

opsdog

BPMN 2.0 FORMAT

INSURANCE

In-Force Customer Service

The OpsDog Financial Services Hierarchy

- Insurance
 - Banking
 - Broker Dealer
 - Investment/Asset Management
 - Consumer Finance
- Agency Operations
 - New Business Processing
 - Underwriting
 - In-Force Customer Service**
 - In-Force Customer Service
 - Claims
 - Case Management/Settlements
 - Actuarial
 - Investments

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In-Force Customer Service: Workflow

Customer Servicing

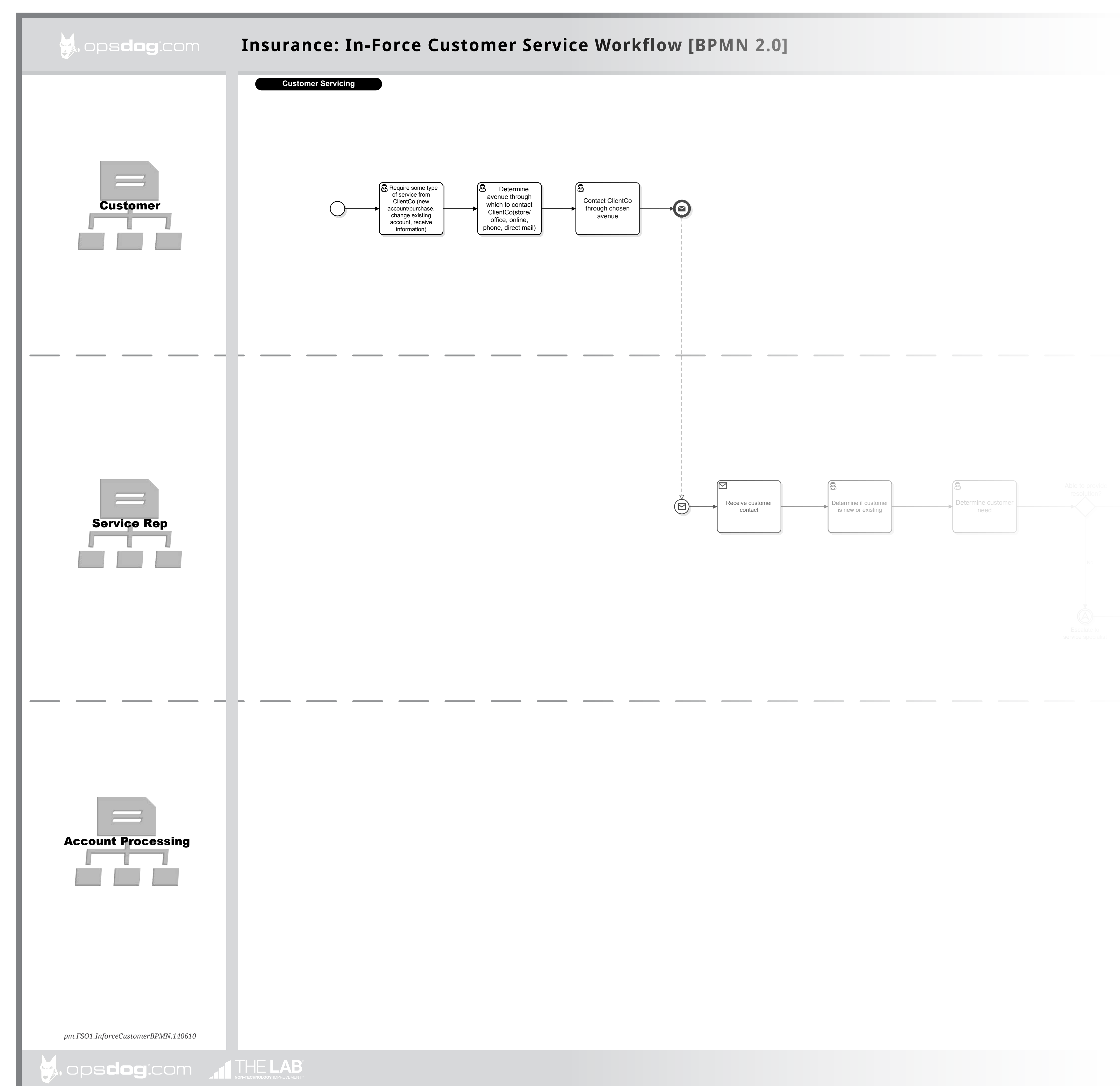
Workflow Description

The reception of incoming calls and requests from current policyholders to assist with account updates, payments, insurance policy inquiries, account modifications, or status updates.

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)

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