|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Workflow | | | | | | | | | | |
| 1.5 – Administración de usuarios y perfiles  1.2 – Generación de altas  1.3 – Gestión de trámites  1.1 – Consulta de estado  6.0 - Workflow  1.4 – Generación de reportes | | | | | | **ACCION** | | | | ADAPTAR |
| **DESCRIPCION** | | | | |
| Sistema utilizado para la gestión de reclamos. Actualmente se está migrando a Microsoft Dynamics | | | | |
|  | | | **DEPENDENCIAS FUNCIONALES** | |
| 1 |  | Clientes | | |
| 2 |  | Interfaces NO aplica | | |
| 3 |  | Servicios i4gl NO aplica | | |
|  | **BASES DE DATOS** | |  | **SERVIDORES** | |  |  |  | | |
| 1 | Tarshop (Informix) | 1 | TS11 |  |  |  | | |
| 2 | SCT (Informix) | 2 | [\\ts\soft$\Workflow\EXE para actualizar](file:///\\\\ts\\soft$\\Workflow\\EXE%20para%20actualizar%20) |  |  |  | | |
| 3 |  |  |  |  |  |  | | |
|  |  |  |  |  |  |  | | |
|  |  |  |  |  |  |  | | |
| Mantener  Adaptar  Reemplazar | | | | | | | | | | |