UNIVERSITÄT KOBLENZ · LANDAU

Business Process Management

Exercise 2

Group 04

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TOTAL: 9,75/10

You handed in the EXACT same solution as Group 12. I would highly recommend to refrain from copying each others results in the future!

Exercise 2 (Business Process Management)

M = (V,E,C,L,TV,TE,α,β,χ)

V = {v1, v2, v3, v4……..,v48}

E = {e1, e2, e3, e4……..,e49}

E = ED U EU

ED = {e1, e2, e3,e4, e5, e6, e7, e8, e9, e10, e11, e12, e24, e49}

EU = {e13, e14, e15, e16, e17, e18, e19, e20, e21, e22, e23, e24, e25, e26, e27, e28, e29, e30, e31, e32, e33, e34, e35, e36, e37, e38, e39, e40, e41, e42, e43, e44, e45, e46, e47, e48}

C = {"Receipt of customer complaint","Verify information is complete","Incomplete information","Request missing information","Information complete","Process complaint","No customer answer", "Decline Complaint","End process", "Complaint information","CRM system", "Customer service agent","10 , minutes","20 , minutes"}

TV={function, event, xor, orgunit, input, supportingsystem, duration, name}

TE = TED U TEU

Here you also would have to define what these abbreviations actually stand for, e.g., f_org = {function, orgunit, 1} (-0,25)

TED = { e_f, f_x, x_e, x_x }

TEU = { f_inp, f_sup, f_dur, f_org, f_n, e_n, inp_n, sup_n, org_n }

TE = { e_f, f_x, x_e, x_x, f_inp, f_sup, f_dur, f_org, f_n, e_n, inp_n, sup_n, org_n }

L = (TV, TE)

α(v1) = α(v4) = α(v8) = α(v10) = α(v13) = event,
α(v2) = α(v5) = α(v9) = α(v11) = function,
α(v3) = α(v6) = α(v7) = α(v12) = xor,
α(v14) = α(v18) = α(v20) = α(v25) = input,
α(v17) = α(v20) = α(v22) = α(v26) = orgunit,
α(v16) = α(v19) = α(v24) = α(v28) = duration,
α(v15) = α(v17) = α(v23) = α(v27) = supportingsystem,
α(v29) = α(v30) = α(v31) = α(v32) = α(v33) = α(v34) = α(v35) = α(v36) =
α(v37) = α(v38) = α(v39) = α(v40) = α(v41) = α(v42) = α(v43) = α(v44) =
α(v45) = α(v46) = α(v47) = α(v48) = name

β(e1) = β(e4) = β(e8) = β(e10) = e_f,
β(e2) = β(e5) = β(e11) = β(e24) = f_x,
β(e3) = β(e7) = β(e9) = β(e12) = x_e,
β(e6) = β(e49) = x_x,
β(e13) = β(e17) = β(e20) = β(e25) = f_inp,
β(e14) = β(e22) = β(e27) = f_sup,
β(e15) = β(e18) = β(e23) = β(e28) = f_dur,
β(e16) = β(e19) = β(e21) = β(e26) = f_org,
β(e29) = β(e31) = β(e33) = β(e35) = β(e37) = e_n,
β(e30) = β(e32) = β(e34) = β(e36) = f_n,
β(e38) = β(e41) = β(e43) = β(e46) = inp_n,
β(e39) = β(e45) = β(e48) = sup_n,
β(e40) = β(e42) = β(e44) = β(e47) = org_n,

χ(v29) = “Receipt of customer complaint”,
χ(v30) = “Verify information is complete”,
χ(v31) = “Incomplete information”,
χ(v32) = “Request missing information”,
χ(v33) = “Information complete”,
χ(v34) = “Process complaint”,
χ(v35) = “No customer answer”,
χ(v36) = “Decline Complaint”,
χ(v37) = “End process”,
χ(v38) = χ(v41) = χ(v43) = χ(v46) = “Complaint information”,
χ(v39) = χ(v45) = χ(v48) = “CRM system”,
χ(v40) = χ(v42) = χ(v44) = χ(v47) = “Customer service agent”,
χ(v16) = χ(v19) = “10 , minutes”,
χ(v24) = χ(v28) = “20 , minutes”