# Exercise 1

Every weekday morning, the database is backed up and then it is checked to see whether the "Account Defaulter" table has new records. If no new records are found, then the process should check the CRM system to see whether new returns have been filed. If new returns exist, then register all defaulting accounts and customers. If the defaulting client codes have not been previously advised, produce another table of defaulting accounts and send to account management. All of this must be completed by 2:30 pm, if it is not, then an alert should be sent to the supervisor. Once the new defaulting account report has been completed, check the CRM system to see whether new returns have been filed. If new returns have been filed, reconcile with the existing account defaulters table. This must be completed by 4:00 pm otherwise a supervisor should be sent a message.
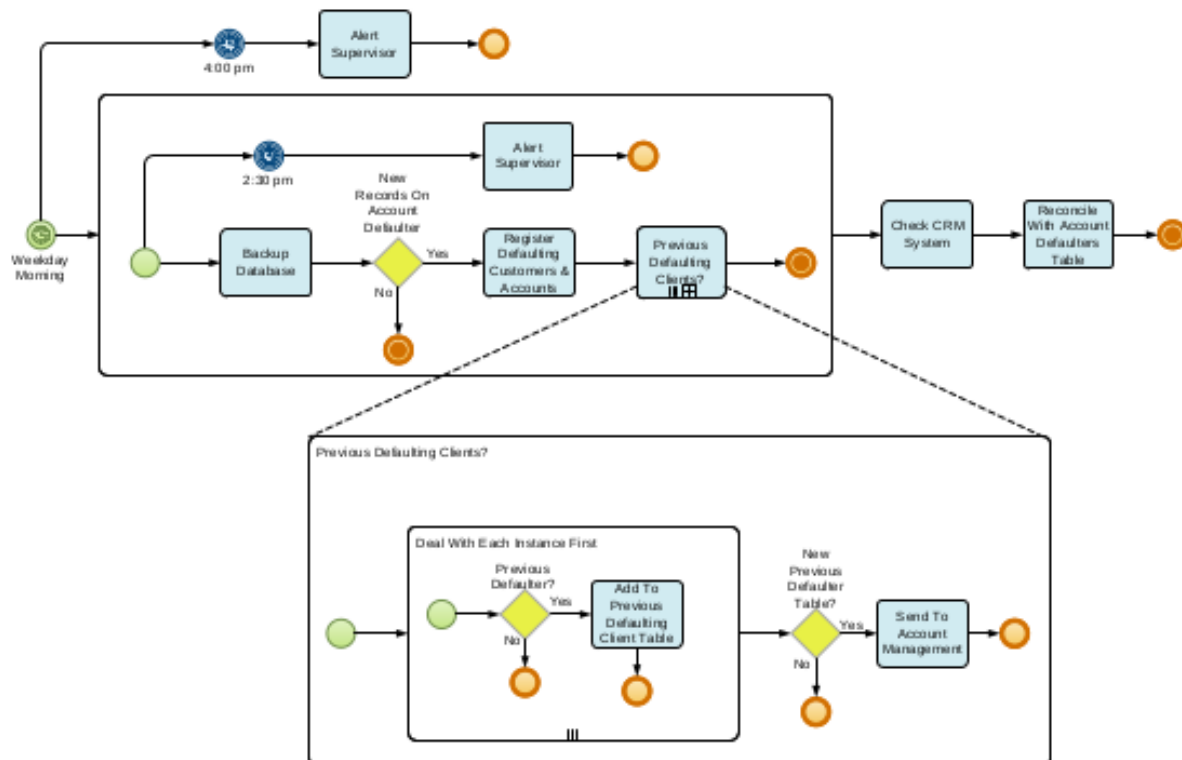
This answer recognizes that there is a difference between dealing with the batch activity (backing up the database) and dealing with the each instance asking whether they have been previous defaulters. It also uses a series of parallel Timer Intermediate Events to send the alert, in combination with the Terminate End Events.

Exercise 2

The Customer Service Representative sends a Mortgage offer to the customer and waits for a reply. If the customer calls or writes back declining the mortgage, the case details are updated and the work is then archived prior to cancellation. If the customer sends back the completed offer documents and attaches all prerequisite documents then the case is moved to administration for completion. If all pre-requisite documents are not provided a message is generated to the customer requesting outstanding documents. If no answer is received after 2 weeks, the case details are updated prior to archive and cancellation.