

opsdog

WORKFLOW

CALL CENTERS

Inbound Call Processing

BPMN 2.0 FORMAT

The OpsDog General Line Hierarchy

- Call Centers
 - Sales
 - Customer Service
 - Product Development
 - Collections
- Service Center
 - Inbound Call Processing
 - Workforce Management
 - Quality Monitoring & Reporting
 - Call Center Training
 - System Support

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Inbound Call Processing: Workflow

- A Service Representative Contact
- B Customer Issue Resolution
- C Outbound Sales Pitch & Closure

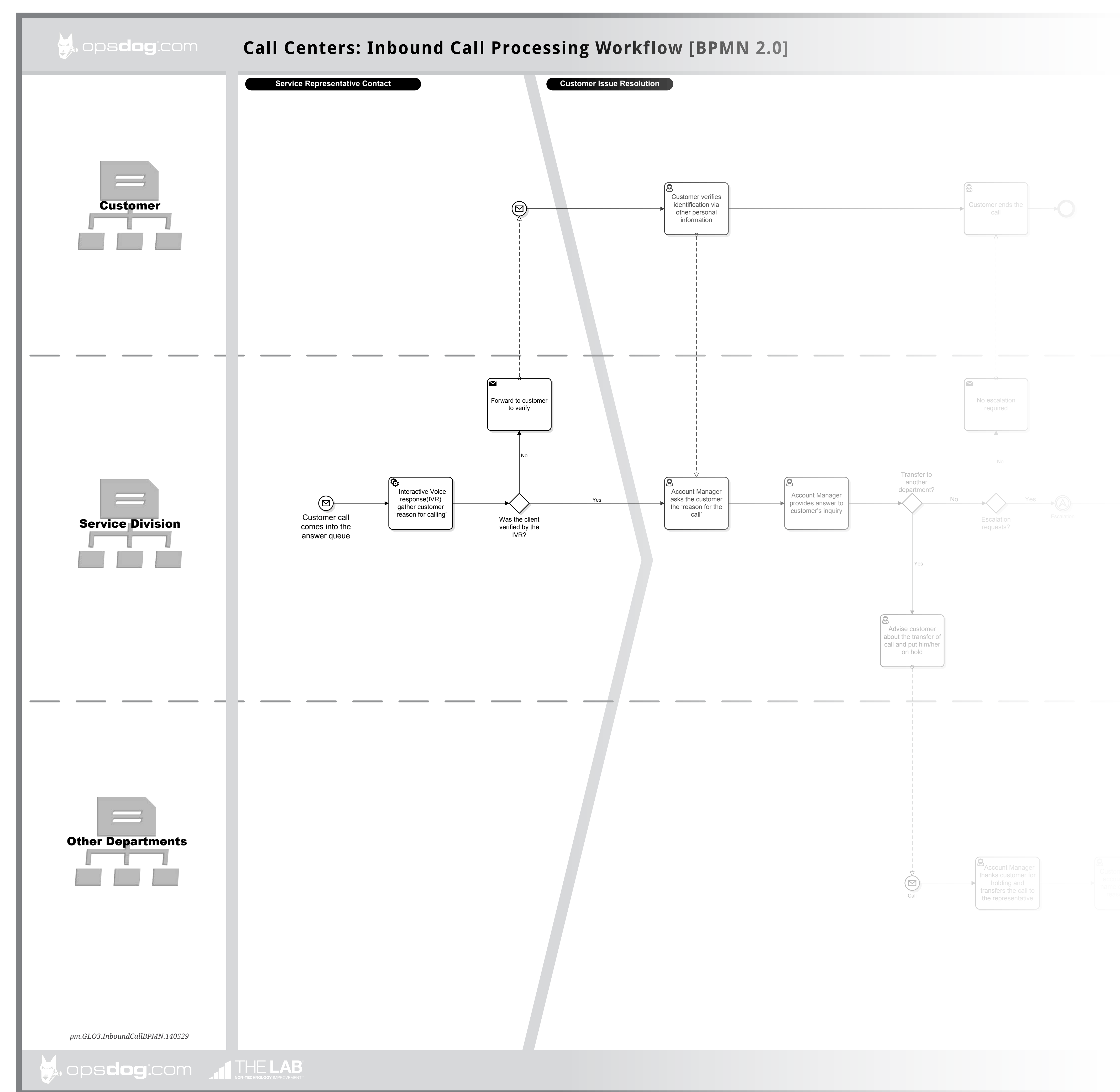
Workflow Description

The reception and routing of incoming calls from customers includes greeting, information collection (account number, name, reason for calling, etc.), account verification and call routing (to proper resolution employee or escalation team member).

Legend

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

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT



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