**Lab 3: Business Processes**

**Professor: Tevin Apenteng Date: 2019/1/23**

**Group: 6**

**Group Member’s Name:**

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**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: Customer Project Management & Technology Management**

|  |  |
| --- | --- |
| **Processes Performed** | **Actors** |
| * **Manage customer information** * **Schedule customer training** * **Customer training** * **Guide customers** * **Record customer problems** * **Solve customer problems** * **Report customer problems** * **Maintain customer relations** | * **Customers** * **Customer service staff** * **Customers** * **Customer service staff** * **Customers** * **Customer trainer** * **Customers** * **Customer service staff** * **Customers** * **Customer service staff** * **Customers** * **Customer service staff** * **Customers** * **Customer service staff** * **Technology department** * **Customers** * **Customer service staff** |

|  |  |
| --- | --- |
| **Processes Performed** | **Actors** |
| * **Check website availability** * **Improve website** * **Receive service request** * **Schedule service request** * **Resolve service request** * **Schedule preventative maintenance** * **Conduct preventative maintenance** * **Add warranty** | * **Website tester** * **Website designer** * **Website tester** * **Website developer** * **Customer service staff** * **Website developer** * **Website manager** * **Website maintenance staff** * **Website developer** * **Website manager** * **Website maintenance staff** * **Customer service staff** * **Website maintenance staff** |

Contact Info

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