

opsdog

WORKFLOW

CALL CENTERS

Technical Support & Resolution

BPMN 2.0 FORMAT

The OpsDog General Line Hierarchy

- Call Centers
- Sales
- Customer Service
- Product Development
- Collections

Service Center

- Technical Support & Resolution (Help Desk)
- Workforce Management
- Quality Monitoring & Reporting
- Call Center Training
- System Support

Technical Support & Resolution [Help Desk]: Workflow

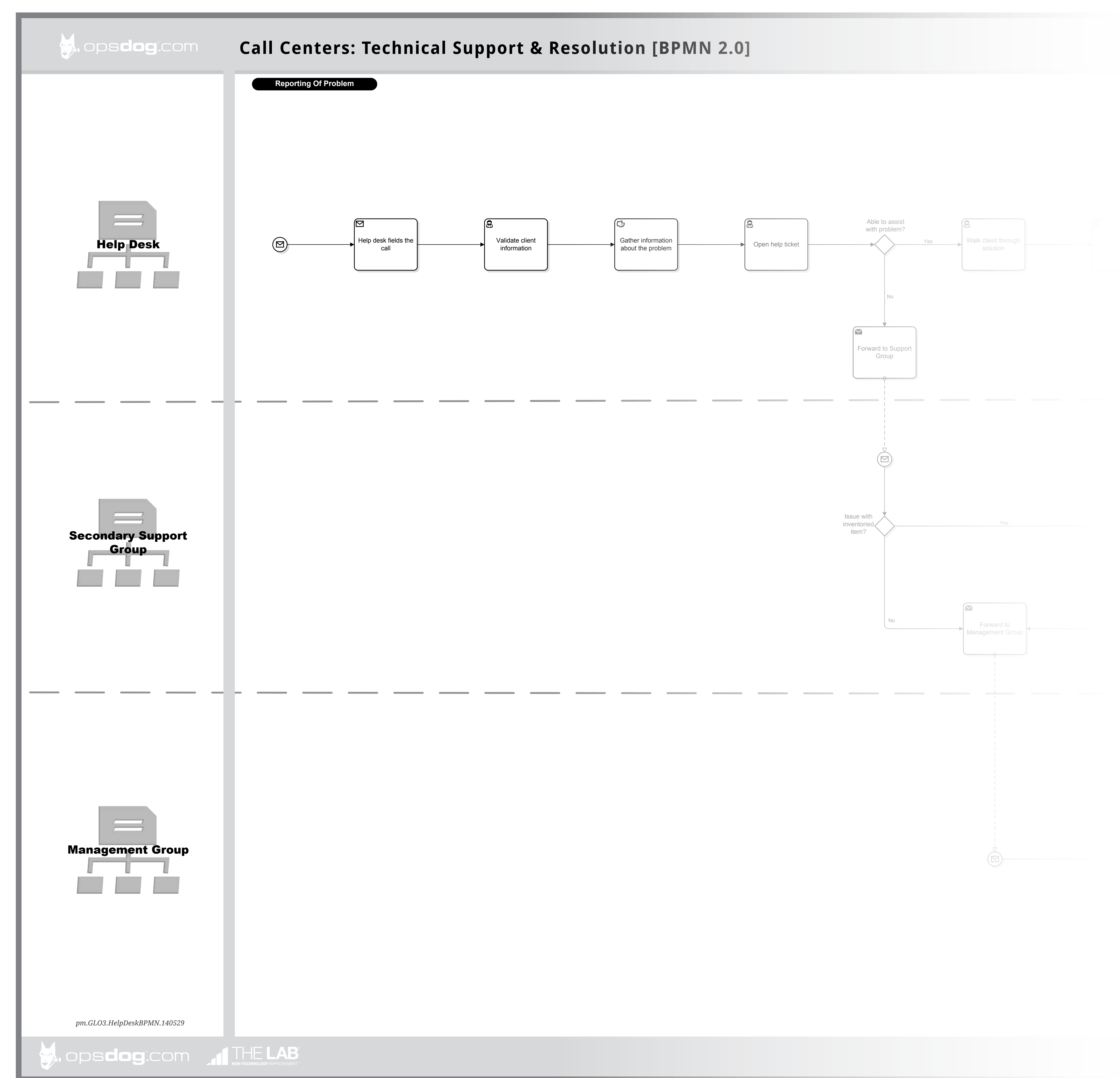
Workflow Description

The research and resolution of technical customer issues includes identity verification, question clarification, issue escalation (if needed) and any during- or after-call work needed to resolve the customer's problem.

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, PPT)

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