

# Customer Support Ticketing System – SLA Monitoring Enhancement

## Process Change Model (To-Be BPMN)

**Document Type:** Process Change Model (BPMN)

**Project:** Customer Support Ticketing System

**Related Change Request:** CR-SLA-001

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## 1. Purpose of the Process Model

This document illustrates the **process-level changes** introduced by the SLA Monitoring Enhancement.

The BPMN model focuses **only on the SLA-related workflow changes**, not the full end-to-end ticket lifecycle.

The objective is to visualize:

- Where SLA monitoring is applied
  - How warning thresholds are handled
  - How SLA breaches trigger escalation
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## 2. Scope of the Process Model

### In Scope

- Active ticket handling phase
- SLA timer monitoring
- Pre-breach alert handling
- SLA breach escalation

### Out of Scope

- Ticket creation
  - Ticket categorization
  - Ticket resolution details
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### 3. Actors / Swimlanes

The BPMN model includes the following roles:

- **Support Agent** – handles active tickets and receives SLA alerts
  - **Team Lead / Manager** – receives escalation notifications
  - **Ticketing System** – monitors SLA timers and triggers alerts
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### 4. High-Level Process Description (To-Be)

1. Ticket enters **In Progress** state
  2. System starts SLA timer
  3. System continuously monitors remaining SLA time
  4. SLA warning threshold is reached
    - System triggers **pre-breach alert**
    - Agent and Team Lead are notified
  5. Agent continues working on the ticket
  6. SLA breach occurs (if unresolved)
    - System triggers **breach notification**
    - Escalation is logged
  7. Ticket is resolved or escalated
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### 5. BPMN Diagram Description

The BPMN diagram includes:

- A start event representing an active ticket
- A system task for SLA time monitoring
- An exclusive gateway evaluating SLA thresholds
- Intermediate events for warning and breach alerts
- Escalation and notification tasks
- An end event representing ticket resolution or escalation

The diagram reflects **minimal but sufficient detail** to support understanding of the SLA monitoring logic.

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### 6. Related Documents

- Change Request: *CR\_SLA\_Monitoring\_Enhancement.pdf*
  - Functional Requirements: *Functional\_Requirements\_SLA\_Monitoring.pdf*
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