

opsdog

BPMN 2.0 FORMAT

BANKING

Internet Banking: Customer Communication

The OpsDog Financial Services Hierarchy

- Banking
 - Insurance
 - Broker Dealer
 - Investment/Asset Management
 - Consumer Finance
- Electronic Banking
 - Internet Banking: Customer Communication
- Other services: Retail Branch Operations, Commercial Lending, Consumer Lending, Mortgage Banking, Wealth Management, Merchant & Lockbox Operations, Courier Services, Back Office Operations, Compliance & Risk Management, Treasury Management.

Internet Banking - Customer Communication: Workflow

- A Customer Complaint
- B Preference Change Request
- C Cycle Triggered E-Statements

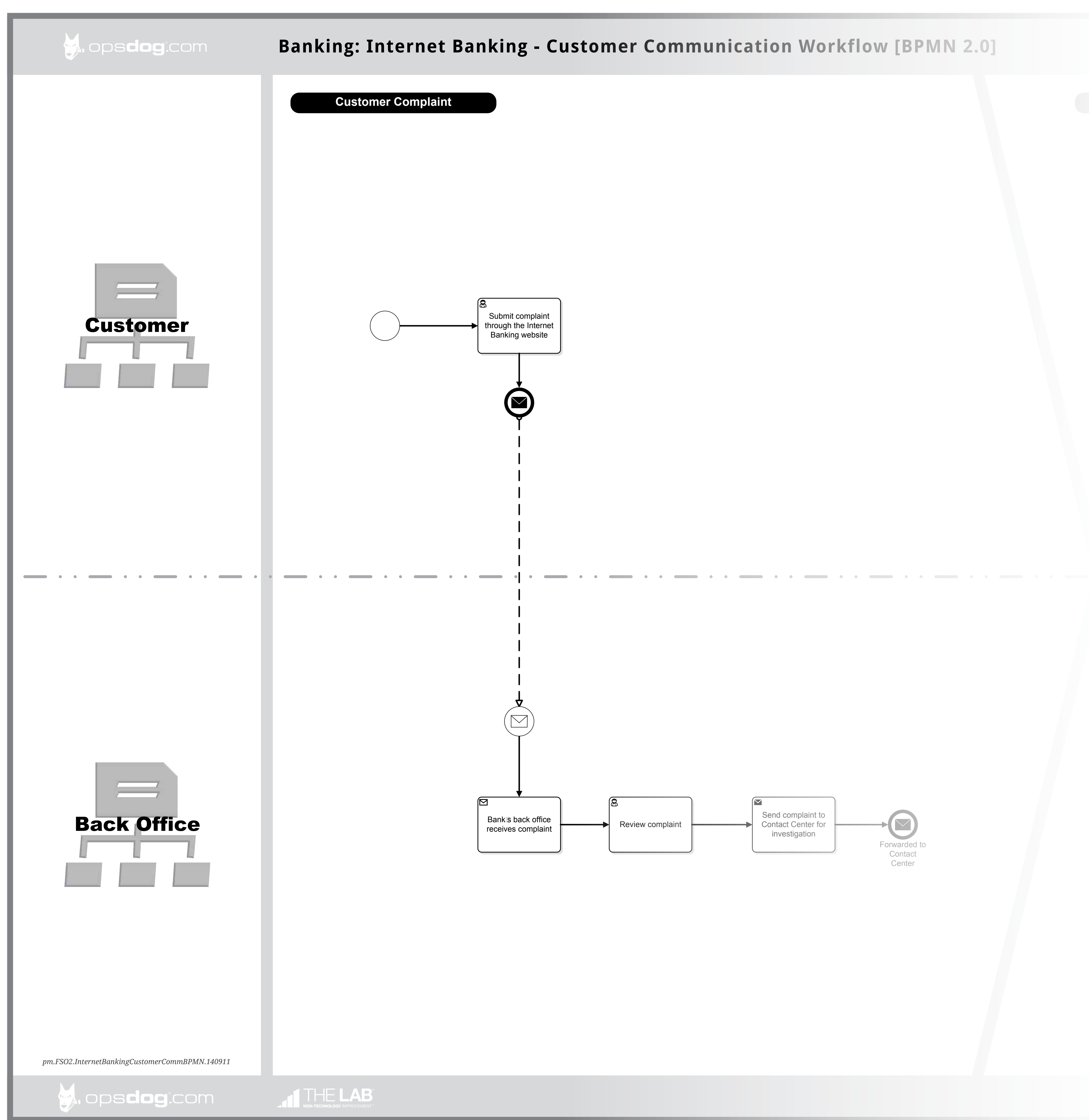
Workflow Description

The request and fulfillment of customer requests through the internet banking channel. Includes customer complaint resolution, bank account preference changes, and monthly e-statement generation.

Legend

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

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT WORKFLOW



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

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