**CUSTOMER JOURNEY MAP – TOBE PROCESS**

**Duration: 3 days**

Once the ASIS Customer Journey Map is completed, kindly proceed with creating the following and send it to us once finished:

1. TOBE Customer Journey Map
2. TOBE Process Workflow

Here is the recommended high-level process:

1. Client has an issue/ request
2. Clients will raise a ticket in the system
3. Level 1 Support will acknowledge the ticket.
4. If the ticket can be resolved at his level, he will assign the ticket to the L1 Team.
5. L1 Support shall claim, resolve, and close the ticket.
6. If L1 Support cannot solve the ticket, he will assign the ticket to the L2 Team.
7. L2 Support shall claim, resolve, and close the ticket.
8. If L2 cannot solve the ticket, he will then assign the ticket to L3 Team,
9. L3 Team to claim, resolve, and close the ticket.