

**opsdog**

**WORKFLOW**

**CUSTOMER SERVICE**

**Customer Outreach & Engagement**

**BPMN 2.0 FORMAT**

**The OpsDog General Line Hierarchy**

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

Customer Retention | Customer Outreach & Engagement

Post Sales Services

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**Customer Outreach & Engagement: Workflow**

**Customer Outreach**

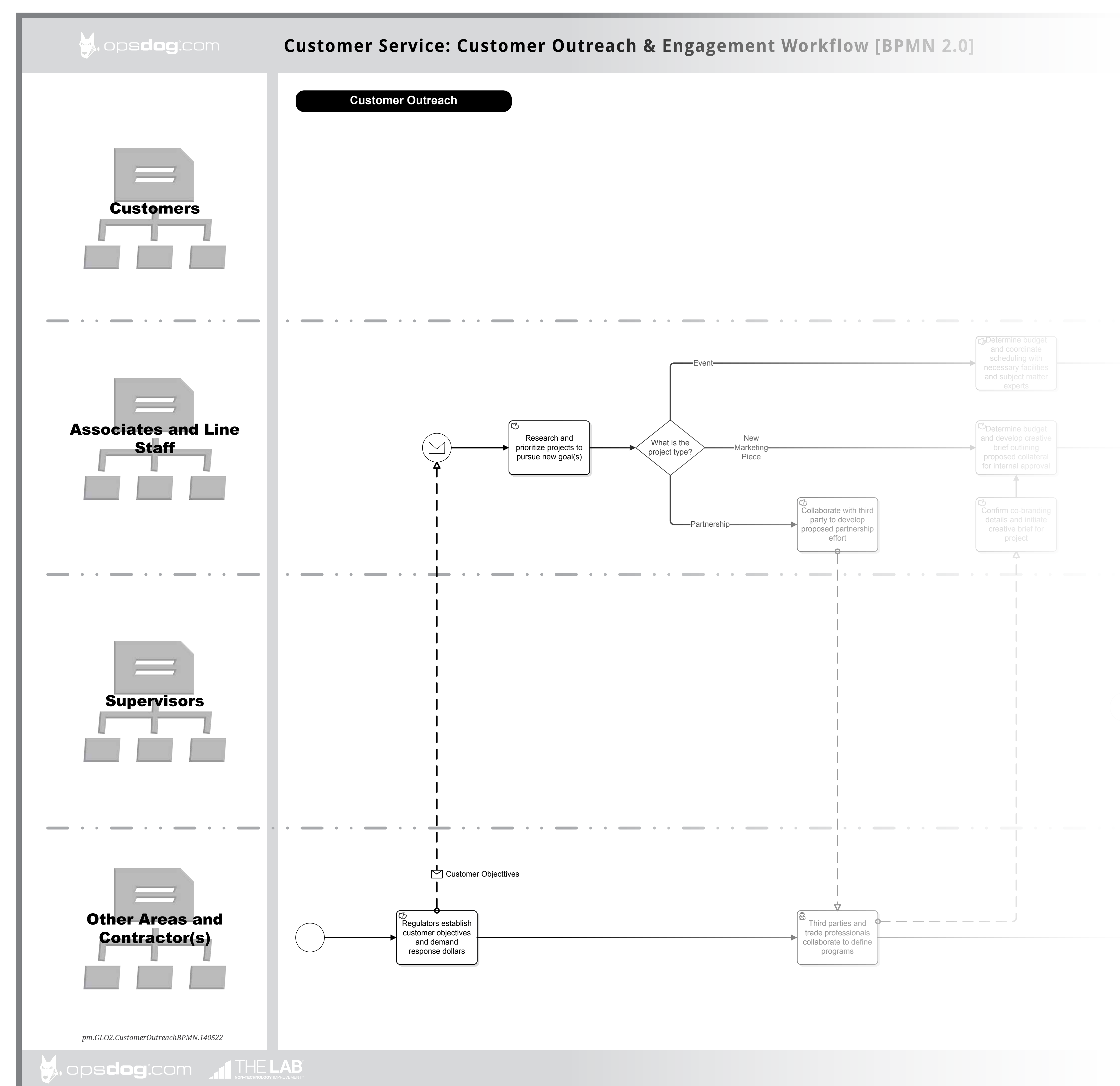
**Workflow Description**

The development and implementation of customer outreach events and programs that are designed to uncover and solve customer needs, directly engaging potential and existing customer bases.

**Legend**

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

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