

```

graph TD
    subgraph Customer
        Start(( )) --> CallsCMC[Calls CMC]
        CallsCMC --> EndCall((End call))
    end

    subgraph AutomaticBranchExchange [Automatic Branch Exchange]
        ReceivesCall[Receives call] --> RequestsAccess[Requests access to customer profile]
        RequestsAccess --> AccessProfiler[Access Profiler Tool]
        RequestsAccess --> PromptsOptions[Prompts for options/information details]
        PromptsOptions --> SendOptions[Send options]
        SendOptions --> ProvidesInfo[Provides information]
        ProvidesInfo --> WaitsServed[Waits to be served]
        WaitsServed --> OptionsSelected[Options selected]
        OptionsSelected --> AnswerCall[Answer customer call]
        AnswerCall --> ReadScript[Read Script]
        ReadScript --> ProvidesPackage[Provides package details]
        ProvidesPackage --> CreateBooking[Create Booking]
        CreateBooking --> BookPackage[Book Package]
        BookPackage --> BookingConfirmed[Booking Confirmed]
    end

    subgraph SkillMatcher [Skill Matcher]
        RequestsAccess --> AccessProfiler
        AccessProfiler --> EstablishesScore[Establishes customer's score]
        EstablishesScore --> ScoreCheck{ }
        ScoreCheck -- Yes --> PlaceQueueBegin[Place customer at beginning of the queue]
        ScoreCheck -- No --> PlaceQueue[Place customer in the queue]
        PlaceQueueBegin --> AccessRMProfiles[Access RM's profiles]
        AccessRMProfiles --> MatchScore[Match customer score with RM's skill score]
        MatchScore --> SendInfoBranching[Send information to branching system]
        PlaceQueue --> AccessRMProfiles2[Accesses RM's profiles]
        AccessRMProfiles2 --> MatchSuitable[Match suitable RM]
        MatchSuitable --> SendInfoBranching
        SendInfoBranching --> LinesBusy{ }
        LinesBusy -- Yes --> DirectsCall[Directs call to Interactive Voice Response unit]
        DirectsCall --> PromptsOptions
        LinesBusy -- No --> SendInfoAvailable[Send information to available RM]
        SendInfoAvailable --> CustomerInfoReceived[Customer information Received]
        CustomerInfoReceived --> AnswerCall
    end

    subgraph CMC [Call Management Centre (CMC) Relationship Manager]
        ReceivesCall --> RequestsAccess
        RequestsAccess --> AccessProfiler
        AccessProfiler --> CustomerProfile[Customer Profile]
        CustomerProfile --> ReceivesScript[Receives Script]
        ReceivesScript --> AnalyseScript[Analyse Script]
        AnalyseScript --> CustomerInfoReceived
        CustomerInfoReceived --> AnswerCall
        AnswerCall --> ReadScript
        ReadScript --> ProvidesPackage
        ProvidesPackage --> CreateBooking
        CreateBooking --> RequestPayment[Request Payment Details]
        RequestPayment --> SendPayment[Send Payment Details]
        SendPayment --> ProcessPayment[Process Payment Details]
        ProcessPayment --> ApprovePayment[Approve Payment Details]
        ApprovePayment --> ReceivesPayment[Receives Payment Confirmation]
        ReceivesPayment --> ProvidesInfo
        ProvidesInfo --> WaitsServed
        WaitsServed --> OptionsSelected
        OptionsSelected --> AnswerCall
    end

    subgraph OnlinePaymentSystem [Online Payment System]
        SendPayment --> ProcessPayment
        ProcessPayment --> ApprovePayment
        ApprovePayment --> ReceivesPayment
        ReceivesPayment --> ProvidesInfo
        ProvidesInfo --> WaitsServed
        WaitsServed --> OptionsSelected
        OptionsSelected --> AnswerCall
    end

    subgraph BookingSystem [Booking System]
        CreateBooking --> BookPackage
        BookPackage --> BookingConfirmed
    end

    ProvidesPackage --> StateInquiry[State Inquiry]
    StateInquiry --> SpecificInquiry[Specific inquiry]
    SpecificInquiry --> HolidayPackage[Holiday Package Information]
    HolidayPackage --> CustomerPurchases[Customer purchases package]
    CustomerPurchases -- Yes --> ProvidePayment[Provide payment details]
    ProvidePayment --> CreditCard[Credit card details]
    CreditCard --> ReceivesPayment
    ReceivesPayment --> ProvidesInfo
    ProvidesInfo --> WaitsServed
    WaitsServed --> OptionsSelected
    OptionsSelected --> AnswerCall
    CustomerPurchases -- No --> EndCall
    EndCall --> EndCall
  
```