

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

Version: 1.0

Author: András Hunyor – Business Analyst (Operations / IT Focus)

Date: [aktuális dátum]

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
-

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
-

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
-

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
-

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.

6. Related Documents

- Change Request: *CR_SLA_Monitoring_Enhancement.pdf*
 - Functional Requirements: *Functional_Requirements_SLA_Monitoring.pdf*
-

End of Document