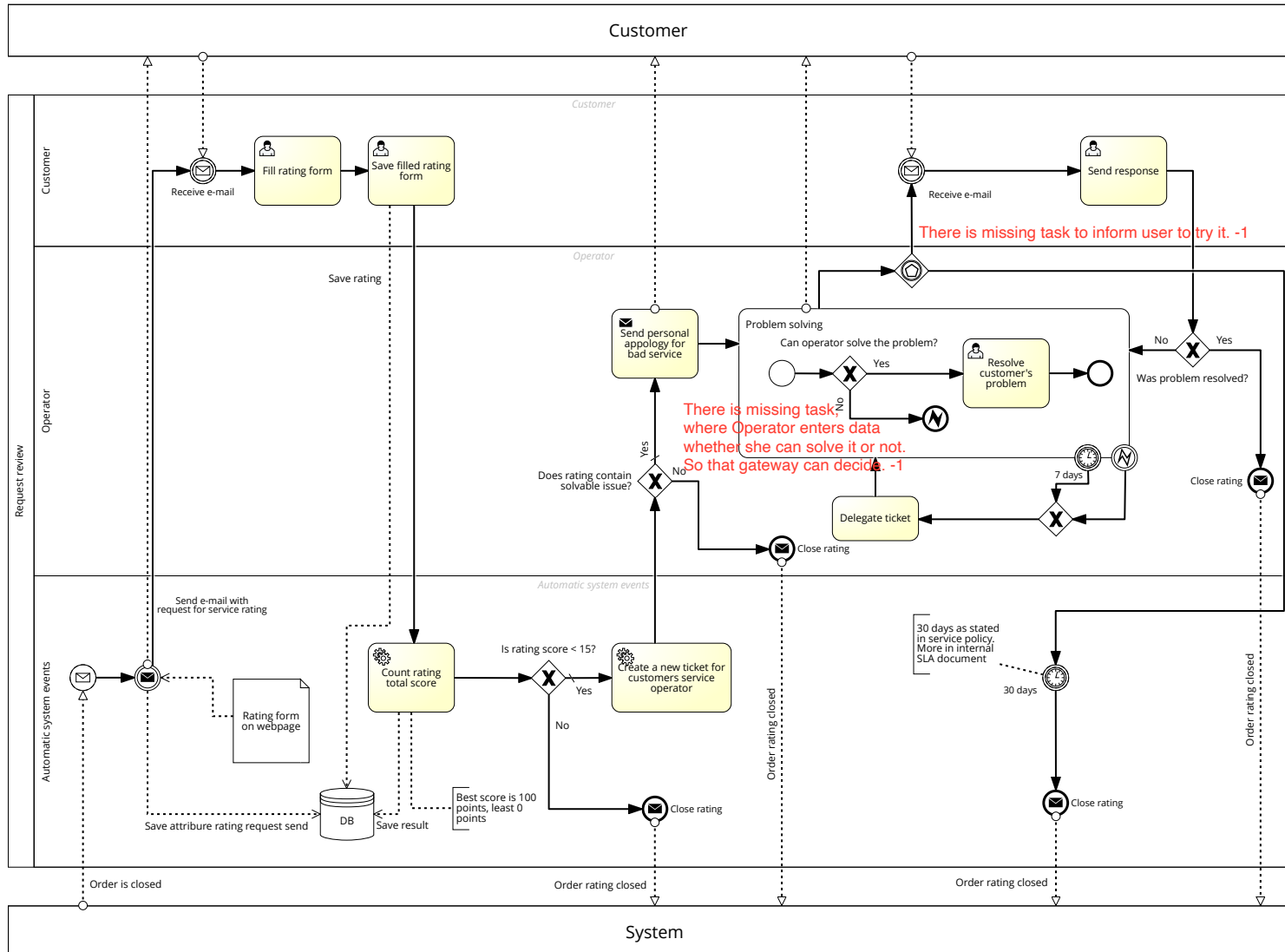


# CustomersServiceRating



Process for getting customers rating of ordered service.  
 Process starts after the system detects closed order. There is an automatic e-mail message to customer asking to fill given rating form. In case of low rating, an operator tries to contact the customer and find out what was wrong with the service.  
 HW02: Added SLA: operator has 7 days to response to the customer or delegate this issue to another operator, if the customer doesn't reply in 30 days, the ticket is closed.

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Result: 10