**Lab 3: Business Processes**

**Professor: Tevin Apenteng Date: 2019/2/5**

**Group: 6**

**Group Member’s Name:**

**Dongwon Lee, Patrick Mcguigan, Wenxuan Liu**

**In the following table, name your business area within the assigned case study and list as many processes that are performed within your business area as possible.**

**Business Area: CustomerProjectManagement & TechnologyManagement**

|  |  |
| --- | --- |
| **Processes Performed** | **Actors** |
| * **ManageCustomerInformation** * **ScheduleCustomerTraining** * **CustomerTraining** * **GuideCustomers** * **RecordCustomerProblems** * **SolveCustomerProblems** * **ReportCustomerProblems** * **MaintainCustomerRelations** | * **Customers** * **CustomerServiceStaff** * **Customers** * **CustomerServiceStaff** * **Customers** * **CustomerTrainer** * **Customers** * **CustomerServiceStaff** * **Customers** * **CustomerServiceStaff** * **Customers** * **CustomerServiceStaff** * **Customers** * **CustomerServiceStaff** * **TechnologyDepartment** * **Customers** * **CustomerServiceStaff** |

|  |  |
| --- | --- |
| **Processes Performed** | **Actors** |
| * **CheckWebsiteAvailability** * **ImproveWebsite** * **ReceiveServiceRequest** * **ScheduleServiceRequest** * **ResolveServiceRequest** * **SchedulePreventativeMaintenance** * **ConductPreventativeMaintenance** * **AddWarranty** | * **WebsiteTester** * **WebsiteDesigner** * **WebsiteTester** * **WebsiteDeveloper** * **CustomerServiceStaff** * **WebsiteDeveloper** * **WebsiteManager** * **WebsiteMaintenanceStaff** * **WebsiteDeveloper** * **WebsiteManager** * **WebsiteMaintenanceStaff** * **CustomerServiceStaff** * **WebsiteMaintenanceStaff** |

Contact Info

Group 6

Dongwon Lee dlee122@myseneca.ca

Patrick McGuigan [pmcguigan@myseneca.ca](mailto:pmcguigan@myseneca.ca)

Wenxuan Liu wliu122@myseneca.ca