

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

- Support Tier 1
- Support Tier 2
- 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.

Task list

- Client provide a new task / request
- Daily site updates
- or New Projects

CSR - Raymond

- Fascilitate client request
- Create trello task cards
- Notify Jun for any request / changes

- Validation of task / request
- Recommend integration approach
- Breakdown deliverables & estimates
- Assigned resource developer

- Scan & validate task / request
- Completes the task \odot
- Notify for any roadblocks \odot
- Report the updates to Jun

Domain Handling

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

Task list

- When client's decide to go soft launch
- When site is ready to go live
- When site isn't ready to go live

- Communicate to production team
- Setup the necessary config's
- Notify Jun for any changes



- Make site validation & checking
- Provide a DO's & DON'Ts when site is not ready to go live.

Admin - Dorell

Assist on complicated DNS / domain setups

WebriQpages / shops

Ideal for fresh or migration of a website.

NOTE: For features request, roadblocks, and new task..please refer to illustration 1.

Task list

- Olient provided a briefing document
- Features request
- Sites updates



- Fascilitate client request
- Create trello task cards
- Setup the necessary sub-domain
- Add assigned developers to corresponding project app
- Notify Jun for any other client request / changes



- Create a project guidelines in github
- Breakdown deliverables
- Assigned resource developer's
- Help on branding & design consistency
- Fascilitate the on-going projects
 - Advice what tools to be used
 - Improve design output
 - Speed up integration process



- Evaluation of design requirements
- Submit design to Jun
- When design is accepted proceed in the implementation.



- ✓ For existing sites, upload all contents to new subdomains in webriq app.
- Upload content to new subdomain when the layout is ready.