**Changes done to make final TO-BE model:**

1. There is one toll free number for both, Service Request as well as Complaints
2. Operator on helpdesk helps customer determine whether the issue is registered as a Service Request or a Complaints.
3. Operator on helpdesk sets the priority level of issues.
4. Operator sends a copy of Service Request/Complaints to the Internal Monitoring Department to help them monitor the time taken by various departments to resolve the issues and verify the resolutions.
5. Service Department or Product department do not directly send response to the source. Instead, they send resolutions to the Internal Monitoring Department.
6. Internal Monitoring Department monitors the resolution and sends feedback to the source.