

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

www.OpsDog.com | info@OpsDog.com | Phone: 201.526.1200 | www.TheLabConsulting.com

Call Center - Product Servicing: Workflow

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

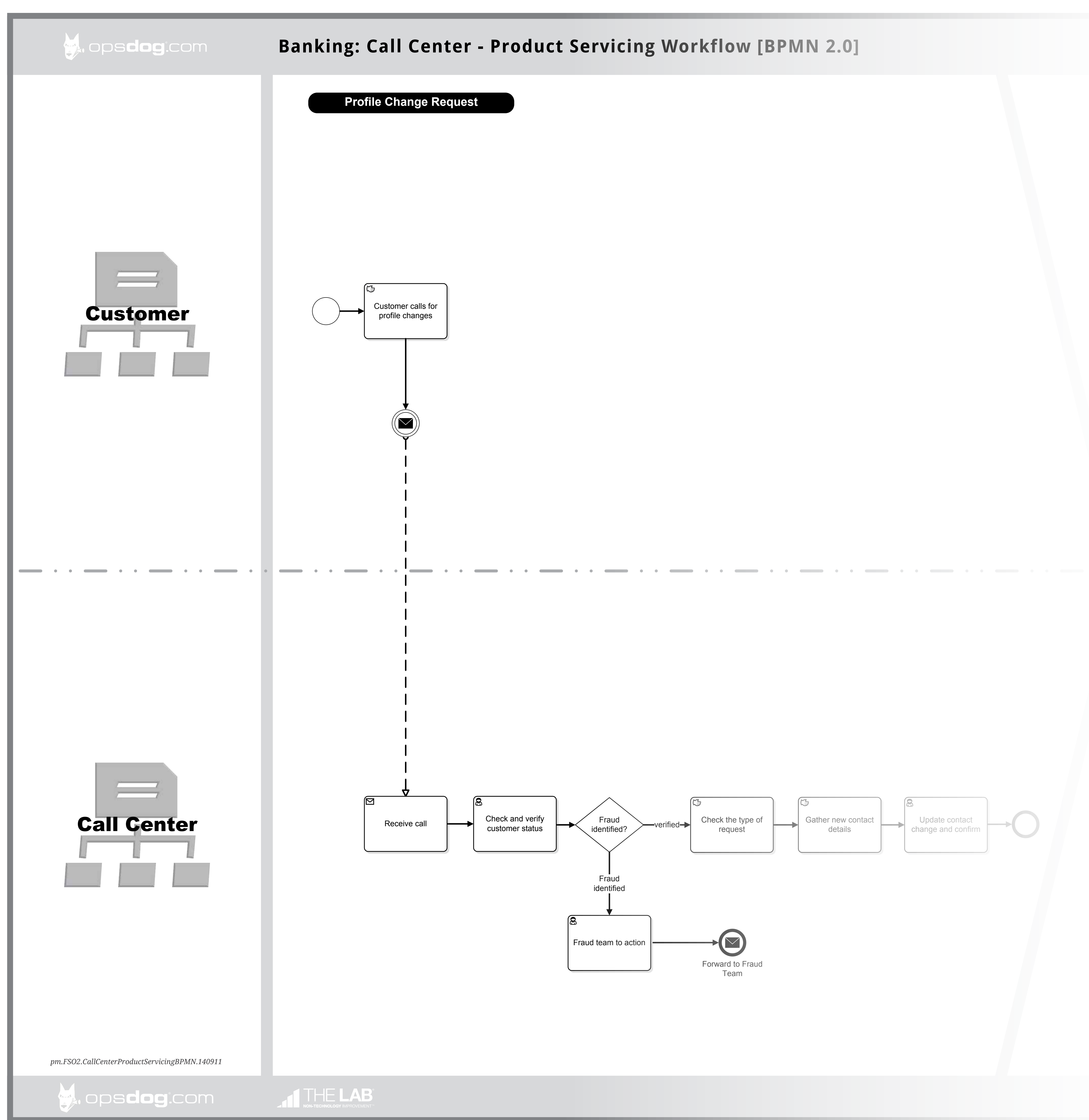
Workflow Description

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

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT



Login to **OpsDog** to purchase the full workflow template (available in PDF, Visio)

New users get \$20 off their first purchase (registration is FREE!)