

540689_Rhugved_Satardekar_Assignment_2(1)



Summary

The process is represented by a level 2 BPMN diagram and includes an exception handling sales and warehouse mechanism. Receiving an order in the sales department is the first step. The inventory is then checked, and the order is then confirmed with the customer. For billing and delivery, then for completion and handling of exceptions, the procedure divides into two parallel gateways. The goods is packaged in the warehouse department and dispatched to the customer if it is available, which results in a delivery confirmation event. An exception is raised if the product is not readily available, and the customer service division looks into it, resolves it, or escalates it.

