**PROCESS DESCRIPTION**

The process of applying to university abroad starts with a customer, who is a student-to-be,  submitting a request with specified preferences and GPA to the helpdesk. A helpdesk employee forwards the request to a company employee who picks universities based on user’s preferences. At the same time the statistics department calculates the probabilities of acceptance to the universities that were picked by the company employee. After at least 3 universities are selected, the list of options is sent to the customer. The customer has up to 2 weeks to choose a university from the provided list. If he/she does not reply within a given time, the process ends. If the customer decides to proceed with one of the universities from the list, the contract needs to be signed and a partial payment submitted by the customer. If the payment is not received within a week of signing the contract, the contract is terminated and the process ends. After the contract is signed by both sides and payment is successful, the company’s employee sends the request to the university chosen by the customer in order to get the list of documents necessary to apply. The customer then collects all the required documents and sends them to the employee. The employee then verifies the correctness and completeness of documents. If there are any errors found, the employee notifies the customer and the customer then corrects them and sends the correct documents again. Once all the documents are collected and verified, the papers that need to be translated to another language are sent to the company employed translator. And if there is no translation to be had, the set of documents is sent to the university by the company employee. Depending on the university reply, the customer is either notified about a positive result and provided the information with the interview date and any additional tests that need to be taken. Or if the reply was negative, the customer is informed about rejection. If a customer is rejected he/she has 2 options: to apply to another university from the list composed by the company’s employee or to not proceed with any of the universities at all. If a customer passes the tests and the interview , the company is informed about the result by the university and the process ends. If a customer did not manage to pass - he/she is offered to start the process of application all over or do not proceed at this time.