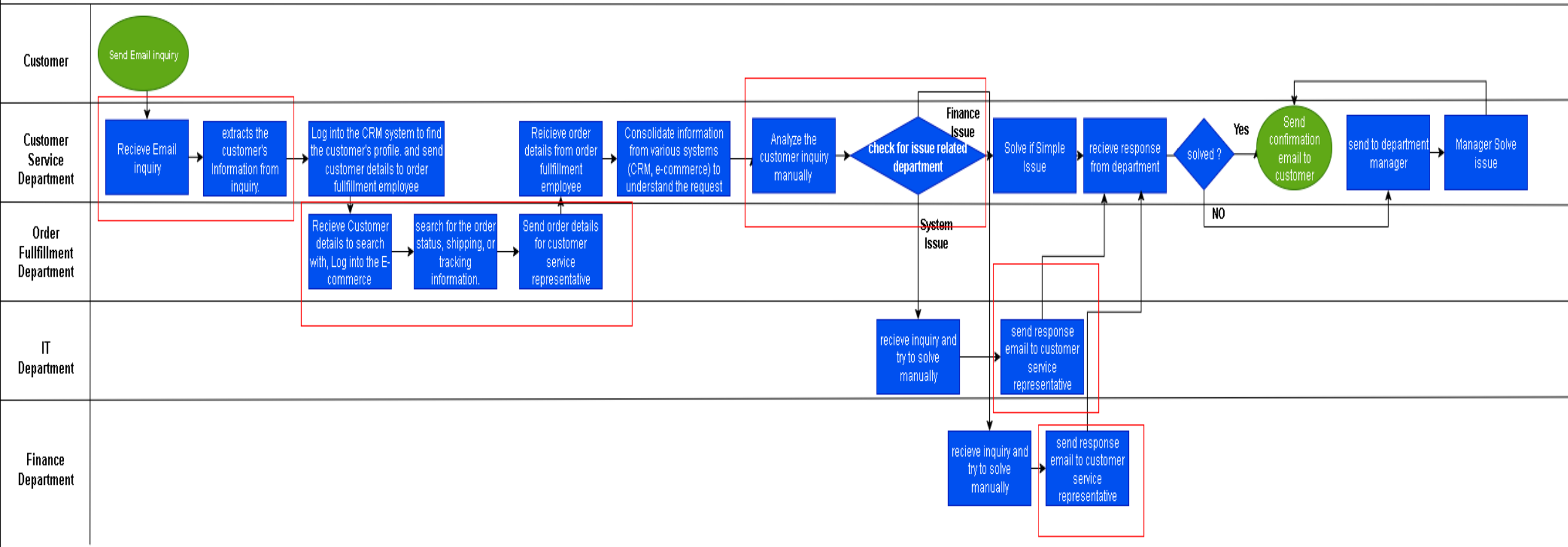


Customer Service Process



Customer Service Process

Customer

Send Email Inquiry

Customer Service Department

Reclieve order details from order fulfillment employee

Consolidate information from various systems (CRM, e-commerce) and change ticket state to underprocessing

Solve if Simple Issue, and change ticket state to solved

recieve response from department, change ticket state to solved or Issued to manager

RPA BOT

on recieving email inquiry

extracts the customer's information from inquiry and send to customer service representative

Log into the CRM system to find the customer's profile, and ecommerce app to get order details, create new inquiry ticket

on ticket created, open and scrap info of order and customer

search for the order status, shipping, or tracking information.

Send order details for customer service representative

on change ticket state to underprocessing, analyze inquiry using IA

Simple Issue

Finance Issue

System Issue

check for issue related department to send to related department

state changed to solved or issued to manager

Solved

Send confirmation email to customer on change to solved

send inquiry to manager

Manager Solve Issue, and change ticket state to solved

IT Department

recieve inquiry and Solve

send response email to customer service representative

Finance Department

recieve inquiry and solve

send response email to customer service representative