

opsdog

WORKFLOW

UTILITIES
Field Operations

The OpsDog Service Industry Hierarchy

- Utilities
 - Telecommunications
 - Business & Consumer Services
 - Healthcare Operations
 - Leisure & Hospitality
 - Media Services
- Production & Generation
- Transmission & Delivery
- Operations & Maintenance
 - Utilities Customer Service**
 - Customer Service - Field Operations**
 - Renewable Energy
 - Energy Retailing
 - Sewage Treatment Plant

www.OpsDog.com | info@OpsDog.com | Phone: 201.526.1200 | www.TheLabConsulting.com

Customer Service - Field Operations: Workflow

- A Scheduling & Dispatch
- B Reconciliation Process

Workflow Description

The reception, scheduling, assignment and fulfillment of work orders initiated by customers. Includes customer contact and information gathering, field technician dispatch and final issue resolution and quality assurance.

Legend

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

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT

opsdog.com

Utilities: Customer Service - Field Operations Workflow [BPMN 2.0]

Call Center

Dispatch

Supervisor

Field Technician

Scheduling & Dispatch

```

    graph LR
      Start(( )) --> Task1[Receive call from customer]
      Task1 --> Task2[Conduct search in System X for available times]
      Task2 --> Task3[Consult system to determine type of technician to complete the job]
      Task3 --> Task4[Enter service time slot into system for dispatch review]
      Task4 --> Task5[Send appointment to Dispatch via System Y]
      Task5 --> Event1[Appointment Confirmation]
      Event1 --> Event2[Appointment]
      Event2 --> Task6[Receive appointment automatically from System X]
  
```

pm_US01.FieldOperationsBPMN.140624

opsdog.com **THE LAB**



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!)