

Description

The main purpose of this illustration is to better understand the flow and functionality of each member in handling customer related task or request. The main goal is to ensure that by following the proper procedure and guidelines we will be able to accomplished and deliver better customer experience.

Resources

- 2

Support Tier 1
- 4

Support Tier 2
- 1

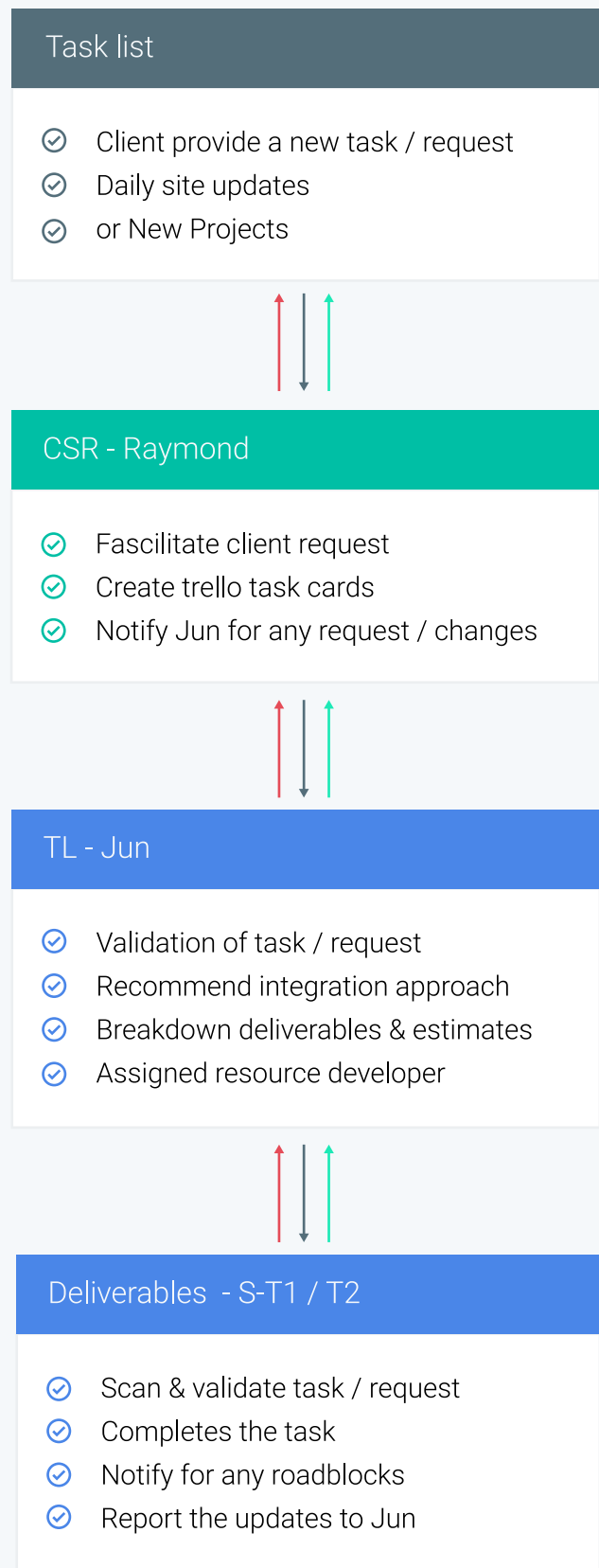
Administrator / Full Stack Developer
- 1

Customer Support Representative

— On-going — Completed — Roadblocks

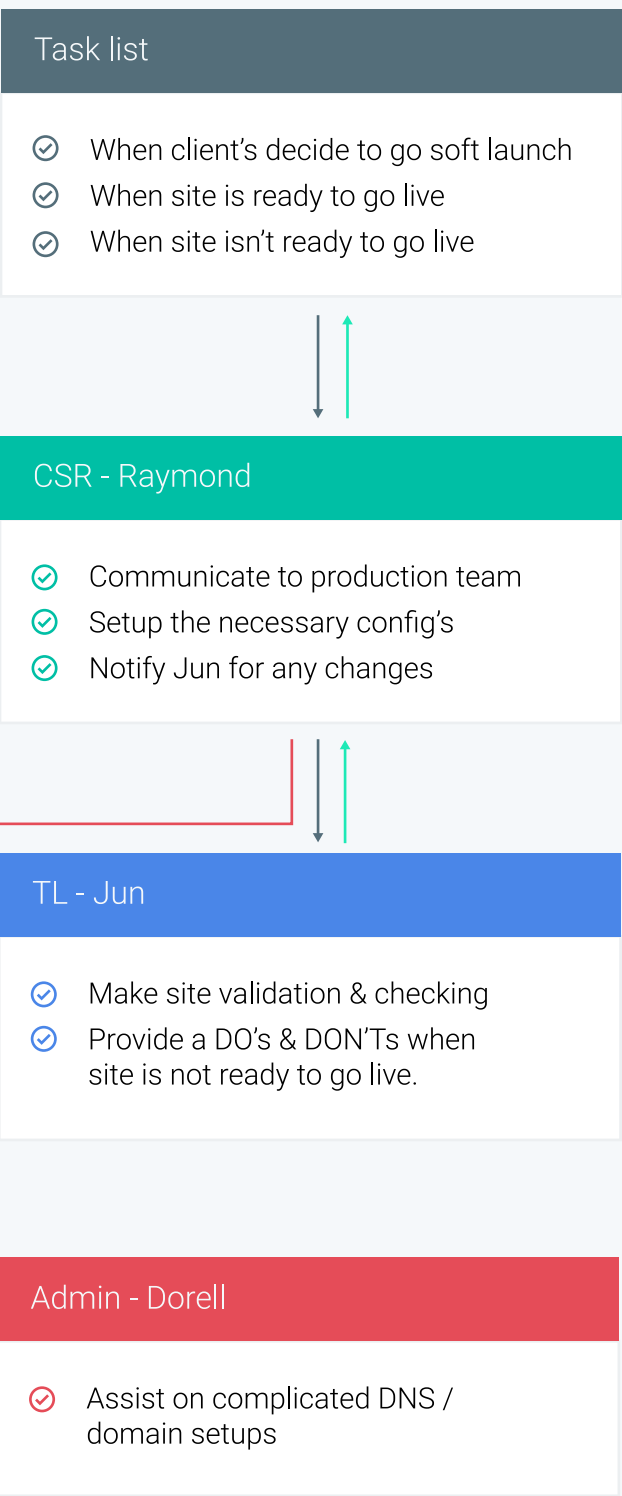
Task management

This will be the flow for common task, new features request, site migration, new projects, and so on.



Domain Handling

This is the flow when a sites is about to go live or anything that is related to domain / subdomain.



WebriQpages / shops

Ideal for fresh or migration of a website.
NOTE: For features request, roadblocks, and new task..please refer to illustration 1.

