposes of this process treat the customer and helpdesk employees as members of the same organizations, model all messages as activities.*

The process of solving an issue starts with the customer reporting the issue via a web form. The issue is assigned to one of the operators. The operator notifies the customer about accepting the reported issue and tries to find a solution in a knowledge base. If he is able to find a solution, he sends it to the customer. Otherwise, the issue is escalated to the first support line.

Employee of the first support line notifies the customer about accepting the reported issue and tries to solve the problem. If he is able to find a solution within 8 hours, he enters it into the knowledge base and sends the solution to the customer. Otherwise, the issue is escalated to the second support line.

Employee of the second support line notifies the customer about accepting the reported issue and tries to solve it. If solving the issue takes more than 8 hours, je notifies the customer that his issue is a serious one and work on a solution is in progress. After finding the solution he enters it into the knowledge base and sends the solution to the customer.

When the customer receives a solution, he checks whether it works. If yes - he sends appropriate information to the helpdesk and the whole process ends. If not - he notifies the helpdesk operator and the whole procedure is repeated. If he gives no answer within 5 business days, the issue is considered to be solved and the process ends.