## Customer Opening a New Account at a Bank Customer gets their question Customer Customer Customer resolved uses the finds the uses the Customer bank number automate clicks on the website to and number that d process find the proceeds and best customer to call corresponds enters service personal to their phone info needs number Customer Customer listens to gets Customer Customer number transferred Customer The agent Customer fills out a gets to the tells the Customer doesn't find options to gets survey connected connect department customer gets the connecte about the to an transferred with the and waits they need number on d to an service agent and and waits for the the new to agent and provides again for customer transfer account homepage gives name and the agent opening service to the and their info again dept. agent new navigates bank for their the site to account details bank "contact us" opening again account dept. page