

### Online 3

Time: 25 minutes

At ShopEase, an e-commerce platform, the customer service team handles various customer inquiries through different communication tools like live chat, email, and phone support. Each tool is connected to a separate department, such as inventory, billing, and shipping, which may need to interact with each other to resolve customer issues. However, the direct communication between the customer service agents and these departments creates a complex and inefficient workflow.

The system should allow customer service agents to handle inquiries without needing to directly communicate with each department. It should streamline the communication flow and ensure that requests are routed to the appropriate department without unnecessary delays. The platform should be flexible enough to add new tools, departments, or integrations (e.g., chatbot or external shipping providers) in the future, without requiring significant changes to the existing workflow.

Additionally, the system must maintain a clear separation between the agents' tasks and the departments' roles, ensuring that the workflow remains organized, scalable, and easy to maintain.