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**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

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**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**

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**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 Y]
  
```

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