

**opsdog**

**BPMN 2.0 FORMAT**

**BANKING**

# Call Center: Account Closing

**The OpsDog Financial Services Hierarchy**

- Banking
  - Insurance
  - Broker Dealer
  - Investment/Asset Management
  - Consumer Finance
- Back Office Operations
  - Call Center: Account Closing
  - Compliance & Risk Management
  - Treasury Management

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**Call Center - Account Closing: Workflow**

**Account Closing Request**

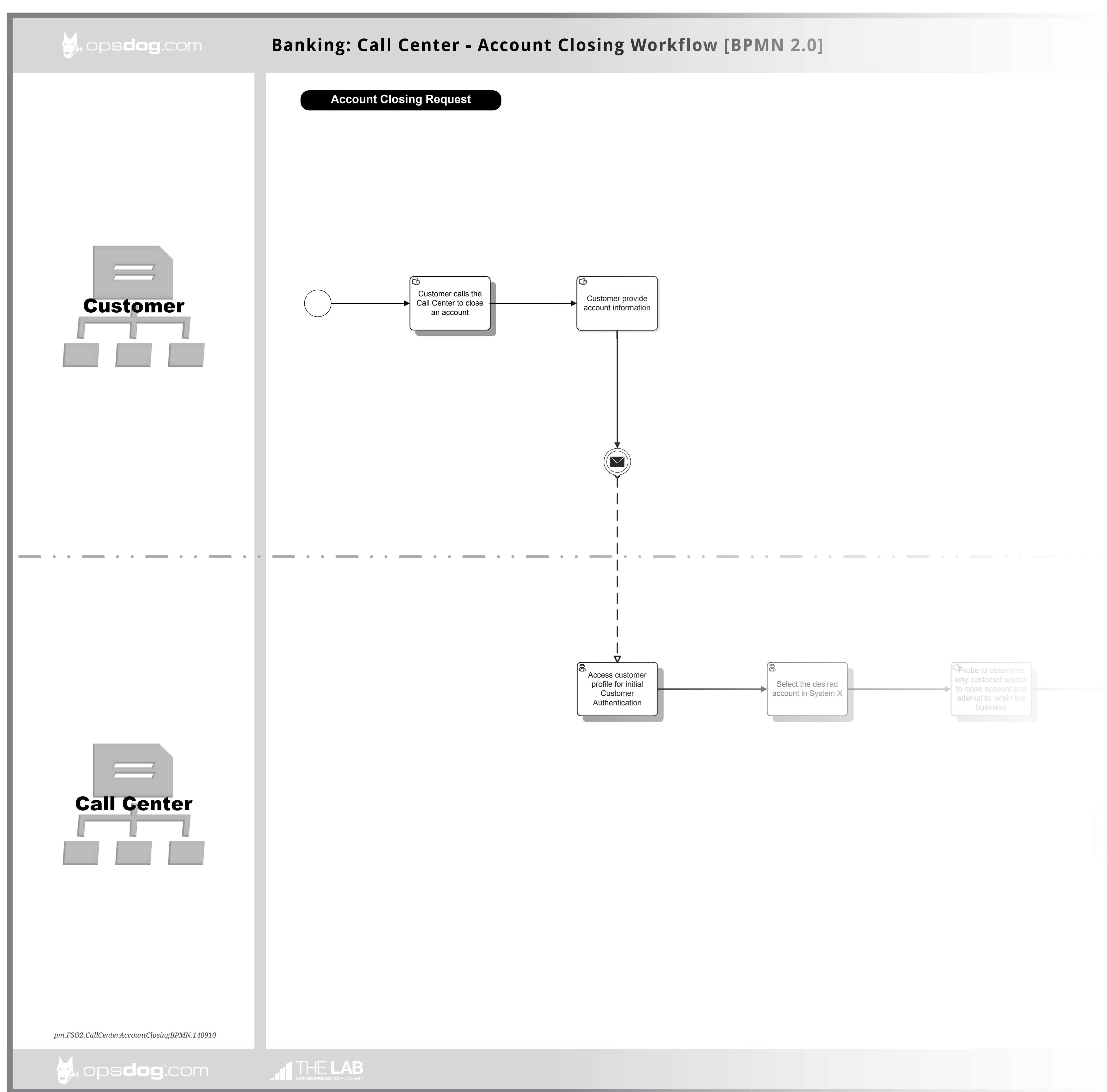
**Workflow Description**

The processing of customer account closing request through the call center channel. Includes customer profile verification, customer dissatisfaction reporting, pending transaction resolution, and/or final account termination processing.

**Legend**

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

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