

FACULTY OF INFORMATICS  
MASARYK UNIVERSITY



Customer service  
Homework 2

PV207 - Business Process Management

## 1 Brief summary

This process starts with receiving an email from the client. Email is assigned to the account manager, who starts to discuss with the client to receive more information with the problem. If the account manager can handle the problem, the client will receive an email with a solution, and the issue is marked as solved. Otherwise, the issue ticket is created and sent to the customer care department. At this point, it counts 14 days to resolve the issue.

Agent receives the issue ticket and then classify the issue type. The customer care department tries to resolve the problem and send a solution to the account manager. If customer care cannot solve the problem, it is transferred to the Head of customer care. The Head of the customer care department must inform the account manager with some explication.

# L2 Customer service

