

**opsdog**

**BPMN 2.0 FORMAT**

**BANKING**

# Call Center: Product Servicing

**The OpsDog Financial Services Hierarchy**

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

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**Call Center - Product Servicing: Workflow**

- A Profile Change Request
- B Telephone Payment & Transfer
- C Check Order Request
- D Statement Request

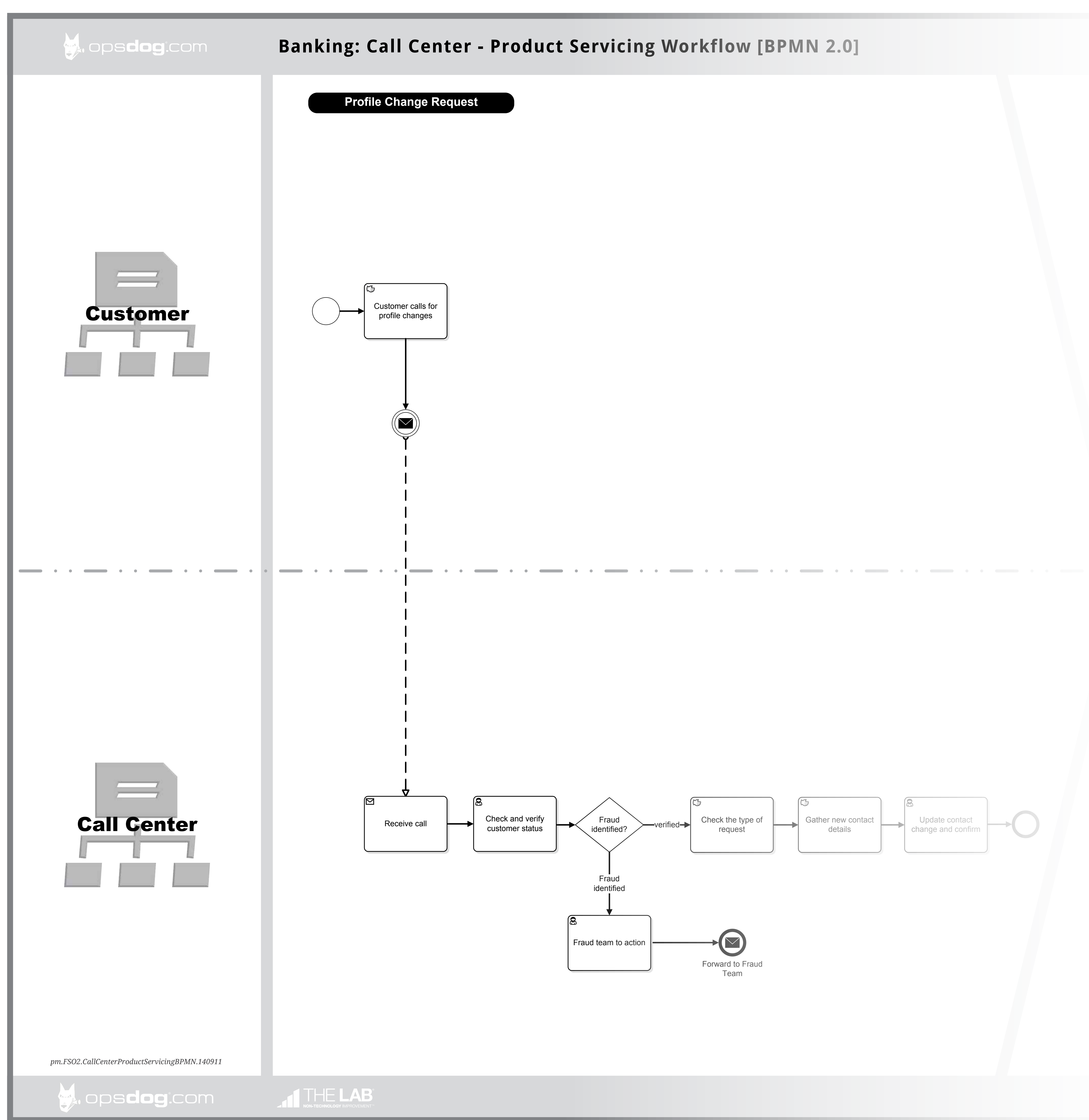
**Workflow Description**

The processing and handling of inbound customer calls. Includes initial customer account verification, customer profile information change, payment and transfer execution, and/or check and statement order requests.

**Legend**

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

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