We have been trying to find a way to render flow charts for our BPO partners but due to the complex nature of the process find its hard to do in one chart. As such, we have adapted it to a standardized coding language called “Graphviz” that can be rendered in oline viewers  
  
Here are some viewer programs to render the code which are free online:   
<https://www.devtoolsdaily.com/graphviz/>  
<https://edotor.net/>  
https://dreampuf.github.io/GraphvizOnline/  
  
This is the current code base to copy paste into the left window and it will render:   
  
digraph SalesProcess {

rankdir=TB;

node [shape=box, style="rounded,filled", fontname="Arial", fontsize=10];

// Trust & Accountability as the foundation

Trust [shape=note, style="filled", fillcolor=lightgrey, label="Trust & Accountability\n\n• Do what you say\n• Follow through on commitments\n• Proactive communication & structure"];

// Step 1: Lead Qualification & Initial Engagement

subgraph cluster1 {

label="Step 1: Lead Qualification & Initial Engagement";

color=blue;

Immediate [label="Immediate Response\n(2-5 min callback)"];

OnPhone [label="On Phone Call\n(Extract Motivation & Pain\nvia Socratic Selling)"];

Qualification [label="Qualification\n(Direct vs. Indirect)"];

ActionPlan [label="Create Action Plan\n(Email/Calendar confirmation)"];

PostCall [label="Post-Call Actions\n(Document & Follow-Up)"];

}

// Step 2: Tailoring Tone & Approach

subgraph cluster2 {

label="Step 2: Tailoring Tone & Approach";

color=green;

Direct [label="Direct Approval\n(Concierge, Fact-Based,\nHandle Unrealistic Expectations)"];

Indirect [label="Indirect Approval\n(High-Pressure, Urgency Driven)"];

}

// Step 3: Inventory Prioritization, Showing & Conversion

subgraph cluster3 {

label="Step 3: Inventory Prioritization, Showing & Conversion";

color=orange;

Highest [label="Highest Priority Inventory\n(High Commission, Quick Closing)"];

Second [label="Second Priority Inventory\n(Onshore Agent with Keys)\n(Check Availability & Staffing)"];

Lowest [label="Lowest Priority Inventory\n(Advance Scheduled Showings)"];

NoMatch [label="When Matching Inventory Not Found\n(Independent Web Research & Outbound Calls)"];

Showing [label="Showing Procedures\n(Google Meet, Self-Show, Handoff)"];

Closing [label="Closing Procedures\n(Stay on call until Payment & Proofs)"];

}

// Step 4: Reporting & Daily Operating Cadence

subgraph cluster4 {

label="Step 4: Reporting & Daily Operating Cadence";

color=red;

Morning [label="11:00 AM Meeting\n(Qualifying Calls, Prioritize Leads,\nAssign Action Plans)"];

Afternoon [label="4:00 PM Meeting\n(Recap Outcomes, Evaluate Action Plans)"];

}

// Step 5: Post-Application Follow-Up & Move-In Coordination

subgraph cluster5 {

label="Step 5: Post-Application Follow-Up & Move-In Coordination";

color=purple;

Application [label="Application Confirmation\n(Congratulate & Outline Next Steps)"];

Payment [label="Payment Verification & Unit Confirmation"];

BuildingComm [label="Building Communication\n(Follow-Up, Contact Sister Buildings)"];

Deficiency [label="Deficiency Mitigation\n(Template Emails, Supporting Evidence)"];

Lease [label="Lease Generation\n(Additional Documentation if Required)"];

MoveIn [label="Final Move-In Coordination\n(Keys, Final Confirmation)"];

}

// Connections: Start with Trust as the foundation

Trust -> Immediate [style=dashed, label="Start with Trust"];

// Step 1 Flow

Immediate -> OnPhone;

OnPhone -> Qualification;

Qualification -> ActionPlan;

ActionPlan -> PostCall;

// Transition from Step 1 to Step 2

PostCall -> Direct [style=dashed, label="Proceed to Tone & Approach"];

PostCall -> Indirect [style=dashed];

// Step 2 to Step 3 Transition

Direct -> Highest [style=dashed, label="Proceed to Inventory"];

Indirect -> Highest [style=dashed];

// Step 3 Flow

Highest -> Second;

Second -> Lowest;

Lowest -> NoMatch;

NoMatch -> Showing;

Showing -> Closing;

// Step 3 to Step 4 Transition

Closing -> Morning [style=dashed, label="Daily Reporting"];

// Step 4 Flow

Morning -> Afternoon;

// Step 4 to Step 5 Transition

Afternoon -> Application [style=dashed, label="Post-Application Follow-Up"];

// Step 5 Flow

Application -> Payment;

Payment -> BuildingComm;

BuildingComm -> Deficiency;

Deficiency -> Lease;

Lease -> MoveIn;

}