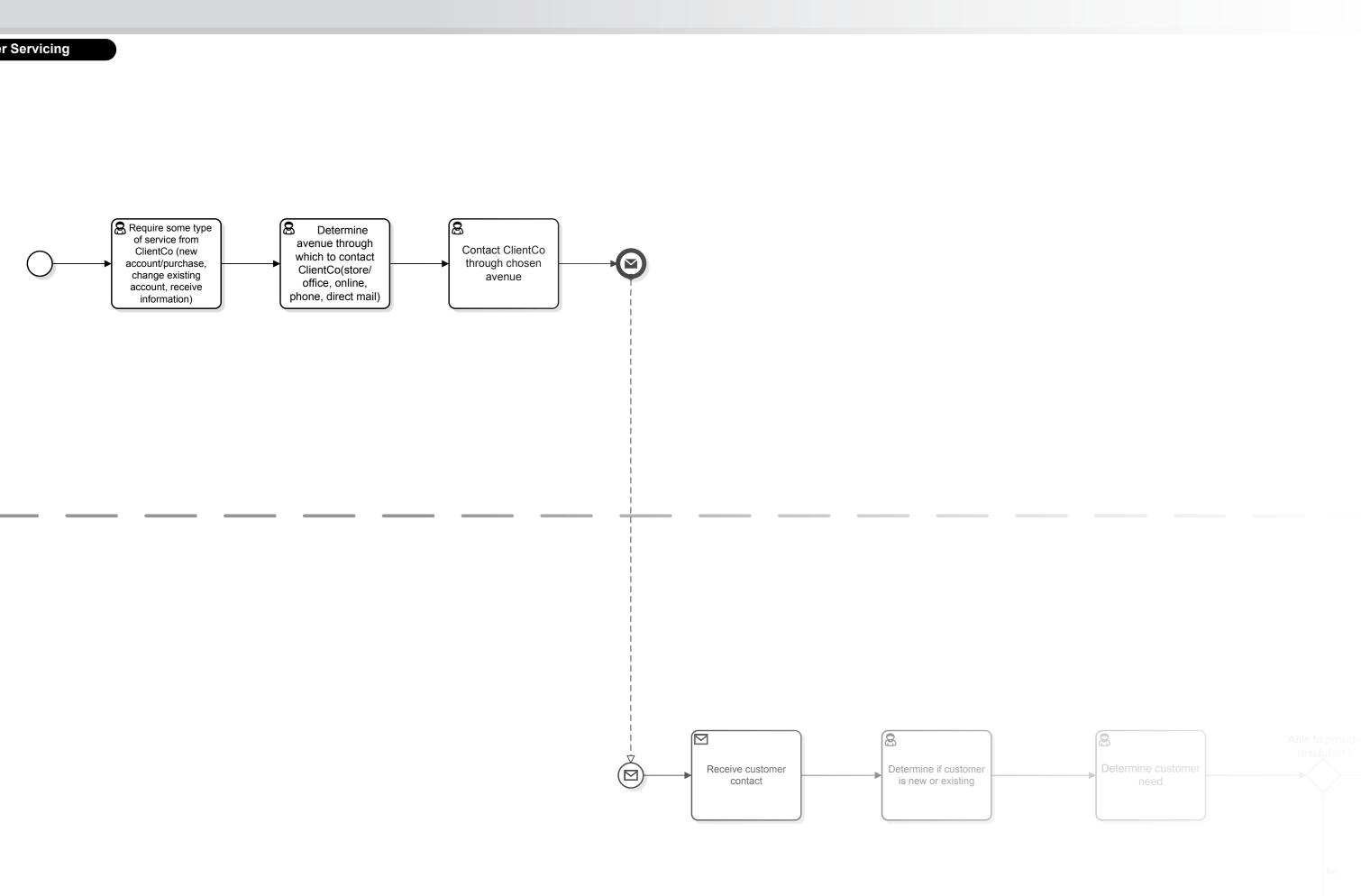
opsdog		
	ops <b>dog</b> .com	Insuranc
Levent 2.0 FORMAN		Customer
INSURANCE		
n-Force Customer Service		
	Customer	
The OpsDog Financial Services Hierarchy		
isurance Banking Broker Investment/Asset Consumer Dealer Management Finance		
- Agency Operations		
New Business Processing		
Underwriting		
In-Force Customer Service		
In-Force Customer Service		
- Claims		
- Case Managment/Settlements		
- Actuarial - Investments		
	Service Rep	
www.OpsDog.com   info@OpsDog.com   Phone: 201.526.1200   www.TheLabConsulting.com		
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.		
	Account Processing	
Legend		
Start Intermediate End Gateway Group Event Event Event		
$( )   ( + )         \rightarrow   \rightarrow  $		
Task Expanded Pool Sequence Message	pm.FSO1.InforceCustomerBPMN.140610	
Sub-Process Flow Flow COPYRIGHT © OPSDOG, INC., 2014   ALL RIGHTS RESERVED	ops <b>dog</b> .com	
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